Reference and information services planning information from survey in November 2018

Figure 1 All the text in the survey responses

Contents

How to cite this document

Introduction

In the Library Act 1939 No 40[1] Section 10 e it states that local libraries must provide

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.

This survey was conducted in October and November 2018 to explore how these reference services are being provided. The questions were written by the Reference and Information Services Working Group Steering Committee to obtain a better understanding of how information based services are being provided in NSW public libraries. The survey was emailed to the reference and information services email list[2] to invite participation. The results will be used to help with planning for the Reference and Information Services Working Group. Preliminary information was shared with the working group meeting at Auburn Library in November 2018.

The questions mostly required written responses to encourage a wide range of answers, rather than a checklist approach to providing this information. A survey with checklists is can be a very effective way to obtain information, but in this instance, it was felt that there had to be more flexibility in how people could respond. In this report the responses have not been edited, other than to remove identifying names of libraries. The responses have been clustered to help with understanding the information provided.

There were 44 responses to this survey. With this number of responses, it is not possible to generalise about the information provided in this survey, however, the responses may be seen as indicative of some wider trends. The text visualisations for some of the questions, aim to help the information be more understandable. There will need to be further discussion of these results with public library staff who provide information services and programs to their communities.

These survey results show some uncertainty about the role information services have, and this includes little ongoing training for the provision of these services. This contrasts to other libraries which provide a proactive information service, updating skills, and supporting staff in their professional development.

This has been a time of change with many council experiencing amalgamations, having to combine different service approaches and staff cultures. There are references in the survey results to the impact of amalgamations on the services being provided.

These survey results show there is an opportunity for strengthening the information provision of public libraries, taking a broad and generous approach to how information is interpreted and provided.

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[1] Library Act 1939 No 40 https://www.legislation.nsw.gov.au/#/view/act/1939/40 [accessed 3 May 2019]

[2] reference@libraries.nsw.gov.au

Locations of responses

There were 44 responses, nine responses, not stated, and four responses from regional library sites.

URL 3
UDV 8
URV 4
URM 4
UDL 3
RAM 1
VRS 2
UFV 2
RAV 5
UCC 1
UFL 2
RAL 1

Australian Classification of Local Governments

Step 1	Step 2	Step 3		Alpha	Numeric
	Capital City (CC)	Not applicable		UCC	1
URBAN(U) Population >20,000 or	Metropolitan Developed (D) Part of an urban centre > 1,000,000 and Pop. Density > 600/sq km	Small(S) Medium(M) Large (L) Very large (V)	up to 30,000 30,001–70,000 70,001–120,000 >120,000	UDS UDM UDL UDV	2 3 4 5
Population density > 30 persons per sq km or	Regional Town/City (R) Part of an urban centre with population < 1,000,000 and predominantly urban in nature	Small Medium Large Very large	up to 30,000 30,001–70,000 70,001–120,000 >120,000	URS URM URL URV	6 7 8 9
>= 90% of LGA population is urban	Fringe (F) A developing LGA on the margin of a developed or regional urban centre.	Small Medium Large Very large	up to 30,000 30,001–70,000 70,001–120,000 >120,000	UFS UFM UFL UFV	10 11 12 13
RURAL (R) An LGA with population <20,000 and population density < 30 persons per	Significant Growth (SG) Average annual population growth > 3%, population >5,000 and not remote.	Not applicable		RSG	14
sq km and < 90% of population is urban	Agricultural (A)	Small Medium Large Very large	up to 2,000 2,001–5,000 5,001–10,000 10,001–20,000	RAS RAM RAL RAV	15 16 17 18
	Remote (T) Situated in a remote locality.	Extra small Small Medium Large	up to 400 401–1,000 1,001–3,000 3,001-20,000	RTX RTS RTM RTL	19 20 21 22

Note: For 'Rural Agricultural Very Large' (RAV), 'Rural Remote Large' (RTL) and 'Rural Significant Growth' (RSG), 20,000 is the upper limit because beyond this number all local governments are deemed 'Urban'.

Source: *Australian Classification of Local Governments*, Department of Housing and Regional Development, Canberra, Australian Government Publishing Service, 1994, p 4. Commonwealth of Australia Copyright, reproduced by permission.

Q1 What three things excite or interest you about providing an information or reference service

Library Life Service Satisfaction Helping People Answers
Learning Researching Customer Hunt Needs

Figure 2 using wordcloud.com for Q1

It's about the library services/collections/technology 26

- the possibilities of offering different and new services
- the integration of new technology
- Increasing customer expectations of what a library visit might yield
- Understanding trends in information requests
- Being an independent or an alternate provider
- improving perception of library
- The fact that borrowers come to the library to look for information/reference.
- Customer service, is the best part of job
- Showcasing our collection.
- Providing a service beyond simply photocopying directions
- Local studies enquires that nobody knows the answers to and yet its useful enquiry as it gives you new topics for research.
- Knowledge of the resources that general public never knew existed.
- providing good customer service increasing use of the library and patron satisfaction ensuring continued relevance of library services

- Adding value to the library service
- being a trusted resource for the community
- using professional skills
- Access to the resources to be able to fulfil their query.
- the ability to give the customer what they are looking for or more
- Increase my own knowledge, skill and experience in Reference
- Being able to help someone
- Using searching techniques to help
- Advocacy that the person tells others about the library
- able to use information searching and reference skills
- Connection with our customers and community
- Reference in public libraries has changed dramatically in recent years. What does reference services in public libraries look like today? What are the defining characteristics we need to pay attention to so we provide a service of real value

Learning (for staff) 17
- learning something new,
- My own learning and curiosity
- what you learn when you find the answers to people's questions What you learn about other people
- There is always more to learn and that excites me
- Increasing my own referral skills
- increasing my own knowledge
- always learning new things.
- Learning a new interesting thing
- discovering new info
- discovering new ways to find info
- Learning about the different topics that is researched on
- Learning new things
- learn new knowledge through information search
- Learning and sharing
- the opportunity to learn something new from the enquiry
- Potentially learning something new every day
- Also, the opportunity to learn more myself.
- The way reference and information services both change and stay the same

Helping people to find the answers they need 15
- Helping people
- Love helping people - especially as often we are people's last resort
- Able to help people find what they need
- Helping people find information to make their life and the community better
- The fact that the information we help people find can make a huge difference to their life.
- Being able to help people in a way that they are unable to find things themselves
- Helping people to find information that they need or are interested in
- Helping people to solve problems
- Being able to use my skills to help a borrower find information.
- helping people
- the ability to help the customer
- helping people
- Being of assistance
- Helping others

Challenge and variety 15
- the challenge
- Love the challenge of complex requests
- 'The Hunt'
- Success.....!!!!
- The 'puzzle' element - I like to solve
- The thrill of the chase when researching a new topic
- the hunt
- fulfilling a challenge
- the search (hunt) through lots of different sources.
- Challenge in finding the information
- The thrill of the chase - tracking down the information required
- The chase of looking, looking and looking til the best piece of information is found
- The variety and scope of questions we get asked
- Unpredictability of the request
- Never knowing the kind of information being asked for

Information literacy/clients learning search/evaluation skills 12
- My passion to encourage lifelong learning through Reference service develop/ build up users' Information Literacy (ability to recognize information needs, and able to locate, evaluate, and effectively use the information needed.
- Passing on knowledge to others
- Being able to help people with their simple requests and teach them the skills to help themselves in the future.
- The excitement people have in find out things
- helping others find the information they seek
- finding reputable , true facts
- Helping people learn how to find information
- Researching and finding information that is needed by someone that they do not have the information skills to find themselves.
- Finding answers with customers, guided customer service
- Solving problems for customers.
- Providing a valuable service to empower customers. That when people ARE researching, they are seeking evidence and information to help them - not opinion :)
- Helping people with problem solving

Satisfaction 12
- the satisfaction gained from finding the answer
- The gratitude (mostly) of the customer I like amazing people with what I know or can find out!
- The satisfaction of helping another person out.
- Being able to assist people (sometimes at a low point in their life)
- using my brain
- satisfying people
- Their [the customer's] appreciation
- satisfy customers' needs
- Being thanked
- The satisfied customer feedback reinstating our value of the library staff
- the reaction of the customer when you help them find what they are after
- finding people the answers the are needing

Connecting people 6
- Connecting people with information
- To bridge between the Library services including information resources (print/e-resources) and users at the time of need
- Able to share literary interests
- meeting customer needs
- and see their joy at finding the information they need
- being able to share the knowledge with others

User centred services 6
- To offer quality user-centred Library service
- Learning about people
- fulfil the customer's information needs
- Providing information in a timely manner that helps a customer have their information needs met
- getting people to their destination - info wise broadening horizons
- Matching the person up with exactly the right book/s that they require

Free 3
- Free assistance for the community
- Love that we still do this for FREE
- helping people to find items and being able to help people for free is very gratifying as well.

Q2 What do you describe as an information or reference service? Please use examples of what you would include?

Figure 3 using wordcloud.com for Q2

- A service that assists library patrons to find the information they need, in any format, and helps library patrons learn how to better access information at the same time.
- Skilled staff knowing about different pathways to information and how to help clients connect with the information they are seeking. Include: Skilled staff, access to information resources, budget to pay for the staff and useful resources
- To provide library users with professional advice/direction to find information they need, especially through library materials, and advice on collections and services (e.g. facilities and events/programs etc.), and expertise on various of information from multiple sources.
- A contact point to find someone to help you locate things, whether it be information, a physical item, a place to be or how to do something. I would prefer a stationary point that is well signposted and a comfortable chair with a table or desk.

