



**SHORELINK**  
**LIBRARIES**

**ANNUAL REPORT**  
**2021-2022**



**SHORELINK**  
**LIBRARIES**

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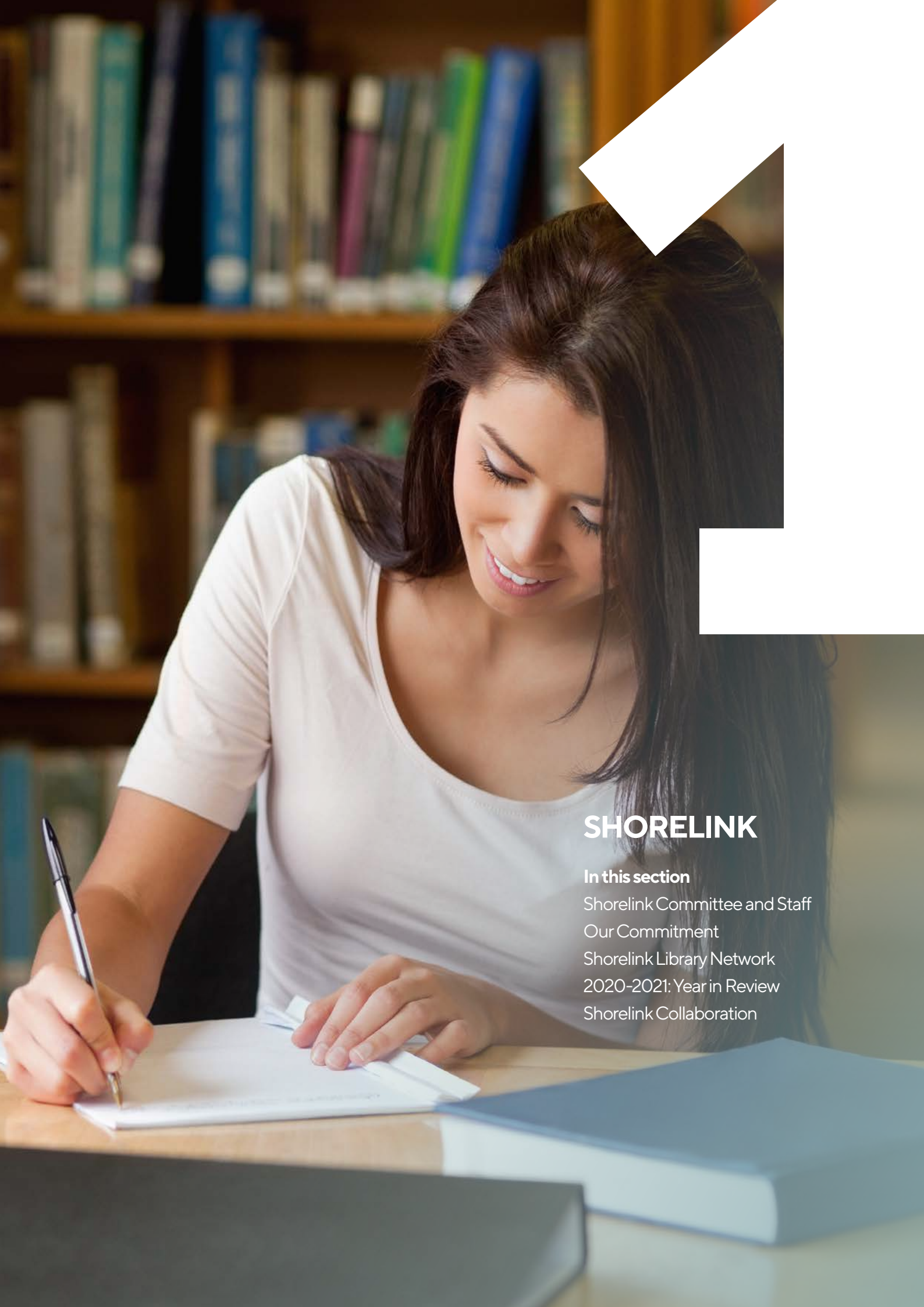
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**Mosman**  
**COUNCIL**







## SHORELINK

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2020-2021: Year in Review  
Shorelink Collaboration

# 1.1 SHORELINK COMMITTEE AND STAFF

Chairperson	Clr S Barbour (2021) Clr L Moline (2022)
Deputy Chairperson	Clr F Vissel (2021) Clr G Lamb (2022)
Secretary	Ms J Bice, Manager Library Services
Minute Secretary	Agent Librarian, North Sydney Library
<b>Committee Members</b>	
Lane Cove	Clr F Vissel (2021) Clr D Brooks-Horn (2022) Ms J Bice, Manager Library Services
Mosman	Clr L Moline (2021-22) Ms L Horswell, Manager Library Services
North Sydney	Clr S Barbour (2021) Clr G Lamb (2022) Ms K Stewart, Manager Library Services
<b>Shorelink Staff</b>	
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

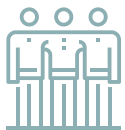
We will do this by:

- 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

## 2021-2022: YEAR IN REVIEW

At 5.00pm on 26 June 2021 the Shorelink Libraries closed due to a Public Health Order and they remained closed for approximately 15 weeks. During this time, parameters on the Library Management system had to be amended several times to adapt to the changing environment and to minimise borrower disruption. The libraries reopened on 11 October 2021, with restrictions and reduced hours. Greenwich Library re-opened about a month after the other libraries.

During lockdowns the Shorelink Digital Library grew in popularity for borrowers who were unable to visit the library. The Shorelink Digital Resources Group continued to expand the eResources collection and in 2021-2022, a total of 177,799 eResources were borrowed across the network

The closure of the libraries and the subsequent restrictions, due to Public Health Orders is reflected in the overall statistics and visitor numbers for 2021-2022. However, the Shorelink libraries were able to satisfy most borrower requests via the network (98.4%) and the courier service transported 99,245 items between the three library services.

Thanks to technology, collaborative work continued throughout the network. Programs and meetings were organised via Zoom or Microsoft Teams. Shorelink Libraries joined with other NSW Public Libraries to offer online author talks and staff supported each other via email.

From July 2021, Mosman Library started offering WiFi access to their borrowers using Mosman Council's free WiFi. This meant that Hitech Support ceased managing the WiFi service and this was now managed by Mosman Council IT Department.

