



30th November, 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, 7TH DECEMBER, 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 28TH SEPTEMBER, 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, 10TH AUGUST, 2004.

3 Declaration of Pecuniary & Non-Pecuniary Interests

4 Addresses to Committee by the Public

5 Mayoral Minutes

6 Community Services

6.1 DIRECTOR PLANNING & COMMUNITY DEVELOPMENT'S REPORT 101/2004 - MOVERLEY CHILDREN'S CENTRE FEE INCREASE.

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7 Library

- 7.1 DIRECTOR GOVERNANCE, MANAGEMENT & INFORMATION SERVICES' REPORT 40/2004 - LIBRARY INFORMATION SERVICES AND TECHNOLOGY STRATEGIC PLAN 2002-2005. 4
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GENERAL MANAGER



Director Planning & Community Development's Report 101/2004

SUBJECT:	Moverley Children's Centre Fee Increase
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DATE:	24 November, 2004	FILE NO:	98/S/0085
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REPORT BY: DIRECTOR PLANNING & COMMUNITY DEVELOPMENT

INTRODUCTION:

At it's 12 October, 2004 Meeting, Council resolved:

“ That Council place the proposed 2005 fee structure for Moverly Children’s Centre on Public Exhibition for a period of 28 days and consider any submissions prior to implementation of the proposed new fees.

All increases to take effect from the Centre’s re-opening on 10th January, 2005”

An advertisement was placed in the Southern Courier on 19th October, 2004, advertising the proposed fee increase.

The proposed fee increase was also placed on Public Exhibition at both Moverly Children’s Centre and Council’s Customer Services Area.

The closing date for any comments in relation to the proposed increases closed on 16th November, 2004.

To date no comments were received regarding the fee increase.

FINANCIAL IMPACT STATEMENT:

The proposed fee increase will offset increases in the Moverly Children’s Centre operational budget.

CONCLUSION:

As Council did not receive any public submissions regarding the proposed fee increase for Moverly Children’s Centre, it is recommended that Council adopt the new fee structure of \$54 per day for children in the Pre-School Room and \$60 per day for children in the Nursery, effective from 10th January, 2005.

RECOMMENDATION:

That:

Council adopt the new fee structure for Moverly Children’s Centre, of \$54 per day for children in the Pre-School Room and \$60 per day for children in the Nursery, effective from 10th January, 2005.

ATTACHMENT/S:

Nil

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SIMA TRUUVERT
DIRECTOR PLANNING &
COMMUNITY DEVELOPMENT

.....
RACHELLE LEWENKOPF
COORDINATOR
COMMUNITY DEVELOPMENT



Director Governance, Management & Information Services' Report 40/2004

SUBJECT:	LIBRARY INFORMATION SERVICES AND TECHNOLOGY STRATEGIC PLAN 2002-2005
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DATE:	22 November, 2004	FILE NO:	98/S/0274
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REPORT BY: DIRECTOR GOVERNANCE, MANAGEMENT & INFORMATION SERVICES

INTRODUCTION:

The Randwick City Library Information Services and Technology Strategic Plan 2002-2005 was submitted to the Community Services Committee on the 12th November 2002.

It was proposed in that report that the plan be reviewed and updated on a regular basis, with a complete review in 2005. The following document is a report on achievements of the plan for the period November 2002-November 2004.

ISSUES:

This report identifies a number of strategies that have been fully implemented by the Library Service to optimise service delivery. The implementation of a new library management system as part of the Councils Online project has been a major accomplishment, facilitating improved access to resources for library users, increasing self-service initiatives for users and necessitating significant changes in staff work processes. The growth of the Library's online information resource databases and the ongoing development of library web content have been major achievements. Selected strategies from the 2002-2005 plan will be revisited in 2005 - 2008 as appropriate technologies become more widely available and cost effective.

FINANCIAL IMPACT STATEMENT:

There is no direct financial impact for this matter.

CONCLUSION:

The Library Information Services and Technology Strategic Plan has been a key planning tool for library I.T. development, guiding staff in the development of appropriate

technological resources and facilities for library users. Staff are currently preparing the Library Information Services and Technology Strategic Plan 2005 – 2008.

RECOMMENDATION:

That the Library Information Services and Technology Plan 2002-2005 report on achievements be received and noted.

ATTACHMENT/S:

Library Information Services and Technology Plan Report on Achievements 2002-2005

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MARK HUMMERSTON
DIRECTOR GOVERNANCE,
MANAGEMENT & INFORMATION
SERVICES

Randwick City Library and Information Service



Library Information Services and Technology Strategic Plan

Report on Achievements 2002-2004

Introduction

This report is an outline of achievements in regard to the goals, objectives and strategies outlined in the Library Information Services and Technology Strategic Plan 2002-2005. The development of the Library Information Services and Technology Plan for 2005 – 2008 is in progress.