- I would describe it as a service that helps people find the information they want to find, and teaching them about the skills and tools for doing so without help, e.g. computer skills: searching something online for someone doesn't teach them, but showing them where to find the search bar, basic skills for filtering results, etc. will help them next time they want to search for information.
- assisting people in finding the information they are looking for title of a book, phone number, address, community group, research questions, helping students, helping people with technology
- Directing clients to physical items as well as authoritative / subscription based sources of information. Interactions take place in person, online, telephone. May include customer requests for particular Google searches (ie. customers who particularly want to know what a Google search yields.) Includes information on how to use library equipment (MFDs), access services (eg. WiFi), 3rd party web services (eg. Gmail).
- Helping people access information on anything they need - from genealogy, local history, how do I fix my "broken" aura, where do I go to register my dog, how do I access Ebooks on my Ipad, can you help me find an in depth book on Ernest Shackleton - I don't use and don't want to use a computer. In short there is no request too trivial, obscure, obscure or way out. If it is important to the client, it is a genuine information request.
- Customer service - Council information Information requests - local, computer access to information, legal tool kit, subject information looking up book references - topic information, detail information, general resources
- Promoting the best sources of information Helping people develop the skills to evaluate and utilize good information Collecting and packaging information for use by the community
- Conversation between a library staff member and a customer that results in finding required information for the customer. As simple as asking for a bus timetable or as complex as an in-depth information request. Having an informed conversation, based on knowledge of library resources and services is the key aspect.
- Providing information/assistance, on any subject, that someone may not be able to find without assistance - not including directional enquiries. ***The result of my assistance may not necessarily be THE answer - but a way to find the answer
- Providing information that they need or want, (eg the Waste Hotline phone number or what is the next book in a particular series), helping people to locate items that they need or want (eg finding the next book in a series on the shelf or letting them know how they can download a fiction title they're interested in), providing information about a program, assisting with technology (either the patron's own device or one of the library's services)
- Finding all kinds of information for research and recreational purposes
- Answering an enquiry from a customer- both the types of enquiry and the customer are very large and varied. examples heloing school children find information, helping adult with legal enquiry, community information
- Professional library staff being able to provide library users with direction to the wide variety of library materials, give them advice on the library collections and services, using their expertise on the various resources. There is a wide variety of online resources, e.g. Drug Info from the State Library, NoveList etc. Teaching them how to use our catalogue to be able to find items or to be able to place a hold for an item.
- Any person/place/electronic substitute that is dedicated to listening, reacting & replying to questions of any kind.
- People needing answers to a particular question (e.g. Homework help) or information pertaining to a specific topic (e.g. Pictures of angels for an art project)
- A place where people can ask for information about something that interests them. Local history, genealogy,
- Readers advisory - Author/ Title or general subject Technology Assistance - how to email an attachment, how to search catalogue, what databases to use for specific enquiries, how to do effective internet searches. How to download an email on a device. What events are on in the near future that will be useful for their needs, Information about places, people and historic events. Info about

council and where to find it on their website, Genealogy resources help, Info relating to local museum and gallery. Any referral service - who to talk to about home schooling.

- any type of questions where a patron is asking for information about something. could be a simple 'what do I read next' or a complicated family history enquiry. any enquiry that requires a staff member to look for or use library resources to answer it.
- Where we can teach the community on how to find resources/quotes/information or being able to refer patron to other organisations in seeking answers to their needs. This can be by formal requests or when patrons casually ask a library staff member a information seeking question.
- An information service is where libraries provide assistance to anyone asking for help in finding information. The service would include accessing our catalogue for print resources, checking our e resources for databases that we pay for, possibly doing an inter-library loan, or contacting our specific reference staff for further direction.
- short info Qs - what where how / extensive research eg Local & Family history / how to use something / locating collection items / referrals eg ILLs / Readers advisory / e-resource apps
- school projects, family history research, general enquires on a topic
- any type of information from events to local history, HSC study queries, homework help, readers advisory services and more
- Customers do research and look for resource to find information. Students do assignments, homework General Public interests Local History and Family History information...
- A service where you provide accurate information to people on any topic or refer or link people to organisations or websites that can help them with their enquiry
- A service that provides any information or resources to those who need it from Primary School Goldrush assignments through to immigration services
- An information service responds to enquiries from customers needing information to meet their needs. For example a mother may need to find a picture and info about one of Australia's less well known saints.
- Any question which is not directional. Which involves educating the user on a resource we have
- Information - Do you have the train timetable Reference - Can you show me a book on Japan I plan to visit there soon.
- The answer to any question Empowering people to find their own answers Reference interview
- Family & Local History search requests; finding information about family relatives or significant places within our area.
- Staff have to be patient, with skills at listening, asking, clarifying and reconfirming information to locate information to meet customer's information need. eg a patron asked for a book which was introduced in a TV program a couple of weeks ago, she neither knew the title nor the author of the book and had no idea on the date and channel of the TV program. I asked her to describe the content of the program and what aspect of the book that she is interested in. I asked a few questions, wrote down the answers and clarified some points then searching internet to look for the target. Then I reconfirmed with the customer on the information that I located. Though I spent a bit of time on searching, I fulfil the customer's enquiry and located the book.
- Any assistance that helps one person reach their info need - be it a romance novel or how to build the sydney harbour bridge out of matchsticks
- Finding information about services provided by the Library Service to answer a customer enquiry. Assisting a customer to find information through Library databases. Assisting a customer to find information that accurately answers their enquiry.
- Providing information to customers who have a question Such as about council services, community information, library programs, local history, information requests for assignments, readers advisory questions... technology help
- Reference service is providing a reference collection (physical and online), plus a service where we can guide people who have information questions, or questions about how, why, who and what regarding their research project.

- Signage, staff, a focal point such as a desk or info point, technology, internet access, mobile devices with apps to demonstrate, library eresources of all kinds, paper info as necessary
- Any question of a factual nature using nonfiction materials - for example travel books about New Zealand - as opposed to fiction titles. This would also include assistance in finding items on the net, helping people fill in forms, etc
- Websites such as Trove. Collections in our library such as books donated on environmental management and natural resources donated by our local Landcare group. Brochures and information provided by third parties like Legal Aid and Drug advice material Support provided by library staff with research enquiries
- An information or reference service is a service which makes it easier to access information in some way. For example, a Librarian's expert searching skills, and knowledge of information sources, when applied to serving a library customer.
- If there is a question it is a reference or information service. it could be local studies, readers' advisory, a question about how the maker space works, or how the knitting group operates. It can be in the library, online or out and about (mobile and pop up). The online aspect is often the area which is most ineffective

Q3 What three challenges do you see for information services for the next 12 months?

Figure 4 using wordcloud.com for Q3

Staff training and skills 25

- Maintaining staff awareness of developments in information services;
- Maintaining distributed practical experience amongst staff of developments in information services
- Staff keeping on trend with changing ways of accessing and providing information i.e. smart watches, wireless printing, transferring information from one device / format to another.
- Staffing
- staff unfamiliar with resources
- Keeping up with the ever growing online world
- Staffing - retention and succession planning
- Staff skill level
- Knowing when to refer enquiry to a more experienced staff Library no longer has a dedicated Reference staff to answer enquiries. The circulation staff are taking the enquiry literally and not digging deep for the real information need of the person. For example, the enquirer asked for the copy of Stage one syllabi. Staff member asked me only because I was passing by and I delved into

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the enquiry only to find out that the person really had multiple enquiries in relation to home schooling and how to go about it. As an experience Ref librarian I was able to give contact details for Dept. of Edu staff in our district, a contact for homeschooling groups and their meeting times, Showed various print and electronic resources that can help in home schooling the child, in addition to info about access to the online syllabi.

- lack of respect for the place of qualified staff in libraries
- lack of wider understanding of what we do
- changing the culture of my library service to expand their personal definitions of information/reference services
- Untrained staff. Library specific qualifications are increasingly being looked down upon in favour of the ubiquitous "customer service" or "management" type of qualification. There is a skill to finding verified information and dealing with reference interviews which is often overlooked and deemed irrelevant.
- development & maintenance of staff skills particularly if customers continually rely on their own internet searching
- lack of qualified staff
- Ready reference
- skills in using different information resources (data) to locate information.
- skills in upkeeping technologies enquiries eg social media using
- skills in answering legal information enquiries, library service marketing skills - running library programs skills - outreaching skills - presentation skills
- Keeping up to date with new technology/social media
- staff training
- My own lack of training - I work alone all the time without any formal library training.
- How to keep library staff learning new skills for the provision of reference and information services
- Ensuring that people working in libraries continue to develop their skills in facilitating information services
- Communicating the continued importance of information service skills

A question of technology 18
- Digital literacy
- 1, 2, and 3. coping with the increasing number of technology questions!! many of them begin with 'I don't know anything about computers...'
- With digital reference services introduced, how to improve to help/support those customers with less/none computer literacy to search for information they need.
- Technology
- Specifically challenges for non-computer literate people to access information required by government and non-government services e.g. myGov, registrations, passport applications, online tickets...
- ensuring that we keep up to date with new technologies
- Providing more intuitive searches through our catalogue (it should be as easy as searching google)
- Dealing with ability divides. How do we help people who have been left behind?
- Increasing requests for assistance accessing government service websites/forms now that they are all online. Centrelink for example frequently refers people having difficulties completing tax returns to us - Of course we can get people on a computer but assisting anyone to complete a tax return is beyond our skill set
- finding ways to make more information available online.
- new technologies sometimes challenging our older users
- the widening of the digital divide i.e. more things being processed online only and leaving those without PCs or internet behind
- Technology Relevance

- technology advance
- For many people the digital divide is an obstacle to navigating online information.
- availability of eResources - not that many nonfiction books available in this format

Budget 16
- Budget cuts
- Time constraints as people get busier and standard 9-5 opening hours no longer meet people's needs.
- and having the resources to do this finding out our communities' needs
- being aware of the issue regarding library funding (which has been very problematic in NSW this year) and assisting in the campaign to secure the future of library funding
- impact of past/ continuing cutbacks to reference collections
- Financial divides - who has GOOD access to tools we would recommend? How do we top of access equitably
- Budgetary constraints
- Funding cuts for resources
- Budgeting
- Staffing
- Staffing
- [lack of] staff hours in smaller libraries
- Funding - if governments do not value library services, this could be something that disappears in the future.
- Reference desk shifts becoming used more and more for covering circulation activities.
- Lack of funding to display and surface materials.
- How to improve online reference services for example how can people ask a question about the catalogue, database or anything else when they are searching online from home (without ringing the library or when the library is closed)

Time – client and staff 14
- Time to adequately deal with requests. Unfortunately my library service no longer has a dedicated information service, and time strapped front of house staff are struggling to answer anything in depth and complex
- Customers not allowing a suitable amount of time for you to undertake the required conversation and undertake the search for information - people in too much of rush.
- Staffing library service counters with enough people to allow time for reference conversations to take place.
- Allocated time
- Time to provide the service
- limited staff time
- Increasing complexity of questions and solutions. Easy questions can be solved by most people themselves. We get the HARD ones.
- Staffing limitations - we are the most understaffed library in our area because per capita we have a lower population that other neighbouring areas, but being a tourist hot-spot we are constantly busy and have limited time to devote to information services. 80% of our business is booking out computers and releasing and taking payment for tourist print jobs
- Staff time to fulfil the customers real needs
- coping with huge increase in local studies and family history enquiries.
- Staffing levels may not allow for lengthy assistance
- Servicing our local community - how much time do we spend in researching information for someone who lives outside our Council area
- Patience - not everything is instantaneous like a Google search (which can take longer than anticipated too)

- keeping up

Perceptions 14
- Making it a social space whilst still keeping to the values/core of what libraries are
- Councils who feel everything is on Google these days
- people believing that the WWW has the answer to every question
- overload of information
- People use internet to find information themselves more so less to ask Librarians
- Making people understand the difference between accurate and inaccurate information.
- losing people to social media
- Keeping customers aware of relevance of libraries as intermediaries in the information flow
- The trend (?) to remove the physical 'point' where you can access staff information guidance.
- The need to continue to validate the human element of information gathering/research
- Continue to promote and advocate for the library staff as the option for finding the best/correct information that is validate and accurate.
- In some fields there is an explosion in information available making it too hard to research effectively.
- The some people do not see the value in information services and specialist skills, and that there continues to be a decline in skills and interest in this area (this counts as one challenge)
- Broadening the scope of what information services mean. There is a tenancy to narrow to traditional mediums and concepts, rather than embracing information diversity.

