



Report to General Manager

Attachments:

1. Shorelink Minutes – 06/03/2019
 2. Shorelink Library Network Estimates 2019-20
-

SUBJECT: Shorelink Library Network Minutes – 6 March 2019

AUTHOR: Rebecca Aukim, Manager Library Services

ENDORSED BY: Martin Ellis, Director Community and Library Services

EXECUTIVE SUMMARY:

The Minutes of the 179th meeting of the Shorelink Library Network held on 6 March 2019 are attached.

FINANCIAL IMPLICATIONS:

The Estimates for 2019/20 total \$314,616 representing an additional expenditure compared with 2018/19 of \$24,037. This is partially offset by a reduction in expenditure on staff costs of \$18,000.

North Sydney's individual contribution has risen over 2018/19 by \$8,884 and will be \$119,707 for 2019/20, mainly attributable to a newly developed Library app, and an online collection development tool.

RECOMMENDATION:

- 1. THAT** the Minutes of the Shorelink Library Network meeting held on 6 March 2019 be adopted.
 - 2. THAT** the Draft Operating and Capital Shorelink Library Network Estimates for 2019-20 to be adopted.
-

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

- Direction: 4. Our Social Vitality
- Outcome: 4.3 North Sydney supports lifelong learning
4.4 North Sydney's history is preserved and recognised

BACKGROUND

The Shorelink Library Network was established in 1983 when five participating Councils signed a Deed of Agreement. In 2017-2018 Willoughby Council withdrew from Shorelink and Manly Library was incorporated into the Northern Beaches Library Service. Lane Cove, Mosman and North Sydney Councils signed a new Deed of Agreement in December 2017.

CONSULTATION REQUIREMENTS

Community engagement is not required.

SUSTAINABILITY STATEMENT

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

DETAIL

The 2019-20 Shorelink Draft estimates are presented here in accordance with the *Shorelink Deed of Agreement, 18 December 2017*.

The Estimates for 2019/20 total \$314,616 representing an additional expenditure compared with 2018/19 of \$24,037. The main recommended new or adjusted expenditures:

- \$18,000 for Collection HQ, an online product which helps libraries select, manage and promote their collections;
- \$11,850 for the implementation of a Shorelink Library App;
- Project management \$5,000 (staff training, development of new website, marketing);
- Additional \$3,500 courier; and
- Additional \$3,200 for parking (no real change here, rather a correction of earlier underestimating).

These are partly offset by savings made, compared with 2018/19 of:

- Office rental \$5,000; and
- Employee costs \$18,000.

There is no proposed capital expenditure for the period.

Shorelink Library Network



Chairperson: Cr Stephen Barbour
North Sydney Council

Shorelink Office

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

Secretary: Ms Linda Horswell
Mosman Library
Library Walk
605 Military Rd
MOSMAN NSW 2088
(02) 9978 4090
l.horswell@mosman.nsw.gov.au

MINUTES OF THE 179th MEETING OF THE SHORELINK COMMITTEE Wednesday, 6 March 2019 at 6.30 pm Mosman Civic Centre, Mosman Square, Spit Junction

PRESENT: Members:

Lane Cove
Mosman
North Sydney

Cr Frances Vissel, Jennifer Bice
Cr Libby Moline, Linda Horswell
Cr Stephen Barbour, Rebecca Aukim

In attendance:

Coreen Tan (Shorelink), Martin Ellis (North Sydney)

ITEM 1: Apologies:

Nil

ITEM 2: Declarations of Interest:

Nil

ITEM 3: Demonstration of new Shorelink website

Those present approved the draft new website and gave the following feedback:

- Emphasise the tab for *Shorelink Digital Library*;
- Move *Policies and Procedures* to the tab for *About Us*.
- Rename the tab for *Get Involved* to *Events*.
- The Committee supported Cr Barbour's suggestion that the calendar to show all the library events for children available across Shorelink. The Library Managers undertook to explore the feasibility of this proposal and the costs involved.

RESOLVED: 2018/2019: 12

THAT the feedback is noted and followed-up.

THAT Coreen Lo, the Managers and Axxten from Mosman Council be congratulated on the new look website.

ITEM 4: Minutes of 178th Meeting held on 14 November 2019:**RESOLVED: 2018/2019: 13****THAT** the Minutes be adopted**ITEM 5: Matters arising from the Minutes 2 May 2018**

Re: Item 8: The AIT contract has been finalised by North Sydney's General Counsel. It will now be circulated for signatures and each library will receive a copy of the new contract within the next couple of weeks.

