

# Home Library Services in New South Wales Statewide Survey 2009



Picture credit: Tamworth Regional Council

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## Executive Summary

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The ageing of the population in Australia is a topic receiving a lot of media and government attention. It is also a vital consideration for public libraries in NSW as they plan services to meet the needs of older members of the community. The statewide survey of home library services reveals that in 2009 there were 4,883 individual clients living in their own homes receiving the service across the state. Many home library service clients live in aged care homes, with 2,561 receiving individual service and an estimated 7,629 clients accessing bulk loans at their aged care home.

Four respondents to the survey do not provide any kind of home library service to the community in their local government area. Geographic constraints can limit access to the service with only 68.3% of libraries providing access across their entire local government area. In regional and country areas, in the majority of cases, service is only available in larger town centres.

Carers are a rapidly growing group in the community, yet the survey reveals only 65 carers currently receive home library service in NSW. Older people from culturally and linguistically diverse backgrounds (CALD) are also a rapidly growing group, yet only 28.9% of libraries reported providing home library service to a total of 116 individual CALD clients and bulk loans to 25 ethnically specific aged care homes. The majority (77.8%) of material selected for clients reading in languages other than English (LOTE) is carried out by library staff with no language skills and 59.3% of the libraries access bulk loans in community languages from the State Library on behalf of these clients.

The home library service workforce is made up of both paid staff (203) and contractors (9) contributing 1,831 hours per week. In addition, 390 volunteers contribute a further 405 hours per week, in many cases libraries rely on these volunteers to provide the service.

The survey also reveals a perceived limited capacity to expand current services to meet increasing demand with 17.5% of respondents indicating they do not currently promote their service to attract new clients due to limited resources to meet demand.

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## Introduction

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The NSW Home Library Services (HLS) Working Group operates as a working group of the Public Libraries NSW – Metropolitan Association, and the membership is also open to home library services staff from country public libraries.

In 2004, the HLS Working Group conducted a state-wide survey of home library service activities across the public library network. This 2009 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.

With this survey the NSW HLS Working Group has compiled a snapshot of home library services across NSW in 2009. 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.

## Methodology

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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. A variety of qualitative and quantitative questions were used to solicit data.

Responses were received from 96 of the 99 library services in NSW. The sample is representative of the library services across NSW:

- 37 Metropolitan library services in NSW = 38 responses (37% of sample)
- 62 Country library services = 42 responses (41% of sample) plus 23 responses from regional libraries
- 19 Regional libraries in NSW = 23 responses (22% of sample). Multiple responses were received from several regional libraries as services are delivered at the local town level.

## Benchmarking

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More detail and cross tabulation of results is available to NSW public library staff. Please contact Mylee Joseph at Public Library Services, State Library of NSW by email [mjoseph@sl.nsw.gov.au](mailto:mjoseph@sl.nsw.gov.au) or phone (02) 9273 1521.

## Privacy

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Six survey respondents declined to share further detailed information with NSW Public Library Staff for benchmarking purposes. Their data has been included in the statewide snapshot but details are not available for benchmarking.

## Section 1

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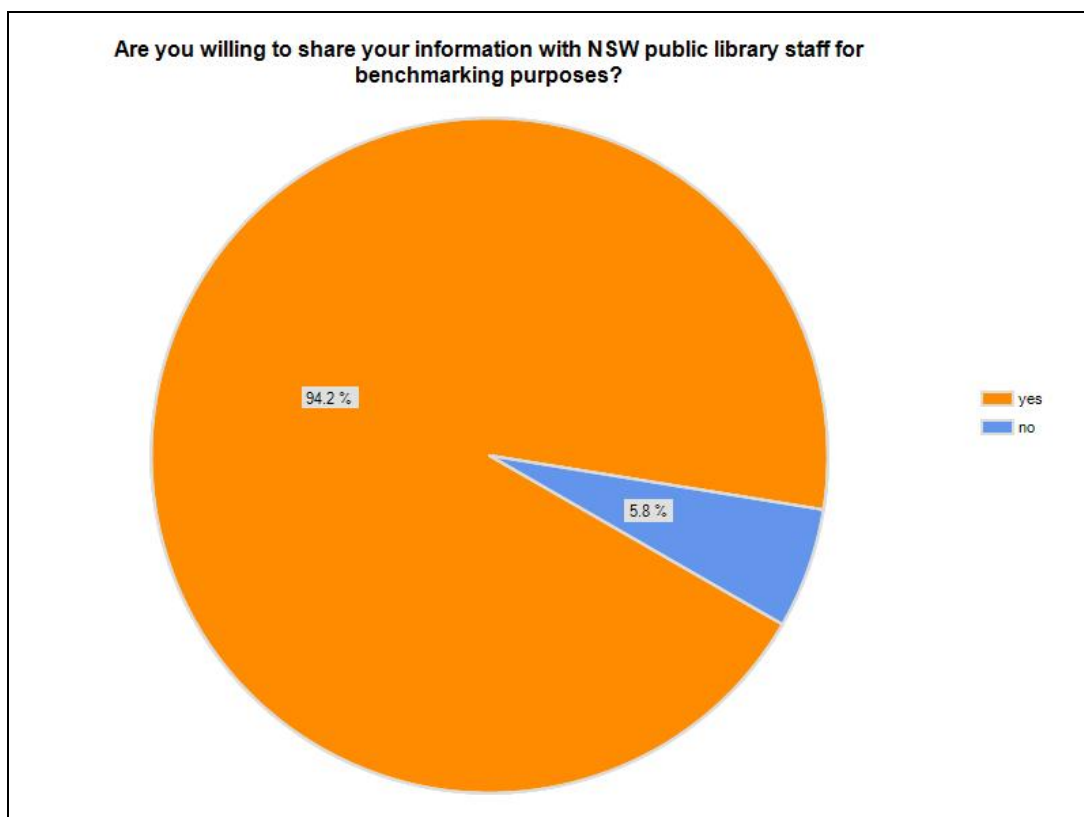
Q1. Name of Library Service

104 responses to the survey questionnaire were received. There are 99 library services in NSW in 2009 and the multiple responses received included some regional libraries where home library services are delivered locally, rather than across the region.

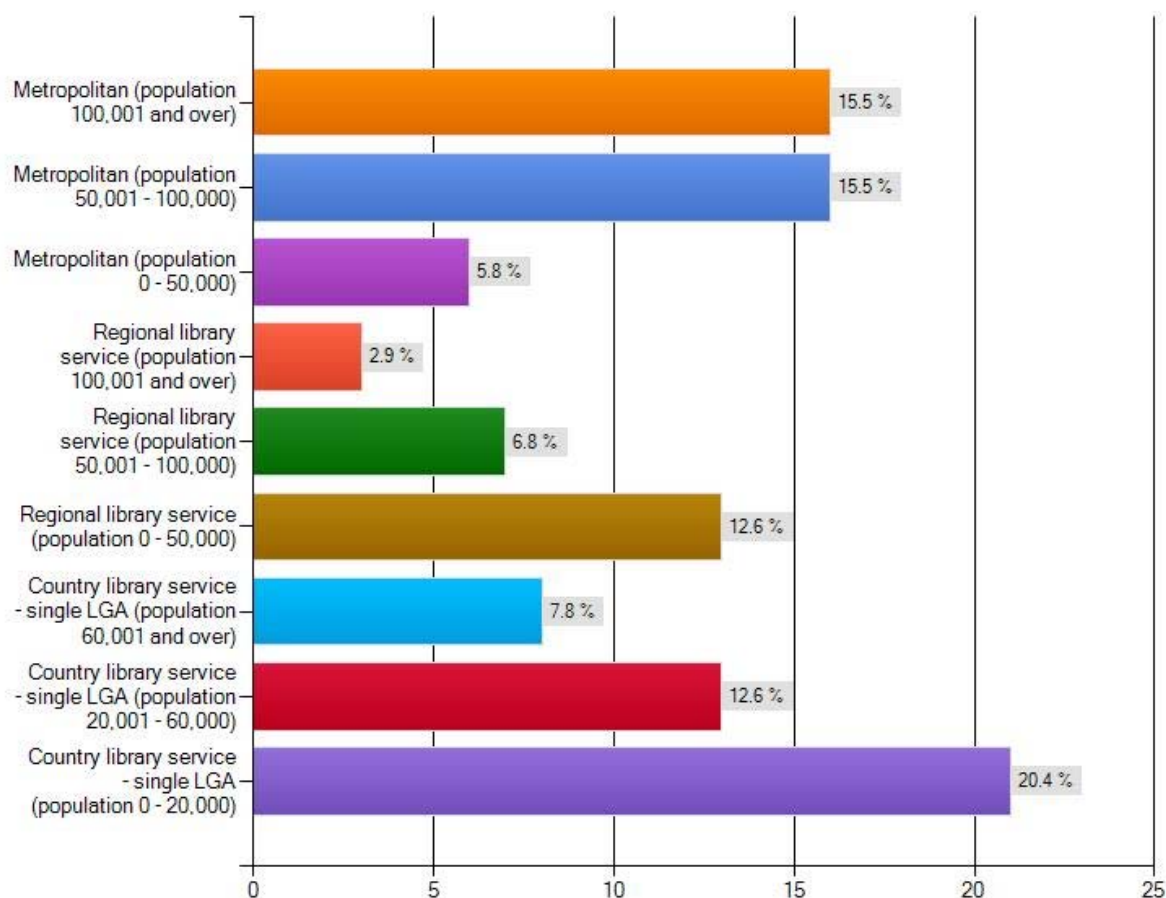
Responses were received from 96 of the 99 library services in NSW.

