

Home Library Services in New South Wales Statewide Survey 2016



Picture credit: Hornsby Shire Council

NSW HOME LIBRARY SERVICE WORKING GROUP
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Executive Summary

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

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

- The number of people aged over 65 and older is beginning to outnumber those aged less than 15 years.
- In the period between 2004 and 2014, the over-65 age group grew the fastest in the South and East Tablelands, where there was a 46% increase.
- Population projections indicate all areas outside of Sydney will have more older residents than under 15s by as early as 2021.
- The Far West saw the slowest growth in the older demographic at 24 per cent.
- While Metropolitan Sydney remains relatively young, there has still been a 31 per cent increase in people aged 65 and over.¹

The statewide survey of home library services reveals that in 2016 there were a total of 6,643 clients receiving individual home library services across the state. This is a decrease of 1,811 since 2009 (8,454 individual clients). Many public libraries also provide access to materials through bulk loans deposited at aged care facilities, retirement villages and hospitals and rehabilitation facilities. The number of centres served grew from 479 in 2009 to 502 in 2016.

Responses were received from 85 of the 101 public library services in NSW. Two 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 64.52% 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 85 carers currently receive home library service in NSW. Older people from culturally and linguistically diverse backgrounds (CALD) are also a rapidly growing group. 41% of libraries reported providing home library service to a total of 152 CALD clients, and bulk loans to 25 ethnically specific aged care homes. The majority (60%) of material selected for clients reading in languages other than English (LOTE) is carried out by library staff with no community language skills and 72.5% of the libraries access bulk loans in community languages from the State Library on behalf of these clients (an increase from 59.3% since the 2009 survey).

The home library service workforce is made up of paid staff (174) and contractors (10) contributing a total of 2,229 hours per week. In addition, 374 volunteers contribute a further 721 hours per week, in many cases libraries rely on these volunteers to provide the service.

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

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Introduction

The NSW Home Library Services (HLS) Working Group operates as a working group of the NSW Public Libraries Association with membership open to home library services staff from all NSW public libraries.

The HLS Working Group conducts state-wide surveys of home library service activities across the public library network to update the data available describing the library services provided to housebound members of the community and those living in aged care facilities. The first survey was undertaken in 2004 followed by a survey in 2009 which included responses from 96 of the 99 library services in NSW.

With this survey the NSW HLS Working Group has compiled an updated snapshot of home library services across NSW in 2016. 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. In 2016 there were a number of council amalgamations which affected library services, this data was collected before the amalgamations and the data may be useful for the integration of home library services in some cases.

Legislative framework

Home Library Services are a key aspect of free library services outlined in the Library Act 1939. Section 10 specifies that:

(1) A local authority must comply with and observe the following requirements in relation to any local library that is provided, controlled or managed by the local authority (either directly or under an agreement or other arrangement to which it is a party):

(a) Residents and ratepayers entitled to free membership

Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the library free of charge.

(b) Free access to certain materials on library premises

Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.

(c) Free loans of certain library material to members

Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative or educational value or as being fiction.

(d) Free delivery to sick or disabled members

No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.

(e) Free basic reference services to members

Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.

(f) Restriction on use of State subsidy

Any subsidy paid to the local authority under this Act must be expended in providing the services that are required by this section to be provided free of charge.

Library Council of NSW also publishes guidelines for home library services in *Living Learning Libraries: Standards and Guidelines for New South Wales Public Libraries*.

Methodology

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

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

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

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

- There are 39 metropolitan library services in NSW. Survey responses were received from 38 library services representing a 97 % response rate from metropolitan library services.
- There are 62 Country library services in NSW. 56 responses were received. 12 were from 3 regional library services that provide home library services at the local community level. 47 country library services in total responded to the survey representing a 76 % response rate from country library services. The country libraries that did not respond to the survey may not offer any home library services.

Benchmarking

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 mylee.joseph@sl.nsw.gov.au or phone (02) 9273 1521.

Privacy

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

Section 1

Q1. Name of Library Service

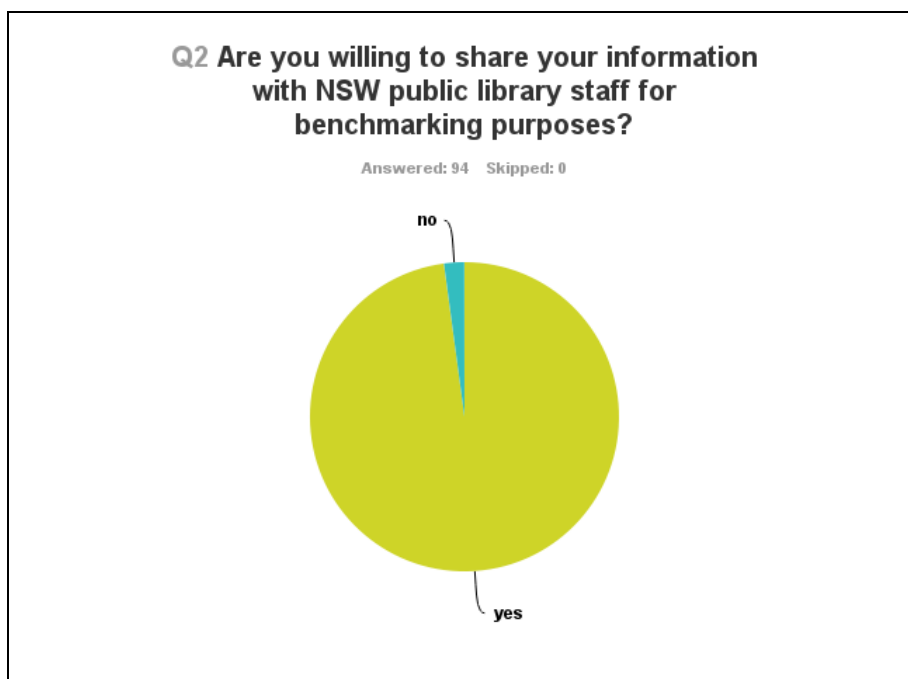
94 responses n=(94) were received from 85 of the library services in NSW. There were a total of 101 library services in NSW in 2016 and the multiple responses received included responses from 3 regional libraries where home library services are delivered locally from branches, rather than across the region. There were a total of 12 of these local branch library responses which are included in the data set.

In the 2009 survey there was an 83% response rate by library service, in the 2016 survey there was an 85% response rate with responses received from 85 of the 101 library services in NSW.

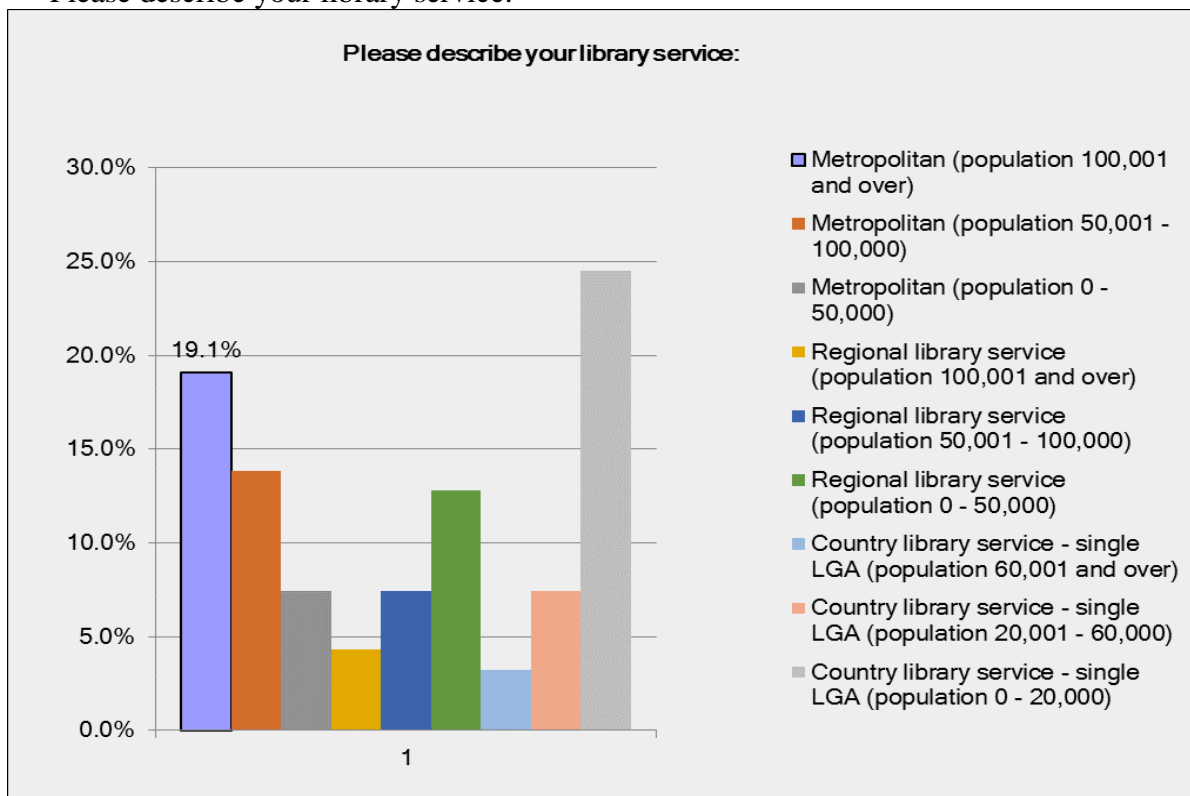
Q2. Are you willing to share your information with NSW public library staff for benchmarking purposes?

Answer Options	Response Percent	Response Count
yes	97.87%	92
no	2.13%	2
<i>answered question</i>		94
<i>skipped question</i>		0

The data provided by the 2 libraries that declined is included in the survey report, however their individual survey returns are not available for benchmarking purposes.



