



Review of Library Services 2023

Alignment to Corporate Objectives

The Strategic Community & Corporate Business Plan 2022-2032 indicates that Library Services were the lowest community priority according to the results of a community survey conducted in 2021.

Strategic Action 1.2.4 of the Plan is a “Review Library usage, services & future direction” in the 2022/2023 financial year. Other actions which may be impacted by this review and potential amendments to current service provision include reviewing the benefits of a Resource Sharing Agreement and the future sustainability of the Shire.

Current Services

The library service is currently provided at the Shire of Trayning Administration Centre by the Customer Service Officer, with assistance from other offers. The State Library provides library stock.

The library service is available to the public on weekdays between the hours of 8.30 am and 4.00 pm, excluding public holidays and the week between Christmas and New Year.

Largely a free service, members of the public are able to access:

- Books for loan including fiction, non-fiction, large print, audio books, junior and young adult, graphic novels
- Reference material; not for loan but may be consulted in the library
- DVDs
- Books in languages other than English, and for learning English as a second language
- free ebooks through the [WAPLDMC](#) site, free audiobooks through Bolinda BorrowBox, free magazines through RB Digital Magazines, free access to online tutorials through the [computerschool.net](#), free access to [ziptales](#) a literacy learning program, and free access to [kanopy](#) a video-streaming site.
- Council Minutes and information
- Local history collection
- Public use photocopier (charges apply)
- In library Internet access for research (a fee applies for non-members)
- In library Internet access for Seniors
- Interlibrary loans for items not held by the Trayning Library

Each month the State Library sends new stock and staff return the corresponding number of items.

Usage

There are few active members of the library as can be seen from the below statistics:

Membership Category	2018/19	2019/20	2020/21	2021/22
Junior (0-14)	0	2	4	1
Young Adult (15-19)	0	0	3	0
Adult (20-64)	2	0	4	7
Senior (65+)	1	1	1	5
Total Members	3	3	12	13

Loan Statistics	2018/19	2019/20	2020/21	2021/22
Adult Fiction	108	115	221	200
Adult Non-Fiction	30	12	26	19
Junior Fiction	11	4	8	8
Junior Kindergarten	5	0	0	21
Junior Non-Fiction	2	0	1	11
Inter Library Loans	n/a	n/a	33	45
	156	131	289	304

Community Satisfaction

A recent community survey included a number of sections relating to the provision of library services by the Shire of Trayning.

Respondents were asked to rate each of the performance areas of services and facilities within the Shire. The results for Library Services were positive, with 85% of responses either Excellent, Good or Satisfactory.

There was also a question asking respondents to indicate how important individual services are to improve the liveability of the Shire. The results for Library Services were mixed, with 3 people saying they are very important, six important, 3 somewhat important and 2 least important. There was only one other service provided by the Shire with more less than important results.

There was a section where respondents were asked to rate the quality of the public library service in particular areas, with the following outcomes:

	Excellent	Good	Satisfactory	Poor	Very Poor	Unsure
Customer Service	2	5	0	1	0	4
Appearance/Amenity	1	4	1	1	0	3
Programs/activities offered	0	1	1	1	0	7
Access to technology	0	2	1	1	0	6

Some respondents did not answer all sections of the survey.

Cost of Service

There are several direct costs of running the library, but the bulk of expenses are allocated as a percentage of the overall administration costs of the Shire:

Direct Costs	2018/19	2019/20	2020/21	2021/22
Better Beginnings Program	20	20	15	5
Shire of Merredin	324	-	-	-
Lost, Stolen & Damaged Fees	200	289	-	-
Freight Costs	553	375	750	575
Software Fees	1,458	1,501	1,546	1,577
Insurance	38	39	45	-
	2,591	2,224	2,357	2,158
Admin Allocation*	44,345	28,166	25,702	26,663
Total Costs	46,936	30,391	28,059	28,821

*the allocated administration costs includes employee costs, stationery, electricity, cleaning, vehicle usage etc

Other factors for consideration

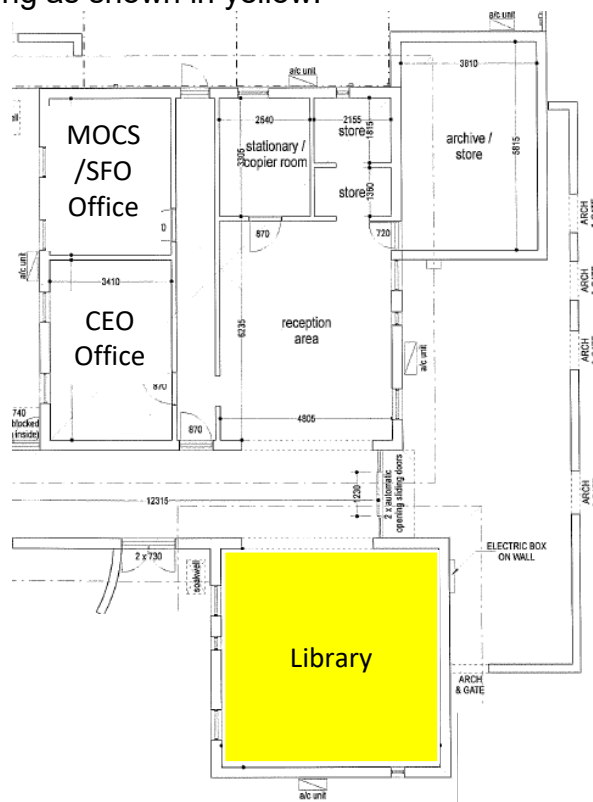
Library Software

The software currently utilised by the Shire will no longer be supported after December 2023. As a result the Shire will need to find an alternative software solution.