In mid-October 2021, Lane Cove library upgraded their internet service from multiple ADSL lines to a high-speed fibre connection. This service upgrade was organized by Lane Cove Council IT Department but continues to be managed and monitored by Hitech Support. The upgrade has helped increase the speed of internet connectivity and improved stability of the service in the library. Lane Cove Council has also commenced work on a new branch library at St Leonards which is anticipated to open in early 2023.

During the latter part of 2021, Library Managers and key staff worked on preparing a Request For Quotation for the Library Management System (LMS) – the existing contract was due to expire in June 2022. This was quite a time-consuming process which included preparing the specifications and requirements of the consortia and subsequently assessing the modules of each suppliers' LMS solution.

Submissions closed on 8 December 2021. Three quotations were received and all three LMS vendors made presentations about their solutions. An assessment panel consisting of key staff from all three Councils evaluated the submissions, with the aid of an assessment tool. By March 2022, it was decided that the contract would be awarded to Aurora Information Technology as their solution most closely addressed Shorelink's priorities and concerns as a consortium.

Following this decision, plans were drawn up to revise and improve the structure of Shorelink's existing database. This was a major project which neared completion by the end of June 2022. Plans were also in place to organise Aurora System Administration training covering existing and new features of the LMS. This training was to involve technical staff from the Shorelink Office and all the libraries. This would be carried out as soon as possible after the new contract commenced.

In June 2022 Shorelink opened a Survey Monkey account to enable staff to create surveys to obtain information and feedback from library users about a range of library services and collections. It is hoped that this consultation will result in improved services for Shorelink borrowers.





# 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 Resources working group has continued to build the collection of eBooks, eAudiobooks and eMagazines across the shared platforms. Library users can access eResources using Bolinda BorrowBox, Overdrive and Indyreads.

The Libraries have utilised the shared Beanstack software for three reading challenges - Gai-Mariagal Reading Challenge (26 May 2021 to 11 July 2021), the Summer Reading Club for children and Yay for YA Reading Challenge which ran alongside each other (1 Dec 2021 to 31 Jan 2022). 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. Events included Thriving/Surviving HSC, Laughter for Mental Wealth, author Tania Blanchard and historian Ian Hoskins.

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 Caro, Caroline Graham and Robert Lukins.





## NEWS FROM THE LIBRARIES

Lane Cove Library  
Mosman (Barry O'Keefe) Library  
North Sydney (Stanton) Library



NO  
WATERBOARDING

NEWSPAPERS

MAGAZINES



The image shows the exterior of the Lane Cove Library at dusk. The sky is a deep, clear blue. In the foreground, a paved walkway with light-colored rectangular tiles leads towards the building. Several tall, modern streetlights with multiple white, wing-like light fixtures are illuminated, casting a bright glow. To the right, a brick building with large windows is visible, partially enclosed by a black metal railing. A red informational sign stands near the railing. In the background, a dark building with a sign that reads "Lane Cove Lib" is visible. The overall scene is a modern architectural setting with a focus on lighting and materials.

# LANE COVE LIBRARY

## 2.1 LANE COVE LIBRARY

Due to a Public Health Order, NSW public libraries were closed to the public from 5.00pm 26 June 2021. Lane Cove Library reopened on 11 October, Greenwich Library reopened on 8 November and The Yarn, Hunters Hill reopened on 29 November. The Library increased promotion of Library to Your Door (LTYD) for home deliveries, extended the Home Library Service to residents 67+ years and offered a Reserve and Collect service. The Library also introduced LTYD Librarian's Choice bags - Young Persons staff selected up to 10 children's items for delivery at the usual LTYD fee.

Library programming was offered online and included Storytime, a Children's Book Week Photograph Competition, Koori Kinnections storytime, Explore Science Little Bang Discovery Club workshops and two writing workshops (memoir and short story). Lane Cove Library participated in the NSW Public Libraries author talks that featured Kyle Perry, Larissa Behrendt, Tom Keneally, Matt Murphy, Judy Nunn, Costa Georgiadis, David Hunt, Michael Connelly and Fiona McIntosh. Craft kits replaced onsite themed programs - Paper Boat Craft for Festival by the River, Christmas Craft Bags and Library Lovers Day Craft.

When the libraries reopened the library was initially only available to fully vaccinated borrowers and there were QR Codes, capacity limits and mask requirements. During October Council employed a COVID Marshall to ensure visitors complied with all conditions of entry. Meeting rooms were not made available until December.

Onsite Storytime and Baby Bounce programs recommenced in November. From December school holidays programs were scheduled including Osmo Playspace, Ozobot Mazes, Glitter House Craft, Clay Creations, Clay Mosaics, Weaving Designs, Easter Craft, Scratch Board Craft, Test Tube Vase and Crazy Craft. In April 2022 the Junior Library organised a Quizzitch Harry Potter Trivia Night and Disco hosted by Andy Jones - this family event attracted 125 attendees.

The Library recommenced other programs in February including English Conversation Classes, Military History Talks in partnership with the Lane Cove RSL Sub Branch (Battle of Crete, Operation Highball, Seaman Teddy Sheean VC), Author Talks (Toby Roberts, Sandie Jessamine, Gerdetta Rooney, Joanna van Kool), Moments in Music (A History of Early Music, Wolfgang Amadeus Mozart, Music That Helped Win the War, A Brief History of Opera, Verdi and Puccini), writing groups (Poets in Residence and Writers in Residence) and



craft programs (Knit-Ins, Crafternoon Tea@Greenwich and Crafternoons@The Yarn).

The Library continued its range of Lifelong Learning programming. Seniors programs included Learn to Love Your Laptop, Put Yourself in the Picture, Transport Apps and Master Your Mouse & Tame Your Tablet sessions. Other events included a Dealing with the NDIS Service Providers talk, 3D Printing Workshop and Cryptic Crosswords for Beginners. The Library also held a successful Harmony Day event, Diversitea that featured local multicultural communities sharing their welcome traditions and refreshments.

Village Night Lights was a 10-day series of evening activations in the Lane Cove Village, using iconic buildings including Lane Cove Library. The Library featured a newly commissioned video artwork featuring the faces, stories and imagery of Lane Cove.

Local Studies staff managed a digitisation project – 688 boxes of older property files were scanned, saved into Content Manager, and then destroyed. Local Studies staff used Local Priority Grant funding to commence a project to digitise the bound Valuer General Valuation Lists. The Library's webpage featured a digital exhibition, Lane Cove River: A History to

celebrate Festival by the River and Heritage Festival events included an exhibition, Who's Been Living in My House?: Elizabeth Anderson's sketches of Lane Cove's present and past heritage buildings and public talk, Who's Been Living in My House? Stately Buildings of Lane Cove. Following the death of well-known local resident Caroline Jones AO, staff installed an exhibition featuring items that Caroline had donated to the Library – this included her 1972 Logie Award and 2013 Walkley Award.

