



SHORELINK
LIBRARIES

ANNUAL REPORT
2020-2021



SHORELINK
LIBRARIES



CONTENTS

SHORELINK	02
Shorelink Committee And Staff	04
Our Commitment	05
Shorelink Library Network	07
2020-2021: Year In Review	08
Shorelink Collaboration	11
NEWS FROM THE LIBRARIES	12
Lane Cove Library	14
Mosman (Barry O'keefe) Library	18
North Sydney (Stanton) Library	22
OPERATING STATISTICS	26
Operating Costs	28
Loans	30
eResource Loans	31
Visits	33
Membership	34
Collections (Stock)	35
Inter Library Loans: Items Borrowed	36
Inter Library Loans: Items Lent	37
Wireless Usage Network Wide	38
Wireless Usage By Library	39
Website Traffic Network Wide	41
Network Diagram	42



Mosman
COUNCIL







SHORELINK

In this section

Shorelink Committee and Staff

Our Commitment

Shorelink Library Network

2020-2021: Year in Review

Shorelink Collaboration

1.1 SHORELINK COMMITTEE AND STAFF

Chairperson	Clr S Barbour
Deputy Chairperson	Clr F Vissel
Secretary	Ms L Horswell
Minute Secretary	Agent Librarian, North Sydney Library

Committee Members

Lane Cove	Clr F Vissel Ms J Bice, Manager Library Services
Mosman	Clr L Moline Ms L Horswell, Manager Library Services
North Sydney	Clr S Barbour Ms K Stewart, A/Manager Library Services Ms R Aukim A/Director Community and Library Services

Shorelink Staff

Shorelink Coordinator	Ms C Tan
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1.2 OUR COMMITMENT

OUR VISION

To be recognised as a best practice library consortia supporting innovation, growth and equitable access.

OUR MISSION

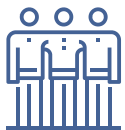
We will do this by:

- Fostering excellent customer experience
- Providing free services to our customers
- Leveraging on shared resources while maintaining individual identities
- Promoting equal access to our resources
- Empowering our customers

OUR VALUES



Respect and inclusiveness



Co-operation, collaboration and sharing



Flexibility, responsiveness and innovation



Accessibility and usability



1.3 SHORELINK LIBRARY NETWORK

SHORELINK

The Shorelink Library Network was established in 1983 and Lane Cove, Mosman and North Sydney Councils signed a new Deed of Agreement in December 2017.

Shorelink Libraries link the three Lower North Shore Council Libraries of Lane Cove, Mosman and Stanton (North Sydney). A Shorelink Library card entitles members to borrow from the three libraries. The online catalogue (Montage) offers a choice of local (site specific) or network wide data. The libraries also provide access to a range of online databases and eResources.

The member Councils demonstrate their commitment to the Network through their financial support, acknowledging that co-operation delivers both economic benefits and quality services.

Shorelink is renowned for innovation and excellence in the provision of library information technology and is recognised as an outstanding example of local government cooperation.

ADMINISTRATION

Shorelink is managed by a joint committee operating under Section 355 of the Local Government Act. The Shorelink Committee consists of Councillor and Library Manager representatives. Shorelink’s policies are documented in the Shorelink Deed of Agreement and the Shorelink Policies Manual.

The Agent Council, currently North Sydney, administers the budget with financial contributions from all participating Councils.

The Agent Council Librarian directs the operations of the Network office, including staff, in accordance with the Shorelink Committee and the Library Managers Committee. Individual Councils meet their own on-site costs including telecommunication infrastructure and maintenance of equipment.

NETWORK DESCRIPTION

The Library Management System (LMS) is delivered as a SaaS product (Software as a Service) by AIT. It is housed on AIT Servers at Rackspace Data Centre in Erskine Park in Sydney.

OS Name	Microsoft Windows Server 2016 Standard
OS Manufacturer	Microsoft Corporation
System Manufacturer	Dell Inc.
System Model	PowerEdge R740xd
System Type	x64-based PC
Processor	Intel(R) Xeon(R) Gold 5122 CPU @ 3.60GHz, 3592 Mhz, 4 Core(s), 8 Logical Processor(s)
Processor	Intel(R) Xeon(R) Gold 5122 CPU @ 3.60GHz, 3592 Mhz, 4 Core(s), 8 Logical Processor(s)
Installed Physical Memory (RAM)	192 GB
Operating system	64bit
	The relational database is Microsoft SQL Server 2016

1.4

2020-2021: YEAR IN REVIEW

The beginning of the 2020/21 financial year saw the Covid-19 restrictions easing and the gradual re-opening of the Shorelink libraries with the reintroduction of limited services within the public health orders. Events online and in person were gradually introduced and updates on the Shorelink website Events calendar resumed.

In October 2020 Lane Cove Council began delivering library services and programs at The Yarn, Hunters Hill as part of a Shared Services Agreement with Hunters Hill Council. Hunters Hill was added as a location in the Library Management System and Hunters Hill (x07) borrowers were given access to a range of Shorelink services.

Between mid-December 2020 and mid-January 2021, lockdown restrictions were re-introduced due to a resurgence of a cluster of COVID-19 cases in the Northern Beaches area which again impacted the provision of services. By February restrictions were eased and services were being offered again in a limited capacity. The on again, off again, Covid-19 restrictions is reflected in circulation and internet statistics. System Parameters for due dates and expiry dates were also extended to make allowances for the restriction of movement on the community and the closure of the libraries to the public.

In March 2021, NBN was installed in Mosman Library replacing the old copper ADSL2+ services. In April 2021, the management of wireless services at Stanton Library was taken over by NSC IT department.

Despite the challenges presented with the COVID-19 pandemic restrictions, the libraries continued to invest in eResources and provide online access to an expanding collection. In February 2021, transition of Shorelink's subscription from RB Digital to Overdrive was completed. Overdrive is a leading digital reading platform providing eResources to a growing network of 65,000 libraries and schools in 84 countries and is a significant addition to

Shorelinks growing eResources collection. In FY2020/21, there were 185,966 eResources loans, up from 150,634 loans for last financial year, approximately 23.45% increase in loans.

In June, the network started the process of introducing eCard membership. This has proved to be timely as on June 26th 2021, lockdown measures and stay-at-home public health orders come into play again due to the spread of the Delta variant of COVID-19 virus across Sydney. All libraries had to close until further notice. However, services continued online through the provision of eResources (eBooks, eAudiobooks and eMagazines).





1.5 SHORELINK COLLABORATION

The Shorelink Libraries have collaborated on events and programs, the digital library and CollectionHQ over the last year.

The Shorelink Digital Library Working Group has continued to build the collection of eBooks, eAudiobooks and eMagazines. In February 2021, the RB Digital collection was migrated to Overdrive after the parent company decided to merge these companies. This now provides Library users with the use of the Libby App to access eBooks, eAudiobooks and eMagazines. Library users can access eResources using Bolinda BorrowBox, Overdrive and Indyreads.

The Libraries have utilised the shared Beanstack software for four reading challenges - Gai-Mariagal Reading Challenge (26 May 2021 to 11 July 2021), the Summer Reading Club for children and the adults Holiday Reading Challenge which ran alongside each other (1 Dec 2020 to 31 Jan 2021). The 1000 Books Before School program continues to see children successfully completing this challenge using Beanstack.

The CollectionHQ software continues to enable the Shorelink Libraries to manage and improve collection performance.

Collaborative events across the Libraries included online and in person events for Children and Adults. Children's events included Children's Book Week Author Talk with Lindsay Holliday (2,500 children attended online) Author talks with Caz Goodwin and Tim Harris and Reptile Encounters: Feathers, Fur and Scales.

The Shorelink Libraries hosted lead in events for the BAD Sydney Crime Writers Festival with Author evenings with Nina and Denise Young (Authors of My Father, the Murderer) and Candice Fox both in conversation with Catherine Du Peloux Menage.





