



2 August 2005

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, 9TH AUGUST 2005 AT 5:30 PM

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 FROM THE COMMUNITY SERVICES COMMITTEE MEETING HELD ON TUESDAY, 12TH JULY, 2005.

3 Declaration of Pecuniary & Non-Pecuniary Interests

4 Addresses to Committee by the Public

5 Library

5.1 DIRECTOR, CITY SERVICES' REPORT 92/2005 - ANNUAL REPORT LIBRARY AND INFORMATION SERVICE 2004/05.

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6 General Business

7 Notice of Rescission Motions

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GENERAL MANAGER

Director, City Services' Report 92/2005



SUBJECT:	ANNUAL REPORT LIBRARY AND INFORMATION SERVICE 2004/05
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DATE:	27 July, 2005	FILE NO:	F2004/08383
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REPORT BY: DIRECTOR, CITY SERVICES

INTRODUCTION:

The Library & Information Service provided a wide range of activities and services from all three library service points throughout 2004-2005. The introduction of the AMLIB library management system in August 2004 involved many staff hours prior to and after the installation. Compliments from customers who relish the opportunity to search the library catalogue and databases from home and renew or reserve library items, a long sought after feature of the new system, have been received from day one.

A review of the highlights of the year 2004/2005 for Library & Information Services is now presented.

ISSUES:

1. Optimise existing and emerging technologies to improve services and streamline processes

1.1 Councils Online Amlib Go Live

The most significant event of 2004-2005 in Library & Information Services was the conversion from the GEAC LibsPlus Library Management System (LMS) to the Amlib LMS.

Randwick was selected as the COL launch site for Amlib for a number of reasons:

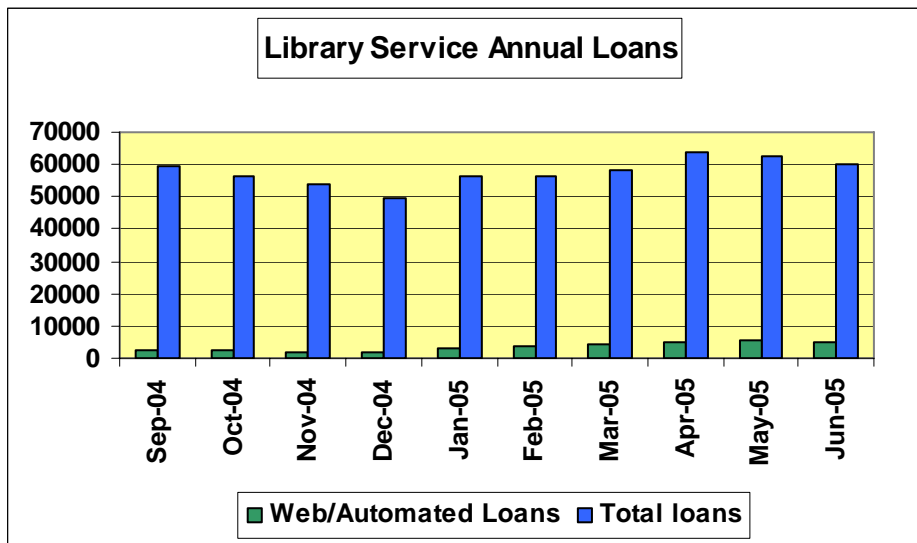
- Quality and relative clean state of the data;
- Decisions made about the data to be converted approved by Council; and
- Preparedness and willingness of library staff.

Go Live took place on Wednesday, 11th August, 2004. While there have been a number of challenges, mainly relating to applications that interact with Amlib (eg. Oracle Financials and Talking Technologies), these are gradually being resolved.

