



## Report to General Manager

### Attachments

1. Shorelink Minutes 22/2/17
2. Shorelink Minutes 26/4/17
- 3 North Sydney Mayor to Willoughby Mayor
- 4 Willoughby Mayor's reply
- 5 Letter from Shorelink Chair to General Manager Northern Beaches Council

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**SUBJECT:** Shorelink Minutes February 2017 and April 2017 and Proposal for new Northern Sydney Library Network

**AUTHOR:** Rebecca Aukim, Manager, Library Services

**ENDORSED BY:** Martin Ellis, Director Community and Library Services

## EXECUTIVE SUMMARY:

The Shorelink Committee met on 22 February 2017 and the minutes of that meeting are provided for adoption. Members also met on 26 April 2017 and due to a lack of a quorum present the outcomes by way of a report. Council's attention is drawn to the following resolutions:

- (i) 22 February 2017  
***THAT** the Draft Operating and Capital Shorelink Library Network Estimates for July-December 2017 be adopted.*  
***THAT** Committee notes the correspondence from Willoughby Council's General Manager (20 February 2017) advising that the estimates for contribution to be calculated should be **based on the period 1 July 2017 to 31 December 2017.***
- (ii) 26 April 2017 meeting  
***THAT** Shorelink supports North Sydney Council's resolution that other Northern Sydney Councils be invited to consider joining Shorelink and negotiate a new Deed of Agreement as a basis of a renewed Network to operate from July 2018.*

## FINANCIAL IMPLICATIONS:

Nil

**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.

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**RECOMMENDATION:**

**1. THAT** both the minutes (22/2/2017) where was a quorum and report (26/4/2017) where a quorum was not achieved, of the Shorelink Library Network be adopted.

**2. THAT** the Shorelink Chair's invitation to Northern Beaches Council to join a new Northern Sydney Library Network be noted.

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## **LINK TO DELIVERY PROGRAM**

The relationship with the Delivery Program is as follows:

Direction: 4. Our Social Vitality

Outcome: 4.1 Community is connected  
4.6 Library services meet information, learning and leisure needs

## **BACKGROUND**

At its meeting on 20 February 2017 Council resolved:

- 1. THAT Council note the correspondence from Willoughby Council and its consequence that the Shorelink Library Network Deed of Agreement will terminate or be amended in December 2017.*
- 2. THAT Council includes in its estimates for 2017/18 a continuation of the Shorelink Library Network for July-December 2017, as well as costs for continuing to participate in a cooperative library network with the remaining Councils (Lane Cove, Northern Beaches (Manly) and Mosman for January-June 2018.*
- 3. THAT a new or amended Deed of Agreement (with the same terms and conditions as the 1983 Agreement) be drafted to give a legal basis for the Library co-operative between January-June 2018.*
- 4. THAT Council request that Shorelink invite the NSROC members who are not currently members of Shorelink to join as well as the new Northern Beaches Council.*
- 5. THAT the Mayor write to the Mayor of Willoughby City Council to urge them to reconsider their decision to withdraw from Shorelink.*

## **CONSULTATION REQUIREMENTS**

Community engagement will be undertaken in accordance with Council's Community Engagement Protocol.

## **SUSTAINABILITY STATEMENT**

The sustainability implications were considered and reported on during the initiation phase of this project.

## **DETAIL**

Council is further advised that the Mayor of Lane Cove wrote to Council on 29 March 2017 advising among other things:

*"Lane Cove had hoped that the proposed Council amalgamations would create an opportunity to grow the Shorelink Network particularly to include City of Ryde and Northern Beaches Councils. In the changing local government environment library branch networks would be of similar size and the Shorelink Deed of Agreement would be renegotiated.*

*At Council's Ordinary Meeting on 20 February 2017, Council unanimously resolved to host a meeting of Mayors and General Managers to see if there are changes to the way that the Shorelink Library Network operates that would present an opportunity for Willoughby to reconsider their current position to withdraw.*

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Report of Rebecca Aukim, Manager Library Services

Re: Shorelink Minutes February 2017 and Report April 2017 and Proposal for new Northern Sydney Library Network

(4)