Goals, Objectives and Strategies

GOAL 1		
EVALUATE EMERGING AND EXISTING TECHNOLOGIES AND RESOURCES THAT MEET AND ANTICIPATE CUSTOMER'S NEEDS.		
Objective	Strategies/Tasks	Achievements
Continue the enhancement of public access computers, including hardware, software and communications, throughout the Library Service.	<ul style="list-style-type: none"> A. Investigate future options for increasing bandwidth and/or changing communications type for NSW.net network computers. B. Replace low-end single workstation printers with networked heavy duty printers in central locations. C. Investigate and implement remote access to the Library catalogue. D. Investigate scanners, Web cams, and readable and/or writable CDRom's for implementation. E. Investigate additional and upgraded software packages and make 	<ul style="list-style-type: none"> A. Task completed. NSW.Net network moved to Asymmetric Digital Subscriber Line (ADSL) connection with 15 GB download limit per month. B. Task completed at Bowen Library and Randwick Branch. Computers networked to print server at circulation desk and attached to HP4300 laser B/W printer. C. Task completed. Remote access available to the catalogue via the Internet. D. CD/DVD burner installed on selected PCs at Bowen and Randwick. Web cam and scanner under consideration. E. Computer training software available at Bowen for public access. Adobe Publishing suite, scanner and CD/DVD burner installed for staff use. 93 CDROM games purchased for Children's Discovery Centres at Bowen and Randwick.

	<p>recommendations.</p> <p>F. Investigate laser colour printing options.</p> <p>G. Investigate viability of fee based data ports for laptops and other portable devices.</p> <p>H. Purchase laptop/s for Library Service.</p> <p>I. Provide advice on Library Pc's as part of RCC computer replacement program.</p> <p>J. Acquire larger than 15inch sized computer monitors.</p>	<p>F. Laser colour printing option investigated. Current solutions incompatible with network.</p> <p>G. Demand from customers for data ports not evident. Laptop users satisfied with power outlets. Sufficient library computers available for Internet use to satisfy demand for data ports.</p> <p>H. Task complete.</p> <p>I. Flat screens installed on staff PCs on public floor.</p> <p>J. Task completed. Computer rollout April 2004 – 17 inch monitors.</p>
<p>Develop user centric library interfaces for the web and desktop to enhance access to resources.</p>	<p>A. Investigate Z39.50 access to other library catalogues with same Library Management Systems and also libraries within close geographic proximity.</p> <p>B. Implement a children's interface to library catalogue.</p> <p>C. Investigate library catalogue interfaces in community languages.</p> <p>D. Investigate access to Library catalogue using portable devices.</p>	<p>A. Amlib Library management System currently does not support this functionality. Has been requested to be investigated by Amlib through user group.</p> <p>B. To be considered after Amlib initial rollout.</p> <p>C. Bilingual Information Management System (BIMS) being investigated, including potential for cooperative grant application by other Amlib libraries.</p> <p>D. Portable devices to be investigated.</p>
<p>Implement services that allow customers quick self help access to library resources and that assist staff in managing access and</p>	<p>A. Expand use of self-check units and identify source and supply for further units at appropriate service points.</p> <p>B. Facilitate greater customer use through training and instruction, and location of self-check units.</p>	<p>A. Additional 3M self -checker now at Randwick branch. Self check for Matraville post-Amlib rollout</p> <p>B. Bowen self-check unit moved to new location. 50% increase in loans using the unit after move. Staff facilitate greater usage of</p>

<p>use of these resources.</p>	<p>C. Investigate the implementation of BPAY and EFTPOS facilities for payment of Library fines and services and other Council accounts. D. Investigate radio frequency identification (RFID) technology, including a cost benefit analysis. E. Continue to investigate and implement a smart card technology solution throughout the library service. Ensure cooperation and collaboration with any similar Council solution. F. Appraise further applications of self-help technologies</p>	<p>units through on demand customer instruction. C. BPay and EFTPOS facilities part of Councils Online solution. D. RFID technology investigation ongoing. Technology still developing and costs on decline. E. Smart Card solution to be investigated Council wide F. Further self-help technology appraisals ongoing. Library customers utilising web catalogue for renewals, holds, and catalogue searches.</p>
<p>Continue to enhance and increase staff access to computers and other technologies to facilitate provision of quality customer service.</p>	<p>A. Ensure adequate computer facilities for staff to carry out normal work duties, as all duties are now computer based. B. Investigate opportunities available through video conferencing.</p>	<p>A. Adequate numbers of staff computers for following computer upgrade project. B. Video conferencing opportunities to be investigated.</p>
<p>Develop and maintain cooperative schemes and partnerships with other organisations that facilitate the joint development of IT projects to benefit the community.</p>	<p>A. Participate in collaborative forums such as MPLA (Metropolitan Public Libraries Association), Online Reference Projects, EPLEG (Electronic Public Library Evaluation Group), I.T. Users Group and Web Users Group. B. Investigate other strategic partnerships within Council and in the</p>	<p>A. Participation on collaborative forums continues and is ongoing – eg web authors, Online Reference, EPLEG, ELEG (Electronic Library Extension Programme – Australian Bureau of Statistics). Reference and Information Services Coordinator participating in “Public Libraries and eGov” State Library research project. B. Participating in Amlib user meetings C. Cooperation in place with other Councils Online Amlib users.</p>

