



SHORELINK
LIBRARIES

ANNUAL REPORT
2024-2025



SHORELINK
LIBRARIES

CONTENTS

SHORELINK	02
Shorelink Committee and Staff	04
Our Commitment	05
Shorelink Library Network	07
2024-2025: 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)	36
Inter-Library Loans: Items Borrowed	37
Inter-Library Loans: Items Lent	39
Network Diagram	40







SHORELINK

In this section

- Shorelink Committee and Staff
- Our Commitment
- Shorelink Library Network
- 2024-2025: Year in Review
- Shorelink Collaboration

1.1 SHORELINK COMMITTEE AND STAFF

Chairperson	Clr S Welch
Deputy Chairperson	Clr H Greenwell
Secretary	Mr C Pigott, Manager Library Services, Mosman Council
Minute Secretary	Agent Librarian, North Sydney Council

Committee Members

Lane Cove	Clr Helena Greenwell Ms K Mitchell, Manager Library Services
Mosman	Clr P Friedrich Mr C Pigott, Manager Library Services
North Sydney	Clr S Welch Ms K Stewart, Manager Library Services

Shorelink Staff

Shorelink Coordinator	Ms C Tan
-----------------------	----------

1.2 OUR COMMITMENT

OUR VISION

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

OUR MISSION

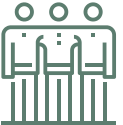
We will do this by:

- 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

2024-2025: YEAR IN REVIEW

Usage of eResources continued to grow in FY2024/25. As of 1/7/24, there was approximately 35,000 items in the collection. This included eAudiobooks, eBooks, ePress, eVideos and eMagazines. A standout in usage was the ePress. By January 2025, the ePress subscription which was just a year old had recorded a jump from a mere 905 loans across the network in January 2024 to 10,546 loans in January 2025; That is a phenomenal loan growth of 1,010%.

An open tender for the Shorelink Library Management System was launched at the end of the March quarter of 2024 and closed on 31/7/24, with submissions received from five vendors. Evaluation of the submissions were conducted by a panel of key staff members from the network libraries including the Shorelink office over the months of August and September. However, some issues were identified in mid-October, and as a result, the Tender could not proceed. All submissions were rejected and a new RFQ was postponed to the next financial year (FY2025/26).

Shorelink was advised in September that as of 13/9/24, Aurora Information Technology (AIT) was officially acquired by the Volaris Group and Softlink Information Centres. The contract and support agreement remained unchanged. Steps were then taken to move all existing cases from the AIT support portal to the Softlink support portal, and case login procedures revised to work with the new helpdesk system. Key staff from AIT remained to ensure continued support for the Aurora LMS software.

In October 2024, TPG Telecom sold its fibre network infrastructure assets and Enterprise, Government and Wholesale fixed business to Vocus Group Limited (VOCUS). As Shorelink is a customer of the fixed telecommunication services provided by TPG Network, we were notified of this acquisition. In June 2025 we were required to sign a novation document which, when signed, formalized our consent to Pipe Networks becoming our new supplier of fixed telecommunications services and to Vocus becoming the controlling entity of Pipe Networks.

Also in October, Greenwich Library closed for refurbishment for three weeks and reopened on 21/10/24. During this time, the libraries also had a new feature turned on in the Beamafilm streaming service, which enabled restriction of patron access to content, filtered by age.

In December 2024, work commenced on customizing the Welcome to Library email templates for each of the libraries. This service essentially welcomes new borrowers and introduces them to services at their local library and across the Shorelink consortia. It features customized wording and logos for each library. It was finalized and successfully implemented in March 2025.

In January 2025, Stanton Library started working with AIT/Softlink to enable automatic harvesting and adding of Adult Fiction, Adult Non-Fiction, and Stack collections to Libraries Australia to fulfil joining requirements to the new platform ReShare. This service will replace the current Trove Partners Resource sharing service.

On 11/2/25, Lane Cove Library celebrated its 70th birthday with a special party. The new adult and junior library cards, and Avatar book reviews were launched. A special library short film was also screened.

The Lane Cove Seed Library collection was launched in April 2025. Leading up to the launch, parameters had to be set up on the library system to accommodate this new collection, which features thirty varieties of seeds, selected for ease of growing, and includes vegetables, herbs, flowers and Australian natives.

In an effort to maintain and tidy up the user database, over 14,000 borrowers who were inactive, with no fees and charges, and had registrations expired for more than five years were removed from the database in May. Also in May, Mosman Library reported that it was preparing to launch its new Dyslexia collection.

Due to popular demand of resources being transferred regularly between the Shorelink libraries but the courier running on weekdays only, the load of items to be processed on a Monday was enormous compared to other days. Hence discussions were had about adding Saturday to the courier run. This option was viewed favourably by all the Library Managers and will be implemented in the next financial year.





1.5 SHORELINK COLLABORATION

The Shorelink Libraries continue to collaborate on programs, collections and digital resources.

Key staff from each Shorelink Library collaborated in planning sessions for the Strategic Plan 2025 – 2028 and in developing criteria for the Library Management System Request for Quote documents.

To support HSC students, the Shorelink libraries collectively offered study nights, exam conditions study spaces, lock ins and workshops that were promoted across the network.

The annual Summer Reading Challenge was rebranded to reflect the Shorelink Libraries and make it more engaging for young people. The program was held across all Shorelink Libraries, encouraging children and teens to read throughout the long summer holiday break from school. With over 140 participants online and many more registered in person, the Libraries are continuing to grow this challenge.

The 1000 Books Before School Literacy program is another collaborative project that currently has over 1,300 children participating in the program.

The Shorelink Digital Resources working group has worked to build the collection of eBooks, eAudiobooks and eMagazines across the shared platforms. The group expanded the ePress titles to include The Guardian Weekly, The Saturday Paper and The Australia which have proved to be extremely popular.