The Lane Cove Literary Awards 2021 were announced in November and Council hosted a book launch for *Lane Cove Literary Awards 2021: An Anthology* in June 2022. As Council had been unable to host an in-person Awards Ceremony several interstate writers attended the book launch. The event featured prize-winning writers reading excerpts from their entries.

Lane Cove Council received a \$500,000 Library Infrastructure Grant from the Library Council of NSW for a grant application, St Leonards Library – a library for urban renewal. At the heart of the St Leonards Library's design is flexible multi-use spaces, meeting rooms, acoustic nooks, a variety of leisure seating, digital/physical exhibition spaces and the children's Play & Learn area. St Leonards Library is planned to open early 2023.







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

## 2.2 MOSMAN (BARRY O'KEEFE) LIBRARY

The Library services at Mosman, as in the other Shorelink Libraries, were again impacted by the COVID19 pandemic, which included the closure of the Library due to strict lockdown orders in the first quarter of the year. During this period most of the library staff were working from home and library programs continued online. A Reserve and Collect Service was offered in September 2021. When lockdown restrictions were eased in October, the Library reopened with reduced opening hours and limited visitor numbers as well as QR Check In requirements. In-house Library programs did not return until early 2022.

During lockdown and until the end of 2021 all Author Talks were on Zoom. Some of the writers included Linda Jaivin, Tanya Bretherton, Senator Mehreen Faruqi and Carly Findlay OAM. In-house author talks resumed in March with Kathy Lette in conversation with her publisher which sold out in days.

Zena Shapter gave a series of evening writing workshops for adults; The Essential Writing Skills Workshops were held monthly from January to June 2022. Each built on the previous workshop and these also booked out with a waiting list. Participants gained new skills and useful tips to help them in each stage of the creative process.

Mosman Library Service celebrated NSW Seniors Festival from 25 March - 3 April 2022 in collaboration with Mosman Council's Community Care Team. With the theme *Reconnect*, the Library hosted a diverse range of engaging activities for

seniors, including a soldering workshop in The Creation Space, a local history talk *'Objects tell tall tales'* about the fascinating stories behind objects held in the Local Studies collection, a showcase of the Creation Space, and a booked out Backyard Birds of Mosman presentation by Renée Ferster Levy.

Local Studies talks continue to attract audiences and the two talks in the Heritage Festival proved popular. *A Passion for the Cosmos: The Genteel Astronomers of Mosman* the talk included the opportunity to view the night sky by telescope. *'Unearthing forgotten architect E.S. Garton'* attendees heard how Edward Skelton Garton was 'rediscovered' by citizen heritage sleuths and how this information helped to piece together a jigsaw of local heritage which resulted in a heritage victory for the community.

*'Finding your place in Mosman'* a monthly series of House History research sessions, which were all fully booked, highlighted resources people could use and initial research steps to assist people keen to discover the history of their home.

Three major Local Studies exhibitions were installed during the year. Two online exhibitions *From the Bay to Balaclava: a visual history of Mosman Bay* for History Week in September 2021 and *From the Bottom Drawer* featuring items of local significance from the personal collection of Local Studies staff and from the Mosman Local Studies Collection from October to November 2022 attracted an online audience of 27,589 views.



The Children's Library offered Storytimes, Thursday Kids sessions and school holiday activities online from July to December 2021 and resumed in-house programs with the school holiday programs in January 2022. To celebrate National Simultaneous Storytime in May, Zena Shapter, author, writing teacher and a judge of the Mosman Youth Awards in Literature, read the National Simultaneous Storytime book *My Family Tree* by Josh Pike to a group of local children and pre-schoolers.

The Children's Library also received an upgrade with the installation of new mobile shelving, new furniture and a Self-Check Kiosk with payment options.

Teen's programming in 2021-2022 was a tale of two parts, one dominated by online programs and social media and the other an exploration of creativity, back in person at the Library. During the Lockdown period, the Youth Services Librarian presented a popular series of visual broadcasts called 'Yay for YA' which spun off into a summer reading program. The series consisted of 7 episodes, livestreamed live on Facebook, with each one tackling a different genre of Young Adult fiction, and a special episode talking about finding your next favourite read. The videos were popular with people tuning in both to the live broadcasts but also to the uploaded videos afterwards.

The Awards Presentation for Mosman Youth the Awards in Literature 2021 was held on 25 August 2021 via Instagram Live

and the competition received a total of 321 entries from young writers across Sydney. In the lead up to the 2022 competition a booked-out writing workshop for young people and was enjoyed by all.

Programs in the newly opened Creation Space were offered to the community through a series of online and hands on workshops aimed at introducing participants to a range of technology and software from laser cutting, 3D printing, soldering and virtual reality. Online workshops ranged from using recycled t-shirts to make macramé plant hangers, jam making, sourdough bread, air dry clay and poetry. Hands on Creation Space workshops included laser cut brooches, mini weaving looms, engraved puzzles, LED torches, handstitched journals, iron on library tote bags and more. The Children's & Youth Services commenced regular monthly STEAM programs for ages 9-12 years old called Creative Kids and Science The Heck Out of This for Teens from February 2022.

On 27 June 2022 the Creation Space Studios were officially opened. The expansion of The Creation Space was assisted with funding from a Library Infrastructure Grant from the Library Council of New South Wales. The project comprised the fit out of two studio spaces for filming, vlogging and podcasting. The studios are fully equipped with professional podcasting, vlogging and filming equipment and include acoustic panels, professional lighting, a green screen, video cameras and recording equipment.









**NORTH SYDNEY  
(STANTON) LIBRARY**

## 2.3 NORTH SYDNEY (STANTON) LIBRARY

The year began with strict COVID lockdown orders in place, and libraries, along with most other businesses required to close across the State. While access to the library building was limited, the team did what they could to deliver services and programs remotely and online. Staff living locally were onsite each day to look after the library building and undertake essential tasks.

During the closure, an expanded Home Library Service offered delivery of library items to local residents, providing much needed stimulation for those trapped at home. Click and Collect services were eventually permitted under the Health Orders, and this was welcomed and embraced wholeheartedly by the Library community.

