

Home Library Services in New South Wales Statewide Survey 2009 **Metropolitan Sydney Subset**



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Summary

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

In 2004, the HLS Working Group conducted a state-wide survey of home library service activities across the public library network. This 2009 survey seeks to update the data available describing the library services provided to housebound members of the community and those living in aged care homes.

With this survey the NSW HLS Working Group has compiled a snapshot of home library services across NSW in 2009. The information from this survey will be used to benchmark home library service activities, help plan future services, identify trends in home library service and to identify libraries using similar models for their home library service.

This report is a subset of the *Home Library Services in New South Wales Statewide Survey* in 2009. This subset considers the data set relating to metropolitan Sydney libraries only.

The full report can be found online at

http://www.sl.nsw.gov.au/services/public%5Flibraries/library_mgt/lib_management_docs/Survey_report_2009.pdf

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Section 1

Q1. Name of Library Service

	Metropolitan	Statewide
libraries providing home library service	38	95

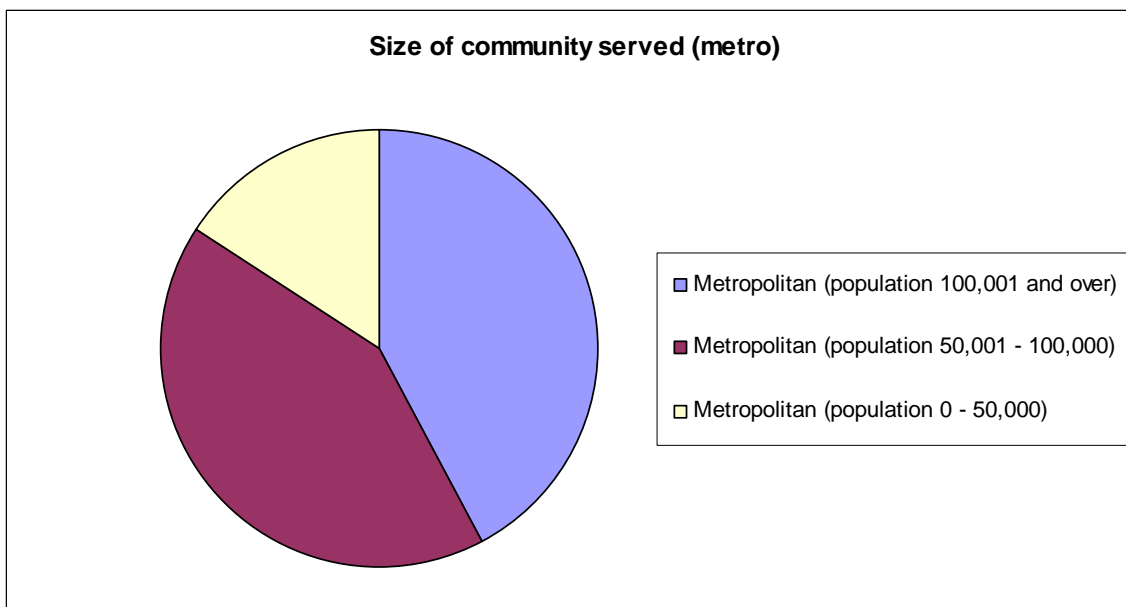
NB: there are 99 library services in NSW

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

- Of the 38 metropolitan libraries responding, only one declined to share their individual data further for benchmarking purposes.

Q3. Please describe your library service:

Community served	Response Count
Metropolitan (population 100,001 and over)	16
Metropolitan (population 50,001 - 100,000)	16
Metropolitan (population 0 - 50,000)	6



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

- 100% of metropolitan Sydney libraries provide home library across the whole LGA

Section 2: Clients – Individuals

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

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

Definitions:

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

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

Answer Options	METRO	TOTAL NSW
Individual clients living at home	3,201	4,883
Carers	41	65
Individual clients living in boarding houses	3	21
Individual clients living in retirement villages	524	845
Individual clients living in aged care homes (nursing homes, hostels)	1,145	2,561
Individual clients living in residential / community homes (due to disability / mental illness)	32	49
Individual clients in hospital (long term) or rehabilitation	15	30
TOTAL	4,961	8,454

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

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

Answer Options	METRO	TOTAL NSW
Yes	78.4%	45.4%
No	21.6%	54.6%

Q3. Do you provide home library service to carers?

Answer Options	METRO	TOTAL NSW
yes	64.9%	45.4%
yes - if the person they care for is also on the home library service	18.9%	18.6%
no	16.2%	36.1%

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

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

Answer Options	METRO	TOTAL NSW
yes	40.6%	23.5%
no	59.4%	76.5%

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

Answer Options	METRO	TOTAL NSW
yes	38.9%	27.4%
no	61.1%	72.6%

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

Answer Options	METRO	TOTAL NSW
Yes (less than ten)	11.1%	5.2%
Yes (more than ten)	0.0%	0.0%
No	88.9%	94.8%

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

Section 3:

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

Answer Options	METRO	TOTAL NSW
Yes	66.7%	28.9%
No (if No skip to Section 5)	33.3%	71.1%

Section 4:

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

Note: Include clients already counted as individuals previously.