	<p>wider library network.</p> <p>C. Form a Library committee that will work with other G5 councils training in the new Library Management System.</p> <p>D. Work with other G5 councils to standardise and improve work flow processes and ensure available functionality is maximised.</p>	<p>D. In progress</p>
<p>Develop work flow processes within the library that take advantage of software applications that improve the effectiveness of business processes across functions and external vendors</p>	<p>A. Investigate and implement further EDI (electronic data interchange) applications that automate and integrate business processes.</p> <p>B. Investigate and plan for implementation of web based collaboration software such as tools that combine communications' abilities – voice, sight, real time interaction etc. – so that people can collaborate more easily. In particular collaborative tools for knowledge sharing, training, and web broadcasts.</p>	<p>A. To be considered after Amlib initial rollout</p> <p>B. Investigation ongoing.</p>

GOAL 2

PROVIDE OPTIMUM AND EQUITABLE ACCESS TO ELECTRONIC RESOURCES AT ALL LIBRARY LOCATIONS AND REMOTELY.

Objectives	Strategies/Tasks	Achievements
<p>To ensure sufficient * availability of computer terminals to meet ongoing demand.</p> <p>* as defined in Library Management Plan.</p>	<p>A. Monitor quarterly Internet availability survey at all locations.</p> <p>B. Reallocate or expand computer terminals, using data from Internet availability survey, to ensure sufficient number to meet demands.</p>	<p>A. Monthly Internet use surveys undertaken at all library locations. Survey indicates satisfactory access for users.</p> <p>B. Three additional PCs installed at Randwick branch for Children's Discovery Centre. Pielink kiosk removed from Randwick Branch due to non-profitability. Two additional PCs to be installed for public access from State Library grant funding.</p>
<p>Develop and implement furniture and equipment options that address issues such as sound, access, OH&S and public liability concerns.</p>	<p>A. Provision of headphones at all public access PC's.</p> <p>B. Investigate installation of listening posts for music collection.</p> <p>C. As part of RCC computer replacement program, investigate furniture options that feature safety designs such as tables with hidden cable areas.</p> <p>D. Improve staff efficiency by acquiring hands free phones.</p> <p>E. Investigate options for replacing standard CRT (cathode-ray tube) screen with LCD (liquid crystal</p>	<p>A. Headphones under consideration.</p> <p>B – F. Under investigation.</p>

	display) monitors (leading to up to 50% reduction in power usage and decreased eye strain). F. Ongoing implementation of adaptive technology services for library customers such as voice recognition software.	
Expand and enhance functionality and scope of online catalogue to incorporate online resources.	A. Investigate feasibility of providing access to limited URL's from the in-house catalogue computers. B. Selection, evaluation and cataloguing of Internet sites for inclusion into library catalogue. C. Implanting web URL's into bibliographic records for existing and new resources.	A. Access to Local History Index, Photograph Gallery image database and LINCS Community Information database available from in-house catalogue PCs. B. Under consideration. C. In progress. URLs added to reference serial holdings, and downloaded Kinetica records with URLS available for some titles.
To maximise remote access to electronic resources and services from anywhere and at anytime.	A. In consultation with commercial database vendors, investigate and implement remote access options of online databases. B. Continue to develop and implement an electronic library (iBranch) entirely supported through the web.	A. The majority of the library's subscription databases are now available remotely to library members. Access on most databases converted from username/password to library barcode authentication to simplify access. Remote access is considered for each new subscription with cost often the determining factor. B. Library's iBranch provides access to online databases and email information service. Online access also to library catalogue from August 2004.
Ongoing development and evaluation of the library's electronic resource collection.	A. Comparative evaluation of online versus print versions of library resources. B. Migration from CD-Rom based resources to online resources.	A. Two literature databases subscribed to, replacing and updating superseded hard copy resources. Serials subscriptions revised and number of titles in hardcopy reduced because of availability of online resources. Access to

		<p>Australian Bureau of Statistics resources to be electronic (installation scheduled for October/November 2004), and consequent reduction in number of hardcopy titles. Online access to major international newspapers investigated and to be implemented.</p> <p>B. CDROM subscriptions reduced with SMH and Genealogy resources now the only Reference CDROMs subscribed to.</p>
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GOAL 3

CONTINUE TO ENSURE THE LIBRARY SERVICE IS THE MOST COMPREHENSIVE SOURCE OF ONLINE INFORMATION FOR THE COMMUNITY.