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*I am writing to invite yourself and the General Manager of North Sydney Council to attend a meeting to discuss the Shorelink Library Network's future. My EA will be in touch to arrange a convenient time."*

## Shorelink Library Network

Chairperson: Cr Nic Wright  
Willoughby Council

Shorelink Office  
Stanton Library  
Level 2  
234 Miller Street  
North Sydney NSW 2060  
(02) 8920 0577

Secretary: Ms Angela Casey  
Willoughby Library  
409 Victoria Ave  
CHATSWOOD NSW 2067  
(02) 9777 7900  
Angela.Casey@Willoughby.nsw.gov.au

### MINUTES OF THE 172nd MEETING OF THE SHORELINK COMMITTEE Wednesday, 22 February 2017 at 6.30 pm Lane Cove Library

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**PRESENT:** **Members:**

Lane Cove	Cr David Karpin, Jennifer Bice
Manly	Vicki Smith
Mosman	Cr Libby Moline, Jill Cuthbert
North Sydney	Martin Ellis
Willoughby	Cr Nic Wright, Angela Casey

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**In attendance:**

Jane Gornall (Lane Cove), Karen Mitchell (Lane Cove), Melanie Gurney (Northern Beaches), Coreen Tan (North Sydney)

**ITEM 1: Apologies:**

Cr Veronique Marchandean (North Sydney), Rebecca Aukim (North Sydney)

**ITEM 2: Declarations of Interest:**

Nil

**ITEM 3: Minutes of 171st Meeting held on 9 November 2016:**

**RESOLVED: 2016/2017: 20**

**THAT** the Minutes be adopted

**ITEM 4: Matters arising from the Minutes of 9 November 2016**

Nil

**ITEM 5: Shorelink Network Report 1/11/16 – 7/2/17**

Lane Cove, Mosman and Stanton are now using AIT's new discovery layer, Montage, as the web interface for their catalogues. Staff using it have periodically identified areas for enhancements and have provided regular feedback to AIT. Manly and Willoughby are still working on the specifications and requirements for their version of Montage before going live.

Usage of Shorelink eResources continues to increase. The eResources group have been working on developing the collection. Shorelink currently has almost 3800 eBook titles, 1100 eAudiobook titles (on Bolinda and Overdrive) and 124 eMagazines (on Zinio). In comparison to the same period last year, Bolinda loans increased by 63 percent, Overdrive loans increased by 11.7 percent, Zinio loans increased by 14 percent.

**RESOLVED: 2016/2017: 21**

**THAT** the report be received.

**ITEM 6: Shorelink Financial Report February 2017**

The Shorelink cost report records:

1. eBook subscriptions: \$50,518 has been spent purchasing eResources, with a further \$ 13,000 committed.
2. Software licensing: The apparent overspend of \$11,998 is due to a phased budget and will correct itself by the year's end.
3. Hardware maintenance: As with the software licensing, the apparent overspend will correct itself by the year's end.
4. The cost report reflects transfer from reserves of \$55,320 towards reducing operating costs.
5. Accumulated surplus (reserves): Currently at \$83,645 (as advised by Agent Council's Finance Department in November 2016).

**RESOLVED: 2016/2017: 22**

**THAT** the report be received.

**ITEM 7: Shorelink Draft Estimates July – December 2017**

The estimates are for the half year only in response to Willoughby City Council's notice of termination to take effect at the end of December 2017.

- A separate report on this agenda is provided to the Committee on Shorelink assets, which on 31 December 2016 were valued at \$11,133.
- Shorelink liabilities are primarily employee's leave entitlements which at 30 June 2016 was at \$87,230 which is fully provided for.
- Shorelink Surplus funds was last reported (November 2016) as \$83,645.
- Correspondence on this agenda from AIT provides an estimate of costs (\$38,000-\$88,000) associated with data extraction in December 2017, whether for 1 or more libraries. These costs have not been included in the estimates as the specification for extraction (and therefore final costs) are not yet to hand. It is noteworthy however that should all libraries depart Shorelink and migrate to different platforms, all surplus funds will be needed to meet the costs of data extraction.

There is no proposed capital expenditure for the period.

Certain functions are funded fully by each Council according to usage, rather than the formulas in the Deed of Agreement. For example each Council meets the cost of its own internet usage (Resolution 2008/9:15). Other costs shared in this way are internet and wireless (including capital costs associated with wireless) and network maintenance.