Q3. Please describe your library service:



Answer Options	Response Percent	Response Count
Metropolitan (population 100,001 and over)	19.1%	18
Metropolitan (population 50,001 - 100,000)	13.8%	13
Metropolitan (population 0 - 50,000)	7.4%	7
Regional library service (population 100,001 and over)	4.3%	4
Regional library service (population 50,001 - 100,000)	7.4%	7
Regional library service (population 0 - 50,000)	12.8%	12
Country library service - single LGA (population 60,001 and over)	3.2%	3
Country library service - single LGA (population 20,001 - 60,000)	7.4%	7
Country library service - single LGA (population 0 - 20,000)	24.5%	23
<i>answered question</i>		94
<i>skipped question</i>		0

- Regional libraries = 23 responses (24.5% of sample)
- Metropolitan libraries = 38 responses (40.5% of sample)
- Country libraries = 33 responses (35% of sample)

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



Answer Options	Response Percent	Response Count
Yes	64.52%	60
Yes but it is limited to residents in town centres	27.96%	26
No	7.53%	7

Other (please specify)

- We travel up to 20km out of town limits
- Not all member Councils offer home library service. Survey completed for Central branch only.
- We offer the service at both the town centres of the LGA and also through the Mobile Library service to the areas in between.
- This Council has recently amalgamated and will be enlarging the Home Library Service to serve a regional population.
- Library resources are delivered to the aged care hostels in 2 x townships and to any resident in either town who contacts the library and requires home delivery.
- We try to deliver to all who require a HLS but it is mainly within the towns and a few km outside.
- The service is due to start mid May
- We have never had requests from out of town borrowers
- At present delivery is within town, but we are currently in the process of having our new Mobile Library Van delivered and fitted. Will deliver to the outreach areas as well as in town.
- Available to residents within a 10km radius of any branch library

answered question
skipped question

93
1

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:

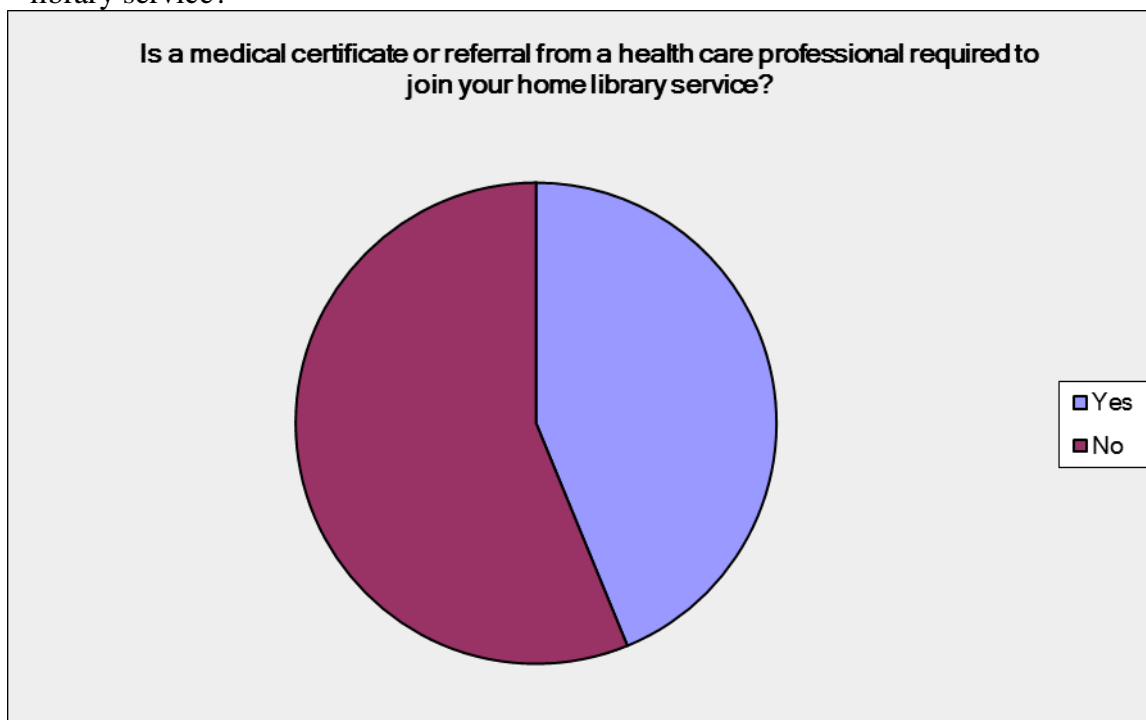
- Clients living in CARAVAN PARKS should be counted as individuals living in their own homes.
- CARER = a person who supports or looks after a family member, their partner or a friend in need of help because they are ill, frail or have a disability. The care they provide may be unpaid or they may receive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

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

Answer Options	Clients	Response Count
Individual clients living at home	3,823	88
Carers	85	54
Individual clients living in boarding houses	11	47
Individual clients living in retirement villages	636	69
Individual clients living in aged care facilities (nursing homes, hostels)	1969	82
Individual clients living in residential / community homes / group homes (due to disability / mental illness)	95	49
Individual clients in hospital (long term) or rehabilitation	24	44
TOTAL CLIENTS 6,643		
<i>answered question</i>		88
<i>skipped question</i>		6

Note: clients receiving home library service via bulk loans to aged care homes and other facilities are counted separately in Section: 5 (4,110 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	43.82%	39
No	56.18%	50

Please comment (30 comments)

- It is a Council requirement but if the new client has just seen the doctor and won't see them for a while, the service starts anyway. The client can give us the certificate next time.
- We leave it open to anyone who would like to access the service at any time for as long as they need it.
- Library Manager conducts initial phone consultation and then a follow up home visit if warranted to assess need.
- We also take referrals from our community services team as well as other health or home assistance organisations in the community
- Can be requested depending on circumstances where 'housebound' status is not obvious.
- On HLS officers discretion
- Small town, and some members of the service only join for brief periods of time if they are unable to get to the library for a period due to illness/injury or recovery from illness or injury.
- Our application form states that applicants may be required to provide a letter from their doctor or health care professional.
- Policy states medical certificate or referral from health care professional is required, but only enforced if eligibility is not obvious.
- Service is restricted to those persons unable to travel to a library through health or mobility issues but they can be self referred, or accepted at the request of family members, carers.
- Often waived eg for the over 80s

- Service available to anyone who believes that they would benefit from the service - at the discretion of the HLS Librarian.
- It is officially required by (sic) not actively pursued if the person obviously has mobility issues / is frail and finds books too heavy to carry / has a carer / lives in assisted living or a nursing home that the Library Bookmobile does not visit. This is assessed in the pre-service interview at their home/residence.
- Used mainly for temporary members or those with less obvious disability.
- With our new clients, we ask them many questions over the phone and see them in person too to make sure that they are incapacitated or ill and unable to come into the library.
- We have a medical endorsement section on the rear of our HLS form. It can be signed by a case manager, allied health professional, community service worker etc.
- We don't usually look at this, we can tell if someone is in need of Home Library or we usually have to go and see them in their house as they are housebound.
- But we have included this requirement on the membership form, in some instances this has been required for individuals.
- Only for people living in their own home or retirement villages.
- System is flexible and based on clients needs, and/or past relationship with the library.
- There is a section on our form which required doctor's signature. People living in aged care facilities are not required to have this section filled out
- If an ill person or an aged person requires delivery they can have it.
- clients over 80yrs do not require a doctors certificate
- We have ceased this practice as it discouraged people from joining as home library service recipients.
- We are happy to include people who are temporarily unable to make it to the library (such as new mums) or deliver selections of those who cannot carry their selections home.
- we allow clients to self-refer at the discretion of the Home library Officer.
- A medical certificate is required to join the service and required to when membership is due for re-registering (every 3 years)
- Prospective clients just express an interest/request the service. Small town so their situation will be known to the librarian.
- Taken on trust and family recommendation

answered question

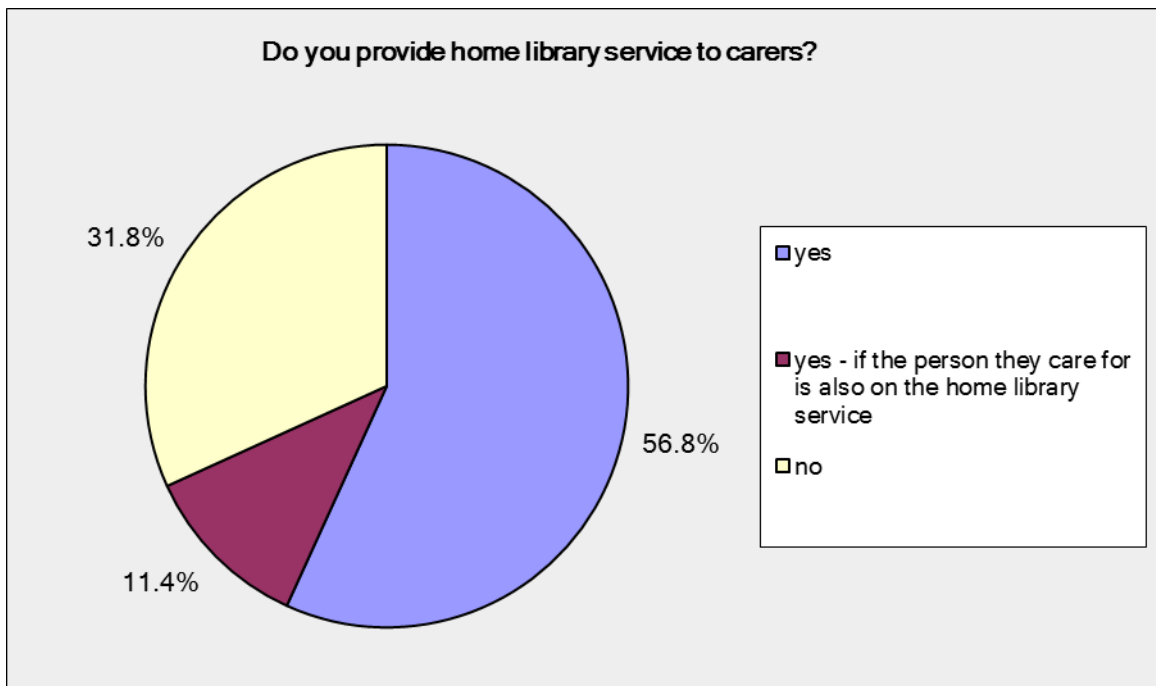
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skipped question

5

Q3. Do you provide home library service to carers?