RESOLVED: 2018/2019: 14**THAT** the information be noted.**ITEM 6: Shorelink Network Report 6/11/18 – 26/2/19**

Following the introduction of automatic renewals on 17/10/18, feedback so far has been very positive. It is a proactive step by the libraries and a value-added service which will help reduce fines that borrowers may inadvertently incur.

Shorelink has opened up reservations across the network which essentially means that all reservations will be met with the first available items. Previously this was not possible due to strict limitations set in the loan and reservation parameters but following further discussions and cooperation between the Libraries, this is now possible. This means that reservation waiting times have been reduced.

Work on the logo and website is progressing. We hope to go live by the end of March.

RESOLVED: 2018/2019: 15**THAT** the report be received.**ITEM 7: Shorelink Financial Report November 2018**

The Shorelink cost report for 25 February 2019 records:

1. Staff expenses: Both annual leave, long service and superannuation indicate a combined over expenditure of \$72,000, this is accounted for by the redundancy and leave entitlements of the Shorelink Network Administrator. Shorelink has sufficient funds to cover these costs.

2. Hardware Maintenance: The apparent overspend is due to a phased budget and will correct itself by the end of the financial year.

3. Network priority: This budget is for network emergencies and remains unspent. It will rollover into the next budget.

4. Parking: The amount allocated to this budget has been incorrect and will

be adjusted accordingly in the Shorelink Estimates 2019/20. There will be sufficient surplus to cover the additional expenditure.

5. *Accumulated surplus (Reserve)*: The reserve total is currently at \$28,813.

RESOLVED: 2018/2019: 16

THAT the report be received.

ITEM 8: Shorelink Library Network Draft Estimates 2019-20

The 2019-20 Shorelink Draft estimates are presented here in accordance with the *Shorelink Deed of Agreement, 18 December 2017*.

The Estimates for 2019/20 total \$314,616 representing an additional expenditure compared with 2018/19 of \$24,037. The main recommended new or adjusted expenditures:

- \$18,000 for Collection HQ, an online product which helps libraries select, manage and promote their collections.
- \$11,850 for the implementation of a Shorelink Library App.
- Project management \$5,000 (staff training, development of new website, marketing)
- Additional \$3,500 courier
- Additional \$3,200 for parking (no real change here, rather a correction of earlier underestimating).

These are partly offset by savings made, compared with 2018/19 of:

- Office rental: \$5,000
- Employee costs \$18,000

There is no proposed capital expenditure for the period.

RESOLVED: 2018/2019: 17

THAT the Draft Operating and Capital Shorelink Library Network Estimates for 2019-20 to be adopted.

ITEM 9: Shorelink Policies Manual 2019

The Shorelink Deed of Agreement 2018 commenced 1 July 2018 and the Shorelink Policies Manual 2019 has been revised to reflect the current network. While there have been a number of changes e.g. removal of sections and wording that specifically related to requirements of former members, the following changes are of particular note:

5. Shorelink Hardware and Infrastructure (page 9)

Due to the decommissioning of the Pacnet by Telstra Shorelink reviewed its network structure. The Shorelink libraries are now decentralised and access the internet and the Library Management System in the cloud via a combination of ADSL2+ and NBN services located at each library.

6.1 Segmentation (page 10)

The Shorelink Committee resolved in 2005 that the public and staff applications at all the libraries be segmented to protect each library - this was undertaken by all current members.

7.1 Shorelink Membership Information (pages 11 - 12)

This section has been updated to reflect the move to online registrations.

9.3 Intra Shorelink Loans (page 16)

The Shorelink libraries have agreed to allow Intra Shorelink loans for DVDs, CDs and Audiobooks.

10.2 Branch library access (page 18)

Under the Shorelink Deed of Agreement 2018: If a party chooses to purchase communications infrastructure through a Shorelink contract (library management systems and/or internet connections) that party shall bear 100% of the cost of its communications infrastructure (library management system lines and internet connections), excluding the cost of (centralised) collocated services that support all parties.

RESOLVED: 2018/2019: 18

THAT the updated Shorelink Policies Manual 2019 be adopted by the Committee.