The Shorelink Libraries in collaboration with Overdrive hosted a series of monthly online talks. These talks, Ben's Online Book Club showcased several popular authors including Sarah Bailey, Christian White, Dave Warner, Chris Hammer and Christine Gregory.





NEWS FROM THE LIBRARIES

Lane Cove Library

Mosman (Barry O'Keefe) Library

North Sydney (Stanton) Library



LANE COVE LIBRARY

2.1 LANE COVE LIBRARY

2024/25 was one of the busiest years, with over 520,000 people visiting the Libraries, including over 100,000 visits to St Leonards Library and an increase in visits of over 2,000 people to Greenwich Library when compared to the previous year.

Greenwich Library celebrated its 60th birthday in style! As part of the birthday celebrations, the library experienced a mini makeover as it still had many original features. This included new carpet, new and recycled shelves, a custom-built service desk, new armchairs, a coat of paint and an air-conditioning upgrade.

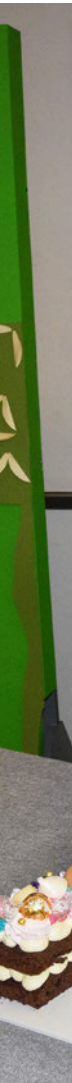
To mark the occasion budding artists were invited to submit entries into a Mini Canvas Art Competition. With over 100 entries incorporating the themes of Libraries and Birthdays, our winners were announced as part of the birthday morning tea held in November and received art prize packs.

Along with numerous members of the community, one local resident, who was part of the 60th celebrations, was also there

on the first day Greenwich Library opened back in November 1964. Mayor, Cllr Merri Southwood along with members of the community cut the 60th Birthday Cake.

Over 100 community members, Councillors and staff celebrated Lane Cove Library's 70th birthday. Joined by the NSW State Librarian, Dr Caroline Butler-Bowdon, the celebrations included a film made by the passionate library staff, addresses from both Mayor, Cllr Merri Southwood and Dr Caroline Butler-Bowdon, cutting of the birthday cake, launch of new Library cards and the unveiling of new art to commemorate this milestone occasion.

Carla Gottgens created a wonderfully vibrant multilayered cardboard artwork, showcasing the library and its central place in the fabric of the Lane Cove community. The artwork is currently on display in the foyer of the library. An exhibition of artist Mark Gowing's work highlighted visual art and language.



The Film and Sound Studio was outfitted with podcasting equipment this year which can be used for voiceovers, creating podcasts and interviews. Inductions are held for Podcasting and Filming sessions where participants get hands-on experience using and learning about the equipment. Specialist programs are held to support learning in this space including Creating Podcasts and Creating Videos.

As part of Council's Chatty Café initiative, the Library's Chatty Chairs was launched in April 2025 by the Mayor, Cllr Merri Southwood. This program is now a weekly event with over 100 people starting conversations, petting the robotic cat and dog and enjoying morning tea.

The Library launched its Seed Library in April 2025 as part of Council's commitment to sustainability. The Mayor, Cllr Merri Southwood and guest speaker Indira Naidoo launched this initiative. The Seed Library is designed to promote active outdoor activity and healthy foods, help address food sovereignty and sustainable living.

Local History staff presented 20 sessions to over 500 students from Lane Cove Public School and Greenwich Public School providing a snapshot of Lane Cove's historical beginnings including facts about First Nations rock art, local industry, landmarks and local identities.

During Australian Heritage Festival, to celebrate this year's theme of Unearthed, two sessions on House History were held. Drawn in Lane Cove - discussed artist Elizabeth Anderson's sketches of Lane Cove heritage buildings and houses - many of which were part of an exhibition on display in the Library. The other was a House History Workshop, allowing participants to gain hands-on experience using local history resources and learning key details about their houses.



Mystery

Religion





MOSMAN (BARRY O'KEEFE) LIBRARY

2.2 MOSMAN (BARRY O'KEEFE) LIBRARY

2024/25 saw the successful completion of two projects that refreshed the interior areas of the library. These were the replacement and realignment of shelving in the adult and teen areas in the library, and the renewal of seating in the downstairs study area. Both projects have positively impacted the community, with books being easier to find on the shelf, leading to increased circulation of items; and increased numbers of visitors to the library and particularly the study area as the look and feel is now more welcoming.

The Creation Space continued to grow, offering the community with a free space to make, tinker, play and create. While after school children's programs continued to be popular, with over 6000 attendees during the year, the offer grew with more adults attending the morning drop in sessions, design workshops and the new Mosman Model Scale Builders club, which meets monthly.

Saturday Storytimes were launched this year. They run once a month and have a loyal following amongst families who can't always attend regular weekday sessions. The Child and Youth team also expanded its reach out into the community, highlighted by visits to 10 early years centres for National Simultaneous Storytime. We have also seen a surge in HSC students this year, supported in the lead up to exams with access to tutors, support puppies and pizza.

Programming diversified in the library with expansion of the Craft and Chat and Cryptic Crossword clubs, and a focus on talks that had an environmental focus. The visit from Mitchell Brennan to enlighten us about endangered white seahorses in Sydney harbour was particularly well attended. The Monday Matters program highlighting topical issues continues to grow, with the session about managing strata issues proving particularly popular.



