



STANDING COMMITTEE ON ENVIRONMENT AND TRANSPORT AND CITY SERVICES
MS TARA CHEYNE MLA (CHAIR), CANDICE BURCH MLA (DEPUTY CHAIR), JAMES MILLIGAN MLA

Inquiry into referred 2018–19 Annual and Financial Reports
ANSWER TO QUESTION ON NOTICE

Ms Nicole Lawder MLA: To ask the Minister for City Services

Transport Canberra and City Services Directorate, 2018–19 Annual Report, output class 2.1 Roads and Infrastructure.

In relation to: Libraries – decrease in collection size

1. The library has access to a collection of 539,994 items down from 547,389 items last year and 645,000 items the previous year. This is a major percentage drop over only 3 years. Where is this trend headed and what are strategies to deal with it?
2. How many of the 68 percent of ACT population that are registered members of Libraries ACT used a recordable transaction in 2018-19?
3. What number are active users and define that term?
4. What is the age profile of Canberrans who interact with Libraries in the 2018-19?
5. How does this compare to other years?
6. Can you please provide a breakdown the performances of each of the libraries across the ACT? Outlining the number of;
 - a. Items borrowed;
 - b. total number of customers;
 - c. total number of unique customers; and
 - d. total number of repeat customers.

Mr Chris Steel MLA: The answer to the Member's question is as follows:–

1. Canberrans are large users of online material and less hardcopy items have been bought in order to meet this growing trend.

Digital loans (e.g. e-books, e-audiobooks, online music, etc.) accounts for 24.5% of all physical and digital loans and to meet customer needs an additional 5% of the materials budget has been added to the leasing/purchase of digital and online material in this financial year (2019-20).

As Libraries ACT responds to the Canberra community's expectations, there is likely to be a further increase in the digital collection size, with the digital/online collection trending upward over the next few years.

2. This data is not available from the old Horizon system
3. As of 6 November 2019, there are 178,413 active users who have interacted with Libraries ACT by either borrowing an item or updating their details in the last 5 years.

An active user may not necessarily use their card to borrow but could use resources within the library or attend a library learning program.

4. The data from the Horizon system cannot be supplied for 2018-19. The new Spydus system will be able to accurately provide this data into the future.
5. This data is not available on the old Horizon system.
6. The table below provides a list of (a) items borrowed and (b) total number of customers which are assumed to be visitors. Data is not available to answer question 6(c) and 6(d).

	Loans		Physical Visits
	2018-19		2018-19
Belconnen	271 579	Belconnen	155 271
Civic	114 638	Civic	151 361
Dickson	239 206	Dickson	199 420
Erindale	159 463	Erindale	153 375
Gungahlin	286 000	Gungahlin	340 541
Kingston	102 831	Kingston	70 028
Kippax	175 318	Kippax	120 574
Tuggeranong	165 544	Tuggeranong	286 519
Woden	428 113	Woden	494 470
Digital Loans	521 639	Total	1 971 559
ACT Heritage	518		
Home Library	36 103		
Other locations	1 143		
Total	2 502 095		

Approved for circulation to the Standing Committee on Environment and Transport and City Services

Signature:



Date:

3/12/19

By the Minister for City Services, Mr Chris Steel MLA