NEWS FROM THE LIBRARIES

In this section

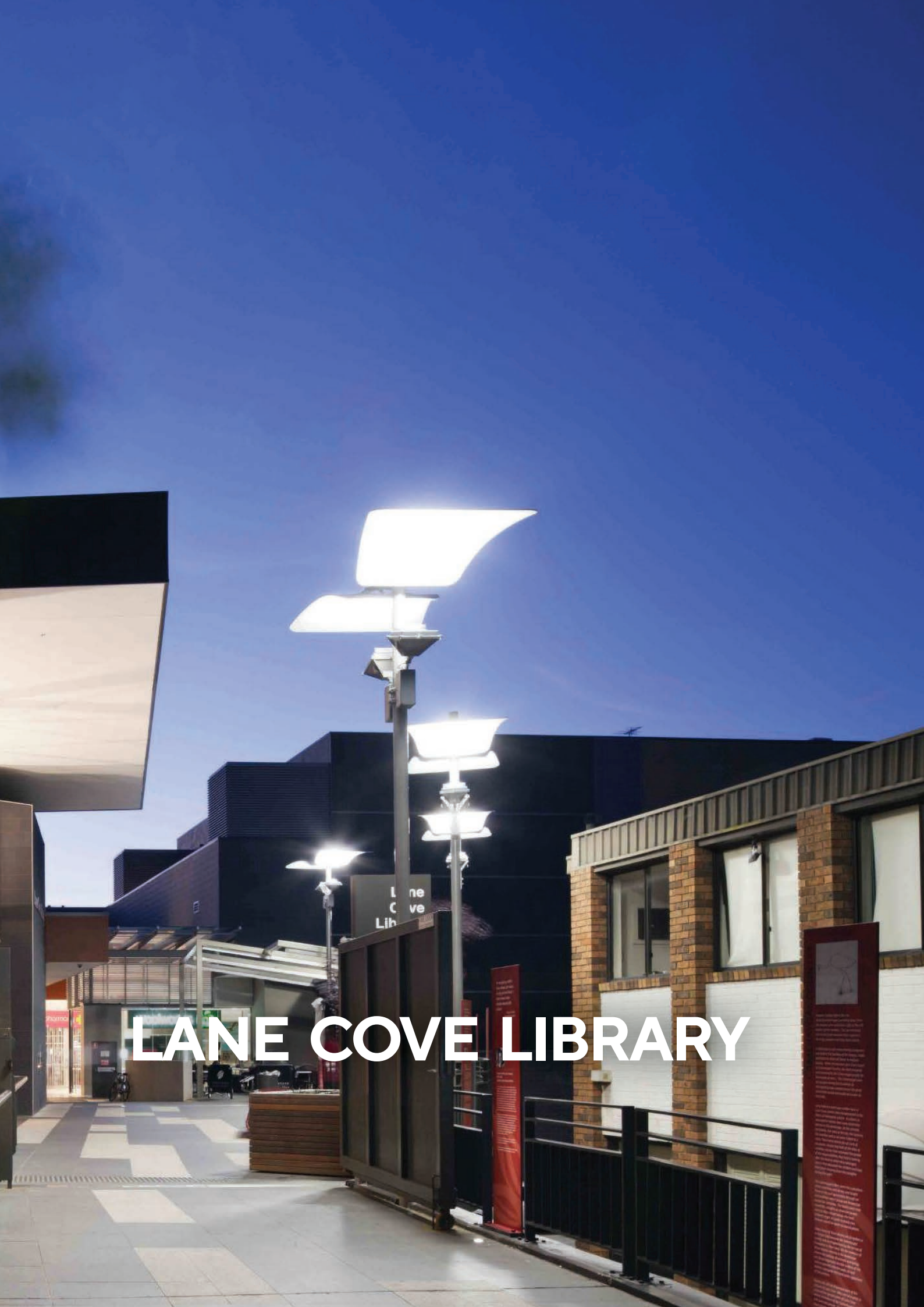
Lane Cove Library

Mosman (Barry O'Keefe) Library

North Sydney (Stanton) Library



LANE COVE LIBRARY



2.1 LANE COVE LIBRARY

2020-21 was a challenging year as the Library Service operated with restricted hours, reduced building capacities and limited onsite programming. Library loans were more than the previous year (8.5% increase) and almost returned to pre-COVID levels. The Library to Your Door service grew in popularity, particularly during lockdowns. Visitor numbers were significantly lower (32.7%) than the previous year – borrowers made fewer repeat visits during the week and borrowed more items per visit.

Library programming moved online for much of the year. The Library explored new ways to deliver online programs, often working with Shorelink Libraries and NSW Public Libraries to deliver author and themed talks. The Library organised a number of online workshops including Introduction to the NBN, Furniture Repair, Clothing Repair and Sushi Making. As part of the Australia Reads campaign Library staff were recorded reading award-winning entries from the Lane Cove Literary Awards 2014 – 2019. A highlight of the year was an onsite Refugee Week talk by Australian's Local Hero of 2021, Rosemary Kariuki.

Storytimes and School Holiday Programs were delivered online until October when regular Storytime and Baby Bounce sessions recommenced (bookings required). The Library

joined the ALIA Online Storytime Pilot to enable staff to read Australian stories and post them to Council's YouTube and Facebook sites. Two HSC Study Nights were held in October however, access to Study Rooms were not available until early 2021. School Holiday programs were held in December/January and April but in June the Library was again plunged into lockdown.

In November Cllr Pam Palmer, Mayor of Lane Cove launched Lane Cove Literary Awards 2019: An Anthology at the Terrace Function Room. The Launch had been delayed due to COVID-19 restrictions and the venue was changed to maximise attendance numbers. In June 2021, Council opened the Lane Cove Literary Awards 2021. The Awards have become a biennial competition, with an entry fee and online submission process. Library staff worked with Council's Customer Services Team to develop the solution using Datascape software.

Access to the Marjorie Barnard Local Studies Reading Room was by appointment only. Local Studies staff commenced a project to scan older property files into Council's Record Management System. Staff scanned more than 7,000 files and destroyed more than 300 boxes of records in 2020-21. Local Studies staff produced an exhibition to celebrate Lane



Cove Community Aid's (now Sydney Community Services) 60th anniversary of service to the community. The Military Talks series, in partnership with the Lane Cove RSL Sub Branch included D-Day New Guinea and The Sinking of the Centaur.

In June 2021 Greenwich Library received a technology boost with the implementation of the Monitor PC Reservation and Print solution, new photocopier, kiosk for eftpos payments and transfer of a self check machine. This technology provision mimics the service offered at Lane Cove Library and has enabled the removal of all cash payments throughout the service.

Library staff have been working with the Executive Manager – Human Services and PTW Architects to design the layout for the new St Leonards Library. The Library will be located within the 88 by JQZ development at 88 Christie St, St Leonards. The project includes luxury apartments, an open air Civic Plaza, retail and dining, a major supermarket and public library. The Library will have a technology focus and is scheduled to open in late 2022.

Shared Services Agreement with Hunters Hill Council

In 2020 Lane Cove Council and Hunters Hill Council signed a Shared Services Agreement under the NSW Library Act 1939. The agreement commenced from 1 July 2021 with Lane Cove Council undertaking to exercise within the area of Hunters Hill, provision of library programs and services and enable access to Lane Cove Library Services by residents of the Hunters Hill local government area.

Lane Cove Library commenced providing a Home Library Service and making Library to your Door Deliveries in July. Hunters Hill Council also delivered 26 boxes of Local Studies resources and 15 boxes of Archives. These items have now been catalogued and are available to the community

Hunters Hill Council opened a Community and Library space, The Yarn in October 2020. Lane Cove Library staff deliver storytime, baby bounce, school holiday programs and other events at The Yarn. Borrowers are able to collect reserves and return items, and there is a small browsing selection available for loan via a self check machine.







MOSMAN (BARRY O'KEEFE) LIBRARY

2.2 MOSMAN (BARRY O'KEEFE) LIBRARY

In 2020-21 Mosman Library Service was impacted by the restrictions on opening hours, reduced visitor capacity to Barry O'Keefe Library and limited in-house programs.