ITEM 10: Shorelink Operational Plan 2018-2019 First Half Year Report

The Shorelink Strategic Plan 2018-2021 was adopted in November 2018. At the Shorelink Committee Meeting in November it was resolved that the Shorelink Managers would report on the results and progress against the targets and key performance indicators in the Plan to the Shorelink Committee. Steady progress has been made on the actions and KPIs and all targets have been met where possible. The major achievements and outstanding issues are outlined below under the following Strategic Directions:

1. Collaboration

Action: Review Shorelink Working Groups- November 2019

Review completed November 2019 and new Working Groups are now operational.

Action: Establish budget and funding options including grants

Shorelink applied for a Library Development Grant for a Mobile STEAM Makerspace in January 2019. Shorelink's application was successful and we will receive \$60,000 in April 2019 to purchase the items for the Makerspace.

Action: Resolve barriers to implementing Shorelink wide reservations.

Shorelink-wide reservations were introduced in December 2018 and this change has improved customer service by reducing wait times on reserved items across the Network.

2. Customer Experience:

Action: Develop new Shorelink logo November 2018

The design of a new logo has been a complex task and has taken longer than expected. Designs are currently being finalised and the design is scheduled to be completed in March 2019.

3. Innovation

Action: Investigate whether mobile friendly website or App is best mobile solution and if App is chosen to scope the market place and request quotations

It was decided to proceed with a mobile App as the best mobile solution. The Solus App by SANZAP Pty. Ltd was selected. Solus has developed an App in collaboration with AIT for other library services which Aurora as their Library Management System. The App is scheduled to be operational on 1 July 2019.

4. Resourcing

Action: Develop annual budget for digital resources

The Shorelink Managers have developed a budget for 2019-2020 which includes funds for eBooks, eAudiobooks, eMagazines and eComics.

Action: Support statewide campaigns

All Shorelink Councils have resolved to support the *Renew Our Libraries* Campaign

5. Growth

Action: Produce three-year Strategic Plan, Annual Report and Briefing Document

Strategic Plan 2018-2021 endorsed and Shorelink Annual Report 2017-2018 printed and distributed to Councils.

RESOLVED: 2018/2019: 19

THAT the First Half Year Report for the Shorelink Operational Plan 2018-19 be received.

ITEM 11: Correspondence

Sent: 25 February 2019: Letters to General Managers of Hawkesbury Council, Ryde City Council, City of Sydney Council and Bayside Council with copies of Shorelink Annual Report 2017-18

RESOLVED: 2018/2019: 20

THAT the information be received.

ITEM 12: General business

NIL

ITEM 13: Next meeting:

Wednesday 13 November 2019 – North Sydney Council

The meeting closed at 8.00 pm.

