



# South Coast Cooperative Libraries

Annual Report  
2020-21

**Shoalhaven**  
City Council

 **KIAMA  
MUNICIPAL  
COUNCIL**

*During this Pandemic, lockdowns and uncertainty, it has been a blessing to be able to borrow a wonderful range of audio book and e-books using my library card and Borrowbox, which helps greatly to still feel 'connected' while remaining safe. Thank you  
– Sue*

## Cooperative Manager's Report

**Despite the continued presence of COVID-19 impacting operations of all South Coast Cooperative Libraries branches we were able to remain open for the entire year. Whilst it wasn't quite business as usual, and access and services were reintroduced in stages, by February we were operating back to near normal. It was great to welcome the community into our libraries once again.**

The South Coast Cooperative Libraries continues to provide its patrons with a range of resources both in physical and digital formats. In this financial year over 16,600 new physical items were added to the collection, offering customers a total physical collection of over 260,000 items. In addition to this, there are over 33,000 eBook and eAudio titles to be borrowed, and over 3,420 eMagazine titles that can be accessed. This split of physical and electronic titles is reviewed on an ongoing basis to ensure we are providing the appropriate resources for the diverse members of our community.

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 Libraries Services, which highlights the myriad services, resources and programs that are provided to our community through the public library service.

**Sarah Taylor**  
Manager  
South Coast Cooperative Libraries



# Shoalhaven Libraries Annual Report 2020-21



**Another massive year for Shoalhaven Libraries, but on the whole it's been one of positivity, adaptability and excellence from staff. It was a testament to staff's resilience and professionalism that we remained open for the entire financial year and continued to provide access to services and resources. Initially these were restricted and reintroduced in stages, but by the end of June 2021 we were completely open to the public with fewer constraints.**

Due to COVID-19 restrictions visitation and event numbers were down compared to previous years; however, library usage has been increasing as restrictions have relaxed. Digital access to our collections and services has increased over this period with customers taking advantage of the free electronic resources on offer. Loans of eBooks, eAudiobooks and eMagazines increased by over 15% this year compared to the previous year.

The start of the financial year saw us opening our doors again after being in lockdown and over the following months working through slowly easing restrictions. Shoalhaven City Council and Shoalhaven Libraries have always ensured full adherence to the Public Health Orders were in place, while working hard to make as many services and resources as possible available to the community.

We started the 2020 financial year in July with Stage 2 opening restrictions in place which allowed, in addition to lending and borrowing, computers, printing and scanning access via a booking system. We were open slightly shorter hours to allow for quarantining of books, but both staff and customers were happy the library was accessible again. We were not able to hold any physical events but used technology to offer online story time activities and crafts and continued to operate and provide the Doorstep Library Service.

In August we moved to Stage 3 opening which reintroduced study desks so that customers could come into the library to work and study. Initially there were a limited number of study desks available per day, with a limit of 2 hours per session, and while this was restrictive it did allow customers to spend time in the library and access the free WiFi and computers to complete work and study.

We swiftly moved on to Stage 4 on 14 September which allowed technology classes to resume at Nowra and Ulladulla libraries. And finally, we moved to Stage 5 on 1 February with normal opening hours resuming and a return of live events and programs, which was welcomed by all. In addition, more seats and desks were made available for people to use and there were no bookings or time limits imposed.

## Events & Programs

Despite being only able to offer a reduced level of service for much of the year staff did an amazing job in providing online events. It was pleasing to see COVID-19 restrictions not stopping Shoalhaven Libraries from providing stimulating, free, regular events and school holiday activities for adults and children in our community.

Staff continued to create online children's story time and craft activities until we were able to hold physical events once again. During this period one of our most popular school holiday activities was a Nature Scavenger Hunt. With many families experiencing screen overload, we encouraged kids to get out and about in nature, learning about, and helping bees. We created Scavenger Hunt packs which contained books to borrow, a craft activity, seeds and a scavenger hunt for them to do at home with their families. We had an absolutely fantastic response from grateful parents, grandparents and happy kids who enjoyed the nature scavenger hunt and collage challenge, planting bee friendly seeds, learning how to make bee houses and borrowing the take home book and craft packs.

We held our first ever online book sale in September as we were unable to hold our popular regular book sale in the library. This had a great response from the community and we were able to send large bags of pre-loved library books to new homes.

In November we celebrated NAIDOC Week with a special online Storytime featuring Mel and Nathel from Noah's Inclusion Services, who read 'Gabaanu, gugu, ngumung ba, gubidjayanga: Heads, shoulders, knees and toes' written in Dhurga and English, and 'Big Rain Coming' by Katrina Germein and illustrated by Bronwyn Bancroft. They also made rain makers in their craft presentation and each branch had a NAIDOC Week display for adults and children, and a colouring-in page to take home featuring the NAIDOC Week poster artwork.



