

South Coast Cooperative Library Service

Meeting Date: Tuesday, 01 November, 2022

Location: Callala Bay Meeting Room, City Administrative Centre, Bridge Road,
Nowra

Time: 10:00am

Please note: Council's Code of Meeting Practice permits the electronic recording and broadcast of the proceedings of meetings of the Council which are open to the public. Your attendance at this meeting is taken as consent to the possibility that your image and/or voice may be recorded and broadcast to the public.

Agenda

1. Apologies

2. Confirmation of Minutes

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3. Declarations of Interest

4. Reports

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5. General Business

Membership

Clr D'Ath

Mrs Jane Lewis - Director City Lifestyles

Ms Sarah Taylor

Clr Kathy Rice (Kiama Municipal Council)

Ms Michelle Hudson (Kiama Municipal Council)

Quorum – Majority of members

Purpose and Delegated Authority

To provide Control and manage libraries or library services within the areas of the Member Councils upon the terms and subject to the conditions specified in the agreement.

Note: The member Councils are Shoalhaven City Council and Kiama Municipal Council.

MINUTES OF THE SOUTH COAST COOPERATIVE LIBRARY SERVICE

Meeting Date: Monday, 25 October 2021

Location: Microsoft Teams

Time: 10.04am

The following members were present:

Clr Patricia White – Shoalhaven City Council

Ms Sarah Taylor – Manager, Shoalhaven Libraries

Ms Nicole Lonesborough – Collection & Resources Manager, Shoalhaven Libraries

Clr Kathy Rice – Kiama Council

Ms Michelle Hudson – Manager, Library Services, Kiama Library

Election of Chairperson

RESOLVED (Clr White / Clr Rice)

That Clr Kathy Rice be appointed as the Chairperson for this meeting of the South Coast Cooperative Library Service.

CARRIED

Clr Rice gave an Acknowledgement of Country.

Apologies / Leave of Absence

Apologies were received from Jane Lewis and Jessica Rippon.

Confirmation of the Minutes

RESOLVED (Clr White / Michelle Hudson)

That the Minutes of the South Coast Cooperative Library Service held on Monday 26 October 2020 be confirmed.

CARRIED

Declarations of Interest

Nil

REPORTS

LS21.1	South Coast Cooperative Library Service - Annual Report 2020-2021
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HPERM Ref: D21/445810

Report of the Cooperative Manager

Sarah Taylor - Manager, South Coast Cooperative Libraries reported on the past year. Despite the continued presence of COVID-19, the South Coast Cooperative Libraries were able to remain open for the entire year.

During this time the South Coast Cooperative Libraries continued to provide its patrons with a range of resources both in physical and digital formats. In the financial year over 16,600 new physical items were added to the collection, offering customers a total physical collection of over 260,000 items. In addition to this, there are over 33,000 eBook and eAudio titles to be borrowed, and over 3,420 eMagazine titles that can be accessed. This split of physical and electronic titles is reviewed on an ongoing basis to ensure we are providing the appropriate resources for the diverse members of our community.

Sarah extended her thanks to partner Library Manager Michelle Hudson for her ongoing support and professionalism.

The Annual Report from the South Coast Cooperative Libraries Services was presented. The report highlights the myriad services, resources and programs that are provided to our community through the public library service.

Report of the Kiama Library Manager

Michelle Hudson - Manager, Library Services, provided a report from Kiama Library.

- Statistics and programs have been impacted greatly by all the restrictions.
- Gradually reintroducing services and study spaces.
- Highlighted community's engagement and interaction with the library.
- Patterns of use have changed.
- Lucky that programs are back running – one of the highlights was "Makers & Creators" program
- Great initiative whilst closed was the NSW Libraries online author talks – using networks bringing online authors to community and being part of the Sydney Writers Festival via Zoom – Sold out audiences at Kiama.
- Michelle expressed her admiration for staff at both Kiama Library and within the Cooperative, putting so much time and effort into changing things, creating initiatives and programs to engage with community.

Report of Shoalhaven Library Services Manager

Sarah Taylor - Manager, Shoalhaven Libraries provided a report from Shoalhaven Libraries.

- In agreeance with Michelle, Sarah expressed her admiration and thanks for staff adapting to the new normal to best serve the community.
- Online story times and take home packs for collection from the library were very popular.
- School holidays - Nature Scavenger packs which included activities, a craft book and a story book were very well received.

- Shoalhaven Libraries also used the NSW Public Libraries author talks.
- Great NAIDOC week event was an online Storytime featuring some story tellers from Noah's Inclusion Services with some of the stories read in Dhurga and English which was really popular.
- Used the lockdown period to obtain accreditation as an e-Smart library. This means we reviewed all processes policies and integrated cyber safety into policy agreements, staff development organisation culture, training and day to day development.
- Milton Library had to have the volunteer hours cancelled but hoping volunteer hours will be able to open up again within the next month.
- Ulladulla Library was much quieter with the function centre closure.
- Sanctuary Point Library is currently at the design for construction phase and hoping for the build to start next year.
- Mobile Library turned 50 this year.

Clr White expressed thanks to Sarah and staff of Shoalhaven Libraries in particular the Mobile Library which has been extremely important to members of the community for their outstanding efforts over the past 12 months

Recommendation (Item to be determined under delegated authority)

That the South Coast Cooperative Libraries Annual Report 2020-2021 be received for information.

RESOLVED (Clr White / Clr Rice)

That the South Coast Cooperative Libraries Annual Report 2020-2021 be received for information.

CARRIED

There being no further business, the meeting concluded, the time being 10:38am.

Clr Kathy Rice
CHAIRPERSON

LS22.1 South Coast Cooperative Library Service - Annual Report 2021-2022

HPERM Ref: D22/446073

Department: Library Services

Approver: Jane Lewis, Director - City Lifestyles

Attachments: 1. South Coast Cooperative Libraries - Annual Report - 2021-2022 [↓](#)

Reason for Report

To present the South Coast Cooperative Libraries Annual Report 2021-2022.

Recommendation (Item to be determined under delegated authority)

That the South Coast Cooperative Libraries Annual Report 2021-2022 be received for information.

