

South Coast Cooperative Libraries

Annual Report
2018-19





South Coast Cooperative Libraries

Contact information

Sarah Taylor

Library Services Manager

sarah.taylor@shoalhaven.nsw.gov.au

(02) 4429 3702





Cooperative Manager's Report

Public libraries are about more than just providing access to books and information. They are about creating public spaces where people can connect with one another and share ideas, knowledge, stories and culture. With over 369 branches in New South Wales, public libraries continue to demonstrate the important role they play in their communities. The figures speak for themselves with over 40.2 million loans, 87,700 programs and events held and over 7 million questions answered last financial year across all these libraries.

Public libraries are busier than ever and are a valued and valuable community asset, however they are also inadequately funded, which means that, at times, they struggle to keep up with an increasing demand. In order to address this issue, the NSW Public Libraries Association (NSW PLA) and Local Government NSW (LGNSW) united to create the Renew Our Libraries campaign last year. This advocacy initiative brought together councils, public libraries and their supporters in a grassroots effort to demand action and funding commitments from all political parties in the lead up to the 2019 NSW State Election.

So far, this campaign has been successful in achieving a commitment from the NSW Government to increase library funding by an extra \$60 million over four years. However, there is still more work needed to protect this funding in the long term, which is why this campaign will continue to advocate to index and legislate this funding increase.

Closer to home, the South Coast Cooperative continues as a vibrant, sustainable and long-term partnership between Shoalhaven City Council and Kiama Municipal Council. It offers a collection of over 279,318 items in both physical and

digital formats, with over 21,512 new physical items added this financial year. In addition, the digital offerings continue to grow with over 68,254 eBooks and 17,590 eAudiobooks available to be borrowed.

The South Coast Cooperative continues to review all aspects of its collaboration to ensure it is operating effectively. This year has seen some changes to the Library Management System (LMS), Libero, most notably the decision to externally host this system. This provides benefits such as increased regularity of upgrades and maintenance; optimising systems performance and maintenance schedules, and the outsourcing of the system's administration.

The Australian Library and Information Association (ALIA) Truth, Integrity, Knowledge (TIK) campaign has also been running throughout 2019. The campaign is focusing on why librarianship is one of the most trusted professions in Australia and how people working in libraries promote the free flow of information and ideas in the interests of all Australians. It is particularly important in today's society, which is driven by fake news and the 24-hour media cycle, to highlight the importance of the library profession and its commitment to providing access to reliable, accurate and reviewed information.

As always, a big thank you to partner Library Manager Michelle Hudson for her ongoing support and professionalism.

I take pleasure in presenting this Annual Report from the South Coast Cooperative Library Services, which highlights the myriad services, resources and programs that are provided to our communities through the public library system.

Sarah Taylor
Manager
South Coast Cooperative Libraries
South Coast Cooperative Library Services

Shoalhaven Libraries Annual Report 2018-2019



2019 was all about refreshing and updating at Shoalhaven Libraries. Over 480,000 people visited our libraries and more than 495,000 items were issued. There were in excess of 112,000 questions answered, with more than a third of these related to technology and digital assistance, clearly demonstrating that libraries remain an important community resource.

The Shoalhaven Libraries collection continues to expand, and the resources and services provided are evaluated on an ongoing basis to ensure they are meeting community demand. We invest time in selecting items for our collections and encourage our borrowers to suggest items for purchase that they would like to see on our shelves. We've made it even easier for patrons to do this with the introduction of a 'Vote for New Books' section on the public catalogue.

Nowra Library has undergone a recent facelift with the repainting of the building's exterior, which has modernised and brightened up the building. There has also been the installation of new lighting on the trees at the entrance to the building, and the mural at the back of the building thanks to the generous support of the Nowra CBD Revitalisation Strategy Committee who provided the funding. The interior of the library has also had some work carried out with a new children's reading area. These additions include new furniture, a green wall and a safe space cozy nook, which provides children with a space to relax, read and find solace in an active library environment.

Ulladulla Library forms part of the vibrant multi-purpose Ulladulla Civic Centre. It continues to grow the services that it offers, providing high level library and tourism services from one central desk, as well as regular programs and events for all ages of the community.