The Amlib system has brought about a number of improvements and advantages:

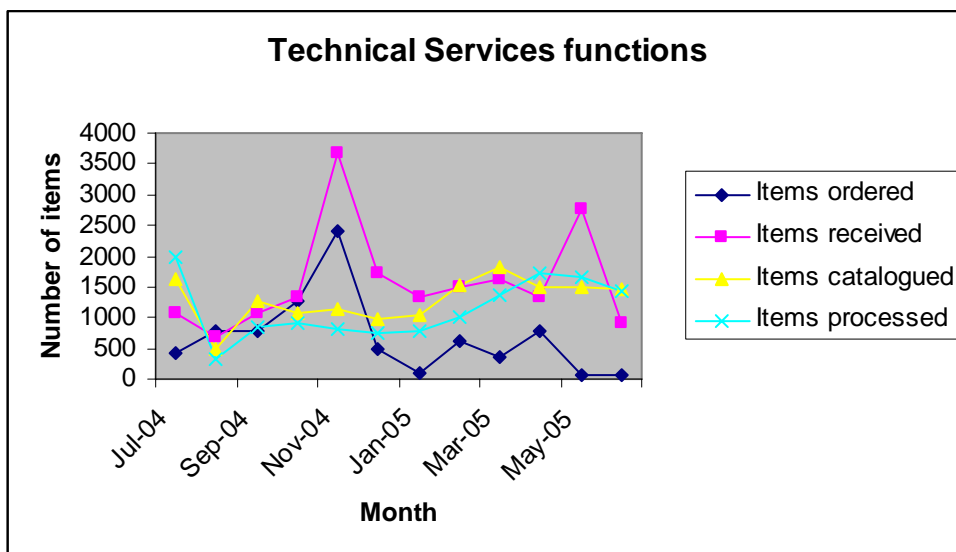
- Customer access to the library catalogue via the Internet;
- Customers can reserve, renew and request items via the web [see Graph 1 below];
- Greater power and flexibility to library staff for collection management and reporting; and
- Integration with Oracle Financial Management system.

The self-service applications in Amlib have been embraced by library customers. An example of this is the growth in web and telemessaging loan renewals – **automated renewals increased from 4% of total loans in September 2004 to 8% in June 2005.**



Technical Services Support

The introduction of Amlib has encouraged the Technical Services team to use the capabilities of the new system to streamline processes. Staff have cross-trained in many areas and are more able to deal with bottlenecks in Technical Services workflows.



The graph above shows the main functions of the Technical Services team. Immediately prior to Go Live in August the team was unable to enter orders, receive or catalogue items for 2 weeks. As staff became more proficient in the use of the Amlib cataloguing module the cataloguing output increased. The Library Service received a rush of deliveries immediately prior to the end of the calendar and financial years – this is an annual phenomenon. The graph also reflects efficient collection development practices as the majority of funds were committed and goods received prior to the end of the financial year.

Integration with other COL and third party applications

- **Oracle Financials**

The Councils Online project has developed a financial interface between the Amlib program and the Oracle financial system. This enables Acquisitions staff to order, receive and pay invoices in Amlib and export this information directly to Oracle Financials.

- **Kinetica**

The major Library suppliers add Randwick holding statements to Kinetica (National Library database) and Technical Services staff download MARC catalogue records. These suppliers also deliver items already covered, security taped and spine labelled for fiction collections. This enables staff to minimise cataloguing backlogs on the majority of collections.

2. Customers are satisfied with the range of services and products and the agreed level of service delivery

2.1 Library Membership

As part of the COL data conversion process a decision was made to delete over 20,000 inactive library membership records prior to Go Live. Membership has grown steadily since that time – see Table# below.

Table # Library Membership since Go Live

New memberships	7168
Re-registrations	5985
Total membership at 30/06/2005	43699
Membership as % of LGA population at 30/06/2005	36%

The following graph illustrates the growing trend in membership as a percentage of the LGA population since Go Live.