The Library finally reopened to visitors in October 2021, with reduced services and many additional health and safety measures in place, including limited visitor numbers, QR code check in, masks and safety screens.

With restrictions to the physical spaces and concern about gatherings of large groups, the focus of energy for the

children's team in the first half of the year was on delivering programs outdoors where possible, and preparing take-home activities for families to enjoy in their own time. Storytime and rhymetime sessions relocated to Civic Park, where passers-by enjoyed songs, rhymes and the chatter of happy children most days of the week.

The Children's Library team also developed a series of take-home reading and activity packs, celebrating a diverse range of events through the year including Lunar New Year, Easter, Pride Month, NAIDOC week, Diwali and Christmas. The packs included a range of reading material selected by staff, craft activities, puzzles and treats and helped to boost the reading appetite of our young visitors after the long break away from the library. This was a hugely successful initiative, with close to 500 reading packs distributed over the year and overwhelmingly positive feedback from families.

A series of online mindfulness workshops was held for Mental Health Month in October 2021 featuring sessions on Vipassana meditation, existential therapy, mindfulness and laughter yoga.



A notable success story in online programming was a series of History Talks presented by the Council Historian Ian Hoskins, featuring an range of topics relating to the history of the North Sydney area. The online talks had great participation even once in-person events were possible, and demand for the recordings available on YouTube has also been high.

A major focus of the year for the local history team was digitisation and digital asset management, with staff working to improve the quality and accessibility of images through the Heritage Centre image library. High demand, rare and fragile items were prioritised for digitisation, with new collections of maps and posters now available for customer access.

The ever-popular Writers @ Stanton returned towards the end of 2021, continuing with great energy into the new year with a total of 15 events and 775 attendees. Notable speakers included Charlotte Wood, Wendy McCarthy, Jane Caro and Mark Tedeschi.

Despite the interruptions and challenges of the year, planned upgrades to the ground floor shelving layout and floorplan of Stanton Library have now been completed in anticipation of the planned entrance to the Library through James Place. New custom joinery and feature lighting have been installed to house the Quarto collections, showcasing art, design and architecture titles, including study tables with inbuilt power supply, and a grand floor to ceiling display area. The audio-visual collections have been reorganised and movable shelving units installed to create a more flexible and accessible space for browsing. The lowered shelf height has enabled a clear line of sight across the rear of the ground floor, through to the light filled courtyard and reading areas.

The year ended on a high, with the library open as normal and staff excited to welcome back students, families and groups to fill the spaces and enjoy regular programs and events.







## OPERATING STATISTICS

### **In this section**

Operating Costs

Loans

eResource Loans

Visits

Membership

Collections (stock)

Inter Library Loans: Items Borrowed

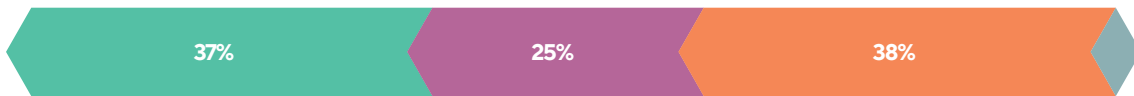
Inter Library Loans: Items Lent

Network Diagram

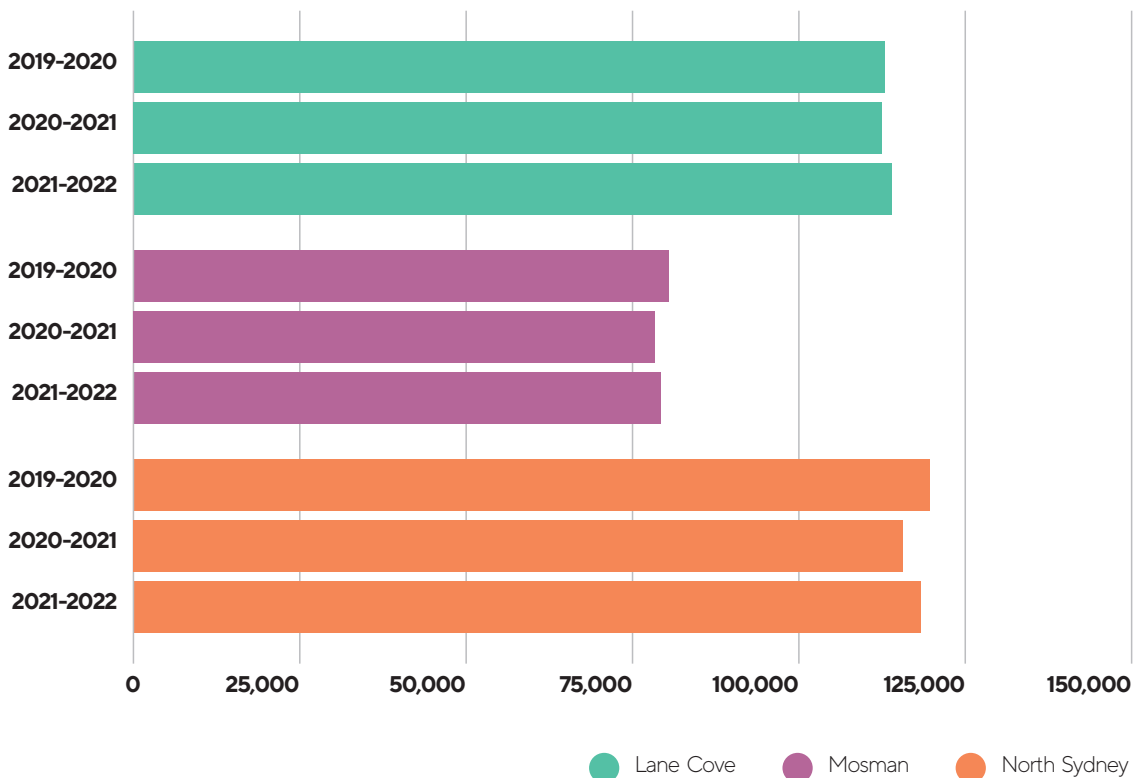
# 3.1 OPERATING COSTS

	2019-2020	2020-2021	2021-2022
Lane Cove	\$112,962	\$111,363	\$113,972
Mosman	\$80,447	\$78,477	\$79,310
North Sydney	\$119,707	\$115,582	\$118,355
Total	\$313,116	\$305,422	\$311,637