Clients and staff assistance 7
- Changing view that apps or online resources are self managed and don't need staff to help clients with them.
- Helping customers to identify quality information sources
- Teaching searching skills (not clear from context if this is staff or clients)
- Teaching how to recognise credible information (not clear from context if this is staff or clients)
- Referencing (not clear from context if this is staff or clients)
- Fewer simple questions and enquiries. Questions received becoming more complex, or requiring access to specialised local/historical information.
- client education in what library services are available

Other information sources 8
- competing with other sources of information (eg Google)
- Social media channelling news
- Decline in community's engagement with traditional media
- Decreasing emphasis on information provision by libraries
- Keeping borrowers interested in wanting to come to the library for their information.
- Following legal restrictions on the use and publicity of online resources
- Online information
- Fighting the "ask Google" default

Promotion 6
- promotion- standing out.
- Ensuring that the community is aware we provide this service
- connecting with high schools in the area to provide homework/HSC assistance and resources.
- public awareness
- Letting people know about our services
- Promotion - letting the community know that the service is available

Collections/resources 6
- Our print collection becoming out of date
- Diminishing stock. As libraries move away from traditional services and towards the more trendy stuff eg. VR, maker spaces, art exhibitions - there is much less money for stock (including books, journals and databases) to provide answers to questions. Not everything is on the Internet and it is often difficult to find sufficient depth in the stuff which is out there. Stack collections carefully built up over many years are unfortunately the first casualties here.
- ensuring authority of resources particularly internet
- relevancy of resources
- potential funding issues restricting access to some resources
- Reference in printed materials are expensive and quick out of date so library orders less, as a public library a lot of customers still want to see physical books and not good at online resources.

Continuing change in reference and information services 5
- Traditional face-to-face reference information services are changed into more digital reference (online , virtual) for the future
- staying relevant to our community needs
- Maintaining relevance in the context of still growing / developing customer access to mobile data;
- Expectations of public and management
- the format of information available the way the information request is received - online/emails etc

Content creation 2
- Create contents of web-based reference guides/help suitable for widely online users
- Digitization of information and the provision of information to customers that they can easily access.

Q4 What three opportunities do you see for information services for the next 12 months?

Figure 5 using wordcloud.com for Q4

Information authority 23

- Public Library services and staff to be the main contact point and knowledge centre for other council sections.
- Helping customers to identify quality information sources
- Promoting online resources- databases
- Helping customers to understand how to search databases
- online reference service promote library via social media presence at community events/ pop up library
- Focus on so-called fake news. Can we help people determine which news to trust?
- the ability to learn new techniques and ways to assist the public
- Expanding information resources as a result of technology
- Opportunities for libraries to make themselves more relevant in the face of continued "fake news"
- Improving roving services

- improving online information services
- Streamlining of research for public library patrons ie they get our help to get real results not syndicated infomercials.
- Broadening of information services to include many formats and digital resources which will help meet the needs of customers.
- Exciting opportunities for information professionals to manage the retrieval of information.
- The ability to link to the world via internet and get enquiries from throughout the world
- Increased opportunities to access information stored digitally.
- We have the opportunity to redefine what we can do with reference and information services.
- Review and refresh (and deselect or reallocate to borrowable collections) our physical and online reference collections.
- If NSW.net / SLNSW could help with negotiation and costs, we could replace costly physical reference materials with online equivalents.
- facilitating referral when needed
- Librarians knowledge seems valuable to the community
- New databases
- Rostering of this service to well trained and enthusiastic staff

Use of (new) technology – staff and clients 18
- Adapting to emerging technologies
- Technology – community digital hubs - to learn about the latest technology' at the Library
- Technology
- Showcasing new technologies to customers - such as virtual / augmented reality
- I also see the emerging technologies (3D printing and robotics) as a space for libraries to potentially excel and to share these skills and access to technology to the wider public.
- I additionally see how digital libraries and maker spaces as being a solid part of the future of new libraries, which is exciting
- Government resources moving online with no support to people unfamiliar with the environment.
- Increased demand for basic IT like printing & scanning documents
- We are part of the Govt "Be connected" network which will hopefully lead to more technology assistance to older patrons
- Moving to Technology, resources help.
- Promotion of lifelong learning and libraries as education hubs for their communities.
- Involve more staff in technology training sessions for seniors
- Send staff to SLNSW to sessions like Ref@Metcalf, Legal Answers and tour of SL to provide the bigger perspective.
- Get everyone to complete the Ref [ex] modules
- There should be annual competition/ exam with questions to do self-assessment of once skill levels.
- Monthly database training that we are already providing
- More digital requests
- Technology developments and the ability to provide services for free

Changing 11
- Changing public perception about place of libraries in digital age
- If we secure the library funding promised by the state library of NSW then potentially this could lead to an increase in programs / staffing / refurbishment of some part of the library.
- value adding
- The ability to collaborate with indigenous communities especially with 2019 being the year of indigenous languages
- Training up volunteers to assist with information services to compliment professional staff
- outreach to minority communities

- Elections - seem to focus the minds of our political masters on providing relevant resources.
- recognizing the changing needs of the community
- New LMS - increased ability to provide access to online and digitised resources.
- programming & promotion that puts info specialists and library at centre of community info web
- Advocating for customer service to be maintained - opportunity to prove that a desk or a focal point of some sort is still very necessary

New clients/outreach 10
- Capturing attention of new client groups
- Community engagement including outreach
- Networking
- promoting services
- using mobile library services to create new connections and opportunities in the community. increasing collaboration with community sectors - historical society, youth officer etc.
- Promoting web sites
- Easy way to connect with the users
- Educating the public in library services
- Telling students about our Studiosity service
- Use of different mediums to promote library information services

Training/skills 8
- Library staff opportunities to be at the front line to skill development.
- staff being trained to cross over in different sections.
- Staff able to tap into NSL, ALIA, and ALA training and learning opportunities.
- Staff training
- upskilling staff to assist with more things online
- sharing newly discovered resources with everyone in the library world
- staff skills upgrading being better informed about info sources within and without library
- Staff training

Access 5
- Able to provide access to general public
- Finishing the genre banding and re-arrangement of our non fiction collection
- helping people access our growing collection of e resources
- Free access and help
- Creativity in availability - virtual, 24/7, real time

Different literacies 4
- Literacy and digital literacy: to help facilitate literacy and digital literacy programs
- to help increase digital literacy among the sections of the community that have not grown up with it and are not capable of maintaining a digital environment at home to have the changing nature of information services recognised and acknowledged and funded better so that we are better positioned to help with digital literacy
- provide information literacy training to the public
- provide digital literacy workshop to the public

Content creation 3
- Creativity - content creation and innovation hub
- Digital content creation/collation
- developing resources.

No opportunities 3
- Unfortunately I see no opportunities in my current working experience or in libraries in general. Very sad state of affairs, but I cannot see it changing. Librarians are selling out libraries and will be the reason for the ultimate downfall of these long lived institutions. We are like lemmings flocking to the short-lived lure of the GLAM and forgetting what we are really about. There is absolutely no advocacy for traditional libraries and trained library staff.
- Unfortunately none in my workplace
- ...not sure what to write here?

Sustainable development 3
- Participating in sustainable development
- Citizen science
- Promoting health and wellbeing

Social media/communication 2
- Opportunities to communicate directly with people through social media
- Utilising social media more to connect with library members and guests

Online assistance 1
- online assistance expanding the definition of information services new apps/programs that can be used

Q5 What are the recent changes in information services at your library? Have new services been introduced? Have books been moved/removed. Has website access to databases changed? Is there a new service desk/no service desk, service delivery changed - roving/mobile? Please describe the changes in the last 12 - 18 months.

Service desk /roving 27
- Reference service desk has been dismantled and there is now a smaller 'pod'. .
- No Reference desk set up and combined with Circulation desk to provide with reference services
- Loss of Reference desk
- Removal of enquiries desk means any customers are reluctant to approach staff to ask for assistance - they often comment that they don't want to interrupt staff who are at the service desk.
- we have purchased iPads to assist customers with search enquiries. This allows us to move around the library rather than direct from a desktop.
- We are also about to change our service desks and models, with an introduction of a roving and concierge shift
- Still have a traditional service desk.
- we introduced a permanent roving shift to our central branch
- Roving Concierge model of Customer Service
- All service desks removed completely at new branch
- Staff only roving all shift
- New desk and books moved. The desk is terrible, despite staff consultation a huge desk was installed which looks like a barrier.
- No service desk at new Branch - staff are tired and customers are confused! Use of ipads for info, loans & memberships without assessing ergonomics of carrying & using devices all day leading to staff fatigue
- Reference shifts hijacked into circulation tasks.
- New Library Lead, Desk much smaller, budget smaller
- Focus on technology information service.
- Smaller desk.

- Roving services.
- Concierge shifts.
- We are moving to a new library … and will have a front of desk service model with only a small information desk on each library floor. Staff will be actively roving in the new library with iPads to assist customers with information needs. We are working with staff now to get them prepared for this change and introducing a roving model. This will allow staff to be more accessible to customers without the barrier of a large information services desk.
- Staff are encouraged to move around the library helping patrons and make themselves more visible and not to hide behind desks.
- Already mentioned above that we only have one service desk, no reference enquiries desk, so people consider asking a detailed question an inconvenience to staff. The circulation staff answer enquires as well and register more in-depth enquiries on the Enquiries module and Reference/information Librarian answers those enquiries at a later date. The face to face Reference interview opportunity is lost. Instead the staff does a phone interview, if required.
- As previously stated, we have no dedicated information service. Our interlibrary loan service has been downgraded substantially, and minimal effort is put into procuring books for people.
- … Addition of an iPad & Samsung tablet to help staff provide roaming assistance with the catalogue/website/technology help
- … Information service to customers has been disrupted by requirement of staff to respond to ongoing instances of anti-social behaviour in the library
- reduce staff on service desk
- staff employed not for professional qualifications but customer service skills