*It is a treat for me to visit the library- the staff are always cheerful & helpful! Exploring the aisles and looking for another adventure hidden in the pages of the books lifts my days*  
- Mary



We didn't forget the adults while we were not able to hold physical events and partnered with lots of local and state organisations to provide and enhance services. In partnership with the NSW Public Libraries Association, we were able to offer free virtual online author events. These included:

- General Sir Peter Cosgrove in conversation with Richard Glover, discussing his life, and memoir,
- 'You Shouldn't Have Joined...'; Craig Reucassel in conversation with Melanie Mutch from Hornsby Shire Libraries talking about 'In Fight for Planet A', the book of the ABC series of the same name; and
- Mary Li in conversation with Therese Scott from Mosman Library to discuss her book 'Mary's Last Dance', the long-awaited sequel to her husband Li Cunxin's bestselling memoir, 'Mao's Last Dancer'.

In December we celebrated International Day of People with Disability (IDPwD) which aims to increase public awareness, understanding and acceptance of people with disability and celebrate their achievements and contributions. The theme for IDPwD 2020 was "Building Back Better: toward a disability-inclusive, accessible and sustainable post COVID-19 World".

February 2021 was a great month for all with physical activities returning to Shoalhaven Libraries, and it was wonderful for us to see the library busy again with children and adults alike. Children came into the libraries to make their own windmills and kaleidoscopes, and participate in coding clubs, or pick up their take-home packs to enjoy their craft at home if this was more suitable for them.



During this period, we celebrated Seniors Week with 'Connect & Chat' sessions, National Reconciliation Week, Law Week with information talks by Shoalcoast Community Legal Centre on "Planning for the Future" and "Tenancy and Housing Issues" topics, and finally National Simultaneous Storytime ... from space!

With the lifting of COVID restrictions over this period, we saw an increase in people attending our programs and events. We have had a variety on offer including 'Communication Milestones in the pre-school years' Pathfinders Talk; Music Mornings with Barry; live streaming of events from The Sydney Writers Festival; Movies at Midday; Pam Ferrari's author talk on her new book 'Rock Bands and Dingoes: Diversity in writing'; Art History Talks; Zentangle sessions, NBN tech-help sessions, Gen Connect, Research for Writers session with Pamela King and finally, the ever-popular Tech Sessions.

We held our popular annual Winter Challenges for the year and there were three competitions to choose from. There was a Winter Warmers Community Challenge 2021, where we asked customers to submit a knitted or crocheted scarf or beanie. Prizes were awarded for the 'Best Item', 'Most Unusual Item' and 'Staff Favourite', and all of the entries were donated to local charities for distribution to those who may have needed a Winter Warmer to help them through the chilly months. For younger members the Shoalhaven Libraries Superhero Reading Challenge awarded stickers and an entry into a prize draw for every five books read. And finally for adults we held a similar reading challenge which gave customers the chance to win a book pack and mug by taking part and logging the books they had read.

In the same month we also joined Ruby from Sanctuary Point Library for a special online pyjama Storytime to celebrate Australian Reading Hour! Ruby read Dharma the Llama, a llama who LOVES to read.

We also ran our annual bookmark design competition which celebrated what people love about the Australian Summer, and for the first time there was a separate adult competition so the whole family could join in the fun.

*I would like to thank you very much, Sanctuary Point Library, you delivered books and DVDs to Joan the other day and we can't tell how pleased she was that you did this for her. She doesn't go many places these days as she is 90 now but she loves to come and get her books and DVDs and has been missing this since you've been closed. Thank you from her and her family, we really appreciate your kindness. Small things like this make so much difference in people's lives*  
- Lesley

## Technology

Over the past two years Shoalhaven Libraries has been busy obtaining 'eSmart Libraries' accreditation. eSmart Libraries is a partnership between the Alannah & Madeline Foundation and the Telstra Foundation. It is one of the most significant community cyber safety initiatives ever undertaken in Australia, and the Telstra Foundation has invested \$8 million to implement eSmart Libraries in all 1,500 public libraries, as part of their commitment to make a positive and lasting difference to communities across Australia. This accreditation means we have integrated cyber-safety in our policies, agreements, staff development, organisational culture, training and day to day operations. This will help connect library staff and patrons with the skills and information they need for smart, safe and responsible use of technology.

Staff have adapted well to the changing environment and made use of technology to provide programming and services to the community. While we were closed we promoted our digital resources heavily and these were used by many members of the community. During this time staff have learnt new skills and increased their knowledge in videography, online production and editing using different technological platforms.

Digital tech classes continue to be well attended and are valued by the community. We continue to offer a range of services for technology assistance with monthly Tech Classes, drop-in Tech Sessions and one-on-one tutorials. We have run a range of different programs this year, such as classes on free online streaming, digital library training, Android phones, avoiding scams, cyber safety and much more.

We continue to be part of Tech Savvy Senior Program, providing classes to those seniors wanting to keep up to date with new technology and services. The digital divide remains and is even more evident in the current climate, which means training and support is even more important, and the library is committed to providing the tools, access and training to all members of the community. In particular accurate health information is important and Shoalhaven Libraries has created a new Health Page in its Digital Library with trustworthy links to medical information. A key role of public libraries is sharing reliable information and combatting misinformation and disinformation.

