



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**SELECT COMMITTEE ON ESTIMATES 2014-2015**  
Brendan Smyth MLA (Chair); Mary Porter MLA (Deputy-Chair),  
Giulia Jones MLA, Yvette Berry MLA



**ANSWER TO QUESTION TAKEN ON NOTICE**  
**DURING PUBLIC HEARINGS**  
**TAMS No. 1**

Asked by Giulia Jones MLA on 25 June 2014: Minister for Territory and Municipal Services took on notice the following question:

Ref: Hansard Transcript 25 June 2014, Page 5

In relation to:

Copies of a flyer for people who have been using the mobile library

**Shane Rattenbury MLA:** The answer to the Member's question is as follows:—

The Library Service developed a series of flyers, each aimed at a specific target audience from the mobile library patrons. A copy of each is provided.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature:

Date:

1/7/14

By the Minister for Territory and Municipal Services Mr Shane Rattenbury MLA



# MOBILE LIBRARY

**Please note that this is the last visit for the Mobile Library.**

**Libraries ACT would like to thank you for your patronage of the Mobile Library. We wish you well and hope to see you in the future.**

## **Don't forget:**

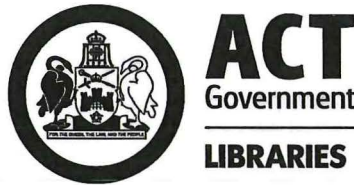
- Library membership is free and gives you access to more than 600,000 books, magazines, DVDs, digital books, eResources and much more.
- Eligible members can access the Home Library Service or Home Library Service self-select with delivery.
- Community bus services may be available in your area soon, watch out for updates.
- Please talk to your facility staff for more information about in-house library services.

For information about alternative services  
please refer to our website

**[www.library.act.gov.au](http://www.library.act.gov.au)**

phone Libraries ACT on 6205 9000

or email [library.customerinfo@act.gov.au](mailto:library.customerinfo@act.gov.au).



## Home Library Service (HLS) - Delivered to your door

If you are housebound or unable to carry books and would like to have your library items delivered to your door you may be eligible for the Home Library Service (HLS).

HLS staff will choose items on your behalf based on a “profile” of your reading preferences.

On joining, the HLS staff will talk to you about:

- Your favourite authors and genres,
- The type of items you like (large print, DVDs and the full range of library resources are available from HLS), and
- How many you will need to last for 4 weeks.

You will receive a delivery every 4 weeks - dates are based on suburb. We may have a local volunteer to deliver if you would like some social contact.

Please be aware that you can request specific titles by calling the HLS on 62075748, or if you use a computer you can request as many titles as you like via the library’s online catalogue ([www.library.act.gov.au](http://www.library.act.gov.au)).

### Did you know?

You can also use a range of eResources via the library website ([www.library.act.gov.au](http://www.library.act.gov.au)) including: downloadable eBooks and eAudio books; Zinio Digital Magazines which are easy to read on tablets and smart phones; free music downloads from Freegal with hundreds of thousands of tracks; language learning tutorials via Mango Languages available in 30+ languages; and children’s eResources like *Busy Things* (over 240 fun and educational games for young children aged 3-7) and Literacy Planet.

## Home Library Service (HLS) - Self-select with delivery

If you are not housebound but experience difficulty carrying your library items to and from home, you may be eligible for Self-Select with Home Delivery.

You can:

- Visit your nominated library,
- Choose and borrow library items,
- Pack them in a bag, and
- Have the items delivered to your home every 4 weeks, the deliverer collecting the items for return at the same time.

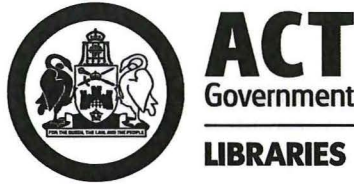
**Please note that you can only access this service at the one library.**

HLS staff will send you a list of dates indicating when you will receive a delivery and when you need to choose your items for loan.

When you arrive at the library:

- Collect your bag from the staff at the desk (it will have a tag with your name on it),
- Grab a trolley and choose your books - you can borrow as many items as you can fit into the bag.
- Remember your card! You will need it to issue your items on the self check kiosk.
- Place your books and the date due slip in your bag and leave your bag on the Home Library pick-up shelf to be collected by your deliverer.

**If you want your books for longer** you can simply call Libraries ACT on 62059000 or the Home Library Service directly on 62075748 to renew items.



## **In-house libraries for retirement and aged care facilities**

### **(Libraries ACT membership is not required)**

Does your facility have a library? Please ask staff about facility libraries and how they operate.

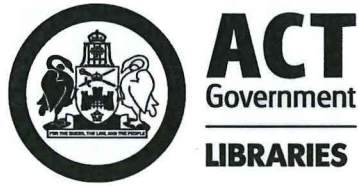
Residents donate many lovely books to these libraries and Libraries ACT also pass on large print titles which are a little older and not in brand new condition, but still very readable.