Print reference collection weeded and made smaller 20
- Reference collection has been pared down, it's much smaller.
- Unable to get a regional library built due to Councillors saying all books online and a physical library is unnecessary. - Huge weeding of print ref coll[ection]
- reference collection reduced by about a half, increasing reliance on availability of reliable information on 'the internet'
- Books removed, greater emphasis on online services such as computers, Wi-Fi, e-books and e-audio books, less magazines in printed format, re-branding of the mobile services van
- Less reference collection
- Downsizing of Reference collection
- Reference Collection has been DRASTICALLY decreased
- Last of the encyclopedias removed. Reference items shelved with adult nonfiction.
- Less current material has been removed.
- Physical reference section is minimal , most "reference" can now be borrowed.
- Some books removed and/or updated with more relevant information
- reference collection at main library drastically reduced to make room for study spaces.
- We placed Junior non-fiction in it's on collection (it had been interfiled with adults for …years or more) and there was an immediate increase in loans
- Decrease in Reference items
- We have added a new collection - the Landcare books
- Weeding of physical reference collections, and rationalising of encyclopedias so only major branches hold these. Many expensive physical reference books are now starting to move to online access only, which we may not be able to afford.
- Culling of older material.
- Virtually no reference collection
- Books are used mostly for recreational reading. Reference books are being phased out or put in the lending collection

- Less books more eResouces - magazines, newspapers, music, comics, eBooks, eAudio, eDocumentaries and soon to come live streaming of movies

Websites updated – online resources information 16
- The databases page on the website has changed - databases are now grouped according to their intent/purpose for the borrower. ie Learn Something New, Stay Informed, Entertainment...
- New Council website with library pages given more prominence, and online resources more easily found
- Continuation in promoting our library website as our 4th 'location', no physical visit required
- A new library website has been developed in the past 12 months and databases are more easily accessed by customers.
- Increased online resources- including video streaming (we use Kanopy) which has been extremely popular.
- Increased move to online databases - titles added
- We can provide more online, quicker services.
- Purchasing of more online resources.
- We introduced a digital library…two years ago and have been embedding down the new technologies that came with the creation of this space and the maker space
- Increase in eresearch items/ online database access
- downloading e-resources
- Yes web pages re-vamped making it easy for patron access Introduced a new web portal to get patron request for books, articles etc and its growing
- We have new digital services…. There are restrictions on us advertising State Library of NSW digital resources on our website. We have more online services that people can access from home. We are training people in the use of technology so that they can help themselves.
- In-library digital access to Fairfax newspapers; Pop-up, staffed information tables at the library representing external agencies
- - increase catalogue searching stations in the library - design catalogue searching browser user friendly
- online membership self-registration - increase digital collection - documents self-scanning and email free service

Moved collections 6
- Junior Non-Fiction now shelved adjacent to Junior Fiction rather than being integrated with the Adult Non-Fiction. This has resulted in increased loans of JNF.
- We are changing all our nonfiction collection to genre shelving, and are banding the books with different colours, and changing catalogue entries. Also changing location to all non-fiction against side wall, all fiction on free standing shelves. So the nonfiction shelves are in a bit of muddle at the moment, but what we have finished looks terrific, and I think it's getting better usage.
- Low non-fiction loans cycle leads to less money spent on collection which leads to low loans...
- different focus of NF collections in some very specific areas / increase in e-resources & their loans
- We are in the process of dismantling a much loved (by staff and borrowers) stack collection. Branch stock is making way for "maker spaces", art displays, art workshop spaces, virtual reality studios, music labs - you name it! There is even talk of removing the word Library from our service. We will end up a city with numerous art spaces with a token "bookshelf in the corner" as our library. All without public input. We do not have a friends group or advisory panel. This is progress I guess.
- We will be moving to a genre system for shelving our Junior non fiction which will make these more attractive for browsing and reduce shelving time. -

RFID/ LMS 6
- RFID being implemented,
- new library management system

- Introduction of RFID service kiosks - has reduced conversational contact with customers and reduced the opportunity for ad hoc help.
- we are about to introduce a new LMS, which will allow patrons to access databases through a catalogue search, as well as have the LMS on an App, which will be good for our roving shift
- RFID Self service loans and returns
- the library is using an updated web based library management system

No changes 6
- No changes but continuous improvement
- Not much
- no new services or changes to databases or desk
- no major changes
- some of these are positive, some of these have not been well received by our customers
- no changes in past 18 months

Post amalgamation 5
- The Library was being merged with other libraries followed by the amalgamation of formal three councils. The new Library website was newly set up with more easy access to e-resources including databases. Library membership is available to join online. Online resources of three former libraries were cooperatively selected to subscribe after evaluation. Collections are available to borrow for three libraries' customers through inter library loans. A new LMS has been introduced will be implemented soon
- Amalgamation has forced a review of resources and some are no longer available. Service delivery has changed in some ways affecting what staff are on desk shifts and how many.
- we are a recently merged council library also have had lots of changes including websites, facebook, service delivery, and new services available such as ancestry
- Amalgamations is the biggest change and we are still feeling the effect. From…libraries we became…. One of the merged libraries is a different LMS. Trying to find ways to place holds, and how to transfer the item to a different location! Finding ways for a borrower to use their library card from one of the previous council libraries to the other. Collection review and weeding, then undertaking stocktake at all locations. Lots more, too many to list.
- Additions to our e resources due to a merger of … LGAs. Change to a new LMS.

More use of econtent 4
- - Greater use of eplatforms, particularly by elderly clients.
- increase in usage of public access PCs
- Yes more e-books and e-resources introduced
- We are seeing increasing use of WiFi by customers to access information on their smart devices and less reliance on public computers.

Online help 3
- trialling online help service for people using our online catalogue
- Ask a local history librarian introduced (we already have ask a librarian), in the process of implementing a one stop platform for local history resources
- We are looking into technology to help us manage our print queue and payments interactions.

More programs 3
- Library viewed as a safe, community space to hold events and attend workshops. -
- programmes and events preferred by patrons eg increase in digital workshops
- more technologies workshops/talks - more free community programs eg author talks - more children services

Patron access to information from other agencies 2
- More help required by patrons to access information required by government and non-government organisations
- Increasing numbers of family history enquiries - time consuming

Promotion 1
- More attention to social media promotional

Q6 What kind of training has supported these changes?
Training
- Readers Advisory training, ad hoc technology training
- HR training, Technology support training, Leadership training, Readers Advisory training.
- ongoing inhouse training on a weekly basis
- Mandatory training for new LMS,
- So-called 'toolbox talks' - brief orientation / refresher for staff on a particular topic prior to library opening. Staff selected training from Library Technology Team to customer-facing team. (Staff select preferred topics from a list, corresponding to areas of low confidence)
- Opening up of access to State Library training
- In house training in the use of the new technologies, and consultations on the new desks and new service model.
- Lots of in house training from staff who specialise in certain areas.
- New LMs training
- where available and relevant staff have attended, but generally a lot of staff input and discussions to cope / deal / expand / include etc - we are also hindered by rural remoteness and find it very difficult with a small number of staff to attend training particularly in Sydney
- There is a new training team to help with this
- Training in the library's software system has been provided.
- ad-hoc, one on one type training
- Training staff in the use of e-resources. This will be ongoing since staff need to feel confidant to help the patrons access these resources and should be good at trouble shooting as well. One on one training as well as webinars
- In-house, and workshops at SL were applicable and affordable.
- On the job training PD
- Combination of in-house and State Library initiated training programs
- internal/external staff training
- Mostly in house
- Discussion and preparation for change in the new library space.
- Staff development days, online self-paced training.
- In house staff to staff peer learning, directives
- I am putting two of my staff through Cert III in Information and Cultural Services, and the fact that one part time staff member has finished the cataloguing module means that she can go in and change the records - it's more or less a one person operation at the moment, apart from all the book moving!

No recent training
- I am acting in this position, I haven't had any recent training.
- Almost none. Collegiate support only.
- Less training than we would like. Most is "on the fly" at the desk, simply reading online instructions and working things out ourselves.
- Not much

None

- -
- None
- None to date
- nil
- None
- The face to face Reference interview opportunity is lost. Instead the staff does a phone interview, if required.
- None
- none!
- none
- n/a
- None, yet.
- none
- ...

Not applicable

- None in what libraries used to do. We have had training in customer service and a TAFE delivered "creative arts" course instead.
- No particular training has been done for these changes - not really "training" circumstances.
- just a trial with one staff member so no training
- n/a

Q7 What kind of training do library staff receive to be able to provide information services?

Formal – specialist library

- I have taken part in webinars through EBSCO
- received training from State Library NSW staff via in-house workshops, and organised staff training sessions with database producers, such as in-house training with James Bennett in using Story Box Library.
- E-resources and Databases Training, Readers advisory training, Rewarding Reading Training, Materials and special collections Training, Reference services skills Training
- training on new resources, what resources the library has, external training or trainers as required/available
- Training in using and troubleshooting the specific e-resources that are used by the library, as well as optional training for other programs that customers are likely to have
- eResource training is the most recent example. There is a lower volume of such training over recent years - either in-house or external. Staff recommend online training and orientation services to each other via an internal staff newsletter.
- Training about Legal tool kit services
- 1. Supported to complete Cert II in Library Services if not already have a qualification. 2. Readers Advisory informal support from colleagues sharing experiences. 3. Al staff group training to develop knowledge of online information tools that are available to use i.e. Britannica Online, ANZ Ref
- We have a monthly training meeting that all staff attend and we run information sessions periodically that include refresher courses on the reference interview, how to provide information and services to Youth and Juniors, training on databases and advanced use of the catalogue etc.
- We have many opportunities to do a variety of webinars, for example, we recently completed an online Britannica webinar. Using the various training opportunities that the State Library provides.
- staff, orientation on databases and collections, toolbox talks, quarterly reference team meetings
- 1. eResource of the Month training 2. Opportunity to participate in the technology training session for public 3. Staff given opportunity to watch the more experienced staff answer a difficult enquiry.
- mentoring from more senior staff training courses and seminars provided by vendors
- In house training, and State Library Training
- Reader's advisory. Online tutorials about databases. LIAC and Drug Info updates
- Mostly in-house but where possible send primary staff to relevant courses / webinars etc
- internal staff information sessions about new programs
- Training schedule and cheat sheets are available to staff
- Only full time staff get to do most of the training but casuals are offered some online but don't do it.
- We try to get staff trained in the usage of our library resources. When a new resource is introduced we try to get the companies to come in and show us how to use their resource in the best possible way. We are planning to introduce staff quiz for sometime now but not got around this.
- Customer service, time management, F&LH training; coding club training
- referencing skills readers advisory skills computer skills presentation skills community program planning and delivery skills
- Customer service On job training
- Staff receive regular in-house and external training opportunities, for example in learning how to access information on databases. Most recent example was how to use Britannica online.
- Readers' Advisory training, including a section on the Reference Interview. Technology refresher training about new eresources
- Previous studies. Access to webinars, such as those provided by EBSCO on specific databases. An area we need to develop.
- Refex training, peer learning, on the job

- Two of the staff are going through their Cert III in information and Cultural services, which includes a module on reference and information services. I also give plenty of in house training to all staff and assist when necessary
- Catalogue and database training, some basic customer service training as well
- Staff development days, online self-paced training.(very similar to question 6)