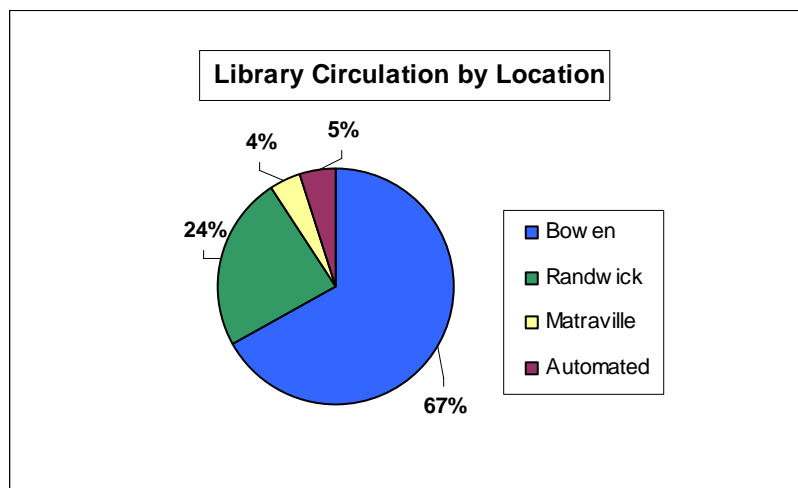
Library membership as percentage of LGA population 2004-2005

End of Month	Total members	LGA Population	% of LGA population
Aug	35649	121497	29.4
Sept	36323	121497	29.9
Oct	36904	121497	30.4
Nov	37449	121497	30.9
Dec	37997	121497	31.3
Jan	38414	121497	31.6
Feb	39627	121497	32.7
March	40350	121497	32.4
April	41125	121497	32.8
May	41852	121497	34.5
June	43699	121497	36.0

2.2 Collection enhancements

Loans 2004-2005

A total of 689734 items were loaned to customers in 2004-2005



New Collections

Two new pilot lending collections were launched:

- **Computer Games**

51 CD-ROM games were introduced at the Bowen Library in June 2005 to gauge demand for this resource.

On average 88% of this collection is on loan at any time.

- **Graphic Novels**

152 graphic novels for young adults were introduced at the Bowen & Randwick Branch Libraries in April 2005 as part of the Youth Week celebrations.

On average 70% of this collection is on loan at any time.

Other new collections include:

- **Sustainability Access Collection**

In partnership with the Sustaining our City initiative under the environmental levy program the library has commenced a project to develop a resources collection for both Council staff and the community that will assist and raise awareness of environmental and ecological sustainability issues.

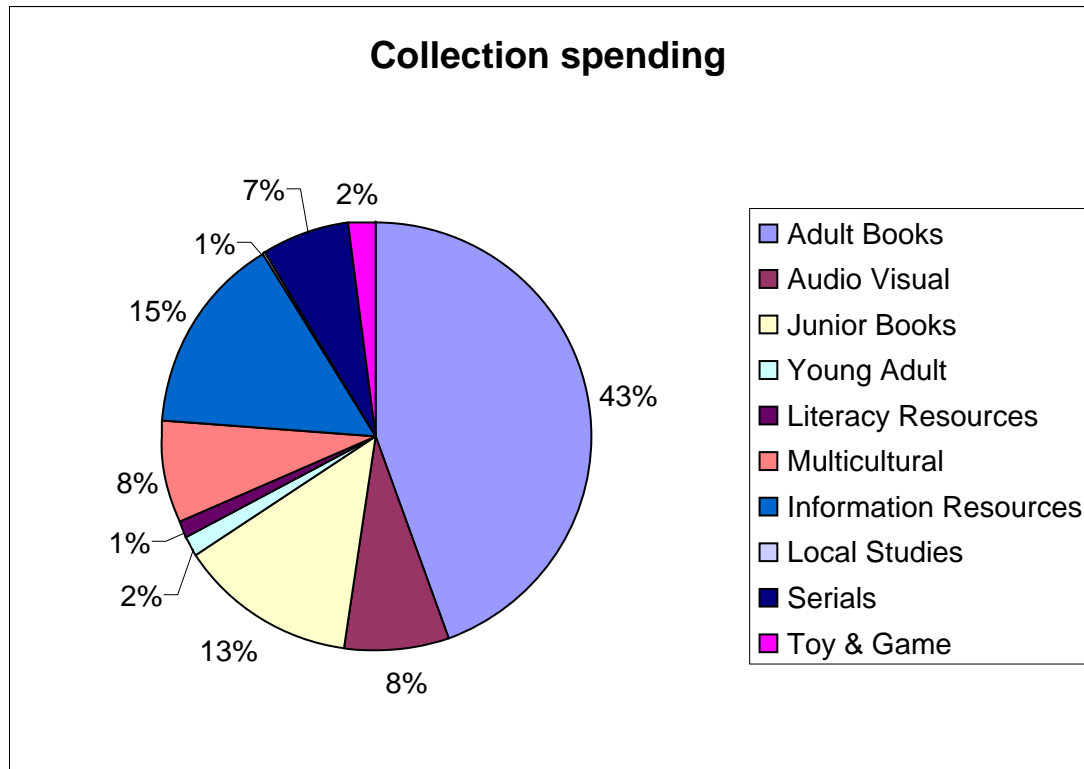
- **Malabar RSL Alzheimer's Collection**