**RESOLVED: 2016/2017: 23**

**THAT** the Draft Operating and Capital Shorelink Library Network Estimates for July-December 2017 be adopted.

**THAT** Committee notes the correspondence from Willoughby Council's General Manager (20 February 2017) advising that the estimates for contribution to be calculated should be based on the period 1 July 2017 to 31 December 2017.

**ITEM 8: Shorelink Network Assets Register**

In 2009, as part of the Software as a Service (SaaS) environment adopted, Shorelink no longer relied on its own servers. In 2012, following the review of the Shorelink's Communications infrastructure, internet and wireless services were decentralised, with each library site having its own set of modems, routers, switches and access points, installed locally. All costs relating to the provision of internet and wireless services for the libraries are paid for by the libraries.

With reference to the correspondence from Willoughby City Council (16 December 2016) advising of termination in December 2017, and the reference to joint property being sold, the following information is provided to guide the Committee:

Shorelink's asset register, (1992- 2016) shows assets at cost at \$332,193.48, with accumulated depreciation at \$321,060.48. The full register will be provided to member Councils on request.

The written down value (WDV) of Shorelink's assets as of 31 December 2016 was \$11,133.00, which includes two recently purchased items at the Pacnet Data Centre, i.e. Cisco Catalyst 24 port switch, and the Sonicwall NSA 3600 firewall which was 100% subsidized by NSW.net.

The assets referred to will be required to continue operating in the Shorelink Network regardless of the departure of Willoughby City Council in December 2017.

**RESOLVED: 2016/2017: 24**

**THAT** the information and mechanism for forwarding Willoughby City Council's share of assets be reviewed closer to the termination date.

**THAT** the full register of assets be provided to the Library Managers.

**ITEM 9: Shorelink Digital Library**

The Shorelink Libraries were among the first libraries in NSW to introduce eResources for loan. In 2001 Shorelink introduced eBook readers purchased using *eBooks: A Novel Format for Libraries* grant funding.

Web based eBook products were introduced in 2005. A number of different products and subscriptions have been trialled, purchased and cancelled over the intervening years.

Shorelink's current Digital Library includes eBooks and eAudiobooks from Overdrive and Bolinda BorrowBox; and eMagazines (Zinio) and eComics (ComicsPlus) from Wavesound.

Willoughby City Council's decision to withdraw from Shorelink on 15 December 2017 will have some impact on existing contracts. Willoughby may need to make separate arrangements as contracts become due as contracts/subscriptions are annual.

**RESOLVED: 2016/2017: 25**

**THAT** Lane Cove Library Staff be thanked for the detailed report and for their negotiations on behalf of member Councils.

**THAT** The Library Managers continue to work towards resolving the issues surrounding contractual arrangements and resolving Willoughby Council's share of e-book assets

**ITEM 10: Election of Office Bearers**

Chair: Cr Libby Moline, Mosman Council  
Secretary: Jill Cuthbert, Mosman Library  
Minute Secretary: Agent Council (North Sydney)

**RESOLVED: 2016/2017: 26**

**THAT** the Office bearers for 2017 be noted

**THAT** the Office bearers for 2016 Cr Nic Wright (Chair) and Angela Casey (Secretary) be thanked for their work for the Committee over the year.

**ITEM 11: Correspondence**

- Letter from Willoughby City Council's General Manager (15 December 2016) to North Sydney Council advising termination of Shorelink Deed
- Letter from North Sydney Council's General Manager (27 January 2017) to Willoughby City Council acknowledging the Termination advice and seeking clarity on the period for the Estimates July-December 2017
- Letter from Aurora Information Technology Pty Ltd (10 January 2017) advising range of costs for data exporting that would be incurred by Libraries departing the Shorelink database.

**RESOLVED: 2016/2017: 27**

**THAT** the correspondence be noted

**Next meeting:** 26 April 2017: Northern Beaches Council (Manly)

The meeting closed at 7.15 pm.