Informal– specialist library
- Informal mentoring from experienced staff
- Experience - as required
- Past their original qualification - very little with some training in use of individual products available from the supplier of the product. Lots of sharing between colleagues - almost no directed training.
- Only on the job training
- very little, i am at a branch and very little there
- Usually go to Tech staff for help
- On the job training PD

Formal – council
- Limited training apart from what is offered by council which is generic training. Specialised training offered to few staff.
- training on new infrastructure and council-wide technology changes,
- most staff are library training, other staff who do not are given a basic introduction to expectations at induction and customer service training

Little or none
- Shadow
- None.
- None
- In the past some reference interviewing training has been provided, as well as training in Local Studies research. There has been some training in reference services in the past but I cannot remember how long ago.
- as above
- Often no formal training is given due to staffing levels and budgets
- none

Q8 What professional reading and watching do you do? List up to three resources that you use regularly - they can be in any format - email lists or alerts, podcasts, rss, books, journals. If possible, please include why you use these specific resources

Figure 6 using wordclouds.com for Q8

Detailed resource information

- Reference services email list, <u>reference@libraries.nsw.gov.au</u>. ALIA elist, ALIA Weekly
- PLN list, PLN email list, pln emails
- NSL Children & Youth email group / newsletters ', Young People in libraries
- locahistory list (SL) provides a forum for information sharing
- ALIACYSS - filtered already and focused on my interests
- Multicultural email list
- Google scholar – Library Information services
- library link of the day
- Princh
- ALIA Weekly - wide overview
- Library technology reports - journal via database - indepth coverage of topics
- Guardian books reviews - publishing industry info
- Library Journal - new ideas
- INCITE - Relevant and Authoritative, Incite magazine - love professional reading.
- Facebook Group - Zone Children's Services Group
- ALA website for current trends related to my work

- Conversations with..., a selection of single podcasts with library themes usually American eg one recently on NARCAN use on libraries
- sometimes Public Libraries newsletter
- Good Reading magazine for Readers Advisory tips.
- David Lee Kings email
- RUSA emails
- Fantastic Fiction
- TED talks are great.
- Trove Teapot Genies YouTube channel
- Google Scholar Databases
- Read Watch Play
- Novelist alerts
- Kitchen sisters - the keeper series
- Library journal
- Web Junction
- American Libraries alerts
- British Library blogs for a wide range of library information
- Library Juice publications for a different way of looking at things
- Ellen Forsyth on twitter - always great and interesting ideas and links

General resource information
- All the webinars offered from State Library.
- All TAFE short courses that I can do and manage.
- Anything ALIA offers as PD and way too many more in the form of alerts and subscriptions
- Instagram, LinkedIn, The Cambridge Guide to Literature in English, Legal Aids-tool kits, Drug info Kits, Wikipedia and subscribe to some RSS feeds, Magazines: tech magazines allow me to keep up with current technology trends and devices, as well as see what could be coming soon to libraries, and new ideas for using devices we already have.
- Books: books have a huge range of subjects and are unmediated, useful for reading anywhere, any time.
- My own favourite blogs.
- Lots.
- Look at email lists, read library journals, subscribe to news feeds. emails forwarded / articles recommended webinars - able to access more easily though some on my home days.
- Facebook groups - many groups that I follow - diverse information, on trend and other peoples comments help determine relevance in my workplace.
- In particular - - Focused like minded people sharing relevant timely information. Emails - ease of attainment Webinars - though finding time is difficult to find Print.
- I am subscribed to a number of PLN lists, and I find this an invaluable resource. I've also joined a number of library sites on Facebook that give me good knowledge on library trends around the world, as well as marketing tips and I read a weekly publishers emails which lists new books released, bestselling books, award winning books and changes to the publishing industry, which I find a valuable way of keeping in touch about the book industry. email lists only. nothing regular sorry .
- N/A
- Podcasts including Ted talks. Publishers 'coming soon' emails Selected resources from other State Libraries concerning early literacy, Internal staff emails with tip and tricks.
- We subscribe to Incite, State Library magazine and the Public Libraries news mag but rarely get time to read these.
- alerts for LIS journals - maintain currency,
- none, email lists, NF books that interest me, PLA and other journals.

- Email lists - great way to keep up-to-date with whats happening in the field, gain ideas, don't reinvent the wheel, new developments, what has worked and what's happening / websites - particularly new releases eg professional associations - newsletters, emails, youtubes / State Library - emails, websites, newsletters, journals / email lists, journals , podcasts, Loads in my own time.
- I have not been doing as much as I would like to do except reading the ALIA publication. But I also subscribe to the PLN lists and read what's being discussed and goes on in other libraries. Hope to get better at this.
- Journals, studying, scholarly reports for ideas to see what others are doing. library journals, ALIA magazines, emails lists, rss.email Internet journals
- All hop-on--hop resources - quick to access
- I read professional literature in terms of journal articles and books, am on a number of professional email lists and am very keen to continue professional development via any format. This approach gives me updated information profession and helps me in continued learning. EBSCO and other webinars.
- Email lists.
- Articles in ALIA publications.
- Borrowed library specific books.
- Twitter, webinars, wide reading of professional literature via rss feeds - allows a full spectrum of ideas and options that exist.
- The web opac would be the most used by the staff Trove to find location of books that we don't hold ourselves
- Catalogues of new books coming out I personally read library journals, do the PDS with ALIA, read books, etc email list - Podcasts, journals. Podcasts are easy to digest while doing other things (life is busy!)

Q9 How do you include information services and resources in pop-up/outreach/mobile?
**Information services included**
- Flyers and posters for databases and reference services, iPads with access to the website and resources.
- Bookmobile has LibTech to provide info services. Home Library Service is also undertaken by a LibTech.
- Home Library services, Bulk loans for local institutes, Email enquiry, mail list and
- take laptops and ipads to demonstrate how to access the Library's catalogue and digital resources
- The …[mobile library] has it's own Wi-Fi, shelving, check-out system and events equipment, and is promoted in branches with brochures and online
- Handouts Conversations with referrals
- 1. Ipads always taken to outreach activities to allow joining online, access to eResources and demonstration of Online database access.
- Enquiry recorded on form - attended to in library - information returned to patron
- We have a pop up library at all of our local festivals, which includes giving away an information (show) bag, providing information about the library, joining new members or signing them up for the library enewsletter and we also combine this with entertaining the kids a bit with storytimes or a craft table.
- ipads to show e resources online registration leaflets
- Use tablets & ipads to show databases & online resources. Answer questions using Wi-Fi dongle on site
- Brochures and leaflets, Tablets loaded with our Website, online apps etc.
- Ask a librarian
- We take iPads, flyers and display items for the Library stalls at Annual events held by other agencies like Multicultural Health Expo (Health resources in various languages), NexusCon (Drug Info kit with Glasses and Literary mocktail postcards and giveaway pens etc).

- include enquiry forms and flyers/brochures provide training courses and introduction sessions at various locations talk to visitors about services available
- Have access to our website/databases on ipads that we connect using Wi-Fi or hotspots. Also bring some local information resources with us.
- Occasional pop up stalls at Council events, mobile library has brochures. Some outreach send in questions for staff to answer, or lists of items they would like to read.
- Mobile Library - same / if urgent and cannot answer will phone through request / if cannot satisfy & not urgent - will bring back to complete or refer to another staff member
- signs, bookmarks, pamphlets, any way we can!
- We try to facilitate these services to our branch libraries but the majority of services are in our main branch
- through casual chatting with customer to explore new service opportunities; marketing through library facebooks, posters
- Person delivering the pop-up has knowledge and uses brochures to support this outreach. Out pop-ups are about raising awareness of the library and its services.
- Books unbound pop up library, mostly digital - smartphone, tablet, ipad, laptop demo of library eresources - community events, new estates, residential aged care, schools.
- We don't have any outreach services at the moment. We will be doing Brain training @ the Library in the retirement villages starting November, but I don't anticipate many reference questions! If we do get some, we will satisfy with the following visit.

Information services not included
- not done at the moment
- -
- Not currently done
- N/A
- currently don't `
- N/A I don't and not sure how to.
- e-newsletter. Not done much in this area. This needs a bit of work
- n/a
- iPads for roving and outreach
- N/A
- Festivals
- poorly - would like to find out how other people do them better

Q 10 How do you provide online or remote information service? For example if someone needs help with using the catalogue or database and they are not in the library, how can they ask for help? Please provide further information.
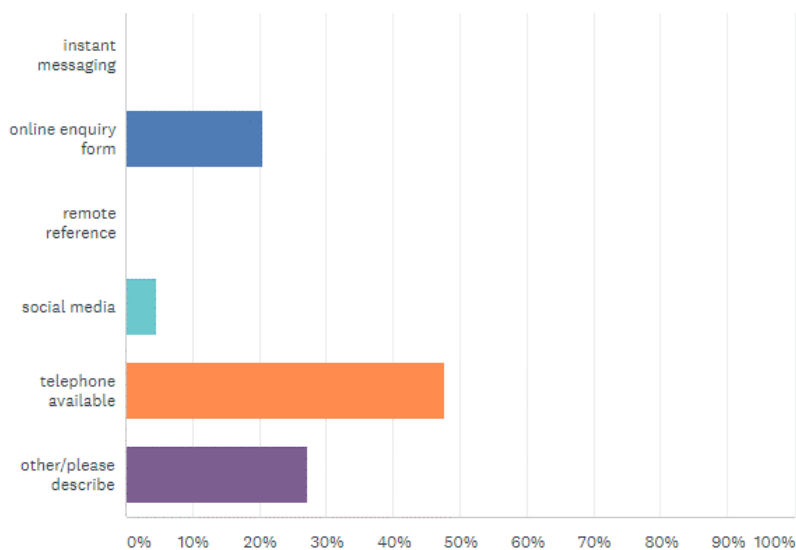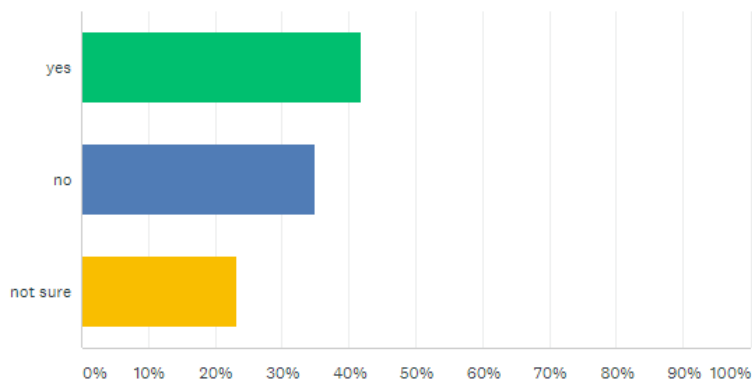

ANSWER CHOICES		RESPONSES	
instant messaging		0.00%	0
online enquiry form		20.45%	9
remote reference		0.00%	0
social media		4.55%	2
telephone available		47.73%	21
other/please describe	Responses	27.27%	12
TOTAL			44

Other
- social media, online enquiry form, email, and telephone
- online support for catalogue when staff member is working at their desk
- An online eLibrary Guide (PDF format) is accessible from our catalogue homepage; also instructional YouTube videos (eg. downloading eBooks to an eReader). Otherwise telephone or online enquiries form (Wheelers platform).
- telephone and social media used mostly.
- We use social media, as well as a dedicated library information email address through which we answer general queries.
- all of the above
- both online and telephone enquiries available
- online enquiry form / telephone / remote reference / direct email / social media / help set up e-resource apps
- email and phone
- email but no official form
- online, social and telephone
- Online enquiry form via the Library website, through social media or by telephone and email.