Answer Options	Response Percent	Response Count
yes	56.8%	50
yes - if the person they care for is also on the home library service	11.4%	10
no	31.8%	28
<i>answered question</i>		88
<i>skipped question</i>		6



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

Answer Options	Response Percent	Response Count
yes	20%	16
no	80%	64

Other (please specify)

- Proof of address is necessary
- N/A
- We don't offer home library service to carers but would consider doing so in the future
- As above
- While we don't require a medical certificate for carers we do ask for referral from an organisation or similar
- Based on interview with the HLS officer
- Our application form states that applicants may be required to provide a letter from their doctor or health care professional.
- Policy states medical certificate or referral from health care professional is required, but only enforced if eligibility is not obvious.
- To say they are caring for someone who is housebound.
- Service available to anyone who believes that they would benefit from the service - at the discretion of the HLS Librarian.
- it has always been very evident that they are a carer when conducting the pre service interview in their home.
- We have not had a request of this nature.
- Again, if people tell us they are housebound it is enough.
- We don't make a differentiation between housebound members and carers.
- N/A If the carer could not come to the library I imagine we would provide the service - no-one in that situation has ever asked!
- No service to carer
- There are strict WH&S procedures in place for entry to homes

answered question

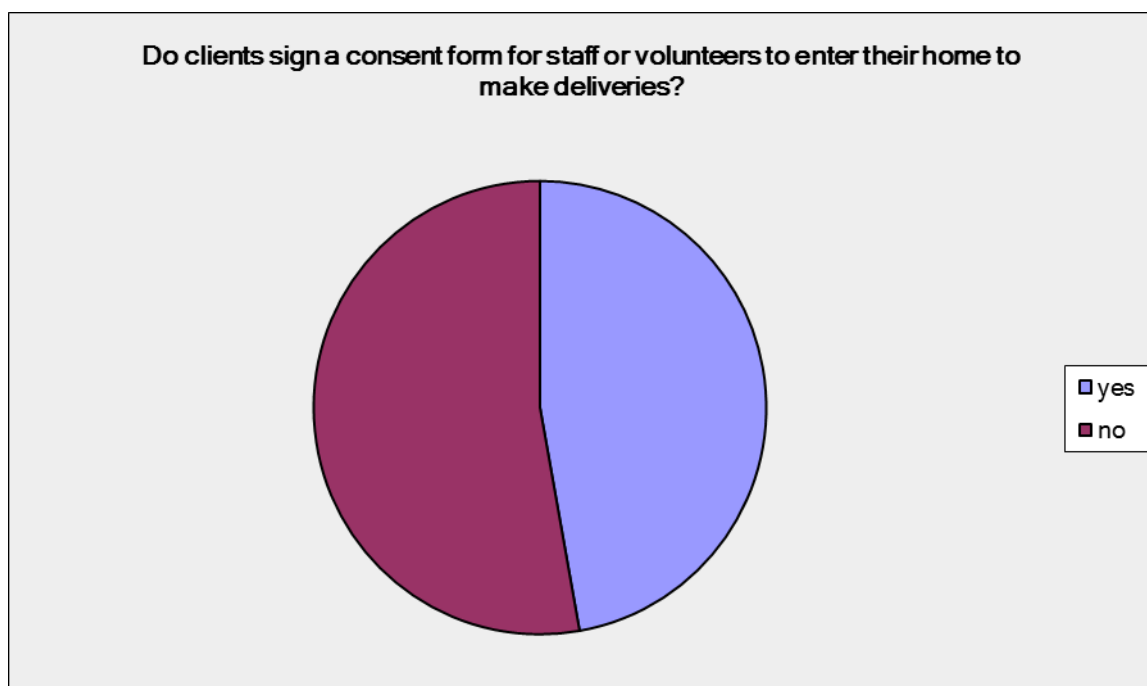
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skipped question

14

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	47.2%	42
no	52.8%	47
<i>answered question</i>		89
<i>skipped question</i>		5



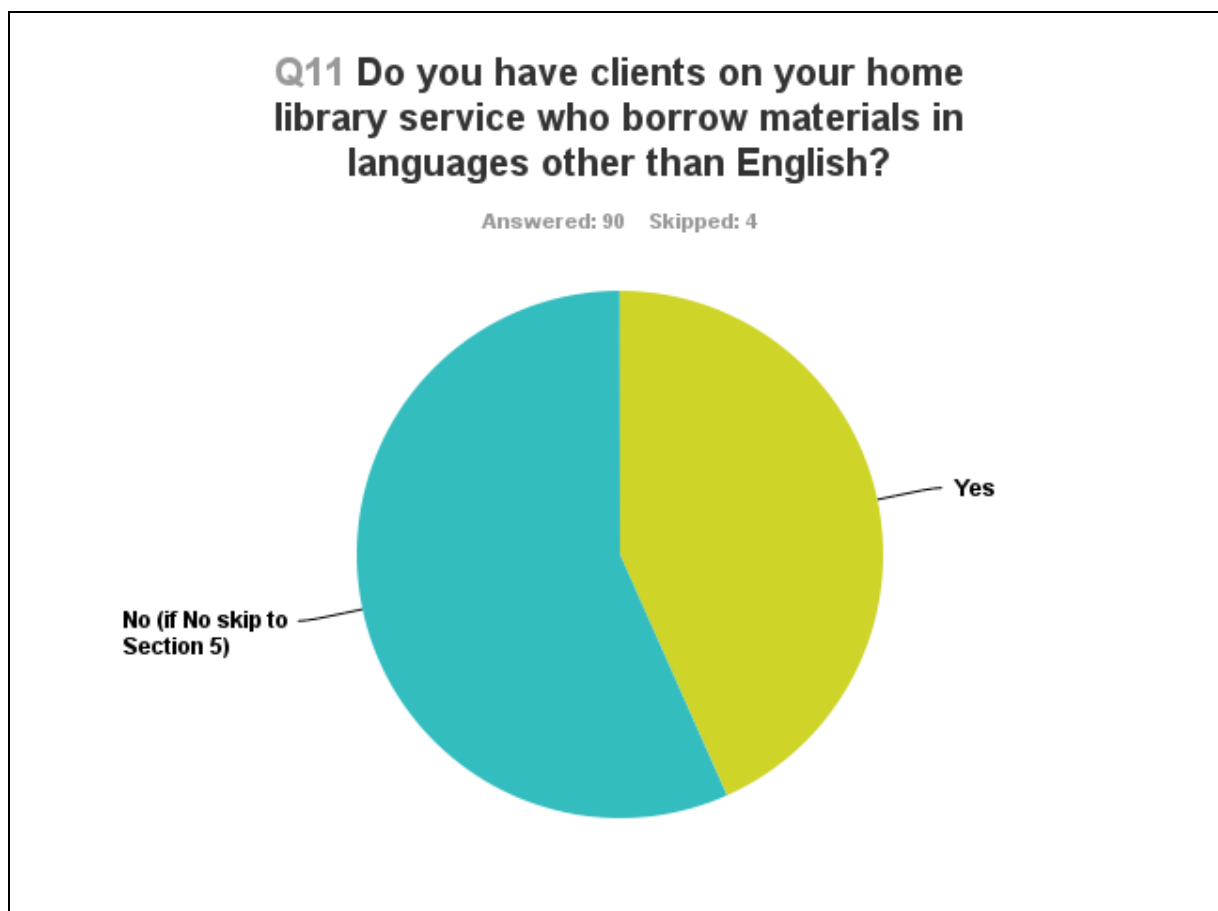
Q6. Is there a waiting list for clients to join your home library service?

Answer Options	Response Percent	Response Count
Yes (less than ten)	2.22%	2
Yes (more than ten)	0.0%	0
No	97.788%	88
<i>answered question</i>		90
<i>skipped question</i>		4

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

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	43.33%	39
No (if No skip to Section 5)	56.67%	51
<i>answered question</i>		90
<i>skipped question</i>		4



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?	152	39
	<i>answered question</i>	39
	<i>skipped question</i>	55

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	36
	<i>answered question</i>	39
	<i>skipped question</i>	55

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

Answer Options	Response Percent	Response Count
staff with language skills	35%	14
staff (no language skills)	60%	24
volunteers with language skills	5%	2
volunteers (no language skills)	7.5%	3
family members	5%	2
bulk loans from State Library by language	72.5%	29
library management system automated selection based on client profile	2.5%	1

Comments

- There is only one lady who occasionally requests Farsi - her volunteer is a library worker at another library service who also speaks Farsi.
- Library has its own collections of materials in Chinese, Greek, Arabic and Macedonian. All other languages are obtained from State Library.
- We have an Italian speaking security guard who helps us.

answered question

40

skipped question

54

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	50.00%	20
information on the library website	37.50%	15
social media	12.50%	5
word of mouth	60.0%	24
through local health care professionals	30.0%	12
presentations to CALD community groups	10.00%	4
through migrant resource centres	7.5%	3
we don't promote the service to CALD clients	12.5%	5

Comments

- By promoting service to diversional therapists at aged care facilities.
- Flyers and posters in English.
- State library produced bookmarks and posters

answered question

40

skipped question

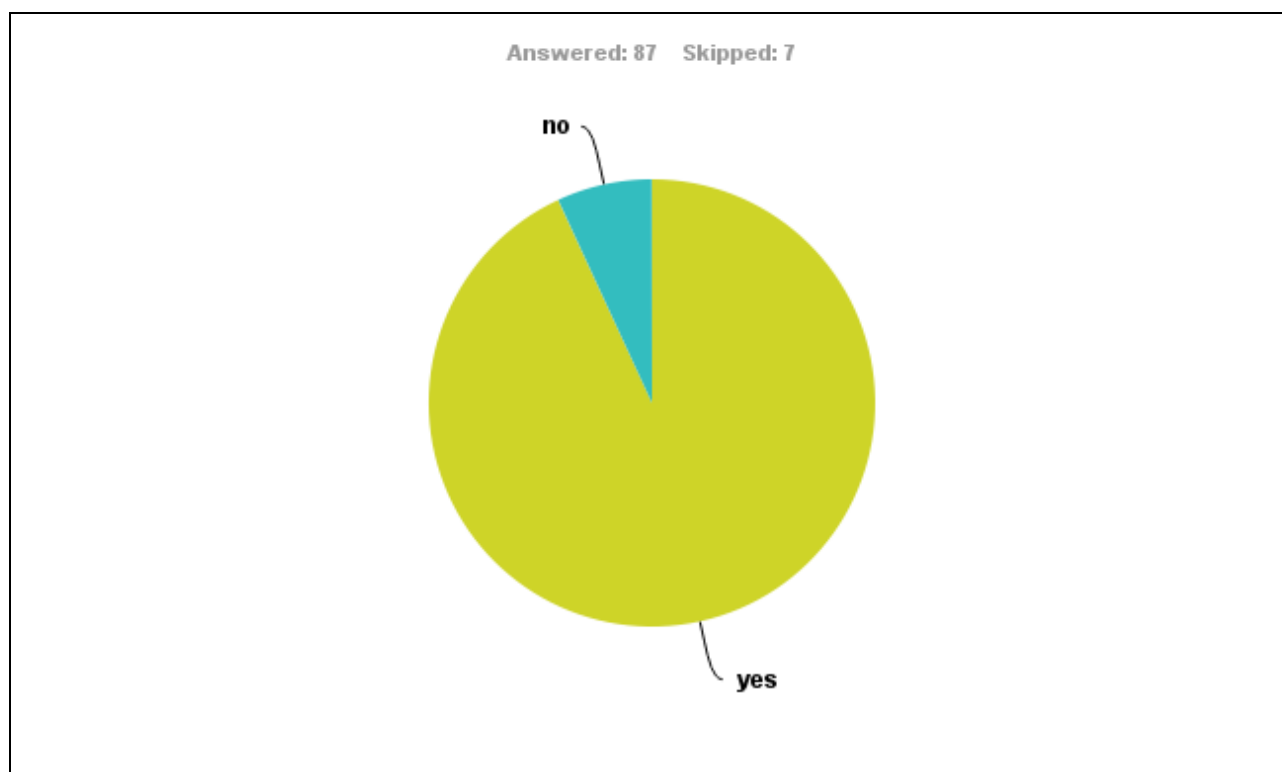
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Q4. Please indicate which languages are borrowed by your CALD home library service clients