Sanctuary Point Library whilst small always provides a great library service to its local area. Council staff are continuing to work on detailed plans for a new larger library for the Bay and Basin that will better be able to service the community. Concept plans are currently in development.

Milton Library was given a major refurbishment this year with funding from grants received by the Friends of Milton Library. This renovation included new shelving, a circulation desk and furniture to create a more contemporary look and increased flexibility for usage of the space.

Shoalhaven Libraries celebrated the unveiling of its brand-new mobile Library. Bringing free WiFi and over 1000 items including books, CDs and DVDs to the southernmost towns and villages of the Shoalhaven. The new van brings our fleet up to two mobile libraries (North and South), servicing over 125kms of the Shoalhaven. The new mobile library, purchased with a Public Libraries Infrastructure Grant, will provide an improved mobile library service, home library delivery and outreach services to the southern Shoalhaven area.

We continue to work through the Shoalhaven Libraries Strategic Plan 2021, which outlines our four main focus areas: Access, Education, Culture and Inclusion. Several highlights of the year include the development of a new policy and procedure which allows patrons without a fixed address to join the library and use its services. This year has also seen the completion of the Local Heritage Strategic Plan and the Shoalhaven Libraries Marketing Strategy. Both these documents complement the overarching Shoalhaven Libraries Strategic Plan and provide greater clarity of actions and targets to achieve the outlined goals.

Programs and Events

Throughout the year over 7,600 people attended more than 670 events across all our library branches. There were many different offerings including regular Storytimes, Rhymetimes, author events, including Ber Carroll, Daniel Agnew, Suzanne Bardon, and many others, technology classes, Local Heritage and Family History talks to name a few.

The inaugural Shoalhaven Readers & Writers Festival was held at Nowra Library last July. Shoalhaven Libraries presented the children's section of the festival in collaboration with the Festival Board. Young readers and writers were invited to enjoy this special program with authors Tim Harris and Jackie French in attendance. There were author talks, costume competitions and lots of fun had by all.

We launched our valuable new program, Study Buddy, for those who need a little extra help with their study. It is currently being run at Nowra, Ulladulla and Sanctuary Point Libraries during school term and aims to help students of all ages with assignment and homework queries.

We are also pleased to support our ongoing partnerships with external service providers. We currently collaborate with Paws 'n' Tales pet therapy dogs for reading assistance sessions, local high schools for the GenConnect Program, local community colleges for digital literacy classes, neighbouring bookstores for author talks and local community members who volunteer for our PathFinders Program. These connections and collaborations are important to Shoalhaven Libraries and allow us to engage more fully with the community, as well as making possible the provision of additional services.



Technology

Technology continues to be an important part of a contemporary library service. Last year there were over 85,000 WiFi logins and nearly 46,000 public computer sessions across our branches. In addition to access, digital assistance is also a crucial part of the library service and is often requested by members of the community. In response to this demand, Shoalhaven Libraries offers regular technology classes, Tech Tuesday drop in sessions, technology outreach sessions, as well as promoting digital literacy and cyber safety.

Shoalhaven Libraries continues to review and update its selection of online resources to ensure that they are relevant and well-used. This year we have added the Haynes Manuals database, which provides a library of manuals covering a vast range of car and motorcycle makes and models, with up-to-date content including common repairs, routine maintenance and servicing procedures. Kanopy, our movie streaming service, was enhanced with the addition of Kanopy for Kids. Kanopy for Kids includes classics such as Playschool and Babar, movies for all ages, animated versions of favourite picture books, TV series, and even children's maths and science documentaries.

We have also added Britannica Library, a gorgeous online resource bursting with encyclopaedia articles, multimedia, primary sources, eBooks, and more. With so much information available at the touch of our fingertips, finding trustworthy information online is more important than ever. This award-winning resource allows users to access up-to-date, age-appropriate and reliable information 24/7.





Staff

The staff at Shoalhaven Libraries continue to provide excellent customer service and are passionate about their work. Investment in staff's professional development is crucial to ensure that they can assist customers, develop in their roles and stay up to date with the constant changes that are part of today's world. Staff attend forums, conferences, seminars and training courses, in addition to the regular in-house staff training program.

This year has also seen the creation of a new Library Technician role at Ulladulla Library. This role is responsible for the adult and children's programming and events at the library and is a much-welcomed addition to the team.