The app continues to be promoted and is an important tool for customers to use. Usage is increasing and functionality improvements are ongoing, such as the new self-check functionality now enabled.

Finally, and importantly, we have also introduced EFTPOS payment facilities into all of our branches so customers are able to interact without cash if they prefer.



## Branches

Whilst physical numbers have been down due to the ongoing impacts of COVID staff have continued to stay busy offering as many services to the community as possible.

Nowra Library was brightened up for two weeks with a beautiful display of artworks created by the Children from Shoalhaven Community Pre School. A major feature was the life-size sculpture of an emu and its eggs, which showcased how talented the younger members of the community are. We also entered into a new partnership with all 12 Holiday Haven Parks, which now each have a Little Library for their customers. This collaboration between Holiday Haven and Shoalhaven Libraries means the street libraries are stocked with pre-loved books in a range of genres suitable for children, teens, and adults.

Ulladulla Library forms part of the vibrant multi-purpose Ulladulla Civic Centre and continues to be a focal point for the community. New signage has been fitted to the building to allow for clearer identification and promotion. The library programs and events are well attended and the team run a successful range of regular programs from tech help, movie mornings, presentations, craft activities to children's Rhyme Times, Story Times and Toddler Times.

Milton Library was able to operate with additional volunteer hours for some of the year, but unfortunately due to COVID opening hours were reduced to Council staff hours for some months. Milton Library remains an important local resource for the community.

The mobile library turned 50 years old in 2020. Nowra Library opened in 1967, with the bookmobile service starting three years later and continuing ever since. It services 42 remote townships and villages on a fortnightly roster, catering to young and old, and during lockdown has been essential in continuing to provide library deliveries to those unable to access the Digital Library. The mobile library timetable has been recently reviewed, making timetable changes to accommodate new areas of urban development. The new mobile library timetable includes a couple of additional stops, along with its existing home library delivery service.

The current Sanctuary Point Library was able to continue to provide an incredible level of service during shutdown. Staff are looking forward to the planned new library and have started working on staffing and programming plans.

The new Sanctuary Point Library project continues to progress well. At Council's Ordinary Meeting in May the concept designs were adopted following community consultation and a public exhibition phase, with approval given to lodge a Development Application. The consultants are now working on the Development Application documentation and once complete will make a submission so that development consent can be obtained and building can commence.

Council staff are also working on the public art aspect of this project, which is considered of high importance. The architects have identified various opportunities for public art within the library design such as signage, furniture, a landscaped mural wall and designs on the building exterior. Community members engaged strongly indicated a desire to incorporate public art into the building, particularly art that was representative of the locational context and Aboriginal history of the area.

*How can I help?*

*What assistance do you need?*

*This is what I hear each time I visit Nowra library.*

*I love the place and those who work there.*

*Well done!!!*

*- Joan*

## Staff

We've had quite a lot of movement of staff over the past 12 months, saying goodbye to some long-term staff members and welcoming new members to the team.

Staff have done an incredible job demonstrating their versatility and adaptability in the ever-changing landscape. We've all had to learn new skills and remain ready to adapt and work to the new procedures and rules in place. It's been a time of great uncertainty for everyone but as a team we have pulled together to support one another.

In recognition of this Shoalhaven Libraries were finalists in NSW Local Government Excellence Awards for its 'Libraries in Lockdown – Community Connect' program during COVID. Whilst we did not win it was a great opportunity to showcase how we responded and adapted to COVID restrictions and were able to continue to provide services to the community.

We also ran a Customer Survey for the month of June asking for feedback from those who use our services. The survey is now closed and this information will be collated and analysed at a branch and service wide level. It will be used to help us better service our community and also provide information for the new Shoalhaven Libraries Strategic Plan, which is currently in its early research stages.

As always a big thank you to everyone involved in the work that Shoalhaven Libraries do. We all love our library service and look forward to future opportunities and projects.

**Sarah Taylor**  
Manager  
Shoalhaven Libraries

# Kiama Library Annual Report 2020-21



**While we were able to resume library services on the 1st of June, the impact of the COVID-19 pandemic was felt throughout the year. With strict venue capacity limits, library users were encouraged to keep their visits as brief as possible. Time constraints were also applied to the usage of public PC's and no study spaces were available from July through to September, so that we could carefully manage spaces to provide a safe environment for our staff and community.**

New technologies were also implemented so that we could provide a self check-out option so patrons could issue their own loans. We were able to utilise existing PC's so the cost of implementation was minimal. We also launched the Kiama Library app which allows library customers to better manage their accounts, reserve and renew items and even check-out items using their own phone.

On the fifth of August we were finally able to recommence some of our early literacy programs starting with preschool Story Time program. A number of changes were implemented in order to comply with COVID restrictions with social distancing and online bookings required but it was fabulous to have our young audiences enjoying library programs again. Baby Story Time resumed in February 2021 with Toddler Tales returning in May.