Objectives	Strategies/Tasks	Achievements
<p>To sustain and continue the development of library web resources and services and the creation of digital content.</p>	<ul style="list-style-type: none"> A. Translation of identified targeted pages into community languages. B. Continue to expand the amount of local area and local history information available online. C. Develop an Access database for the Local Studies vertical file and card index. D. Convert Local History databases from Filemaker Pro to database format that is compatible with existing software. E. Investigate feasibility of placing Web cams in library locations to show "What's going on" in the Library on the Library website. F. Convert all current library policies to web accessible format and add to website. G. Purchase of image compression software that is compatible with other such software Council has purchased. 	<ul style="list-style-type: none"> A. General "About the Library" information has been translated into 6 languages and is available on the library's website. B. The Local History Index has been developed and made available on the web; a streets, parks, people and placenames database is under development; the Bicentennial plaques project is being made "web ready"; the Randwick Social History project will be on the web by late November; a "Randwick Sporting History" is also being researched for the website. C. The database has been developed, and ongoing indexing of resources is in place with 5900 records in the database at 1st October 2004. D. Information from existing local databases to be converted. E. Under consideration. F. The Library's Collection Development Policy and Internet Use Policy are both on the web. G. Software purchased and available to library staff.

<p>Establish standards for Library electronic resources, services and procedures.</p>	<p>A. Maintain procedures for adding metadata to all library html files. B. Establish and maintain standards for responses to email requests via contactus@randwick.nsw.gov.au C. Develop a routine and implement maintenance procedures for staff responsible for Web page development and maintenance.</p>	<p>A. Procedures developed and in place for adding metadata. B. Procedures and guidelines for email information requests developed and implemented. C. Web meetings held regularly, and web pages updated fortnightly or as required. [The development of the new web has impacted on the amount of new material being added – emphasis has been on converting existing content.]</p>
<p>Incorporate marketing and promotion of the Library's electronic services to the community in the Library Marketing Plan.</p>	<p>A. Continue to develop electronic delivery services to customers such as email notification of Library related events and upcoming programmes. B. Develop and implement a marketing strategy, as part of the Marketing Plan, for the Library's online resources and services.</p>	<p>A. Email of overdue and reservation notices to be investigated when Amlib reports fully implemented. Other email functionality to be investigated. B. To be implemented in 2005 Marketing Plan.</p>

GOAL 4**DEVELOP THE ROLE OF THE LIBRARY AS A CENTRE FOR LIFELONG LEARNING THROUGH THE PROVISION OF TECHNOLOGY BASED TRAINING TO LIBRARY STAFF AND CUSTOMERS.**

Objective	Strategies/Tasks	Achievements
Realise adequate staffing to ensure quality of library programmes and services and to meet customer's growing needs for I.T. based educational training.	<ul style="list-style-type: none"> A. Present report on provision of potential business opportunities for a Computer Club for customers B. Investigate option for employing a qualified trainer/librarian to develop and implement an I.T. training programme for library customers. C. Determine usefulness of online interactive training resources. 	<ul style="list-style-type: none"> A. Demand for such a service not obvious. Rewards scheme for computer users implemented to reduce costs for regular users. B. Training programme to be revisited when training facilities at Bowen are available. C. ICDL (International Computer Driving Licence) available online to library users, providing interactive software training.
Promote electronic literacy within the community.	<ul style="list-style-type: none"> A. Identify, develop, promote and evaluate technology based training courses for community. 	<ul style="list-style-type: none"> A. Review of current courses undertaken. Demand for library- based service not identified through library surveys.
	<ul style="list-style-type: none"> A. Ensure all new staff, including contract staff, attend a comprehensive orientation programme that includes circulation services training and information services training, where applicable. 	<ul style="list-style-type: none"> A. Staff training in place. Emphasis in 2004 has been on Councils Online training.

GOAL 5		
MAINTAIN FLEXIBILITY OF LIBRARY NETWORK AND SYSTEMS TO ADAPT TO NEW AND CHANGING TECHNOLOGIES THAT MEET LIBRARY CUSTOMER REQUIREMENTS.		
Objective	Strategies/Tasks	Achievements
Continue to evaluate and enhance the Library's network to meet demands for new technologies.	<ul style="list-style-type: none"> A. Evaluate benefits that a wireless solution may offer such as checkin/checkout of books and shelf checks. B. Ensure static IP address for Library Service in consultation with CITS. C. Explore possibilities for VOIP (Voice over Internet Protocol) applications in the library environment. D. Work with CITS to ensure equitable access to information throughout the library branches. Adequate response times must be a major consideration of any solution. 	<ul style="list-style-type: none"> A. RFID options under investigation. B. IP issues resolved. C. VOIP under investigation D. Network and server changes resulted in improved response times at all library locations up to September 2004. Branches experiencing slow communications in October 2004 – to be resolved.
Provide clear and thorough documentation for electronic resources and associated peripherals.	<ul style="list-style-type: none"> A. Develop printer problem guidelines and PC troubleshooting guides. B. Determine capacity to refine online help screens on library catalogue and undertake if possible. 	<ul style="list-style-type: none"> A. PC help guides available on Library Intranet. Staff training in PC troubleshooting to be conducted. B. Amlib enquiry screen instructions reviewed and refined.
Create a dependable I.T. infrastructure in order to deliver quality information services	<ul style="list-style-type: none"> A. Initiate move towards service level agreements with IT division to ensure high standard of service is provided to library customers. 	<ul style="list-style-type: none"> A. SLAs researched with view to developing Library/CITS agreement. CITS general SLA in place, but not addressing specific library concerns.

