


Home Library Services in New South Wales Statewide Survey 2016 **Metropolitan Sydney Subset**



**home
library
service**

ID: ENGLISH

Did you know your Library offers a free home delivery service for eligible people?

Ask at your local library to find out more.

NSW HOME LIBRARY SERVICE WORKING GROUP
and

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Executive Summary

The ageing of the population in Australia is a vital consideration for public libraries in NSW as they plan services to meet the needs of older members of the community.

The May 2015 population bulletin from NSW Department of Planning & Environment highlights some major shifts in the NSW population:

- The number of people aged over 65 and older is beginning to outnumber those aged less than 15 years.
- Population projections indicate all areas outside of Sydney will have more older residents than under 15s by as early as 2021.
- While Metropolitan Sydney remains relatively young, there has still been a 31 per cent increase in people aged 65 and over.¹

The NSW Home Library Services (HLS) Working Group operates as a state-wide working group of the NSW Public Libraries Association, and membership is open to home library services staff from all NSW public libraries. In 2009, the HLS Working Group conducted a state-wide survey of home library service activities across the public library network. This 2016 survey seeks to update the data available describing the library services provided to housebound members of the community and those living in aged care homes. The information from this survey will be used to benchmark home library service activities, help plan future services, identify trends in home library service and to identify libraries using similar models for their home library service.

This report is a subset of the *Home Library Services in New South Wales Statewide Survey* in 2016. This subset considers the data set relating to metropolitan Sydney libraries only.

2016 survey metropolitan Sydney highlights:

- 38 of the 39 metropolitan library services provided their home library data. The only metropolitan service that did not respond to the survey, Blue Mountains City Library, does not offer a home library service.
- In the metropolitan area:
 - 4,090 individuals receive home library services, a reduction from 4,961 in 2009.
 - 317 aged care homes and other facilities receive bulk loans with an estimated 1,631 residents who use these bulk loans
 - 869,158 items were loaned to home library service clients in 2014/15
 - large print loans to metropolitan Sydney home library service clients represent 44% of the total large print loans for metropolitan Sydney (672,987 in 2014/15).

The full report can be found online at <http://www.sl.nsw.gov.au/public-library-services/home-library-services>

¹ Brown. (2015, October 1). Population of NSW ageing rapidly, older people outnumber children in some regions | ABC Online [Web log post]. Retrieved from <http://www.abc.net.au/news/2015-10-01/population-of-nsw-ageing-rapidly-figures-show/6818954>

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Methodology

The online survey was administered via email to all library managers across NSW. In the case of regional libraries, managers were asked to forward the survey to branch library managers if appropriate. Reminder emails were distributed via the home library service elist.

A variety of qualitative and quantitative questions were used to solicit data. The questions were closely based on the 2009 survey to allow for comparison with the previous data set.

94 responses n=(94) were received from 85 of the 101 library services in NSW. Multiple responses were received from several regional libraries as services are delivered at the local town level. The sample is representative of the library services across NSW:

Type	# library type	% of total libraries in NSW		# survey responses	% of survey responses total
Metro library services	39	39%	Metro library survey responses	38	40%
Country library services	62	61%	Country library survey responses	56	60%
	101	100%		94	100%

- There are 39 metropolitan library services in NSW. Survey responses were received from 38 of these library services. The only metropolitan service that did not respond to the survey was Blue Mountains City Library, they do not offer a home library service.

Section 1

Q1. Name of Library Service

- There were a total of 101 library services in NSW including 39 metropolitan library services in NSW in 2016 when the data was collected, prior to amalgamations.
- Survey responses were received from 38 of the metropolitan library services.
- The only metropolitan library service that did not respond to the survey is Blue Mountains City Library who do not provide a home library service.

Q2. Are you willing to share your information with NSW public library staff for benchmarking purposes?

- Of the 38 metropolitan libraries responding to the survey, two (2) declined to make their individual data available for benchmarking purposes. Their data is included in the summary report, however their individual survey returns are not available for benchmarking.

Q3. Please describe your library service:

Community served	Response Count
Metropolitan (population 100,001 and over)	18
Metropolitan (population 50,001 - 100,000)	13
Metropolitan (population 0 - 50,000)	7

Q4. Is home library service available to residents across your local government area(s)?

- 37 libraries responded that yes they do provide home library across the whole LGA
- One metropolitan Sydney library service limits access to home library service to residents within a 10km radius of any branch library.

