



3<sup>rd</sup> August, 2004

## COMMUNITY SERVICES COMMITTEE MEETING

NOTICE IS HEREBY GIVEN THAT A COMMUNITY SERVICES COMMITTEE MEETING OF THE COUNCIL OF THE CITY OF RANDWICK WILL BE HELD IN THE COUNCIL CHAMBER, TOWN HALL, 90 AVOCA STREET, RANDWICK, ON TUESDAY, 10<sup>TH</sup> AUGUST, 2004 AT 5:45 P.M.

Committee Members: His Worship, the Mayor, Cr M. Matson, Bastic, Kenny, Nash, Procopiadis, Tracey (Chairperson) & Woodsmith (Deputy Chairperson)

Quorum: Four (4) members.

**NOTE: AT THE EXTRAORDINARY MEETING HELD ON 20<sup>TH</sup> APRIL, 2004, THE COUNCIL RESOLVED THAT THE COMMUNITY SERVICES COMMITTEE BE CONSTITUTED AS A COMMITTEE WITH FULL DELEGATION TO DETERMINE MATTERS ON THE AGENDA.**

**1 Apologies**

**2 Minutes**

CONFIRMATION OF THE MINUTES OF THE COMMUNITY SERVICES COMMITTEE MEETING HELD ON TUESDAY, 11<sup>th</sup> MAY, 2004.

**3 Addresses to Committee by the Public**

**4 Mayoral Minutes**

**5 Community Services**

5.1 DIRECTOR PLANNING & COMMUNITY DEVELOPMENT'S REPORT 54/2004 - RANDWICK CITY COUNCIL'S AWARDS FOR SPORTING ACHIEVEMENTS. 2

**6 Library**

6.1 DIRECTOR GOVERNANCE, MANAGEMENT & INFORMATION SERVICES' REPORT 21/2004 - LIBRARY & INFORMATION SERVICE ANNUAL REPORT 2003/4. 5

**7 General Business**

**8 Notice of Rescission Motions**

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ACTING GENERAL MANAGER



## ***Director Planning & Community Development's Report 54/2004***

<b>SUBJECT:</b>	RANDWICK CITY COUNCIL'S AWARDS FOR SPORTING ACHIEVEMENTS
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<b>DATE:</b>	28 July, 2004	<b>FILE NO:</b>	98/S/3291
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**REPORT BY:** ACTING DIRECTOR PLANNING & COMMUNITY DEVELOPMENT

### **INTRODUCTION:**

The City of Randwick is renowned for producing sporting Champions. The list of Olympic Legends is long and distinguished, as is the list of those who have represented both the State and Country through sports such as, netball, rugby league, rugby union, surfing, surf life saving and swimming.

### **ISSUES:**

Council at its 26 August, 2003 meeting resolved that

*“Council update its Sporting Hall of Fame Honour Board, as resolved by Council’s resolution on 16 February, 1993;*

*Council call for nominations from sporting bodies and the general public for suitable sporting identities to be considered for inclusion in the Sporting Hall of Fame; and*

*A suitable Civic Reception be held to recognise the identities nominated for inclusion in the Sporting Hall of Fame.”*

Randwick City Council’s Hall of Sporting Champions Program was launched in 1993.

The Program was open to sportsmen and women of all ages who had lived or were born in Randwick City, or who had represented Randwick at State or National level.

Many of those acknowledged had been champions of decades gone by, right up to present day Olympians. Several winners were selected each year, based upon the quality of entries received, and their names inscribed on the Randwick City Council’s Hall of Sporting Champions Board.

The Board is currently on display in the foyer of Bowen Library, Maroubra, and was last updated in 1998.

For the past 23 years, Council has also acknowledged the City's finest young athletes with the Bradley Matthews' Memorial Award for Sporting Excellence. This Award was open to all sportsmen and women attending high school and residing within Randwick City.

The Award is dedicated to the memory of former Councillor, Charles Matthews's son Bradley Matthews, who was tragically killed in an accident whilst playing football. Each year the successful nominee was presented with the Award.

Presented under the Seal of Council both Sporting Awards acknowledge the City's finest athletes, who join a long list of high profile winners such as Olympians Jane Saville and Julie Speight, League Legend Jeff Orford, Rugby Legend David Campese and Surf Life Saving Champion, Samantha O'Brien.