The popular Author Talks program was presented online from July 2020 to February 2021 on Zoom or streamed live via Facebook. In-house author events returned in March 2021 and due to restricted audience numbers they were also streamed live on Facebook. Highlights this year included Elizabeth Farrelly "Killing Sydney", and Maggie Hamilton "When we become Strangers". Regular children's programs including storytimes, Thursday Kids and school holidays activities were also presented online for the first half of the year. The Children's Book Week Author Talk in August 2020 with Lindsay Holliday, organised by Mosman in collaboration with North Sydney and Lane Cove, attracted an online audience of 2,500 children across the three Shorelink municipalities. In 2020/21 a total of 160 online programs were delivered with 15,948 views.

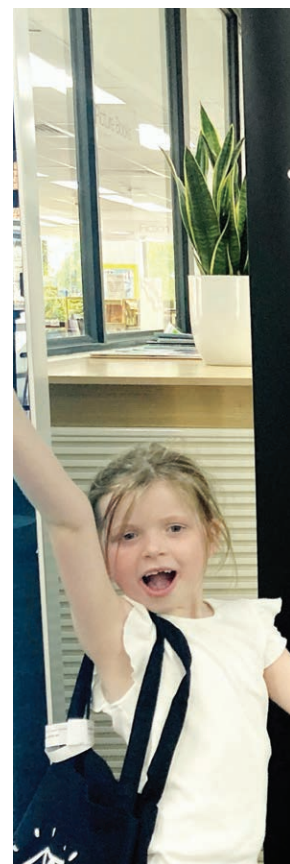
This last year was an interesting one for Mosman teen events, with a wide range of programs provided despite the ongoing and varying restrictions. From HSC workshops and Lock-In Nights to Dungeons and Dragons, Among Us, art classes, 101 content creation guides and more, our teens truly experienced a wide range of learning and fun over the last year.

The Mosman Youth Awards in Literature returned for its 28th year with entries submitted online for the first time. The presentation event was streamed live on Instagram on 26 August with an audience of around 100 viewers.

On 1 December 2020 Mosman Library Service marked its Diamond Anniversary, celebrating 75 years of Library services for the Mosman Community. Due to COVID-19 some initial plans for in-house events were cancelled, however, alternative ways were found to celebrate safely. This included a raffle and several engaging social media competitions. Prizes included vouchers to local businesses, and limited edition merchandise including book bags, bookmarks, pens and Keep Cups. Two online exhibitions, What We Did and Mosman Library Service: a History were produced from the Local studies archives, illustrating the Library's history and highlights over 75 years.

On the day, all the Library staff wore specially designed anniversary T-shirts and the Mayor of Mosman Cr Carolyn Corrigan, drew the raffle winners and launched the Library's Discovery Collection.

The Discovery Collection comprises digital technology kits for all ages aimed at developing science, digital literacy, and maths skills though play and includes items such as robots, circuit kits, and virtual reality goggles.



To celebrate this year's Olympic Games, the latest contribution to the Library's Mosman Faces website the 'Olympic Families of Mosman' was launched in April 2021. The film traces three Mosman families that have achieved Olympic success in sailing and swimming. Mosman Faces brings stories to life through filmed interviews complemented by photographs from the Local Studies Collection. Mosman, with its many bays and beaches, has seen much of its Olympic success in water sports. This short film celebrates the Olympic success of the Herford, Bethwaite and Wilmot families complemented by a voiceover by Matt Carroll AM, the CEO of the Australian Olympic Committee.

The Local Studies Service produced several online exhibitions though out the year. Mosman on Nitrate: Unknown Faces and Places was produced to celebrate History Week in September 2020. The exhibition featured selected nitrate images from the 290 images in the Library's collection and sought the public's help in identifying the names and places. For the Heritage Festival 2021, the exhibition was Stand up Step out: Mosman's legendary community groups since 1890: an exhibition. In 1893 Mosman was proclaimed a Municipality. This fostered a strong sense of community spirit and a rapid growth in the number of local clubs and societies. The exhibition showed the variety of clubs reflecting the interests of residents covering the arts,

music, photography, debating, heritage, gardening, swimming, cricket, sailing and football.

During Library Week 2021 the Library service held its first small scale Pop Up Library in the Mosman Square; filmed a Readers Advisory session with an audience on 'Find your next favourite read', presented a Philosophy talk on the author Elena Ferrante, held a Discovery Collection Show and Tell and posted titles on social media related to the theme for the week 'Adventures in Space and Time'.

The year ended with the opening of The Creation Space, a special makerspace and training lab focussing on Science, Technology, Engineering, Arts and Maths (STEAM) programs and activities for all ages on 28 May 2021. The new learning lab is designed to support the development of imagination, innovation and inspiration with equipment including cutting edge technology such as 3D printers, a laser cutter, robots, Cricut cutting machines, 360 cameras, coding packages and VR. The Creation Space is due to expand further in mid-2022, with funding recently received through a NSW Government Library Infrastructure Grant for two studio spaces for filming, logging and podcasting.





Audiobook
CD

Audiobook
MP3

Large Print
Non-fiction
(LP NF)

Large Print
Fiction
(LP)





NORTH SYDNEY (STANTON) LIBRARY

2.3 NORTH SYDNEY (STANTON) LIBRARY

Like so many around the world, the Stanton Library team have spent much of the year managing the multitude of challenges thrown up by ongoing Covid-19 restrictions, extended lockdowns and navigating a safe pathway back to normal business.

From July 2020 the Library was subject to a range of new measures including quarantine for returned items, safety screens, number limits, visitor registration, bookings for study tables, Click and Collect, social distancing and regular cleaning of surfaces and equipment.

The library operated at reduced hours for the majority of the year, slowly adding evening and partial weekend opening as restrictions eased and confidence in the safety measures increased. Full weekend opening was finally achieved in April 2021.

Several online events were held, including a Lunchtime reading session with the Don Bank writers in residence, a 'Smart Cities' event in partnership with Darwin City Council, and a topical online talk on the Best in Australian Science Writing for 2020.

Our Children's Librarians armed themselves with a range of new skills and equipment to deliver Storytime sessions online, with an overwhelmingly positive response from the community. A particular highlight was a series of fabulously glittery Drag Storytimes with guest performer Barbara Please, celebrating Mardi Gras in March 2021. These three sessions encouraging diversity, inclusion and acceptance were also introduced using Auslan, and have to date a total of over 550 views on Instagram IGTV.

In order to accommodate changing health requirements and satisfy the huge demand for 'in-person' storytelling, Rhymetime and Storytime sessions were held outside the Library in Civic Park. Good weather prevailed for most of Summer, and several sessions were also delivered at Council's Young Street Plaza "pop-up" venue in Neutral Bay.

Some creative thinking was needed to deliver School Holiday activities, with workshops and performances limited to small numbers. A dazzling lion dance demonstration was held to celebrate the Lunar New Year in February 2021, bringing colour, life and music to Civic Park.



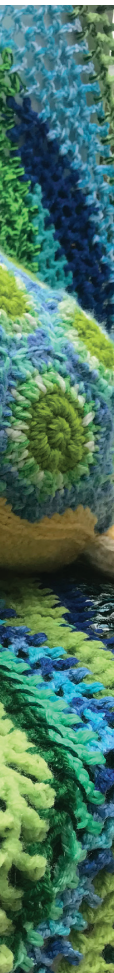
The Writers @ Stanton program resumed 'in person' events in February 2021 with attendees required to book in for the first time in the 30 year history of the program. Demand was as high as ever, and despite numbers being limited due to social distancing, a total of 10 booked out events were presented.

Seniors Festival in March 2021 featured memoir writing workshops and a painting class, while the inaugural Fairytale Festival was held in partnership with the Sydney Fairy Tale Ring in June. Events in the program included a workshop on fairytale writing, a discussion forum with authors Kate Forsyth and Sereena Connelly and storyteller Jo Henwood, a magical landscape art class and a fairytale map-making workshop.

The Stanton knitting group were able to meet at the library in late 2020 during several months of loosened restrictions, and delivered another amazing yarnartist installation which was displayed in Brett Whitely Place, North Sydney over the Summer months. The 'Refuse of the Sea Coral' display, featured beautifully detailed, knitted sea life as well as plastic refuse retrieved from the ocean and harbour.