	<p>B. In conjunction with the CITS, develop the flexibility of existing network to cater for the creative use of I.T. by users that may conflict with Councils internal users such as chat facilities.</p> <p>C. Ensure all required sites are accessible through the Council firewall and remain so.</p>	<p>B. Firewall restrictions etc limit some Internet facilities for users. Investigation being undertaken of wireless hotspots.</p> <p>C. Ongoing.</p>
<p>Enable customised and personalised services for registered clients to enhance retrieval and customer satisfaction.</p>	<p>A. Tailoring of Library catalogue to customer requirements, that is the development of "My Library" portals.</p> <p>B. Examine collaborative filtering software that will provide catalogue enhancements such as readers recommend feature, customer email alert for newsletters, holds, and new books.</p>	<p>A – B. Amlib system capabilities under investigation.</p>
<p>Develop the technical knowledge of key Library and I.T. staff as regards the Library Management System, soon to be Infovision.</p>	<p>A. Broaden and develop knowledge base through sharing current knowledge.</p> <p>B. Study current documentation and implement effective tools revealed.</p> <p>C. Network with external groups to foster exchange of mutually useful knowledge such as InfoVision User group meetings.</p>	<p>A. Selected staff attended intensive library system training, and trained other staff in processes and procedures.</p> <p>B. In progress. Business rules for Amlib being developed.</p> <p>C. In progress. Attending Amlib User Group meeting, and meetings with other Councils Online partners.</p>



Director Governance, Management & Information Services' Report 41/2004

SUBJECT:	LIVE HOMEWORK HELP
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DATE:	23 November, 2004	FILE NO:	F2004/08366
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REPORT BY: DIRECTOR GOVERNANCE, MANAGEMENT & INFORMATION SERVICES

INTRODUCTION:

This report provides information on the introduction of an innovative online tutoring service in 2004 for children and young people at the Bowen Library.

ISSUES:

Background

For a number of years staff of Randwick City Library & Information Service (RCLIS) have been investigating ways in which to introduce a free face-to-face homework tutoring service for the children and young people in the Randwick community.

Randwick City Council's libraries are a magnet for children, teenagers and parents seeking a safe environment to study and learn. The concept of an after school tutoring or homework help service was appealing and potentially very marketable. Some public libraries had introduced tutoring services with varying degrees of success. The main way in which libraries provide tutoring services is through recruitment of volunteers. There are a number of issues that have to be resolved when engaging volunteer tutors, not the least of which is ensuring that they have been screened under the Child Protection (Prohibited Persons) Act 1998.

RCLIS staff wanted to ensure that any service the library offered was governed by the following principles:

- Quality control and consistency in delivery of service
- Reliability in delivering the service on offer
- Age range – providing a service to the broadest possible age range
- No cultural or linguistic constraints
- Range of subjects provided
- Evaluative processes and feedback mechanisms in place

Expansion potential – having the infrastructure available to expand service to other branch libraries and even other non-library locations within Randwick City.

Customer Base

RCLIS is heavily utilised by young people from the Randwick LGA. Approximately 12% of the RCLIS customer base is between the ages of 10 and 17 years. By age group this equates to 47% of the 10-14 year old and 35% of the 15-17 year old Randwick residents who are members of RCLIS. This does not include those children and young people who utilise the library for study but who are not necessarily members of the library.

Approximately 38% of students from the Randwick LGA come from culturally and linguistically diverse (CALD) backgrounds where a language other than English is spoken at home. This means that these young people are often unable to get help with their homework from their parents.

Investigating a service

In January 2003 a number of library staff attended an early morning information session attached to the *Information Online 2003* Conference. One of the speakers, Jack Goodman CEO of Tutoring Australasia was launching an Australian version of Live Homework Help, a highly successful computer-based service available throughout the United States of America.

The service was provided through an Internet connection to a personal computer, utilising fully trained tutors, highly qualified in their field of expertise. While not strictly face-to-face it was a personalised one-on-one service.

The service appealed to RCLIS staff as it was not only innovative – a PC-based service that would be highly marketable to a community that is recognised as being highly technology literate – but it also provided confidentiality, provided a structured mechanism of reporting and feedback and was highly reliable.

Live Homework Help (LHH) would allow young people to access specialist help after school hours, anonymously, from tutors with experience in the current NSW **maths, science** and **English** curriculum.

Tutoring Australasia provided a full range of promotional material, assisted with advertising and arranged for media representation at any official launches. Tutoring Australasia would also provide extensive training to library staff to support the service from the library side.

Fairfield City Library had already taken the decision to establish a LHH service in a number of branch libraries. Library staff attended the launch at the Whitlam Library in March 2003. The launch and the interest it generated convinced staff that this was a service that the Randwick community would embrace in the right environment.

Funding the service in 2004

As funding for such a service did not exist within the RCLIS budget it was necessary to seek either a grant or sponsorship for an initial trial of the LHH service.