Answer Options	Response Percent	Response Count
Arabic	23.1%	9
Burmese	2.6%	1
Chinese	30.8%	12
Croatian	20.5%	8
Czech	2.6%	1
Dutch	2.6%	1
Finnish	2.6%	1
French	25.6%	10
German	10.3%	4
Greek	25.6%	10
Gujurati	2.6%	1
Hindi	7.7%	3
Hungarian	12.8%	5
Indonesian	0.0%	0
Italian	41.0%	16
Japanese	2.6%	1
Korean	7.7%	3
Macedonian	2.6%	1
Persian / Farsi	2.6%	1
Polish	7.7%	3
Portuguese	5.1%	2
Russian	17.9%	7
Serbian	5.1%	2
Spanish	25.6%	10
Tagalog	5.1%	2
Tamil	5.1%	2
Thai	2.6%	1
Turkish	5.1%	2
Ukranian	5.1%	2
Vietnamese	7.7%	3

Section 5: Clients – bulk loans to institutions

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



Answer Options	Response Percent	Response Count
yes	93.10%	81
no (If NO, skip to section 7)	6.9%	6
answered question		87
skipped question		7

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	Response Average	Response Total	Response Count
Number of RETIREMENT VILLAGES receiving bulk loans	1.61	100	62
+ Approximate number of individuals using those loans to RETIREMENT VILLAGES (total)	35.40	1,522	43
Number of AGED CARE FACILITIES receiving bulk loans	4.43	297	67
+ Approximate number of individuals using those loans to AGED CARE FACILITIES (total)	50.54	2,325	46
Number of BOARDING HOUSES receiving bulk loans	.05	2	44
+ Approximate number of individuals using those loans to BOARDING HOUSES (total)	.19	6	31
Number of RESIDENTIAL / COMMUNITY HOMES (residents with disabilities / mental illness) receiving bulk loans	1.49	73	49
+ Approximate number of individuals using those loans to RESIDENTIAL / COMMUNITY HOMES (total)	3.44	117	34
Number of HOSPITALS / REHABILITATION centres receiving bulk loans	.65	30	46
+ Approximate number of individuals using those loans to HOSPITALS / REHABILITATION centres	4.67	140	30
TOTAL FACILITIES / CENTRES		502	
TOTAL INDIVIDUALS RECEIVING BULK LOANS		4110	
<i>answered question</i>			75
<i>skipped question</i>			19

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

Answer Options	Response Percent	Response Count
Yes	96.34%	79
No	3.66%	3

Comments (12 comments)

- We don't provide bulk loans as such but activity officers can borrow from 1 aged care facility that the Mobile Library stops at fortnightly and do so on an irregular basis. Otherwise, the loans are to individuals in the hostel.
- Although sometimes our Home Library volunteers decide to continue to give a tailored HL service to their long term member when they move from their own home to residential care. This is a personal decision made by the volunteer rather than a library preference. As we try to keep Home Library and Community Links (our bulk loan service) separate.
- We really only do individual loans to residents in the age care hostels.
- Currently we only deliver to residents in retirement villages, not aged care facilities (with one exception). We only offer an individual service.
- Nursing homes also receive bulk loans
- We stopped the bulk loans for the HLS as ineffective; they were not being used OR if used not being returned and the institutions were not prepared to put in the time to chase up the missing items. Instead we rejigged the Bookmobile service to include more of these institutions so the residents (or staff on behalf of individual residents and with the bookmobile operator's assistance) can select items individually.
- Some of our aged care facilities receive a bulk loan and we have individual clients on our list.
- When residents sign up as individual members they are required to sign the library membership form and provide a medical certificate.
- In fact we don't do bulk loans so all clients fall into this category
- We deliver individually at present using our volunteers through council.
- Many clients have moved from their own home to a facility and continue to get the service. Some clients are recommended to me by staff in facilities as new clients.
- Some can and some not depends on the Centres and what they will allow

answered question

82

skipped question

12

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	28.9%	24
No	71.1%	59

Please comment (19 comments)

- When it comes to bulk loans we make sure we liaise with the diversional therapist or have a verbal agreement with a particular staff member who will be responsible for the bulk loans
- most facilities are council owned
- "The library manager and facility CEO sign a Joint Service Agreement every 3 years which gives us permission to enter the facility, sets out what the library will provide and details the financial responsibility of the facility if there are losses above 10% of the total loans for per year. This agreement recognises that a percentage of items will go missing each year if a resident passes away or is relocated suddenly.
- This is something we are working on though we don't have plans for bulk loans, rather an individual service for residents in aged care facilities.
- agreement covers replacement cost of lost and damaged items within reason
- We invite with the residents to the library when we have crafts or events
- Only signed membership applications
- We have just recently introduced overdue fines on our books. The aged care facility has now told us they no longer want a bulk loan as they cannot guarantee that the books will be returned in a timely fashion. The library in the facility is not controlled or staffed.
- Aged agreements will be refreshed this year
- They are asked to sign a MoU every 2 years.
- A small agreement is signed about responsibility of items and having a guarantor.
- In the process of being formulated.
- Institutional membership form
- General conditions of Home Library Use are given to aged care facilities.
- We are currently developing one, and updating all our forms
- They weren't interested. It is up to the family of each borrower if they pay for damage or loses.
- We have a bulk loan agreement which is signed and renewed each year.
- We do have an information sheet about the service a copy of which is supposed to be given to all new residents as part of the general information pack.
- Only W H & S procedures, and library policies - as library manager I complete the paperwork from the Centres to allow staff to enter - this is theirs not ours.

answered question

83

skipped question

11

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

Answer Options	Response Percent	Response Count
Yes	57.83%	48
No	42.17%	35

Please comment (30 comments)

- We provide items according to the theme of the month, eg. flowers, countries. The items range from DVDs to music CDs and everything in between
- A let's talk about program that is delivered by a library volunteer
- See comment in 2 above.
- Occasionally we are asked for specific items but not on regular basis.
- Reminiscence kits, special bulk loans as requested, so for example if they are doing an activity on a specific country, about culture/lifestyle etc, we supply with resources or if they are celebrating a particular festival/religious celebration.
- We allow aged care facilities to join as an 'Organisation' and borrow items, this way the staff are responsible for loans.
- "Picture Books, Poetry & Story Books - for interactive sessions.
- AV material (English & multicultural group gatherings)"
- each nursing home receives resources for activities/cultural events held each month
- If staff/therapists working at these institutions require resources they generally come in and source it themselves.
- DVDs, Picture books for use in group activities
- DVDs, audio books and magazines for loan as requested.
- The library gives facilities large print and other suitable items which have been withdrawn from the collection for permanent retention and use "
- Non-fiction books, DVDs, TBs and CDs. We are currently looking into creating/buying Reminiscent Kits for loan.
- Therapists and staff borrow resources as they need.
- Demonstrations of how to use talking books; provide book lists; provide activities that are used in Brain Training @ the Library programme
- Hadn't thought of it, must start promoting our memory collection!
- A diversional therapist can request items that we can deliver if available
- Mainly craft books and material for specific events
- Table books; cooking, sewing, etc
- Read Aloud books, craft and reminiscing resources
- Upon request.
- Resources are delivered fortnightly. This includes regularly requested items and additional themed requests.
- Staff sometimes request items - usually materials which fit into a program they are running.
- We do supply DVD (or books) etc for RAO for the theme they may be doing for the month.
- facility holds DT responsible for any losses so DT's unwilling to borrow items
- a very small number of resources
- Library materials which assist with their programs.

