



SHORELINK
LIBRARIES

ANNUAL REPORT
2022-2023



SHORELINK
LIBRARIES

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SHORELINK

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Shorelink Committee and Staff

Our Commitment

Shorelink Library Network

2022-2023: Year in Review

Shorelink Collaboration

1.1

SHORELINK COMMITTEE AND STAFF

Chairperson	Clr L Moline
Deputy Chairperson	Clr G Lamb
Secretary	Mr C Pigott, Manager Library Services, Mosman Council
Minute Secretary	Agent Librarian, North Sydney Council

Committee Members

Lane Cove	Clr D Brooks-Horn Ms K Mitchell, Manager Library Services
Mosman	Clr L Moline Mr C Pigott, Manager Library Services
North Sydney	Clr G Lamb Ms K Stewart, Manager 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

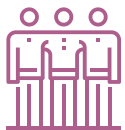
We will do this by:

- 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



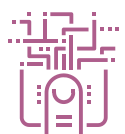
Respect and inclusiveness



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

2022-2023: YEAR IN REVIEW

The database overhaul of the Library Management System (LMS), which began in March 2022, and involved a revision and update of item formats and the database structure, was successfully completed in the second week of July 2022. This gave the network increased flexibility in how we wanted to set the operational parameters and use of the Library Management System.

In August, Shorelink commenced a trial of using Syndetics Unbound, a catalogue enrichment service to provide interactive exploration and increase the circulation of the book and library collections. This proved popular and worked well. A subscription was purchased, and the service commenced in December 2022.

System administration training for a selection of technical staff, covering existing and new features of the LMS was conducted in September.

Despite the challenges presented with the COVID-19 pandemic restrictions between 2020-2022, the libraries continued to invest in eResources and provide online access to an expanding collection. Results of the eResources survey conducted in October, and completed by December 2022 were used to assist in the continuous eResources collection development strategies. In 2022-2023, a total of 176,584 eResources were borrowed across the network. The trend in eResources loans indicate that eAudiobooks are the most borrowed eResource across the network.

A new single consortia-wide subscription to film streaming service Beamafilm was evaluated. This service would replace the existing subscriptions which all three libraries were purchasing separately. A single consortia subscription would remove redundancies and provide some cost savings.

In early November, Stanton Library introduced a book carousel feature that was integrated into the library's new website. Its local history poster collection has also been successfully relocated in the Montage catalogue and are now available under the Images submenu.

A test run of the User Profile recommendations email service was trialled briefly to mixed response. Whilst many borrowers loved it, some issues were identified that needed to be addressed, so the service was halted, and work continues fine-tuning this service further to Shorelink specifications.

Construction work on the new St Leonards Library continued whilst Lane Cove Library and the Shorelink office began setting up all relevant parameters in the Library Management System for a new library location in the Shorelink Network, as well as organising a subscription for a fast fibre internet connection to the library. St Leonards Library opened to the public on 25 May 2023.

The year 2023 also marks the 40th anniversary of the Shorelink Library Network consortia. It is a significant milestone. Its longevity is a testament to successful cross-council collaboration and teamwork, which has weathered highs and lows in its 40-year history. The network has continued to work hard to improve and provide many value-added services to the community. A team of key staff from all the network libraries have been assigned to planning the celebratory activities and promotional campaigns, which will be launched in the second half of 2023.





1.5

SHORELINK COLLABORATION

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 Shorelink libraries subscribed to the 'Syndetics Unbound' software platform, that integrates with the library catalogue to provide reading suggestions and additional content directly to the customer as they search and browse. The system is designed to encourage exploration and discovery, and showing customers more of what the library has to offer.

The annual Summer Reading Program for young people was held across all Shorelink libraries, encouraging children to read throughout the long summer holiday break from school. A total of 100 children participated, reading more than 3,050 books and completing 604 reviews.

Children's Library staff from each library attended a workshop with storyteller Lee Castledine, to develop their skills, share ideas and add to the range of techniques and creative methods that can be used during early literacy sessions. It was an energetic and positive day, with puppets, felt stories, dance, music, movement and singing.

Shorelink cataloguers participated in an Inclusive Cataloguing workshop, to make sure that our systems and collections are organised to make access easy and straightforward for all users.

The Shorelink Digital Resources working group has continued to build the collection of eBooks, eAudiobooks and eMagazines across the shared platforms. A survey was conducted in October – December 2022 to assess users' needs, collection gaps and future directions.

The Shorelink Libraries in collaboration with Overdrive hosted a series of monthly online talks. These talks, Ben's Book Club and Library Lovers with Maya Linnell showcased several popular authors including Jane Harper, Joan Sauers, Ben Hobson and Frank Chalmers.





NEWS FROM THE LIBRARIES

Lane Cove Library

Mosman (Barry O'Keefe) Library

North Sydney (Stanton) Library



The image shows a modern library interior with a curved wall of vertical wood panels in a warm orange-brown hue. The ceiling is white with a curved, perforated section and recessed lighting. The floor is covered in a colorful geometric pattern. In the foreground, there are large, low-profile armchairs in red and orange. A curved wooden bench runs along the base of the wall. In the background, a small table and chairs are visible.

LANE COVE LIBRARY

2.1 LANE COVE LIBRARY

2022-2023 was an exciting year with a return to pre-COVID loan levels, the opening of a new technology-focused library at St Leonards, development of an extensive range of programs, the continuation of shared services with Hunter's Hill Council and a new collaboration with the Cervantes Institute.

St Leonards Library opened to the public on 25 May 2023 - an official opening will be held in September 2023 to coincide with the opening of Wadangarri Park. The library includes meeting rooms, study spaces, a children's Play and Learn area, and a very well-equipped Film & Sound Studio. Lane Cove Council was able to achieve this facility via a Voluntary Planning Agreement with JQZ Fifteen Pty Ltd and with the assistance of a \$500,000 Library Infrastructure Grant from the Library Council of NSW.