Options

1. As recommended.
2. Make an alternate recommendation.

Background

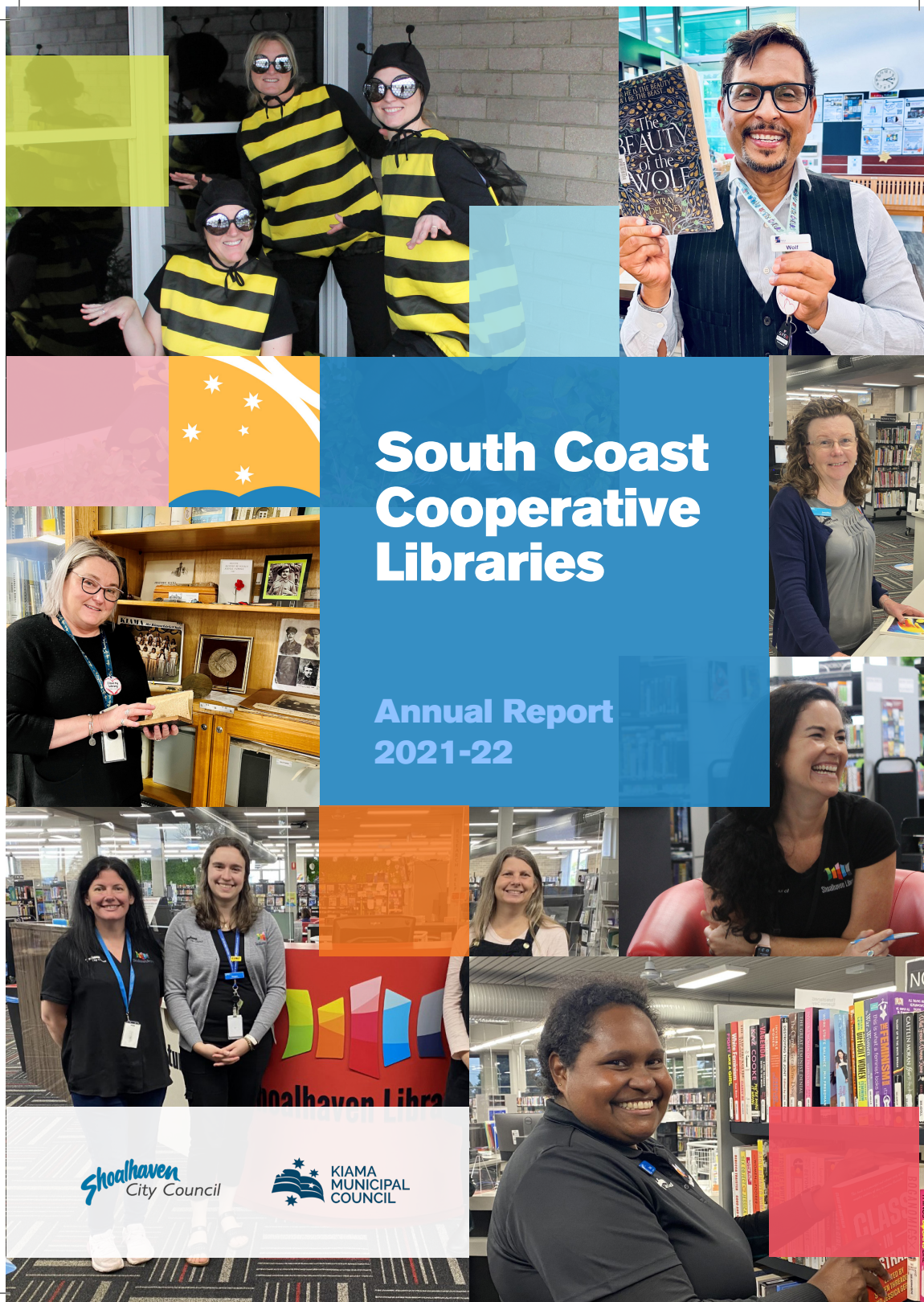
The South Coast Cooperative Library Service is a partnership between Shoalhaven City Council and Kiama Municipal Council. Shoalhaven City Council is responsible for the acquisition and cataloguing of library items for Kiama Council and in addition the two Councils work together collaboratively to provide library resources and services to the community. The South Coast Cooperative Library Service remains a strong and dynamic partnership and continues to grow this collaboration for the benefit of both communities.

The South Coast Cooperative Library Service continues to provide its customers with a range of resources both in physical and digital formats. In this financial year over 20,000 new physical items were added to the collection, offering customers a total physical and digital collection of over 491,000 items.

There are over 62,500 eBook and 92,000 eAudio titles to be borrowed, and over 400 eMagazine titles that can be accessed. This split of physical and electronic titles is reviewed on an ongoing basis to ensure we are providing the resources our communities want.

Libraries continue to serve an important role as technology hubs and assist in the creation of a digitally literate society by providing free computers and Wi-Fi, technology classes and assistance, and free and equal access to quality digital resources.

The Annual Report 2021-2022 for the South Coast Cooperative Libraries is being presented to the Committee for information.



LS22.1 - Attachment 1

South Coast Cooperative Libraries would like to acknowledge the Traditional Custodians of the land in which we gather upon today. We acknowledge their continuing connections to the land, culture and community. We pay respect to Elders past, present and future.

*“Thankyou for
giving book lovers
such a special service
during lockdown.”*

Customer feedback

Cooperative Manager's Report

New South Wales's public libraries are so much more than storehouses for books. Despite the ongoing effects of COVID this year they were visited by 17.1 million people and loaned over 35 million items. In addition to physical visits there were 12.5 million visits to public library websites and over 2.4 million eBook loans.

The South Coast Cooperative Library Service continues to provide its customers with a range of resources both in physical and digital formats. In this financial year over 20,000 new physical items were added to the collection, offering customers a total physical and digital collection of over 491,000 items.

In addition to this, there are over 62,500 eBook and 92,000 eAudio titles to be borrowed, and over 400 eMagazine titles that can be accessed. This split of physical and electronic titles is reviewed on an ongoing basis to ensure we are providing the resources our communities want.

Libraries continue to serve an important role as technology hubs and assist in the creation of a digitally literate society by providing free computers and Wi-Fi, technology classes and assistance, and free and equal access to quality digital resources.

As always, a big thank you to partner Library Manager Michelle Hudson for her ongoing support and professionalism.

I take pleasure in presenting this Annual Report from the South Coast Cooperative Library Service, which highlights the myriad of services, resources and programs that are provided to our community through the public library service.

Sarah Taylor
Manager
South Coast Cooperative Libraries

Shoalhaven Libraries Annual Report 2021-22



Another challenging year for Shoalhaven Libraries as COVID continued to impact library services but staff, as always, have been agile and responsive to the changing conditions and responded positively to maintain access to services and resources.

Due to COVID-19 restrictions visitations and event numbers were once again down on previous years, however things slowly returned to normal as the year went on and restrictions were relaxed and then lifted. Digital access to our collections and services continue to increase with customers taking advantage of free electronic resources that the service offers. Loans of eBooks, eAudiobooks and eMagazines increased by over 4,200 loans this year compared to the previous year.

The start of the financial year saw the wearing of face masks become mandatory and by mid-August we closed our doors due to stay at home orders.