If you enjoy talking about books, ask other readers about their favourite authors and series to find reading inspiration – you could even start a book discussion group on an occasional or regular basis.

#### **Did you know?**

Library membership is free and gives you access to more than 600,000 books, magazines, DVDs, digital books, eResources and much more. Library members can borrow and return at any Libraries ACT branch.

Libraries ACT members can use a range of eResources via the library website ([www.library.act.gov.au](http://www.library.act.gov.au)) including: downloadable eBooks and eAudio books; Zinio Digital Magazines which are easy to read on tablets and smart phones; free music downloads from Freegal with hundreds of thousands of tracks; language learning tutorials via Mango Languages available in 30+ languages; and children's eResources like *Busy Things* (over 240 fun and educational games for young children aged 3-7) and Literacy Planet.



## **Bulk loans to retirement and aged care facilities**

This service operates as an alternative to Home Library Service bags to individuals in the facility.

It is ideal for residents who like to read a little and saves library staff time packing bags for multiple residents.

A profile is created for readers at the facility to identify suitable materials for loan. Staff will ask about favourite authors and genres, and the type of items you like (e.g. large print or non-fiction).

Libraries ACT then loans the facility a selection of items matching the profile.

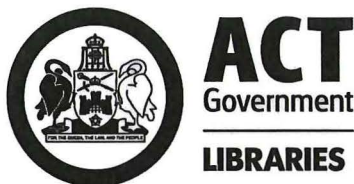
Once items are on loan to your facility, borrowing them works on an honour system – e.g. you write your name and title in an exercise book and cross it off when returned, or a volunteer may visit rooms with a trolley of books.

If you enjoy talking about books, ask other readers about their favourite authors and series to find reading inspiration – you could even start a book discussion group at your facility on an occasional or regular basis.

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## Retirement or aged-care facility bus to the library

Retirement and aged care facilities with their own bus are encouraged to organise regular visits to the library.

By contacting the library in advance of the first visit dates we can ensure that library staff are there to meet you and take you on a tour of the library, help you find your way around, show you how to use the self checkers etc.

Library members will need to bring their library card and a bag to carry books home.

If you are unable to get to the library and your books are due please call 62059000 or email [library.customerinfo@act.gov.au](mailto:library.customerinfo@act.gov.au) to renew items.

Items that cannot be renewed may be able to be returned by a friend.

If you want a specific title you can call 62059000 or log-in to the library catalogue from home to request the item.

Please note the following information about using the library:

- You can borrow up to 50 items at once.
- The loan period is 4 weeks (except for items in high demand which may be 2 weeks).
- You can borrow and return items to any Libraries ACT branch.
- Remember to return or renew items by their due date.
- You can renew items up to 3 times, except for items which have been requested by another member.
- Overdue fines apply to items which are not returned by the due date. The overdue fine is 25 cents per item per day, with a maximum cap of \$7 per item.
- If an item is overdue your membership is suspended until the item is returned or renewed.
- An overdue notice will be sent when an item is 7 days (1 week) overdue. A final overdue notice will be sent when an item is 21 days (3 weeks) overdue.



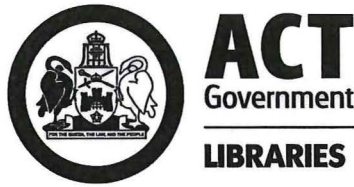
- When an item is 30 days overdue, it will be listed as lost and an invoice sent for the replacement cost of the item plus a \$6 administration fee per item.

Libraries ACT offers **regular programs**, including computer training and book discussion groups, which you are invited to participate in. Please ask for more information, or you can visit the library website ([www.library.act.gov.au](http://www.library.act.gov.au)) for a full listing of programs and events at all library locations.

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## Uriarra Community

Your closest public libraries are at Woden and Belconnen. Both libraries are open 7 days and return chutes are open 24 hours a day. Parking can be found adjacent to the library, and Westfield Woden and Westfield Belconnen offer two hours free parking every day.

Please visit the library website for a list of all library locations and opening hours:

[www.library.act.gov.au](http://www.library.act.gov.au).

Woden and Belconnen Libraries also offer **regular programs** including:

- *Giggle & Wiggle* - learning through language for children aged 0-2 years and their parents/carers. Sessions run for approximately thirty minutes.  
WODEN - Friday at 10.30am during school terms.  
BELCONNEN - Thursday at 10.30am during school terms.
- *Story time* - a session full of stories, rhymes and songs suitable for 3-5 year old children and their parents/carers. Sessions run for approximately thirty minutes.  
WODEN - Wednesday and Thursday at 10.30 am during school terms  
BELCONNEN - Wednesday 10.30 am during school terms.
- *Computer training for seniors* - WODEN - Monday to Friday (visit the library web site for times and bookings).
- *Woden Reading Group* 2nd Thursday of the month, 10.00 am - 12.00 pm.

A full listing of programs and events at all library locations is available on the library website.