During 2022-2023 Lane Cove extended its range of technologies and increased technology programs. This programming enhanced the community's digital literacy and readied staff for the demands of a new technology-focused library. Programs offered included Adult Learners Week Technology Expo, 3D Printing - Print Bake Eat, 3D Printing - Make Your Own Maker's Mark, Cricut - Quotes on Totes, Harmony Day 'Photo Studio', Lighten Up and Learn to Solder, Cricut - Upcycling with Decorative Decals, Digital Technology Open Nights, 3D Printing - Cookie Stamps! Laser Cutter Creation: Hanging Planters, Cricut - Monogram Your Mobile!, and 3D Printing - Stencil Art.

Library seniors programs also encouraged digital literacy amongst older residents. The library hosted Learn to Love Your Laptop workshops facilitated by experienced trainer, Ferg Brand. Library staff offered one-on-one Digital Discoveries appointments - these 30-minute sessions help seniors with their smart phones, tablets, laptops, etc. Lane Cove organised Tech Savvy Seniors programs including Introduction to Tablets: iPads, Online Shopping for Beginners, and Smart Phones. During Seniors Week staff offered a Picture Perfect session to teach seniors how to edit their photographs and arranged a Law Week Webinar - Scams and Data Privacy. Other seniors' programs included Moments in Music talks with local musician Graham Ball and Knit-in/Craftersnoon events.

The library hosted a number of author talks (assisted by Burns Bay Bookery) including Ronni Kahn, *A Repurposed Life*; Mark Tedeschi AM QC, *Missing Presumed Dead*; Laura Waters, *Bewildered*; Mike Carlton OAM, *The Scrap Iron Flotilla*; Jan Latta, *Doing it My Way*; Eda Utku, *Live the Gift*; Rachel Johns, *The Work Wives* and Marc Bineham, *The Money Sandwich*. The library also promoted Ben's Book Club and Library Lovers with Maya Linnell - these online events are presented by Overdrive (Libby) and help to raise awareness of the Shorelink Digital Library.

The library utilised partnerships and volunteers to expand the range of programs offered to the community. The military talk series in partnership with the Lane Cove RSL Sub-Branch



covered a range of topics including Cowra Breakout – Origins and Aftermath, The Defence of Sydney During World War II, New Britain 1943-1945 & Operation Cartwheel, Falklands War, Australian Army Nurses: Our Forgotten Heroes, Colonial Australia and the Arrival of Frederick Whirlpool VC, and Doughboys and Aussies Together in World War II: Mistake or Enduring Partnership. Volunteers facilitated weekly English Conversation (Learn English) Classes at three levels – Beginner English, Elementary Conversation and Intermediate Conversation. The library hosted the LaVoce Community Choir for its popular Christmas Carols event in December.

The Youth Services team has been particularly busy in 2022-2023 organising programs at Lane Cove, Greenwich, Hunters Hill and St Leonards. As well as regular storytime, baby bounce, Osmo Playspace and Dash Bot Discovery sessions they have offered an extensive range of school holiday programs including craft, coding, art, technology, comic strip, card making and movie screenings. Other special programs included the Green Sheep Project, National Science Week STEM activity, Jenny Hale Book Week workshop, Meerkat Storytime with Aura Parker, Silly Spooky Storytime, Celebrate Your Grandparents Craft, Rainbow Families Storytime, creative writing workshop, illustration workshop, Key Word Sign Language, and a Japanese Storytime. The team also hosted Exam Conditions and Study Nights to assist HSC students with their exam preparation.

The Yarn, Hunters Hill operates 10.00am – 4.00pm Monday to Fridays – 30 hours per week. Lane Cove Library staff work Wednesdays and Fridays, and Hunter's Hill Council staff work there the other three days. Borrowers use a self-check machine to loan items from a small floating collection and can collect reserves. Lane Cove staff deliver storytime, baby bounce and school holiday programs. Lane Cove also offers the Home Library Service and Library to Your Door service to Hunters Hill residents.

In September 2022 Lane Cove Library entered into a collaboration with the Cervantes Institute. Instituto Cervantes, the official Spanish Language Institute is a public institution founded in 1991 to promote Spanish language teaching and knowledge of Spanish-speaking countries throughout the world. The agreement between Lane Cove Library and the Cervantes Institute makes hundreds of Spanish language resources available at Lane Cove Library. To mark the beginning of this innovative partnership the library organised a number of free Spanish-themed events including Tapas and Salsa Class, Seated Zumba, Spanish Storytime and Craft, ¡Hola! My First Spanish Lesson and a screening of *Ferdinand*.

With the recent growth of the library services staff are planning for a busy year in 2023-2024





A photograph of a library interior. In the foreground, a green snake plant is positioned in front of a grey wall. On the wall, the word 'loans' is written in large, white, lowercase letters. To the left of the plant, a white electronic device is visible. To the right, a tablet displays a green screen with a map. In the background, bookshelves filled with books are visible, with a pink sign that says 'READS' on one of the shelves. The ceiling has recessed lighting.

loans

**MOSMAN
(BARRY O'KEEFE)
LIBRARY**

2.2 MOSMAN (BARRY O'KEEFE) LIBRARY

Barry O'Keefe Library hosted an excellent year of diverse events featuring writers, zoologists, philosophers and astronomers. One highlight was Ben Macintyre speaking to an enraptured full house of 140 in March about his book *Colditz*.

The library hosted publisher and novelist Sophie Green for a return visit with her sparkling novel *The Bellbird River Country Choir*. Johan du Toit spoke about his captivating debut book of short stories, *Meandering Road*, accompanied by a singer and musician. Former Prime Minister John Howard OM AC SSI spoke eloquently in September at a packed morning event about his book *A Sense of Balance*. John Ambler, well known at the Speakers Corner in The Domain, treated a morning audience to his five top Philosophies of Life from his new book *The World According to Tiger*.

There were also good attendances for Historical Society book launches and a Local Studies exhibit about Archibald Mosman and the foundation of Mosman.

National Science Week included a flagship Stargazing on Allan

Border Oval event in partnership with the Museum of Applied Arts & Sciences (MAAS). Guests were welcomed to the library with hot chocolate and marshmallows and then were escorted by library staff to the Oval. On the night we had 70 excited children, young people and adults all taking turns viewing the stars through the specialist equipment provided by MAAS, as well as listening to the astronomers explain the galaxies to them.

The library partnered with Community Care and other Council departments to present six very different events for Seniors Week. This included Taronga Zoo for a morning of 'Backyard Birds of Mosman' complete with some gorgeous furry creatures; and the Harbour Trust presented a wonderful talk on all of the amazing waterside venues they look after, including North Head and Cockatoo Island.