As Fairfield City Library had successfully applied for a grant through the CDSE it seemed opportune to make a similar submission. RCLIS was successful in receiving a grant through CDSC as a result of a thoroughly researched submission by the Online Services Librarian.

Grant funding to the value of \$9,000 was provided by South's Juniors (\$8,000) and Maroubra Seals (\$1,000) to establish a LHH service with two concurrent licences at the Bowen Library for the full 2004 school year (February – December). As the total cost of providing the service was \$10,560, \$1,560 was provided from the library Book Sale expenditure account.

Unfortunately RCLIS was not successful in securing a CDSE grant in 2004 to continue the service beyond December 2004. As such, funding will need to be sourced from elsewhere to continue to offer this service in 2005 and beyond.

Establishing Live Homework Help

After overcoming some initial technical challenges, Live Homework Help was made available to the student population in March 2004. As the majority of students utilised the Bowen Library it was decided that this would be the initial location for service.

Two NSW.net personal computers traditionally available to all library customers for research and homework were quarantined for the provision of LHH between **4.00-7.00 pm Monday-Friday** [during school terms].

Publicity and flyers advertising the service were distributed to all schools in the LGA and some schools in neighbouring councils. The service was also publicised in the *Regarding Randwick* column in the *Southern Courier*. Large posters were prominently placed throughout the libraries. A recorded message would be played over the Bowen Library public address system each weekday just before 4.00pm to remind students and parents of the availability of the service.

Launching Live Homework Help

LHH was officially launched in late July 2004. The Mayor of Randwick City, Councillor Murray Matson, presided over the launch which included an actual live demonstration of the service by students. Members of both clubs were invited to attend the launch. Councillor Robert Belleli and Jack Goodman, CEO of Tutoring Australasia also attended the launch.

Results of the service to date

The Live Homework Help service continues to grow in strength throughout the year. Session numbers fluctuated slightly with the occurrence of school holidays, but always, sessions were rated highly and feedback from students always remained positive. During the month of October students focus more on exams. This resulted in a natural decline in the demand for any tutoring service. **Table 1** provides breakdown of usage per month.

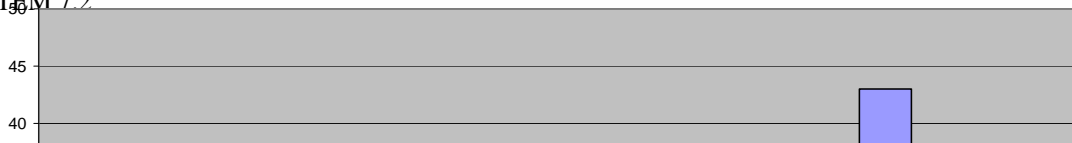
Table 1:

Live Homework Help progress

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ITEM 7.2

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A total of 197 students have logged onto the LHH service since inception. Usage levels have ranged for a low of 4 sessions in April to a high of 43 in September. Usage is relatively evenly divided between all years 5-12, although usage by year 12 students increased significantly from July until October, closer to commencement of the HSC exams.

Maths and a wide variety of science topics are equally the most popular subjects. English was only introduced in 2004. Usage of LHH for English will be monitored to establish whether it is the most suitable forum for tutoring in this topic.

Student and tutor feedback – a snapshot

Student reaction has been extremely positive with comments recorded such as:

“I think it’s a great service. I can’t wait to use it again.

“Just what I needed thanks”

“Fractions make sense now! This is a great way to help people learn! I’ll return to LHH”

“The good thing about this program is that you can spend extra time on studying and have expert answers from tutors.”

Tutor’s comments give an insight into the level and complexity of requests for assistance:

“The student was revising for a geometry test on Friday. I covered some basic Euclidean rules and then worked through some examples.”

“The student asked about integrating trigonometric ratios”

"Fossil fuels and Greenhouse gases. Long session but a good one".

"Discussion of the basics of poetry...alliteration, personification and metaphors and how they are used in poetry to convey points of meaning. Practice through examples were used to identify and create aforementioned poetry tools."

FINANCIAL IMPACT STATEMENT:

As previously stated, funding to continue this service will need to be identified and allocated. The financial impacts in respect to this matter are provided below. Detailed costings are included in **Attachment 1**:

Option 1: Existing service level

February – June 2005 – 2 concurrent user licences [current situation]
\$5,148.00 inc GST

Option 2: Existing service level

2005/2006 Financial Year – 2 concurrent user licences [current situation]
\$11,440.00 inc GST

Option 3: Expanded service to one branch library

2005/2006 Financial Year – 3 concurrent user licences [additional licence for Randwick Branch Library]
\$17,160.00 inc GST

Option 4: Expanded service to two branch libraries

2005/2006 Financial Year – 4 concurrent user licences [additional licences for Randwick Branch Library and Matraville Branch Library]
\$21,736.00 inc GST

CONCLUSION:

There is no doubt that **Live Homework Help** has provided immediate and lasting benefits to the young people of Randwick City. The service has the potential to expand both in terms of subject coverage and service/access points.