While closed we continued to provide as many services as possible to our community. The Home Library Service continued, and the Doorstep Library was reintroduced to deliver books and library items to those who were unable to access the digital library. We also introduced a new Click, Call and Collect Service. This allowed customers to select items from the library catalogue, reserve the item from the app or website and then visit the library to collect the item. This service proved very popular to members of the community, resulting in over 35,000 physical loans during the lockdown period.

We also reviewed our digital library offerings and introduced new resources - Kinderling and National Geographic Kids for our younger members and Hoopla for all ages. At over 20,000 items Hoopla's graphic novel collection is the biggest and strongest in Australia and includes big names such as Marvel and DC.

Once restrictions were lifted our branches opened with reduced opening hours to allow staff to follow the NSW Health Guidelines ensuring customer and staff safety as well as allowing us to continue to service those customers who were still unable to visit the library.

Mandatory check-ins, mask wearing, and proof of vaccination status were required to be presented to staff on entry to the library. Social distancing rules and rigorous cleaning schedules were also in place.

Towards the end of the year, we returned to normal opening hours for all library branches. It was a period of change and uncertainty; however, staff were agile and responsive throughout with the library customers always a priority.

Events & Programs

Despite being only able to offer a reduced level of service for much of the year staff did an amazing job in providing a range of online events.

We continued to offer online talks which were supported by the NSW Public Libraries Association and participated in the "ALIA" Online Storytime with the support of the Australian Publishers Association and Australian Society of Authors. Library staff also continued to provide monthly online Storytime sessions.

The biggest celebration during this time was Children's Book Week and although due to COVID restrictions, we were not able to provide our usual range of theatre performances and school visits we were still able to celebrate with displays and writing competitions.

Due to closures, the September school holidays program was a little different. Staff created a selection of craft packs for junior library members to choose from and to have these packs delivered or collected. We also offered families with children the chance to have a very special visit from the Mobile Library. Families were able to book their tickets to have up to 20 library items of their choice delivered straight to their door by the fantastic library on wheels!

Our annual Winter Warmers Community Challenge goes from strength to strength each year and this year we were astounded by the quality of the entries. Over 60 amazing knitted hats and scarves being received for donation to local charities. For the fantastic knitters we had categories for the Best Item and the Most Unusual Item and prizes were awarded.

The 2021 theme for History Week was "From the Ground Up" and this was celebrated with a presentation from Lloyd Pitcher on Shoalhaven's built heritage. Lloyd uncovered the stories behind the structure, embellished our understanding of past people and events and reminded us of the continuity between past and present.



"A big thank you to Tracy for Monday's creative afternoon. Wonderful concept and she provided such gentle, practical support."

Customer feedback



"Everyone Belongs" was the theme for Harmony Week and this was celebrated with a Cultural Storytelling presentation where local residents from Poland and Chile recounted stories of their upbringing and childhood. A special Harmony Day Storytime for 2 to 5-year-olds was held where they could decorate a cardboard hand to be displayed on the Harmony Day Tree.

Seniors Week was celebrated with a lunchtime quiz, craft sessions, Tech & Tea and a variety of other technology classes.

A highlight on the events calendar this year was a very special "Speechie" Story Time conducted by local speech pathologist Christopher Bogg. Christopher read stories and discussed different ways on how parents and caregivers can support their child's language and literacy development.

Lego and Coders Club also resumed once restrictions were lifted with good numbers and some fantastic work has been created by the children attending.

The winners of our Summer Bookmark competition were announced. Two adult and six junior designs were selected, printed as a series and handed out to library patrons.

Movies at Midday resumed at Nowra and Ulladulla Library with monthly viewings. This is proving to be a very popular monthly event with some great movies on show.

National Simultaneous Storytime is a nationwide event when the same story is read at the same time all over Australia during May. Shoalhaven Libraries participated in this event inviting local schools and pre-schools to the library to enjoy a reading of "The Family Tree" by Josh Pyke.

Ulladulla Library was lucky enough to be chosen for the launch of Leanne Brook's *G is for Gugunyal: a Dhurga alphabet book*. *G is for Gugunyal*, written and illustrated by Leanne, it helps speakers pronounce the 24 sounds used in the Dhurga language. It complements *The Dhurga Dictionary* and *Learner's Grammar: A south-east coast NSW Aboriginal language*.

The Pathfinders program continued with a presentation exploring both sides of the Dark Emu debate, and a talk on the Highland Clearances 1760-1850.

Our biggest event was the Big (Belated) Book Launch held at Nowra Library in April. It showcased the work of 8 local authors and illustrators who had published a book but were not able to have a physical book launch due to COVID restrictions. Across two sessions each author had the opportunity to speed-share their books with the audience, followed by a Q & A session, cupcakes and a Big Book Signing supported by Dymocks Nowra.

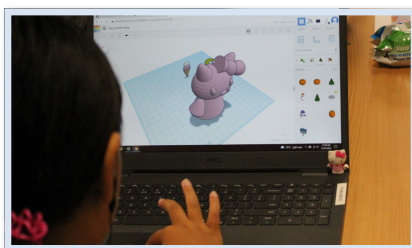
With COVID restrictions lifted in the later part of the year we were able to offer library space for author talks and book launches once again. This included a special book launch by 10-year-old local author Cosette Richardson sharing her debut novel "*Lavender Makes a Friend*."

We continued to supplement our physical programming with digital programming where possible and Online Author Talks still remain popular. Digital Book Clubs also proved to be popular with participants having the opportunity to ask questions and interact with the authors and enjoy a well-rounded book discussion.

Technology

Staff have adapted well to the changing environment and made use of technology to provide programming and services to the community. This use of technology was extremely beneficial during COVID shut down periods.

While we were closed, and under restricted operating hours we promoted our digital resources heavily and these continue to be used by many members of the community. Staff continue to increase their knowledge and newfound skills in videography, editing and online production.



Our libraries continue to provide a lot of digital assistance, and this has been highlighted even more by the pandemic. Regular free tech help sessions include drop-in sessions and one on one tutorials. These services are valued by the community and are extremely well attended.

We continue to be part of the Tech Savvy Seniors Program providing classes to those seniors wanting to keep up to date with new technology and services. The library is committed to providing the tools, access and training to all members of the community to help reduce the digital divide which means training and support is even more important.

We partnered with Service NSW to provide additional educational sessions, especially assistance that is provided to older customers in times of emergencies and natural disasters.

Our new Shoalhaven Libraries website went live in June. It is mobile-friendly, easy to navigate and intuitively organised and our redesigned site comes with new resources and features such as *Search our Collection* from the home page, easy browsing of our digital library collection, simple display and searching of upcoming events and programs. It also includes a feedback page so we can continue to improve its functionality.