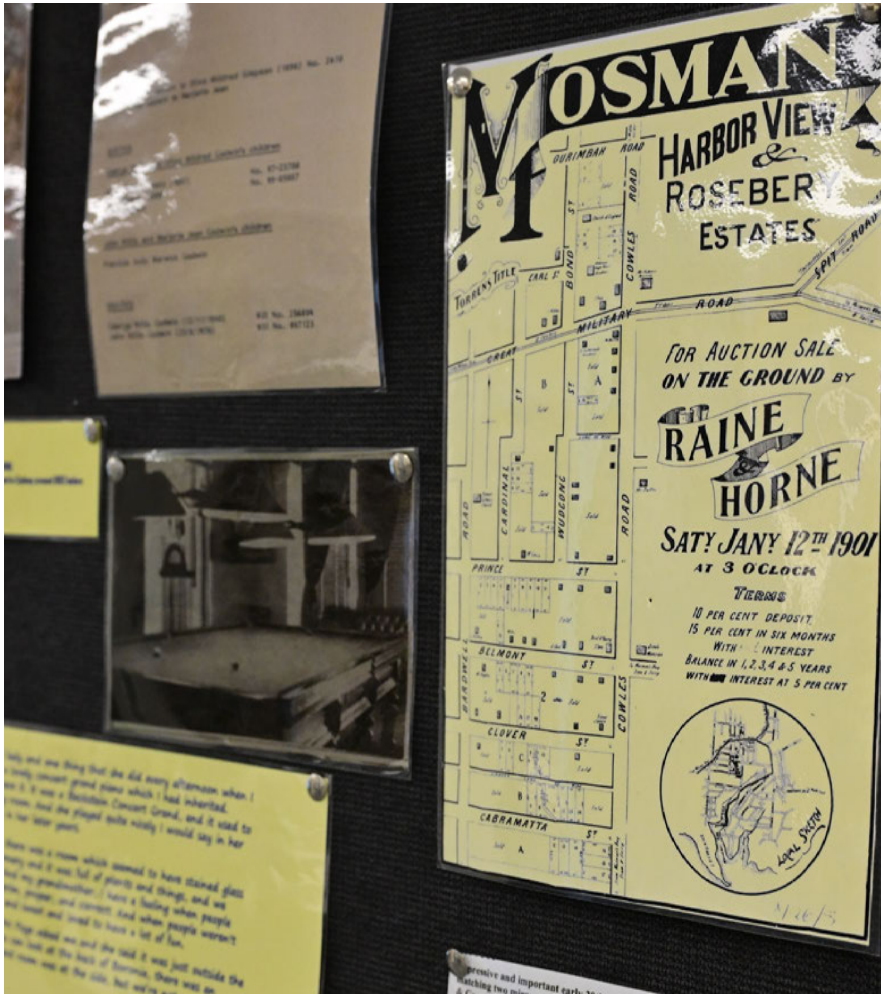
Highlights in the Local Studies area included a Maritime Mosman exhibition, with an exceptionally well attended opening and visitors from groups we don't often see in the library, including the coast guard and boaties. We also negotiated the receipt of part of the personal archives of local author and toy manufacturer, Hilarie Lindsay MBE OAM; and dispelled a long-held urban myth, being able to share the correct name of the creator of 1950s Taronga Zoo souvenir pottery. The creator was Katherine Adams, the mother of sculptor Dennis Adams who had sculpted the famous 'Billy the Dog' statue at Balmoral.

The Mosman Youth Awards in Literature saw increased entries this year, with judges commenting on the high quality of the entries. For the first time, there was not only an awards ceremony, but also a readers night a week later, where shortlisted writers were given the opportunity to read their work aloud for a live audience.

Members of the library team made visits to a number of other Sydney libraries during the year, as strategic planning work began and the potential for a new library became more realistic. The team enjoyed these visits to identify how other libraries operate, initiatives they have in operation, and to assess how modern library design has evolved.

As the year ends, the library team is looking forwards to adding an Outreach service to our offer. While this service will initially focus on increasing levels of service to retirement villages, the elderly and educational centres, it is anticipated that it will lead to programs and events in the community, pop up library services, and more residents being able to access the library easily.

Overall, Barry O'Keefe had a very positive year. More of the community came through the door, borrowed more books and attended more programs and events. The space has been refreshed and there is the potential for planning for a new library to begin soon. There is a range of interesting programs and events in the library, and the collection looks in great order. We are looking forwards to continuing to offer valued services to the Mosman community.







NORTH SYDNEY (STANTON) LIBRARY

2.3 NORTH SYDNEY (STANTON) LIBRARY

This year Stanton undertook a full refresh of our wayfinding signage and this has improved navigation, accessibility and the overall visitor experience. The project involved the removal of over 80 outdated signs and the design and installation of a new suite of signage aligning with Council's brand and access standards. This new signage upgrade delivers on our commitment to improving access to the Library.

This year Stanton became a member of the Public Libraries Evaluation Network, which shares comparative data with member libraries and provides useful tools for benchmarking and comparison. We undertook our first Library Community Survey through the Culture Counts platform and received over 500 responses. The survey feedback helps us to better understand the impact of our service, track how we're meeting national library standards, and plan for future improvements.

An upgrade to the children's and youth area of the library was completed this year. This included new custom-built picture book shelving and bench seating which was designed and installed in the children's picture book area. The new shelving allows for all the picture books to be shelved face-out and the new bench seating has added a perfect reading spot amongst the collection. Also added was a custom-built circular display shelf to better promote junior and young adult collections and book boxes to house our new Read to me collection of audio-enabled picture books. To complete the refresh of this floor, the soft furnishings were reupholstered, walls were repainted and the parents room and toilets were completely refurbished.



During History Week, the Historical Services team launched a new online exhibition on the Hidden History of the Chinese in North Sydney. This interactive website explores the Chinese Community who lived and worked in the local area, often as market gardeners and shopkeepers, from 1870 to 1932. Their personal stories help to write the Chinese back into North Sydney's history and enrich the broader story of Sydney.

Over the year there were 315,540 visitors to the library, which is an encouraging increase from the last few years.



Staff delivered a phenomenal 952 programs to the community over the year, with a staggering attendance of 30,711. The Writers @ Stanton author talk events continue to be among the most well-attended programs in the schedule with 36 events in total. John Lyons, Nick Kaldas, Don Watson, Kumi Taguchi, Toby Walsh, Jess Hill and Debra Oswald were among the most popular, each having between 80 and 120 guests attending.

The Borrow Now collection has proven to be a star performer, with customers embracing the availability of new release, high demand titles, displayed prominently near the entrance of the library. The range of titles grew from sixty to one hundred over the year, and is constantly being updated and refreshed to meet the reading trend of Stanton's voracious readers.