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

Answer Options	Response Percent	Response Count
yes	94.2%	98
no	5.8%	6
<i>answered question</i>		<b>104</b>
<i>skipped question</i>		<b>0</b>



Q3. Please describe your library service:



Answer Options	Response Count
Metropolitan (population 100,001 and over)	16
Metropolitan (population 50,001 - 100,000)	16
Metropolitan (population 0 - 50,000)	6
Regional library service (population 100,001 and over)	3
Regional library service (population 50,001 - 100,000)	7
Regional library service (population 0 - 50,000)	13
Country library service - single LGA (population 60,001 and over)	8
Country library service - single LGA (population 20,001 - 60,000)	13
Country library service - single LGA (population 0 - 20,000)	21
<i>answered question</i>	<b>103</b>
<i>skipped question</i>	<b>1</b>

- Regional libraries = 23 responses (22% of sample)
- Metropolitan libraries = 38 responses (37% of sample)
- Country libraries = 42 responses (41% of sample)

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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	68.3%	71
Yes but it is limited to residents in town centres	27.9%	29
No	3.8%	4
Other (please specify) <ul style="list-style-type: none"> <li>• Delivery after hours by library staff volunteering their time in two small LGAs</li> <li>• Joint Library Service</li> <li>• For isolated areas, we offer a "pickup" service, i.e. home lending staff select and issue the books, and they can be collected by friends or family.</li> <li>• The service is administered by Waverley Library on behalf of Waverley and Botany Councils</li> <li>• there maybe a few small areas in the LGA that we can not provide HLS</li> <li>• Selected areas, subject to local library's control.</li> <li>• The branches tend to stay within town limits but if we have willing volunteers we reach further afield.</li> <li>• The service is operated through each of our 3 branches, and limited to specific retirement villages, individuals with carers who will collect items for the client and residential caravan parks for retirees. Individuals in their own homes who haven't got some to collect the items are not catered for by the library service for delivery across the area as yet.</li> <li>• only available in area centre</li> <li>• Currently only delivering to people in the town area</li> <li>• Town only</li> <li>• We work in conjunction with Neighbourhood Centres to offer a HLS</li> <li>• I am only answering for our LGA as each Council takes responsibility for their own HLS - In our LGA the service is limited to the town / city area.</li> </ul>		13
	<b><i>answered question</i></b>	<b>104</b>
	<b><i>skipped question</i></b>	<b>0</b>

## 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	TOTAL	Response Count
Individual clients living at home	4,883	92
Carers	65	45
Individual clients living in boarding houses	21	35
Individual clients living in retirement villages	845	70
Individual clients living in aged care homes (nursing homes, hostels)	2,561	83
Individual clients living in residential / community homes (due to disability / mental illness)	49	34
Individual clients in hospital (long term) or rehabilitation	30	35
TOTAL	8,454	
	<i>answered question</i>	<b>93</b>
	<i>skipped question</i>	<b>11</b>

Note: clients receiving home library service via bulk loans to aged care homes and other facilities are counted separately in Section: 5 (7,629 clients).

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

Answer Options	Response Percent	Response Count
Yes	45.4%	44
No	54.6%	53
<p>Please comment</p> <ul style="list-style-type: none"> <li>• But this is handled by the Neighbourhood Centres who also offer other services along with the HLS.</li> <li>• Unless the client is already residing in a nursing home</li> <li>• Referred through Neighbourhood Centre who co-ordinate Home Library Service</li> <li>• But not always applied. If over 80 yrs old</li> <li>• We do not ask for referral from health care professional</li> <li>• We take people on trust - if they request the service we supply it. I guess in a small town there are some inbuilt safeguards ...</li>   <li>• This needs to state the reason for not being able to attend library</li> <li>• Those already living in a nursing home/hostel are exempt from this.</li> <li>• "SOME DISCRETION IS USED REGARDING THE PROVISION OF A MEDICAL CERTIFICATE E.G PERSON IS 99YRS OLD ETC."</li> <li>• Four of our clients are served through a new partnership with Gilgandra Community Care- ie their books go out with Meals on Wheels volunteers. These clients would have been assessed for their eligibility for Meals on Wheels.</li> <li>• Not if transferring from Bus to Library Service because of increasing infirmity.</li> <li>• Home Lending membership is available upon request, either from the person themselves, or by referral from friend, relative, agency, or another staff member at the Library. The Home Lending Co-ordinator will then phone the member, and arrange a personal visit. At the visit, the needs of the member are assessed and a borrowing profile setup. The visit is also an opportunity to check the physical layout of the home (for delivery purposes) and explain how the service works.</li> <li>• We will soon require a medical certificate once we apply our new home library policy.</li> <li>• Not if you are in a nursing home</li> <li>• This requirement is waved for people were there is an obvious need. i.e extremely fragile / aged.</li> <li>• Patrons have to fill out a statement of need signed by a medical professional.</li> <li>• Clients are interviewed, or referred by Nursing Home staff.</li> <li>• No referral is required unless there is some concern about eligibility</li> <li>• only for access to talking books</li> <li>• numbers at present are low - but this may have to be introduced as the numbers grow.</li> </ul>		20
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>7</b>



Q3. Do you provide home library service to carers?

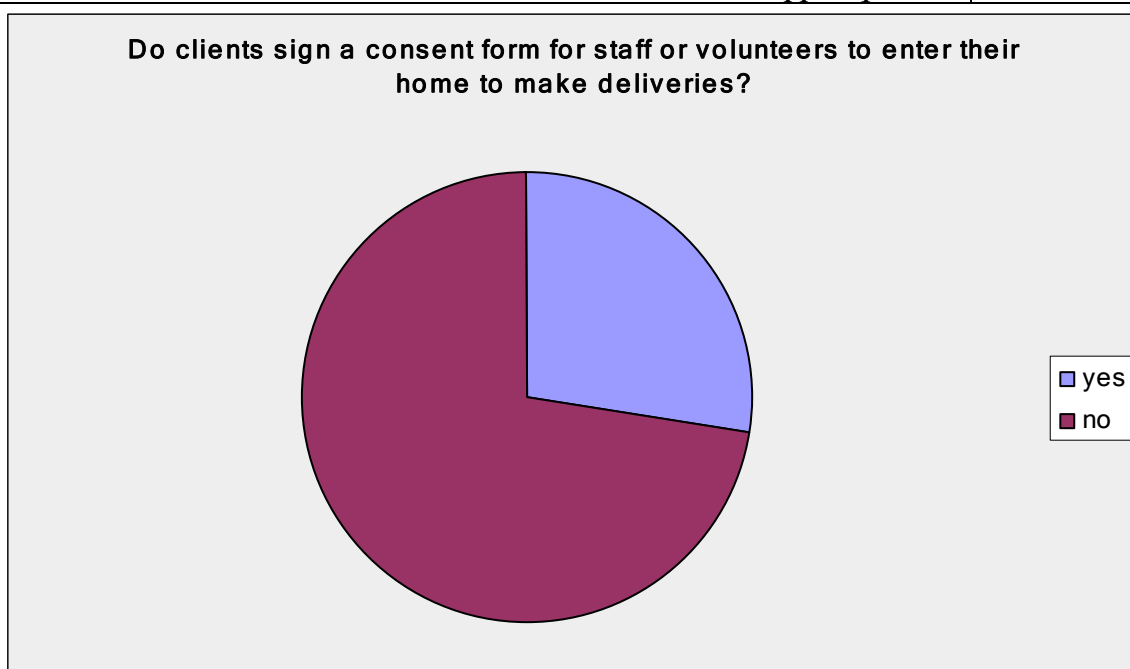
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
yes	45.4%	44
yes - if the person they care for is also on the home library service	18.6%	18
no	36.1%	35
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>7</b>

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

Answer Options	Response Percent	Response Count
yes	23.5%	19
no	76.5%	62
<p>Other (please specify)</p> <ul style="list-style-type: none"> <li>• n/a</li> <li>• I am unable to answer the next 2 questions as this is handled by the neighbourhood centres</li> <li>• The Carer themselves don't need a certificate - only the person they are caring for.</li> <li>• N/A</li> <li>• if person being cared for requires constant attention</li> <li>• N/A</li> <li>• Do not have any at present, but would need certificate to join HLS</li> <li>• We do not currently have any carers on our list, but if they were to apply we would ask for medical certificates.</li> <li>• Not applicable as we do not currently offer this service</li> <li>• We have had no demand for providing this service to carers so far. We would have to assess any future applications on their merit.</li> <li>• Not if the person they care for is already on the HLS.</li> <li>• No. Membership is available through the process outline in 2. above.</li> <li>• This will be considered when developing the new home library policy and profiles.</li> <li>• In regards to question 5 - we are in the process of making one up.</li> <li>• from there partners doctor</li> <li>• We do not deliver to any carers at the present time but would do so if the service was requested by someone in this situation</li> <li>• Have not had a request for the home library from a carer withing my time in the job.</li> <li>• As yet we haven't had any interest from carers themselves.</li> <li>• As yet we haven't had any interest from carers.</li> <li>• N/A</li> <li>• We have not had any carers ask to be on our service</li> <li>• We don't specifically cater for carers, but they may be included in the delivery if this service is asked for at individual branches.</li> <li>• again numbers are only small</li> </ul>		22
<b><i>answered question</i></b>		<b>81</b>
<b><i>skipped question</i></b>		<b>23</b>

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

Answer Options	Response Percent	Response Count
yes	27.4%	26
no	72.6%	69
<i>answered question</i>		<b>95</b>
<i>skipped question</i>		<b>9</b>



