



Report to General Manager

Attachments:

1. Shorelink Minutes 9/11/16
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SUBJECT: Shorelink Minutes and New Fast Reads Service

AUTHOR: Rebecca Aukim, Manager Library Services

ENDORSED BY: Martin Ellis, Director Community and Library Services

EXECUTIVE SUMMARY:

Members of the Shorelink Library Network convened on 9 November 2016 and due to a lack of quorum resolved to present the outcomes by way of a report. Council's attention is drawn to:

ITEM 8: Shoreplan Review (includes contract renewal; service statistics for the year and 99.98% uptime for the computer network)

ITEM 10: Election of Office Bearers As there was not a quorum at the meeting, it was agreed that elections would be deferred until next meeting, 22 February 2017. All current Office Bearers will remain in place until the February meeting.

This report also describes the new Fast Reads service for library customers.

FINANCIAL IMPLICATIONS:

A new Library Fee is proposed.

Comment by Responsible Accounting Officer:

Funding for the project is appropriate.

Local Government Act 1993: Section 23A Guidelines - Council Decision Making During Merger Proposal Period. The Guidelines have been considered in the preparation of this report and are not applicable

RECOMMENDATION:

1. **THAT** the minutes of the Shorelink Library Network held on 9 November 2016 be adopted.
 2. **THAT** the Fast Reads late fee of \$1.00/day be placed on public exhibition.
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LINK TO DELIVERY PROGRAM

The relationship with the Delivery Program is as follows:

Direction: 4. Our Social Vitality

Outcome: 4.6 Library services meet information, learning and leisure needs

BACKGROUND

Shorelink Library Network Committee meeting

The Shorelink Committee quorum requires (i) one representative from each Council and (ii) a minimum of three Councillors from three separate Councils. Its minutes are forwarded to member Councils for consideration and adoption.

Members of the Shorelink Library Network convened on 9 November 2016 and due to a lack of quorum resolved to present the outcomes by way of a report

CONSULTATION REQUIREMENTS

Community engagement is not required.

SUSTAINABILITY STATEMENT

The sustainability implications are of a minor nature and did not warrant a detailed assessment.

DETAIL

Fast Reads service

There is a high demand in the library for the latest popular fiction and non-fiction titles. Currently, library customers can reserve the latest items and pay a reservation fee of \$2.50 as well as borrow the item for 3 weeks. Due to the high demand for these titles, customers may have to wait weeks or months before they receive the item. The late fee is \$0.30 a day.

A service that has been successfully introduced at other public libraries (including other Shorelink Libraries) is the Fast Reads service. This is a separate collection where all that is purchased is the latest popular fiction and non-fiction and displayed separately. Customers who are quick readers can borrow items from this collection for 7 days only which greatly reduces the wait time for the next fast readers. The Fast Reads collection will also overall lower the reservations on the general collection as the quick readers will borrow the Fast Reads items. This will improve the service for customers who are borrowing items for 3 weeks. Items from the Fast Reads collection can't be reserved so customers won't be charged the normal \$2.50 fee.

To ensure that the Fast Reads items are returned and available for loan the library proposes charging a \$1.00 a day late fee for each Fast Reads item not returned before the due date. This is the current practice at other Shorelink Councils for their Fast Reads service. It will be less confusing to customers if all the Shorelink libraries that provide a Fast Reads service are charging the same late fees. The library will ensure that customers are aware of the late fee through prominent signage and a bookmark and spine label which clearly states the \$1.00 a day late fee.

Shorelink Library Network

Chairperson: Cr Nic Wright
Willoughby Council

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Stanton Library
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RECORD OF THE 171th MEETING OF THE SHORELINK COMMITTEE Wednesday, 9 November 2016 at 6.30 pm Willoughby Council Chambers

PRESENT: **Members:**

Lane Cove	Jennifer Bice
Northern Beaches (Manly)	Vicki Smith
Mosman	Jill Cuthbert
North Sydney	Rebecca Aukim
Willoughby	Angela Casey

In attendance:

Martin Ellis (North Sydney)

LACK OF QUORUM Those present agreed to consider the agenda and forward recommendations to the member councils in the form of a report.

ITEM 1: **Apologies:**

Cr Moline, Mosman; Cr Wright, Willoughby; Cr Karpin, Lane Cove; Cr Marchandean; North Sydney; Coreen Tan, Shorelink

ITEM 2: **Declarations of Interest:**

Nil

ITEM 3: **Minutes of 170th Meeting held on 24 August 2016:**

RECOMMENDED: 2016/2017: 9

THAT the Minutes be adopted

ITEM 4: **Matters arising from the Minutes of 24 August 2016**

Re: Item 9 Draft Shorelink Annual Report 2015-16

RECOMMENDED: 2016/2017: 10

THAT the Report be adopted subject to changes agreed at the meeting of 24 August 2016.

Re: Item 11 Other business: Presentation to Northern Beaches Council

The Agent librarian advised that the draft presentation is in progress and will be circulated to the library manager prior to the next meeting (February) for review.