OPERATING STATISTICS

In this section

Operating Costs

Loans

eResource Loans

Visits

Membership

Collections (stock)

Inter-Library Loans: Items Borrowed

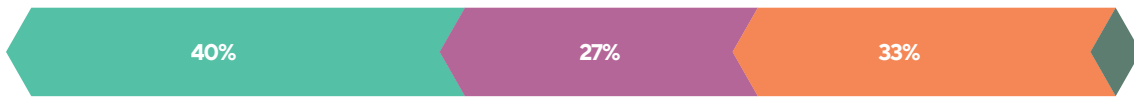
Inter-Library Loans: Items Lent

Network Diagram

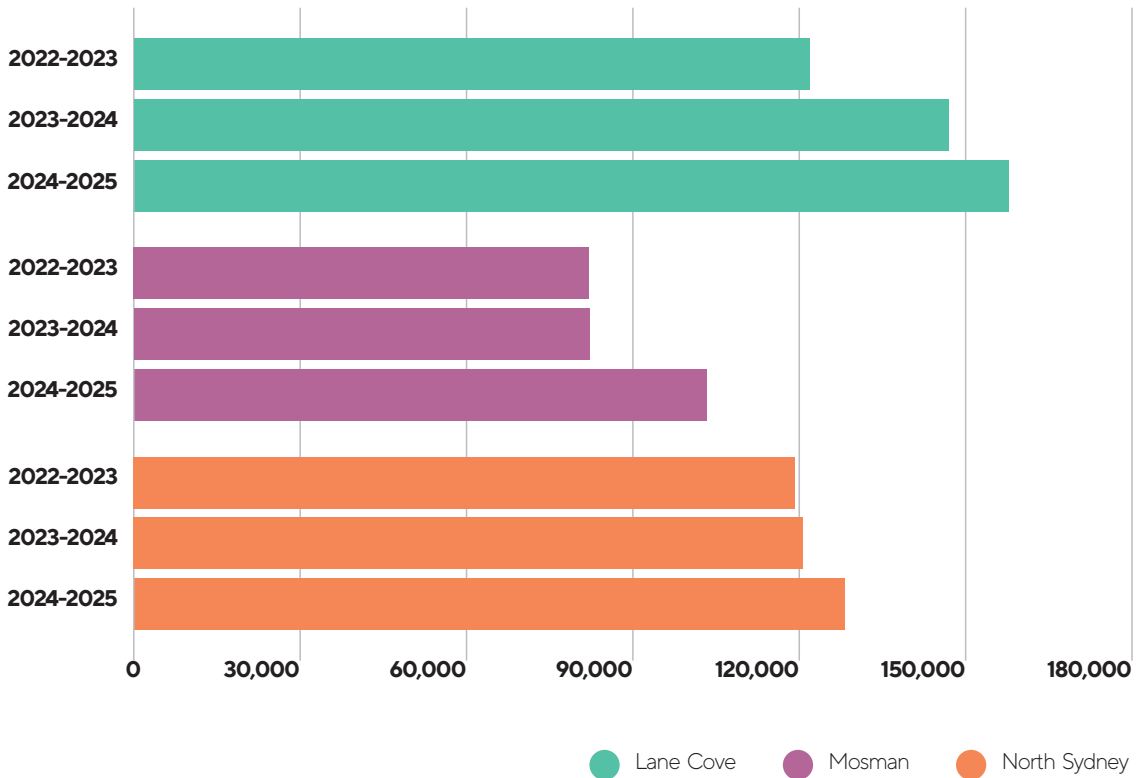
3.1 OPERATING COSTS

	2022-2023	2023-2024	2024-2025
Lane Cove	\$122,406	\$147,572	\$158,575
Mosman	\$82,445	\$82,561	\$103,755
North Sydney	\$119,787	\$121,242	\$128,773
Total	\$324,638	\$351,375	\$391,103