## Shorelink Library Network

Chairperson: Cr Libby Moline  
Mosman Council

Shorelink Office  
Stanton Library  
Level 2  
234 Miller Street  
North Sydney NSW 2060  
(02) 8920 0577

Secretary: Ms Jill Cuthbert  
Mosman Library  
605 Military Road  
MOSMAN NSW 2088  
(02) 9978 4014  
J.Cuthbert@Mosman.nsw.gov.au

### RECORD OF THE 173rd MEETING OF THE SHORELINK COMMITTEE Wednesday, 26 April 2017 at 6.30 pm Northern Beaches Council (Manly Council Chambers)

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**PRESENT:**    **Members:**

Lane Cove	Jennifer Bice
Northern Beaches (Manly)	Sarah Thompson
Mosman	Cr Libby Moline, Jill Cuthbert
North Sydney	Rebecca Aukim
Willoughby	Cr Nic Wright, Angela Casey

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**In attendance:**

Jillian Yau (Lane Cove), 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 Veronique Marchandea (North Sydney), Cr David Karpin (Lane Cove), Coreen Tan (Shorelink)

**ITEM 2:    Declarations of Interest:**

Nil

**ITEM 3:    Minutes of 172nd Meeting held on 22 February 2017:**

**RECOMMENDED: 2016/2017: 28**

**THAT** the Minutes be adopted subject to the following amendment:  
Re: Item 10 Election of Office Bearers: Councillor David Karpin was elected Deputy chair.

**ITEM 4:    Matters arising from the Minutes 22 February 2017**

Nil

**ITEM 5: Shorelink Network Report 10/02/17 – 17/4/17**

Wireless internet usage in all the Shorelink libraries is consistent and has continued to rise for the last three years. Stanton has experienced a significant increase in usage this March Quarter compared to the previous two years with the introduction of a premium wireless service for library members in November 2016.

**RECOMMENDED: 2016/2017: 29**

**THAT** the report be received.

**ITEM 6: Shorelink Financial Report April 2017**

The Shorelink cost report records:

1. *eBook subscriptions*: \$65,831 has been spent purchasing eResources, with a further \$6,398 committed.
2. *Software licensing*: The apparent overspend of \$12,360 is due to a phased budget and will correct itself by the year's end.
3. *Hardware maintenance*: As with the software licensing, the apparent overspend will correct itself by the year's end.
4. *Network priority support*: Due to unexpected connectivity issues that occurred at the end of 2016, the credit with Hitech required a top-up. The top-up for pre-paid hours of support work cost \$8,800 (incl. GST). Funds were transferred from a number of accounts including Training expenses, Telephones and Sundries.
5. The under expenditure on Shorelink projects is due to the reduction of hours of the Shorelink Co-ordinator from 35 hours to 30 hours per week. This under expenditure is likely to continue until the end of the financial year.
6. *Accumulated surplus (reserves)*: Currently at \$83,645 (as advised by Agent Council's Finance Department in November 2016).

**RECOMMENDED: 2016/2017: 30**

**THAT** the report be received.

**ITEM 7: Shorelink auditors**

From 1 October 2016 all NSW Councils came under the control of the NSW Audit Office. Contracts such as Shorelink has with Hill and Rogers at that time became null and void. Hill and Rogers, along with other audit firms successfully tendered for Audit Office work and have been assigned North Sydney Council. Council is now advised that Hill and Rogers' fee agreement with the Audit Office expressly excludes the audit of the Shorelink Library Network. Therefore, Section 13 of North Sydney Council's Customer Service Plan (CSP) is inconsistent with the fee agreement and needs to be revised and reissued for the agreement of terms and scope of other engagements. The Audit Office have indicated that Hill Rogers can arrange with Shorelink directly to audit the special purpose financial report of the Shorelink Library Network as it is not a controlled entity of any council. Hill and Rogers have

reviewed their costs and confirm that their fees would not exceed the amount Shorelink has budgeted (\$5,000) if the audit is conducted at the same time that they complete the audit of the host council – currently North Sydney. Hill and Rogers have been asked to amend Council's CSP and reissue for signature and return, and to issue a separate engagement letter for Shorelink.