Section 2: Clients – Individuals

There are four sections to the questions about home library service CLIENTS. Clients are considered from different perspectives as:

- individuals
- carers
- people from culturally and linguistically diverse backgrounds who read in languages other than English
- residents in institutions and retirement villages receiving bulk deliveries

Definitions:

- Clients living in CARAVAN PARKS should be counted as individuals living in their own homes.
- CARER = a person who supports or looks after a family member, their partner or a friend in need of help because they are ill, frail or have a disability. The care they provide may be unpaid or they may receive a carers pension.

Q1. Please list the numbers of home library clients you serve as INDIVIDUALS in each of the following categories:

Answer Options	METRO	TOTAL NSW
Individual clients living at home	2,484	3,823
Carers	50	85
Individual clients living in boarding houses	9	11
Individual clients living in retirement villages	394	636
Individual clients living in aged care homes (nursing homes, hostels)	1,114	1969
Individual clients living in residential / community homes (due to disability / mental illness)	24	95
Individual clients in hospital (long term) or rehabilitation	15	24
TOTAL	4,090	6,643

Note: clients receiving home library service via bulk loans to aged care homes and other facilities are counted separately in Section: 5.

Q2. Is a medical certificate or referral from a health care professional required to join your home library service?

Answer Options	METRO	TOTAL NSW
Yes	64.86%	43.82%
No	35.14%	56.18%

Comments

- It is a Council requirement but if the new client has just seen the doctor and wont see them for a while, the service starts anyway. The client can give us the certificate next time.
- Can be requested depending on circumstances where 'housebound' status is not obvious.
- Our application form states that applicants may be required to provide a letter from their doctor or health care professional.
- Policy states medical certificate or referral from health care professional is required, but only enforced if eligibility is not obvious.
- Often waived eg for the over 80s
- Service available to anyone who believes that they would benefit from the service - at the discretion of the HLS Librarian.
- Used mainly for temporary members or those with less obvious disability.
- System is flexible and based on clients needs, and/or past relationship with the library.
- But we have included this requirement on the membership form, in some instances this has been required for individuals.
- With our new clients, we ask them many questions over the phone and see them in person too to make sure that they are incapacitated or ill and unable to come into the library.
- clients over 80yrs do not require a doctors certificate
- A medical certificate is require to join the service and required to when membership is due for re-registering (every 3 years)

Q3. Do you provide home library service to carers?

Answer Options	METRO	TOTAL NSW
yes	60.53%	56.8%
yes - if the person they care for is also on the home library service	15.79%	11.4%
no	23.68%	31.8%

NB: At the time of the survey only 41 carers in metropolitan Sydney were receiving home library service.

Q4. Do carers require a medical certificate / referral to join your home library service?

Answer Options	METRO	TOTAL NSW
yes	29.41%	20%
no	70.59%	80%

Comments

- Proof of address is necessary
- We don't offer home library service to carers but would consider doing so in the future
- While we don't require a medical certificate for carers we do ask for referral from an organisation or similar
- Our application form states that applicants may be required to provide a letter from their doctor or health care professional.
- Policy states medical certificate or referral from health care professional is required, but only enforced if eligibility is not obvious.
- Service available to anyone who believes that they would benefit from the service - at the discretion of the HLS Librarian.
- No service to carer

Q5. Do clients sign a consent form for staff or volunteers to enter their home to make deliveries?

Answer Options	METRO	TOTAL NSW
yes	50%	47.2%
no	50%	52.8%

Q6. Is there a waiting list for clients to join your home library service?

Answer Options	METRO	TOTAL NSW
Yes (less than ten)	0.0%	2.2%
Yes (more than ten)	0.0%	0.0%
No	100%	97.8%

Section 3 and 4: Services to culturally and linguistically diverse backgrounds (CALD) Clients

Section 3:

Q1. Do you have clients on your home library service who borrow materials in languages other than English?

Answer Options	METRO	TOTAL NSW
Yes	73.68%	43.33%
No (if No skip to Section 5)	26.32%	56.67%

Section 4:

Q1. How many individual CALD clients currently on your home library service borrow materials in LANGUAGES OTHER THAN ENGLISH?

Note: Include clients already counted as individuals previously.