Malabar RSL and Alzheimers Australia donated a collection of resources for carers and suffers of Alzheimers. Cr Margaret Woodsmith and the President of Malabar RSL launched the collection at Matraville Branch Library.

Chinese Resources Grant

Following a nearly 30% increase of the Chinese population in Randwick LGA, Randwick City Library & Information Service successfully applied for a Library Council of NSW Library Development Grant to the value of \$35,000 to expand the existing Chinese collection. A wide range of resources including books, videos, DVDs and magazines are to be purchased for the Bowen and Randwick Branch libraries. The new collection will be launched in November 2005 and will be a feature of the celebration of Chinese cultural heritage.

2.3 Collection Expenditure



The above table shows the percentage of council funds spent on individual collections.

The growing demand for Audio Visual resources (DVDs, CDs & CD-ROMs) is likely to impact on the Collection Development Policy and future collection spending.

2.4 New & enhanced services and programs

2004-2005 was a year of ground-breaking events and new programs for L&IS. Overall attendance at all programs and events is resented in Table # below.

Table # Total number of events and attendance 2004-2005

Number of events/activities	634
Total attendance 2004-2005	11445

Of particular significance are:

The NSW @your library campaign

The @your library program was developed by the NSW Public Libraries Marketing Interest Group as a coordinated marketing and promotion campaign to raise awareness of public libraries within NSW and followed a similar highly successful campaign conducted in South Australia in 2003. Based on a 'branding' concept, a program of themed months created for libraries to follow and to develop programs of activities and events under the brand name such as *Connect@your library* and *Life-long learning@your library*. RCLIS embraced the campaign by branding most activities in this way as well as providing bookmarks and promotional bags for library customers. The campaign will finish in December 2005.

English Conversation Classes

The Access & Community Information Librarian implemented a program of English conversation classes at the Bowen and Randwick Branch Libraries. The program involved recruiting and training twenty volunteer tutors, providing teaching & learning resources, promoting the program and conducting ten classes per week with an average of ten people per class. A total of 432 people attended the first term (January – April 2005).

The popularity of the program can be gauged by the fact that term three (July – September 2005) is fully subscribed with customers enquiring about term four.

Actors Forum Drama Program

The first play reading of 'Liar Liar' by acclaimed thespians Lorraine Bayly and Donald McDonald in June 2005 was so well received, with 78 people attending, that the Actors Forum has approached the library to run a full program of five plays per year at the Bowen Library & Community Centre.

Book Clubs

The first book club launched at the Bowen Library in May 2004 has attracted a loyal following in the past year. The success of the club at the Bowen Library encouraged the staff to launch *Book Club – Chapter 2* at Randwick Branch Library in May 2005. On average, fifteen people have attended each monthly book club meeting.

HSC & Education Expo

250 librarians, students, parents and teachers attended the Expo held at the Bowen Library in March 2005. Negotiations are now under way to conduct the Expo at the State Library of NSW in 2006 to allow participants from Sydney and environs to attend.