We are also fortunate to have many dedicated and talented volunteers who offer their time to the library, and it's wonderful that they are enthusiastic advocates for library services.

Conclusion

With the success of the 'Renew Our Libraries' campaign this year it's evident that libraries remain a much-loved and highly valued part of their communities. The talented and creative team at Shoalhaven Libraries works hard to meet the needs of the community both now and into the future, providing quality customer service and programs, as well as safe and friendly spaces where people of all ages can meet, discover and create.

Sarah Taylor
Manager
Shoalhaven Library Services

Kiama Library Annual Report 2018-2019



From Robots to Furoshiki, Summer Reading Club to Zoomobile, Kiama Library Service has provided a great range of community events for all ages during the last 12 months. Community engagement also remains high with some of our more traditional library services such as story time, Home Library and school holiday activities. With the support of dedicated volunteers, we have been able to increase program numbers in order to keep up with demand!

Building on from successful Science, Technology, Engineering, Art, Maths (STEAM) activities previously held in the library we have now purchased a number Sphero Robots. The robots are controlled by tablet devices and provide the community with the opportunity to learn more about coding, programming and emerging new technologies. Other Spheros programs included *A Minute to Win it* school holiday activity, a creative art session for our Seniors Week program and a Coding session.

Kiama Library was also able to offer Robo Club, a robotics after-school program in partnership with RoboLink Education. Children learn coding and programming skills while working with a wide range of robots. 3D design and printing activities are also part of the program.

The enormous fig tree located in front of the library was the inspiration for a children's school holiday activity as they created a book with local artist Lea Tucker. Children were able to write

a story, draw and create amazing collages to document the tree's history over the years. A visit from the Toronga Zoomobile offered a unique, hands-on learning experience where children were able to meet native animals up-close and was a great way to celebrate their participation in the Summer Reading Club challenge.

Two very successful exhibitions were held in the library including the May Gibbs travelling display which celebrated the 100 years anniversary of May Gibbs' stories and the iconic artwork from her books. A number of residents bought in their precious copies of the Snugglepot and Cuddlepie books to share with the rest of the community for this special exhibition. *This is Where They Travelled: Historical Aboriginal Lives in Sydney*, an exhibition developed by historian and archaeologist Dr Paul Irish, traced the lives of ten remarkable Aboriginal people who lived in Sydney between the early 1800s and 1930. Both exhibitions created interesting conversations and engagement within our community.

Friends of Kiama Library (FOKL)

The Friends reached a significant milestone celebrating their 25th anniversary with a dinner hosted by food writer and restaurateur Stephanie Alexander. Monthly FOKL events continue to be very popular, with author David Dufty's discussion about his book *Secret Code-Breakers of Central Bureau* and Dr Paul Irish's presentation on his book *Hidden in Plain View* drawing capacity crowds.



Professional Development

Library staff continue to gain and share professional knowledge through their participation in Children and Youth South East Zone meetings and Home Library Working group meetings. Library staff have also embraced the opportunity to attend a number of Readers Advisory sessions using the web conferencing platform Blue Jeans. Kiama Library staff also contributed to the planning and presentations at the Book Week Extravaganza held at the State Library NSW in May.

Conclusion

With the Gerringong Library and Museum building project due for completion in June 2020, Kiama Library Service continues to explore new ways of engaging with its community to provide reading and lifelong learning opportunities. This would not be possible without the enthusiasm and dedication of library staff for which I am truly grateful.

Michelle Hudson
Manager Library Services
Kiama Library

Statistical Analysis – South Coast Cooperative Libraries- July 2018 – June 2019



Note: NSW Av figures taken from the Public Library Statistics 2017/2018

Expenditure & Subsidy 2018-2019

	Shoalhaven	Kiama
Total Expenditure voted	\$2,786,041	\$965,491
Total Expenditure per capita	\$26.69	\$41.97
Subsidy	\$257,476	\$41,399
Local Priority Grant	\$20,200	\$5,938

Item Purchases - South Coast Cooperative

July 2018 - June 2019

*Donation & Grant material only includes those catalogued and processed by Shoalhaven Libraries

Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	64	\$6,707.65	\$104.81	13
Adult Non-Fiction	2,761	\$65,703.07	\$23.80	159
Literacy	0	\$0.00	\$0.00	0
Local Studies	9	\$208.17	\$23.13	143
Adult Fiction	5,682	\$122,822.38	\$21.62	130
Adult Paperback	120	\$819.48	\$6.83	0
Large Print	2,426	\$99,076.07	\$40.84	3
Young Non-Fiction	41	\$825.95	\$20.15	0
Young Fiction	698	\$9,582.02	\$13.73	32
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	209	\$3,877.10	\$18.55	0
Junior Non-Fiction	1,167	\$20,891.92	\$17.90	10
Junior Fiction	1,836	\$20,156.53	\$10.98	36
Junior Graphic	149	\$1,870.38	\$12.55	0
Junior Reader	132	\$1,254.71	\$9.51	0
Picture Books	1,911	\$27,075.38	\$14.17	27
Home Education	12	\$409.45	\$34.12	0
Total Book	17,217	\$381,280.26	\$22.15	553

Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	859	\$14,929.39	\$17.38	14
AudioBook (Junior/Youth)	176	\$3,583.37	\$20.36	1
AudioBook (Adult)	1,438	\$53,251.87	\$37.03	172
DVD (Adult)	1,195	\$31,973.20	\$26.76	223
DVD (Junior)	386	\$7,620.37	\$19.74	14
Games/Puzzles	0	\$0.00	\$0.00	3
Junior Kit	241	\$27,422.41	\$113.79	0
Playaways (Adult)	0	\$0.00	\$0.00	0
Playaways (Junior)	0	\$0.00	\$0.00	0
Playaways (Youth)	0	\$0.00	\$0.00	0
Total Non-Book	4,295	\$138,780.61	\$32.31	427
Grand Total	21,512	\$520,060.87	\$24.18	980

Item Purchases – Shoalhaven July 2018 - June 2019

Book

Category	Number	Cost	Average Price	Donation / Grant
Reference	61	\$6,537.91	\$107.18	13
Adult Non-Fiction	2,259	\$53,760.95	\$23.80	159
Literacy	0	\$0.00	\$0.00	0
Local Studies	9	\$208.17	\$23.13	143
Adult Fiction	4,619	\$99,156.21	\$21.47	130
Adult Paperback	120	\$819.48	\$6.83	0
Large Print	2,090	\$85,899.07	\$41.10	3
Young Non-Fiction	26	\$501.40	\$19.28	0
Young Fiction	530	\$7,079.23	\$13.36	32
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	209	\$3,877.10	\$18.55	0
Junior Non-Fiction	987	\$17,793.89	\$18.03	10
Junior Fiction	1,472	\$16,345.54	\$11.10	36
Junior Graphic	149	\$1,870.38	\$12.55	0
Junior Reader	132	\$1,254.71	\$9.51	0
Picture Books	1,537	\$21,766.92	\$14.16	27
Home Education	12	\$409.45	\$34.12	0
Total Books	14,212	\$317,280.41	\$22.32	553

Non Book

Category	Number	Cost	Average Price	Donation / Grant
CDs	859	\$14,929.39	\$17.38	14
AudioBook (Junior/Youth)	148	\$3,051.08	\$20.62	1
AudioBook (Adult)	1,294	\$47,784.22	\$36.93	172
DVD (Adult)	1,195	\$31,973.20	\$26.76	223
DVD (Junior)	386	\$7,620.37	\$19.74	14
Games/Puzzles	0	\$0.00	\$0.00	3
Playaways (Adult)	241	\$27,422.41	\$113.79	0
Playaways (Junior)	0	\$0.00	\$0.00	0
Playaways (Youth)	0	\$0.00	\$0.00	0
Total Non Book	4,123	\$132,780.67	\$32.20	427
Grand Total	18,335	\$450,061.08	\$24.55	980

Item Purchases – Kiama - July 2018 - June 2019

*Donation & Grant material only includes those catalogued and processed by Shoalhaven Libraries

Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	3	\$169.74	\$56.58	0
Local Studies	0	\$0.00	\$0.00	0
Adult Non-Fiction	502	\$11,942.12	\$23.79	0
Adult Fiction	1,063	\$23,666.17	\$22.26	0
Large Print	336	\$13,177.00	\$39.22	0
Young Non-Fiction	15	\$324.55	\$21.64	0
Young Fiction	168	\$2,502.79	\$14.90	0
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	0	\$0.00	\$0.00	0
Junior Non-Fiction	180	\$3,098.03	\$17.21	0
Junior Graphics	0	\$0.00	\$0.00	0
Junior Fiction	364	\$3810.99	\$10.47	0
Picture Books	374	\$5,308.46	\$14.19	0
Total Books	3,005	\$63,999.85	\$21.30	0

Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	0	\$0.00	\$0.00	0
AudioBook (Young)	1	\$23.15	\$23.15	0
AudioBook (Junior)	27	\$509.14	\$18.86	0
AudioBook (Adult)	144	\$5,467.65	\$37.97	0
DVD (Adult)	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Total Non Book	172	\$5,999.94	\$34.88	0
Grand Total	3,177	\$69,999.79	\$22.03	0

Total Items Purchased

*Kiama purchase the majority of items for their DVD and CD collection

	No of Items purchased 17/18	No of Items purchased 18/19**	Average Cost per item 17/18*	Average Cost per item 18/19	Purchases per capita 18/19
Shoalhaven	17,561	18,335	\$23.43	\$22.32	0.18
Kiama	3,540	3,177	\$21.05	\$22.03	0.14
Total	21,101	21,512	\$22.24	\$22.18	0.17
NSW Av	16,773	-	\$23.07	-	-

*Includes expenditure on periodicals and donations counted as acquisitions

**Purchased as part of the Cooperative only

Total Loans – all formats – 2018-2019

	Loans **	Population*	Per Capita
Shoalhaven	495,261	104,371	4.75
Kiama	135,708	23,006	5.90
Total	630,969	127,377	4.95
NSW Av	316,681	87,313	-

*Population figures used are taken from .id community (Shoalhaven) and REMPLAN (Kiama). NSW Av taken from the Public Library Statistics 2017/2018

**includes eBooks & eAudio

Loans by Format

Books*

	Adult Non Fiction	Junior Non Fiction	Adult Fiction**	Youth	Junior Fiction	Picture Books	eBooks	Total
Shoalhaven	48,230	12,610	159,383	7,864	29,915	46,168	30,379	334,549
Kiama	12,520	3,037	46,147	2,528	11,055	13,930	7,072	96,289
Total	60,750	15,647	205,530	10,392	40,970	60,098	37,451	430,838
NSW Av	50,174	15,481	103,973	9,951	52,113	59,588	13,783	304,891

** Includes Large Print

Non Books

	Audio-Books*	CDs*	DVDs*	CD-ROM	Toys / Games	eAudio	Serials*#	Total
Shoalhaven	23,050	14,639	68,061	0	650	22,622	31,690	160,712
Kiama	4,671	2,848	13,795	4	1,332	6,194	10,575	39,419
Total	27,721	17,487	81,856	4	1,982	28,816	42,265	200,131
NSW Av	9,736	8,960	78,271	138	2,903	9,336	28,337	132,923

*Includes Junior and Youth AudioBooks/CDs/DVDs/Serials

#Includes eSerials



Total Stock* - 2018-2019

	Lending	Non Lending	Total
Shoalhaven	181,110	7,534	188,644
Kiama	88,622	2,052	90,674
Total	269,732	9,586	279,318
NSW Av	127,689	18,332	145,817

*Including Serials, eBooks and eAudio

Book Stock*

	Adult Non Fiction	Junior Non Fiction	Adult Fiction	Youth	Junior Fiction	Picture Books	Total
Shoalhaven	32,768	8,801	31,552	6,176	12,254	6,994	98,545
Kiama	10,114	2,287	12,105	1,799	4,043	3,088	33,436
Total	42,882	11,088	43,657	7,975	16,297	10,082	131,981
NSW Av	33,953	7,112	30,790	4,590	11,872	9,011	97,036

Non Book Stock

	Audio-Book*	CDs*	DVDs*	CD-ROM	Toys / Games	Serials**	Total
Shoalhaven	6,994	6,452	10,291	0	446	3,543	27,726
Kiama	1,390	1,371	2,302	16	396	1,859	7,334
Total	8,384	7,823	12,593	16	842	5,402	35,060
NSW Av	3,113	3,539	11,865	101	364	2,136	20,565