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

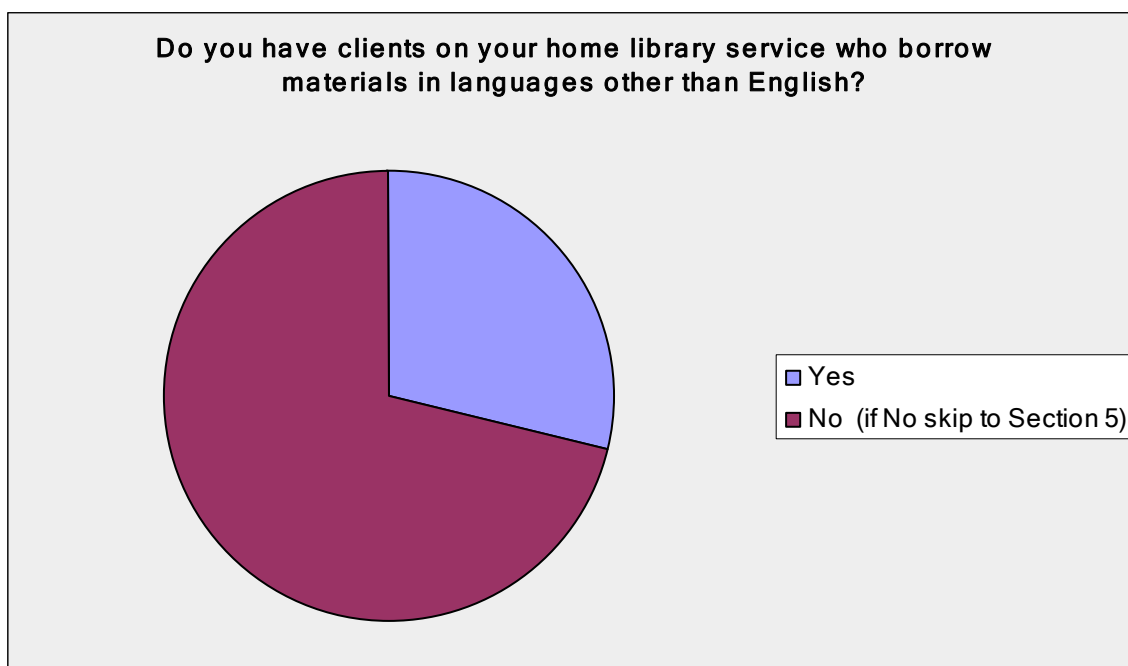
Answer Options	Response Percent	Response Count
Yes (less than ten)	5.2%	5
Yes (more than ten)	0.0%	0
No	94.8%	92
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>7</b>

### Section 3: Clients – culturally and linguistically diverse backgrounds (CALD)

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

Answer Options	Response Percent	Response Count
Yes	28.9%	28
No (if No skip to Section 5)	71.1%	69
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>7</b>



## Section 4: Services to CALD clients

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	TOTAL	Response Count
How many individual CALD clients currently on your home library service borrow materials in LANGUAGES OTHER THAN ENGLISH?	116	23
	<i>answered question</i>	<b>25</b>
	<i>skipped question</i>	<b>79</b>

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

Answer Options	TOTAL	Response Count
How many ethnically specific aged care homes are currently on your home library service? (eg. Italian nursing home)	25	23
	<i>answered question</i>	<b>25</b>
	<i>skipped question</i>	<b>79</b>

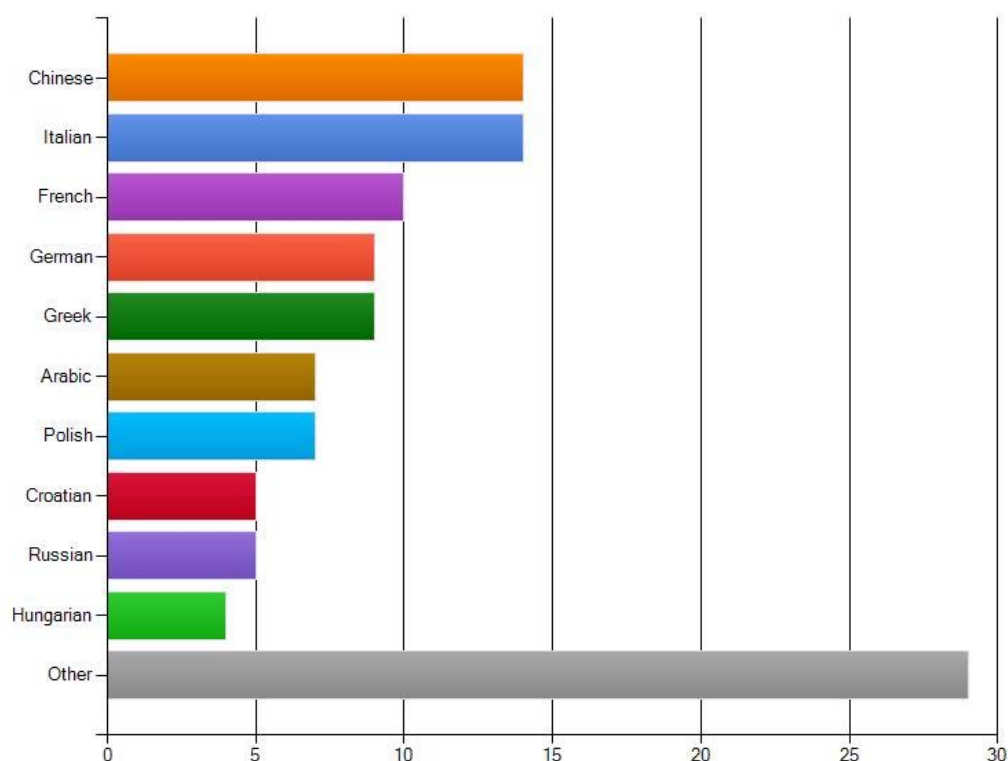
Q2. Who chooses materials for CALD clients? (Tick all that apply)

Answer Options	Response Percent	Response Count
staff with language skills	37.0%	10
staff (no language skills)	77.8%	21
volunteers with language skills	7.4%	2
volunteers (no language skills)	3.7%	1
family members	7.4%	2
bulk loans from State Library by language	59.3%	16
library management system automated selection based on client profile	0.0%	0
Comments		
<ul style="list-style-type: none"> <li>only a few given out of the box at a time</li> <li>Donated materials are used.</li> </ul>		2
	<i>answered question</i>	<b>27</b>
	<i>skipped question</i>	<b>77</b>

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

Answer Options	Response Percent	Response Count
flyers and/or posters in community languages	40.7%	11
information on the library website	44.4%	12
word of mouth	66.7%	18
through local health care professionals	22.2%	6
presentations to CALD community groups	33.3%	9
through migrant resource centres	18.5%	5
we don't promote the service to CALD clients	25.9%	7
Comments <ul style="list-style-type: none"> <li>We are looking at improving this promotion</li> <li>On a council disability services flyer not a specific library flyer</li> <li>Nursing send in the new members forms and which request items in whatever language is required</li> </ul>		3
	<i>answered question</i>	<b>27</b>
	<i>skipped question</i>	<b>77</b>

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



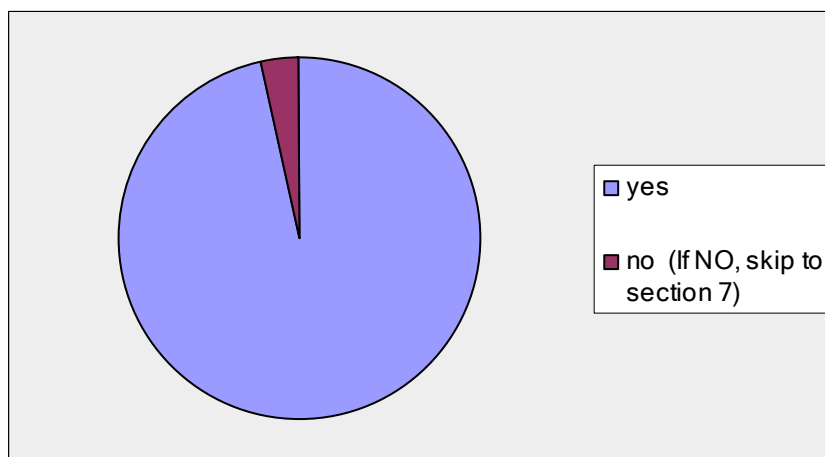
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Arabic	25.0%	7
Bosnian	3.6%	1
Chinese	50.0%	14
Croatian	17.9%	5
Dutch	3.6%	1
French	35.7%	10
German	32.1%	9
Greek	32.1%	9
Gujurati	3.6%	1
Hindi	7.1%	2
Hungarian	14.3%	4
Indonesian	3.6%	1
Italian	50.0%	14
Japanese	3.6%	1
Korean	3.6%	1
Laotian	3.6%	1
Macedonian	3.6%	1
Maltese	7.1%	2
Polish	25.0%	7
Portuguese	7.1%	2
Punjabi	3.6%	1
Russian	17.9%	5
Serbian	10.7%	3
Slovenian	3.6%	1
Spanish	14.3%	4
Tagalog	3.6%	1
Tamil	3.6%	1
Vietnamese	14.3%	4
	<b><i>answered question</i></b>	<b>28</b>
	<b><i>skipped question</i></b>	<b>76</b>

## Section 5: Clients – bulk loans to institutions

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

Answer Options	Response Percent	Response Count
yes	96.8%	91
no (If NO, skip to section 7)	3.2%	3
<i>answered question</i>		<b>94</b>
<i>skipped question</i>		<b>10</b>