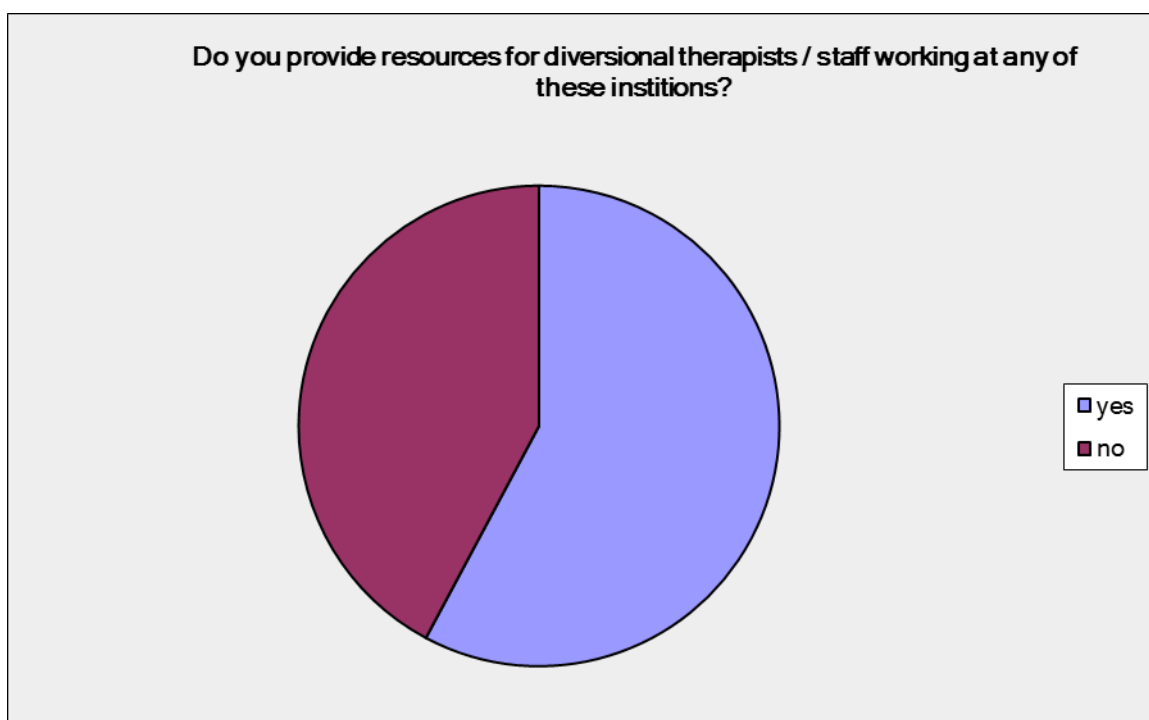
- Not formally but if they come to the library looking for resources we do what we can and with a VERY flexible return date
- We do promote our services and when the mobile library visits our aged care facilities staff are welcome to join.
- they use material from the crate of items supplied
- A box of resources is delivered to the activities officers to use as they want.

answered question

91

skipped question

13



Section 7: Staff and Volunteers

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

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

Answer Options	Total	Response Count
Number of staff (headcount)	179	82
Number of staff hours - Librarian (total EFT per week)	322	50
Number of staff hours - Library technician (total EFT per week)	822	62
Number of staff hours - Library assistant (total EFT per week)	551	59
Number of staff hours - Other (total EFT per week)	211	51
Number of contractors / couriers	10	42
Number of contractor / courier hours (total EFT per week)	134	42
Number of volunteers	374	62
Number of volunteer hours (total EFT per week)	347	59
TOTAL PAID HOURS (STAFF AND CONTRACTORS)	2229	
TOTAL VOLUNTEER HOURS	721	
TOTAL HOURS	2950	
	<i>answered question</i>	84
	<i>skipped question</i>	10

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

Answer Options	Response Percent	Response Count
yes - name tag	62.2%	51
yes - uniform	30.5%	25
yes - photo ID	17.1%	14
no	18.3%	15
	<i>answered question</i>	82
	<i>skipped question</i>	12

Q3. Who supervises volunteers in your home library service?

Answer Options	Response Percent	Response Count
We don't use volunteers	55.13%	43
Home library service staff	34.62%	27
Branch staff	8.97%	7
Volunteer coordinator	1.28%	1

Other (please specify)

- Integrated Living Volunteers - supervised by own service.
- Library Manager
- Library Team Leader
- HLS staff in main town and branch staff in 3 smaller towns
- Co ordinator, Client Services
- Neighbourhood Central under a partnership
- Lions Club Coordinator
- Programs and Partnerships Officer
- We also have volunteer coordinator
- branch staff also supervise volunteers
- Library Manager assists with annual inductions, security checks, and WHS requirements.
- Point 2 but they carry ID just don't wear it

answered question

78

skipped question

16

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

Answer Options	Response Percent	Response Count
We don't use volunteers	52.5%	42
Selections and/or deliveries	43.8%	35
Technology training / assistance	1.3%	1
Social visits	2.5%	2

Other (please specify)

- Let's talk about program
- Delivery only - to 2 customers
- printing labels, cleaning delivery boxes
- We have one volunteer who mainly shelves
- Download eaudio using client membership number ready for delivery to the client
- To drop off the books and pick up only
- Fortnightly deliveries
- many delivery
- selecting e-books and downloading to ipads

- Material selection and HLS deliveries
- Also social visits
- Social interaction occurs during deliveries.
- selection only
- Deliveries only

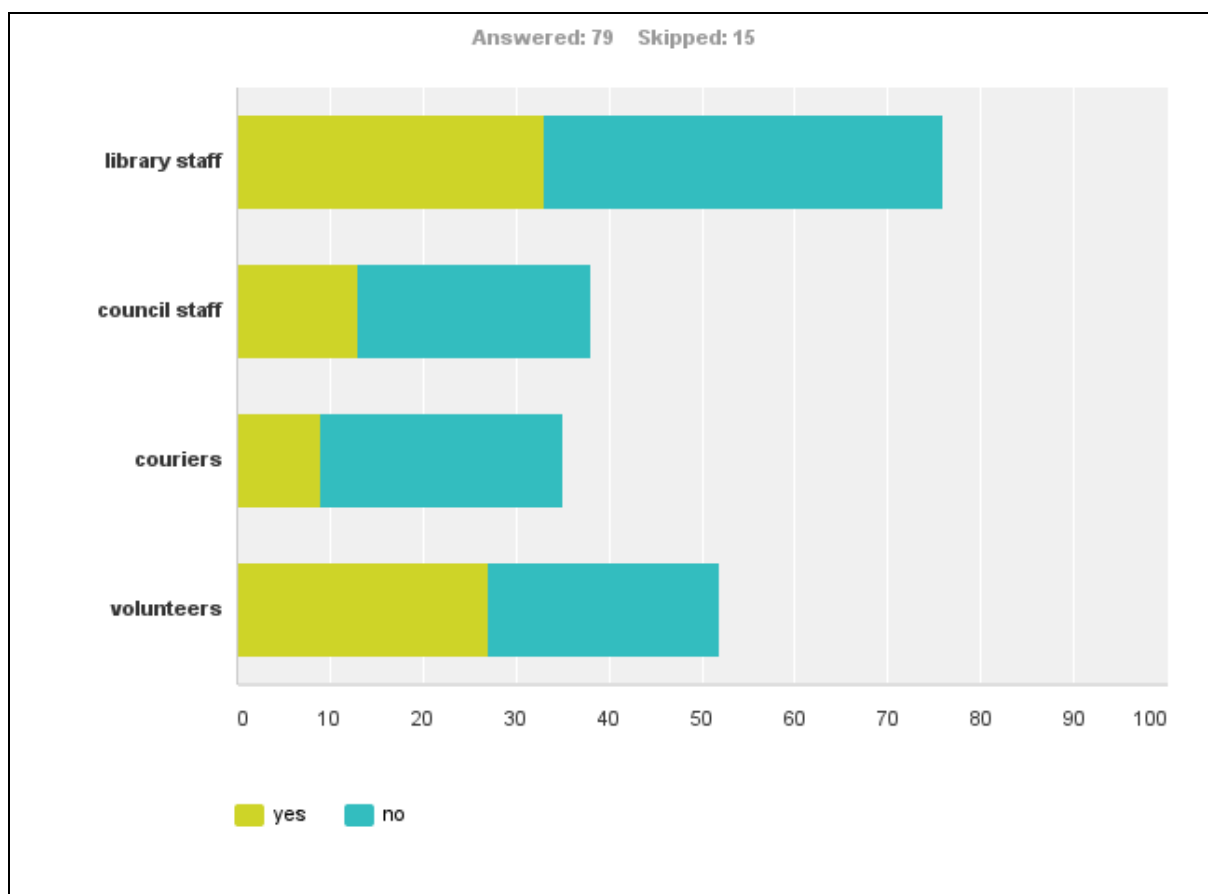
answered question

80

skipped question

14

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



Answer Options	yes	no	Response Count
library staff	33	43	76
council staff	13	25	38
couriers	9	26	35
volunteers	27	25	52

Please comment (21 comments)

- Volunteers are vetted etc by Integrated Living itself
- Library Manager has a Police Check and undertakes Police Checks of all new volunteers
- Required by Aged Care facilities

- I am a lone worker here in Mulwala and provide this service in my spare time.
- only library staff do deliveries
- volunteers are the couriers
- We have a check list that staff carry out on first visit :Are there and slip/trip/fall hazards is there danger of a dog attack is parking difficult or dangerous? are there any know previous incidents involving Council Staff/ do you consider it hazardous to attend this location? any further perceived difficulties?
- Only a working with children check is required
- Working with children checks
- The residential care facility requires one
- All staff/volunteers have police checks
- mandatory for all council staff
- Investigating this now, couriers may in near future
- Managed by Neighbourhood Central
- Everyone working in the library requires a police check
- Staff seeking employment need to undergo a police check but there is no specific check for Home library service
- Investigating our requirements
- staff have a Working with Children Check
- All delivery people have police check
- Not at this stage, but will in the future.
- Delivery volunteers are Lions and Rotary Club members
- Application for volunteers + police checks + WHS, policy and procedures inductions
- deliverer is part-time 5 days a fortnight. 4 half days for HLS
- We don't use volunteers But the aged care centres do

answered question

79

skipped question

15

Q6. Who selects material for your home library clients? (Tick all that apply)

Answer Options	Response Percent	Response Count
Staff	98.81%	83
Volunteers	28.57%	24
Family members of client	16.67%	14
Contractors	0.0%	0
Self select / home delivery (clients' own selection)	34.52%	29
Library management system remembers loan history	30.95%	26
Library management system auto picks based on client profile	3.57%	3

Comments (11)

- Majority is by staff selection.
- mainly volunteers
- staff check and make any alterations to volunteer selections before processing. volunteers do not have access to library management system.
- we ask the client to fill out a generic form that asks for genres they want to read, genres they don't want to read, type of item (magazine, talking book, book) and if they need large print or can read normal print
- Volunteers do most of the selection
- We are currently in the early stages of trialing our LMS HLS module.
- 1 customer visits the library and self selects but is unable to carry to books home so we deliver them.
- 1 staff member selects
- At main branch only one volunteers selects for her client. Most of delivery items for branches is selected by HLS staff at main branch. A small number of clients (maybe 10 per month) have selection by a volunteer at branch level.
- mainly volunteers with the support of staff and a couple of clients who reserve from home on computer
- Mostly staff. Only one lady picks her own material and we deliver occasionally to her.