*Includes Junior and Youth

** Includes eSerials

Separate Collections

	Reference*	Literacy	Large Print	Local Studies	Home Library Service	eBooks	eAudio	Total
Shoalhaven	2,475	0	10,644	5,059	1,273	34,127	8,795	62,373
Kiama	985	159	4,771	1,067	0	34,127	8,795	49,904
Total	3,460	159	15,415	6,126	1,273	68,254	17,590	112,277
NSW Av	4,001	1,159	6,394	11,651	2,286	6,136	1,607	30,990

* excludes local studies

Donations and Discards – 2018-2019

	Donations*	Purchases**	Discards	Discards as a % of Acquisitions*	Discards as % of Total Stock*
Shoalhaven	1,033	18,335	16,046	87.52	8.51
Kiama	493	3,177	7,030	221.28	12.90
Total	1,526	21,512	23,076	107.27	8.26
NSW Av	1,193	15,819	18,507	117.34	12.29

*Includes serials

**Cooperative purchases only

Library Membership – Active Members - 2018-2019

Please note - Inactive members are deleted from the database if they have not borrowed over the past 3 years.

	Adult	Junior	Digital*	Institutions	Other	Total	Non Residents	% of Pop
Shoalhaven	36,582	5,415	1,378	167	54	43,596	538	41.77
Kiama	12,380	2,607	345	8	22	15,362	31	66.77
Total	48,962	8,022	1,723	175	76	58,958	569	-
NSW Av	32,211	3,970	-	130	453	36,516	6,213	-

*Digital members include both adult and junior digital members

Summary of Comparative Statistics

	Library Materials per capita	Adult Fiction as a % of total book stock	Turnover of Stock
Shoalhaven	1.81	32.02	2.73
Kiama	3.94	36.20	1.53
NSW Av	2.42	34.14	2.94

Document Delivery

	Inter Library Loans request sent to other libraries	Inter Library Loan requests received from other libraries
Shoalhaven	344	271
Kiama	25	73
NSW Av	408	447

Visits, Access and Information Requests

	Library Visits	Internet Access	Information Requests
Shoalhaven	481,163	131,061	112,149
Kiama	107,106	9,423	19,825
NSW Av	381,399	114,343	77,719



Members of Staff as at June 2019 Shoalhaven Libraries

Shoalhaven Libraries

Name		Position
Sarah Taylor	BA (Hons) International Business Master InfStudies	Library Manager, Shoalhaven Libraries
Derrilin Marshall	BAppSci (Info)	Librarian - Local Heritage Acting Customer and Community Resources Manager from 4/2/19 until 3/5/19
Marie Torbruegge	AssDegSc (LibTech)	Library Technician - ILL/Systems Support
Carla DeCasti	BA (Eng. Lit & History) Dip (Lib & InfServices)	Library Technician Children & Youth
Michelle Chapman		Library Assistant - PPT
Bronwyn Gollan	DipLibTech (Info Services)	Library Assistant Customer Service – PPT
Kelly Woods	BA (Eng.Lit & Creative Writing) Grad Dip InfStudies	Information Access Librarian
Ursula Rentz		Library Assistant – Collection Services - PPT
Damien Bottle	DipLibTech (Info Services)	Library Assistant – Outreach Support Acting Customer and Community Resources Manager until 01/02/19
Kerry Johnson	B.HSc	Customer Service Assistant (Casual)
Carol Andrews		Customer Service Assistant (Casual)
Benz Inthra		Customer Service Assistant (Casual)
Alicia Evans	BA; Dip (Lib & Info Services)	Customer Service Assistant (Casual)
Michelle Marshall	Dip (Community Services)	Customer Service Assistant (Casual)
Robin Sharpe	AssDipArts (LibPrac) BApp Sci Lib & Inf Mgt	Outreach & Digital Resources Manager
Neville Bourke	BA; GradDipLib	Librarian – Collection Services
David Caton		Library Assistant – Collection Services
Denise De Strang		Library Administration
Cher Murphy		Library Assistant – Collection Services
Nicole Lonesborough	AssDipAppSci (Tech)	Collections & Resources Manager
Debra Nettle		Library Assistant – Branch Support
Paul Poulsen		Mobile Library Officer - PPT
Jim Hines		Mobile Library Officer - PPT
Gemma Luxford	BA (Honours) Graduate Diploma of Information Studies	Library Technician Children & Youth (until 5/9/2019) Acting Customer & Community Resources Manager (from 6/5/19)
Jennifer Lyttle	Diploma of Library & Information Studies	Library Assistant – Outreach Services
Susan Jones	Bachelor of Education	Library Assistant (Fixed Term) ended 31/8/18 Customer Service Assistant (casual)
Laura Middleton	Bachelor Commerce (Honours) Certificate IV Library, Information and Cultural Services	Customer Service Assistant (Casual)