The library app continues to be promoted and is an important tool for customers to use. Usage continues to increase and with ongoing functionality improvements it is proving to be very popular with patrons.

Finally, the purchase of equipment to enable staff to record oral histories for a State Library of NSW programme regarding multicultural communities has seen 5 oral histories transcribed and uploaded to the library's catalogue for anyone to listen to.

Branches

Whilst physical visits were down due to the ongoing impacts of COVID, staff have continued to stay busy offering as many services as possible.

The replacement of Nowra Library's HVAC system began in August and was completed in November. The program included roof works and upgrades to the heating, ventilation and air conditioning system across the entire building. The work was done with minimal disruption to the public and staff space. It's exciting that we finally have a more functional, efficient and convenient system for staff and public to enjoy.

The current Sanctuary Point Library was able to continue to provide an incredible level of service during shutdown. Staff are looking forward to the new Sanctuary Point Library which is progressing well and is on schedule. Library and council staff are currently working with the architects on finalising some of the internal elements. The Public Art Project is also progressing well. The Art Selection Panel have shortlisted artists for each artwork commission. These artists were invited to develop a conceptual proposal in response to the Artist Brief and worked with Tilt, an industrial design company, to develop their submissions.

During lockdown the mobile library was essential in providing library deliveries to those unable to access the Digital Library. Plans for a new mobile library are well underway and are close to completion. Specifications for the truck include wheelchair access, skylights and a solar battery system. The possibility of an electric/hybrid vehicle is also being considered.

Milton Library reopened to the public with previous additional volunteer hours back in place. Milton Library continues to provide the residents of Milton with a small but vibrant library which remains an important local resource for the community.

Ulladulla Library forms part of the vibrant multi-purpose Ulladulla Civic Centre and continues to be a focal point for the community. The library programs and events are always well attended, and the team run a successful range of regular programs from tech help, movie mornings, presentations, craft activities, children's Rhymetimes and Storytimes.

Due to an increased need for community access to Ulladulla Library the doors are now open on Sundays. This gives the community a chance to enjoy using the study spaces, access the free Wi-Fi, browse the collections and use the print, copy, scan service station. This has been well received by the community and it's been great to be able to extend the library opening hours.



Staff

There was quite a bit of staff movement over the past 12 months, saying goodbye to some staff members and welcoming new members to the team.

Staff have done an amazing job in this ever-changing environment which we now live and work in. We have all learnt new skills and our adaptability to work to new procedures and rules was remarkable. The workspace continues to be a place of uncertainty but as a team we continue to pull together to support one another.

The Shoalhaven Libraries Strategic Plan is under review and SWOT analysis and feedback sessions were held with staff to help inform the plan. Information from these sessions are being used in conjunction with the customer survey responses, professional public library research, benchmarking, statistics and industry trends to form the new plan.

As always, a big thank you to everyone involved in the work that Shoalhaven Libraries do. We all love our library service and look forward to our future opportunities and projects.

Sarah Taylor
Manager
Shoalhaven Libraries



Kiama Library Annual Report 2021-22



After a disrupted 2020/2021 we were hoping that life at the library would settle down so that we could resume delivering library events and programs to our community. This was not to be after our libraries were closed once again due to the regional lockdown that came into effect on the 16th of August. During the closure period we moved our early literacy activities online with 13 sessions being delivered across our Story Time, Toddler Tales and Baby Story Time programs. The adaptability of our talented staff and popularity of these programs is evident as they received over 2,530 views. Online author programs were once again popular and were a great example of how public libraries across NSW sharing programming resources.

Fortunately, we were able to provide our popular Click and Collect service from the 20th September 2021. Over 400 collections took place in the remaining 3 weeks of library closure. We received such positive feedback from the community including the following,

Demand for online resources continues to grow especially during the lockdown period. Demand for eAudiobooks remains high and reflects the trend for this type of format in the wider community. The library now has access to an online movie platform Kanopy which has been popular and provides the community with a free source of critically acclaimed movies, inspiring documentaries and foreign films.

Kiama Library reopened on the 11th of October 2021 with visitation restricted to vaccinated members of our community and strict physical distancing requirements in place. Library programs remained online until preschool Story Time sessions at Kiama Library resumed in early November.

"Click and Collect was wonderful especially with home learning"

Customer feedback

“Great service, 4 stars picked books better than I do!”

Customer feedback

Gerringong Library remained closed until the new facility was officially opened to our community on the 1st of December 2021. The multi-million dollar facility on Blackwood Street is Gerringong's first dedicated library and boasts a purpose-built contemporary design featuring light, open and flexible new spaces for books, programs, exhibitions and technology. The library wing of the Gerringong Library and Museum (GLaM) is seamlessly integrated with the historic Gerringong School of Arts building, the new home for the Gerringong and District Historical Society.

Over 500 people visited the GLaM's official open day enjoying the smoking ceremony provided by Gumaraa and the range of exhibits, programs entertainment and activities showcasing the features and facilities of the building. The public were also able to browse and borrow from the 3,000 plus brand new books on the shelves. With the facility now open Tuesday to Saturday the longer operational hours have allowed us to increase the number of programs, and activities on offer to our community.

Having a joint purpose facility provides amazing opportunities to collaborate with the Gerringong & District Historical Society to deliver innovative programs. Jointly we celebrated National Archaeology Week with local archaeologist Sarah McGuinness providing a special preschool Story Time program including a Mini Dig session followed by an evening presentation highlighting archaeology digs she has been involved with around Australia.

A number of other youth events have been held in our libraries including a Mandrake workshop and a You(th) focused podcast held to celebrate Youth Week. Creators of Good Librations, a library podcast featuring library staff Carla and Lauren, explored the wonders of Young Adult literature from the fantastical to the bleak. Special guest presenters included Council youth workers Josh and Jessica and Gerringong Library youth volunteer Evie.

Diagon Alley Twilight Youth Maker Market held at Gerringong Library was another highlight of the past year with events featuring a Fortune Teller, Youth performers, a photobooth, a magical drinks stall offering Gillyweed, Firewhiskey and Butterbeer along with a market hall.

Expressions of interest for stallholders aged 12-25 were called for with eight applications received and seven attending on the day. All market stallholders were tasked with creating or selling products that were magically themed and asked to decorate their stalls to fit the theme. Stallholders reported that they sold most, if not all, of their products at the event with all reporting that the market was a great way to gain experience in making and marketing for sales, speaking to customers and promoting their products and would be keen to attend similar events in the future.



Gerringong Library Mini Dig
National Archaeology Week 2022.