Q11 Does the method clients use to ask for help depend on the time of day/day of the week? From the previous question

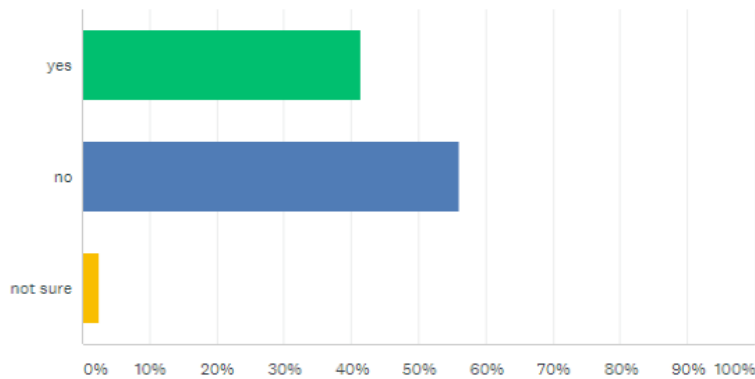| ANSWER CHOICES	RESPONSES	
yes	41.86%	18
no	34.88%	15
not sure	23.26%	10
TOTAL		43

Comments (16)

Comments
- customer can send enquiry anytime by email or online enquiry form
- is only available when a staff member is logged in
- Naturally telephone depends on opening hours - as does promptness of response to email enquiries.
- Answers not provided when library closed. Social media messages sent next day - telephone calls go to recorded message that are responded to next day.
- Clients can email enquiries or they can telephone us during business hours.
- We don't have an answering service when we are not open. People can email, send via Facebook or Instagram but nothing will be actioned until the next business day.
- Public can use the Online form any day/ any time. Staff use it for more difficult or time consuming enquiries.
- Have to be when the library is open.
- Online form available 24hrs, telephone help only during normal working hours
- email and phone is only available during opening hours
- They can submit a question at anytime but we don't have 24 hour answering of questions
- The patrons fill in a request form and I look at the request and assign these forms to various staff who are specialists in the field. I use the spydus request module and it seems to be working well.
- at times requests from online over weekend are reviewed the next business day
- Most clients prefer to deal face to face but often not possible in branches or on weekends
- Although they may use 24/7, they are assured a response within 2 working days
- This question may need an example prompt

Q12 Are particular staff responsible for this assistance?

ANSWER CHOICES	RESPONSES	
▼ yes	41.46%	17
▼ no	56.10%	23
▼ not sure	2.44%	1
TOTAL		41

Comments (15)

Comments

- Information & Customer Service Team and Technology Team field most of these enquiries - but they are more widely distributed.
- Telephone - all staff answer calls on "call through" from main phone number. Recorded messages go to jointly monitored email account. A group of staff respond to Social Media comments request for information.
- There is an Information Librarian for longer enquiries. Short enquiries, all staff assist.
- In some case yes, for example Local History might need to be referred to the specialist depending on the enquiry. Or if it is a glitch with the technology aspect might need to refer to our IT specialist. Otherwise all staff trained to assist.
- Reference /Information and Digital Resources Librarian and the ILL Officer for respective enquires.
- Online form, yes- reference staff. Telephone- any staff member who answers helps initially and may require help from Ref staff if request is complex.
- one staff member attends to the library email inbox and refers to appropriate staff as required
- People trained in the particular area of research answer these questions, they mostly relate to Local Studies
- In a way I am responsible for the requests but don't do them all. As I mentioned I look at the incoming requests and delegate to different staff.
- normally TS staff and senior staff
- Professional staff rostered to shifts plus all staff attending to set up each morning via email and/or website contact.
- Everyone answers reference questions, and asks for help if they need it to satisfy the query
- There is only ever one staff member here - so they take their chances with who is working and what they know
- Everyone should be able to provide basic information services. More specialised help is available in the library service.
- staff are rostered to this

Q13 How do you connect your maker space and information?

Connections

- Books and website recommendations
- Our maker space at our digital library is an integral part of the space, therefore it is not separated from the library service.
- hard copy item access at events, catalogue access onsite, website info, online forms for bookings, online bookings for events
- Part of our team's programming for the year
- through casual chatting with library users; library facebook
- displays of resources and books
- Through the Library website and eNewsletter, customer support staff, and so on.
- Online Calendar and Social Media
- Our maker space is in the library- all one space. So all sources of info are available
- The same people interact with both. As customer requires they get help with both.
- We have the 3D printers in locations where customers can see them while they are operating.
- social media / email lists / electronic newsletters / website / council website / local organisations
- They are in close proximity and the makers space is used for training and group activities. It has internet access.

No connections

- We don't.

No maker space

- I'm not sure what you mean by this question, sorry.
- We do not have a maker space
- don't know
- n/a we don't have a maker space
- NA
- don't have one
- We don't have a maker space as such.
- n/a
- Do not have a maker space.
- ? So I guess we don't at our Branch.
- NA
- n/a
- We don't have one
- we do not have a maker space
- na
- we don't have a maker space
- The central library … has no dedicated maker space. Neither do smaller branches. We don't have a maker space. However, some other council information is promoted during storytime by adding colour-in activity and a wall display to promote upcoming events at the local theatre run by council.
- ?
- We don't really have a maker space group. There is a local craft group who meet in the library which we promote via signage in the library

Q14 Do you use your enquiry completion rate data for anything other than reporting to the State Library of NSW?
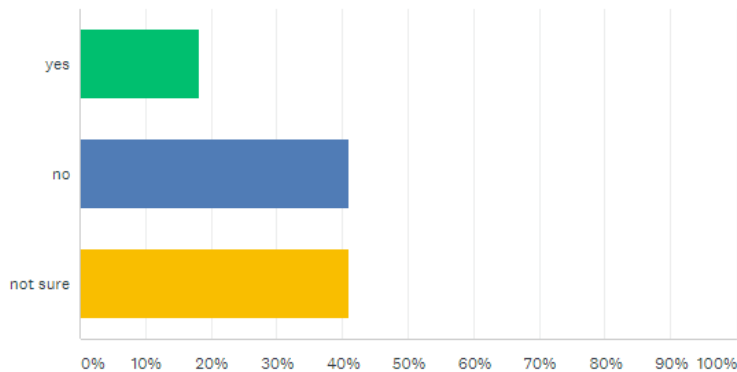
ANSWER CHOICES	RESPONSES	
yes	18.18%	8
no	40.91%	18
not sure	40.91%	18
TOTAL		44

Comments (11)

Comments
Know the uses
- Used by management in planning and development of services / facilities / resources.
- Head Library uses the information.
- Provides us with information about the different information requests we receive and how we are meeting customer needs. Differentiates between the number of information requests and customer service request we receive
- Monitor trends.
- reporting to my director on a weekly and monthly basis, giving the information to councillors and council staff for the annual report book buying filling gaps in the collection
- Justifying newspaper subscriptions. Although, we now issue newspapers for in library use and have better statistics and justification through that.

Not known
- analyse should be done for planning
- Not my area of responsibility - except in completing the data record.
- Manager may?

Future potential
- I intend to create a survey monkey form to check our trends for various types of enquiries within Info requests and also at which service point (on front desk or backroom) a specific type of enquiries are answered.
- in the past the ECR form was totally inadequate to meet our needs for statistical purposes and we were redesigning for ourselves. Now that it has changed it is a little more relevant but we still want to make changes

Q15 How do you use your enquiry completion rate data for planning?

Current use of enquiry completion rate
- As an indication to fill in the potential gap of services/ collection for future planning
- use this for reporting purposes monthly and annually
- We look at how many technology/printing queries we have in relation to other branches in order to argue for increased funding to purchase technology to help with this. Similarly we have collected data on how many queries relate to mobile printing as this was a newly introduced service & it enabled us to judge uptake.
- Service planning, resource planning, budgeting
- Analysis with other staff
- there is a nominated staff in the library to do the task
- internal KPI requirements
- Staffing, staff training needs, various provision of information methods
- Trends shown with enquiry completion rate data over time, are one factor that may show evidence of the staffing levels needed at branches.
- requesting more staff (ha, ha!) library planning (for future new library)
- Justification of roaming or concierge type shifts

Future possibilities of using enquiry completion rate
- We don't use it enough - using statistics and data for planning is a big focus for us, in the next 12 months.
- I am not sure that we do. However, we have only completed 12 months worth of ECR data and hope that in the future we will be able to use the data to know what kinds of enquires are asked at what service points and how to best design the new library building to suit the needs of the customers.
- Not really. But I see there is a potential in analysing this data and looking at the services we offer

Not using for planning or not known
- unsure
- don't know
- We probably don't
- No done so far
- Not my are of knowledge.
- -
- Not currently reporting enquiry completion rate
- Not sure
- Not shared with staff
- we don't
- I don't
- NA at present
- Not sure
- I'm unsure
- Not at my level.
- n/a
- ?
- we don't
- ..

Q16 What surprised you in the data you collected during recent enquiry completion rate surveys? Please describe

Known

- Many customers lack of knowledge that Library hold so great resources and events, even some customer don't know how to use OPAC or make a reservation of a book online. Due to language barrier, CALD community customers don't understand Library services. How to approach CALD customers and let them fully understand to well use the Library services?
- that there isn't more technology questions/assistance stats, because it feels sometimes that those are the only questions we get
- our enquiries are steady and have not dropped
- Growing prevalence of equipment assistance enquiries. Low numbers of traditional reference enquiries.
- We are asked alot of questions
- High number of printing / scanning support occurrences.
- The sheer volume of computer/technology queries we handle each week (and day!)
- A lot of technical / hands on help required and a lot of just where is Qs
- Number of requests we still receive - eg. author, subject etc. We try and make our catalogs as easy to access information and still we get these requests which proves that we do need staff to help customers
- The number of people who turn to us as a "last resort" and were unaware we could provide the exact service to them
- general customer services eg issues about circulations and technology instruction eg computer help increased while information requests eg Author/title/subject enquiries reduced
- No surprises. We have double (to triple) the number of face to face queries over phone queries, and very few email queries. Numbers of both information request and customer service are both gradually decreasing. We get approx 30% more customer service queries over information requests.
- The number of people who actually borrowed and used the nonfiction collection. Questions appear to be mostly about fiction titles, but there is always a mountain of nonfiction to shelve
- How many newspapers were being read. How often we direct people, how often we are answering technology troubleshooting type questions.