answered question

84

skipped question

10

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	5	39	11	43	0	9	84
Individuals in aged care / community homes	5	32	10	41	1	3	78
Individuals in boarding houses	0	1	3	7	0	2	13
Individuals in retirement villages	1	24	8	35	0	2	66
Aged care / community homes receiving bulk loans	0	14	7	32	1	1	50
Retirement villages receiving bulk loans	0	10	7	24	1	2	40
Deposit collections at aged care homes or retirement villages	0	3	3	11	0	2	19

Other (please specify)

- The Outreach Collection are high quality donations that are given to Hostels, Mental Health facilities and Refuges. We are also looking at Ronald MacDonald House. Each book as a sticker with the Library name on it. These are non-returnable collections to assist individuals who are unable to take out an individual library membership and whose facility management does not want the responsibility of replacing library collection items.
- Some clients who have been receiving deliveries for many years are still on fortnightly deliveries but these are slowly being phased out
- Bulk Loans are collected bi-monthly
- Deliveries happen every Tuesday. 4 week cycle - 4 different delivery runs. Tuesday week 1/ Tuesday week etc
- Monthly = every 4 weeks
- Our delivery cycle is every 4 weeks (rather than monthly)
- Most clients have Meals on Wheels, carers or family who deliver.
- Library Staff only deliver to clients when these services are not available to clients
- Hospitals on request
- Majority of clients request and receive fortnightly delivery
- There are a handful of exceptions for frequency of delivery to individuals. We can deliver on request due to unusual circumstances e.g. hospitalisation. We incorporate their delivery into an existing planned delivery run where possible.
- We used to change the large print at nursing homes several times per year but they no longer require us to do this.
- We deliver Bi-monthly to aged care/ community homes and retirement villages, except monthly to 2 aged care facilities who mostly borrow DVDs other areas have bulk loans on request for specific topics

answered question

skipped question

85

9

Section 9: Deliveries – Transport

Q1. Who delivers to your home library service clients?

Answer Options	Response Percent	Response Count
Library Staff	85.9%	73
Council staff (non-library)	3.5%	3
Volunteers	43.5%	37
Family members of the client	12.9%	11
Mobile Library drops materials off	4.7%	4
Mobile Library visits homes and clients come on board to select	0.0%	0
Contractors (including mail deliveries)	3.5%	3

Other (please specify)

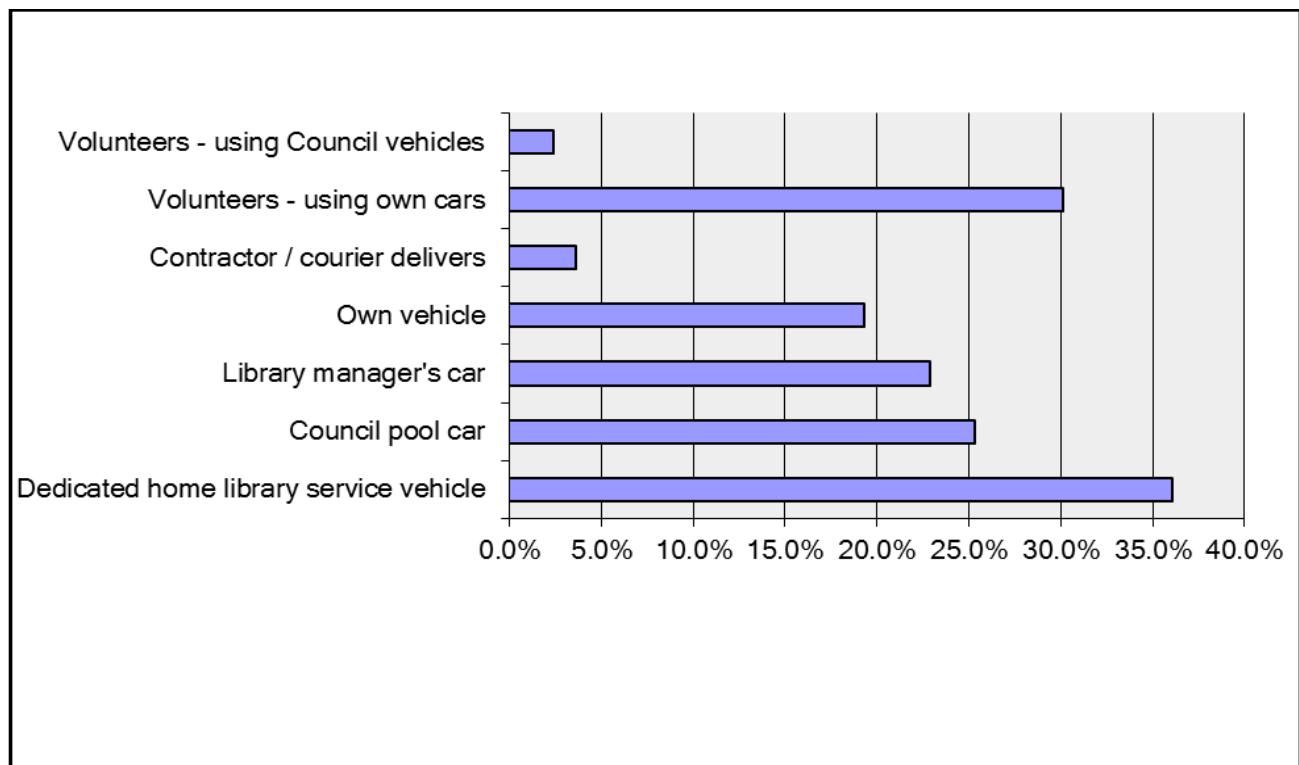
- Volunteers deliver on a monthly basis to their individual client using their own car.
- Library Staff deliver bulk loans on a quarterly basis to aged care facilities and villages.
- Mainly volunteers
- Library drivers
- The Council staff members who transports library material between our branch libraries also delivers HLS material.
- the HLS staff (2) do most of the deliveries at the main branch. Volunteers do it at branches.
- Lions and Rotary Club members
- a driver/deliverer is employed 5 days a fortnight and 4 half days are dedicated to delivering HLS items
- Three people have me select and come and pick it up from the library themselves

answered question

85

skipped question

9



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	36.1%	30
Council pool car	25.3%	21
Library manager's car	22.9%	19
Own vehicle	19.3%	16
Contractor / courier delivers	3.6%	3
Volunteers - using own cars	30.1%	25
Volunteers - using Council vehicles	2.4%	2

Other (please specify)

- by foot
- mainly volunteers in own car
- courier Vehicle / Library Van
- volunteers can use their own vehicle or Council vehicle. If they use their own we supply a petrol allowance.
- library vehicle
- council pool car when necessary
- 2 vehicles used for deliveries 7 branches & home library
- sometimes, a library car is used to deliver extra items
- we share our van with a courier
- mostly own cars delivery often made coming to or going home from work
- technically I am supposed to use the Council office car

answered question

83

skipped question

11

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

Answer Options	Response Percent	Response Count
yes	32.91%	26
no	67.09%	53

Please describe

- Rubber matting, extra windows and caged area behind driver and passenger side
- pull out tray for ease of loading and unloading boxes
- Toyota van with built-in racks for baskets.
- VW Caddy Van that is used by library staff when needed. The main function of this vehicle is library deliveries (branch run & HLS). The only modifications include a cage separating the driver/passenger from the back of the van and non-slip rubber flooring.
- Sliding trays enable staff member to reach items easily without undue stretching.
- Cargo trays; safety barrier between cabin and van.
- only suitable carrier cars
- Joey beds in a Toyota Hiace.
- better access, greater storage capacity, improved manual handling
- Grill between back seats and boot area
- vehicle is a wagon with cargo barrier for purposes of home delivery
- Soon will be fitted with gravity rollers to make loading/unloading crates safer
- Not modified, but rather specifically selected for the task with non-standard options fitted by the car dealer. It is a 2 seater van with a rear lift door rather than the standard split barn door style. This provides shelter from the weather when loading and unloading.
- The library cars are not modified for deliveries, but they are rarely used for that purpose.
- van has a special rubber floor and metal safety net behind drivers.
- Do not have dedicated home library service vehicle
- SUV has a grill separating back seats and boot.
- Cargo drawers, vehicle signage, safety barrier
- Volkswagen caddy with cage installed.
- don't have one
- Van with wooden floor to help slide bag/boxes, sliding doors on both sides of vehicle, fold back doors on rear of vehicle, step for easy access into front seat and back of vehicle (aged volunteers), glass windows around vehicle for better visual access, reversing alarms and monitoring for collision, metal cage separating back/front of van, automatic for easy driving.
- not applicable
- A van. It has been modified on the outside with home library logo
- a station wagon

answered question

79

skipped question

15

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

Answer Options	Response Percent	Response Count
Yes	4.6%	4
No	95.24%	80

Comments

- not required
- library bus and morning teas
- there is a community transport group that could arrange transport for clients to and from the library
- via community bus for special events
- hope to organise bi-annual visits in the future
- n/a
- there is a community bus that will bring clients in at the main branch
- council runs a bus to the library and the shopping centre through their community services and life choices section
- community bus can be arranged for a small annual fee

answered question

95

skipped question

9

Section 10: Collections

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

Answer Options	TOTAL
large print books	\$ 1,246,409
talking books - CD and Cassette	\$ 828,565
downloadable audio (AudioRead)	\$ 60,285
downloadable audio (Overdrive, Netlibrary etc.)	\$ 616,607
Playaways	\$ 60,337
<i>answered question</i>	65
<i>skipped question</i>	29

- 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	56.3%	40
talking books	45.1%	32
downloadable audio (eg. AudioRead for Navigator devices or similar)	15.5%	11
downloadable audio (eg. subscriptions to Bolinda, Overdrive, Wheelers, etc.)	15.5%	11
Playaways or similar	4.2%	3
NO - home library staff have no input into selection	42.3%	30

Other (please specify)

- Occasionally Home Library volunteers request specific titles for their library member. The Library Manager has input to selection in the main budget and also has a smaller specific budget to top-up the Community Links (bulk loan service) each year.
- Items chosen from the existing collection.
- Most of purchasing is outsourced. We do make regular purchase suggestions to our collections team on large print and talking books.
- HLS staff have input into selection but no responsibility
- Library is part of a co-operative and is managed by another library in regards LP, TB and e-resources. We do provide feedback and are able to make recommendations on the collection.