Live Band@Bowen Library

Organised as part of the April Youth Week Celebrations and to complement the Lionel Bowen Young Writers Award celebrations, the live band night at the Bowen Library, consisted of talented young musicians from South Sydney High School who performed to an enthusiastic crowd of 150 people. A similar event is scheduled for Children's Book Week "Reading Rocks" in August 2005.



Children's Electronic Resource Discovery Centre @ Randwick Branch Library

The establishment of a CERDC at Randwick Branch had been planned for some time after receiving a grant from the State Library of NSW and the Library Council of NSW. The Bowen Library CERDC was launched in 2002 and has been a phenomenal success with children and parents often queuing to utilise the PCs for research and recreation. The Randwick Branch CERDC was launched in February 2005 as part of the *Connect@your library* activities for the *@your library* campaign.



Live Homework Help @ Bowen Library

As a result of a successful CDSE grant in 2003 an online tutoring service was established at the Bowen Library in early 2004. This service provides students from Primary to HSC level with expert assistance in English, mathematics and the sciences. Randwick Council has committed to fund this service in 2005/2006. It is planned to make the service available to Randwick Branch Library customers in the near future.

Outreach Opportunities

A new strategy for engaging the community was implemented in 2004-2005 where library staff go out into the community and attend various forums and events:

- Matraville Family Fun Day
 - This highly successful event was sponsored by the NSW Dept. of Housing in February 2005. Library staff provided a play area as well as promotional bags and information.
- South Coogee Housing Estate
 - A combined BBQ and activities afternoon is held every month with library staff providing story time and toy/game activities. On average 30 people attend this activity.
- Coral Sea Park Family Day
 - Over 200 people visited the library stand at this weekend event in South Maroubra in May 2005.
- Eco Living Fair
 - As part of the library involvement in Council's Sustainability program a dedicated library stand was provided at this successful event in June 2005. As well as information on library resources and services a collection of toys and games were provided to appeal to children while their parents were involved in talks and activities.
- Matraville Sports High School Careers Day
 - Students from seventeen schools attended this event. The library provided a stand, careers information and membership enrolment forms at this June 2005 event.

Randwick Branch Library Refurbishment

The first stage of a refit of this busy branch library commenced in June 2005, with the installation of a new customer service desk and the relocation of the meeting room. The meeting Room now becomes a multi purpose activity area.



Further changes will take place over the next twelve months and will include improvements to the lighting, relocation the PCs, redesign of layout of the shelving and collections and painting of surfaces.

2.4 Ongoing services and programs – a snapshot

There were many other events and activities that have been developed in previous years and that are part of the ongoing Library Calendar of Events. Just a few of the most significant activities have been:

Migrant's Story Project

The second year of this innovative project developed in partnership with the Randwick City Council Multicultural Committee, proved just as successful as the launch year. Seventeen short stories were submitted and are available in booklet form from the Bowen Library for loan or purchase. The project was expanded to include a photographic exhibition of people's experiences in coming to and settling Australia.

Fifty-five people attended the prize-giving evening which concluded the Randwick Carnivale celebrations in October 2004.



Lionel Bowen Young Writers' Award

A record 135 entries were received for the Young Writers Award. 110 people including the Hon. Lionel Bowen who presented 12 Awards, attended the third LBYWA presentation at the Bowen Library in April 2005.



Play workshops

71 people (parents and their infants) participated in 5 play workshops in May-June 2005 organised by the Toy & Game Library Workers. Further workshops are scheduled for late 2005.

Ride the HSC Wave Program

The Eastern Sydney Libraries Co-operative consisting of Randwick, Waverly, Woollahra and Botany library services planned and presented the programs in all four locations.

In its third year the *Ride the HSC Wave 2005* lecture series attracted 61 participants over 5 sessions at the Bowen Library

The program covered a broad spectrum of subjects and included Chemistry and Ancient History for the first time.

In addition, a broad range of HSC relevant web pages were linked to the library web page through the HSC section. Stickers were placed in the covers of all HSC study texts to direct students to these electronic resources via the library web page.