The Urban Beehives' Doug Purdie brought his bees along to explain the basics of beekeeping and also how we can help provide flora to attract bees to our backyards. Mosman Garden Club highlighted their amazing work over the years to our Monday Matters audience. Professor George Paxinos launched



our author series with an educative and amusing evening talk about his environmental novel *A River Divided*. Local Studies staff presented another engaging talk on the history of recreation in Mosman.

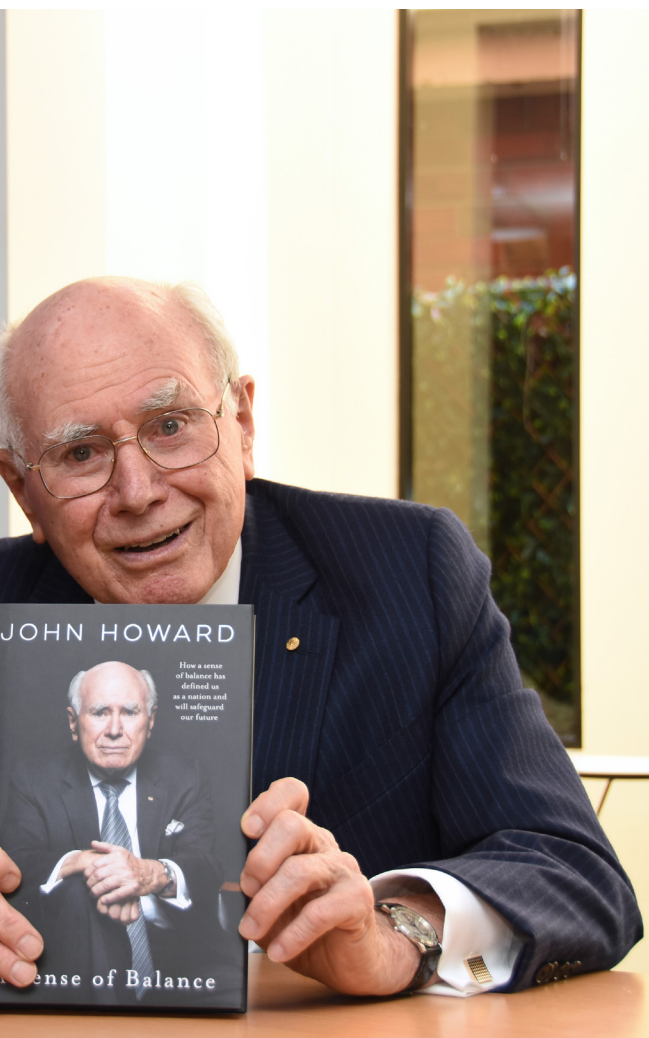
Use of the Creation Space also grew during the first half of 2023. This included for regular afternoon openings where local children could explore a range of creative technologies including 3D printing and virtual reality. Often, there were 50 children in attendance. Sessions for adults also grew in popularity. A new Tovertafel was added to the range of equipment, with a focus on seniors and customers with cognitive function slowdown.

There have been layout changes in the main part of the library. These have resulted in all the fiction collection being located in one space of the library, and two refurbished lounge areas being made available to customers for reading, study or meeting friends. There is also refreshed display shelving highlighting new and award winning books, which customers have enjoyed.

New Smart Shelves were added in the entrance to the library. These shelves are equipped with radio frequency identification (RFID) technology so customers can return books automatically. This is a final bit of work in the project which also saw the refresh of RFID self-issue machines. Together this means that the customer experience is now almost completely self-service.

Large numbers of parents and families returned post-Covid to attend regular Storytime and Babytime sessions, as well as school holiday programs. Some sessions saw up to 60 attendees, which speaks to the value of these early literacy and community connection sessions.

Long time Library Manager Linda Horswell retired in November 2022. Linda had led the library service through the challenges of Covid and through an ambitious modernisation program which improved the customer experience and staff ways of working. Her role was assumed by Chris Pigott, who came to Mosman Library with a range of experience in leadership roles in New Zealand and abroad.







NORTH SYDNEY (STANTON) LIBRARY

2.3 NORTH SYDNEY (STANTON) LIBRARY

The year kicked off with great energy for the Stanton Winter Writing Festival, a series of workshops and talks by authors and publishers to inspire writers at all levels. The program was supported by local publishing house Pantera Press and the packed program included seven events over two weeks, attended by 137 writers and lovers of writing.

The new Library and Historical Services Strategy 2022-2027 was adopted, setting out a vision and direction for how library services will evolve and grow over the next five years. The strategy describes priorities and areas for development, based on thorough consultation and research with the community and staff.

In the lead up to Children's Book Week in August, the library held a Bookmark Design Competition, encouraging young people to showcase their creative skills and invent an original design. The ten winners were chosen from nearly two hundred entries, and turned into professionally printed bookmarks that were distributed in the library.

The Children's and Youth team developed a series of inventive reading packs for families, which included a number of carefully chosen books, as well as crafts, puzzles, treats and activities for families to enjoy at home. The initiative helped to boost loans, encourage wide reading, share information and celebrate events such as Gai-mariagal Festival, Diwali, Lunar New Year and Christmas.

Online storytime recordings continued to be popular, with featured sessions including a First Nations Storytime with Majeda Beatty, Drag Storytime with Barbara Please, and sessions for Diwali, Grandparents Day, Halloween, Lunar New Year and National Simultaneous Storytime. A total of 44 recordings were viewed over 7,000 times.

The Home Library Service team started a 'Bus to books' service, for local residents who find it difficult to get to the library independently. Once per month, the Community Transport bus collects library customers from their home,



delivers them to the library for browsing, borrowing and socialising over a cup of tea, before returning them safely home. Interest in the initiative is building, with five participants joining in the June 2023 session.

Pride Month was celebrated with great enthusiasm with Pride Reading Packs for Teens, a Pronoun Pin Competition and a Rainbow Family Storytime with our favourite storytelling Drag Queen Barbara Please. The Sydney World Pride Festival also saw the launch of the Mapping Queer North Sydney online project, to collect information, stories and memories about local LGBTIQ+ lives. Participants contributed by adding a personal pin to the online map, and sharing their memories, life events and personal experiences with others in the community. The information gathered will help to build information about queer lives in the Local History collection, as well as the added benefit of local LGBTIQ+ community members being seen, heard and feeling connected.