Operating Costs 2021-2022



Operating Costs 3 Year Comparison

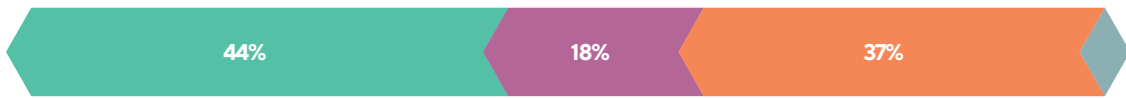




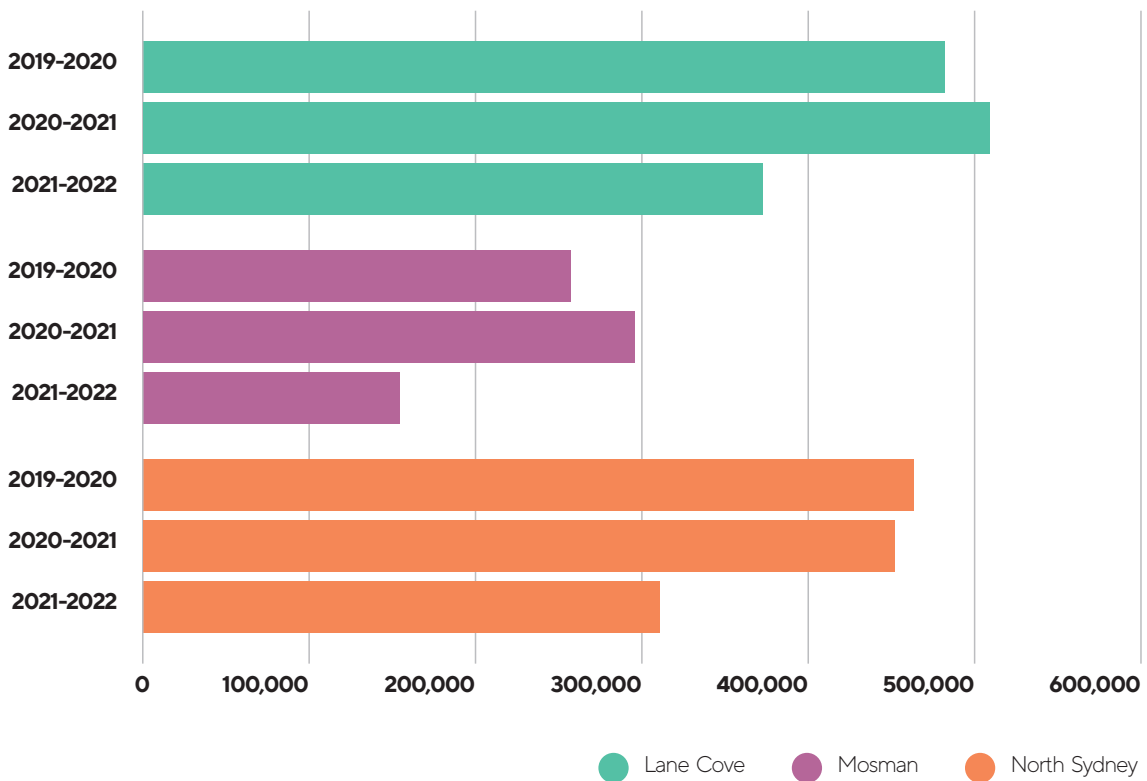
# 3.2 LOANS

	2019-2020	2020-2021	2021-2022
Lane Cove	482,386	512,028	372,764
Mosman	257,507	292,645	154,389
North Sydney	463,823	450,674	310,896
Total	1,203,716	1,255,347	838,049

Loans 2021-2022



Loans 3 Year Comparison





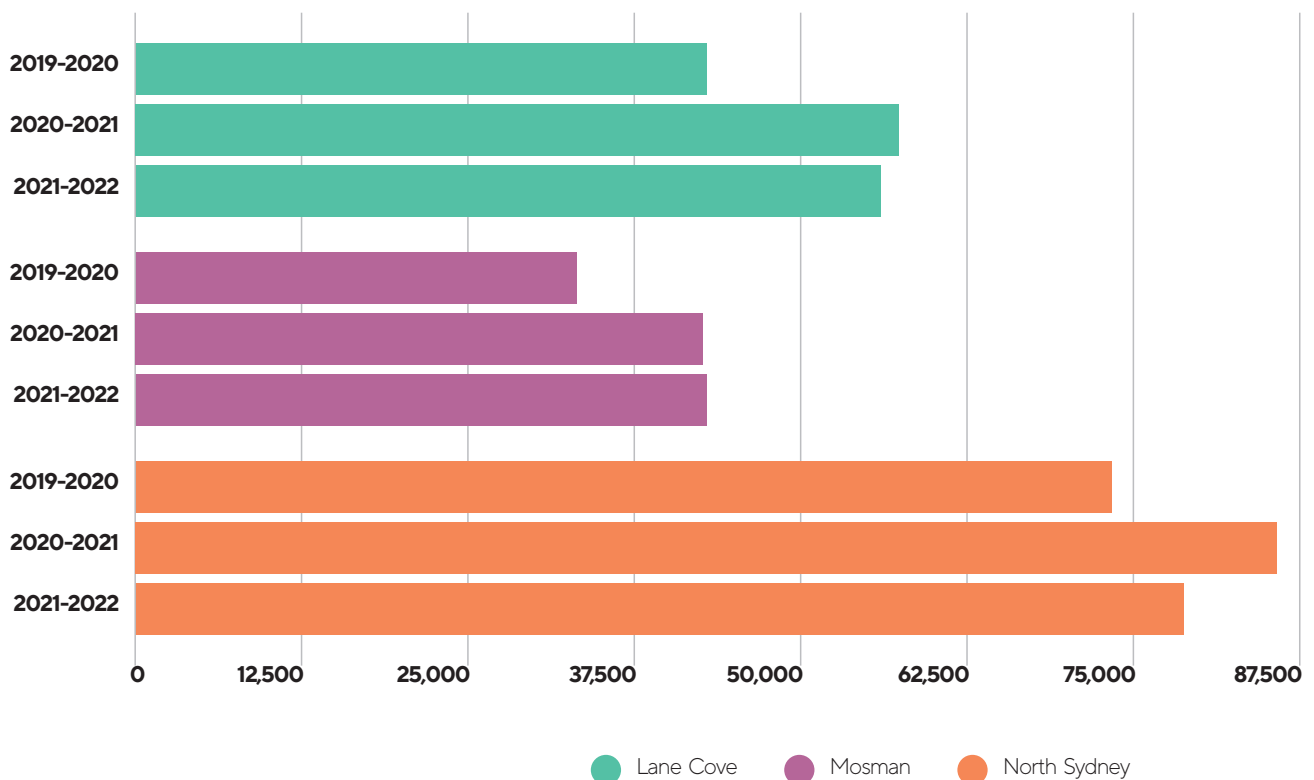
# 3.3 eRESOURCE LOANS

	2019-2020	2020-2021	2021-2022
Lane Cove	43,023	58,409	56,047
Mosman	33,245	41,789	42,963
North Sydney	73,444	85,741	78,789
Total	149,712	185,939	177,799