While COVID-19 was a constant presence throughout the year, some important improvements to the library space were achieved. Wifi access points were increased and upgraded, creating a significantly faster and more reliable network for library users throughout the whole building. In preparation for the planned second entrance to the Library, the first stage of changes to the ground floor shelving and floorplan was also completed in June 2021. Improvements include movable shelving units for the large print and audiobook collections, new shelving for the relocated biography collection, custom magazine display and storage units and increased seating and reading areas near the light filled courtyard and front windows.

The year ended with strict lockdown orders in place for all of Sydney, and the library was forced to close its doors once more. Staff have quickly adapted to providing service by phone and email, and developing new and creative ways to engage and connect with our loyal and devoted library users.







OPERATING STATISTICS

In this section

Operating Costs

Loans

eResource Loans

Visits

Membership

Collections (stock)

Inter Library Loans: Items Borrowed

Inter Library Loans: Items Lent

Wireless Usage Network Wide

Wireless Usage by Library

Website Traffic Network Wide

Network Diagram

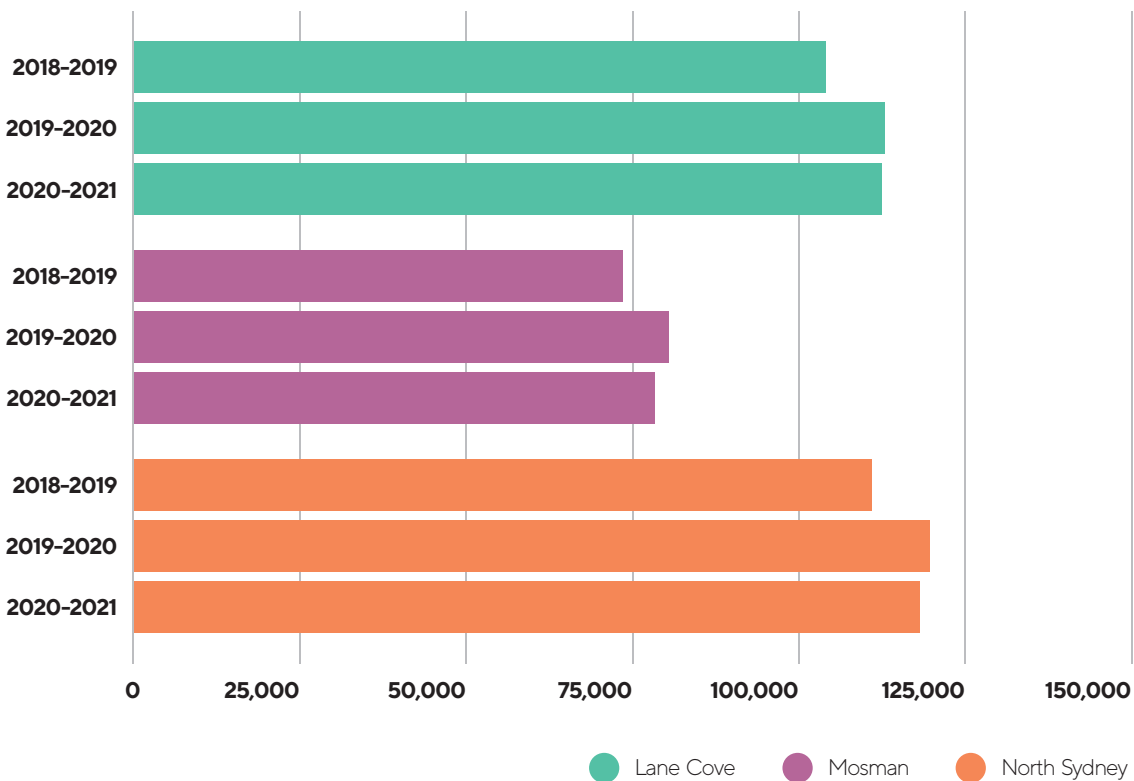
3.1 OPERATING COSTS

	2018-2019	2019-2020	2020-2021
Lane Cove	\$104,113	\$112,962	\$111,363
Mosman	\$74,143	\$80,447	\$78,477
North Sydney	\$110,824	\$119,707	\$115,582
Total	\$289,080	\$313,116	\$305,422

Operating Costs 2020-2021



Operating Costs 3 Year Comparison

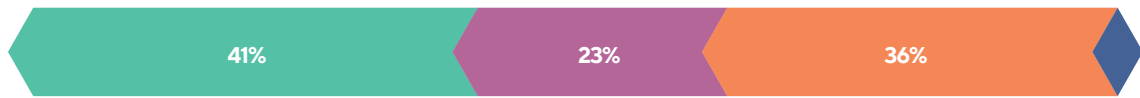




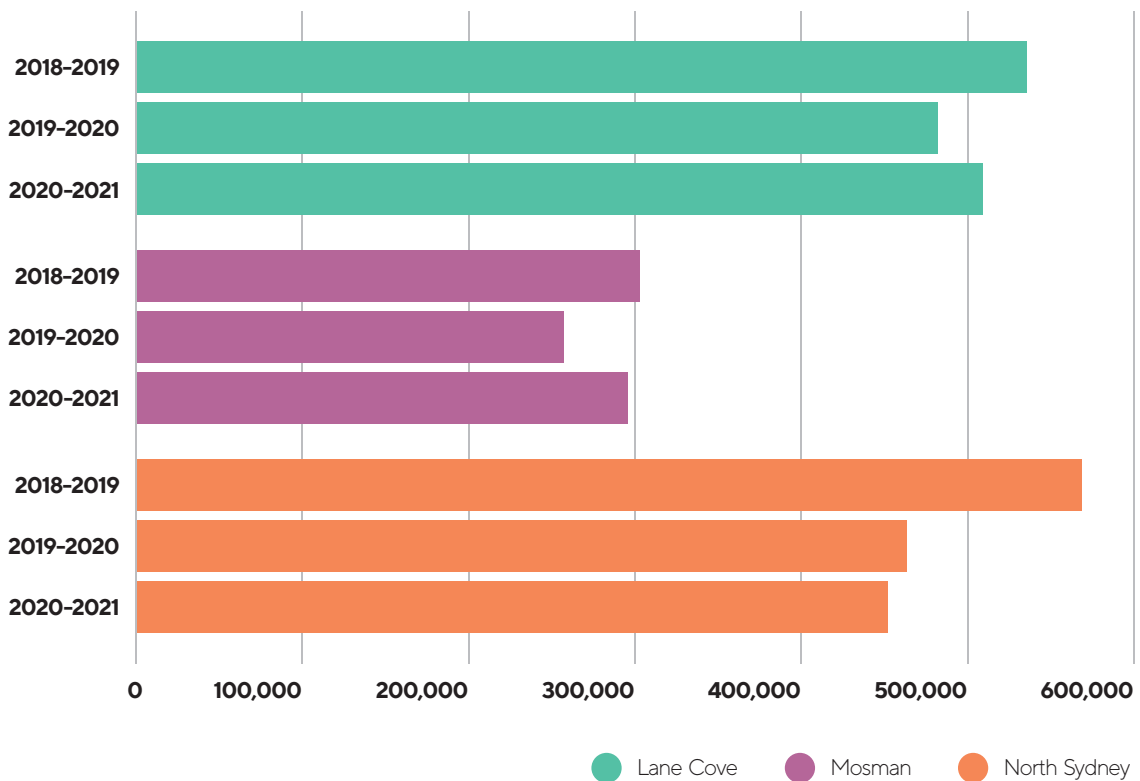
3.2 LOANS

	2018-2019	2019-2020	2020-2021
Lane Cove	535,523	482,386	512,028
Mosman	302,983	257,507	292,645
North Sydney	568,636	463,823	450,674
Total	1,407,142	1,203,716	1,255,347