After several years of restrictions and limits, the Writers @ Stanton program was back in full swing with a total of 28 talks and 1705 attendees. Popular authors included Alexandra Smith, Craig Silvey, Richard Fidler and Alan Finkel.

Local history walks, talks and workshops continued to be popular, with History Week, Heritage Festival and Family History Month creating many opportunities for the community to engage with local stories. Programs were conducted at the Library and in Council's extensive offsite archive, as well as out and about at the Coal Loader, Nutcote Museum, and in several booked out walking tours exploring the streets and built heritage of Crows Nest, Wollstonecraft, North Sydney and Waverton.





A woman with short, curly grey hair and a blue top is looking at a shelf of books. The shelf is labeled 'Staff Picks' in white text on a black background. The books are arranged on three shelves. The top shelf has three books, including 'When Things are Alive They Hum'. The middle shelf has four books, including 'KAZUO IZAGURO' and 'The Girl on the Train'. The bottom shelf has three books, including 'Bad News'. A large, stylized white number '3' is overlaid on the right side of the image.

Staff Picks

OPERATING STATISTICS

In this section

Operating Costs

Loans

eResource Loans

Visits

Membership

Collections (stock)

Inter-Library Loans: Items Borrowed

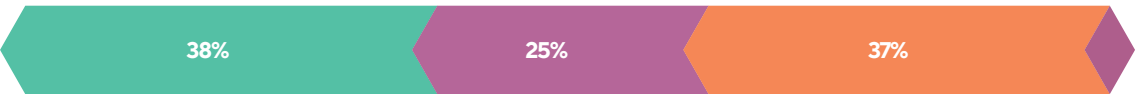
Inter-Library Loans: Items Lent

Network Diagram

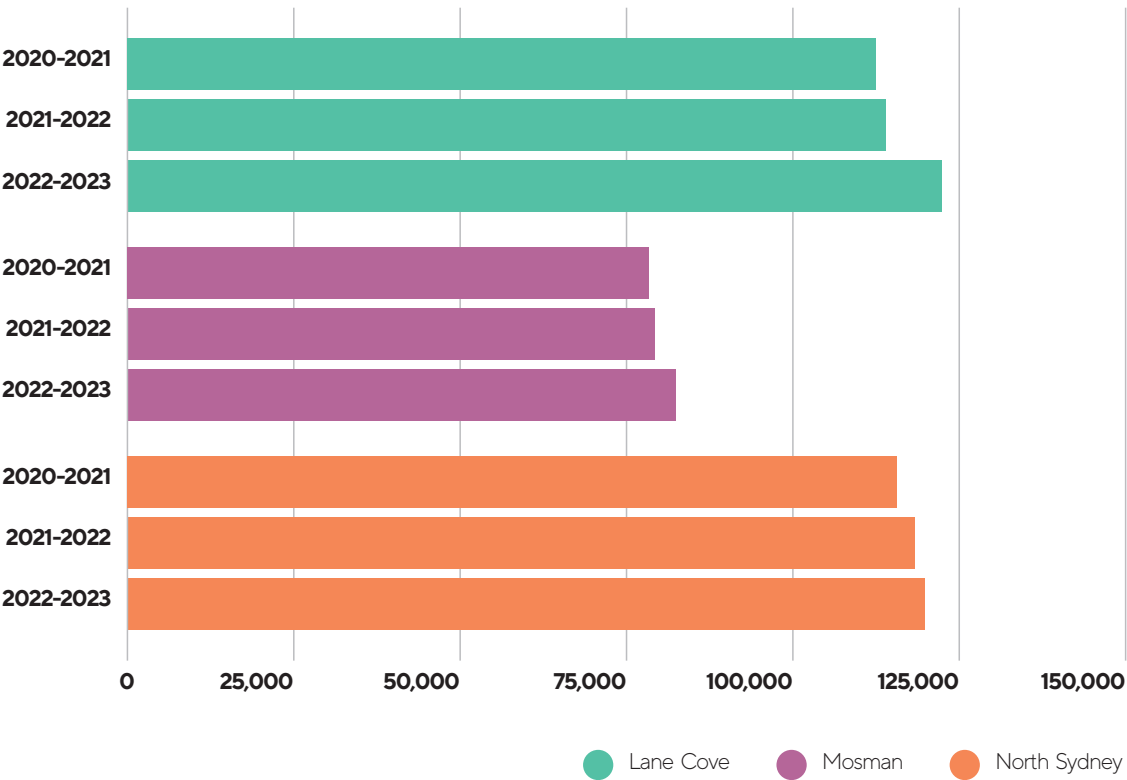
3.1 OPERATING COSTS

	2020-2021	2021-2022	2022-2023
Lane Cove	\$111,363	\$113,972	\$122,406
Mosman	\$78,477	\$79,310	\$82,445
North Sydney	\$115,582	\$118,355	\$119,787
Total	\$305,422	\$311,637	\$324,638