Luckily, we were also able to provide our school holiday programs using other areas of our building so that we could maintain venue limits. Old favourites such as our Lego activities saw families tackling a Brickmans Amazing Maze challenge to design and make a marble run and children got crafty making macrame bookmarks and treasure boxes. Robotic activities including Scrawl Bot, Buzz Wire and 3D printing were also well attended.

Our Makers and Creators program was launched with the purpose to engage with creative thinkers who love the process of making. Reusable beeswax wraps and 3D printing activities were some of the programs on offer and this program attracted a new audience of library users. Textile artist Michele Elliot demonstrated the concept of Slow Stitch, a visible mending technique designed to give new life to favourite pieces of clothes as part of our World Environment Day program.

Our community embraced the Public Library NSW online author talks which kept us in touch with a fabulous array of authors including Sir Peter Cosgrove, Deborah Rodriguez and Craig Reucassel. This was especially important as the Friends of Kiama Library were only able to schedule one of their monthly author events during the year. We also welcomed Kate Grenville, Barrie Cassidy and Judy Blume as part of the online Live and Local program with the Sydney Writers Festival. Our sold-out in-house audience relished the experience of being part of the Festival and being able to contribute to the discussions.



An amazing array of Youth programs and events were provided over the last twelve months including our summer school holiday events; a writing workshop with local author Alan Baxter, Minecraft and Marvel 3D Printing and CAD workshops. A crystal wand workshop for Harry Potter Book Night was held in February and a Blind Date with a Book promotion for Library Lovers Day on February 14th saw two lucky winners win book prize packs.

A highlight of the January activities was the extremely popular Lord of the Rings escape room event where participants were required to solve puzzles designed to test their Lord of the Rings knowledge in order to complete tasks and finish the challenge.

Fortune Tellers Madams Zola and Ziegfeld AKA library staff members Carla and Lauran, constructed a Tent of Destiny at The Big Get Together; a community event initiated by NSW Youth Week to promote community cohesion and support for young people, which was particularly important after a cluster of devastating suicides in the region.

The fortunes of over 150 attendees were revealed and 'Enchantment packs' containing mental health resources and literary divination tools were gifted. The Tent of Destiny was a hit with the community and overwhelmingly positive comments were received both during and post the event. We can safely predict another appearance from these mystic tellers of fortune in the future.

Another large project undertaken by library staff included the redesigned of the library website which was moved to the Open Cities platform to facilitate better community engagement and provide better access to our Local History information. The new website has received some great feedback from users and future plans include developing the Readers Advisory functionality of the site.

The challenges we experienced over recent years has only increased my admiration for our staff as they have adapted programs and events in order to engage with our community in an online environment. It was also evident from the feedback we have received since resuming library services the value our community places on visiting our library spaces as well as the important role we play in building resilient communities. We look forward to welcoming our community into the new Gerringong Library and Museum building which is due to be completed in September and reviewing what we have learnt in the last few years to improve the library service we provide to our community.

**Michelle Hudson**  
Manager Library Services  
Kiama Library



*Such friendly atmosphere  
and the staff so kind they  
will do anything to help you  
– Leah*





# Statistical Analysis – South Coast Cooperative Libraries- July 2020 – June 2021

Note: NSW Av figures taken from the Public Library Statistics 2019/2020

## Expenditure & Subsidy 2020-2021

	Shoalhaven	Kiama
Total Expenditure voted	\$3,688,032	\$1,004,958
Total Expenditure per capita	\$34.41	\$44.33
Subsidy	\$344,576	\$112,384
Local Priority Grant	\$25,000	\$13,402

*Public libraries are the backbone of an articulate, informed society. They reach people who could not afford books and modern media. The Nowra Library is an inviting space (please re-open the coffee shop) with friendly, helpful staff. It is a treasure trove of resources – Chris*

# Item Purchases - South Coast Cooperative

## July 2020 - June 2021

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

### Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	9	\$381.36	\$42.37	8
Adult Non-Fiction	2,664	\$64,178.45	\$24.09	35
Literacy	0	\$0.00	\$0.00	0
Local Studies	3	\$85.00	\$28.33	79
Adult Fiction	4,118	\$90,131.80	\$21.89	51
Adult Paperback	90	\$686.72	\$7.63	0
Large Print	1,757	\$76,649.00	\$43.62	0
Young Non-Fiction	143	\$3,003.79	\$21.01	28
Young Fiction	411	\$5,773.03	\$14.05	4
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	194	\$3,696.67	\$19.06	1
Junior Non-Fiction	731	\$12,946.57	\$17.71	12
Junior Fiction	1,406	\$15,318.45	\$10.90	23
Junior Graphic	197	\$2,687.93	\$13.64	6
Junior Reader	180	\$1,421.69	\$7.90	0
Picture Books	1,659	\$24,464.37	\$14.75	0
Home Education	0	\$0.00	\$0.00	0
<b>Total Book</b>	<b>13,562</b>	<b>\$301,424.83</b>	<b>\$22.23</b>	<b>247</b>

### Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	489	\$9,721.58	\$19.88	2
AudioBook (Junior/Youth)	118	\$3,214.56	\$27.24	0
AudioBook (Adult)	913	\$35,066.04	\$38.41	1
DVD (Adult)	940	\$23,293.52	\$24.78	126
DVD (Junior)	215	\$3,998.63	\$18.60	7
Games/Puzzles	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Playaways (Adult)	320	\$37,186.75	\$116.21	0
Playaways (Junior)	40	\$3,606.80	\$90.17	0
Playaways (Youth)	10	\$895.05	\$89.51	0
<b>Total Non-Book</b>	<b>3,045</b>	<b>\$116,982.93</b>	<b>\$38.42</b>	<b>136</b>
<b>Grand Total</b>	<b>16,607</b>	<b>\$418,407.76</b>	<b>\$25.19</b>	<b>383</b>



# Item Purchases – Shoalhaven

## July 2020 - June 2021

### Book

Category	Number	Cost	Average Price	Donation / Grant
Reference	9	\$381.36	\$42.37	8
Adult Non-Fiction	2,133	\$51,178.41	\$23.99	35
Literacy	0	\$0.00	\$0.00	0
Local Studies	3	\$85.00	\$28.33	79
Adult Fiction	2,993	\$64,131.82	\$21.43	51
Adult Paperback	90	\$686.72	\$7.63	0
Large Print	1,521	\$66,648.96	\$43.82	0
Young Non-Fiction	110	\$2,346.34	\$21.33	28
Young Fiction	257	\$3,430.5	\$13.35	4
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	194	\$3,696.67	\$19.06	1
Junior Non-Fiction	570	\$9,946.62	\$17.45	12
Junior Fiction	1,027	\$11,318.48	\$11.02	23
Junior Graphic	197	\$2,687.93	\$13.64	6
Junior Reader	180	\$1,421.69	\$7.90	0
Picture Books	1,322	\$19,464.35	\$14.72	0
Home Education	0	\$0.00	\$0.00	0
<b>Total Books</b>	<b>10,606</b>	<b>\$237,424.85</b>	<b>\$22.39</b>	<b>247</b>

### Non Book

Category	Number	Cost	Average Price	Donation / Grant
CDs	489	\$9,721.58	\$19.88	2
AudioBook (Junior/Youth)	80	\$1,766.31	\$22.08	0
AudioBook (Adult)	799	\$30,514.51	\$38.19	1
DVD (Adult)	940	\$23,293.52	\$24.78	126
DVD (Junior)	215	\$3,998.63	\$18.60	7
Games/Puzzles	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Playaways (Adult)	320	\$37,186.75	\$116.21	0
Playaways (Junior)	40	\$3,606.80	\$90.17	0
Playaways (Youth)	10	\$895.05	\$89.51	0
<b>Total Non Book</b>	<b>2,893</b>	<b>\$110,983.15</b>	<b>\$38.36</b>	<b>136</b>
<b>Grand Total</b>	<b>13,499</b>	<b>\$348,408.00</b>	<b>\$25.81</b>	<b>383</b>

*The library always provides the books, DVDs, CDs and information that I want and it's a stress-free environment.*  
– Graeme

# Item Purchases – Kiama - July 2020 - June 2021

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

## Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	0	\$0.00	\$0.00	0
Adult Non-Fiction	531	\$13,000.04	\$24.48	0
Literacy	0	\$0.00	\$0.00	0
Local Studies	0	\$0.00	\$0.00	0
Adult Fiction	1,125	\$25,999.98	\$23.11	0
Adult Paperback	0	\$0.00	\$0.00	0
Large Print	236	\$10,000.04	\$42.37	0
Youth Non-Fiction	33	\$657.45	\$19.92	0
Youth Fiction	154	\$2,342.53	\$15.21	0
Youth Large Print	0	\$0.00	\$0.00	0
Youth Graphic	0	\$0.00	\$0.00	0
Junior Non-Fiction	161	\$2,999.95	\$18.63	0
Junior Fiction	379	\$3,999.97	\$10.55	0
Junior Graphics	0	\$0.00	\$0.00	0
Junior Reader	0	\$0.00	\$0.00	0
Picture Books	337	\$5,000.02	\$14.84	0
Home Education	0	\$0.00	\$0.00	0
<b>Total Books</b>	<b>2,956</b>	<b>\$63,999.98</b>	<b>\$21.65</b>	<b>0</b>

## Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	0	\$0.00	\$0.00	0
AudioBook (Junior/Youth)	38	\$1,448.25	\$38.11	0
AudioBook (Adult)	114	\$4,551.53	\$39.93	0
DVD (Adult)	0	\$0.00	\$0.00	0
DVD (Junior)	0	\$0.00	\$0.00	0
Games/Puzzles	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	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
<b>Total Non Book</b>	<b>152</b>	<b>\$5,999.78</b>	<b>\$39.47</b>	<b>0</b>
<b>Grand Total</b>	<b>3,108</b>	<b>\$69,999.76</b>	<b>\$22.52</b>	<b>0</b>