### **CONCLUSION:**

The current entry criteria for the Bradley Matthews Memorial Award for Sporting Excellence is quite restrictive and is only open to sportsmen and women aged 12-18 years, who are either currently attending high school within the Randwick LGA, or who are residents of Randwick City.

It is recommended that the eligibility criteria be expanded to include children of all ages, starting from 5 years of age, primary school level, to and including high school students (18 years of age) and students who train, represent and/or are strongly affiliated with a sporting club located within the City of Randwick.

In previous years nominations for the Bradley Matthews Memorial Award opened in September of each year.

In the past, nominations for the Randwick City Council's Hall of Sporting Champions opened in July of each year.

It is recommended that starting from this year both the Bradley Matthews Memorial Award for Sporting Excellence and the Randwick City Council's Hall of Sporting Champions timetables be combined into one Program called Randwick City Council's Awards for Sporting Achievements with one entry/ nomination form for the two Awards.

It is recommended that the combined Award be launched in early September

However all publicity about the program, eligibility criteria and the nomination form itself, should clearly state that two Awards will be presented as part of the Program.

The Civic Affairs Committee of Council will judge the nominations and recommend winner(s) for both Awards. The winner(s) of both awards will be announced at a Civic Reception hosted by the Mayor.

### **RECOMMENDATION:**

That:

The Bradley Matthews Award for Sporting Excellence and the Randwick City Council's Hall of Sporting Champions be combined into one Program called Randwick City Council's Awards for Sporting Achievements.

The eligibility criteria for the Bradley Matthews Memorial Award be expanded to include children aged 5-18 years and students who train, represent and/or are strongly affiliated with a sporting club located within the City of Randwick.

The Randwick City Council's Awards for Sporting Achievements be launched in September, 2004.

Council's Civic Affairs Committee judge the nominations and recommend winner(s) for both Awards.

The winner(s) of both awards be announced at a Civic Reception hosted by the Mayor.

**ATTACHMENT/S:**

Nil

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KERRY KYRIACOU  
ACTING DIRECTOR PLANNING &  
COMMUNITY DEVELOPMENT

.....  
SHANNON BISHOP  
EVENTS COORDINATOR



## ***Director Governance, Management & Information Services' Report 21/2004***

<b>SUBJECT:</b>	LIBRARY & INFORMATION SERVICE ANNUAL REPORT 2003/4
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<b>DATE:</b>	29 July, 2004	<b>FILE NO:</b>	F2004/07366
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**REPORT BY:** DIRECTOR GOVERNANCE, MANAGEMENT & INFORMATION SERVICES

### **INTRODUCTION:**

Change has certainly been a factor in the life of library services staff at the Bowen Library and branches during the year 2003/4. The relocation of the Bowen Library staff and services to the first floor (from the second floor) continued until late August. Building works carried on while the third floor addition and additional windows on the first and second floor were completed and the HACC facility finally opened in March 2004. The Learning and Development Team were welcomed to share the second floor space and the preparation of the Training Rooms on the second and third floors, completed just prior to Councils on Line training began for most Randwick City Council staff in April 2004.

Throughout this sometimes difficult process the library staff retained good humour and continued to provide excellent customer service and even introduced new services and facilities to library users using the Bowen Library, and increasingly through the branch locations at Randwick and Matraville.

Preparation for the new library management system, AmLib, involved many staff hours in the evolution of the system with Capgemini and the four other libraries involved in the COL project.

A review of the highlights of the Year 2003/2004 for the Library & Information Service is now presented.

### **ISSUES:**

#### **Reference & Information**

Staff in the Reference & Information section provide a vast array of services including the provision of free Internet, online database technology services, special collections including Di@yll (Drug Information at Your Local Library), Liac (Legal Information

Access Centre), Local Studies and Family History and participation in an Australia wide reference service.

### **Information and Online Services**

The Library Service was one of 3 public libraries in New South Wales selected to participate as a partner with the State Library in the nationwide "AskNow" live reference project, an initiative of the National Library. Randwick City Library staff respond to "live" online information enquiries for a two hour period each week via the web-based "Ask Now" service. Staff have developed their online information skills by participating in this project, with information requests received from around the world, and answers provided using the resources of the web.