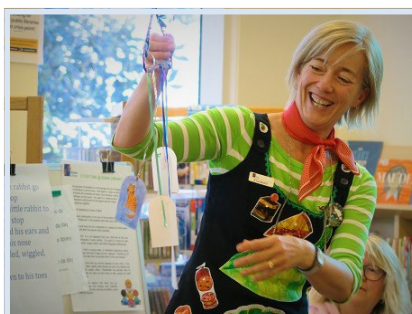
Gumaraa Aboriginal Experiences Smoking Ceremony.

*“We loved Click and Collect.
I (Jo) especially loved that
you picked books for me - you
introduced me to new authors
I wouldn't normally read.”*

Customer feedback



Gerriong Library and Museum Facility.



The entire space was decorated and lit to convey a sense of magical ambiance and attendees with staff and market stallholders were encouraged to dress to the theme. The enduring popularity of the book and movie series was evident in the popularity of the event and in the huge number of people who took up the challenge to attend in costume! Six youth performers provided a wonderful soundtrack to the event with performers ranged in ages and musical styles and organisers received much feedback about their talent and fantastic stage presence.

Library staff members all reported being overwhelmed and delighted by the huge turnout which was estimated to have attracted well over 500 people – mostly families with parents and children and young adults.

The highlight of our Summer School holiday program included an incredible Harry Potter escape room activity which saw 25 sessions held over a two-week period and was attended by mostly young adults. Other activities including Lego, badgemaking and embroidery were also very popular activities.

The past year has been challenging but library staff have continued to engage our community with innovative programs and activities both in our libraries and online. My sincere thanks and gratitude goes to all of our amazing, passionate staff who make our libraries such special and welcoming spaces for our communities.

Michelle Hudson
Manager Library Services
Kiama Library

"I would like to praise the library/info staff in general. I am staying locally for just a month, dog & house sitting, was given excellent advice, maps, brochures etc and hence also saw the library, cafe, Civic Centre ... so smart having all grouped together in such a beautiful location."

Customer feedback



Statistical Analysis – South Coast Cooperative Libraries - July 2021 – July 2022

Note: NSW Av figures taken from the Public Library Statistics 2020/2021

Expenditure & Subsidy 2021-2022

	Shoalhaven	Kiama
Total Expenditure voted	\$2,902,427	\$1,065,785
Total Expenditure per capita	\$27.08	\$44.53
Subsidy	\$319,576	\$124,629
Local Priority Grant	\$25,000	\$16,863

Item Purchases - South Coast Cooperative July 2021 - July 2022

*Donation & Grant material only includes those catalogued and processed by Shoalhaven Libraries

Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	15	\$964.87	\$64.32	5
Adult Non-Fiction	3,818	\$92,089.89	\$24.12	36
Literacy	0	\$0.00	\$0.00	0
Local Studies	2	\$47.50	\$23.75	17
Adult Fiction	6,731	\$147,947.25	\$21.98	23
Adult Paperback	10	\$77.04	\$7.70	0
Large Print	1,576	\$71,355.37	\$45.28	0
Young Non-Fiction	56	\$1,070.78	\$19.12	2
Young Fiction	435	\$6,387.46	\$14.68	9
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	135	\$2,244.70	\$16.63	1
Junior Non-Fiction	805	\$14,126.08	\$17.55	11
Junior Fiction	1,549	\$17,293.68	\$11.16	11
Junior Graphic	261	\$3,957.21	\$15.16	6
Junior Reader	14	\$132.62	\$9.47	0
Picture Books	1656	\$22,787.60	\$13.76	32
Home Education	0	\$0.00	\$0.00	0
Total Book	17,063	\$380,482.05	\$22.30	153

Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	629	\$13,770.80	\$21.89	0
AudioBook (Junior/Youth)	110	\$3,945.13	\$35.86	0
AudioBook (Adult)	821	\$31,923.39	\$38.88	0
DVD (Adult)	1,157	\$28,390.27	\$24.54	2
DVD (Junior)	150	\$3,373.21	\$22.49	2
Games/Puzzles	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Playaways (Adult)	207	\$24,155.20	\$116.69	0
Playaways (Junior)	34	\$3,034.50	\$89.25	0
Playaways (Youth)	3	\$338.50	\$112.83	0
Total Non-Book	3,111	\$108,931.00	\$35.01	4
Grand Total	20,174	\$489,413.05	\$24.26	157

"Thank you for extending library hours at Shoalhaven Libraries!"

Customer feedback

Item Purchases – Shoalhaven July 2021 - July 2022

Book

Category	Number	Cost	Average Price	Donation / Grant
Reference	13	\$896.15	\$68.93	5
Adult Non-Fiction	3,289	\$79,158.59	\$24.07	36
Literacy	0	\$0.00	\$0.00	0
Local Studies	2	\$47.50	\$23.75	17
Adult Fiction	5,576	\$121,947.62	\$21.87	23
Adult Paperback	10	\$77.04	\$7.70	0
Large Print	1,348	\$61,355.38	\$45.52	0
Young Non-Fiction	33	\$646.48	\$19.59	2
Young Fiction	258	\$3,811.71	\$14.77	9
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	135	\$2,244.70	\$16.63	1
Junior Non-Fiction	635	\$11,126.11	\$17.52	11
Junior Fiction	1,179	\$13,293.59	\$11.28	11
Junior Graphic	261	\$3,957.21	\$15.16	6
Junior Reader	14	\$132.62	\$9.47	0
Picture Books	1,305	\$17,787.53	\$13.63	32
Home Education	0	\$0.00	\$0.00	0
Total Books	14,058	\$316,482.23	\$22.51	153

Non Book

Category	Number	Cost	Average Price	Donation / Grant
CDs	629	\$13,770.80	\$21.89	0
AudioBook (Junior/Youth)	110	\$3,945.13	\$35.86	0
AudioBook (Adult)	716	\$27,723.50	\$38.72	0
DVD (Adult)	1157	\$28,390.27	\$24.54	2
DVD (Junior)	150	\$3,373.21	\$22.49	2
Games/Puzzles	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Playaways (Adult)	207	\$24,155.20	\$116.69	0
Playaways (Junior)	34	\$3,034.50	\$89.25	0
Playaways (Youth)	3	\$338.50	\$112.83	0
Total Non Book	3,006	\$104,731.11	\$34.84	4
Grand Total	17,064	\$421,213.34	\$24.68	157

LS22.1 - Attachment 1

Item Purchases – Kiama - July 2021 - July 2022

*Donation & Grant material only includes those catalogued and processed by Shoalhaven Libraries

Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	2	\$68.72	\$34.36	0
Adult Non-Fiction	529	\$12,931.30	\$24.44	0
Literacy	0	\$0.00	\$0.00	0
Local Studies	0	\$0.00	\$0.00	0
Adult Fiction	1,155	\$25,999.63	\$22.51	0
Adult Paperback	0	\$0.00	\$0.00	0
Large Print	228	\$9,999.99	\$43.86	0
Youth Non-Fiction	23	\$424.30	\$18.45	0
Youth Fiction	177	\$2,575.75	\$14.55	0
Youth Large Print	0	\$0.00	\$0.00	0
Youth Graphic	0	\$0.00	\$0.00	0
Junior Non-Fiction	170	\$2,999.97	\$17.65	0
Junior Fiction	370	\$4,000.09	\$10.81	0
Junior Graphics	0	\$0.00	\$0.00	0
Junior Reader	0	\$0.00	\$0.00	0
Picture Books	351	\$5,000.07	\$14.25	0
Home Education	0	\$0.00	\$0.00	0
Total Books	3,005	\$63,999.82	\$21.30	0

Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	0	\$0.00	\$0.00	0
AudioBook (Junior/Youth)	0	\$0.00	\$0.00	0
AudioBook (Adult)	105	\$4,199.89	\$40.00	0
DVD (Adult)	0	\$0.00	\$0.00	0
DVD (Junior)	0	\$0.00	\$0.00	0
Games/Puzzles	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Playaways (Adult)	0	\$0.00	\$0.00	0
Playaways (Junior)	0	\$0.00	\$0.00	0
Playaways (Youth)	0	\$0.00	\$0.00	0
Total Non Book	105	\$4,199.89	\$40.00	0
Grand Total	3,110	\$68,199.71	\$21.93	0

*"Well done to Sue on her considerate approach to assist this gentleman.
Sue's thoughtfulness is a great example of our core values in action."*

Customer feedback

Total Items Purchased

*Kiama purchase the majority of items for their DVD and CD collection

	No of Items purchased 20/21	No of Items purchased 21/22**	Average Cost per item 20/21*	Average Cost per item 21/22	Purchases per capita 21/22
Shoalhaven	13,499	17,064	\$25.81	\$24.68	6.36
Kiama	3,108	3,110	\$22.52	\$21.93	7.38
Total	16,607	20,174	\$25.19	\$35.01	6.52
NSW Av	17,860	-	-	-	-

*Includes expenditure on periodicals and donations counted as acquisitions

**Purchased as part of the Cooperative only

Total Loans – all formats – 2021-2022

	Loans	Population*	Per Capita
Shoalhaven	405,493	108,497	3.74
Kiama	129,120	22,961	5.62
Total	534,613	131,458	4.07
NSW Av	390,342	64,289	4.30

*Population figures used are taken from .id community (Shoalhaven) and REMPLAN (Kiama).
NSW Av taken from the Public Library Statistics 2018/2019

Loans by Format

Book Stock

	Adult Non Fiction	Youth Non Fiction	Junior Non Fiction	Adult Fiction	Youth Fiction	Junior Fiction	Picture Books	eBooks	Total
Shoalhaven	35,254	628	9,422	116,806	6,349	24,300	37,663	43,703	274,125
Kiama	10,414	51	2,977	43,421	2,399	11,261	14,814	10,925	96,262
Total	45,668	679	12,399	160,227	8,748	35,561	52,477	54,628	370,387
NSW Av	38,419	1,486	14,740	84,557	8,317	47,106	49,853	26,295	271,518

Non Book Stock

	Adult Audio Book	Youth Audio Book	Junior Audio Book	eAudio	Adult CD	Youth CD	Junior CD	CD ROM	Toys / Games	Total
Shoalhaven	14,108	195	1,237	52,432	5,165	0	527	0	203	73,867
Kiama	3,221	51	267	13,108	1,040	3	148	0	1,613	19,451
Total	17,329	246	1,504	65,540	6,205	3	675	0	1,816	93,318
NSW Av		6,169		23,427		4,178		18	2,231	82,512

	Adult DVD	Youth DVD	Junior DVD	Adult Serial	Youth Serial	Junior Serial	eSerial	Other*	Total
Shoalhaven	24,053	0	6,557	12,008	1	795	14,040	47	57,501
Kiama	4,616	3	1,698	3,247	11	301	3,510	21	13,407
Total	28,669	3	8,255	15,255	12	1,096	17,550	68	70,908
NSW Av		44,053			36,719			1,910	82,512

* Other includes devices, kits etc.

Total Stock* - 2021-2022

	Lending	Non Lending	Total
Shoalhaven	278,570	6,007	284,577
Kiama	204,798	1,951	206,749
Total	483,368	7,958	491,326
NSW Av	118,552	20,080	138,632

*Total figure varies due to shared collection of eSerials, eBooks and eAudio

Book Stock

	Adult Non Fiction	Youth Non Fiction	Junior Non Fiction	Adult Fiction	Youth Fiction	Junior Fiction	Picture Books	eBooks	Total
Shoalhaven	26,384	808	6,732	28,646	3,698	8,915	7,459	62,511	145,153
Kiama	9,079	266	2,026	12,703	1,865	3,627	3,712	62,511	95,789
Total	35,463	1,074	8,758	41,349	5,563	12,542	11,171	62,511*	178,431
NSW Av	28,863	859	6,196	28,199	3,843	11,471	9,232	7,904	96,282

*eBooks is a shared collection

Non Book Stock

	Adult Audio Book	Youth Audio Book	Junior Audio Book	eAudio	Adult CD	Junior CD	CD ROM	Toys / Games	Total
Shoalhaven	6,131	195	766	92,199	4,481	249	0	249	104,270
Kiama	1,319	58	198	92,199	1,125	124	1	354	95,378
Total	7,450	253	964	92,199*	5,606	373	1	603	107,449
NSW Av		3,047		3,836		2,597	71	313	32,724

*eAudio is a shared collection.

	Adult DVD	Youth DVD	Junior DVD	Adult Serial	Youth Serial	Junior Serial	eSerial	Other*	Total
Shoalhaven	7,376	0	1,370	2,505	8	239	4,061	41	15,600
Kiama	2,154	3	553	1,244	15	80	4,061	21	8,131
Total	9,530	3	1,923	3,749	23	319	4,061*	62	19,670
Kiama		11,869		188	5	8	5,259	1,869	32,724

* Other includes devices, kits etc.

** eSerial is a shared collection.

Separate Collections

	Reference	Literacy	Large Print	Local Studies	Home Library Service	Graphic Novels	Sheet Music	Images	Total
Shoalhaven	804	0	10,126	4,119	1,424	1,943	54	1,084	19,554
Kiama	742	0	4,984	1,209	0	516	0	0	7,451
Total	1,546	0	15,110	5,328	1,424	2,459	54	1,084	27,005
NSW Av	3,199	1,139	5,910	6,410	2,818	2,297	833	16,570	39,493

Donations and Discards – 2021-2022

	Donations*	Purchases**	Discards	Discards as a % of Acquisitions*	Discards as % of Total Stock*
Shoalhaven	157	17,064	26,003	152.38	20.67
Kiama	811	3,110	7,245	232.96	15.10
Total	968	20,174	33,248	164.80	19.13
NSW Av	804	17,860	17,356	125.15	11.94

*Includes serials

**Cooperative purchases only

Library Membership - Active Members - 2021-2022

Please note - Inactive members are deleted from the database if they have not borrowed over the past 3 years.