Answer Options	METRO	TOTAL NSW
How many individual CALD clients currently on your home library service borrow materials in LANGUAGES OTHER THAN ENGLISH?	133	152

How many ethnically specific aged care homes are currently on your home library service? (eg. Italian nursing home)

Answer Options	METRO	TOTAL NSW
How many ethnically specific aged care homes are currently on your home library service? (eg. Italian nursing home)	21	25

Q2. Who chooses materials for CALD clients? (Tick all that apply)

Answer Options	METRO	TOTAL NSW
staff with language skills	46.43%	35.0%
staff (no language skills)	71.43%	60%
volunteers with language skills	3.57%	5%
volunteers (no language skills)	10.71%	7.5%
family members	3.57%	5%
bulk loans from State Library by language	67.86%	72.5%
library management system automated selection based on client profile	3.57%	2.5%

Q3. How do you promote your service to CALD clients? (Tick all that apply)

Answer Options	METRO	TOTAL NSW
flyers and/or posters in community languages	64.29%	50%
information on the library website	46.43%	37.5%
social media (eg. Facebook)	10.71%	12.5%
word of mouth	53.57%	60%
through local health care professionals	25%	30%
presentations to CALD community groups	10.71%	10%
through migrant resource centres	10.71%	7.5%
we don't promote the service to CALD clients	10.71%	12.5%

Q4. Please indicate which languages are borrowed by your CALD home library service clients

Language	METRO
Arabic	33.33%
Burmese	3.7%
Chinese	40.74%
Croatian	25.93%
French	29.63%
German	11.11%
Greek	37.04%
Gujurati	3.7%
Hindi	11.11%
Hungarian	11.11%
Italian	51.85%
Japanese	3.7%
Korean	11.11%
Macedonian	3.7%
Polish	7.41%
Portuguese	7.41%
Russian	25.93%
Serbian	7.41%
Spanish	33.33%
Tagalog	7.41%
Tamil	3.7%
Thai	3.7%
Turkish	3.7%
Ukranian	7.41%
Vietnamese	11.11%

Section 5: Clients – bulk loans to institutions

- Q1. Do you provide home library service to residents living in:
- aged care facilities (including nursing homes and day respite)
 - retirement villages
 - boarding houses
 - group homes

Answer Options	METRO	TOTAL NSW
yes	100%	93.1%
no	0%	6.9%

Section 6: Services via bulk loans to institutions

- Q1. Please indicate: - the number of institutions you provide BULK LOANS to and - where possible the approximate number of clients using those loans (optional)

Answer Options	METRO	TOTAL NSW
Number of RETIREMENT VILLAGES receiving bulk loans	61	100
+ Approximate number of individuals using those loans to RETIREMENT VILLAGES (total)	511	1,522
Number of AGED CARE FACILITIES receiving bulk loans	185	297
+ Approximate number of individuals using those loans to AGED CARE FACILITIES (total)	977	2,325
Number of BOARDING HOUSES receiving bulk loans	2	2
+ Approximate number of individuals using those loans to BOARDING HOUSES (total)	6	6
Number of RESIDENTIAL / COMMUNITY HOMES (residents with disabilities / mental illness) receiving bulk loans	57	73
+ Approximate number of individuals using those loans to RESIDENTIAL / COMMUNITY HOMES (total)	20	117
Number of HOSPITALS / REHABILITATION centres receiving bulk loans	12	30
+ Approximate number of individuals using those loans to HOSPITALS / REHABILITATION centres	117	140
TOTAL FACILITIES / CENTRES in METRO	317	
TOTAL INDIVIDUALS RECEIVING BULK LOANS in METRO	1631	

Q2. Can residents in aged care homes or retirement villages choose to have individual service?

Answer Options	METRO	TOTAL NSW
Yes	100%	96.34%
No	0%	3.66%

Q3. Does your library service have any kind of formal agreement or memorandum of understanding with any aged care homes or retirement villages?

Answer Options	METRO	TOTAL NSW
Yes	52.63%	28.9%
No	47.37%	71.7%

Q4. Do you provide resources for diversional therapists / staff working at any of these institutions?