Operating Costs 2022-2023



Operating Costs 3 Year Comparison

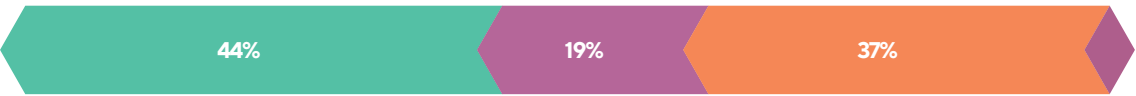




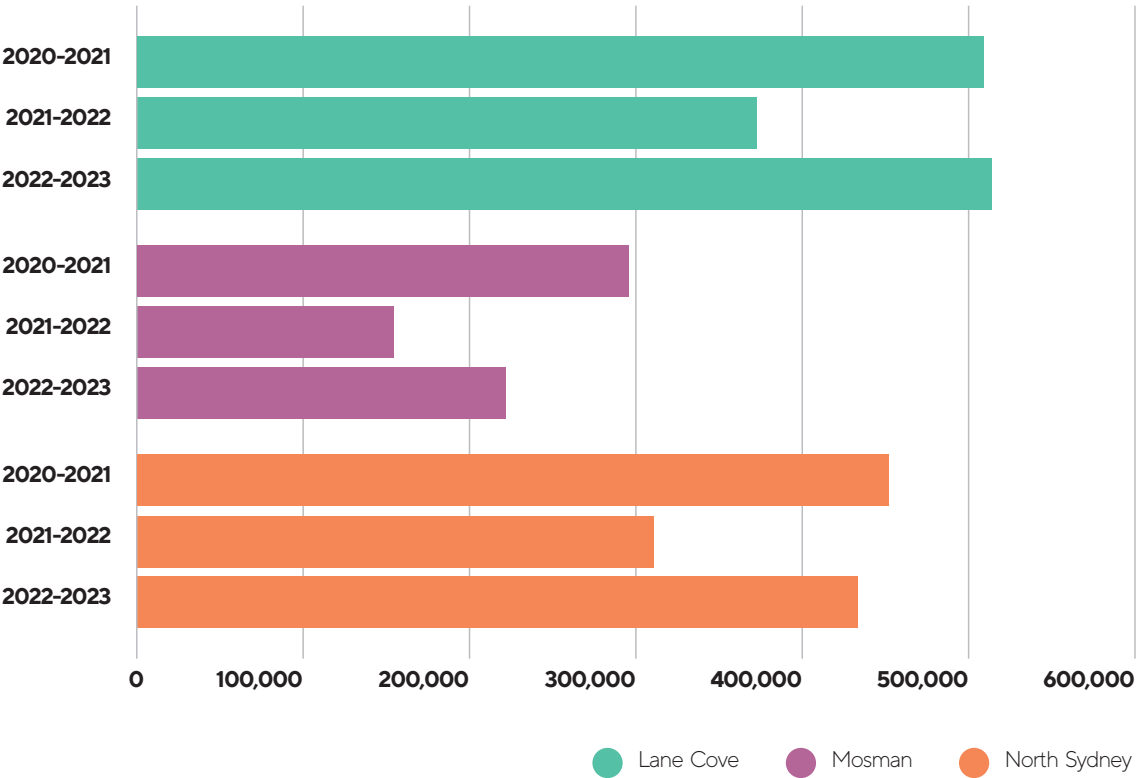
3.2 LOANS

	2020-2021	2021-2022	2022-2023
Lane Cove	512,028	372,764	514,047
Mosman	292,645	154,389	221,526
North Sydney	450,674	310,896	433,593
Total	1,255,347	838,049	1,169,166

Loans 2022-2023



Loans 3 Year Comparison



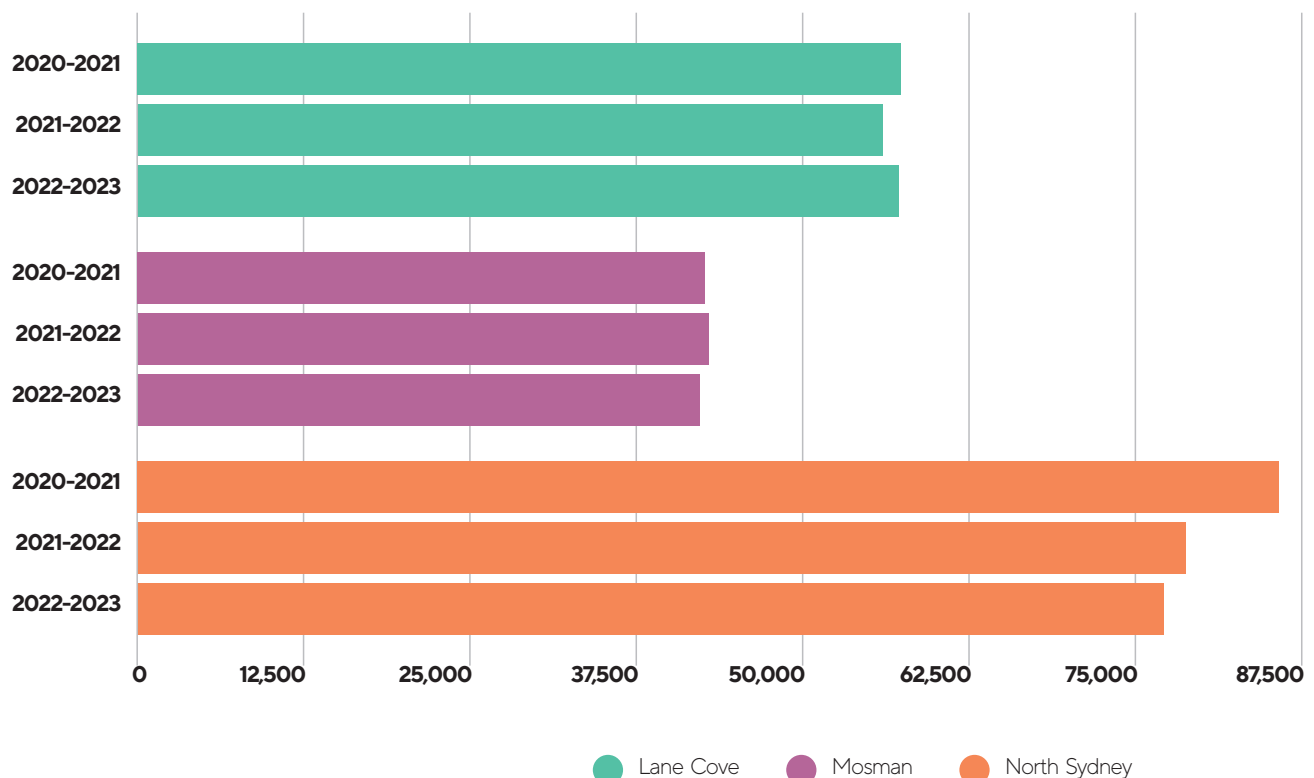
3.3 eRESOURCE LOANS

	2020-2021	2021-2022	2022-2023
Lane Cove	58,409	56,047	57,198
Mosman	41,789	42,963	42,228
North Sydney	85,741	78,789	77,158
Total	185,939	177,799	176,584