Answer Options	METRO	TOTAL NSW
How many individual CALD clients currently on your home library service borrow materials in LANGUAGES OTHER THAN ENGLISH?	105	116

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

Answer Options	METRO	TOTAL NSW
How many ethnically specific aged care homes are currently on your home library service? (eg. Italian nursing home)	24	25

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

Answer Options	METRO	TOTAL NSW
staff with language skills	41.7%	37.0%
staff (no language skills)	83.3%	77.8%
volunteers with language skills	8.3%	7.4%
volunteers (no language skills)	4.2%	3.7%
family members	8.3%	7.4%
bulk loans from State Library by language	58.3%	59.3%
library management system automated selection based on client profile	0.0%	0.0%

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

Answer Options	METRO	TOTAL NSW
flyers and/or posters in community languages	47.8%	40.7%
information on the library website	47.8%	44.4%
word of mouth	73.9%	66.7%
through local health care professionals	26.1%	22.2%
presentations to CALD community groups	39.1%	33.3%
through migrant resource centres	21.7%	18.5%
we don't promote the service to CALD clients	17.4%	25.9%

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

Answer Options	METRO	TOTAL NSW
Arabic	25.0%	25.0%
Bosnian	4.2%	3.6%
Chinese	58.3%	50.0%
Croatian	20.8%	17.9%
Dutch	0.0%	3.6%
French	41.7%	35.7%
German	33.3%	32.1%
Greek	37.5%	32.1%
Gujurati	4.2%	3.6%
Hindi	8.3%	7.1%
Hungarian	16.7%	14.3%
Indonesian	4.2%	3.6%
Italian	50.0%	50.0%
Japanese	4.2%	3.6%
Korean	4.2%	3.6%
Laotian	4.2%	3.6%
Macedonian	4.2%	3.6%
Maltese	8.3%	7.1%
Polish	25.0%	25.0%
Portuguese	8.3%	7.1%
Punjabi	0.0%	3.6%
Russian	20.8%	17.9%
Serbian	12.5%	10.7%
Slovenian	4.2%	3.6%
Spanish	16.7%	14.3%
Tagalog	4.2%	3.6%
Tamil	4.2%	3.6%
Vietnamese	16.7%	14.3%

Section 5: Clients – bulk loans to institutions

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

Answer Options	METRO	TOTAL NSW
yes	100%	96.8%
no (If NO, skip to section 7)		3.2%

Section 6: Services via bulk loans to institutions

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

Answer Options	METRO	TOTAL NSW
Number of RETIREMENT VILLAGES receiving bulk loans	69	123
+ Approximate number of individuals using those loans to RETIREMENT VILLAGES (total)	1,342	1,697
Number of AGED CARE HOMES receiving bulk loans	173	298
+ Approximate number of individuals using those loans to AGED CARE HOMES (total)	3,831	4,888
Number of BOARDING HOUSES receiving bulk loans	3	10
+ Approximate number of individuals using those loans to BOARDING HOUSES (total)	7	27
Number of RESIDENTIAL / COMMUNITY HOMES (residents with disabilities / mental illness) receiving bulk loans	23	35
+ Approximate number of individuals using those loans to RESIDENTIAL / COMMUNITY HOMES (total)	861	884
Number of HOSPITALS / REHABILITATION centres receiving bulk loans	6	13
+ Approximate number of individuals using those loans to HOSPITALS / REHABILITATION centres	111	133
TOTAL FACILITIES / CENTRES	274	479
TOTAL INDIVIDUALS RECEIVING BULK LOANS	6,152	7,629

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

Answer Options	METRO	TOTAL NSW
Yes	94.4%	94.6%
No	5.6%	5.4%

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

Answer Options	METRO	TOTAL NSW
Yes	47.1%	23.3%
No	52.9%	76.7%

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

Answer Options	METRO	TOTAL NSW
Yes	66.7%	47.3%
No	33.3%	52.7%

Section 7: Staff and Volunteers

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

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

Answer Options	METRO	TOTAL NSW
Number of staff (headcount)	74	203
Number of staff hours - Librarian (total EFT per week)	338	445
Number of staff hours - Library technician (total EFT per week)	405	534
Number of staff hours - Library assistant (total EFT per week)	334	667
Number of staff hours - Other (total EFT per week)	49	105
Number of contractors / couriers	7	9
Number of contractor / courier hours (total EFT per week)	75	80
Number of volunteers	174	390
Number of volunteer hours (total EFT per week)	225	405
TOTAL PAID HOURS (STAFF AND CONTRACTORS)	1201	1831
TOTAL VOLUNTEER HOURS	225	405
TOTAL HOURS	1426	2236

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

Answer Options	METRO	TOTAL NSW
yes	60%	30.4%
no	40%	69.6%

Q3. Who supervises volunteers in your home library service?