Operating Costs 2024-2025



Operating Costs 3 Year Comparison





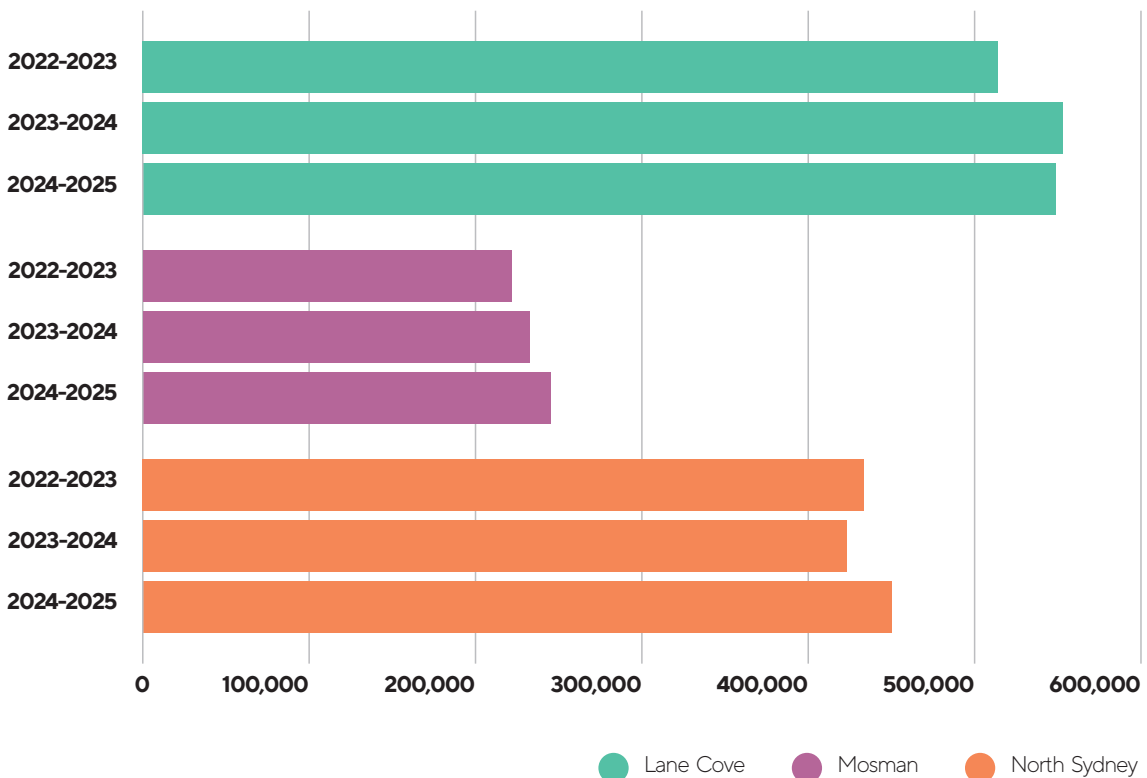
3.2 LOANS

	2022-2023	2023-2024	2024-2025
Lane Cove	514,047	553,046	548,610
Mosman	221,526	232,358	245,234
North Sydney	433,593	423,056	450,068
Total	1,169,166	1,208,460	1,243,912

Loans 2024-2025



Loans 3 Year Comparison



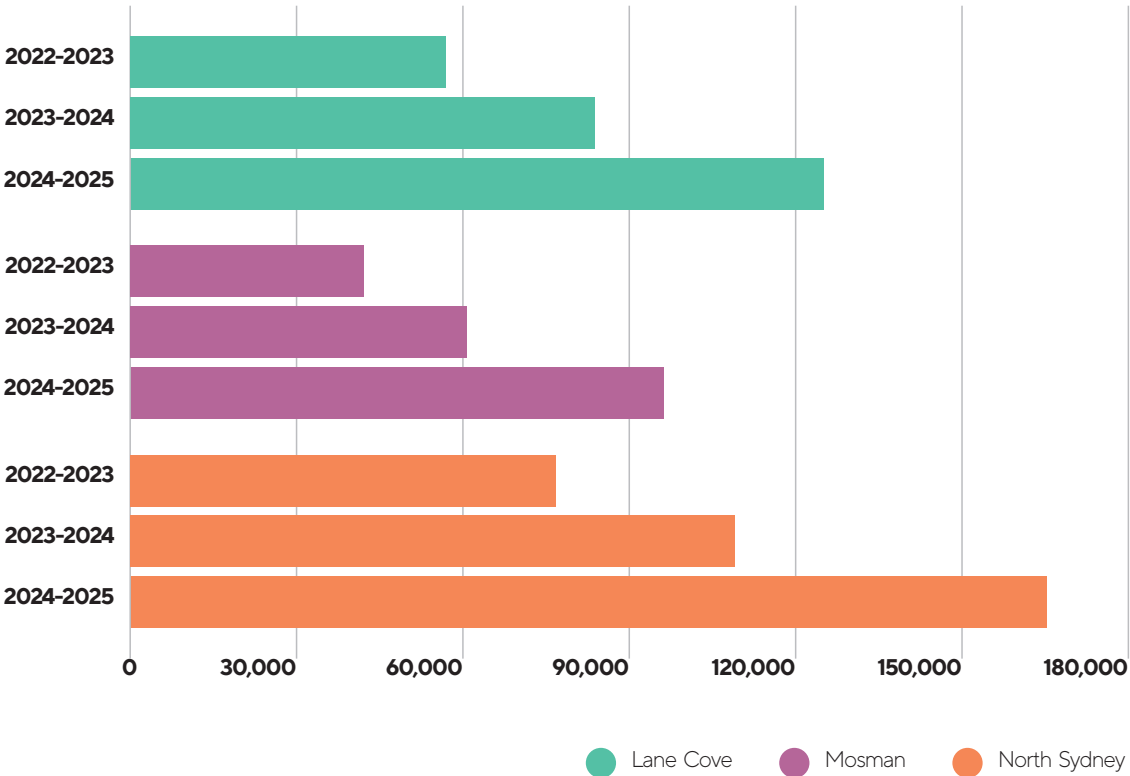
3.3 eRESOURCE LOANS

	2022-2023	2023-2024	2024-2025
Lane Cove	57,198	84,126	125,682
Mosman	42,228	60,922	96,647
North Sydney	77,158	109,591	166,029
Total	176,584	254,639	388,358