eResource Loans 2022-2023



eResource Loans 3 Year Comparison





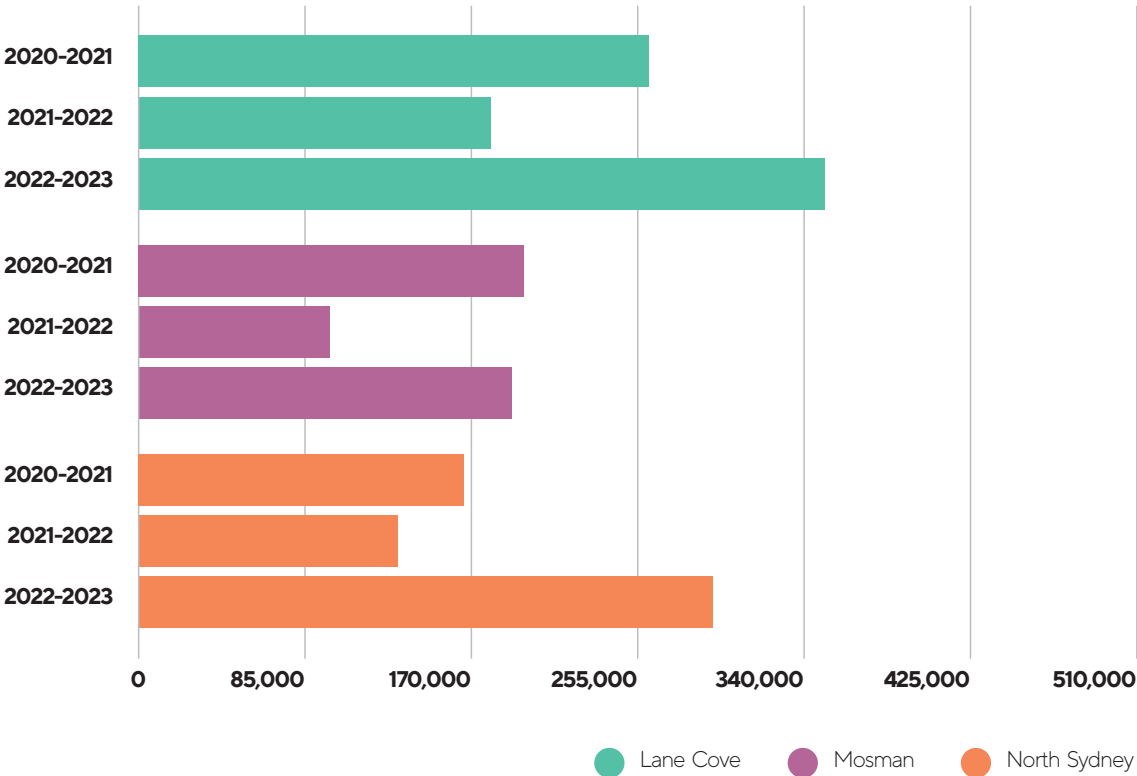
3.4 VISITS

	2020-2021	2021-2022	2022-2023
Lane Cove	257,515	180,057	350,486
Mosman	201,755	97,928	190,581
North Sydney	164,686	132,685	293,554
Total	623,956	410,670	834,621

Visits 2022-2023



Visits 3 Year Comparison

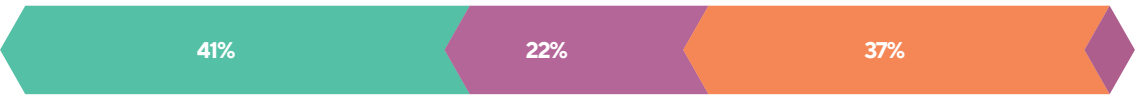


3.5

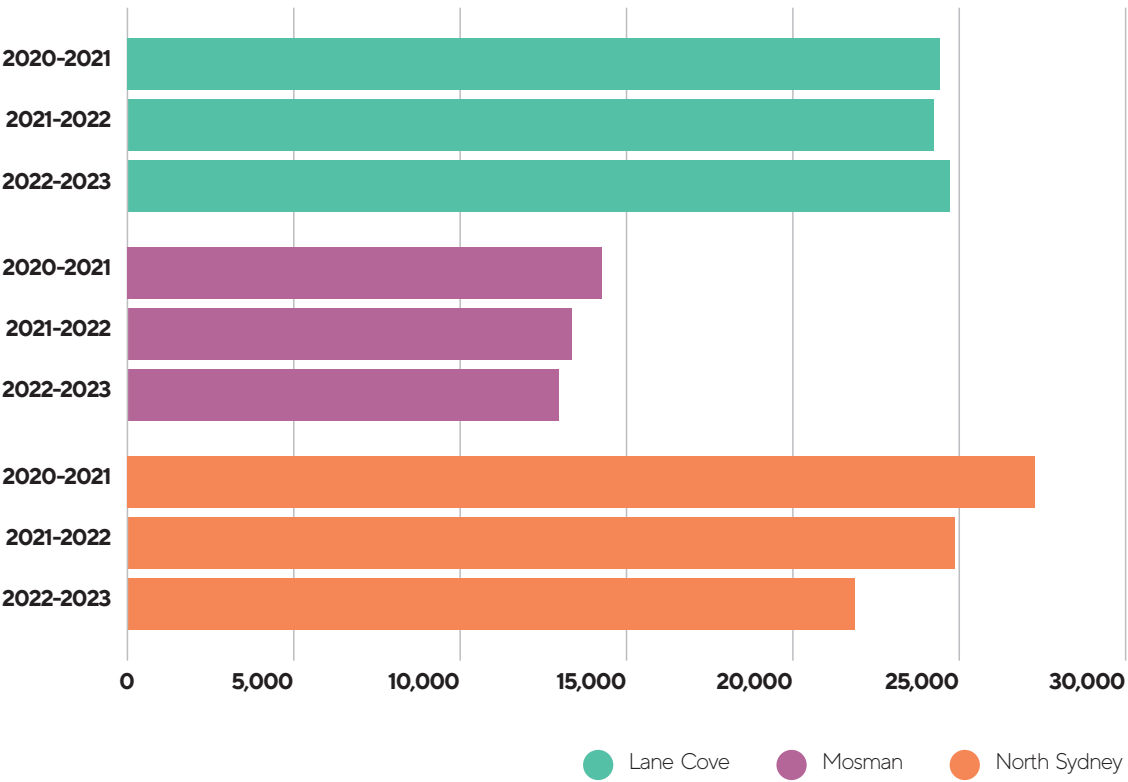
MEMBERSHIP

	2020-2021	2021-2022	2022-2023
Lane Cove	24,217	24,234	24,730
Mosman	14,107	13,345	12,964
North Sydney	27,511	24,861	21,863
Total	68,835	62,440	59,557