Loans 2020-2021



Loans 3 Year Comparison



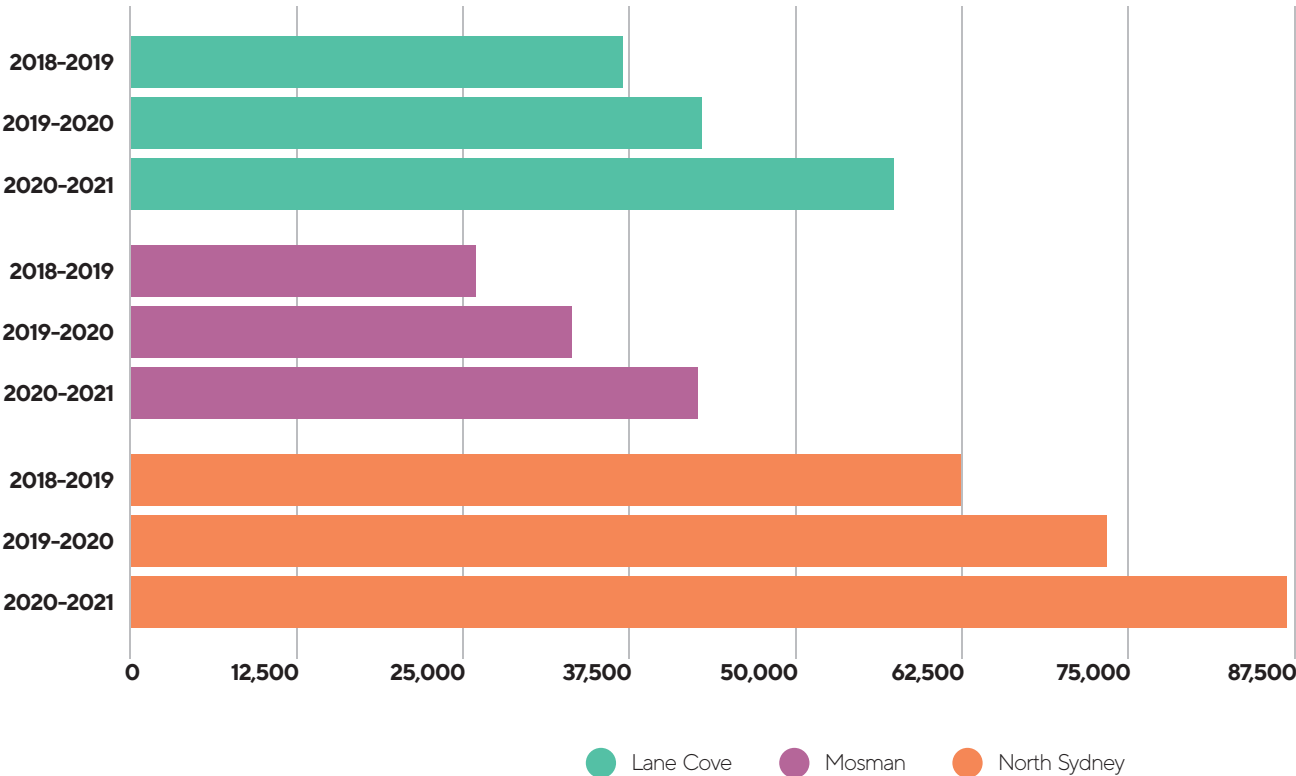
3.3 eRESOURCE LOANS

	2018-2019	2019-2020	2020-2021
Lane Cove	37,000	43,023	58,409
Mosman	26,075	33,245	41,789
North Sydney	62,461	73,444	85,741
Total	125,536	149,712	185,939

eResource Loans 2020-2021



eResource Loans 3 Year Comparison





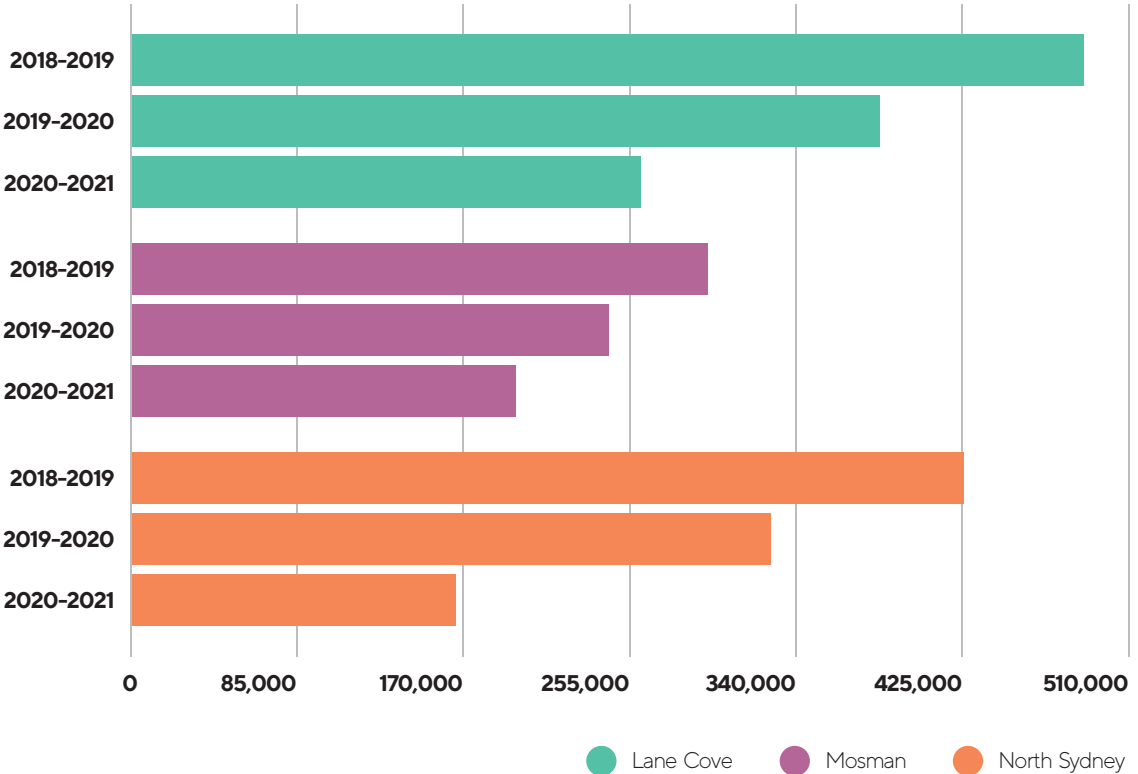
3.4 VISITS

	2018-2019	2019-2020	2020-2021
Lane Cove	486,708	382,447	257,515
Mosman	293,937	244,085	201,755
North Sydney	425,568	326,787	164,686
Total	1,206,213	953,319	623,956