Children's & Young Adult Activities

An extensive range of recreational and educational activities was provided at all three libraries to the children and young people of the Randwick Community. This included the weekly Kids Club program for preschoolers and the monthly Pizza & Pages program for young people. A full program of activities was provided during each school holiday including the ever popular Summer Reading Challenge. Table # provides a full breakdown of the number of events and attendance figures:

Table #: Children's and Youth Activities 2004-2005

Program activity	No. of sessions	No. of attendees
Kids Club & Preschool visits	337	4996

Kids Club in other languages	8	134
Pizza & pages	7	100
Holiday activities	56	1282
High school inc Youth Week	7	179
TOTAL	415	6690

Public Talks

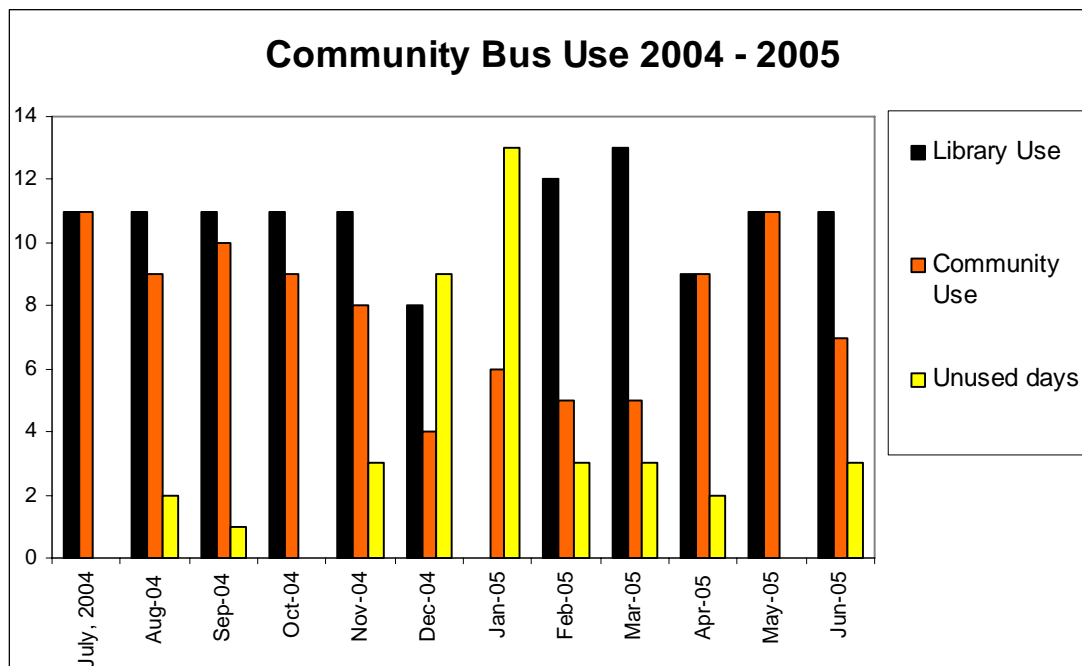
An expanded program of talks on many varied subjects has proven to be very successful, especially at the branch libraries. Over 380 people attended talks at all three libraries on topics such as wildlife conservation, taxation (in other languages), arts and crafts, history and heritage, as well as talks by local authors.

Library & Community Bus Service

Randwick City Council’s 19-seat, wheelchair accessible bus continues to provide an essential point of access to Council services for Library members and non-profit community groups.

Every Tuesday and Wednesday the bus service provides transport for local residents who have difficulty using other means of transport to attend their local library branch.

On Mondays, Fridays and alternate Thursdays the bus is available for hire by non-profit community groups within the local area. The bus and driver can be hired for day-trips within the metropolitan area or outside Sydney (within a set distance limit).



The above table illustrates the usage of the Community bus. In 2004/2005 the Community Bus was in use 89.3 % of the available days.