**RECOMMENDED: 2016/2017: 31**

**THAT** Shorelink enter into an engagement with Hill and Rogers as auditors for the special purpose financial report of the Shorelink Library Network for 2016/17

**ITEM 8: Correspondence**

Letter from Rebecca Aukim (Manager Library Services North Sydney) to Jill Cuthbert (Secretary) re: North Sydney Council resolutions re Shorelink.

**RECOMMENDED: 2016/2017: 32**

**THAT** Shorelink supports North Sydney Council's resolution that other Northern Sydney Councils be invited to consider joining Shorelink and negotiate a new Deed of Agreement as a basis of a renewed Network to operate from July 2018.

**ITEM 9: General Business**

- Willoughby Council has decided to withdraw from all Shorelink Digital Library subscriptions by 30 June 2017. Northern Beaches is considering its participation in consortia purchasing of eResources for 2017/18. The Shorelink Managers intend to submit a report at the June Shorelink Committee Meeting.

**RECOMMENDED: 2016/2017: 33**

**THAT** the information be received.

**Next meeting:** 28 June 2017: Mosman Council

The meeting closed at 6.40 pm.

14 March 2017

Mayor Gail Giles-Gidney  
Willoughby City Council  
PO Box 57,  
CHATSWOOD NSW 2057

**Email:** [gail.giles-gidney@willoughby.nsw.gov.au](mailto:gail.giles-gidney@willoughby.nsw.gov.au)

Dear Gail,

**RE: Shorelink Library Network: Willoughby City Council's withdrawal.**

At its meeting on 20 February 2017 Council resolved:

***THAT** the Mayor write to the Mayor of Willoughby City Council to urge them to reconsider their decision to withdraw from Shorelink.*

Whilst North Sydney Council respects the perceived disadvantages for Willoughby Council to continue its membership of Shorelink as set out in the public report, I would draw your attention to the benefits, which do not appear to have been addressed, or at least not promoted. Following Willoughby Council's withdrawal:

- Willoughby Library users will have ready access to only 267,124 items in their catalogues (instead of, as currently, 807,587).
- Willoughby Library users who wish to use Mosman, North Sydney and Lane Cove Libraries will need to join separately and manage separate loans and fee accounts.
- Willoughby City residents, unable to return Shorelink items to Willoughby Library, will need to travel to return them.
- Willoughby Library management will be unable to bar defaulting borrowers throughout the Shorelink Network, which may lead to increased stock loss.

The Willoughby Council report appears to find the principal inadequacy of the current Shorelink software to be its limited reporting capacity, hampering Willoughby Council's wish to "reduce the number of items in the collection," which seems, with respect, slim grounds for such a reduction in patron convenience as withdrawal from Shorelink will entail.

With regard to the Funding Formula and the Willoughby Council report drawing attention to the fact that Willoughby Council has only one vote out of five despite meeting 37% of the costs, Council is aware of only one substantive decision of the Committee in 30 years where Willoughby Council was outvoted. Indeed, Shorelink's structure is such that every Council, from the smallest to the largest, has veto power, which makes it all the more remarkable that we have found a way to agree for 30 years in putting the public first.

The single exception of course is Willoughby Council's request, discussed in Committee several times, to change the Funding Formula so that costs are more equally spread regardless of the size of the library service. It has always been within Willoughby Council's power to test the will of the Councils to address this major issue by giving notice of termination, (which Willoughby Council has done), and inviting member Councils to negotiate a new Deed of Agreement (which Willoughby Council has not done). In an era and a field where Council co-operation is demonstrably in the public interest, this is most disappointing.

Thank you for allowing me to put the case for Willoughby Council to reconsider its position. If I have made any impact I would be interested to hear from you.

The remaining Shorelink members will be negotiating a new Deed of Agreement to commence from July 2018. We will be approaching Northern Beaches Council as well as other Councils in North Sydney. It would be wonderful if Willoughby Council joined in those negotiations

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jilly Gibson', with a stylized, cursive script.

Jilly Gibson

**Mayor of North Sydney**



**WILLOUGHBY  
CITY COUNCIL**

The Mayor of North Sydney Council  
Cr J. Gibson  
PO Box 12  
NORTH SYDNEY NSW 2059  
DX10587

5 April 2017

**RE: Shorelink Library Network:  
Willoughby City Council's withdrawal**

Dear Mayor Gibson *Jilly*

Thank you for taking the time to share your thoughts on Willoughby Council's withdrawal from Shorelink, in your letter dated 14 March 2017.