## 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	TOTAL	Response Count
Number of RETIREMENT VILLAGES receiving bulk loans	123	61
+ Approximate number of individuals using those loans to RETIREMENT VILLAGES (total)	1,697	49
Number of AGED CARE HOMES receiving bulk loans	298	74
+ Approximate number of individuals using those loans to AGED CARE HOMES (total)	4,888	59
Number of BOARDING HOUSES receiving bulk loans	10	43
+ Approximate number of individuals using those loans to BOARDING HOUSES (total)	27	32
Number of RESIDENTIAL / COMMUNITY HOMES (residents with disabilities / mental illness) receiving bulk loans	35	47
+ Approximate number of individuals using those loans to RESIDENTIAL / COMMUNITY HOMES (total)	884	40
Number of HOSPITALS / REHABILITATION centres receiving bulk loans	13	44
+ Approximate number of individuals using those loans to HOSPITALS / REHABILITATION centres	133	34
TOTAL FACILITIES / CENTRES	479	
TOTAL INDIVIDUALS RECEIVING BULK LOANS	7,629	
	<i>answered question</i>	<b>81</b>
	<i>skipped question</i>	<b>23</b>

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

Answer Options	Response Percent	Response Count
Yes	94.6%	87
No	5.4%	5
Comments <ul style="list-style-type: none"> <li>Staff from the aged care homes and retirement villages come regularly to the library to do bulk loans</li> <li>All of our clients receive individual service</li> </ul>		17

<ul style="list-style-type: none"> <li>• Some have their own people selecting for them.</li> <li>• We provide both individual for avid readers and bulk for general access</li> <li>• Mostly we discourage this as it is hard to keep track of books loaned to individuals.</li> <li>• We encourage residents to use the bulk loan service, however this is not always possible.</li> <li>• This service is only provided if the patron has already been receiving HLS before entering an aged care facility or retirement village. Even though we supply Bulk Loans to these facilities we continue the personal delivery to the patron as we find they love the service and it's VERY important to them.</li> <li>• We only provide service to those living in independent accommodation</li> <li>• The clients we have that have individual service has usually been organised with the diversional therapist and these items are delivered on the Mobile library bus when it visits the aged care facility which is fortnightly. They have to be collected and returned by staff at the aged care facility.</li> <li>• We don't provide bulk loans to retirement villages and aged care homes, only to individuals living in retirement villages.</li> <li>• All members of the Service who are in age care facilities received individual service</li> <li>• Library staff have no accurate knowledge of the number of clients utilising the Bulk Loans to institutions. We are lucky enough to be able to select the required materials and to have them collected by Home Support Care staff who swap/exchange the materials for individuals and Staff members of the Institutions who regularly exchange materials for their patients.</li> <li>• We will service up to three individuals within a nursing home. If more than three wish to receive the service the home must switch to a bulk loan. This does not apply to retirement villages where numbers are not limited.</li> <li>• If the residents are in individual units &amp; not in hostel-type accommodation</li> <li>• We have not supplied bulk loans to date - all individual service</li> <li>• We prefer to provide an individual service as we lost too many items when we provided bulk loans.</li> <li>• We have had BULK loans to institutions in the past - but with frequent staff changes no-one is willing to take responsibility for the distribution of materials to residents.</li> </ul>	
<i>answered question</i>	<b>92</b>
<i>skipped question</i>	<b>12</b>

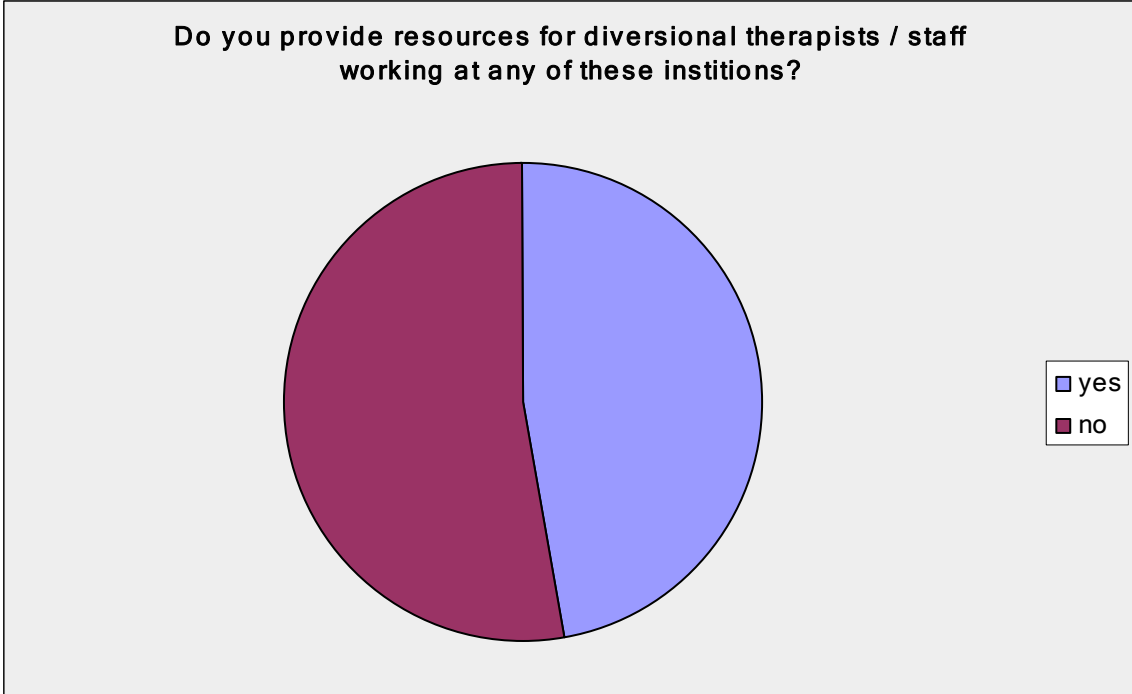
Q3. Does your library service have any kind of formal agreement or memorandum of understanding with any aged care homes or retirement villages?

Answer Options	Response Percent	Response Count
Yes	23.3%	21
No	76.7%	69
<p>Please comment</p> <ul style="list-style-type: none"> <li>• Nursing Home management are signatories to membership in case of loss or theft</li> <li>• The Mobile Library Service stops near the Settlers Retirement Village however this centre also has 2 private libraries.</li> <li>• Yes they sign an agreement to provide a safe place, be responsible</li> <li>• In the process of working out formal agreement with aged care facilities we deliver HLS (bulk loans and to individual resident)</li> <li>• Verbal agreement only. Name of institutions activities officer taken.</li> <li>• membership form to enable borrowing</li> <li>• Application form signing that the Aged care Facility will take responsibility over lost or damaged items.</li> <li>• As we delivery outside our LGA we are trialling a bulk delivery every 6 weeks. A letter was sent outlining our services and rules and regulations. To date no issues and all parties happy.</li> <li>• However we have unwritten agreements with many locations staff, as to what they would like us to do, and also how we would like to deliver.</li> <li>• Forms part of the application / registration form required for service to the institution.</li> <li>• We are working on these.</li> <li>• Institutional membership</li> <li>• Delivery volunteers have a police check</li> <li>• Each bulk loan is required to complete membership form and the contact name has the responsibility for the loaned items.</li> <li>• not formally written yet. But a proposed agreement is with CP coordinator for her approval.</li> <li>• We request that the manager of the Institution join the library under the name of the Institution and he/she becomes the responsible person and contact liaison.</li> <li>• We have a Bulk Loans agreement to present to Institutions formalising the borrowing of materials for use by residents.</li> <li>• Bulk loans are negotiated. Lending terms is the same as individuals.</li> <li>• Conditions of library membership for organisations</li> <li>• All service is to the individual</li> <li>• Frequent consultation with coordinator at Retirement Village.</li> </ul>		21
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>14</b>

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

Answer Options	Response Percent	Response Count
Yes	47.3%	43
No	52.7%	48
<p>Please comment</p> <ul style="list-style-type: none"> <li>• Not in a formal way but we know that they seek out resources for their clients e.g. music on cd, and art and gardening books etc...</li> <li>• Within reason i.e materials for Specials events, celebrations</li> <li>• when needed eg. Christmas - Australia Day - Easter etc different themes</li> <li>• relaxation CDs, DVDs, short stories for activity officer</li> <li>• But we have had some losses</li> <li>• VERY occasionally - but we do on request</li> <li>• If asked for</li> <li>• upon request</li> <li>• When they ask for it.</li> <li>• UPON REQUEST FOR SPECIAL EVENTS ETC.</li> <li>• DT / RAO is signatory to the formal agreement with the institution.</li> <li>• If staff from the institutions we service require items for specific "special" themes etc. we endeavour to meet their needs.</li> <li>• Magazines, talking books if requested</li> <li>• Yes, they self select DVDs and videos</li> <li>• Each institution we deliver to has a d.t or recreational officer who receives a loan each month. Materials selected are craft/reminiscent type pictorials- music and some large print.</li> <li>• We have a Dementia Day Care Centre that we supply too.</li> <li>• No requests as yet</li> <li>• We have provided exercise DVD/ Videos and some specialist books for mental health when requested. Often staff require additional materials concerning certain themes they may be working with as a recreational activity for their clients and we try to assist by supplying the required information.</li> <li>• We provide specialised literature such as poetry or quiz books upon request.</li> <li>• Sometimes - music, craft books, poetry.</li> <li>• The requests for such information have not come through to HLS so perhaps it would present more as a reference enquiry.</li> <li>• Not to my knowledge, but they may borrow from bulk loan collections.</li> <li>• music, craft books and poetry.</li> <li>• Usually A.V. material including DVD's.</li> <li>• We haven't been asked for much, but we do try to get any requests that are made</li> <li>• This could be provided if requested</li> <li>• Not formally, but we do promote our collections to the people working in the institutions</li> <li>• Professionals borrow suitable resources for programs (with their personal membership card)</li> </ul>		30