Visits 2020-2021



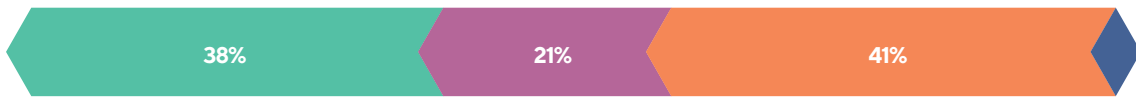
Visits 3 Year Comparison



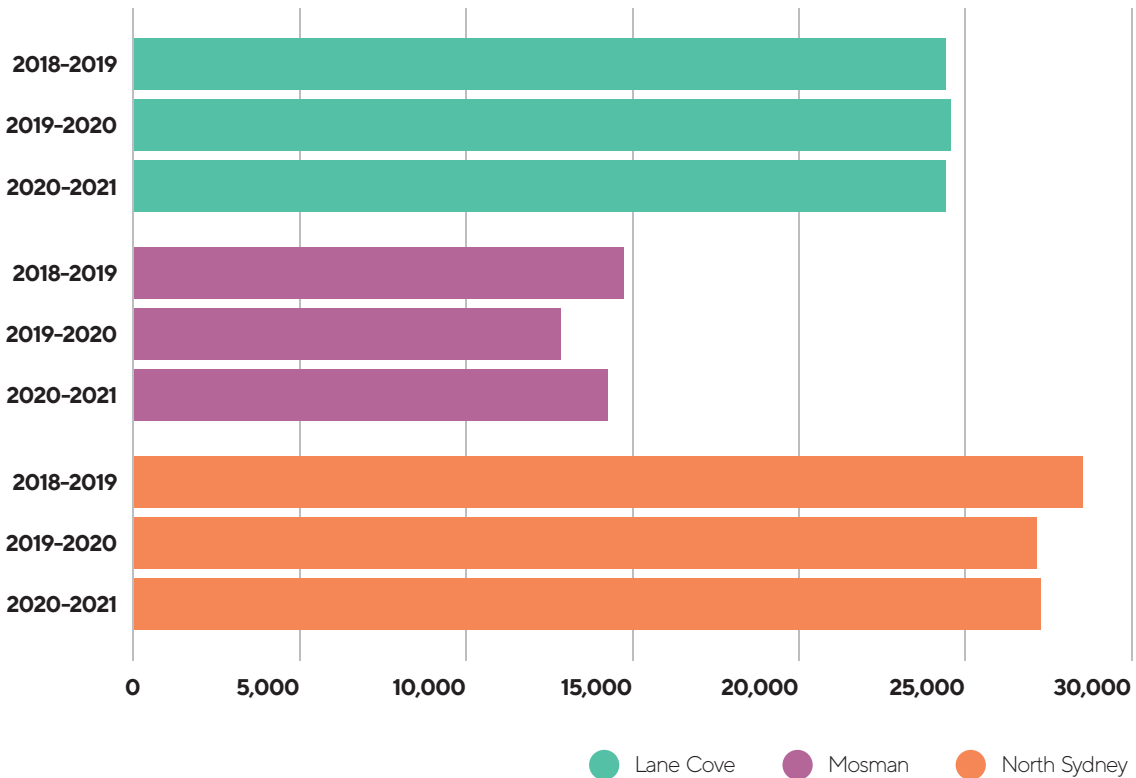
3.5 MEMBERSHIP

	2018-2019	2019-2020	2020-2021
Lane Cove	24,429	24,557	24,217
Mosman	14,746	12,894	14,107
North Sydney	28,548	27,159	27,511
Total	67,723	64,610	68,835

Membership 2020-2021



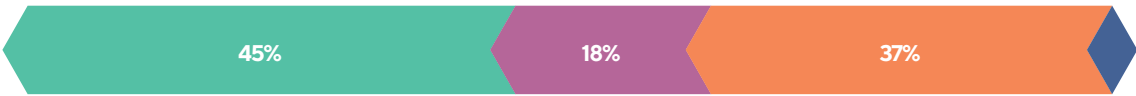
Membership 3 Year Comparison



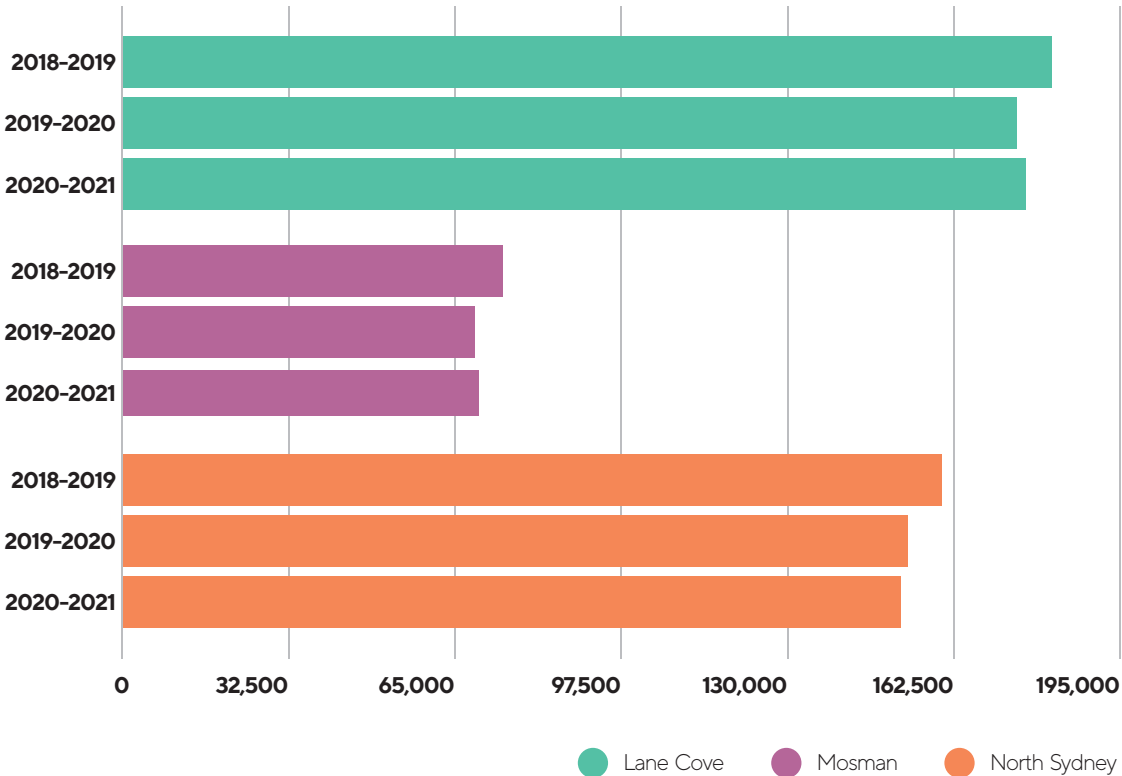
3.6 COLLECTIONS (STOCK)

	2018-2019	2019-2020	2020-2021
Lane Cove	181,598	174,729	176,752
Mosman	74,461	68,960	69,501
North Sydney	160,289	153,584	147,322
Total	416,348	397,273	393,575

Collections 2020-2021



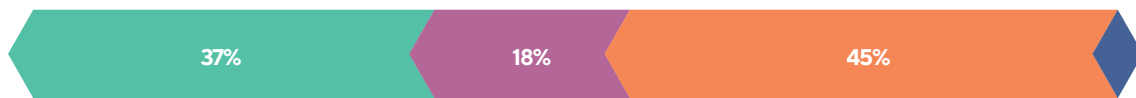
Collections 3 Year Comparison



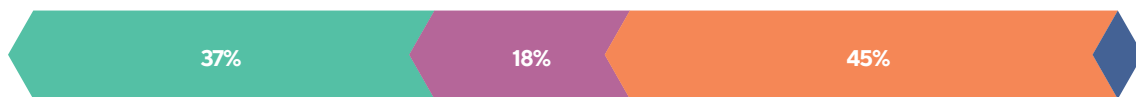
3.7 INTER-LIBRARY LOANS: ITEMS BORROWED

From Shorelink Libraries		From all Libraries	
Lane Cove	8,596	Lane Cove	8,955
Mosman	4,292	Mosman	4,383
North Sydney	10,452	North Sydney	10,678
Total	23,340	Total	24,016

From Shorelink Libraries 2020-2021



From all Libraries 2020-2021



3.8 INTER-LIBRARY LOANS: ITEMS LENT

To Shorelink Libraries		To all Libraries	
Lane Cove	9,142	Lane Cove	9,417
Mosman	6,653	Mosman	6,670
North Sydney	6,259	North Sydney	6,324
Total	22,054	Total	22,411