## Total Items Purchased

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

	No of Items purchased 19/20	No of Items purchased 20/21**	Average Cost per item 19/20*	Average Cost per item 20/21	Purchases per capita 20/21
Shoalhaven	15,327	13,499	\$26.19	\$25.81	0.13
Kiama	3,262	3,108	\$21.46	\$22.52	0.13
<b>Total</b>	<b>18,589</b>	<b>16,607</b>	<b>\$23.83</b>	<b>\$25.19</b>	<b>0.13</b>
NSW Av	14,595	-	26.57	-	-

\*Includes expenditure on periodicals and donations counted as acquisitions

\*\*Purchased as part of the Cooperative only



## Total Loans – all formats – 2020-2021

	Loans	Population*	Per Capita
Shoalhaven	434,466	107,191	4.05
Kiama	132,272	23,685	5.58
<b>Total</b>	<b>566,738</b>	<b>130,876</b>	<b>4.33</b>
NSW Av	386,366	89,855	4.30

\*Population figures used are taken from .id community (Shoalhaven) and REMPLAN (Kiama).  
NSW Av taken from the Public Library Statistics 2018/2019

## Loans by Format

### Book Stock

	Adult Non Fiction	Youth Non Fiction	Junior Non Fiction	Adult Fiction	Youth Fiction	Junior Fiction	Picture Books	eBooks	Total
Shoalhaven	38,128	630	10,015	128,048	6,603	23,483	36,985	39,961	<b>283,853</b>
Kiama	11,035	141	2,875	45,341	2,344	10,358	12,805	9,223	<b>94,122</b>
<b>Total</b>	<b>49,163</b>	<b>771</b>	<b>12,890</b>	<b>173,389</b>	<b>8,947</b>	<b>33,841</b>	<b>49,790</b>	<b>49,184</b>	<b>377,975</b>
NSW Av	40,303	1,349	13,512	84,918	7,448	43,927	47,159	22,701	260,934

### Non Book Stock

	Adult Audio Book	Youth Audio Book	Junior Audio Book	eAudio	Adult CD	Youth CD	Junior CD	CD ROM	Toys / Games	Total
Shoalhaven	16,754	219	1,780	45,719	7,890	0	824	0	390	<b>73,576</b>
Kiama	3,247	60	450	10,525	1,747	12	257	0	1,188	<b>17,486</b>
<b>Total</b>	<b>20,001</b>	<b>279</b>	<b>2,230</b>	<b>56,244</b>	<b>9,637</b>	<b>12</b>	<b>1,081</b>	<b>0</b>	<b>1,578</b>	<b>91,062</b>
NSW Av		7,094		18,693		5,184		31	2,500	31,553

	Adult DVD	Youth DVD	Junior DVD	Adult Serial	Youth Serial	Junior Serial	eSerial	Other*	Total
Shoalhaven	34,565	1	8,877	12,590	4	706	20,252	42	<b>77,037</b>
Kiama	5,358	59	2,469	3,913	64	322	8,304	175	<b>20,664</b>
<b>Total</b>	<b>39,923</b>	<b>60</b>	<b>11,346</b>	<b>16,503</b>	<b>68</b>	<b>1,028</b>	<b>28,556</b>	<b>217</b>	<b>97,701</b>
NSW Av		55,394			32,581			3,029	88,948

\* Other includes devices, kits etc.

*Locked down, locked out but I can still access my local library online.  
I'm reading more than ever!*  
– Chris

## Total Stock\* - 2020-2021

	Lending	Non Lending	Total
Shoalhaven	167,800	6,634	<b>174,434</b>
Kiama	85,523	1,996	<b>87,519</b>
<b>Total</b>	<b>253,323</b>	<b>8,630</b>	<b>261,953</b>
NSW Av	114,486	20,978	135,231

\*Total figure varies due to shared collection of eSerials, eBooks and eAudio

## Book Stock

	Adult Non Fiction	Youth Non Fiction	Junior Non Fiction	Adult Fiction	Youth Fiction	Junior Fiction	Picture Books	eBooks	Total
Shoalhaven	31,684	858	7,216	29,748	4,046	10,406	8,166	21,617	<b>113,741</b>
Kiama	9,955	234	2,213	13,083	1,949	4,068	3,894	21,617	<b>57,013</b>
<b>Total</b>	<b>41,639</b>	<b>1,092</b>	<b>9,429</b>	<b>42,831</b>	<b>5,995</b>	<b>14,474</b>	<b>12,060</b>	<b>21,617*</b>	<b>149,137</b>
NSW Av	29,513	889	6,310	28,556	3,922	11,295	8,809	6,712	191,212

\*eBooks is a shared collection

## Non Book Stock

	Adult Audio Book	Youth Audio Book	Junior Audio Book	eAudio	Adult CD	Junior CD	CD ROM	Toys / Games	Total
Shoalhaven	6,131	176	830	11,997	5,353	317	0	324	<b>25,128</b>
Kiama	1,230	65	212	11,997	935	144	9	373	<b>14,965</b>
<b>Total</b>	<b>7,361</b>	<b>241</b>	<b>1,042</b>	<b>11,997*</b>	<b>6,288</b>	<b>461</b>	<b>9</b>	<b>697</b>	<b>28,096</b>
NSW Av		3,118		2,128	2,858		86	331	8,107

\*eAudio is a shared collection.