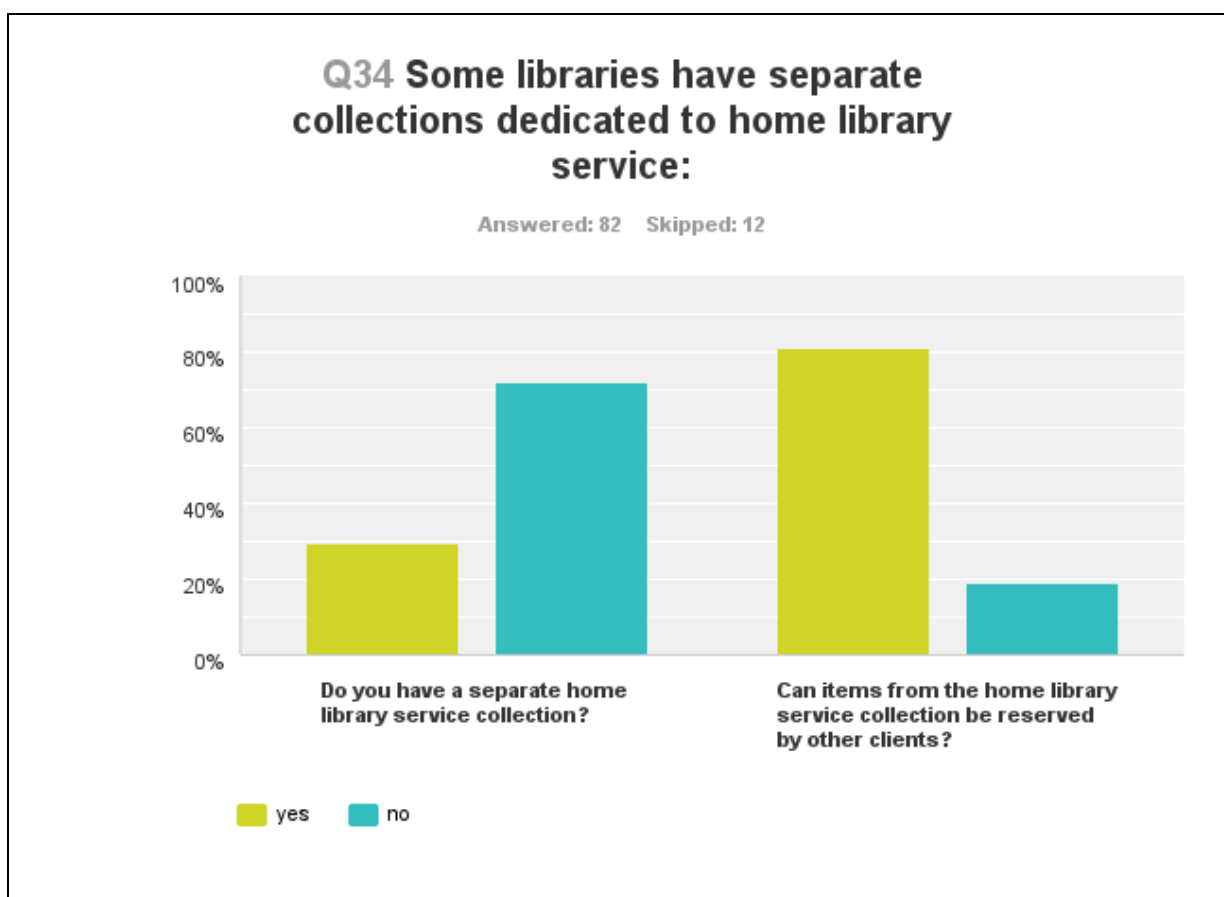
- HLS staff are not responsible for selecting any materials for purchase or involved in developing profiles. However from time to time HLS staff may be asked for suggestions for special orders.
- Most of the budget is committed to standing orders. There is a small amount left-over for special requests.
- While the HLS staff do not have direct input into selection, they are encouraged to highlight any deficiencies in the collection
- Home Library staff can have input if required
- Home Library Service staff contribute to selection profile
- Home library service are consulted regarding purchase and profiles. Large print and audio on standing order plans .Purchase requests from home library service are purchased. Friends of the Library do purchased some talking book CDs for home library service.
- Verbal discussions feed into related selection profile
- Only One-Click.
- Just for HL collection
- I visit the State Library twice a year to select Large Print and Talking Books. I can also make suggestions/requests usually for LP, TBs, DVDs and CDs. At present I am looking at acquiring and/or producing Reminiscent Kits for loan to HLS aged facilities.
- Outreach Librarian (supervisor of the Home Library Service) is responsible for these areas of the budget.
- We are making suggestions only.
- Mostly of the budget is spent with standing orders
- Not responsible for but able to make requests and have input
- Staff can put in suggestions for purchase, but purchasing is the responsibility of Collections Librarian.
- While the home library staff are not responsible for the selection of material to purchase, we do have some input.
- I am able to select some talking books once a year to fill in the gaps. 3. Only the Talking books are held as a separate collection.
- We do not have separate 'dedicated' HLS staff, all staff participate in selection of materials (there are only 6 permanent staff members)
- There is only one person on staff - small rural library - so no specific home library staff
- Home library request books for purchase and regularly look at LP catalogues but are not responsible for selection and purchase
- I occasionally assist with TB and LP books, but most of the responsibility falls on the cataloguer
- Most home Library Users don't need large print - health and eyesight better. They borrow from across all collections including kids - for visiting grandchildren etc.

answered question
skipped question

71
23

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?	29.27% (19)	71.95% (75)	82
Can items from the home library service collection be reserved by other clients?	80.85% (35)	19.15% (8)	47
<i>answered question</i>			94
<i>skipped question</i>			10



Section 11: Loans – Home Library Service

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

Answer Options	Response Total	Response Count
Large print	448,811	66
Adult fiction	229,042	65
Adult non fiction	110,594	62
Talking books	198,273	65
Community languages	13,300	53
Audio visual (DVDs, videos)	120,812	64
Magazines	53,913	60
EBooks	917	40
EAudio	7,407	42
	<i>answered question</i>	66
	<i>skipped question</i>	28

A total of 1,183,069 loans to home library clients.

Section 12: Equipment

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

Answer Options	Response Percent	Response Count
CD players	23.5%	12
AudioRead navigators	39.2%	20
DAISY players	47.1%	24
mp3 players	15.7%	8
tablets or iPads	19.6%	10
magnifying devices	19.6%	10

Other (please specify)

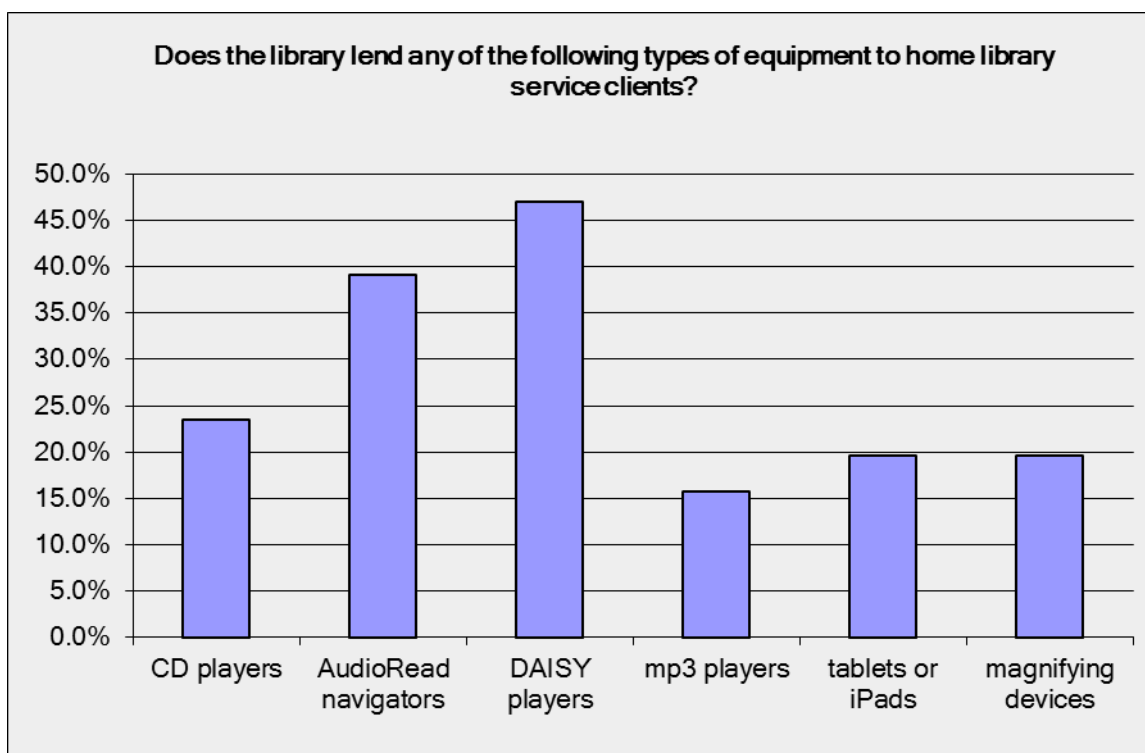
- portable DVD players and MP3 players
- Toys, Nintendo
- No
- we have daisy player to lend but no one is using lately
- e-audio supplied on USB
- Victor Readers, headphones
- We also lend out Perspex book stands and PlexTalk Pocket audio players.
- No equipment is lent at all - we don't have any equipment to lend!
- We have 3x CD/MP3 players which we lend to customers who are unable to purchase or who are just wanting to try out audio books. The loan period can be for as long as required by the customer (if there is pressure on the need for the players to be shared around we encourage those who are using the long term to purchase a player). We have had customers borrowing players for up to 3 years.
- Victor reader
- We have only 2 DAISY players
- Audio Read Navigators only available for clients who have MD. We have 2 HLS clients who use both services
- Tablet and iPads available for lessons and demonstration
- We have 3 MP3 players that we will loan to clients if their machine is broken. a lot of people have the daisy from Vision Australia
- These are short term loans from Vision Australia
- eReaders with ebook
- No
- Would consider lending mp3 players and ipads on request. We are currently investigating purchase of ipads for use with HLS patrons
- No
- RE previous loans we also lent to HLS people 454 paperbacks, 50 music cds, 32 YAF, 24 CD, 16 J dvds, 8 JNF and 15 ILL boxes

answered question

51

skipped question

43



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

Answer Options	yes	no	Response Count
Office space allocated for home library service	80.6% (58)	19.4% (14)	72
Computer allocated for home library service	75.71% (53)	24.29% (17)	70
Library Management system includes a home library service module	69.12% (47)	30.88% (21)	68
Mobile phone for home library services	50.75% (34)	49.25% (33)	67
Laptop	32.14% (18)	67.86% (38)	56
Mobile technology (eg. tablet or iPad)	22.22% (12)	77.78% (42)	54