With the establishment of a Children's Electronic Resource Discovery Centre (CERDC) at Randwick Branch Library in October 2004 there is added impetus to expand the LHH service into Randwick Branch Library as well as the Matraville Branch Library.

RECOMMENDATION:

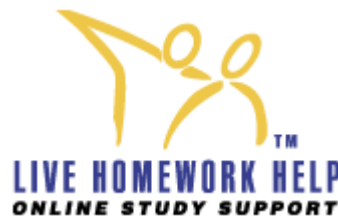
That:

- (a) The report on **Live Homework Help** be received and noted;
- (b) Council supports the ongoing provision of Live Homework Help;
- (c) Funding be allocated from within the Library Budget from January 2005 for the ongoing provision of Live Homework Help at the Bowen Library; and
- (d) Additional funding is considered in the 2005/2006 Management Plan to expand the LHH service into the branch libraries.

ATTACHMENT/S:

Live Homework Help Proposal for Randwick City Library and Information Service
21 November, 2004

.....
MARK HUMMERSTON
DIRECTOR GOVERNANCE,
MANAGEMENT & INFORMATION
SERVICES

Attachment 1:

**Live Homework Help Proposal for Randwick City Library and Information Service
21 November, 2004**

The Randwick City Library and Information Service

The Randwick City Library and Information Service (RCLIS) aims to foster an informed and literate community by providing a range of materials, programs, and services to its diverse and growing population.

Core to that mission is developing new services for young adult patrons who may benefit greatly from positive learning experiences at their local library. Live Homework Help was launched at the Bowen Library in 2004 and has proved to be a popular and important part of its expanding youth services program.

Tutoring Australasia

Tutoring Australasia is the only provider in Australia of live homework assistance programs delivered via the Internet. It delivers its rapidly growing service to institutions and individual customers across Asia and Oceania. Among its numerous clients are the Fairfield, Parramatta, Randwick and Hurstville City Library Services in New South Wales. Its sister company, Tutor.com, currently serves Live Homework Help to more than 500 public libraries across the United States and Canada, and more than 1,500 students benefit from the service nightly.

Live Homework Help

Live Homework Help is a groundbreaking program designed to run on libraries' existing technology – computers with Internet access. Tutoring Australasia has combined a network of expert Australian tutors and sophisticated Internet technology to deliver real-time tutoring to students in years 4-12. Subjects covered include **mathematics** (general maths, algebra, geometry, trigonometry, and calculus), **science** (general, earth science, biology, chemistry, and physics) and **English** (grammar, spelling, usage, punctuation and essay writing).

The program is extremely simple for students to use: After entering their year level (4 – 12) and the subject they need help with, students are immediately connected to expert tutors in the Online Classroom for up to 20-minute long Homework Help sessions.

"I used to get D's and F's
Now I get A's and B's."

This proposal will detail a range of ways in which RCLIS can continue and/or expand its Live Homework Help service based upon available funds.

- Live Homework Help Student

Live Homework Help is available during regular library hours for a total of 15 hours per week. As a result, young adults who require help when a teacher is not available or who are studying a subject the teacher or their parents are unable to help with, can turn to Live Homework Help for immediate support.

Real Tutors. Real Results.

Tutoring Australasia has a network of Australian tutors who are certified teachers, professional tutors, graduate students, and undergraduates enrolled in honors courses at selected four-year universities. All tutors are background checked, trained in online teaching techniques and fully familiar with New South Wales education curriculum, including the HSC.

Benefits

- Delivers equal access for all students to an important and valuable educational service
- Provides access to curriculum experts
- Teaches technology skills needed for success in school and beyond
- Fulfils library mission to be the access point for new technologies
- Easy to administer
- 15 hours of live tutoring each week
- Software installed on as many computers as required.
- Remote access to all patrons (optional).
- Posters, flyers, and bookmarks included
- Additional marketing support materials available from livehomeworkhelp.com.au -- just customize and print
- Web-based reports delivered monthly with students' usage, comments and satisfaction ratings

Accessible and Affordable

Special Features

Technical Requirements

Live Homework Help is simple to install and requires only minimal technology to implement. Nearly any computer built in the last 8-10 years that features an Internet connection should be usable for the service. Tutoring Australasia will work with RCLIS to ensure that any technology issues are resolved quickly and efficiently. Specifically, each computer needs to be:

- 200 megahertz or higher CPU
- 32 megs or RAM (64 megs recommended)
- Windows 95, 98, NT4, 2000, XP
- Shockwave 8.0 (free download)
- Internet Explorer 4.0 or higher
- Access to port 1626 (if firewall present)
- Monitor resolution of 800 x 600 or higher

Implementation

RCLIS will continue/expand its Live Homework Help program

Customer Service and Support

Proposal
(See appendix for pricing details.)

based on available funding. Please see the funding options below.

Tutoring Australasia will provide comprehensive customer service, including e-mail, live, and on-site support to assist in the implementation, maintenance and marketing of Live Homework Help.