eResource Loans 2024-2025



eResource Loans 3 Year Comparison





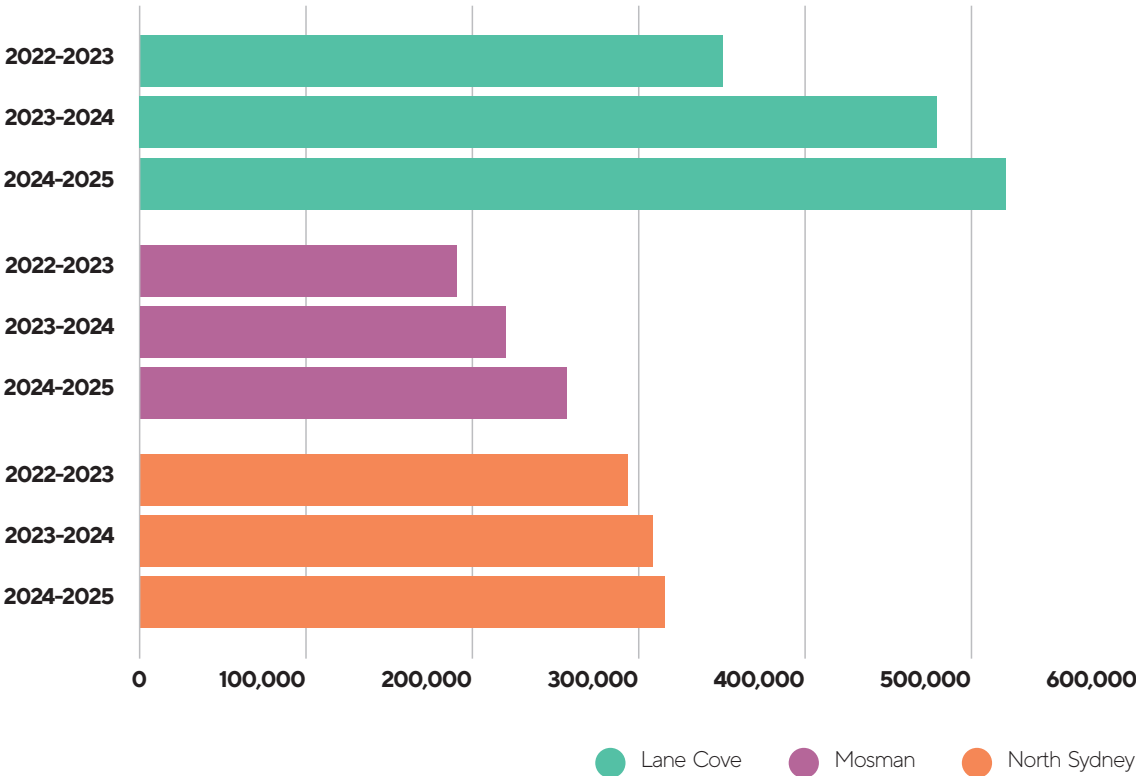
3.4 VISITS

	2022-2023	2023-2024	2024-2025
Lane Cove	350,486	479,281	520,543
Mosman	190,581	219,957	256,663
North Sydney	293,554	308,291	315,540
Total	834,621	1,007,529	1,092,746

Visits 2024-2025



Visits 3 Year Comparison



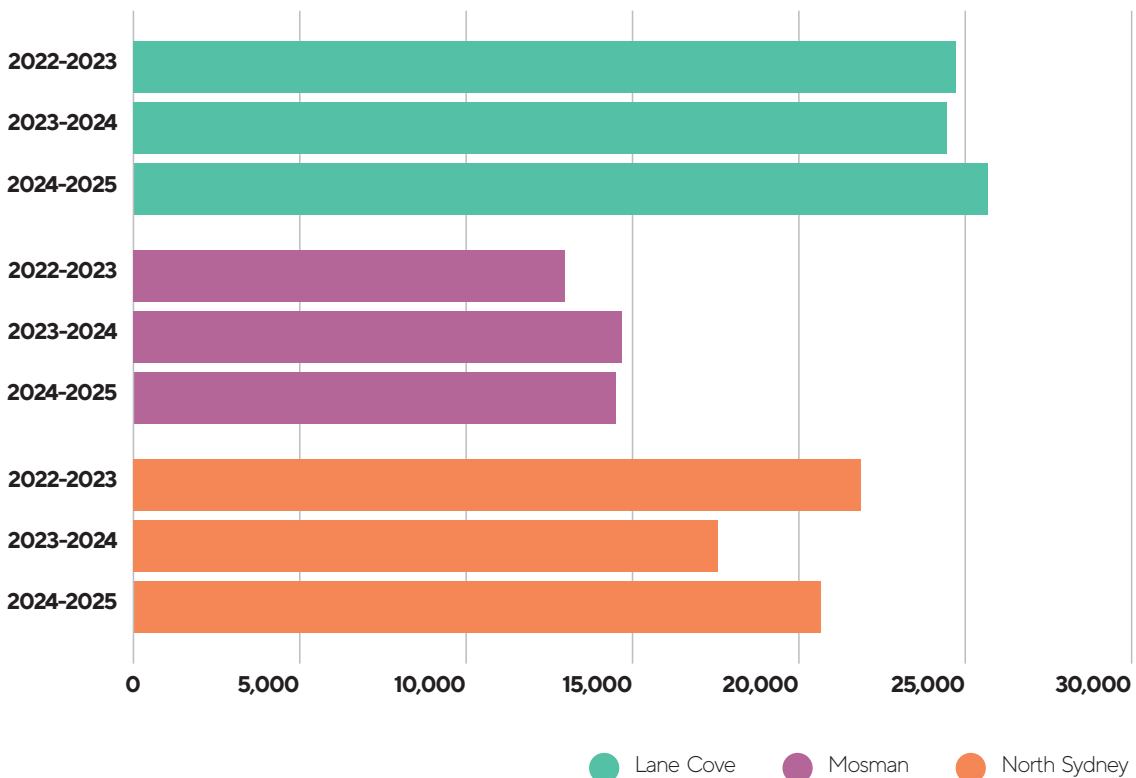
3.5 MEMBERSHIP

	2022-2023	2023-2024	2024-2025
Lane Cove	24,730	24,465	25,676
Mosman	12,964	14,693	14,508
North Sydney	21,863	17,574	20,657
Total	59,557	56,732	60,841