Answer Options	METRO	TOTAL NSW
Yes	76.32%	57.83%
No	23.68%	42.17%

Comments

- We provide items according to the theme of the month, eg. flowers, countries. The items range from DVDs to music CDs and everything in between
- Reminiscence kits, special bulk loans as requested, so for example if they are doing an activity on a specific country, about culture/lifestyle etc, we supply with resources or if they are celebrating a particular festival/religious celebration.
- Picture Books, Poetry & Story Books - for interactive sessions. AV material (English & multicultural group gatherings)
- DVDs, Picture books for use in group activities
- Non-fiction books, DVDs, TBs and CDs. We are currently looking into creating/buying Reminiscent Kits for loan.
- A diversional therapist can request items that we can deliver if available
- Mainly craft books and material for specific events
- Resources are delivered fortnightly. This includes regularly requested items and additional themed requests.
- Read Aloud books, craft and reminiscing resources
- Table books; cooking, sewing, etc
- facility holds DT responsible for any losses so DT's unwilling to borrow items

- Library materials which assist with their programs.
- they use material from the crate of items supplied

Section 7: Staff and Volunteers

Q1. How many staff and volunteers work in your home library service?

Note: For "number of staff hours" please count only hours spent on home library duties - do not count desk shifts or other non home library service activities

Answer Options	METRO	TOTAL NSW
Number of staff (headcount)	89	179
Number of staff hours - Librarian (total EFT per week)	252	322
Number of staff hours - Library technician (total EFT per week)	554	822
Number of staff hours - Library assistant (total EFT per week)	280	551
Number of staff hours - Other (total EFT per week)	180	211
Number of contractors / couriers	8	10
Number of contractor / courier hours (total EFT per week)	123	134
Number of volunteers	156	374
Number of volunteer hours (total EFT per week)	180	347
TOTAL PAID HOURS (STAFF AND CONTRACTORS)	1389	2040
TOTAL VOLUNTEER HOURS	180	347
TOTAL HOURS	1569	2387

Q2. Do home library services staff and volunteers wear photo ID when making deliveries?

Answer Options	METRO	TOTAL NSW
yes - name tag	66.67%	62.2%
yes - uniform	27.78%	30.5%
yes - photo ID	33.33%	17.1%
no	8.33%	18.3%

Q3. Who supervises volunteers in your home library service?

Answer Options	METRO	TOTAL NSW
We don't use volunteers	55.56%	55.13%
Home library service staff	44.44%	34.62%
Branch staff	0.0%	8.97%
Volunteer coordinator	0.0%	1.28%

Q4. What types of activities are undertaken by volunteers in your home library service?

Answer Options	METRO	TOTAL NSW
We don't use volunteers	57.14%	52.5%
Selections and / or deliveries	40.0%	43.8%
Technology training / assistance	2.86%	1.3%
Social visits	0%	2.5%

Q5. Does your library service require police checks before staff or volunteers commence making deliveries?

Answer Options	METRO yes	METRO no
library staff	32.35%	67.65%
council staff	31.25%	68.75%
couriers	25%	75%
volunteers	35%	65%

Q5. Who selects material for your home library clients? (Tick all that apply)

Answer Options	METRO	TOTAL NSW
Staff	100%	98.81%
Volunteers	18.92%	28.57%
Family members of client	16.22%	16.67%
Contractors	0.0%	0.0%
Self select / home delivery (clients' own selection)	45.95%	34.52%
Library management system remembers loan history	27.03%	30.95%
Library management system auto picks based on client profile	5.41%	3.57%

Section 8: Deliveries – Frequency

Q1. How frequently do you deliver to home library clients and institutions? (Tick all that apply) - Metro Sydney only

Answer Options	Weekly	Fortnightly	Three weekly	Monthly	Quarterly	On request
Individuals in their own homes	0	17	7	21	0	2
Individuals in aged care / community homes	0	14	7	20	0	0
Individuals in boarding houses	0	0	3	4	0	1
Individuals in retirement villages	0	11	6	18	0	1
Aged care / community homes receiving bulk loans	0	8	6	21	0	0
Retirement villages receiving bulk loans	0	6	5	17	0	0
Deposit collections at aged care homes or retirement villages	0	1	3	7	0	1

Section 9: Deliveries – Transport

Q1. Who delivers to your home library service clients?

Answer Options	METRO	TOTAL NSW
Library Staff	89.19%	85.9%
Council staff (non-library)	8.11%	3.5%
Volunteers	35.14%	43.5%
Family members of the client	2.7%	12.9%
Mobile Library drops materials off	2.7%	4.7%
Mobile Library visits homes and clients come on board to select	0.0%	0.0%
Contractors (including mail deliveries)	2.7%	3.5%

Q2. What vehicle do you use to deliver home library service? (Tick all that apply)

Answer Options	METRO	TOTAL NSW
Dedicated home library service vehicle	61.11%	36.1%
Council pool car	19.44%	25.3%
Library manager's car	13.89%	22.9%
Own vehicle	8.33%	19.3%
Contractor / courier delivers	2.78%	3.6%
Volunteers - using own cars	22.22%	30.1%
Volunteers - using Council vehicles	0.0%	2.4%

Q3. Is your home library service vehicle modified for the purpose?