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## Community bus service

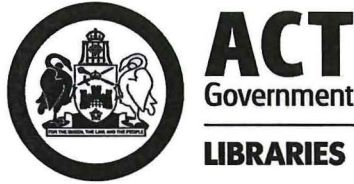
New community bus services may be available in your area soon. The services will be made available to you if you meet eligibility criteria. More details will be available soon.

A bus would pick you up, take you to your local library, and bring you home again an hour or two later. Schedules are yet to be advised and more information will be available soon.

Please note the following information about using the library:

- You can borrow up to 50 items at once.
- The loan period is 4 weeks (except for items in high demand which may be 2 weeks).
- You can borrow and return items to any Libraries ACT branch.
- Remember to return or renew items by their due date.
- You can renew items up to 3 times, except for items which have been requested by another member.
- Overdue fines apply to items which are not returned by the due date. The overdue fine is 25 cents per item per day, with a maximum cap of \$7 per item.
- If an item is overdue your membership is suspended until the item is returned or renewed.
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## Weston Creek (Cooleman Court)

Your closest public libraries are at Woden and Erindale. Woden is open 7 days and Erindale is open 6 days. Both have return chutes open 24 hours a day. Parking can be found adjacent to the libraries. At Erindale parking at the library is free for 1 hour from 8am-4pm on school days, and there is free parking at the nearby shopping centre. Westfield Woden offers two hours free parking every day. ACTION buses travel between Weston Creek and Woden regularly.

Please visit the library website for a list of all library locations and opening hours:  
[www.library.act.gov.au](http://www.library.act.gov.au).

Woden and Erindale Libraries also offer **regular programs** including:

- *Giggle & Wiggle* - learning through language for children aged 0-2 years and their parents/carers. Sessions run for approximately thirty minutes.  
WODEN - Friday at 10.30am during school terms.  
ERINDALE - Thursday at 10.30am during school terms.
- *Story time* - a session full of stories, rhymes and songs suitable for 3-5 year old children and their parents/carers. Sessions run for approximately thirty minutes.  
WODEN - Wednesday and Thursday at 10.30 am during school terms  
ERINDALE – Monday and Saturday at 10.30 am during school terms.
- *Computer training for seniors* - WODEN - Monday to Friday (visit the library web site for times and bookings).
- *Reading groups* – Erindale Reading for Pleasure Group 3rd Thursday of the month, 1 - 2 pm; Woden Reading Group 2nd Thursday of the month, 10.00 am - 12.00 pm.

A full listing of programs and events at all library locations is available on the library website.



## Online Services

Libraries ACT offers a range of eResources including:

- Downloadable eBooks and eAudio books
- Zinio Digital Magazines – easy to read on tablets and smart phones
- Free music downloads from Freegal – hundreds of thousands of tracks
- Language learning tutorials via Mango Languages – 30+ languages
- Children’s eResources like *Busy Things* (over 240 fun and educational games for young children aged 3-7) and Literacy Planet (to encourage literacy skills).

Visit the library website to access these eResources and more:

<http://www.library.act.gov.au/eresources>

### Home Library Service (HLS)

If you are housebound or unable to carry books and would like to have your library items delivered to your door you may be eligible for the HLS. HLS staff will choose items on your behalf based on a “profile” of your reading preferences.

### Home Library Service (HLS) - self-select with delivery

If you are not housebound, but experience difficulty carrying your library items to and from home, you may be eligible for Self-Select Home Delivery. You can visit your nominated library, choose and borrow library items, pack them in a bag, and have the items delivered to your home every four weeks.

### Digital training and story time visits

The library is planning some special visits to your community in September and November - dates to be advised.



## Using the library

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- **Regular programs** at the library include computer training, book discussion groups, and other activities which you are invited to participate in. Please ask for more information, or visit the library website ([www.library.act.gov.au](http://www.library.act.gov.au)) for a full listing of programs and events at all library locations.



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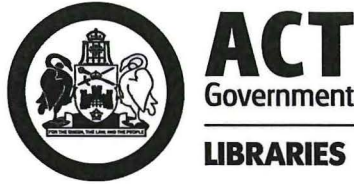
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### Digital training and story time visits

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## Tharwa Community

Your closest public library is at Tuggeranong. It is open 7 days and return chutes are open 24 hours a day. Short stay and multi stay pay parking is available off Cowlshaw Street and at the Tuggeranong Hyperdome.

Please visit the library website for a list of all library locations and opening hours:

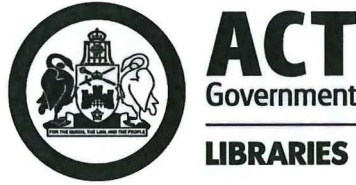
[www.library.act.gov.au](http://www.library.act.gov.au).

Tuggeranong Library offers **regular programs** including:

- *Giggle & Wiggle* - learning through language for children aged 0-2 years and their parents/carers. Sessions run for approximately thirty minutes.  
TUGGERANONG - Wednesday at 10.30am during school terms.
- *Story time* - a session full of stories, rhymes and songs suitable for 3-5 year old children and their parents/carers. Sessions run for approximately thirty minutes.  
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