ITEM 5: Shorelink Network Report

Stanton Library had a soft launch of their premium internet access service for library members in October. Library borrowers can now use their card on the WMS, have it validated by Aurora, and then seamlessly connect to the premium internet service. This facility will also help differentiate between casual, occasional visitors and non-members from regular library members and will encourage casual borrowers to join the library.

The libraries were given a test version of Aurora Montage, AIT's latest digital discovery layer in mid-August. On 6th October 2016, Lane Cove Library, was the first of the Shorelink libraries to launch Montage. The other libraries are currently testing Montage and working with AIT to address any issues before they launch the product this year.

RECOMMENDED: 2016/2017: 11

THAT the report be received

ITEM 6: Shorelink Financial Statement November 2016

The Shorelink cost report records:

1. *eBook subscriptions*: \$40,692 has been spent purchasing eResources, on track.
2. *Software licensing*: \$145,915 has been spent on software licences, this includes additional Aurora licenses.
3. *Hardware maintenance*: The commitment of \$69,578 is communication and maintenance fees paid upfront to cover the next 12 months.
4. *Accumulated surplus (reserves)*: Currently at \$83,645 (as advised by Agent Council's finance department).

RECOMMENDED: 2016/2017: 12

THAT the report be received

ITEM 7: Report on Legal Advice - update

At the Shorelink Committee 24 August 2016 it was recommended:

THAT further legal advice is to be sought addressing scenarios regarding the future of Shorelink in the event of amalgamation

THAT the advice be circulated as soon as possible so that consideration can be given to call an extraordinary meeting of the Shorelink Library Network Committee if necessary.

The Committee received the advice from the North Sydney Council representatives.

RECOMMENDED: 2016/2017: 13

THAT the report be received

ITEM 8: ShorePlan review

ShorePlan, Shorelink's strategic plan, is reviewed annually, with results of performance targets, achievements and outstanding issues being presented to the Shorelink Committee in November each year. ShorePlan 2015-2019 was adopted by the Shorelink Committee in 2014 and came into effect in July 2015.

The main achievements for the 2015-2016 period were:

- The Aurora LMS review confirmed that the system meets Shorelink's requirements and the Network entered into a new one year contract for 2016/17 with Aurora Information Technology (AIT) for provision of the Aurora Library Management System, with the option for a one year extension 2017/18 at the same rate per license as in the original contract (2013/15).
- Upgrade of telecommunications infrastructure and installation of additional ADSL2+ lines to improve public access Internet and wi-fi services.
- Increased funding for eResources (allocated from Shorelink's unrestricted funds) resulted in a 65% increase in downloads.
- Addition of 'ComicsPlus' to the Shorelink suite of downloadable eResources.
- 111,000 items transported via the Shorelink courier service (5% increase over the previous year).
- 87% of Inter-Library Loan requests satisfied within the network.
- 99.98% uptime.

RECOMMENDED: 2016/2017: 14

THAT the ShorePlan Review 2015-2016 be received.

ITEM 9: Shorelink Policies Manual Review

In accordance with Section 1.2 of the Shorelink Policies Manual, this document is reviewed and updated annually and presented to the Committee. The following sections have been revised:

3.3 Collection Records (page 7)

The Shorelink Cataloguers' Working Group now compiles cataloguing procedures and agreements in a Wiki hosted by Manly Library.

7.1 Shorelink Membership Information (page 10)

There has been a change of wording from *form* to *application* as many borrowers are now registered using the online application process.

9.3 Intra Shorelink Loans (page 15)

The Shorelink libraries have agreed to remove restrictions on lending recent Fiction and Non Fiction to improve resource sharing across the network.

RECOMMENDED: 2016/2017: 15

THAT the updated Shorelink Policies Manual 2016 be adopted by the Committee.

ITEM 10: Election of Office Bearers

As there was not a quorum at the meeting, it was agreed that elections would be deferred until next meeting, 22 February 2017.
All current Office Bearers will remain in place until the February meeting.

RECOMMENDED: 2016/2017: 16

THAT the deferment be noted.

ITEM 11: Proposed Committee Meeting dates 2017

Lane Cove	22 February 2017
Manly	26 April 2017
Mosman	28 June 2017
North Sydney	23 August 2017
Willoughby	22 November 2017

RECOMMENDED: 2016/2017: 17

THAT the proposed dates be forwarded to member Councils for feedback.

ITEM 12: Correspondence – letters to Northern Beaches Council and Adele Heasman

The committee was advised that the letters were sent.

RECOMMENDED: 2016/2017: 18

THAT the information be received.

ITEM 13: General business

- SWITCH conference is to be held at Ulladulla in November and will include the NSWPLA annual general meeting. The meeting was advised that Councillor positions on the Executive are already filled due to uncontested nominations. Representatives from Lane Cove and Manly will be attending.
- Earlier this month Vicki Smith attended the launch of *Guidelines, Standards and Outcome Measures for Australian Public Libraries* at Parliament House, Canberra. A copy of the updated guidelines are now available to view on the Australian Library and Information Association (ALIA) website.

RECOMMENDED: 2016/2017: 19

THAT the information be received.

Next meeting: 22 February 2017 6.30 pm, Lane Cove Council

The meeting closed at 7:10 pm.