

11.6 Library Services Quarterly Report

REPORT BY THE MANAGER LIBRARY SERVICES

TO 21 FEBRUARY 2024 ORDINARY MEETING
 GOV400105, F0620020

RECOMMENDATION

That Council receive and note the Library Services Quarterly Report by the Manager Library Services.

Executive summary

This report seeks to inform Council of the activities undertaken by the Mid-Western Regional Council Library Service, under the broad themes of Customer Visits, Library Borrowings & Purchased Items, and Sustainable Organisations. This report covers the period October-December 2023.

Disclosure of Interest

Nil

Detailed report

CUSTOMER VISITS, LIBRARY BORROWINGS & PURCHASED ITEMS

Visits to our Library branches during the October-December 2023 period are lower than the number of visits during the previous quarter, likely due to the end-of-year closure:

Period	Visits
October – December 2023	17,193
July – September 2023	20,758

Across the Library Service, loans of physical and online library items are also lower compared to the previous quarter, again, likely due to the end-of-year closure:

Period	Loans
October – December 2023	19,949
July – September 2023	22,251

Loans from the Mobile Library during October-December 2023 were lower compared to the previous quarter, also due to the holiday closure:

Period	Loans
October – December 2023	960
July – September 2023	1,271

The use of library eResources (library subscribed databases) and online accesses (website, catalogue, app and Facebook page) is slightly lower when compared to the previous quarter:

Period	Accesses
October – December 2023	30,016
July – September 2023	32,206

The Library continues to purchase new items in both print and electronic formats in line with the Collection Development Policy. These items include fiction and non-fiction titles (incl. large print), magazines, graphic novels, DVD's, tabletop games & puzzles, and audiobooks:

Period	Purchases
October – December 2023	2,270

The Library received 94 purchase requests from members during October to December 2023.

SUSTAINABLE ORGANISATION

The Library currently manages four internal book groups and supports six local community book groups. Between October and December 2023, we conducted a total of eight book group meetings, attended by 45 participants. Towards the end of last year, we surveyed the Kandos and Rylstone community to determine whether there was interest in a local book group and we received an overwhelming response with 11 people expressing interest. Therefore, beginning February 2024, a new book group will commence at Kandos Library on the second Monday of the month at 10am, with 10 eager participants having already reserved their spots.

Over the past quarter we ran two Unplugged Gamers sessions, drawing a combined total of 27 enthusiastic participants. During this time, we also held one Monday History Talk which attracted 13 attendees. In addition, on 23 October we hosted an author talk with Christine Sykes, author of *The Changing Room*, *Gough and Me*, and *The Tap Cats of the Sunshine Coast*, which saw four participants attend.

The Library remains dedicated to nurturing a lifelong passion for books and reading through its early literacy programs. Throughout October to December 2023, our children's services team delivered 54 sessions to a total of 792 children. The team also organised seven school holiday activities, involving 41 children. Kids Chess Club continues with five sessions led by our external trainer, with a total attendance of 22 children. Brick Bonanza and Little Readers also continued with nine sessions delivered to a total of 43 children. On 1 November, two staff attended the *Barnardos Play in the Park at West End*, delivering storytime and craft activities, and spruiking library services to over 60 people at this annual outreach event.

On the topic of outreach, a staff member provided an overview of library services to 16 patients at Mudgee Hospital – Community Health on 8 December. This visit garnered a lot of interest and was a rewarding and positive experience for all. Throughout October, the Gulgong Mudgee Rylstone branch of the National Trust held a display in the front room of Mudgee Library celebrating 40 years of valuing our district heritage. During the afternoon of 13 December, the Mudgee Orchestra played Christmas music on the top floor of Mudgee Library, creating a festive and magical atmosphere which filtered throughout the building.

The Library continued its digital literacy initiatives by again partnering with NBN Co to offer four one-on-one tech help sessions, and two NBN community update sessions at Mudgee and Gulgong branches, assisting 10 people.

Lastly, the Library hosted a work placement student with special needs over November and December, and supported staff professional development with the Manager Library Services and Librarian both attending the NSW Public Libraries Association SWITCH Conference from 14-17 November. Attendance at the conference enables staff to stay abreast of evolving technologies

and trends, engage in crucial discussions about challenges and issues, glean insights from industry experts, and establish connections with vendors and fellow colleagues. For the first time, we also became involved in a “book group kit swap”, managing to secure eight free book group kits for the Library.

Community Plan implications

Theme	Looking After Our Community
Goal	A safe and healthy community
Strategy	Maintain the provision of high quality, accessible community services that meet the needs of our community

Strategic implications

Council Strategies

The Library Services Quarterly Report has been developed in line with the 2022/23 – 2025/26 Delivery Program, and Library Strategic Plan.

Council Policies

Collection Development Policy

Legislation

Not Applicable

Financial implications

Not Applicable

Associated Risks

Not Applicable

RACHEL GILL
MANAGER LIBRARY SERVICES

SIMON JONES
DIRECTOR COMMUNITY

11 January 2024

Attachments: 1. Library Services Quarterly Statistics Infographic - Oct-Dec23.

APPROVED FOR SUBMISSION:

BRAD CAM
GENERAL MANAGER

Library Services

Quarterly Statistics – October/November/December 2023

We handle enquiries for the

25,760

residents who call
our region home



Collections | Print and Online



Total Loans

19,949

19,053¹



eResource Access

6,110

5,761¹



New Items Added

2,270

7,426¹

Requests for Items



Purchase Requests

94



Total Inter-Library Loan Requests

32

29¹

Outreach | Mobile Library



Visits

309

376¹



Loans

960

1,117¹

Programs and Activities



Book Group Attendance

45

29¹



Total Events

112

77¹



Total Attendees

1,274

584¹

People | Across All Branches



Visits

17,193

16,139¹



Members

12,913

50.1% of residents
12,208¹

Spaces | Bookings



Meeting Room

33

14¹



Event Zone

41

19¹

Internet Access



PC Usage

1,612

1,964¹



Wifi

5,261

connected hours
1347¹

Online Engagement



App Launches

1,385



Facebook Page Reach

7,558



Website Views

7,960



Catalogue Views

6,909

¹ 2022 quarterly comparison