Statistics collecting challenges

- Staff always forget to record all that they do, so numbers are always less than what I think they should be.
- Staff under report about the help they provide, as we don't collect the information request stats daily. In another library, where the daily enquiry staffs are reported, there was a trend of over-reporting.

Not known

- unsure
- -
- -
- N/A
- Details are not shared with staff
- n/a
- N/A
- I wasn't part of the group that analysed it
- N/A
- n/a
- N/A
- we haven't completed it.

Q17 What other statistics do you use to help you provide reference and information services? Please describe

- unsure - not at my level
- Circulation stats, usage of e-resources, database/ebooks/emagzines etc age of customers, topics data, time duration etc
- Digital Help Desk usage (2 hours every day)
- online searches of subscription databases
- Parramatta Questions spreadsheet (in-house). See Q. 24 below)
- -
- Database statistics
- Online Database usage reports
- -
- We do regular head counts at our digital library (particularly because it is new) and count the number of people in the space and also how they are using the space.
- We record number of reference enquiries and number of technology enquiries, and completely answer all enquiries, usually on the same day.
- Just the enquiry completion surveys.
- Tally sheets kept at each service desk
- We use "Collection HQ" software to weed our collection which enables us to retain items in heavy use/popular subjects. The same program enables movement of resources from branch to branch reflecting topics not popular at one library, but popular at another.
- Headcounts during busy times of year e.g. HSC
- We report on database use stats, computer use stats, Reference PC and Scanpro use stats but not enquiry stats.
- in house statistics on local studies enquiries circulation statistics
- none
- in house usage of items / customer suggestions both inhouse and online / requests for similar authors / borrowings from subject and author displays
- Not sure
- we recently conducted an ICT survey to see what sort of enquiries we were getting, how long the enquiry took, what age and level of English skills
- -
- Circulation statistics, Collection based usage for allocating budgets. popular items/subjects stats to see what kind of material is popular.
- n/a
- Reference stats
- Work diaries, email
- staffing on information desk during peak and nonpeak time
- Local Studies statistics, collection holdings statistics, loans statistics, IT usage and WiFi usage statistics
- For internal use we are also capturing non-completed enquiries, when we now do each ECR survey.
- data collection each day at library level
- We count pure reference questions 'Do you have ...?' separately from 'other' which includes phone calls, computer assistance, directional, JP services, printing and copying, etc
- only what we get from our LMS
- Loans, door counts, event statistics. Team Leaders undertake collection statistical analysis and determine optimum collection distribution based on % loans.
- generation catalogue information

Q18 Does your library have defined "reference or information desk" shifts?
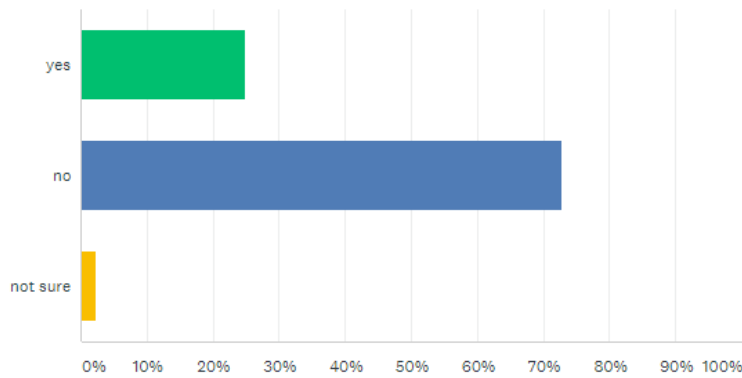
ANSWER CHOICES	RESPONSES	
yes	25.00%	11
no	72.73%	32
not sure	2.27%	1
TOTAL		44

Comments (15)

Comments
- The reference pod needs to be 'manned' for at least an hour a day, usually around 3pm, to catch the after-school rush. At other times, staff refer queries to the reference librarian.
- Digital Help Desk 2 hours per day for specific it-related enquiries, Local Studies room manned 3 hours per day for local and family history related enquiries
- At … we still have Reference Service Desk
- No, only Local Studies shifts require people with additional training
- we have a front desk shift and all staff need to be able to respond to any enquiry
- It is just customer service desk where we make sure a Librarian is always incharge of a shift. This is to make sure we could handle any complicated research type of questions
- We have 3 staff working 4 hour shifts, normally with one Librarian and two Library Officers. All can provide reference or information assistance and will refer to a more senior staff member on the shift when needed.
- 2 hour reference desk shifts each weekday at major branches only. The rest of the time, reference queries can be forwarded to reference/back of house staff.
- Included in the circulation shift
- we have only one circulation desk where all staff are required to serve customers and attend to any enquiries
- Unfortunately this is left to everyone, regardless of qualifications or experience, often leaving the client disadvantaged.
- We have no reference desk or service
- Everyone answers those questions that are asked of them, and requests if they need it
- not anymore - all circ
- Not anymore

41

Q19 What do you do on a reference or information desk shift? Please list all the things you do as part of a routine information shift (given that each shift will be different). Please provide as much detail as possible

- Reference enquiry (face to face, phone, email) circulation service shelving/shelf tidy find requested book from pull list set up tea/coffee for event collect stats of door accounting set up newspapers early shift check and handle problem box check and handle weeding Tidy the Library report WHO
- help people access their email and print and find books that aren't where they should. Occasionally homework/assignment help
- Assist with printing/copying scanning; Assist with computer bookings and charging funds to library card; Registering new borrowers and re-registering 'expired' borrowers; Advise clients as to JP availability; Advise clients regarding library programs and events (eg. English Conversation courses)
- Answering information queries either in person or on the phone, assisting patrons to find specific items or databases, shelving, joining new patrons, assisting patrons with the self check machine, assisting patrons with technology, i.e either their own devices or the library's
- This is a very small library, staffed usually by one person. So reference is part of everyday work, which also includes cataloguing, processing, issuing and returning, shelving.
- Walkaround, check online dB links, assist customers with computers and genealogy, process new reference journals, look at new materials, book study rooms and computers, check power sources/maintain WHS requirements
- We used to answer all phone and face to face enquiries, Register members, Do the Libraries Australia search for the ILL item request and print the list of libraries with Request number to help the ILL officer, walk around the library for proactive enquiry help, provide technology assistance and very short user education sessions based on time and traffic flow needs, assist with Brach Run Returns during quiet periods. We no longer have a separate Ref Desk area or dedicated staff shifts for enquiries as council forged ahead with cost savings plan and restructure of the organisation.
- Firstly do a handover with previous team member. Rove the reference and general library areas, look at new reference materials/e resources to gain familiarity, help patrons with printing and the photocopier, answer ref/info questions, tidy reference area, count statistics, set up desk/PC with LMS and Website. Help at the front counter when needed.
- issue & return items / register new borrowers / ref & info requests / assist with self issues and computers where applicable / shelve returned items / find reserved items / referral questions / assist with equipment & PCs / telephone enquiries / cover the new reserved items / deal with inter branch items /
- Practice use online databases. eResources
- Answer in person, telephone and email enquiries. Help with printing, internet searching and other technology problems.
- we don't have an information or reference shift but a front desk shift. This person will answer any enquiry from a reference question to a book location to PC help to where the toilets are
- Face to face enquiries , telephone, online enquiries by email, faxed ones, print outs, computer assistance, photocopying, microfilm reader, digitised newspapers.
- We only have a Customer service desk. so part of my shift will be servicing at the desk and part of it will be helping out with the returns and shelving the items. I will also be looking for reserved items for customers and sending it to branches. I will also help patrons who have problem downloading books or connecting to internet. Also be troubleshooting computer issues and helping patrons to print or putting money on to their cards etc. If time permits I will also have a look at our display shelves and pick up items left on the desks and the floor in the children's and other areas of the library
- Computer help - JP services - Loan disputes eg fines - Joint up new memberships - Technology help - photo copying, scanning, fax.. - information enquiries eg family history and local history searching - Community services eg locating a particular place/street/medical clinics - Answer telephone enquiries on all sorts of information eg train/bus timetable..
- Routine desk shifts will include recommendations, instruction in the use of various information sources and the library website, assistance with finding information on the catalogue, author/title

searches, assistance in finding information through eResources, assisting with reservations, information on Local Studies, community information, assisting people for whom English is a second language to access information

- Answer readers advisory, and reference questions. Circulation tasks when things get very busy. During quiet times, select items for purchase, or practice skills in navigating and searching in key online databases.
- Desk shift is both circ and Ref at my branch. This involves Readers Advisory, technology assistance, completing reservation lists, printing wifi tickets and public access guest passes, loans and returns duties, shelving
- has changed in last 6 months - all rostered staff are circ duties mainly, ref is available but customers do not have a 'point' to access - mixed feelings about this
- I haven't worked on a reference desk as such for years, but if there were no clients waiting I would be shelf checking, weeding the collection, shelving books, roving and assisting people who might not ask for help
- 'Reference' is part of the circulation desk - not a defined task with separate staff
- my best
- Customer service
- n/a all counter staff attend to reference as required
- NA
- ..
- n/a
- n/a
- NA
- -
- NA
- N/A
- n/a

Q20 Does your library offer a roving service?
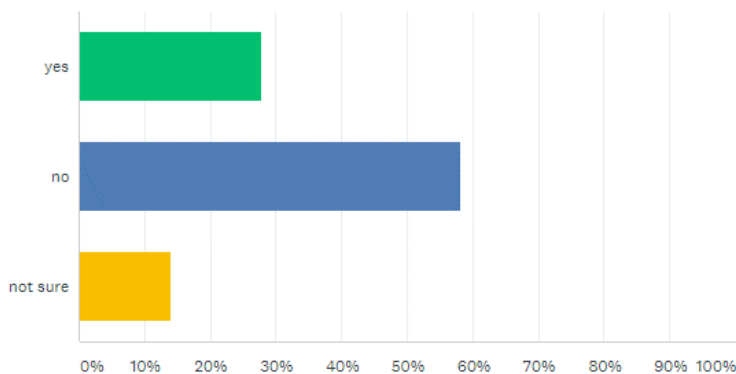
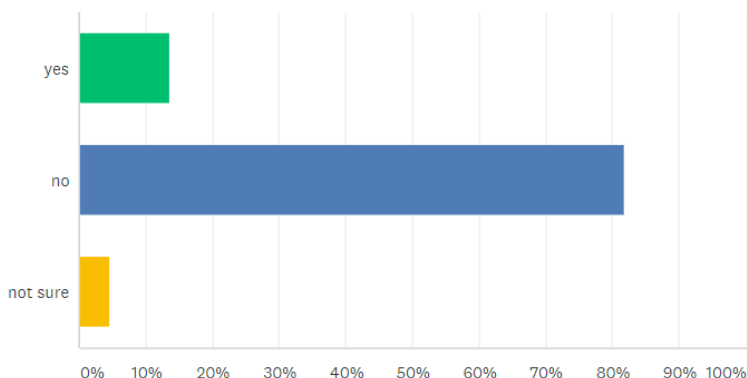| ANSWER CHOICES	RESPONSES	
yes	27.91%	12
no	58.14%	25
not sure	13.95%	6
TOTAL		43