Program: **February – December 2005.**

Locations: **See alternatives**

Training and implementation: **see proposal**

Total cost: **see proposal**

**Appendix: Pricing for Randwick City Library and Information Service
Pilot Live Homework Help Program Pricing**

OPTION 1: February – June, 2005

Locations to be served 1
(Bowen Library)

Subjects included:**Mathematics:** General maths, algebra, geometry, trigonometry, calculus**Science:** General science, earth science, biology, chemistry, physics**English** (including grammar, spelling, punctuation, usage and essay writing)***Hours of availability:*****Standard Hours:** Monday – Friday, 4pm to 7pm**Service is billed 40 weeks per year and is available 50 weeks per year*****Site Pricing - weekly***

Locations:	1
Number of licenses (concurrent users)	2
Price per license (per week)	\$130.00
Length of program in weeks (school holidays coverage included at no extra charge)	18
Sub-total cost of HWH licenses	\$4,680.00

Training and Implementation

Remote and on site software set up and Web development.....	n/c
On site training.....	n/c
Sub-total Training and Implementation costs:	n/c

Discounts

Cost of providing service during school holidays	\$1,040.00
Discount for school holiday tutoring:	-\$1,040.00

Subtotal:..... **\$4,680.00**

GST:..... **\$468.00**

Total Cost:..... **\$5,148.00**

**Appendix: Pricing for Randwick City Library and Information Service
Pilot Live Homework Help Program Pricing**

OPTION 2: July 2005-June 2006

Locations to be served 1
(Bowen Library)

Subjects included:**Mathematics:** General maths, algebra, geometry, trigonometry, calculus**Science:** General science, earth science, biology, chemistry, physics**English** (including grammar, spelling, punctuation, usage and essay writing)***Hours of availability:*****Standard Hours:** Monday – Friday, 4pm to 7pm

Service is billed 40 weeks per year and is available 50 weeks per year

Site Pricing - weekly

Locations:	1
Number of licenses (concurrent users)	2
Price per license (per week)	\$130.00
Length of program in weeks (school holidays coverage included at no extra charge)	40
Sub-total cost of HWH licenses	\$10,400.00

Training and Implementation

Remote and on site software set up and Web development.....	n/c
On site training.....	n/c
Sub-total Training and Implementation costs:	n/c

Discounts

Cost of providing service during school holidays	\$2,600.00
Discount for school holiday tutoring:	-\$2,600.00

Subtotal:	\$10,400.00
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GST:	\$1,040.00
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Total Cost:	\$11,440.00
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**Appendix: Pricing for Randwick City Library and Information Service
Pilot Live Homework Help Program Pricing**

OPTION 3: July 2005-June 2006

Locations to be served 2
(Bowen Library, Randwick Branch)

Subjects included:**Mathematics:** General maths, algebra, geometry, trigonometry, calculus**Science:** General science, earth science, biology, chemistry, physics**English** (including grammar, spelling, punctuation, usage and essay writing)***Hours of availability:***

Standard Hours: Monday – Friday, 4pm to 7pm

Service is billed 40 weeks per year and is available 50 weeks per year

Site Pricing - weekly

Locations:	1
Number of licenses (concurrent users)	3
Price per license (per week)	\$130.00
Length of program in weeks (school holidays coverage included at no extra charge)	40
Sub-total cost of HWH licenses	\$15,600.00

Training and Implementation

Remote and on site software set up and Web development.....	n/c
On site training.....	n/c
Sub-total Training and Implementation costs:	n/c

Discounts

Cost of providing service during school holidays	\$3,900.00
Discount for school holiday tutoring:	-\$3,900.00

Subtotal:..... **\$15,600.00**

GST:..... **\$1,560.00**

Total Cost:..... **\$17,160.00**

**Appendix: Pricing for Randwick City Library and Information Service
Pilot Live Homework Help Program Pricing**

OPTION 4: July 2005-June 2006

Locations to be served 3
(Bowen Library plus both branches)

Subjects included:**Mathematics:** General maths, algebra, geometry, trigonometry, calculus**Science:** General science, earth science, biology, chemistry, physics**English** (including grammar, spelling, punctuation, usage and essay writing)***Hours of availability:*****Standard Hours:** Monday – Friday, 4pm to 7pm

Service is billed 40 weeks per year and is available 50 weeks per year

Site Pricing - weekly

Locations:	1
Number of licenses (concurrent users)	4
Price per license (per week)	\$130.00
Length of program in weeks (school holidays coverage included at no extra charge)	40
Sub-total cost of HWH licenses	\$20,800.00

Training and Implementation

Remote and on site software set up and Web development	n/c
On site training	n/c
Sub-total Training and Implementation costs:	n/c

Discounts

Cost of providing service during school holidays	\$5,200.00
Discount for school holiday tutoring:	-\$5,200.00
Multiple license discount (5%)	-\$1,040.00

Subtotal:..... **\$19,760.00**

GST:..... **\$1,976.00**

Total Cost:..... **\$21,736.00**