<ul style="list-style-type: none"> <li>DVDs for group recreation</li> <li>We provide Audio-Read Navigator devices to a small number of institutions</li> </ul>	
	<i>answered question</i> <b>91</b>
	<i>skipped question</i> <b>13</b>



## Section 7: Staff and Volunteers

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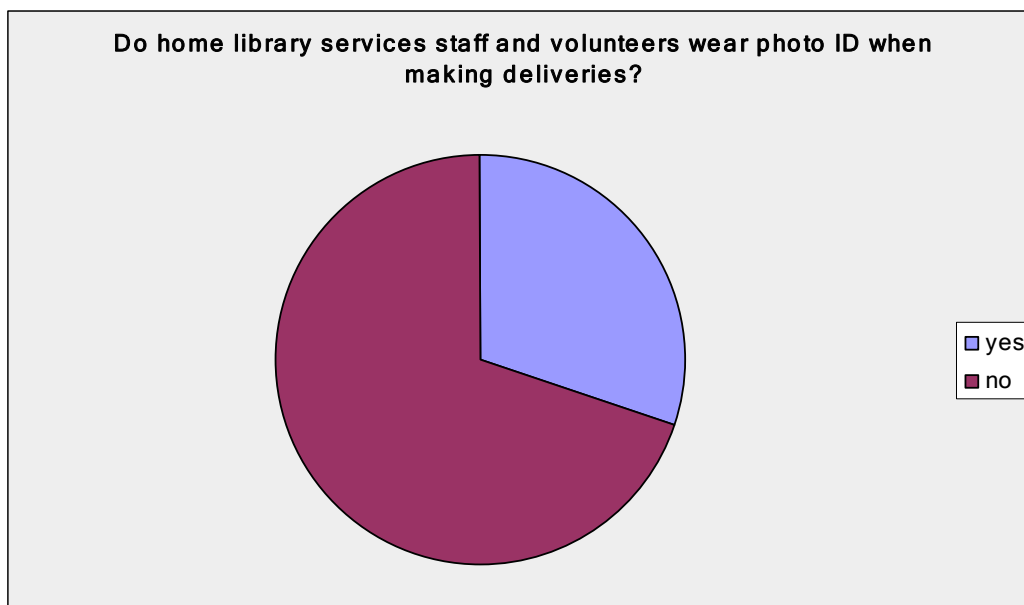
Q1. How many staff and volunteers work in your home library service?

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

<b>Answer Options</b>	<b>Total</b>	<b>Response Count</b>
Number of staff (headcount)	203	91
Number of staff hours - Librarian (total EFT per week)	445	54
Number of staff hours - Library technician (total EFT per week)	534	56
Number of staff hours - Library assistant (total EFT per week)	667	66
Number of staff hours - Other (total EFT per week)	105	36
Number of contractors / couriers	9	39
Number of contractor / courier hours (total EFT per week)	80	39
Number of volunteers	390	63
Number of volunteer hours (total EFT per week)	405	58
<b>TOTAL PAID HOURS (STAFF AND CONTRACTORS)</b>		<b>1831</b>
<b>TOTAL VOLUNTEER HOURS</b>		<b>405</b>
<b>TOTAL HOURS</b>		<b>2236</b>
	<i>answered question</i>	<b>93</b>
	<i>skipped question</i>	<b>11</b>

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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
yes	30.4%	28
no	69.6%	64
	<i>answered question</i>	<b>92</b>
	<i>skipped question</i>	<b>12</b>



Q3. Who supervises volunteers in your home library service?

Answer Options	Response Percent	Response Count
We don't use volunteers	47.8%	43
Home library service staff	35.6%	32
Branch staff	10.0%	9
Volunteer coordinator	6.7%	6
Other (please specify) <ul style="list-style-type: none"> <li>• We are currently using Friends of the Library in an ad hoc way</li> <li>• From the Neighbourhood Centre</li> <li>• Outreach Services Librarian is both HLS &amp; Vol coordinator</li> <li>• Community Care supervises meals on wheels volunteers, with some discussion with the Librarian.</li> <li>• Over half our deliveries are made by members of Rotary group, working on a roster. They are trained by the Rotary Officer in charge.</li> <li>• children's &amp; young adult services librarian</li> <li>• Home Library Services are not considered a specialist area and all staff are required to manage this aspect of their daily work as a part of it.</li> <li>• branch co-ordinator</li> <li>• Community Care Service</li> <li>• Librarian</li> </ul>	10	
<i>answered question</i>		<b>90</b>
<i>skipped question</i>		<b>14</b>

Q4. Does your library service require police checks before staff or volunteers commence making deliveries?

<b>Answer Options</b>	<b>yes</b>	<b>no</b>	<b>Response Count</b>
library staff	37	50	87
council staff	11	26	37
couriers	7	29	36
volunteers	18	39	57
Please comment <ul style="list-style-type: none"> <li>• All staff have checks done, HLS or not</li> <li>• We are going to start police checks and adding volunteers to the Council's Volunteer Register soon.</li> <li>• Neighbourhood Centre Responsibility</li> <li>• Our volunteer is an Apex member, who is known in the community</li> <li>• forms filled in and forwarded Human resources</li> <li>• only working with children declaration</li> <li>• It is asked of new employees if they are willing to have a Police check done on them. However we do not actually carry out the checks due to costs and time involved.</li> <li>• All library staff and volunteers have criminal record checks.</li> <li>• Declaration signed at commencement of employment.</li> <li>• Not currently using volunteers in this service</li> <li>• Criminal Record Check Consent Form completed</li> <li>• Regular contract driver</li> <li>• looking at changing this</li> <li>• We may in future</li> <li>• only volunteers deliver stock</li> <li>• At Lachlan we have one 70+ volunteer. Heather volunteers on behalf of Quota (women's service club) of which I belong</li> <li>• all HLS people have them</li> <li>• checks made during pre-employment process</li> <li>• We are looking into police checks.</li> <li>• staff all have police checks when applying for job. Courier does not go to individual homes</li> <li>• Prohibited Persons Declaration</li> </ul>			21
<i>answered question</i>			<b>91</b>
<i>skipped question</i>			<b>13</b>



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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Staff	98.9%	94
Volunteers	26.3%	25
Family members of client	13.7%	13
Contractors	0.0%	0
Self select / home delivery (clients' own selection)	31.6%	30
Library management system remembers loan history	38.9%	37
Library management system auto picks based on client profile	5.3%	5
<p>Comments</p> <ul style="list-style-type: none"> <li>• Large bulk loans are selected by staff for 7 Nursing Homes but many individuals also select for their friends and family and neighbours etc... and Neighbourhood Centre volunteers and staff</li> <li>• Two clients self-select about 50% of the time.</li> <li>• clients can contact HLS for specific titles etc</li> <li>• Most often staff selects, however som clients call up and request, and some have family members who come in and select aswell.</li> <li>• only when it works wont work for talking books cassette and cd</li> <li>• wanted to reply 15 min / week for librarian and volunteer each</li> <li>• Branch staff choose material and coordinator delivers. Hence the 1 staff member in home library but 50 hours spent on home library work.</li> <li>• Some is sellected by auto pick</li> <li>• The numbers at the top of this page reflect Orange branch only.</li> <li>• Patrons can requests items anytime.</li> <li>• Staff select using a client profile</li> <li>• Self selection is done by notes and requests are then placed by Library Staff</li> </ul>		13
	<i>answered question</i>	<b>95</b>
	<i>skipped question</i>	<b>9</b>

## Section 8: Deliveries – Frequency

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

Answer Options	Weekly	Fortnightly	Three weekly	Monthly	Quarterly	On request	Response Count
Individuals in their own homes	10	49	14	39	1	16	94
Individuals in aged care / community homes	10	41	13	29	0	11	82
Individuals in boarding houses	0	2	3	4	0	1	10
Individuals in retirement villages	5	35	9	24	0	10	67
Aged care / community homes receiving bulk loans	2	14	7	28	10	6	58
Retirement villages receiving bulk loans	0	12	5	23	3	4	42
Deposit collections at aged care homes or retirement villages	0	4	2	4	1	4	14
Other (please specify) <ul style="list-style-type: none"> <li>• We don't deliver - they come to us</li> <li>• Individuals weekly or fortnightly as requested. 1 DVD per week to the local MPS</li> <li>• Varies on the housebound persons requirements and the branch providing the service</li> <li>• The meals on wheels volunteers deliver books to their clients once a month at this stage (new programme for us- this may increase over time). Other home library clients phone when they want a fresh lot of books and staff deliver on our way home after work.</li> <li>• One-off special deliveries can be arranged outside normal runs in special circumstances.</li> <li>• We will be changing to a rotation, once the new home library policy is approved by council.</li> <li>• Only few members require monthly delivery.</li> </ul>							14

<ul style="list-style-type: none"> <li>• Library staff will deliver when required to individuals and Institutions but currently staff and Home Support workers are the prime couriers. Library staff do the selections.</li> <li>• the deposit collection is changed twice yearly and is stock that is no longer on our data base - written off items</li> <li>• Estimates, only.</li>   <li>• We also have an Access Bus which takes frail elderly to the library and allows them to choose for themselves once a month.</li> <li>• Bulk loans are every 6 weeks</li> <li>• Different branches lend for different periods, usually 3 or 4 week loans</li> <li>• last three categories served bi -monthly</li> </ul>	
<i>answered question</i>	<b>94</b>
<i>skipped question</i>	<b>10</b>