To Shorelink Libraries 2020-2021



To all Libraries 2020-2021



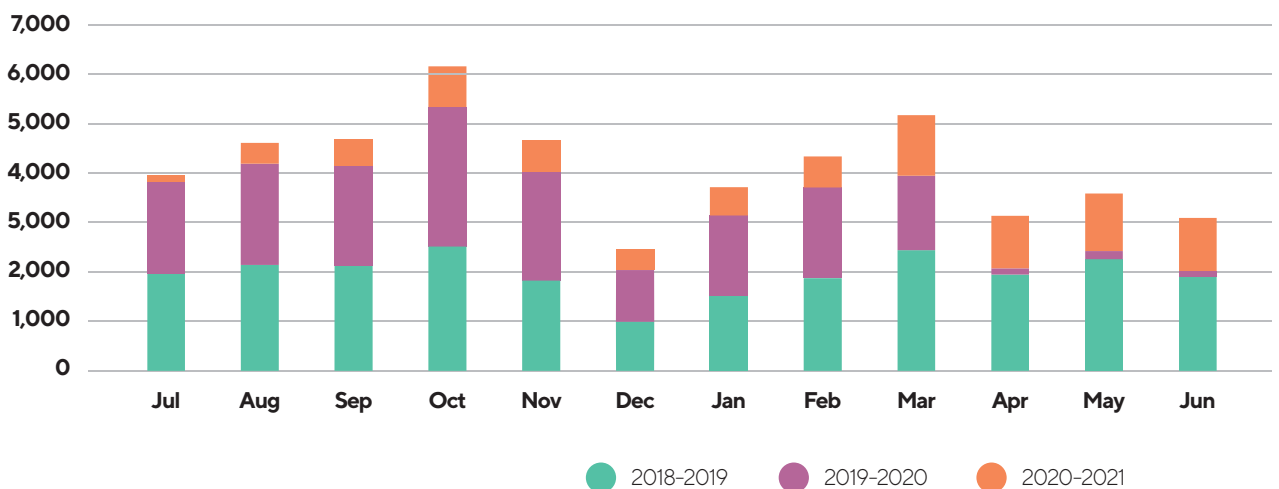
3.9 WIRELESS USAGE NETWORK WIDE

Data Downloaded (GB) 2018-2021			
Month	2018-2019	2019-2020	2020-2021
July	1978.13	1871.40	128.82
August	2162.91	2054.47	408.60
September	2151.44	2028.77	532.28
October	2534.73	2827.93	816.33
November	1847.00	2204.79	636.11
December	1010.84	1051.97	405.04
January	1529.45	1633.42	569.77
February	1892.89	1837.16	629.31
March	2463.37	1503.97	1225.46
April	1971.87	1172.4	1059.68
May	2279.49	160.89	1164.15
June	1932.86	101.39	1076.20
Total	23754.98	17393.41	8651.72

Wireless Usage Network Wide 2018-2021



Wireless Usage Network Wide 3 Year Comparison



3.10 WIRELESS USAGE BY LIBRARY

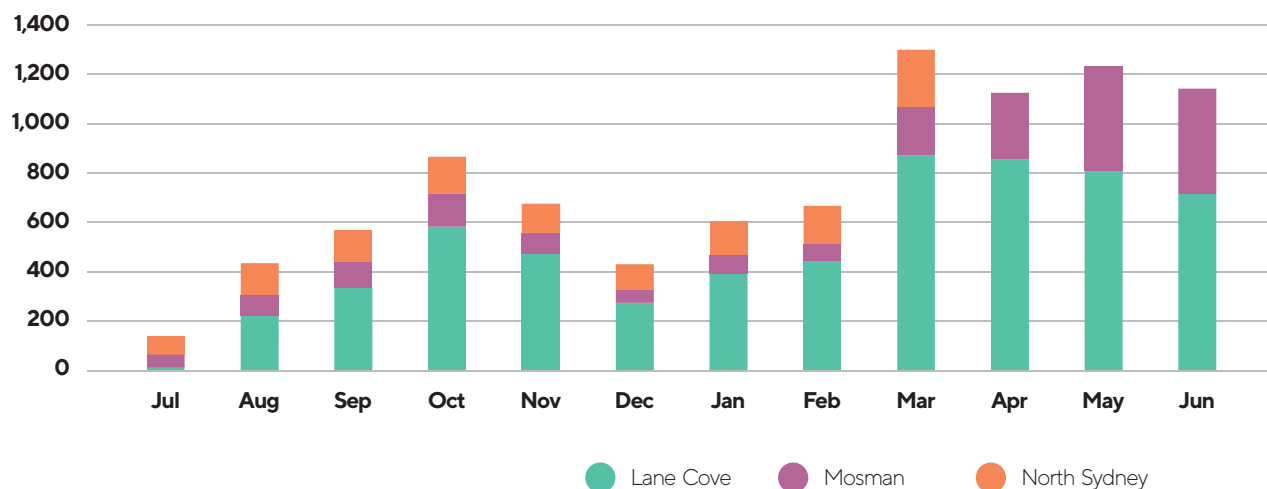
Data Downloaded (GB) 2020-2021				
Month	Lane Cove	Mosman	North Sydney	Network Total
July 2020	13.96	4785	6702	128.82
August 2020	208.68	79.67	120.24	408.60
September 2020	318.53	95.59	118.16	532.28
October 2020	550.70	125.07	140.57	816.33
November 2020	446.19	79.82	110.10	636.11
December 2020	258.55	49.82	96.68	405.04
January 2021	370.26	69.61	129.89	569.77
February 2021	418.82	63.18	14730	629.31
March 2021	824.11	179.38	221.96	1225.46
April 2021	806.54	253.14	*	1059.68
May 2021	764.14	400.00	*	1164.15
June 2021	674.66	401.54	*	1076.20
Total	5655.13	1844.67	1151.92	8651.72

* Stanton Wireless services is managed by NSC IT department from April 2021 onwards, and integrated into NSC internet services so no statistics will be provided from April 2021.

Wireless Usage by Library 2020-2021



Wireless Usage Network by Library Comparison





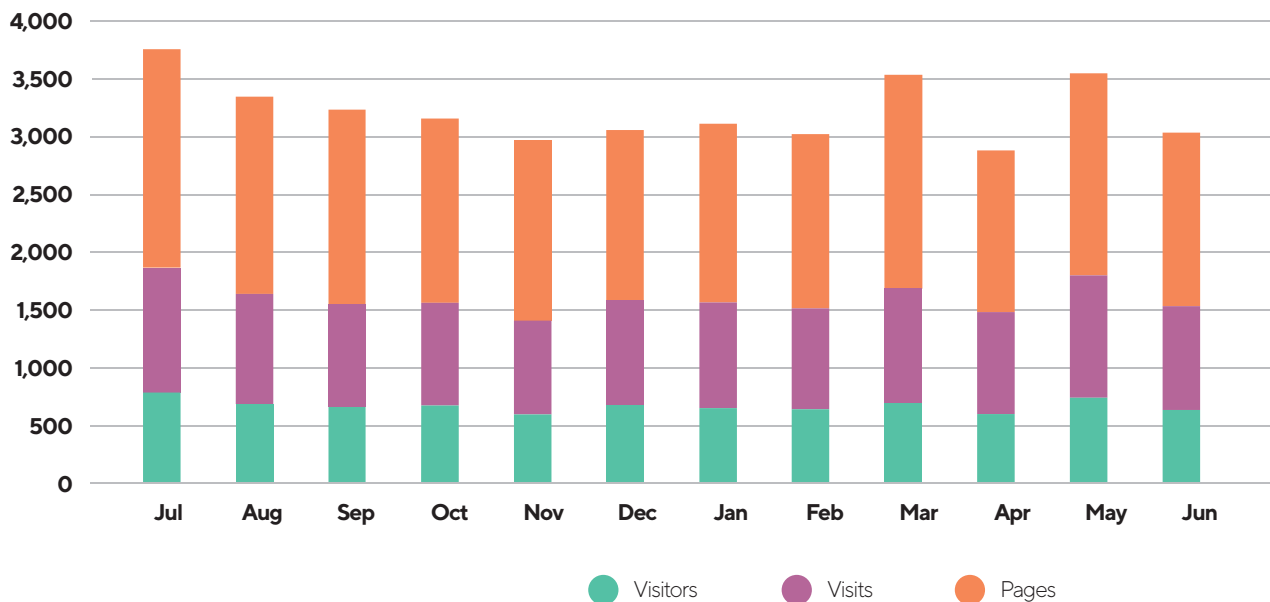
3.11 WEBSITE TRAFFIC NETWORK WIDE

Number of Visitors 2020-2021				
Month	Unique Visitors	Number of Visits	Pages Visted	Total Hits
July 2020	798	1082	1889	3769
August 2020	698	959	1704	3361
September 2020	675	888	1682	3245
October 2020	687	890	1590	3167
November 2020	609	814	1557	2980
December 2020	684	911	1473	3068
January 2021	665	914	1544	3123
February 2021	665	872	1505	3042
March 2021	708	989	1849	3546
April 2021	614	882	1394	2890
May 2021	753	882	1061	2696
June 2021	647	898	1502	3047
Totals	8203	10981	18750	37934