Home Library Service

The Home Library Service continues to provide an essential service to house bound residents of the city. The service is conducted in partnership with Waverly and Botany councils.

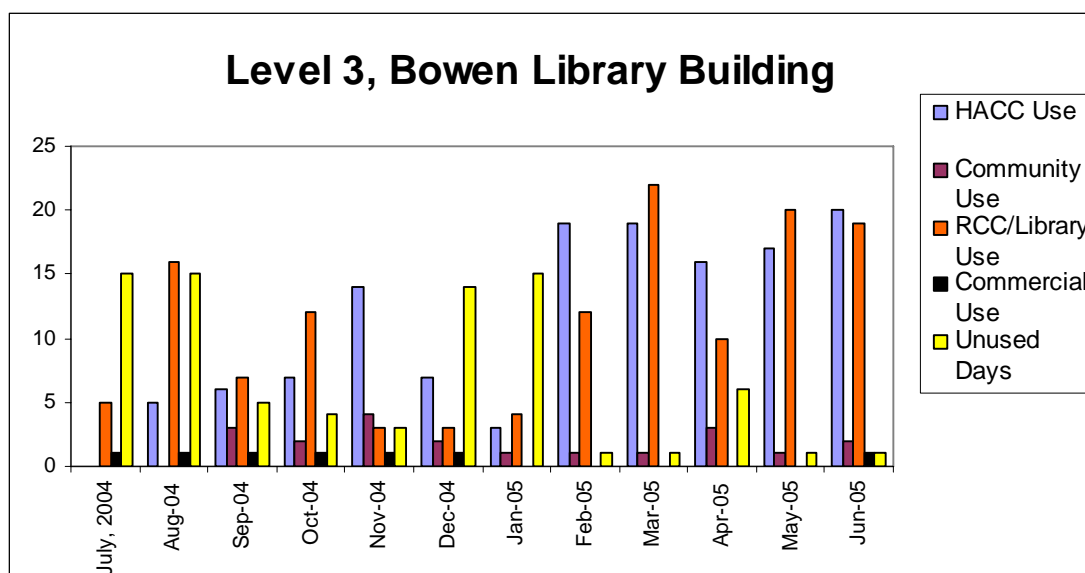
Meeting spaces and facilities

The Library & Information Services offers a range of meeting room and hall facilities at all 3 branch locations.

At the Bowen Library & Community Centre there are a variety of spaces available for hire including the Vonnie Young Auditorium and rooms in the HACC facility on level 3.

The Vonnie Young Auditorium, which is an integral part of the Bowen Library is heavily utilised by the library, Council Departments, Community groups and some commercial organisations. The space is at such a premium that many bookings are made months prior to the actual events to ensure the space is available. In 2004-2005 **413 groups** or individuals booked the auditorium which was utilised for **329 days of the year** – most unused days being weekends and public holidays.

2004-2005 has been the first full year in which the HACC facility has been available for community use. The meeting spaces were booked 285 days in the year. The graph below illustrates usage of the level 3 facility. It is worth noting that much of the training for the Councils Online project took place on the 3rd level of the Bowen Library.



3. Ensure the optimum use of information resources

Information Online

Throughout 2004/05 a significant amount of local historical information has been added to the Council website by library staff. Street, park and place name origins, an A to Z of