The Library Service's suite of online databases was extended in scope this year by the addition of Access Science and Literature Finder, two full text databases, as well as the full text Australian Standards Online. Sixteen databases are now available in health, science, current affairs, literature, consumer information, encyclopaedias, and business, with a number of the resources also available via remote access to library members at home.

A new collection of drug information was established at the Library as part of a State Government/State Library initiative to make available reliable drug information to the community. The Di@yll collection (Drug Information at Your Local Library) contains books, leaflets and a website to provide information on a range of legal and illegal substances and health issues.

The Live Homework Help service commenced in 2004 following a successful funding application. The service provides "live" online tutorial assistance to students up to HSC level in English, Maths and Science, and is proving popular with students.

The Library website has undergone many changes in line with the redevelopment of the overall Council site. Many staff hours have gone into the conversion of existing web pages to the new format, and the upgrading is still in progress.

### **Local Studies**

#### **Collection:**

- The development of the online Local History Index was enabled by a grant from the State Library. The database provides subject access to local newspapers, newspaper clippings, council business papers, historic building applications and other items in the local history collection. Staff are engaged in current and retrospective indexing of these resources providing an easily searchable index to the collection via the web. A growing amount of Local History information is now available on the Council website.
- A number of historic photographs and negatives of the Randwick City area were purchased from a private collection and are a significant addition to the library's photograph archive. Staff are also regularly photographing buildings and locations in the City area and adding these contemporary photographs to the online photograph database.

- Conservation work was carried out on a number of historic photographs, and on the Council Rates Books dating from 1859. The work will extend the life of these original materials.
- The Library Service participated in phase one of a state-wide project to ascertain the size of local history resources in libraries with a view to consolidating the digitization of appropriate resources. A comprehensive survey of the size and material type of Randwick Library's Local History collection was completed in December.

### **Promotion and Education**

- History Week was celebrated with a display of ephemera from the archives, along with a step by step display of tracing the history of a house using the resources of the Local History collection
- A stimulating display of photographs juxtaposing historic photographs of the area with photographs of the same location taken in 2004 was a feature of Australian Library Week celebrations.
- Talks were made by the Local Studies Librarian to Kingsford legacy Widows Association, The Randwick and District Historical Society, and to a general audience at Matraville Branch Library on aspects of the history of the area.
- Ten classes from local primary and high schools attended presentations at the library where the Local Studies Librarian outlined the history of the area and illustrated her talks with the display of historical records and material from the archives.

### **Client Services**

The Client Services section is made up of a highly diverse team providing a range of services that includes collection development, marketing and promotion, children's and youth services, community information, multicultural services, the toy & game library and coordination of lending services across all library service points.

The *Councils Online* project has had a major impact on the Client Services section in terms of resourcing the project, preparing for migration to new information systems and availability of facilities for events and activities.

### **Collection Development**

A complete stock take of library resources was carried-out from November 2003 to January 2004 in preparation for the conversion from the LibsPlus to the AmLib Library Management System (as part of Councils Online). A stock take was previously carried out in 2000/2001.

A DVD collection was purchased using Local Special Projects Grant funding for Randwick Branch Library customers. Randwick City Library was one of the first public libraries to purchase DVDs, when a small collection was installed at the Bowen Library in 2002. There was an immediate, positive response from customers. Randwick City residents have been quick to embrace this new format and demand has grown exponentially. There are now more than 500 DVDs in the collections and they are available at all three library service points. Demand still outstrips supply in most cases.



A Book Club was launched in May 2004 – the very first for Randwick City Library & Information Service.

### **Access & Community Information**

Each year Randwick City Library has celebrated multiculturalism in the Randwick community as part of the NSW Carnivale program. In 2003, in partnership with Randwick Council's Community Development section and the Multicultural Advisory Committee the library launched 'A Migrant's Story' project. This project, which encourages people from culturally & linguistically diverse backgrounds to write a short story or poem about their experiences as newly arrived migrants, was so successful that it is now an annual event in the Randwick City Council calendar. All entries were displayed at the Bowen Library, following which they were made available on Council's Internet site and published in a booklet for purchase from Councils libraries.