Shorelink has been very successful in providing library loan and management services across the councils, however Willoughby's library services have greatly expanded over the last five years to include community exchange, learning and interaction in addition to focusing on more traditional functions such as loans. The Shorelink Consortium no longer allows Willoughby Council to responsibly and effectively fund the library services desired by our community.

The Consortium is a high cost for Willoughby Council with Willoughby contributing 38.3 per cent of the fees. As you note, this issue has been discussed by the Shorelink Committee several times. There has been no indication from any other member Council that they were willing to address what you acknowledge to be a major issue.

While we understand our withdrawal affects the other Shorelink member councils, the decision to leave has been made in the best interest of the Willoughby community from both a financial and operational perspective.

The NSW Public Library's Inter-Library Loan Service will allow residents across the North Shore and beyond continued access to the collection of Willoughby City, and all libraries of NSW.

Officers from Willoughby City Council have already begun working closely with their colleagues from other Shorelink libraries to ensure a smooth transition for all residents.

Yours sincerely

**Gail Giles-Gidney  
MAYOR OF WILLOUGHBY CITY COUNCIL**



**Gail Giles-Gidney**  
Willoughby City Mayor

**Level 6, 31 Victor Street  
Chatswood NSW 2067**  
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Representing the people in  
the Local Government Area  
of Willoughby City, consisting  
of the suburbs:

Artarmon  
Castle Cove  
Castlecrag  
Chatswood  
Chatswood West  
Lane Cove North (part)  
Middle Cove  
Naremburn  
North Willoughby  
Northbridge  
Roseville (part)  
St Leonards  
Willoughby



North Sydney Council  
PO Box 12  
NORTH SYDNEY NSW 2059  
(02) 9936 8100  
council@northsydney.nsw.gov.au

General Manager  
Northern Beaches Council  
1 Kenneth Road  
MANLY NSW 2095

Attention: Mr Mark Ferguson  
Via email: [info@northernbeaches.nsw.gov.au](mailto:info@northernbeaches.nsw.gov.au)

10 May 2017

Dear Mr Ferguson

**RE: Invitation to join a Northern Sydney Library Network in July 2018**

I am writing on behalf of the Shorelink Library Network to invite Northern Beaches Council to enter discussions about a new and expanded Northern Sydney Library Network to operate from July 2018. Benefits of such a Network for Northern Beaches residents would include:

- Integrated online access to a vast catalogue of items for loan
- Access to a wide range of eResources
- The convenience of one Library card (and management of the member's account) compared to five or more cards over a wide geographic area.
- Increased security over stock losses not possible in a standalone network
- Professional development for library staff arising from the co-operative and flow on benefits to the public
- Library Network Manager's Committee meeting regularly, bringing local expertise to the group and using the buying power of the consortium to deliver services at a lower cost.
- A policy framework that ensures participating councils continue to be able to set their own fees and charges and other local policies.

In making this invitation I am fully conscious that Northern Beaches Council is currently reviewing the best Library Management System (LMS) solution for a combined Pittwater, Warringah and Manly Library service.

*Can I suggest that concurrent with this process Northern Beaches seeks information to allow for a comparison of costs for a standalone system and for joining a consortium such as Shorelink has been.* Shorelink's current LMS is AUORA Information Technology, a modern, affordable and locally supported product.

The Shorelink Deed of Agreement sets out how the Network is managed and costs dispersed. The proposed Northern Sydney Library Network will require a new Deed acceptable to all members.

As you know, Willoughby Council is withdrawing from Shorelink in December and has signalled its intention to standalone. Shorelink will welcome Willoughby Council reconsidering its decision in light of the proposed new Deed of Agreement to take effect in July 2018.

As you also know, the remaining Councils have agreed to continue under the current model until June 2018.

This is an exciting opportunity for many communities. I look forward to being advised as to the Northern Beaches representative(s) at discussions on a new Northern Sydney Library network.

Yours sincerely



Cr Libby Moline (Mosman Council)  
**Chair, Shorelink Library Network**  
**North Sydney Council**  
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**(02) 9936 8100**  
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