| SHORELINK SUB ACCOUNT DESCRIPTION | SHORELINK ACCOUNT CODE | SHORELINK ACTIVITY ACCOUNT DETAILED DESCRIPTION | ESTIMATES 2018-19 | ESTIMATES 2019-20 |
|--|------------------------|---|--------------------|--------------------|
| Employee Costs | 90060.3025.001 | Salaries | \$111,320 | \$81,633 |
| | 90060.3025.237 | Superannuation | \$11,573 | \$8,580 |
| | 90060.3025.243 | Fringe benefit tax | \$0 | \$0 |
| | 90060.3025.264 | Workers compensation insurance | \$2,000 | \$1,000 |
| | 90060.0226.001 | Annual Leave | \$8,500 | \$6,947 |
| | 90060.1731.001 | Long Service Leave | \$0 | \$0 |
| | 90060.3031.001 | Sick Leave | \$2,000 | \$1,737 |
| | 90060.3025.252 | Staff Training | \$2,000 | \$1,000 |
| | 90060.3027.001 | Projects - Salaries | \$0 | \$18,700 |
| | | | \$137,393 | \$119,597 |
| Application software licensing & maintenance | 90060.0241.144 | LMS- including SaaS support | \$72,016 | \$74,930 |
| | 90060.0241.144 | Workstation Anti Virus Software | \$2,650 | \$2,500 |
| | 90060.0241.144 | Library Australia Charges | \$6,200 | \$6,250 |
| | 90060.0241.144 | Internal Email Check (Rackspace) | \$500 | \$500 |
| | 90060.0241.144 | Shorelink Website Hosting | \$0 | \$1,300 |
| | 90060.0241.144 | Collection HQ | \$0 | \$18,000 |
| | 90060.0241.144 | SOLUS | \$0 | \$11,850 |
| Communications & Hardware | | | \$81,366 | \$115,330 |
| | 90060.1401.144 | Hardware maintenance | \$12,525 | \$14,242 |
| | 90060.1401.144 | Network Communication Costs | \$10,795 | \$12,247 |
| | | | \$23,320 | \$26,489 |
| Operating Expenses | 90060.1109.144 | E-Book Subscriptions | \$0 | \$0 |
| | 90060.3025.005 | Council administration charge | \$11,700 | \$11,700 |
| | 90060.3025.017 | Audit fees | \$5,000 | \$4,000 |
| | 90060.3025.118 | Network priority support | \$4,000 | \$3,000 |
| | 90060.3025.081 | Office equipment maintenance | \$500 | \$300 |
| | 90060.3025.191 | Public Liability Insurance | \$3,500 | \$3,500 |
| | 90060.3025.106 | Insurance - General | \$2,000 | \$2,000 |
| | 90060.3025.165 | Rental of office | \$10,000 | \$5,000 |
| | 90060.3025.184 | Communication Costs - Postage | \$0 | \$0 |
| | 90060.3025.192 | Printing and stationery | \$500 | \$1,000 |
| | 90060.3025.235 | Sundries | \$500 | \$500 |
| | 90060.3025.244 | Telephone charges for Shorelink Office | \$1,300 | \$1,000 |
| | 90060.3025.253 | Managers Vehicle expenses | \$0 | \$0 |
| | 90060.3025.256 | Managers Car Space Rental/Parking/e-tags | \$2,000 | \$5,200 |
| | 90060.3025.257 | Shorelink Courier Services | \$7,500 | \$11,000 |
| | 90060.3027.143 | Shorelink Project Costs - Contractor | \$0 | \$5,000 |
| | | | \$48,500 | \$53,200 |
| Transfers from Reserves | | | \$0 | \$0 |
| | | | \$0 | \$0 |
| | | Transfers from Reserves | \$0 | \$0 |
| | | | | |
| | TOTAL | Operating Expenditure | \$290,579 | \$314,616 |
| Operating Income | | Interest on investments | (\$1,500) | (\$1,500) |
| | 1503.22 | Contribution - Lane Cove Council | (\$104,113) | (\$112,962) |
| | 285.22 | Contribution - Mosman Council | (\$74,143) | (\$80,447) |
| | 403.22 | Contribution - North Sydney Council | (\$110,823) | (\$119,707) |
| | | | (\$289,079) | (\$313,116) |
| Transfers from Reserves | | | | |
| | | Transfers from Reserves | \$0 | \$0 |
| | TOTAL | Operating Income | (\$290,579) | (\$314,616) |
| NET OPERATING RESULT | NET | | | |
| | TOTAL | | \$0 | |
| Capital Expenditure | | | | |
| | | | | |
| | TOTAL | Capital Expenditure | \$0 | |
| Capital Income | 1503.22 | Contribution - Lane Cove Council (33.33%) | \$0 | |
| | 285.22 | Contribution - Mosman Council (33.33%) | \$0 | |
| | 403.22 | Contribution - North Sydney Council (33.34%) | \$0 | |
| | | | \$0 | |
| Transfers from Reserves | | | | |

| Operating Circulation % | Internet and Wireless Contribution | Network Maintenance | Rack space Internal Email (10) | Colo Network Costs for | Staff & Licences | % Allocation (New Deed) | Capital Contribution | Capital Expenditure | Total Cont New Deed of Agreement (Op & Cap) | Operating Transfer from Reserve | Capital Transfer from Reserve | Applications Licence Software 2019/20 | Contrib. 2018/19 |
|-------------------------|------------------------------------|---------------------|--------------------------------|------------------------|------------------|-------------------------|----------------------|---------------------|---|---------------------------------|-------------------------------|---------------------------------------|------------------|
| 35.48% | 112,962 | 2,778 | 166 | 0 | 103,811 | 33.33% | 0 | 0 | 112,962 | 0 | 0 | 35.48% | 35.48% |
| 25.81% | 80,447 | 1,266 | 166 | 0 | 75,517 | 33.33% | 0 | 0 | 80,447 | 0 | 0 | 25.81% | 25.81% |
| 38.71% | 119,707 | 1,740 | 168 | 0 | 113,262 | 33.34% | 0 | 0 | 119,707 | 0 | 0 | 38.71% | 38.71% |
| 100.00% | 313,116 | 5,784 | 500 | 0 | 292,590 | 100.00% | 0 | 0 | 313,116 | 0 | 0 | 100.00% | 100% |