	Adult DVD	Youth DVD	Junior DVD	Adult Serial	Youth Serial	Junior Serial	eSerial	Other*	Total
Shoalhaven	7,301	0	1,729	2,709	4	310	3,420	66	<b>15,539</b>
Kiama	2,006	10	553	1,359	16	69	3,420	37	<b>7,470</b>
<b>Total</b>	<b>9,307</b>	<b>10</b>	<b>2,282</b>	<b>4,068</b>	<b>20</b>	<b>379</b>	<b>3,420*</b>	<b>103</b>	<b>19,589</b>
Kiama		11,816		195	5	9	2,748	1,793	15,674

\* Other includes devices, kits etc.

\*\* eSerial is a shared collection.

## Separate Collections

	Reference	Literacy	Large Print	Local Studies	Home Library Service	Graphic Novels	Sheet Music	Images	Total
Shoalhaven	1,446	0	10,295	4,050	1,314	1,783	54	1,084	<b>20,026</b>
Kiama	844	159	5,488	1,152	0	428	0	0	<b>8,071</b>
<b>Total</b>	<b>2,290</b>	<b>159</b>	<b>15,783</b>	<b>5,202</b>	<b>1,314</b>	<b>2,211</b>	<b>54</b>	<b>1,084</b>	<b>28,097</b>
NSW Av	2,902	1,224	6,045	6,601	2,897	2,190	633	15,974	18,849



## Donations and Discards – 2020-2021

	Donations*	Purchases**	Discards	Discards as a % of Acquisitions*	Discards as % of Total Stock*
Shoalhaven	383	13,499	21,760	161.20	12.47
Kiama	608	3,108	6,028	193.95	6.89
<b>Total</b>	<b>991</b>	<b>16,607</b>	<b>27,788</b>	<b>167.33</b>	<b>10.61</b>
NSW Av	844	14,595	20,528	153.78	15.16

\*Includes serials

\*\*Cooperative purchases only

## Library Membership – Active Members - 2020-2021

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	26,145	3,738	2,624	154	72	819	33,552	31.30%
Kiama	8,837	2,180	656	8	228	52	11,961	50.50%
<b>Total</b>	<b>34,982</b>	<b>5,918</b>	<b>3,280</b>	<b>162</b>	<b>300</b>	<b>871</b>	<b>45,513</b>	<b>34.78%</b>
NSW Av	30,913	3,574	-	136	513	6,267	41,008	45.64%

\*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	1.63	26.15%	2.59
Kiama	3.70	22.95%	1.55
NSW Av	2.26	29.87%	2.80

## Document Delivery

	Inter Library Loans request sent to other libraries	Inter Library Loan requests received from other libraries
Shoalhaven	180	176
Kiama	12	39
NSW Av	440	476

## Visits, Access and Information Requests

	Library Visits	Internet Access	Information Requests
Shoalhaven	244,865	69,965	58,131
Kiama	65,116	16,115	15,644
NSW Av	289,510	65,732	35,972

# Members of Staff as at June 2021

## Shoalhaven Libraries

### Nowra

Name		Position
Sarah Taylor	BA (Hons) International Business Master InfStudies	Library Manager, Shoalhaven Libraries
Derrilin Roberts	BAppSci (Info)	Local Heritage Librarian (resigned 5/3/2021)
Megan Crook	GradDipLocFamAppHist.	Local Heritage Librarian
Kelly Woods	BA (Eng.Lit & Creative Writing) Grad Dip Inf Studies	Information Access Librarian
Carla James	BA (Eng. Lit & History) Dip (Lib & InfServices)	Library Technician Children & Youth (resigned 26/8/2020)
Alison Reeve	BA (Creative Arts) Master of Teaching (Primary Education)	Library Technician Children & Youth (from 16/01/2021)
Bronwyn Gollan	DipLibTech (Info Services)	Library Assistant – PPT
Ursula Rentz		Library Assistant - PPT
Emma Lawrence		Library Assistant – Outreach Support – PPT (Maternity leave from 27/2/2021)
Chelsea Brown		Library Assistant – Outreach Support (Fixed Term from 6/3/2021)
Damien Bottle	DipLibTech (Info Services)	Library Technician – Systems (from 1/11/2020) Acting Customer & Community Resources Manager (until 1/11/2020)
Tracey Myers	Grad DipAppScLIM	Acting Library Technician – Systems (until 1/11/2020) Customer Service Assistant (Casual) from 1/11/2020
Kerry Johnson	B.HSc	Library Assistant (Casual)
Carol Andrews		Library Assistant (Casual) (resigned 15/9/2020)
Benz Inthra		Library Assistant – Outreach Support
Michelle Marshall	Dip (Community Services)	Customer Service Assistant (Casual)
Robin Sharpe	AssDipArts (LibPrac) BApp Sci Lib & Inf Mgt	Outreach & Digital Resources Manager
David Caton		Library Assistant – Aboriginal (resigned 17/7/2020)
Denise De Strang		Library Administration
Cher Murphy		Library Assistant – Acquisitions
Nicole Lonesborough	AssDipAppSci (Tech)	Collections & Resources Manager
Carissa Glynn	BA; Dip (Lib & Info Services)	Librarian - Collection Services
Debra Nettle		Library Assistant – Branch Support
Jim Hines		Mobile Library Officer
Gemma Luxford	BA (Honours) Grad Dip InfStudies	Customer and Community Resources Manager
Jennifer Lyttle	Diploma of Library & Information Studies	Library Assistant – Outreach Services
Susan Jones	B.Ed.	Customer Service Assistant (Casual) Library Technician – Children & Youth (until 31/12/2020) Part Time Customer Service Assistant (Casual) From 1/1/2021
Jessica Holman		Library Assistant – Aboriginal