Glossary

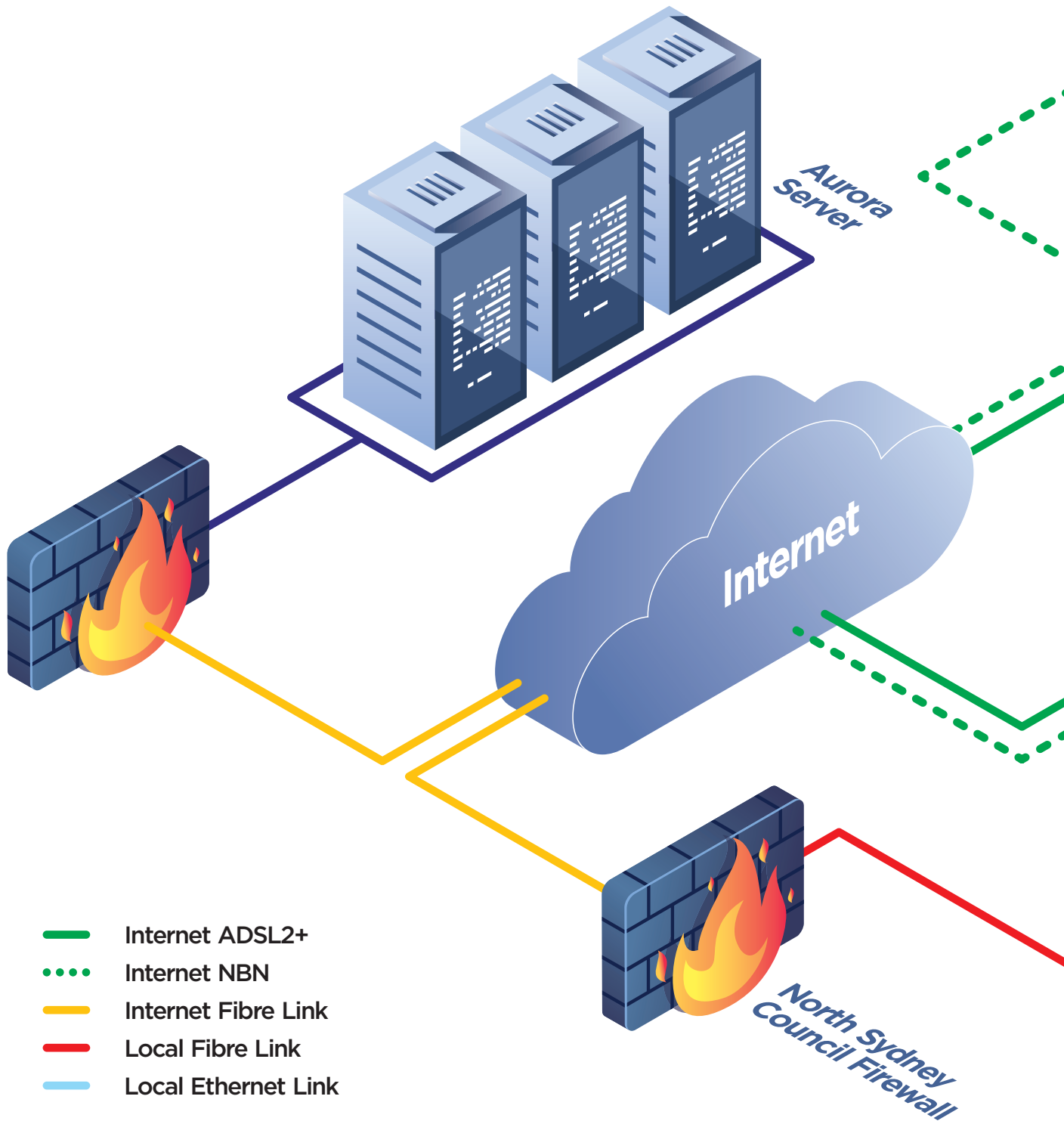
Unique Visitors Number of individual IP addresses that have visited the site.
 Number of Visits Total number of visits to the site.
 Pages visited Total number of pages that have been visited.

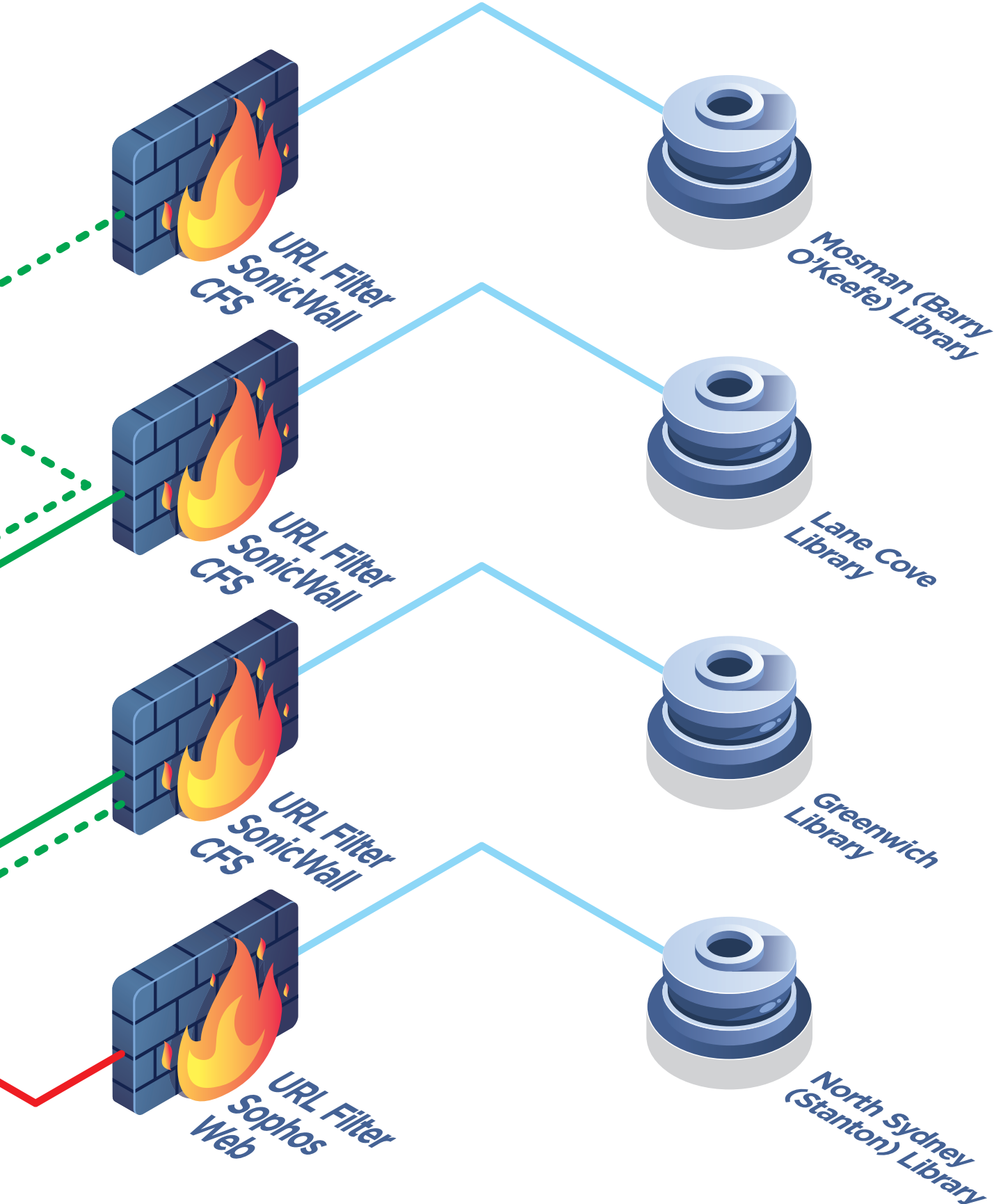
Wireless Usage by Library 2020-2021 Comparison



3.12 NETWORK DIAGRAM

SHORELINK WAN DIAGRAM











SHORELINK
LIBRARIES