Membership 2022-2023



Membership 3 Year Comparison



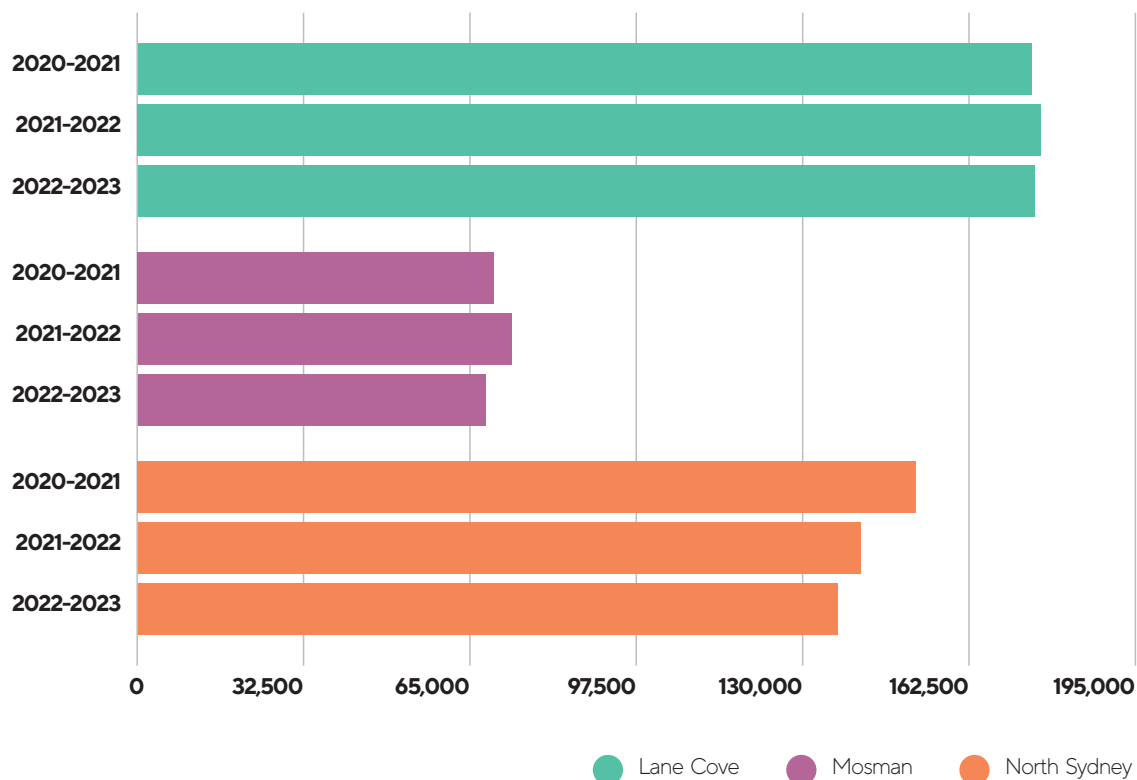
3.6 COLLECTIONS (STOCK)

	2020-2021	2021-2022	2022-2023
Lane Cove	176,752	178,321	177,405
Mosman	69,501	73,242	68,149
North Sydney	147,322	141,390	136,895
Total	393,575	392,953	382,449

Collections 2022-2023



Collections 3 Year Comparison



3.7 INTER-LIBRARY LOANS: ITEMS BORROWED

From Shorelink Libraries		From all Libraries	
Lane Cove	9,267	Lane Cove	9,527
Mosman	3,945	Mosman	4,053
North Sydney	11,650	North Sydney	11,912
Total	24,862	Total	25,492

From Shorelink Libraries 2022-2023



From all Libraries 2022-2023



3.8

INTER-LIBRARY LOANS: ITEMS LENT

To Shorelink Libraries		To all Libraries	
Lane Cove	10,726	Lane Cove	10,949
Mosman	6,914	Mosman	6,947
North Sydney	7,222	North Sydney	7,273
Total	24,862	Total	25,169