eResource Loans 2021-2022



eResource Loans 3 Year Comparison





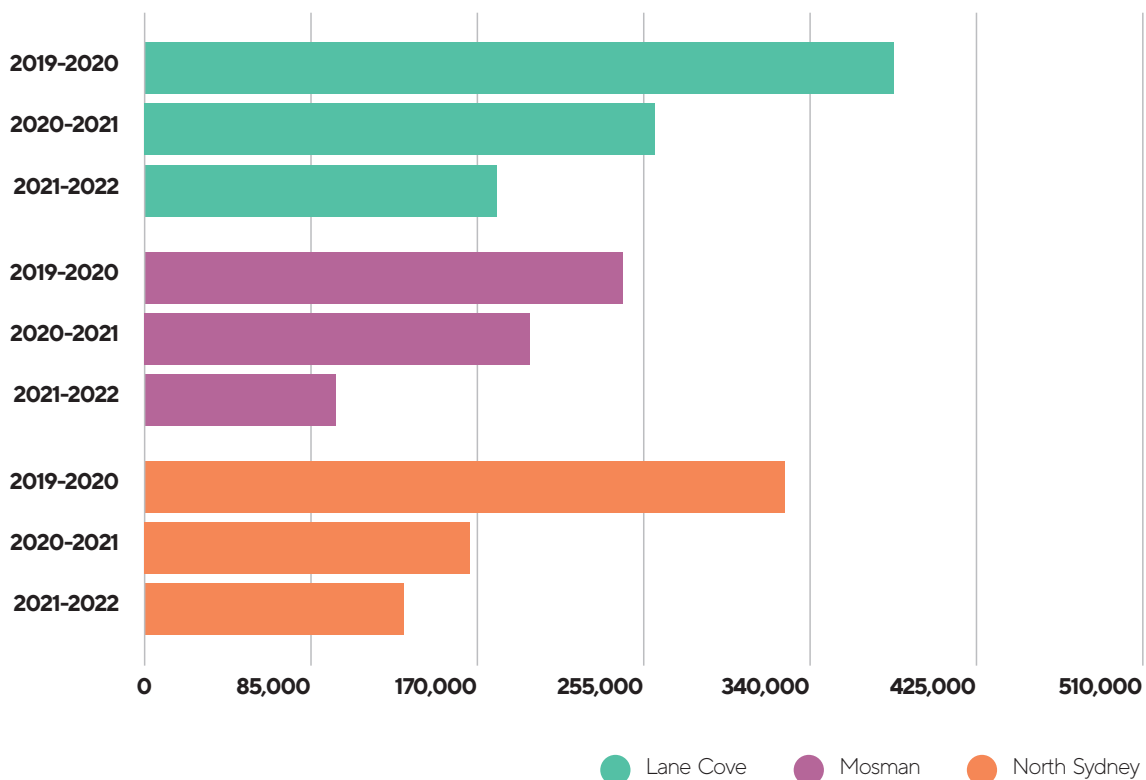
# 3.4 VISITS

	2019-2020	2020-2021	2021-2022
Lane Cove	382,447	257,515	180,057
Mosman	244,085	201,755	97,928
North Sydney	326,787	164,686	132,685
Total	953,319	623,956	410,670

### Visits 2021-2022



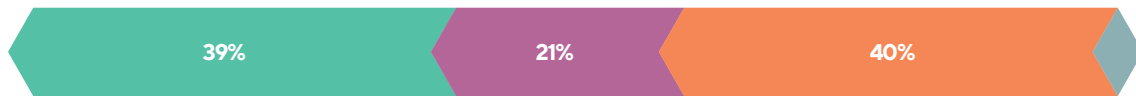
### Visits 3 Year Comparison



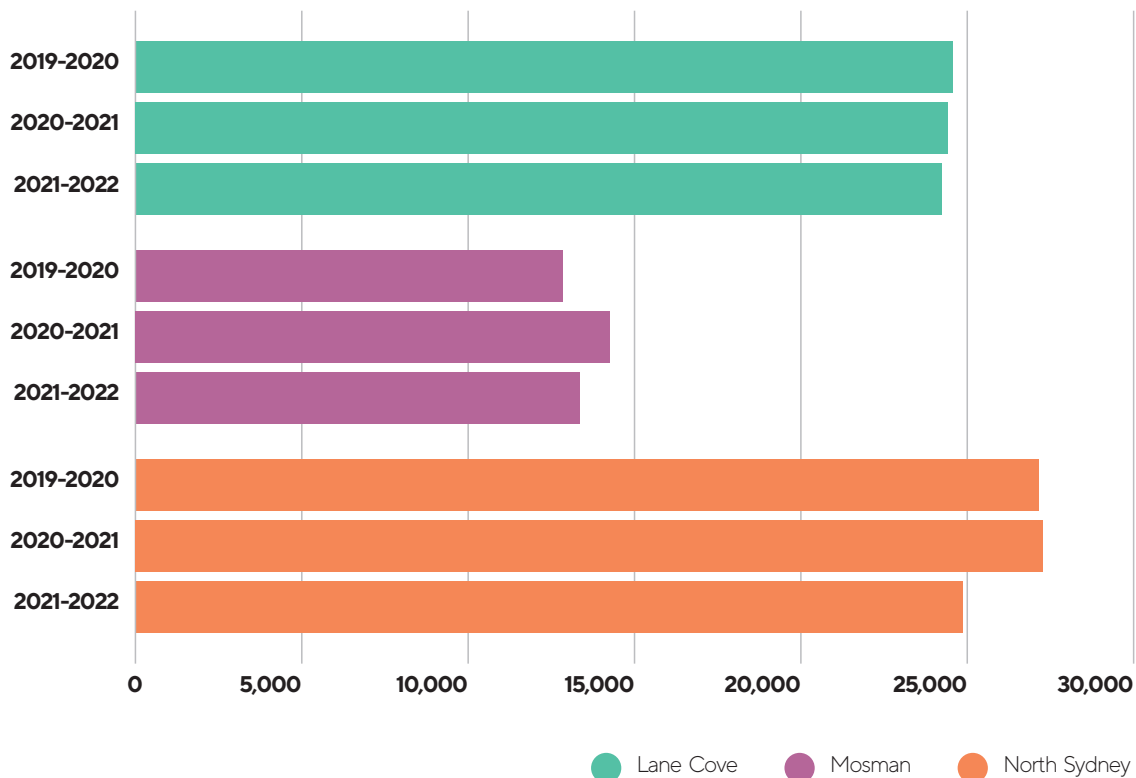
# 3.5 MEMBERSHIP

	2019-2020	2020-2021	2021-2022
Lane Cove	24,557	24,217	24,234
Mosman	12,894	14,107	13,345
North Sydney	27,159	27,511	24,861
Total	64,610	68,835	62,440