Membership 2024-2025



Membership 3 Year Comparison





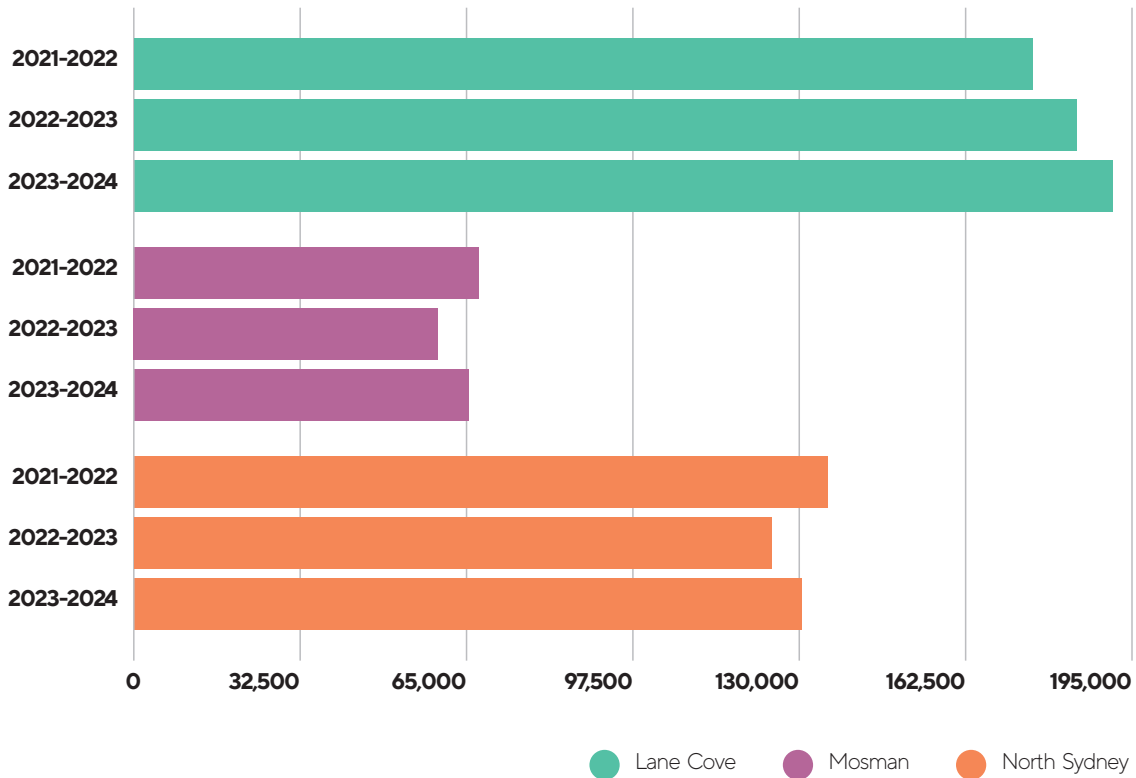
3.6 COLLECTIONS (STOCK)

	2022-2023	2023-2024	2024-2025
Lane Cove	177,405	186,046	186,703
Mosman	68,149	60,046	65,410
North Sydney	136,895	125,851	130,379
Total	382,449	371,943	382,492

Collections 2024-2025



Collections 3 Year Comparison



3.7 INTER-LIBRARY LOANS: ITEMS BORROWED

From Shorelink Libraries		From all Libraries	
Lane Cove	13,812	Lane Cove	14,130
Mosman	10,641	Mosman	10,790
North Sydney	10,267	North Sydney	10,482
Total	34,720	Total	35,402

From Shorelink Libraries 2024-2025



From all Libraries 2024-2025

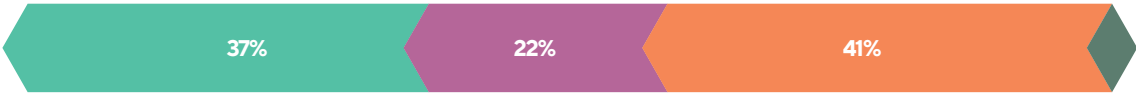




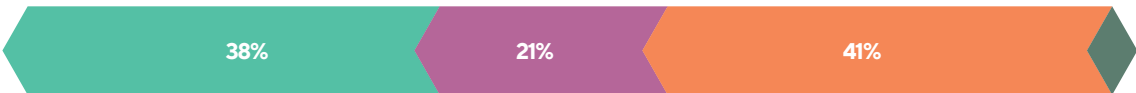
3.8 INTER-LIBRARY LOANS: ITEMS LENT

To Shorelink Libraries		To all Libraries	
Lane Cove	12,994	Lane Cove	13,159
Mosman	7,464	Mosman	7,500
North Sydney	14,262	North Sydney	14,299
Total	34,720	Total	34,958