Comments (18)

Comments
- Deskshift staff always help customer whenever needed
- One is currently being designed; a roving service was trialled in the past (3 years ago) with limited success.
- Only as being stopped by customers as you walk through the library for any other purpose. Not formalised roaming service.
- Not officially. But there are times when staff are shelving, they may be asked a reference question
- Not yet
- staff often approached while shelving
- Although we are investigating having a roving service very soon
- At a new branch. Staff rove with ipads and coloured vests & help customers. Customers are still getting used to not having a desk to go to with their questions.
- It's just seen as something we do. We walk around they library, sometime tiding, talking to patrons who are looking lost or who are looking for something. We head back to the ref/info desk frequestly as there is often a patron "lining" up there too.
- In that anyone on the floor can assist someone with locating an item, or a subject area. If the catalogue needs to be accessed, then they return to the main counter, or use the OPAC or Public Internet computers- depending on what is being researched. We do have I pads available to staff, but my particular library is too small to make this option feasible.
- At our central branch a different person conducts the roving shift every hour. They have a pager (front desk staff can press the button to call if help is needed at the desk) and an iPad mini.
- Not a formal one but staff are answering questions and helping patrons as they shelve or walking around in the libraries.
- Staff identified by clothing Staff openly engage customers to ensure info needed is being found Staff use technology to assist customers achieve their information purpose
- Roving is not done in a formal sense at the moment, but staff are encouraged to move away from the information desk and assist customers on the library floor. We are moving to a new library mid-2019 and it will be a multi-level library space. Roving will be a formal activity when in the new library.
- We have 2 staff points and 3 - 4 people rostered on to each shift. Two staff at the main customer service point, one staff on the technology level and one staff to rove the second floor.
- ipad, roving staff with high vis vests....

- We are such a small library that we all wander around the library doing other tasks and assist people where they are
- during busy times only, first priority is assistance at desk, walking around the library, focus on PC and children's areas.

Q21 Does your library offer a concierge service?

Answered: 44   Skipped: 0

ANSWER CHOICES	RESPONSES	
yes	13.64%	6
no	81.82%	36
not sure	4.55%	2
TOTAL		**44**

Comments (9)

Comments
- Staff member at service pod with bell to request additional help
- We need this
- Not yet
- We don't have a specific staff just standing at the door to greet and direct every customer. The circulation desk staff attend to customers and actively lookout for customers as they enter the building stop near the front desk or look like they could do with a bit of help.
- Informally, because of our size and the location of our returns counter- anyone working there becomes first point of contact. We don't have enough staff, or enough space from the door to the counter to have someone hovering there 'just in case'. If we see anyone looking lost, we go to them and offer assistance.
- Staff rostered at the desk help patrons with every question. But logistically, we are not located in the same building as the Council we just do a referral service if there is a question about other Council services
- All floor are human signs and are required to meet greet and ensure that customer satisfaction is achieved and purpose of visit achieved
- in a minor way, welcome, demo loans kiosk
- We are too small a library. We do greet each person who comes through the door

Q22 What are your go to resources which you use to assist clients? These are the ones you keep going back to or regularly suggest to other staff. No resource is too simple to mention.

Fantastic Fiction Directory Novelist Library NSW Trove
eResources Databases Wikipedia Library Catalogue
ANZ Reference Centre Internet Book

- Aboriginal Encyclopaedias
- Amazon website for books, amazon (for a quick book reference)
- Ancestry, ancestry
- ANZ Reference Centre, ANZ reference centre,
- archives index (our),
- atlases
- Australian encyclopaedias
- Australian Standards
- Australia War Memorial Site
- babelfish to translate our CALD book titles / series
- Births deaths and marriages - all states, BDM
- Booktopia
- Britannica online, For Information requests we often refer children to Brittanica on our Website
- Catalogue, Library catalogue. nearby library catalogues, library catalogue, The online catalogue. I also find it helpful to use my own device to demonstrate usage of the app offered by the library. online catalogue of our LMS, Library Catalogue, our catalogue, Library catalogue, Library catalogue, Catalogue/opac, the catalogue, catalogue, catalogue, Library catalogue, our Local Studies databases, catalogue,
- Catholic Encyclopedia Online
- Choice
- Common Sense Media
- community directory (local), local community information and database, Our community information database, Community Information,
- databases available through our library, eResources page of library catalogue online, State Library eResources, Databases, our online databases (including the link to the State Library NSW - patrons can use our library card to access SLNSW's databases), online databases, online databases such as Novelist, eResources, online databases, various databases in library digital collection, eresources, databases such as EBSCO, databases, online databases, e-resources - depends on the nature of the query. I constantly use my personal iphone to show borrowers how to access our e-resources through their smart phones (borrow box, rbdigital, cloud and the databases through our webpage) I've shown them reference resources for simple reference queries like world book, or ANZ/RC. I've shown them LIAC website and sometimes even the State Library resources, e databases, online databases, databases and resources available online
- Facts on file
- Family & Local History Resource room; family and local studies sites, Databases
- fantastic fiction, Fantastic Fiction, Fantastic Fiction, Fantastic Fiction, Fantastic Fiction
- Fiction genre bookmarks (with suggested authors) for readers advisory queries
- Find Legal Answers
- find my past
- good reads, goodreads, Good Reading magazine

- Google, Google, Google, google, Google search, Internet search - using Google but usually including a narrowing "site" option ie site:gov.au, Google Image search, Google Google, google .... to help with spelling or get a basic gist of the information query, google, google. Google, google searches
- Government websites, Government dept webpages, Government and institutions websites
- IMDB
- Internet, The internet Internet search Internet, internet, - websites, internet searches, Other local websites e.g Tourism and Council ABS, Australian Government websites and ATO
- items in our collection
- Library website, Local studies website, our Council website, Council website - for events, Council website to assist with Community Information needs, library website, library website, our own library website, Council Website, Councils Heritage site, Library website,
- The whole library, At the circulation desk
- Macquarie dictionary
- Man, myth & magic
- maps
- MasterFile,
- McGraw Science & Technology Encyclopedia
- National Archives
- Newspaper indexes, digital newspapers
- Novelist database, Novelist, NoveList, Novelist, novelist, If Fiction, then Novelist, Novelist
- online resources, Online resources
- Pioneer Indexes
- publisher website
- Readers advisory information, reader advisory sites
- reference materials
- rewarding List
- Ryerson index
- staff, Other staff who have knowledge of a particular topic, the local studies librarian
- State Library NSW, SLNSW website, National Library website, SLNSW.gov.au, State Library of NSW
- Street directory
- Trove. Trove, Libraries Australia. Trove Trove Trove trove Trove, Trove - Libraries Australia databases Trove; TROVE, trove TROVE
- Whichbook (good for finding that tricky book or geographically based novels)
- Wikipedia, wikipedia if we are needing search terms and general information.
- 'Who else writes like' print copy, Who else write like? (in book format, it is better than the online resource), who writes like..., "Who writes Like", who else writes like, Who else writes like [book version] and other similar books that deal with YA and children's authors.
- World Book
- YouTube youtube

Q23 What search engine do you use?
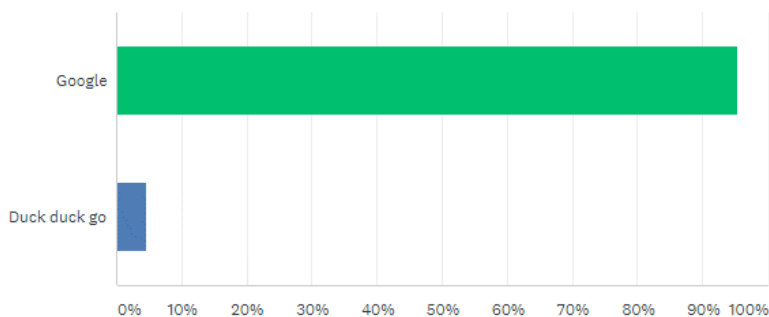
ANSWER CHOICES	RESPONSES	
Google	95.35%	41
Duck duck go	4.65%	2
TOTAL		43

Comments (3)

Comments
- Safari, Chrome
- many
- both, plus others

Q24 Anything else you would like to add about reference or information services at your library or ideas which inspire you from elsewhere

- I am acting in this position at the moment, I wish I could give more information. Maybe next time!
- Unfortunately there is a lack of awareness from some aspects of management who believe a library assistant can provide the same level of assistance a a librarian. Moreover, library qualified staff are having to also take on council enquiries, devaluing the role of qualified library staff and the value they can bring to a public library setting.
- User-centred information services for CALD customers to encourage them use Library services Flexibility of Public spaces, Creativity Hub, Instant messaging, Digital reference, Identity and connection with users
- We have created a … spreadsheet to record over a 2-week period the frequency of our most commonly fielded questions. The record is kept separately for each day. There is a list of approx 100 questions grouped in categories. Analysis of the data leads to brainstorming sessions where ideas are floated for helping customers pre-emptively - before they decide to approach staff. Solutions may involve signage, visual instructions etc.
- Training staff key aspect to improving services
- I find it really interesting working at the digital library, as it is quite different to working in a more traditional library setting. I can't help but wonder how many digital libraries there will be in the future, it is a really interesting trend. The space is very well used and people appreciate the access to technologies here. I am interested currently in different ideas (from IFLA mostly) about ways to engage the community, particularly around the idea of programming, as that is an important part of my role, and am learning how to try and program towards what the community wants, rather than simply starting a library program 'because that's what we've always done'.
- I would like to have a library big enough to provide space for a reference desk and staff to man it. I would like to have our subscription to Ancestry available everywhere, not just 2 locations.
- State Library website is excellent for resources

- I would like to add that no matter how many resources you subscribe to, marketing them to our internal customers (staff) is very crucial in getting best use of our resources. So training staff and motivating staff to use these resources is a constant challenge
- Definitely seen a decrease of students asking for reference/ homework material over last decade, however we continue to ask can we help?
- I miss how present we were for information assistance, this is the part of my job I like the most and it has virtually eroded...
- No, I think I'm done!
- I'd love to be able to learn more about providing reference and information services - I hate feeling useless and as if I'm just a checkout chick