Answer Options	METRO	TOTAL NSW
yes	55.56%	32.91%
no	44.44%	67.09%

Q4. Do you provide transport to the library for housebound clients?

Answer Options	METRO	TOTAL NSW
Yes	10.81%	4.6%
No	89.19%	95.24%

Section 10: Collections

- Q1. What was the total library budget from 1 July 2015 - 30 June 2016 for each collection?
(round up to whole dollars please)

Answer Options	METRO TOTALS
large print books	\$ 432,385
talking books - CD and Cassette	\$ 336,324
downloadable audio (AudioRead)	\$ 30,495
downloadable audio (Bolinda, Overdrive, Wheelers etc.)	\$ 362,280
Playaways	\$ 7,000

- Q2. Are home library staff responsible for **SELECTING MATERIAL TO PURCHASE / DEVELOPING PROFILES FOR OUTSOURCING SUPPLY OF MATERIALS** in the following formats (tick all that apply)

Answer Options	METRO	TOTAL NSW
large print	59.38%	55.7%
talking books	46.88%	51.1%
downloadable audio (eg. AudioRead for Navigator devices or similar)	15.63%	28.4%
downloadable audio (eg. subscriptions to Bolinda, Overdrive, Wheelers etc.)	12.5%	2.3%
Playaways or similar	3.13%	9.1%
NO - home library staff have no input into selection	37.5%	39.8%

- Q3. Some metropolitan libraries have separate collections dedicated to home library service:

Answer Options	yes	no
Do you have a separate home library service collection?	40.54%	59.46%
Can items from the home library service collection be reserved by other clients?	84%	16%

Section 11: Loans – Home Library Service

Q1. In the year 1 July 2014 - 30 June 2015 how many HOME LIBRARY SERVICE loans were made in the following categories?

Answer Options	METRO	TOTAL NSW
Large print	296,816	448,811
Adult fiction	166,092	229,042
Adult non fiction	99,261	110,594
Talking books	145,408	198,273
Community languages	12,984	13,300
Audio visual (DVDs, videos)	101,165	120,812
Magazines	47,157	53,913
EBooks	36	917
EAudio	239	7,407
TOTAL	869,158	1,183,069

* Large print loans for metropolitan Sydney totalled 672,987 in 2014/15. The large print loans to metropolitan Sydney home library service clients represent 44% of these total large print loans.

Section 12: Equipment

Q1. Does the library lend any of the following types of equipment to home library service clients?

Equipment	METRO	TOTAL NSW
CD players	29.17%	23.5%
AudioRead navigators	37.5%	39.2%
DAISY players	37.5%	47.1%
mp3 players	16.67%	15.7%
Tablets or iPads	37.5%	19.6%
magnifying devices	25%	19.6%

Q2. Please indicate what equipment library staff have available for providing home library service in metropolitan Sydney:

	Yes	No
Office space allocated for home library service	30	3
Computer allocated for home library service	30	3
Library Management system includes a home library service module	25	7
Mobile phone for home library services	23	11
Laptop	12	13
Mobile technology (eg. tablet or iPad)	7	18

Section 13: Marketing

Q1. Which of the following marketing and promotion activities does your library use for the home library service?

	METRO	TOTAL NSW
Flyers	91.18%	85.3%
Library website	94.12%	90.7%
Library social media	38.24%	45.3%
Posters	50%	38.7%
Newsletters	52.94%	46.7%
Booklists	11.76%	10.7%
Functions for home library service clients	26.47%	17.3%
Information sent to local health professionals	38.24%	42.7%
Information sent to local senior citizens group	52.94%	38.7%
Presentations to community groups	58.82%	56.0%
We do not promote the home library service	2.94%	5.3%

Q2. If you DO NOT promote your home library service please tick any of all of the reasons for this:

	METRO
The number of clients on the service is capped	1
Already have a waiting list	1
No capacity to take on additional clients – limited staff time	1
No capacity to take on additional clients – limited stock	0