## Section 9: Deliveries – Transport

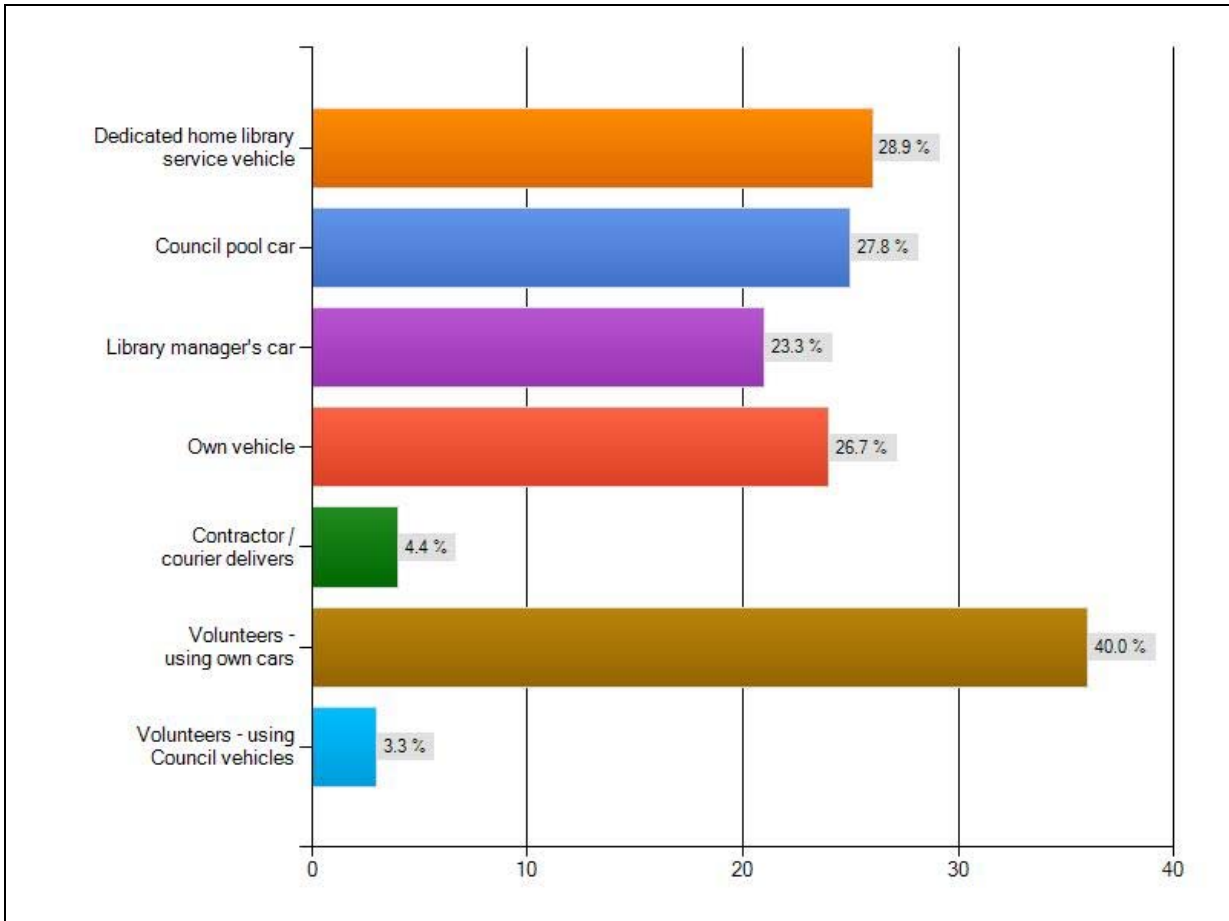
Q1. Who delivers to your home library service clients?

Answer Options	Response Percent	Response Count
Library Staff	76.8%	73
Council staff (non-library)	4.2%	4
Volunteers	49.5%	47
Family members of the client	11.6%	11
Mobile Library drops materials off	5.3%	5
Mobile Library visits homes and clients come on board to select	1.1%	1
Contractors (including mail deliveries)	4.2%	4
Other (please specify) <ul style="list-style-type: none"> <li>• Neighbourhood Centre staff/volunteers and Nursing Home staff</li> <li>• Apex Club</li> <li>• The driver also drives council's community bus</li> <li>• The volunteers are members of West Kempsey Rotary club.</li> <li>• Library staff only when required</li> <li>• Regular contract driver using dedicated Council vehicle.</li> <li>• Different at each branch library.</li> <li>• At Kingscliff branch, books are delivered by Meals on Wheels (their office is next to the library)</li> </ul>		8
<i>answered question</i>		<b>95</b>
<i>skipped question</i>		<b>9</b>

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

Answer Options	Response Percent	Response Count
Dedicated home library service vehicle	28.9%	26
Council pool car	27.8%	25
Library manager's car	23.3%	21
Own vehicle	26.7%	24
Contractor / courier delivers	4.4%	4
Volunteers - using own cars	40.0%	36
Volunteers - using Council vehicles	3.3%	3
Other (please specify) <ul style="list-style-type: none"> <li>• Mobile library</li> <li>• We are planning to change the stationwagon to a van</li> <li>• Mobile library</li> <li>• Currently Astra Wagon</li> <li>• Volunteers have the chose of either the Library Manager's car or their own.</li> </ul>		16

<p>We provide a \$15 trip petrol allowance if they use their own car.</p> <ul style="list-style-type: none"> <li>• Library van - used for home library deliveries and branch runs</li> <li>• Council Van located at library, used for all library business</li> <li>• WHICH IS ALSO USED FOR OTHER ACTIVITIES IN LIBRARY EG VISITS TO PRESCHOOLS</li> <li>• Mobile Library Van.</li> <li>• Car is also used for Council business outside HLS hours</li> <li>• Car bought for HL requirements but lives at Council depot and is used as a pool car when not used by us</li> <li>• Mobile library</li> <li>• Library or mobile vehicle plus council pool car</li> <li>• Library Service vehicle</li> <li>• Branch staff may use own vehicles or council pool cars for deliveries.</li> </ul>	
<i>answered question</i>	<b>90</b>
<i>skipped question</i>	<b>14</b>



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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
yes	24.1%	21
no	75.9%	66
Please describe <ul style="list-style-type: none"> <li>• It is a Subaru Outback and is easy to load tubs into.</li> <li>• Cargo draws, protective cages, storage rack system</li> <li>• Tubs of books can be stored inside vehicle and accessed through small doors without having to open whole vehicle and lower steps.</li> <li>• Has shelving, laptop ports and desk for offline loaning, special tubs for housing the bulk loans and home library client's bags.</li> <li>• HAS SIGNS ON VEHICLE</li> <li>• Heavy-duty slide out trays have been installed at the rear and the side.</li> <li>• We have joey beds installed for ease of access.</li> <li>• The Mobile Library Van is used for a range of purposes, including visits to Preschools, to outlying schools, and to deliver Home Lending materials.</li> <li>• Station wagon with slide out tray in cargo area for easy access to library bags, tubs, etc</li> <li>• The Library receives a Station Wagon for home library deliveries.</li> <li>• Cargo barrier</li> <li>• Being a rural area, the demands are not huge, therefore a box or two does not constitute the need for a modified vehicle.</li> <li>• don't have one and managers vehicle is not modified in any way</li> <li>• Do not have home library service vehicle(s).</li> <li>• Joey Bed Installed for easier access.</li> <li>• Station wagon</li> </ul>		17
	<i>answered question</i>	<b>87</b>
	<i>skipped question</i>	<b>17</b>

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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	11.6%	11
No	88.4%	84
Comments <ul style="list-style-type: none"> <li>• Community Bus used for special occasion transport</li> <li>• Bus-Library service using Community Transport bus.</li> </ul>		14

<ul style="list-style-type: none"> <li>• Wollongong Council does provide a monthly bus service to the library but not specifically for housebound customers</li> <li>• Library Bus, two runs a month</li> <li>• This service has been offered in the past, but we had little interest. We continue to offer this service, with the transport provided by volunteer drivers.</li> <li>• Only once per year for HLS morning tea function</li> <li>• monthly bus</li> <li>• Home Care Support will provide transport or a relative of the client usually is able to assist.</li> <li>• no budget to provide the service</li> <li>• A community bus</li> <li>• For special events i.e. Library Lover's Day</li> <li>• An Access Bus which we hire.</li> <li>• Only to Housebound Christmas Party</li> <li>• Council provides a shopping bus which also includes a trip to the library</li> </ul>	
<i>answered question</i>	<b>95</b>
<i>skipped question</i>	<b>9</b>

## Section 10: Collections

Q1. What was the total library budget from 1 July 2008 - 30 June 2009 for each collection?  
(round up to whole dollars please)