Other (please specify)

- The LMS links HL volunteers to members through the notes field to help staff answer any queries from volunteers or members about their next delivery. There is no phone contact from HL volunteer to HL member. Volunteers issue HL loans on the Self Loan Stations.
- Staff issue the bulk loans on staff pcs. Staff also use their desk phone and pc to update LMS records, contact facilities and/or update facility notes.
- All staff "hot desk" no allocated space
- LMS module available but not utilised

- The Library Courier Mobile phone can be taken by HLS staff for deliveries.
- Small library and small home library service so all the electronics is done on circulation or librarians computer fortnightly.
- All staff use personal mobiles when away from the office
- Library staff who delivers HLS is provided with a mobile phone
- All staff have a computer allocated along with access to laptops and tablets however there are no specific allocated HLS resources.
- Would like all of the above...
- Duress Alarm
- 2 PCs, 3 laptops, dedicated Volkswagon Caddy
- Shared computer for use when we need it.
- We have just obtained 6 tablets to trial an i-connect service and conducted a survey to see which clients would be interested to learn about using an ipad to download e-resources.
- Does a cardboard box for carrying the books count?
- I think there might be a module in the system but I don't use it
- Shared library equipment used
- LMS includes HLS module but we haven't found it useful. Interest strings can't be specific enough for the clients' preferences and we were not able to bring over the past history from our old LMS so history will be from scratch.

answered question

74

skipped question

20

Section 13: Marketing

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

Answer Options	Response Percent	Response Count
Flyers	85.3%	64
Library website	90.7%	68
Library social media	45.3%	34
Posters	38.7%	29
Newsletters	46.7%	35
Booklists	10.7%	8
Functions for home library service clients	17.3%	13
Information sent to local health professionals	42.7%	32
Information sent to local senior citizens group	38.7%	29
Presentations to community groups	56.0%	42
We do not promote the home library service	5.3%	4

Other (please specify)

- Previously we had a HACC funded HL officer who visited doctor's surgeries to leave flyers; Meals on Wheels etc...Unfortunately we have had to scale back actively promoting HL because the admin. of this service is now done by the Library Manager - site visits, matching volunteers to members, training new volunteers, doing the 100 points check for online Police Checks of volunteers using the Catholic Commission etc...
- Meals on Wheels
- attendance at seniors expos - 2 per year
- Emails-notifications of relevant events sent out to our 'contacts' list.
- Local newspaper
- Aim to promote service this coming year, if library has capacity to service more HLS customers
- During Seniors Month we invite HLS clients to events organised by Council and the library service.
- Liaise with local aged care services who then promote to their respective community groups & individuals (eg Warri Nina - council run community facility, & Meals on Wheels). Also approach library patrons individually
- word of mouth and approached retirement home directly
- Staff promote home library service at front counter to patrons and family.
- State library provided book marks and posters are used as well. We have as many clients through natural progression of ex library users who are no longer able to get to the library and from nursing homes. The number stays between 180 and 200 which is manageable considering staff time.

answered question

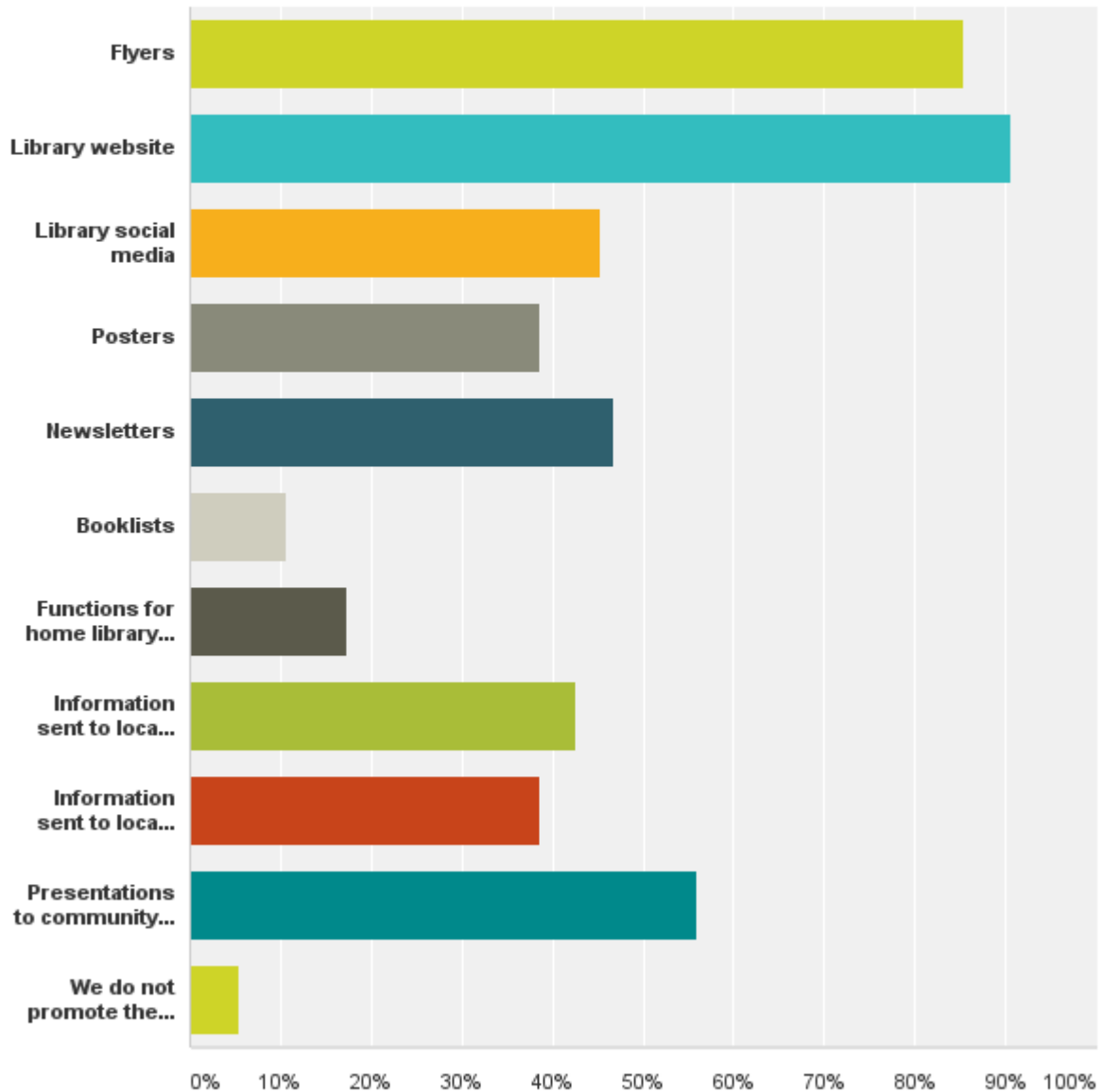
75

skipped question

19

Q38 Which of the following marketing and promotion activities does your library use for the home library service? (Tick all that apply.)

Answered: 75 Skipped: 19



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

Answer Options		Response Count
the number of clients on the service is capped		1
already have a waiting list		1
no capacity to take on additional clients - limited staff time		3
no capacity to take on additional clients - limited stock		0

Other (please specify) (5 responses)

- The promotion is low key, but we have never turned anyone away who needed the service. The bulk loans delivered quarterly have resulted in salary savings with staff time. However the lack of a dedicated Home Library officer means that the Library Manager can only do training and recruitment of volunteers 1-2 times per year. There is no shortage of people wishing to become HL volunteers. However the administration load that would result if we actively promoted the HL service and had an influx of 20-30 new HL members on a regular basis would be impossible at this time.
- Have capacity but limited staff time
- Service is still being developed
- Our library has just re-structured and we have draft promotional materials ready waiting the development of our new corporate identity. As soon as the new corporate identity is finalized we will be more active in promoting our home library services
- limited time & funds for promotion

answered question

3

skipped question

91

Appendix: Living Learning Libraries Standards

Guideline 19: Home Library Services

Objective

To provide access to library information and resources for those community members who are unable to physically access their local library for any reason.

Relevant standards: S8: Staffing

Guidelines

Home Library Service is available to all eligible citizens

The library has a policy on eligibility for Home Library Service

All resources held by the library including the reservation and interlibrary loan systems are to be made available to Home Library Service customers

Customer profiles are maintained to ensure appropriate selection of materials

Home Library Service is staffed by suitably qualified library staff

Membership is based on physical need and no age restriction applies

Service is available to carers who are housebound

Bulk loans are provided to residential and day care establishments

Loan periods, item restrictions and frequency of delivery are determined by the library service and comply with WHS regulations

A vehicle suitably modified according to applicable work health and safety guidelines is provided

Staff liaise with community organisations, nursing homes and day care centres to promote the service

Staff receive training in:

- manual handling
- first aid
- communication with aged/disabled
- disability awareness
- personal safety and advanced driving skills
- multicultural awareness (when appropriate)

HLS membership forms contain a component providing permission for staff members to enter customers' property

Staff have access to mobile phones and wear name badges at all times.

A Home Library Service customer satisfaction survey is conducted every 2–4 years

Suggested performance indicators

- Annual loans for Home Library Service
- Proportion of population over 65 (or of eligible population) receiving Home Library Service
- Costs of providing Home Library Service (including unit costs)

Things to consider

The Guidelines to Section 10 of the *Library Act 1939* discuss free delivery for home library services.

Guideline 4: Free Delivery states that:

“No charge is to be made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person.”

This relates to services currently known as ‘housebound’ or ‘home library’ services.

The intention of this provision is to ensure that no charge is levied where the local library provides a delivery service to members of the library who by reason of sickness or disability are unable to attend the library. Each local authority may determine the extent of the geographic area served by its delivery service where such services are provided.

Source: *Guidelines relating to section 10* [of the Library Act]; Guideline 4, April 1993.

A remote central library may not be the most appropriate to deliver a Home Library Services in local communities. For libraries in regional library arrangements, a Home Library Service should therefore be resourced and delivered at the local level.