To Shorelink Libraries 2024-2025

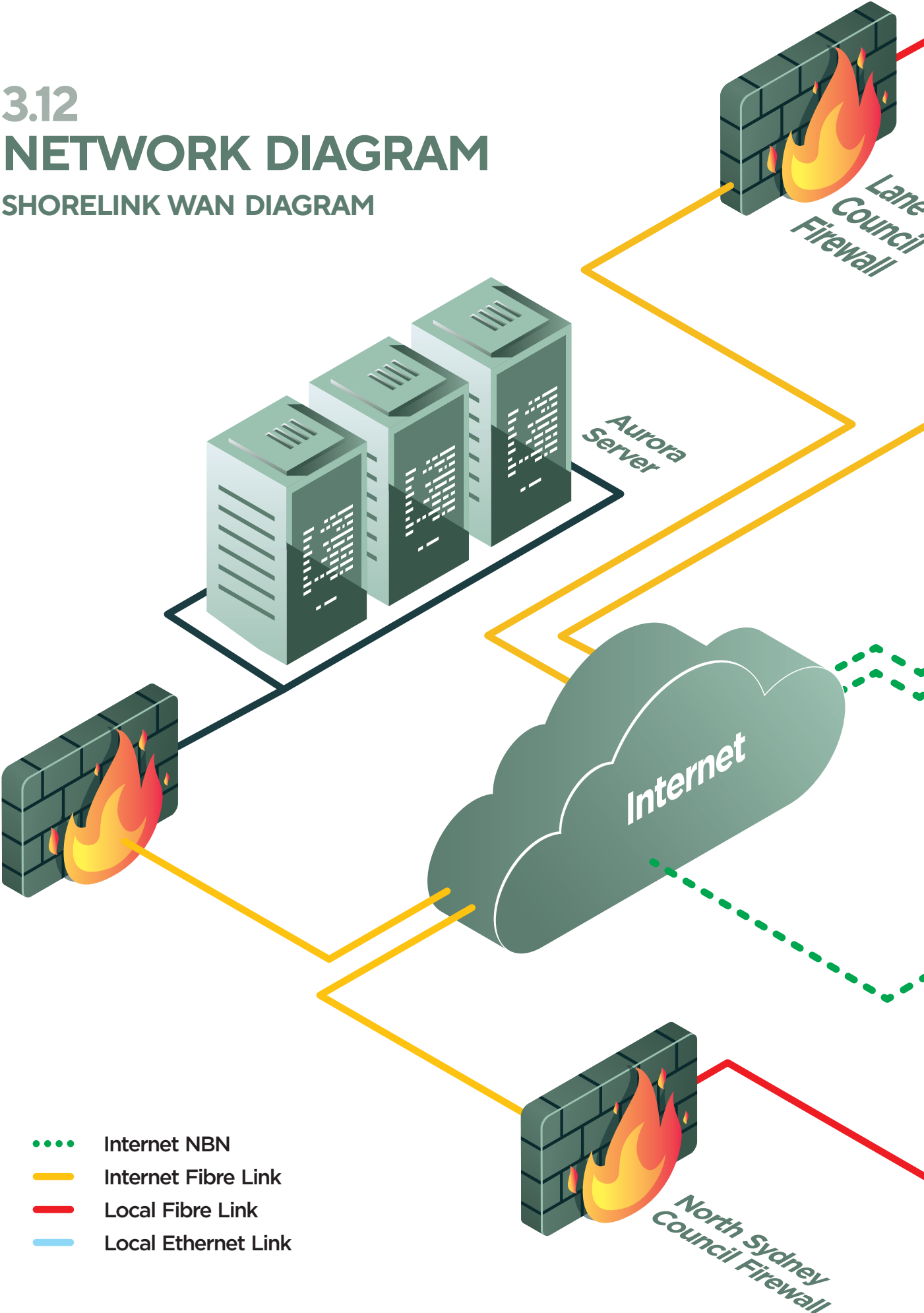


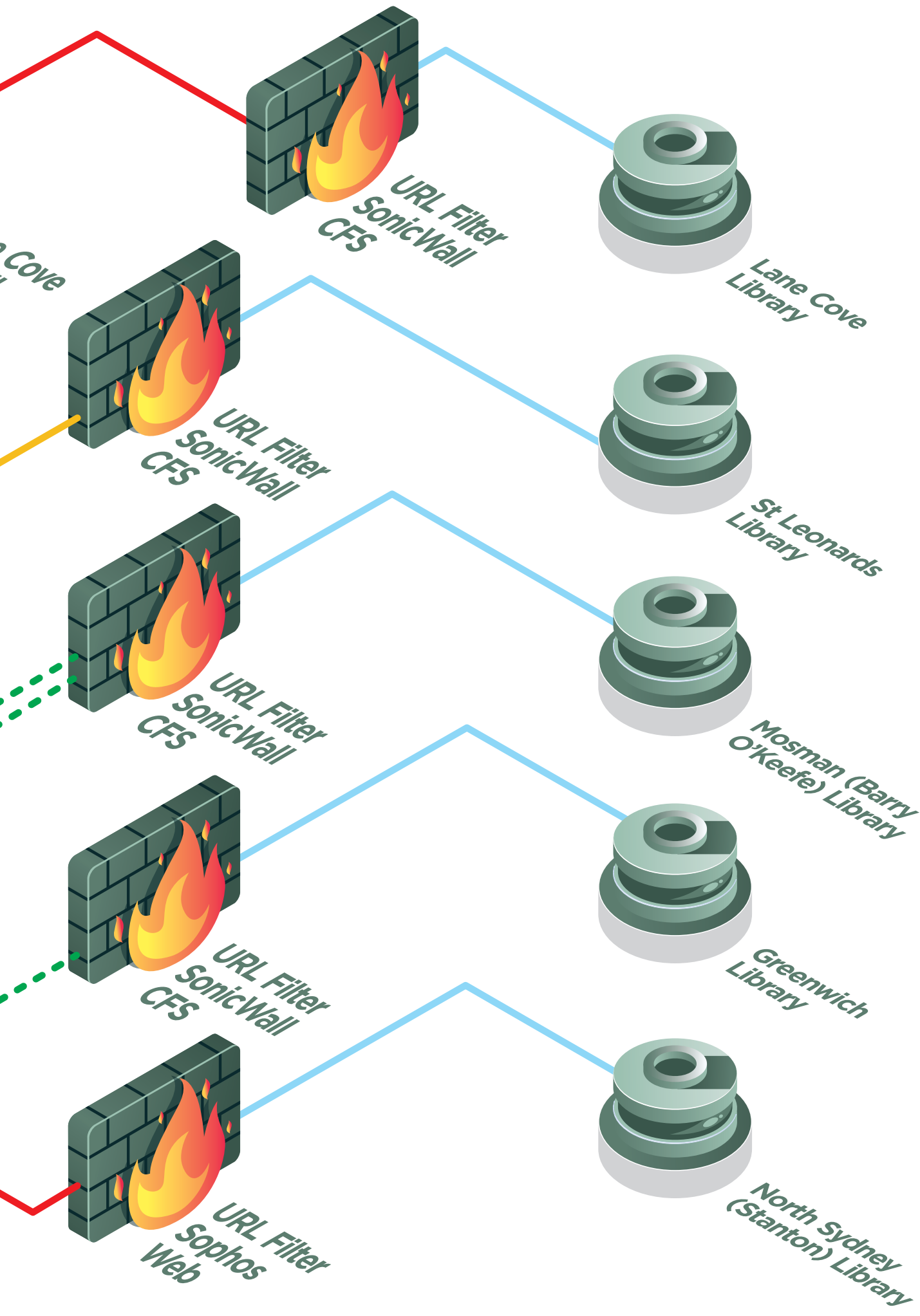
To all Libraries 2024-2025



3.12 NETWORK DIAGRAM

SHORELINK WAN DIAGRAM











SHORELINK
LIBRARIES