	Adult	Junior	Digital*	Institutions	Other	Total	Non Residents	% of Pop
Shoalhaven	24,154	3,263	2,677	155	348	563	31,160	28.20
Kiama	7,716	2,064	670	8	269	34	10,761	46.71
Total	31,870	5,327	3,347	163	617	597	41,921	41.43
NSW Av	29,583	3,266	-	117	492	5,933	33,180	36.11

*Digital members include both adult and junior digital members

Summary of Comparative Statistics

	Library Materials per capita	Adult Fiction as a % of total book stock	Turnover of Stock
Shoalhaven	2.62	19.75	1.46
Kiama	9.00	13.26	0.63
NSW Av	2.32	34.57	2.73

Document Delivery

	Inter Library Loans request sent to other libraries	Inter Library Loan requests received from other libraries
Shoalhaven	148	153
Kiama	4	11
NSW Av	541	547

Visits, Access and Information Requests

	Library Visits	Internet Access	Information Requests
Shoalhaven	192,751	54,121	30,971
Kiama	59,578	8,595	9,000
NSW Av	192,042	49,094	60,921

Members of Staff as at June 2022

Shoalhaven Libraries

Nowra

Name		Position
Sarah Taylor	BA (Hons) International Business Master InfStudies	Library Manager, Shoalhaven Libraries
Denise De Strang		Library Administration
Collections & Resources Team		
Nicole Lonesborough	AssDipAppSci (Tech)	Collections & Resources Manager
Carissa Glynn	BA; Dip (Lib & Info Services)	Librarian - Collection Services
Megan Crook	GradDipLocFamAppHist.	Local Heritage Librarian
Cher Murphy		Library Assistant – Acquisitions
Debra Nettle		Library Assistant – Branch Support
Ursula Rentz		Library Assistant - PPT
Jessica Holman		Library Assistant – Aboriginal (resigned 21/11/2021)
Kaitlen Wellington	B.Ed.	Library Assistant – Aboriginal (2/9/2021 to 7/3/2022)
Customer & Community Resources Team		
Gemma Luxford	BA (Honours) Grad Dip InfStudies	Customer and Community Resources Manager
Alison Reeve	BA (Creative Arts) Master of Teaching (Primary Education)	Library Technician Children & Youth
Damien Bottle	DipLibTech (Info Services)	Library Technician – Systems
Bronwyn Gollan	DipLibTech (Info Services)	Library Assistant – PPT
Michelle Chapman		Library Assistant - PPT
Kerry Johnson	B.HSc	Library Assistant (Casual)
Benz Inthra		Library Assistant – Outreach Support (resigned 29/3/2022)
Michelle Marshall	Dip (Community Services)	Customer Service Assistant (Casual)
Susan Jones	B.Ed.	Customer Service Assistant (Casual)
Outreach & Digital Resources Team		
Robin Sharpe	AssDipArts (LibPrac) BApp Sci Lib & Inf Mgt	Outreach & Digital Resources Manager
Kelly Woods	BA (EngLit & Creative Writing) Grad Dip Inf Studies	Information Access Librarian
Jim Hines		Mobile Library Officer
Jennifer Lytle	Diploma of Library & Information Studies	Library Assistant – Outreach Services
Nicole Jackson	Master of Education (Teacher Librarian) Bachelor of Education (Distinction) Bachelor of Teaching (Distinction)	Library Assistant – Outreach Services Casual (from 18/11/2021 to 18/4/2022) Fixed Term (from 19/4/2022)
Emma Lawrence		Library Assistant – Outreach Support – PPT (Resigned 27/4/2022)
Chelsea Brown		Library Assistant – Outreach Support (Resigned 12/11/2021)
Laura Sultana	Grad. Dip Information and Library Studies Bachelor of Arts	Library Assistant – Outreach Services (Fixed term from 16/5/2022)

Bay & Basin (Sanctuary Point)

Name		Position
Anne Lee	Bachelor of Information Studies	Customer & Community Resources Manager
Natasha Hammond	BS (Environmental Studies)	Library Assistant (Casual)
Daniel Paterson	BA (Philosophy), Cert IV Library & Information Services	Library Assistant
Ruby Price	BA Commerce	Library Assistant

Ulladulla Library and Visitors Centre & Milton Library

Name		Position
Roslyn Strange	BA; Grad Dip of Information	Customer and Community Resource Manager
Lara Donohue	BA of Visual Arts BSc Environmental Science	Customer Service Assistant (PPT)
Sonia Drover		Customer Service Assistant (Full time)
Cathryn Burns	Master of Education Teacher Librarianship	Customer Service Assistant (Full time)
Tracey Myers	Grad DipAppScLIM	Customer Service Assistant (PPT)
Kate Asmussen	Bachelor of Communication (Journalism)	Customer Service Assistant (Casual)
Lynne Fricke	BA (LibSc)	Customer Service Assistant (Casual)
Amy Robson		Customer Service Assistant (Casual)
Kim Richards		Customer Service Assistant (Casual)
Lynette Steven		Customer Service Assistant (Casual)
Andrea Smith		Customer Service Assistant (PPT)
Alan Arnold	BA; GradDipApp Sci (Lib & Inf Studies)	Customer Service Assistant (Casual)
Michelle Haigh	Bachelor of General Studies/ Bachelor of Teaching	Customer Service Assistant (Casual)

"I just wanted to let you know how appreciative my Dad, was of the service he received last time he visited the Sanctuary Point Library."