The LINC'S community information database continues to be heavily utilised by Council staff and members of the public. Over 15,000 enquiries were made on the database over the past twelve months and demand for the printed versions of the Community Directory have been considerably reduced by the availability of, ease of access to and up to date information on the LINC'S database.

### **Marketing & Promotion**

Despite the unavailability of the Vonnie Young Auditorium for much of the year and disruption to services during the construction of the HACC facility 513 activities and events were held by Randwick City Library & Information Service (RCLIS), an increase of 24% over the previous year. The number of attendees at these sessions increased by an amazing 62%, to a total of 8,419, with many events held within the Bowen Library and at branch locations.

The Higher School Certificate (HSC) figured prominently in the RCLIS Calendar of Events in 2003/04. The formation of the Eastern Sydney Libraries Cooperative (Botany Bay, Randwick, Waverley and Woollahra Library Services) in 2003 resulted in the launch of the first *Ride the HSC Wave* program. The initial success resulted in an expanded program for 2004. Two hundred and seventeen students attended the four sessions hosted at the Bowen Library in April/May 2004, almost half the total number that attended across the four library services.

An "Understanding the English Curriculum" information session was hosted at the Bowen Library and attended by 65 library staff from NSW metropolitan and country libraries. It is planned to host a similar information session along with a HSC Expo at the Bowen Library in February 2005.

Two book launches took place at the Bowen Library: Local indigenous author , nine year old Tamina Pitt launched her first book "*What makes A Tree Smile*" in October 2003. Local author Zoe James launched her book "*Safer Cleaning & Better Living Tips*" in December 2003. Both events were very well attended.

### **Children's & Youth Services**

An Online Homework Help service went live at the Bowen Library in March 2004. This new service, the result of a successful CDSE grant application provides an online tutoring

service in Maths, Science and English for students aged 8 to 18 years. A further grant application has been lodged to extend the service for another year and to Randwick Branch Library.

The Children's & Youth Services Librarian has had a particularly challenging and rewarding year. Not only through an expanded role in communicating with schools in the LGA but in developing and presenting a variety of Story Telling workshops to libraries in the Sydney metropolitan area. The first workshop, held at the Bowen Library in February was aimed at presenting stories to pre-school aged children. Thirty-seven staff from seven library services across Sydney attended. A second workshop aimed at school aged children was conducted in June at Woollahra Library, with another twenty library staff attending. Additional workshops are planned for 2005.

School Holiday activities were particularly successful throughout the year with specific themes e.g. *Jungle*, supported by the State Library of NSW and sponsors who provided promotional material and prizes for competitions.

A small Beginner Reader collection was introduced in each library with such an overwhelming reaction from customers that it is a constant challenge to keep up with demand. Despite having expanded the collections at all three locations and regularly adding resources the bulk of Beginner Reader items are constantly on loan.

### **Toy & Game Library**

Many of the activities planned to involve the customers and resources of the Toy & Game Library had to be postponed due to the unavailability of the Vonnie Young Auditorium during the construction of the Level 3 HACC facility and then the Councils Online training requirements. Nonetheless, membership of the Toy & Game Library increased significantly over the previous year, with 821 current members and another 902 members who had not renewed memberships by June 30<sup>th</sup> 2004.

### **Lending Services**

A debt recovery action plan was initiated to recover long overdue library items or replacement costs for those items. This has resulted in the recovery of over 3,000 items, \$1,850.00 in replacement costs and \$2,115.00 in late fees

The Telemessaging system, which was introduced in 2002, now delivers over 85% of all reservation and overdue notices to customers, resulting in a corresponding decrease in the use of printed/mailed notices as well as speedier notification.

### **Support Services**

The Support Services section consists of the Technical Services Team (Acquisitions and Cataloguing functions) and the Outreach (Branch) Team.

### **Technical Services**

The team has had several staff changes over the last 12 months. The team has taken the opportunity to improve existing workflows, cross train team members and develop new performance measures. These improvements should result in greater efficiency and

effectiveness in the future – particularly with the introduction of a new Library Management System, AmLib.

The Technical Services team has been called upon to make various contributions to the Council Online project – Change Advocate Network representation; Council Online Trainer and AmLib Trainer Bs. Staff have also been involved in data cleansing, identifying data conversion issues and User Acceptance Testing.