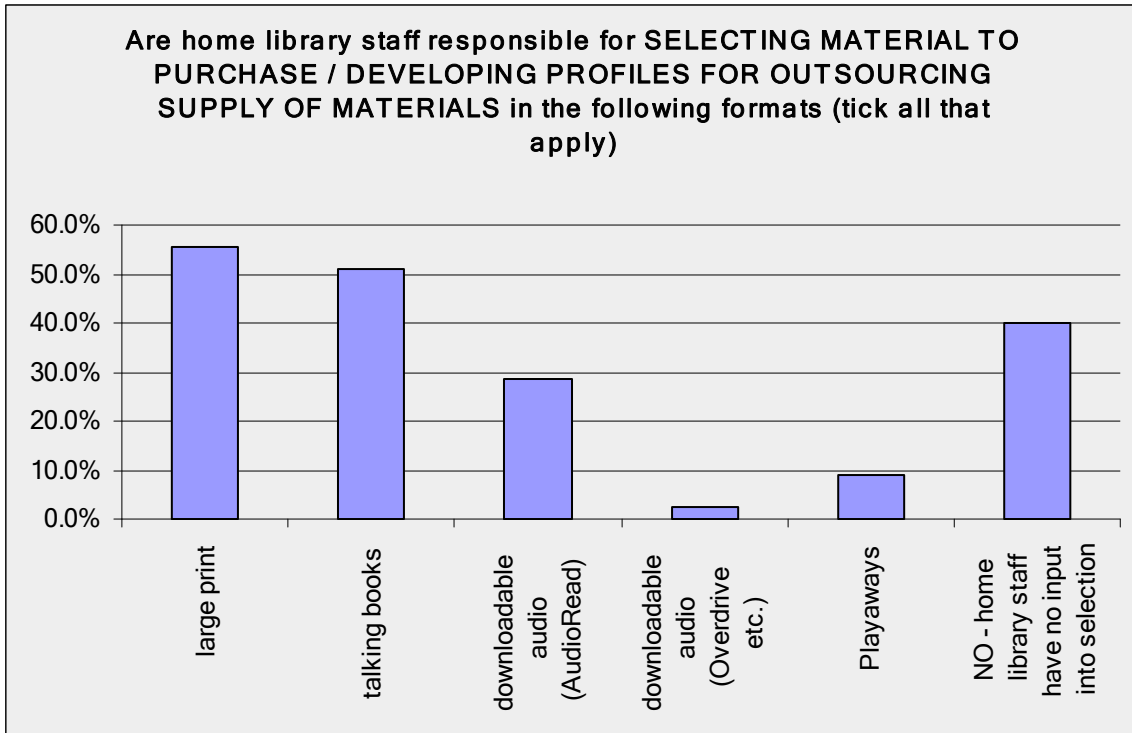
Answer Options	TOTAL
large print books	\$ 1,340,055
talking books - CD and Cassette	\$ 1,004,380
downloadable audio (AudioRead)	\$ 110,343
downloadable audio (Overdrive, Netlibrary etc.)	\$ 70,620
Playaways	\$ 60,337
<i>answered question</i>	<b>80</b>
<i>skipped question</i>	<b>24</b>

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	Response Percent	Response Count
large print	55.7%	49
talking books	51.1%	45
downloadable audio (AudioRead)	28.4%	25
downloadable audio (Overdrive etc.)	2.3%	2
Playaways	9.1%	8
NO - home library staff have no input into selection	39.8%	35
Other (please specify) <ul style="list-style-type: none"> <li>• All library staff have input into selection</li> <li>• The collection is outsourced and is based on a profile.</li> <li>• As we also purchase for a Co-operative home library staff do not always have input into selection as library manager may purchase a bulk order in order to attract substantial discount</li> <li>• HLS staff encouraged to use the Stock Suggestion process for selection recommendations</li> <li>• There is no dedicated home library staff</li> <li>• Large print and talking books are standing orders</li> <li>• may make recommendations and request specific items</li> <li>• Staff can make suggestions and indicate if they need more resources in a particular collection.</li> </ul>		24

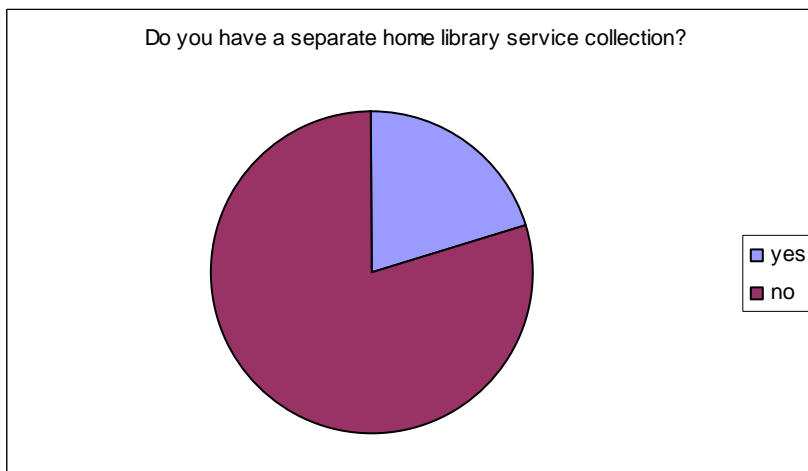


<ul style="list-style-type: none"> <li>• Because all of our large print and talking books and playaways are purchased through North Western, Gilgandra staff input is in the form of emails to regional librarian highlighting preferences, and annual review of standing orders at a Librarian's meeting.</li> <li>• Stock requests made to Collection Devt Librarian</li> <li>• Library Support Services select/purchase, home library staff do have the opportunity to choose items from various catalogues eg. Queensland narrating co.</li> <li>• HLS staff can make suggestions and recommendations.</li> <li>• However, home library staff do have input into selection</li> <li>• there is no dedicated budget for collection types</li> <li>• Home library staff make suggestions</li> <li>• All staff suggestions are considered for purchase but stock purchased is available for all clients - Home Library materials are part of the whole and not separated. Staff are multi-skilled and capable of selecting the appropriate materials for appropriate client needs and wants.</li> <li>• Sometimes when asked</li> <li>• HLS staff and other branch staff are welcome to make suggestions for any purchases.</li> <li>• other than suggesting the purchase of a few westerns in talking books</li> <li>• Q3 below. only talking books on cd are for HLS first and can not be borrowed by others for a few mths"</li> <li>• With TB &amp; text HLS has suggestion input only, not as selection duties. The AudioRead material is entirely HLS selection within parameters of licence.</li> <li>• Suggestions for purchase are always welcome.</li> <li>• For Large Print Pool stock, we are supplied by Newcastle Regional Library, and pool stock is purchased by their Special Needs Librarian, as are the Talking Books. We pay into their budget for these items &amp; have included that amount in the figures above. We select the Large Print items ourselves for the 3 branches that are not part of the pool stock, and we select the audio for the AudioRead machines.</li> <li>• Stock is available to all Library clients. The majority of the resources listed above are purchased through a cooperative resource-sharing agreement with other New England libraries (NTCLS)</li> <li>• Area librarians purchase materials for their branches, and would have input from home library staff, but home library staff do not have direct input into selections.</li> </ul>	
<i>answered question</i>	<b>88</b>
<i>skipped question</i>	<b>16</b>



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

Answer Options	yes	no	Response Count
Do you have a separate home library service collection?	22.2% (19)	79.8% (75)	94
Can items from the home library service collection be reserved by other clients?	81.4% (35)	18.6% (8)	43
<i>answered question</i>			<b>94</b>
<i>skipped question</i>			<b>10</b>



## Section 11: Loans – Home Library Service

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Q1. In the year 1 July 2008 - 30 June 2009 how many HOME LIBRARY SERVICE loans were made in the following categories?

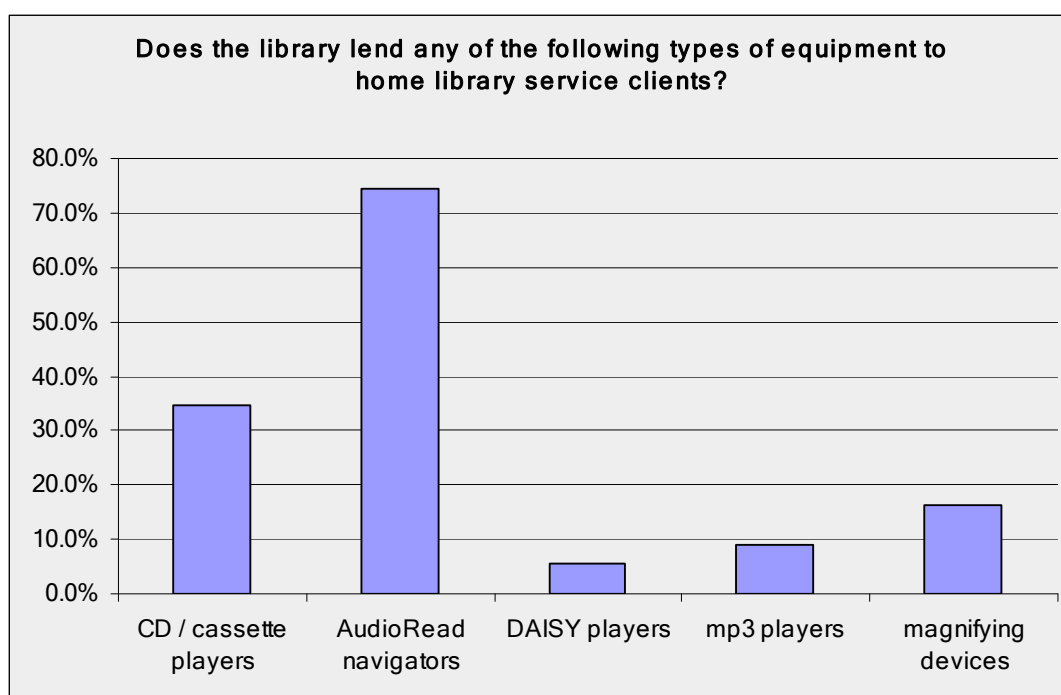
<b>Answer Options</b>	<b>Response Total</b>	<b>Response Count</b>
Large print	399,570	70
Adult fiction	157,987	66
Adult non fiction	49,997	59
Talking books	124,880	67
Community languages	9,806	45
Audio visual (DVDs, videos)	59,008	65
Magazines	19,503	60
<b>TOTAL</b>	<b>820,751</b>	
<i>answered question</i>		72
<i>skipped question</i>		32

Note: one library reports lending 260 easies (picture books) per year

## Section 12: Equipment

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

CD / cassette players	34.5%	19
AudioRead navigators	74.5%	41
DAISY players	5.5%	3
mp3 players	9.1%	5
magnifying devices	16.4%	9
Other (please specify) <ul style="list-style-type: none"> <li>• DVD players</li> <li>• Book stands for heavy books</li> <li>• No equipment provided</li> <li>• Book seats but currently undergoing research into various players</li> <li>• Only occasionally</li> <li>• but only those who have macular degeneration</li> <li>• Book stands / rests</li> <li>• looking at entering a partnership arrangement with Vison Australia for daisy players</li> </ul>		
answered question		55
skipped question		49