Customer feedback

Kiama Library Service

Librarians – Full Time

Name		Position
Michelle Hudson	BAppSc(Lib)	Manager Library Services
Rebecca Cook	BSc, GDip Arts (Lib)	Information Services Librarian (Part time)
Catherine Taylor	M Inf Studies (Lib)	IT Librarian (Part time)

Library Officers

Elizabeth Skorulis	DipLibInfServices	Children's Services Officer (Part time)
Jane Thompson	DipLibInfServices	Home Library Officer (Part time)
Carla James	DipLibInfServices	Outreach Officer (Part time)
Lauren Watkins	GDip Arts (Lib)	Gerringong Library Officer (Part time)
Lauran Mills	M.Ed. (Teacher Librarianship)	Library Officer (Part time)

Family History Officers

Carolyn Morrow	BA (History)	Family History Officer (Part time)
Russell Halverson		Family History Officer (Casual)

Library Assistants (Casual)

Erin Tierney	DipLibInfServices	
Niamh Kearney	BA (Hons), Grad Certificate Information Studies	
Carmen Jacobs	BA , DipEd, MAppSc(Lib)	
Mandy Thorpe	DipLibInfServices	
Angela Braham	DipLibInfServices	
Nicole Jackson	BEd, M Ed (Teacher-Librarian) till March 2022	
Arthur McConnachie	BA, Dip Ed, Grad Dip Cont Ed, M Ed, Grad Dip Lib	
Mandy Thorpe	DipLibInfServices	
Wolf Villalta	BA, GDip (Lib)	

"Just a short note to thank you for your wonderful service throughout the year. Library books provide me with hours of enjoyment courtesy of your Mobile Library, and I always look forward each fortnight to seeing Jim arrive in his truck. Thanks so much Jim for your friendly help, professionalism and knowledge. You do an amazing job!"

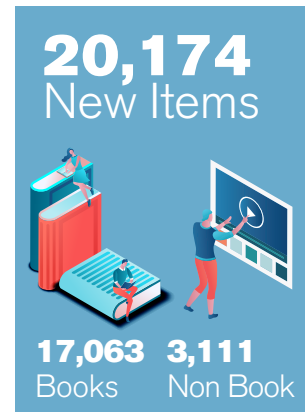
Customer feedback

Dear Megan and Nicole,
Many thanks for
everything you did
for "Our Common Threads"
It was a wonderful
morning at the library.
Warm regards, Judy.



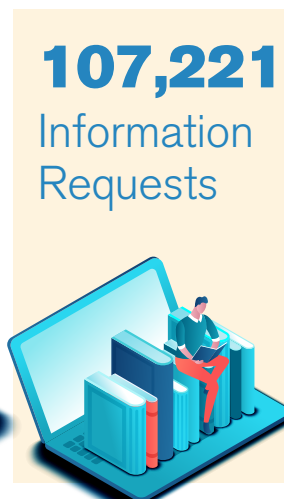
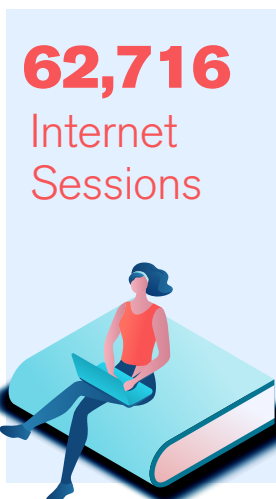
**South Coast
Cooperative
Libraries**

2021-22 A Quick Glance



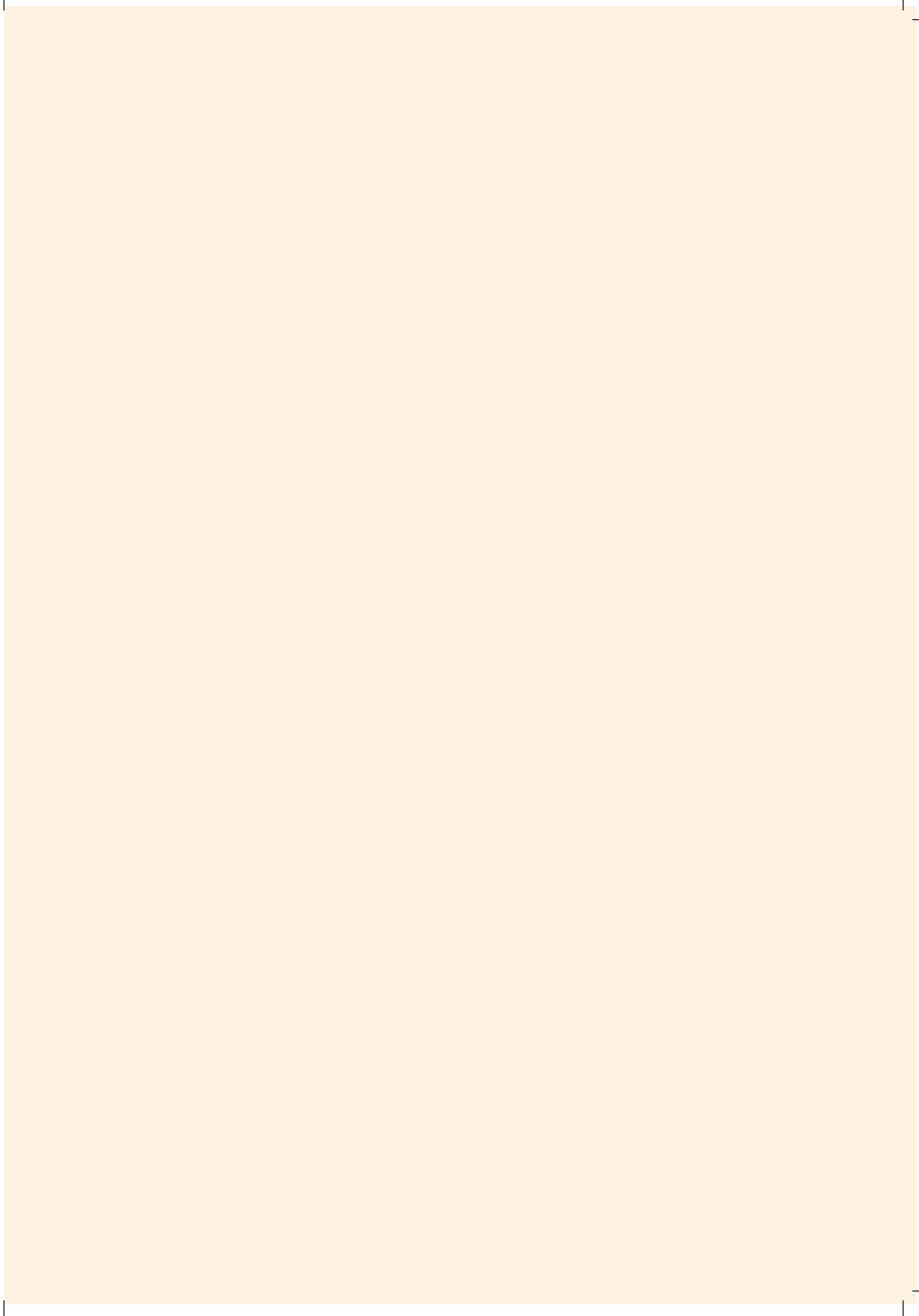
491,326 Total Stock – all formats

534,613 Total Loans – all formats



Highlights of 2021 - 22

**Managing to
continue to
provide library
services to the
community
during COVID.**



LS22.1 - Attachment 1



LS22.1 - Attachment 1