The Shire of Merredin will soon carry out a trial of the software currently being utilised by the State Library before contacting smaller Shires like Trayning to discuss available options and recommendations. Early indications are that while using that software will save some staff time in reporting and processing exchanges, there will be an implementation cost of approximately \$8,000 and an annual licence fee of \$5,000.

Floor Space

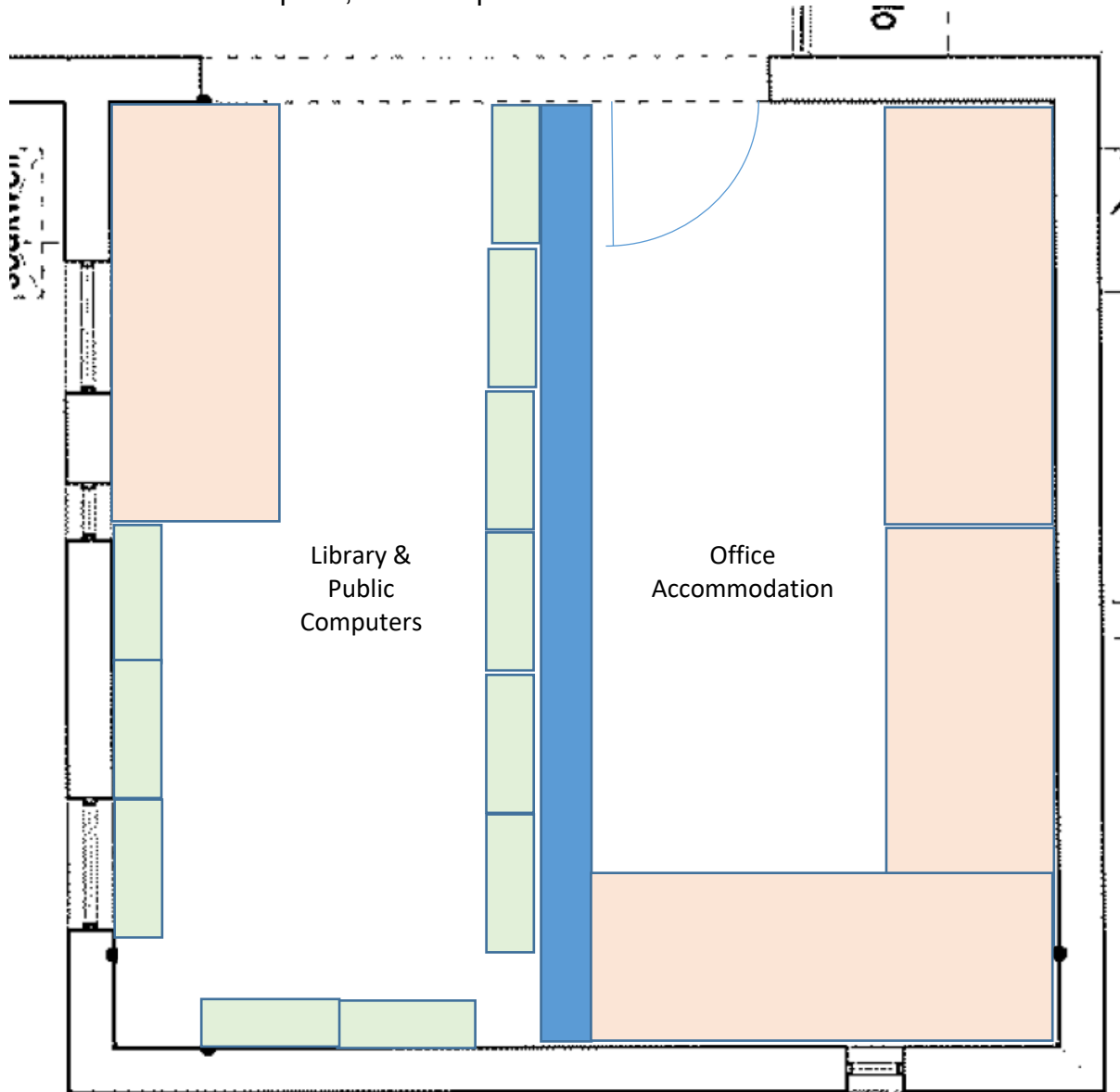
The library takes up a significant percentage of the floor space within the Administration building as shown in yellow:



Agenda Attachment 9.3.6

At the moment the Manager of Corporate Services and the Senior Finance Officer are sharing an office which is not ideal and there is no capacity for an increase in staff numbers due to lack of office accommodation.

If the library was reduced in size, or relocated elsewhere, the area could be used for an additional office space, for example:



Alternative methods of delivery

There are a number of examples where other local governments have outsourced their library services. For example, the Dowerin Community Resource Centre operates the library for the Shire of Dowerin with the Shire making an annual contribution of \$5,000 and paying costs such as software, freight etc.

Similarly, the Shire of Wyalkatchem outsources its library and tourist information service to the Wyalkatchem Community Resource Centre for \$33,000 per annum.

While the Shire of Trayning does not have a Community Resource Centre, it does have businesses that are open to the public who could be offered the opportunity to provide the library service utilising their existing staff.

This would provide a small subsidy to the business to assist with existing operating costs, while potentially increasing the number of people coming into their premises. It would mean that the library service is still available to the public for similar or increased hours than the Shire is currently open to the public.

Another option could be moving the library to another facility and calling for volunteers to open it to the public on a limited roster of hours. Even if volunteers could be identified and remain committed, it would likely result in a reduced level of service for library customers.