### Membership 2021-2022



### Membership 3 Year Comparison





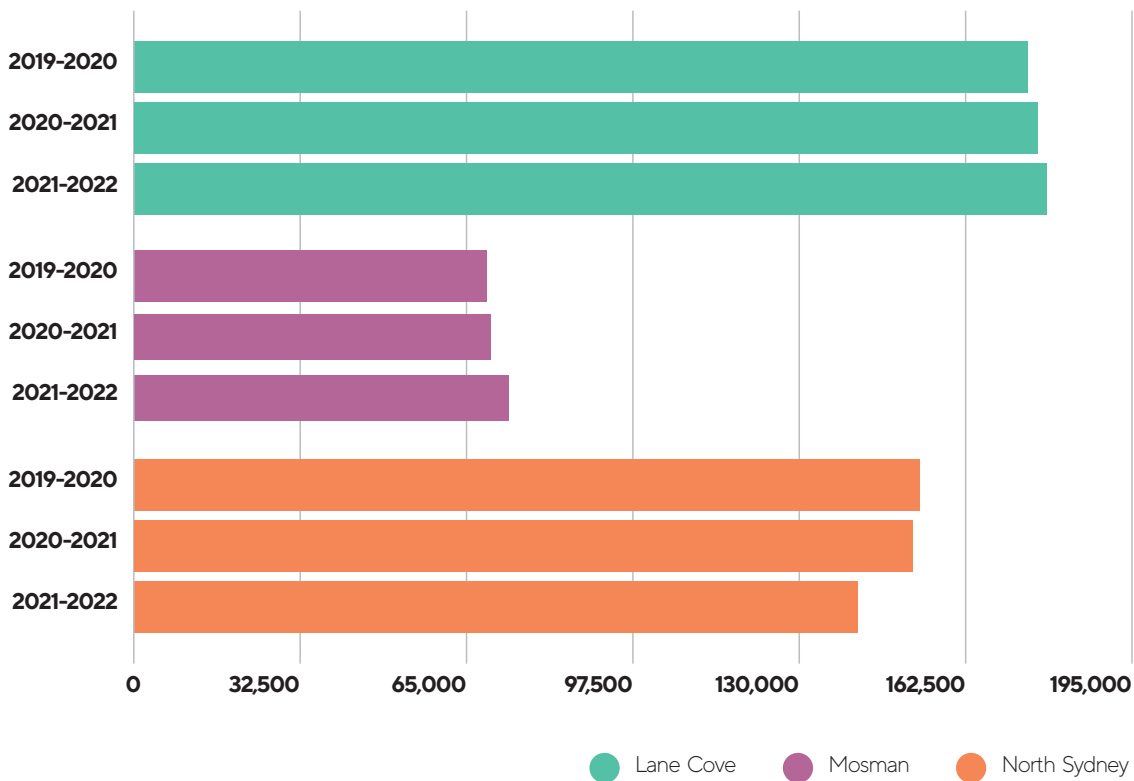
# 3.6 COLLECTIONS (STOCK)

	2019-2020	2020-2021	2021-2022
Lane Cove	174,729	176,752	178,321
Mosman	68,960	69,501	73,242
North Sydney	153,584	147,322	141,390
Total	397,273	393,575	392,953

Collections 2021-20212



Collections 3 Year Comparison



# 3.7 INTER-LIBRARY LOANS: ITEMS BORROWED

From Shorelink Libraries		From all Libraries	
Lane Cove	8,364	Lane Cove	8,478
Mosman	3,407	Mosman	3,467
North Sydney	11,712	North Sydney	11,912
<b>Total</b>	<b>23,483</b>	<b>Total</b>	<b>23,857</b>

**From Shorelink Libraries 2021-2022**



**From all Libraries 2021-2022**







# 3.8 INTER-LIBRARY LOANS: ITEMS LENT

To Shorelink Libraries		To all Libraries	
Lane Cove	10,248	Lane Cove	10,420
Mosman	6,885	Mosman	6,922
North Sydney	6,350	North Sydney	6,372
<b>Total</b>	<b>23,483</b>	<b>Total</b>	<b>23,714</b>