## Bay & Basin (Sanctuary Point)

Name		Position
Anne Lee	Bachelor of Information Studies	Customer & Community Resources Manager
Natasha Hammond	BS (Environmental Studies)	Library Assistant (Casual)
Daniel Paterson	BA (Philosophy), Cert IV Library & Information Services	Library Assistant
Ruby Price	BA Commerce	Library Assistant (from 9/7/2020)

## Milton

Name		Position
Naomi Bojec	Cert III Tourism; Dip Lib/Info Services; Museum Grad Cert in Management	Library Assistant – Milton (Retired 12/2/2021)

## Ulladulla Library and Visitors Centre

Name		Position
Roslyn Strange	BA; Grad Dip of Information	Customer and Community Resource Manager
Lara Donohue	BA of Visual Arts BSc Environmental Science	Customer Service Assistant (PPT)
Susan Cartwright		Customer Service Assistant (Resigned 11/3/2021)
Kathy Rogers	AssDegSc (LibTech)	Customer Service Assistant (Retired 24/10/2020)
Pauline Mackie	Dep Teaching (Primary) Grad Dip Ed (Lib Sci)	Customer Service Assistant (Resigned 1/9/2020)
Janelle Smith	BA (Library Science) Grad Dip Ed (Primary) Cert IV Training & Assessment	Library Technician (Resigned 18/6/2021)
Lynne Fricke	BA (LibSc)	Customer Service Assistant (Casual)
Amy Robson		Customer Service Assistant (Casual)
Kim Richards		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 (Retired 12/2/2021)
Michelle Haigh	Bachelor of General Studies/ Bachelor of Teaching	Customer Service Assistant (PPT 17/10/2020 to 15/06/2021), (Casual from 15/6/2021)
Alan Arnold	BA; GradDipApp Sci (Lib & Inf Studies)	Customer Service Assistant (Casual)

*Such a progressive library service, always offering new services and resources. In these difficult COVID times they constantly find new ways to deliver services in new and ingenious ways.*

*– Vikki*



# 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 (Part time)

## Library Officers

Elizabeth Skorulis	DipLibInfServices	Children's Services Officer (Part time)
Karan Oldershaw	DipLibInfServices	Reader Services Officer (Part time)
Jane Thompson	DipLibInfServices	Home Library Officer (Part time)
Lauren Watkins	Graduate Diploma of Applied Science (Library & Information Management)	Gerrigong Library Officer (Part time)
Lauran Mills	M.Ed. (Teacher Librarianship)	Reader Services Officer (Part time)

## Family History Officers

Russell Halverson		Family History Officer (Casual)
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## Library Assistants

Fleur Creighton	BEd Teacher-Librarian	(Casual)
Mandy Thorpe	DipLibInfServices	(Casual)
Angela Braham	DipLibInfServices	(Casual)
Nicole Jackson	BEd, Masters of Education Teacher-Librarian	
Arthur McConnachie	BA, Dip Ed, Grad Dip Cont Ed, M Ed, Grad Dip Lib	
Wolf	Graduate Diploma of Applied Science (Library and Information Management) BA, Associate Diploma of Arts (Library Practice)	



**South Coast  
Cooperative  
Libraries**

# 2020-21 A Quick Glance



**309,981**  
Library Visits

**45,513**  
Members



**South Coast  
Cooperative  
Libraries**

**16,607**  
New Items



**13,562** **3,045**  
Books Non Book

**261,953** Total Stock – all formats

**566,738** Total Loans – all formats

**86,080**  
Internet  
Sessions



**72,775**  
Information  
Requests



**Highlights of  
2020 - 21**

**Managing to  
continue to  
provide library  
services to the  
community  
during COVID.**