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

	Yes	No	Response count
Office space allocated for home library service	75.0% (60)	26.3% (21)	80
Computer allocated for home library service	67.1% (51)	34.2% (26)	76
Library Management system includes a home library service module	64.4% (47)	35.6% (26)	73
Mobile phone for home library services	40.9% (27)	59.1% (39)	66
Laptop or other mobile technology (eg. PDA or iPhone)	32.8% (19)	67.2% (39)	58
<p>Other:</p> <ul style="list-style-type: none"> <li>• Some larger branches provide the above amenities, but smaller branch work within the existing space/equipment.</li> <li>• Office space - staff desks and some shelves for loans. The computer is the computer used by the general library circulation desks. The laptop is dedicated to the AudioRead Navigators.</li> <li>• Home Library Service has its own extension number.</li> <li>• AudioRead external hard drive</li> <li>• Computer is not just for HLS but shared for other purposes</li> <li>• NONE</li> <li>• Laptop for AudioRead Navigator downloads.</li> <li>• The Mobile phone is for the library, not just for home library.</li> <li>• Library courier is provided with mobile phone</li> <li>• Stand alone PC for AudioRead and Printer</li> <li>• Laptop is for Navigator selection</li> <li>• Mobile phone for courier only</li> <li>• Printer, landline phone</li> <li>• Laptop is for audioread "Freedom to Read" grant.</li> <li>• Laptop for AudioRead Navigator</li> <li>• Laptop is for downloading audioreads only</li> <li>• Decided not to use HLS module</li> <li>• We do not currently use the home library service module in Libero</li> <li>• HLS officer uses her desk; section of the garage is allocated for storage of items awaiting delivery</li> <li>• There is no special allocation of a special area for the Home Library Service. Staff use existing office space and computer to provide this service.</li> </ul>			
answered question:			82
skipped question:			22

## Section 13: Marketing

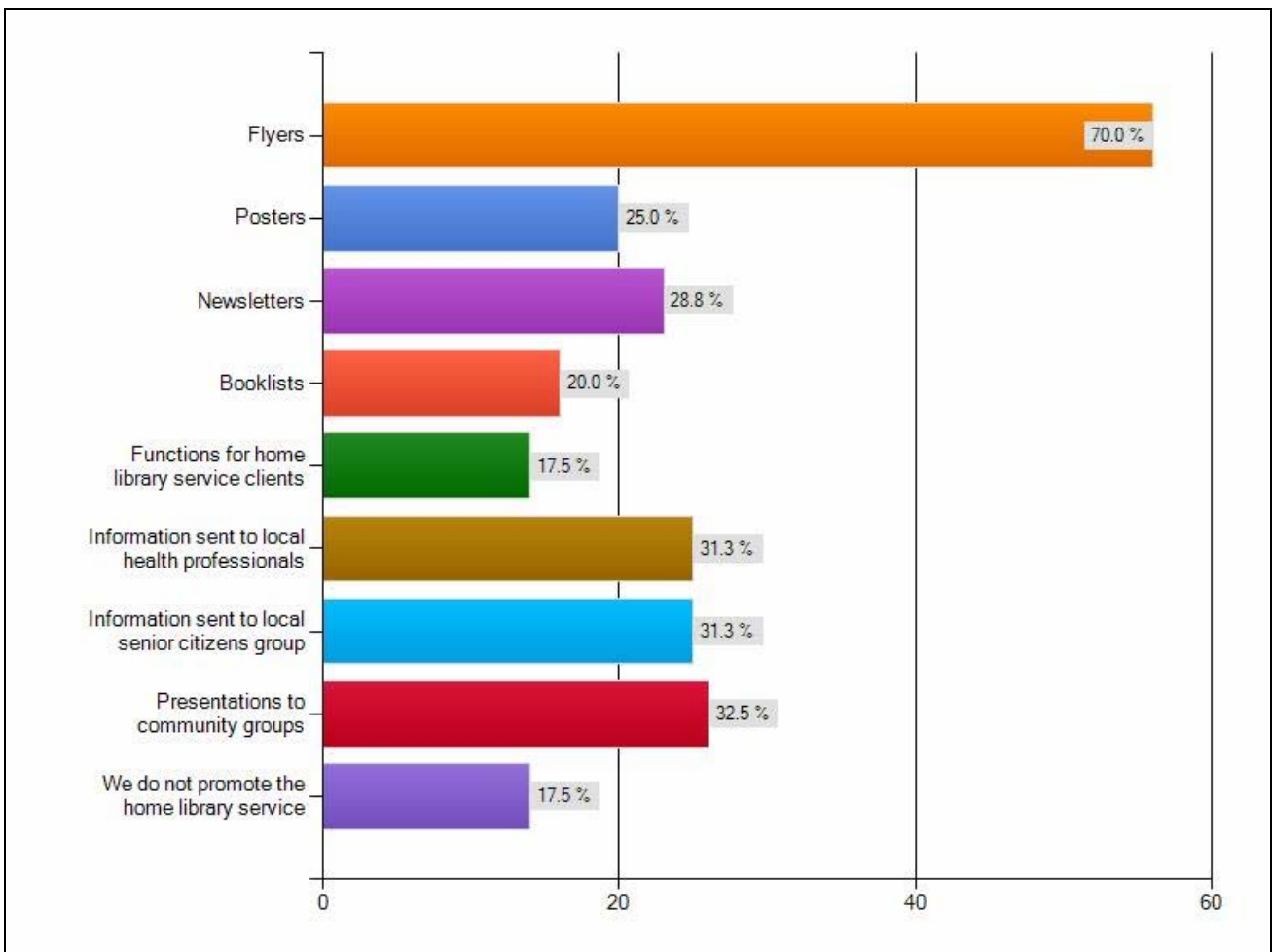
Q1. Which of the following marketing and promotion activities does your library use for the home library service?

Flyers	53	70.0%
Posters	20	25%
Newsletters	23	28.8%
Booklists	16	20.0%
Functions for home library service clients	14	17.5%
Information sent to local health professionals	25	31.3%
Information sent to local senior citizens group	25	31.3%
Presentations to community groups	26	32.5%
We do not promote the home library service	14	17.5%

Other:

- Flyers were placed in letterboxes at the caravan parks prior to the service in those areas. The service itself is not promoted.
- newspaper column
- On Library Web Page.
- We have a weekly standard ad in the local community paper promoting HLS. We also have a link on our library homepage with service & criteria information. The functions we offer are only annual (Library Lover's Day). We are a known resource to our Council Aged Services Division, and we do occasionally drop leaflets to local health professionals. We are considering a flyer to distribute through Meals on Wheels. Library customers are our main source of promotion - they are asking on behalf of family/friend. Recent article in local paper spotlighted our service & we were inundated with calls, but only a fraction of these took action to join.
- website
- Brochures in all our libraries and a one off delivery of brochure to all Meals on Wheels clients in Great Lakes plus a mention in a HACC newsletter
- due to lack of staff only 2 staff for 200 patrons
- the home library service is just developing, promotion will occur once established
- Occasionally, we will promote in the local media.
- Currently under review
- Newspaper
- Do not heavily promote currently
- Visited HACC forum recently
- website information sheets
- Attend and man a stand at local Living Well Expo for carers Information on library web page
- Printed brochures which are available in library and are sent to community groups when requested.
- Not actively promoted - current passive strategy targets users rather than non-users
- On Council disability services flyers not Library specific flyer
- Community nurses are aware of the service and we suggest it to borrowers having difficulties in accessing the library
- too much demand
- Home Library service is to undergo a review this year and so this will change.

- Flyers are only for enquiries made in the library.
- Presentations to community groups on request
- Library website
- Local newspaper ad informing residents of the service
- Personal contact with potential customers and their family members
- If we advertised we would not be able to cope with the work load
- Promoted from time to time in newspaper and through other Neighbourhood Centre services
- We list this service on our website and in our 'Library Services' booklet.
- Local newspaper
- We do not promote the home library service widely due to lack of staff resources.
- Due to lack of staff, volunteers and facilities (vehicle etc) there is no formal promotion, word of mouth by borrowers and health professionals is the only "marketing activity".
- mostly word of mouth and working with HACC



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

The number of clients on the service is capped	4	28.6%
Already have a waiting list	1	7.1%
No capacity to take on additional clients – limited staff time	13	92.9%
No capacity to take on additional clients – limited stock	2	14.3%
<p>Other:</p> <ul style="list-style-type: none"> <li>• limited time to promote home library service</li> <li>• With cuts to our budget each year we are unable to employ more staff or purchase more stock but if people request the service we do not put them on a waiting list nor is it capped.</li> <li>• Rely on word of mouth</li> <li>• Have only recently started home deliveries. Just haven't had time to fully organise things yet.</li> <li>• I could not put the comments in earlier, , staff time entered in as hours not FTE as it would not take decimal.</li> <li>• The Friends of the Library sent out a letter box drop advising of the service availability but we had no enquiries from this. It seems to work well through the Home Care Support service and Home Access &amp; Community Care as well as the bulk loans to Institutions.</li> <li>• Under review</li> <li>• Will be undertaking promotion following a review of the delivery of the service at all branches</li> <li>• If we promoted the service, we would be inundated with requests asnd we do not have staff/time/resources to cope with this.</li> <li>• We only target the Home Library Service for promotion when the current number of clients are getting low. We can only service a limited amount of people due to limited staff time.</li> </ul>		