To Shorelink Libraries 2021-2022

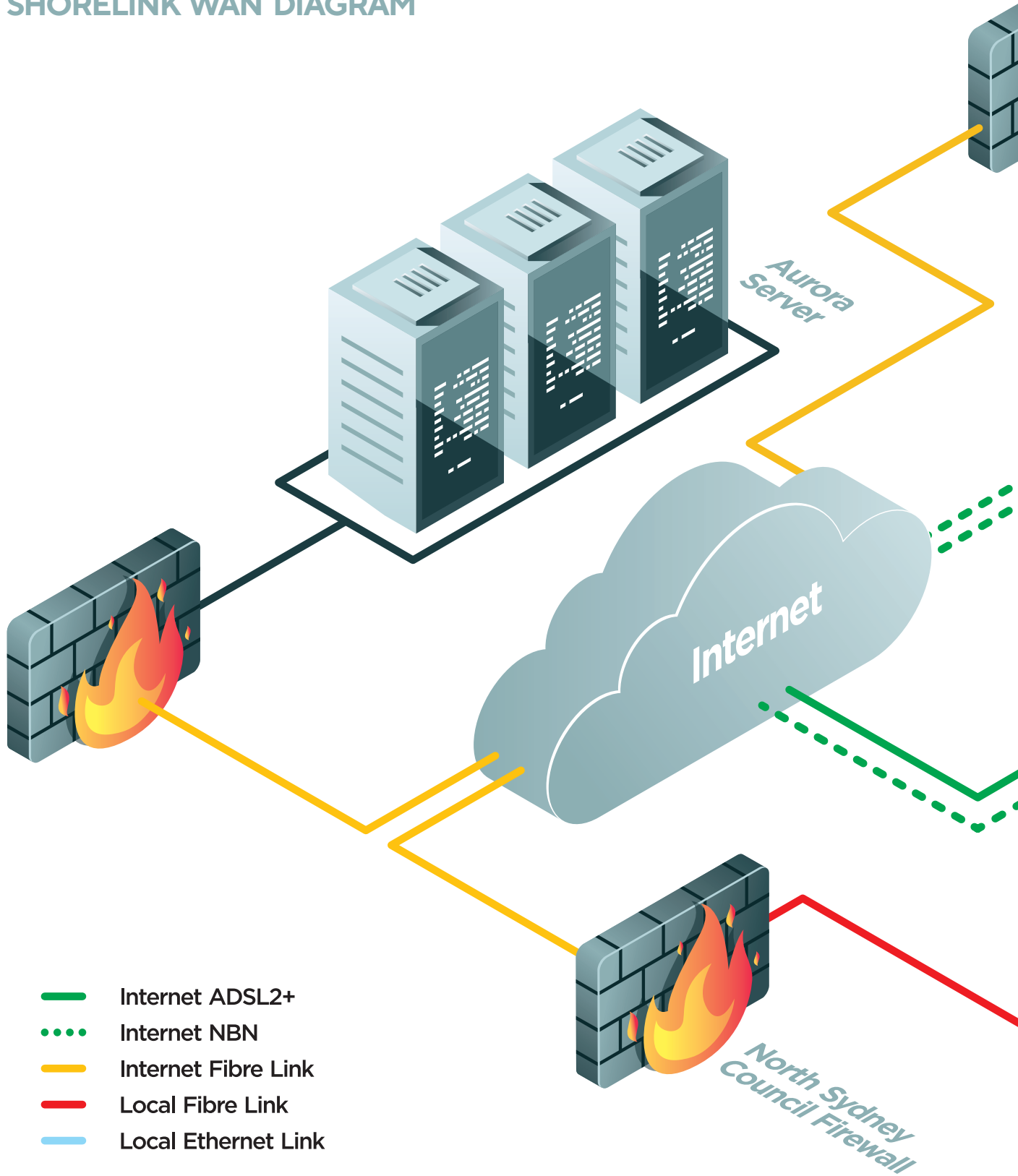


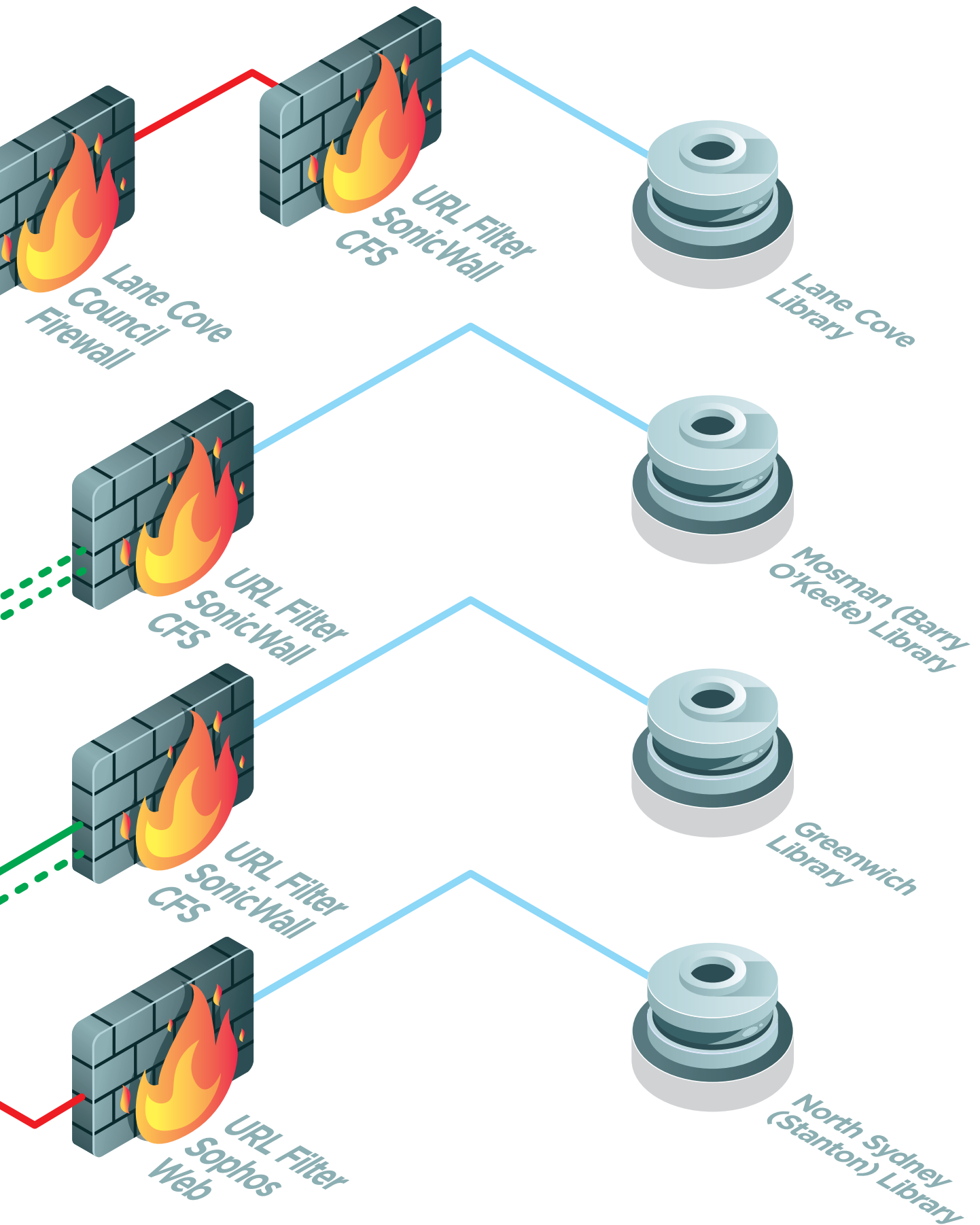
To all Libraries 2021-2022



# 3.12 NETWORK DIAGRAM

## SHORELINK WAN DIAGRAM











**SHORELINK**  
**LIBRARIES**