Bay & Basin (Sanctuary Point)

Name		Position
Anne Lee	Bachelor of Information Studies	Customer & Community Resources Manager
Natasha Hammond	BS (Environmental Studies)	Library Assistant (Casual)
Shelly McGuire	Diploma in Library & Information Library Assistant Services	Library Assistant
Daniel Paterson	BA (Philosophy), Cert IV Library	Library Assistant

Milton

Name		Position
Naomi Bojec	Cert III Tourism; Dip Lib/Info Services; Museum Grad Cert in Management	Library Assistant – Milton (Part time)

Ulladulla Library and Visitors Centre

Name		Position
Vikki Hoskins	BA (LibSc)	Customer & Community Resources Manager
Susan Cartwright		Customer Service Assistant (Full time)
Kathy Rogers	AssDegSc (LibTech)	Customer Service Assistant (Part time)
Pauline Mackie	Dep Teaching (Primary) Grad Dip Ed (Lib Sci)	Customer Service Assistant (Part time)
Janelle Smith	BA (Library Science) Grad Dip Ed (Primary) Cert IV Training & Assessment	Library Technician
Lynne Fricke	BA (LibSc)	Customer Service Assistant (Casual)
Kim Richards		Customer Service Assistant (Casual)
Kristin Moller	AssDipArts (LibPrac)	Customer Service Assistant (Casual)
Alan Arnold	BA; GradDipApp Sci (Lib & Inf Studies)	Customer Service Assistant (Casual)
Sonia Drover		Customer Service Assistant (Full time)
Naomi Bojec	Cert III Tourism; Dip Lib/Info Services; Museum Grad Cert in Management	Customer Service Assistant (Part time)



Kiama Library Service

Librarians – Full Time

Name		Position
Michelle Hudson	BAppSc(Lib)	Manager Library Services
Rebecca Cook	BSc, GDip Arts (Lib)	Information Services Librarian
Catherine Taylor	Graduate Certificate in Information Studies	IT Librarian (Limited term)

Library Officers

Valentine Crome	DipLibInfo Services B.Arch; Dip.Arts.Arch.	Outreach Services & Home Library Officer
Elizabeth Skorulis	DipLibInfServices	Children's Services Officer (part time)
Karan Oldershaw	DipLibInfServices	Reader Services Officer (part time)
Jane Thompson	DipLibInfServices	Reader Services Officer (part time)
Lauren Watkins	Graduate Diploma of Applied Science (Library & Information Management)	Gerringong Library Officer (Limited term)

Family History Officers

Susan Lark	AdDipLocApplHist (part time) AAGRA
Russell Halverson	(casual)

Library Assistants

Jenny Marshall	DipOT; DipLibInfServices
Fleur Creighton	BEd Teacher-Librarian
Mandy Thorpe	DipLibInfServices
Angela Braham	DipLibInfServices
Arthur McConnachie	BA, DipContinuing Ed, MEd GradDipLibrarianship
Lauran Mills	BEd, MEd (Teacher Librarianship)



**South Coast
Cooperative
Libraries**

2018-19 A Quick Glance



140,484
Internet
Sessions



131,974
Information
Requests



What's New?

Robo Club
Toronga Zoomobile event
Nowra Library repaint
**New bookmobile launched for
southern Shoalhaven**

Highlights of 2018-19

**Inaugural Shoalhaven Readers
& Writers Festival**
Friends of Kiama Library 25 year anniversary
May Gibbs and Aboriginal Lives exhibitions
Successful Renew Our Libraries campaign