Answer Options	METRO	TOTAL NSW
We don't use volunteers	58.8%	47.8%
Home library service staff	35.3%	35.6%
Branch staff	0.0%	10.0%
Volunteer coordinator	5.9%	6.7%

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

Answer Options	METRO yes	METRO no
library staff	36.4%	63.6%
council staff	26.7%	73.3%
couriers	20.0%	80.0%
volunteers	38.9%	61.1%

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

Answer Options	METRO	TOTAL NSW
Staff	100%	98.9%
Volunteers	25.0%	26.3%
Family members of client	11.1%	13.7%
Contractors	0.0%	0.0%
Self select / home delivery (clients' own selection)	36.1%	31.6%
Library management system remembers loan history	36.1%	38.9%
Library management system auto picks based on client profile	2.8%	5.3%

Section 8: Deliveries – Frequency

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

Answer Options	Weekly	Fortnightly	Three weekly	Monthly	Quarterly	On request
Individuals in their own homes	1	20	6	19	0	5
Individuals in aged care / community homes	0	19	6	15	0	2
Individuals in boarding houses	0	1	2	1	0	0
Individuals in retirement villages	0	18	5	11	0	3
Aged care / community homes receiving bulk loans	0	12	3	15	1	2
Retirement villages receiving bulk loans	0	9	3	13	1	0
Deposit collections at aged care homes or retirement villages	0	4	1	3	0	1

Section 9: Deliveries – Transport

Q1. Who delivers to your home library service clients?

Answer Options	METRO	TOTAL NSW
Library Staff	86.1%	76.8%
Council staff (non-library)	5.6%	4.2%
Volunteers	36.1%	49.5%
Family members of the client	2.8%	11.6%
Mobile Library drops materials off	0.0%	5.3%
Mobile Library visits homes and clients come on board to select	0.0%	1.1%
Contractors (including mail deliveries)	5.6%	4.2%

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

Answer Options	METRO	TOTAL NSW
Dedicated home library service vehicle	54.3%	28.9%
Council pool car	28.6%	27.8%
Library manager's car	11.4%	23.3%
Own vehicle	5.7%	26.7%
Contractor / courier delivers	5.7%	4.4%
Volunteers - using own cars	34.3%	40.0%
Volunteers - using Council vehicles	2.9%	3.3%

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

Answer Options	METRO	TOTAL NSW
yes	45.7%	24.1%
no	54.3%	75.9%

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

Answer Options	METRO	TOTAL NSW
Yes	22.2%	11.6%
No	77.8%	88.4%

Section 10: Collections

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

Answer Options	METRO TOTALS
large print books	\$ 669,607
talking books - CD and Cassette	\$ 498,242
downloadable audio (AudioRead)	\$ 74,468
downloadable audio (Overdrive, Netlibrary etc.)	\$ 70,620
Playaways	\$ 16,562

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

Answer Options	METRO	TOTAL NSW
large print	62.9%	55.7%
talking books	51.4%	51.1%
downloadable audio (AudioRead)	42.9%	28.4%
downloadable audio (Overdrive etc.)	5.7%	2.3%
Playaways	8.6%	9.1%
NO - home library staff have no input into selection	31.4%	39.8%

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

Answer Options	yes	no
Do you have a separate home library service collection?	28.6%	71.4%
Can items from the home library service collection be reserved by other clients?	90.9%	9.1%

Section 11: Loans – Home Library Service

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

Answer Options	METRO	TOTAL NSW
Large print	236,507*	399,570
Adult fiction	113,980	157,987
Adult non fiction	42,491	49,997
Talking books	74,645	124,880
Community languages	9,602	9,806
Audio visual (DVDs, videos)	45,932	59,008
Magazines	15,231	19,503
TOTAL	538,388	820,751

Notes:

1. Large print loans to HLS clients represent 23% of total loans of Large Print in metropolitan Sydney libraries.
2. Talking book loans to HLS clients represent 13% of total loans of Talking Books in metropolitan Sydney libraries.

Section 12: Equipment

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

Equipment	METRO	TOTAL NSW
CD / cassette players	38.5%	34.5%
AudioRead navigators	76.9%	74.5%
DAISY players	7.7%	5.5%
mp3 players	3.8%	9.1%
magnifying devices	23.1%	16.4%

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

	Yes	No
Office space allocated for home library service	33	1
Computer allocated for home library service	29	5
Library Management system includes a home library service module	20	9
Mobile phone for home library services	20	9
Laptop or other mobile technology (eg. PDA or iPhone)	14	9

Section 13: Marketing

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

	METRO	TOTAL NSW
Flyers	91.2%	70.0%
Posters	32.4%	25%
Newsletters	47.1%	28.8%
Booklists	32.4%	20.0%
Functions for home library service clients	23.5%	17.5%
Information sent to local health professionals	38.2%	31.3%
Information sent to local senior citizens group	35.3%	31.3%
Presentations to community groups	44.1%	32.5%
We do not promote the home library service	5.9%	17.5%

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

	RESPONSES	METRO
The number of clients on the service is capped	2	66.7%
Already have a waiting list	0	0.0%
No capacity to take on additional clients – limited staff time	2	66.7%
No capacity to take on additional clients – limited stock	0	0.0%