To Shorelink Libraries 2022-2023

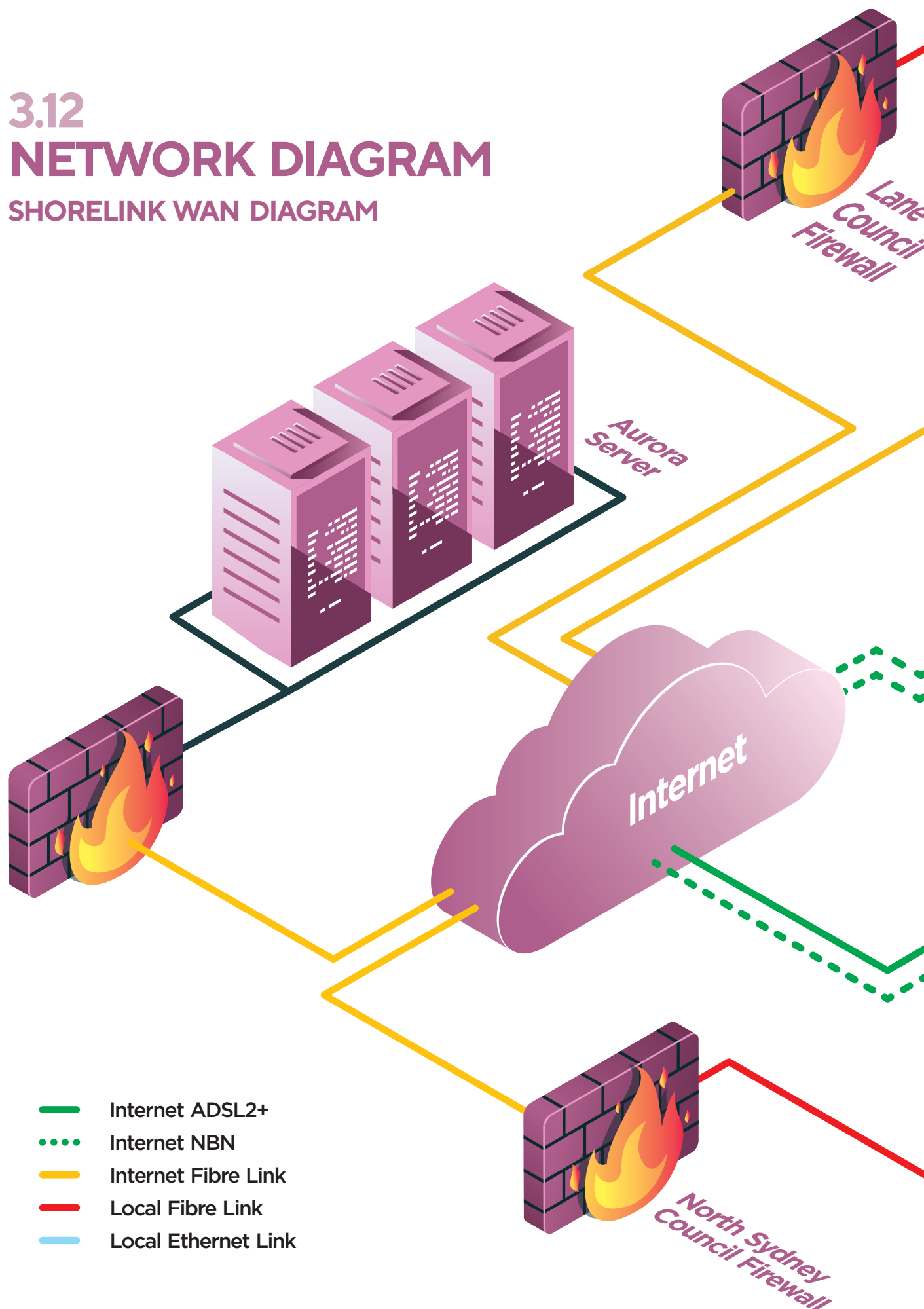


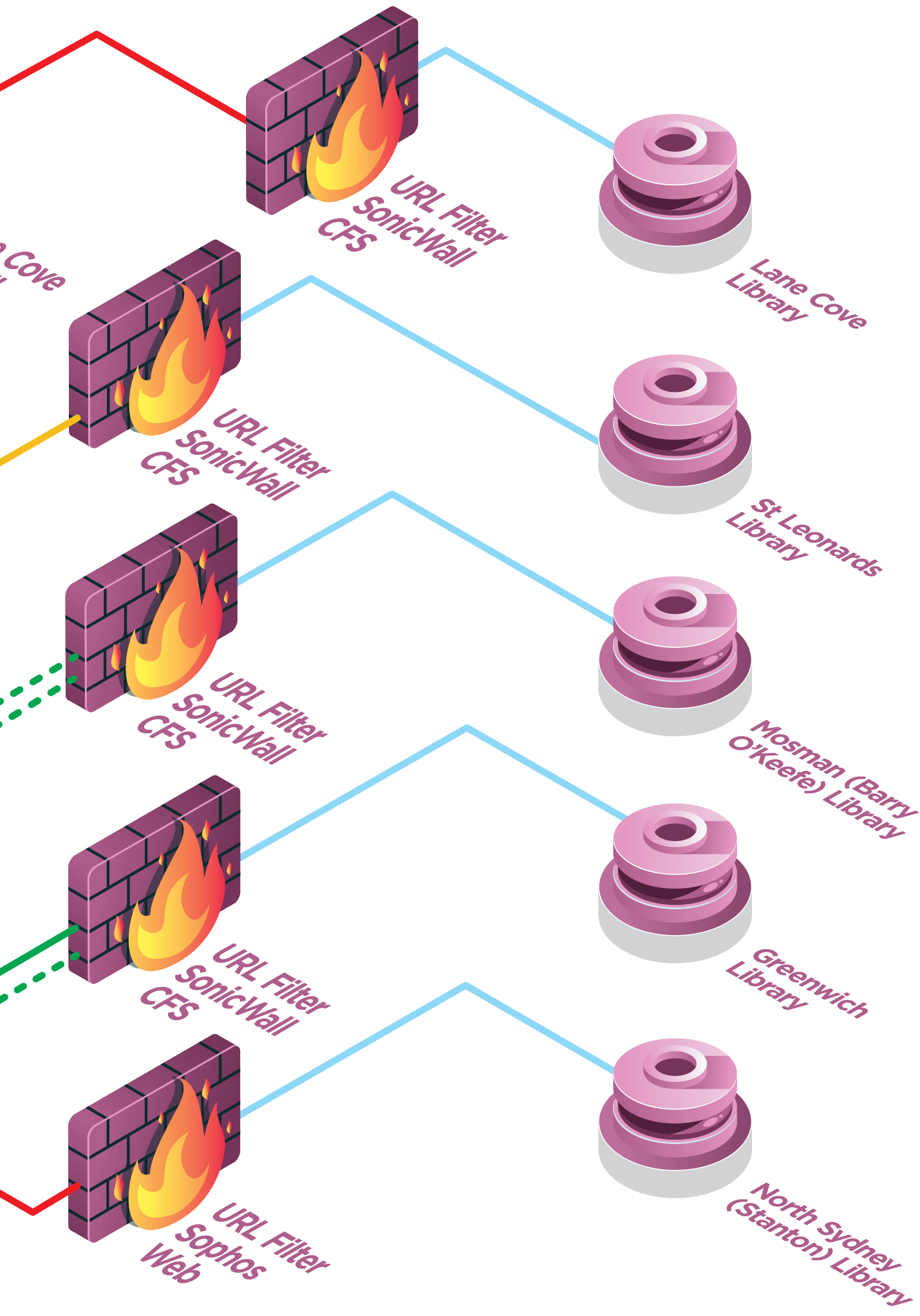
To all Libraries 2022-2023



3.12 NETWORK DIAGRAM

SHORELINK WAN DIAGRAM











SHORELINK
LIBRARIES