### **Outreach (Branch) Services**

In the period under review there was a small increase in the circulation figure achieved by the Outreach (Branch) Service - Randwick and Matraville Libraries. Circulation changed from 203,900 in 2003 to 205,418 in 2004. This figure accounted for just over 27% of the total issues circulated by the Council's library service.

**The Outreach (Branch) Team** has improved the service in a number of key areas:

#### **Collection**

- Reorganisation of the magazine sections at Randwick and Matraville Libraries. Magazines at Randwick Library are now arranged by category instead of title. This assists borrowers to locate titles on similar topics.
- DVD collections were introduced at Randwick and Matraville Libraries. This collection has proved extremely popular and needs further development.

#### **Physical layout**

- Matraville Library received some new shelving, the non fiction collections were interfiled, the magazines and audio visual collections were relocated, a reference work table was provided and the seating provision was improved.
- Randwick Library relocated its audio visual collection, magazines and young adult areas.

#### **Promotions**

- Randwick Library's Young Adult area was launched in April 2004. This area features a youth noticeboard, a colourful rug and beanbags. This area is proving popular for the Young Adults in the Randwick area.
- The Outreach Children's Program included School vacation programs, Kids Club sessions, Cantonese Language Storytime and regular school and preschool class visits.
- Regular New Things & Nibbles sessions at Randwick and Matraville Libraries.
- Monthly Morning Tea at Matraville sessions.
- The Outreach Public Talk Program was extended to include talks at Matraville Library as well as Randwick Library. This program has featured author talks including Michael Duffy, Ruth Bernard, Joy Hruby, Esme Day and Zoe James, local history talks, community health talks and even craft and cleaning workshops. Attendance at each session varied between 6-30 patrons.

#### **Displays**

Community displays and exhibitions are displayed on a regular basis at Randwick Library. There is a broad range of exhibitors including local craft groups, painting

groups, artists and photographers. A Wylies Baths Photographic Display was featured at Matraville Branch.

Library staff also create regular displays to highlight parts of the collection including a Samuel Beckett display transferred from Bowen, new materials and council public exhibition documents.

### Library Usage Statistics

#### LIBRARY USAGE

YEARLY TOTAL 02/03 - 03/04	BOWEN		RANDWICK		MATRAVILLE		TOTAL	
	2002/3	2004	2002/3	2004	2002/3	2004	2002/3	2004
<b>HOURS OPEN</b>	3404.2	3297.5	2313.0	2311.5	1315.5	1300.0	7032.7	6909.0
<b>LOANS</b>	597824	530972.0	174411	172701.0	29489	36025.0	801724	739698.0
<b>LOANS PER HOUR</b>	175.6	161.0	75.4	74.7	22.4	27.7	114.0	107.1
<b>VISITS</b>	319179	337109.0	170658	152633.0	22609	23189.0	512446	512931.0
<b>VISITS PER HOUR</b>	93.8	102.2	73.8	66.0	17.2	17.8	72.9	74.2
<b>INFORMATION ENQUIRIES</b>	39478	39689.0	10970	14046.0	2621	3336.0	53069	57071.0
<b>INFORMATION ENQUIRIES/ HOUR</b>	11.6	12.0	4.7	6.1	2.0	2.6	7.5	8.3

There was an 8% decrease in loans, a 0.1% increase in visits and a 7% increase in information enquiries in comparison to the previous financial year. Building works for the new HACC facility undoubtedly impacted upon loans at the Bowen Library as a number of collections had to be relocated or stored for the duration of the works.

#### CONCLUSION:

This year has been a year of the development of councils infrastructure, with the third floor addition to the Bowen Library and the identification of the Library at Matraville as a future Community Centre, and the possibility of space in the Randwick Branch Library situated in the Royal Randwick Shopping Centre for use by Prince of Wales Hospital Baby Health Services. Randwick City Library Services continue to grow technologically while utilising the web outside the physical walls of the library to improve access to databases and soon, the library's catalogue. The libraries still provide traditional resources for loan and new innovations such as DVD's and CDROM resources in all locations.

**RECOMMENDATION:**

That the annual report of the Randwick Library and Information Service for 2003/2004 be received and noted.

**ATTACHMENT/S:**

Nil

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MARK HUMMERSTON  
DIRECTOR GOVERNANCE,  
MANAGEMENT & INFORMATION  
SERVICES