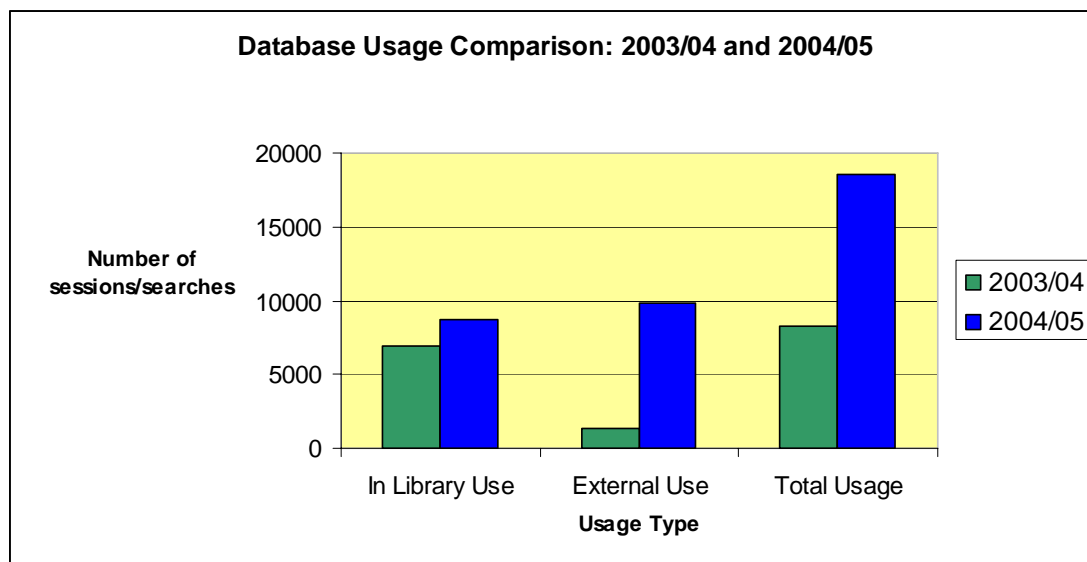
people and places, an historic timeline, and the Bicentennial Plaques project have been added to the “About Randwick” pages of the website.

The majority of the historic building application books have been microfilmed to provide better access to these resources for researchers. The local history index, a locally created database now contains over 12000 records providing keyword searching access to the local history clipping file, local newspapers, council minutes and other archival material. The database is a “work in progress” with indexing being undertaken on a weekly basis to include both current and historical content. Access to the database through the library catalogue is planned for 2005/6.

The range of over 6000 online Australian Bureau of Statistics Ausstats publications were made available free of charge to library users through the library’s partnership with that organisation.

The library’s suite of online databases was extended during 2004/5 with the addition of TumbleBooks for Kids, Proquest ANZ Newsstand, The Science Resource Centre and The Times (London) Digital archive. Library members are now able to access the majority of the online products from their home internet, with library resources increasingly available on a 24/7 basis.

Use of online resources maintained a steady growth through 2004/5, with the number of searches/sessions executed by users doubling the figures for 2003/04. The popularity of external database access (via the Internet at home) with library members is demonstrated in the chart below.



LINCS Community Information

The LINCS database is the primary resource for Council and residents seeking information about services, agencies and groups on the LGA and wider Sydney Metropolitan area. This database, with over 350 records relating to the Randwick LGA, is maintained and updated by library staff on behalf of Council and is available free of charge through Council’s website. In 2004-2005 23,142 enquiries were made by people

searching for Randwick community information. In 2003-2004 15,495 enquiries were made. This represents a 33% increase in one year.

4. Annual usage statistics 2004-2005

JUL04-JUN05	BOWEN		RANDWICK		MATRAVILLE		TOTAL	
	2004	2005	2004	2005	2004	2005	2004	2005
HOURS OPEN	3297.5	3270.5	2311.5	2294.5	1300.0	1309.0	6909.0	6874.0
LOANS	530972	462666	172701	164539	36025	28915	739698	689734
VISITS	337109	309692	152633	156320	23189	22790	512931	488802
INFORMATION ENQUIRIES	39689	36817	14046	10933	3336	2293	57071	50043
BOOKINGS - PAY INTERNETS & WORD PROCESSORS	22134	22671	4708.5	5542	2674.5	1253	29517	29466

FINANCIAL IMPACT STATEMENT:

There is no direct financial impact for this matter

RECOMMENDATION

That the Director's Report on the Annual Report of Library & Information Services be received and noted.

ATTACHMENT/S:

Nil

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 JORDE FRANGOPLES
 DIRECTOR, CITY SERVICES

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 JULIE JARVIS
 MANAGER – LIBRARY AND
 COMMUNITY SERVICES