

2016/17 ANNUAL REPORT



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Wiradjuri Choir from
Forbes North Public
School welcomes Library
Council members to the
region

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Members of Staff

ADMINISTRATION

Jan Richards AM, Manager Central West Libraries
Therese Kostitch, Administration Officer
Jasmine Vidler, Reading & Writing Coordinator

TECHNICAL SERVICES

Ros Dorsman, Technical Services Librarian
Lyn Bugden, Senior Library Technician
Madonna French, Senior Library Assistant
Vicki Connor, Library Assistant

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Victoria Prestwidge, Branch Services Librarian
Michael Vella, Senior Library Assistant

BLAYNEY

Ruth Bingham, Branch Library Officer

CANOWINDRA

Rossanne Holmes, Branch Library Officer

COWRA

Caroline Eisenhauer, Branch Librarian
Ann Fricker, Library Assistant

FORBES

Bronwyn Clark, Branch Librarian

MANILDRA

Jeanette Davis, Branch Library Officer

MOLONG

Margaret Lamerton, Branch Library Officer

ORANGE

Sean Brady, Orange City Librarian
Peter Douglass, Local Studies Librarian
Julie-Anne Sykes, Librarian
Tammy Atkinson, Library Technician
Rossanne Holmes, Senior Library Assistant
Michelle White, Library Assistant
Fiona Hawke, Library Assistant

CASUAL AND RELIEF STAFF

Lynne Arnott, Sharon Barber, Melissa Dukes, Linda Braithwaite, Julie Elliott, Monica Engel, Kathy Garland, Alexandra Gibb, Frances Guinness, Lyn Gough, Margaret Henry, Hanne Hoelass, Candice Iyer, Cecilia Lawler, Trudi Mayfield, Roxanne McCormack, Elizabeth Russ, Deborah Schuler, Maryanne Smith, Jan Tonuri

MEMBERSHIP

Committee Membership 2016/17

BLAYNEY SHIRE COUNCIL

Cr Geoff Braddon, OAM
Mr Anton Franze,
Director Corporate Services

CABONNE COUNCIL

Cr Janelle Culverson
(Chairman 1 July 2016 – 28 March 2017)
Cr Sharon Wilcox (25 April – 30 June 2017)
Mr Stephen Harding
Director of Finance and Corporate Services

COWRA SHIRE COUNCIL

Cr Ruth Fagan (Deputy Chair 1 July 2016
– 28 March 2017, Chair 28 March – 30 June
2016)
Mr Graham Apthorpe,
Director Corporate Services

FORBES SHIRE COUNCIL

Cr Michele Herbert
Ms Alison Coe,
Director Corporate Services

ORANGE CITY COUNCIL

Cr John Davis, OAM
Mr Scott Maunder,
Director Community Recreation and
Cultural Services

EXECUTIVE MEMBER

Ms Kathy Woolley,
Director Corporate and Commercial
Services,
Orange City Council
(Delegated)

MANAGER CENTRAL WEST LIBRARIES

Ms Jan Richards AM

INTRODUCTION

“Reading continues to be at the core of our offer from family literacy programs for children and their carers to supporting book discussion groups.”

A major focus for all Central West Libraries (CWL) service points during 2016-2017 was the implementation of the RFID (Radio Frequency Identification System) across all seven CWL Libraries. This was a massive task that required every item in the Library's collection to be assessed and physically handled for tagging. Self-check units were installed in our branch libraries and processes streamlined to allow greater use of staff time and expertise. Community response has been very positive and this is expected to increase as members gain increased familiarity with the system.

Parallel to the introduction of RFID was the refurbishment of Orange City Library in February. The refurbishment was successfully completed within the tight three week timeframe due to the enthusiasm and professionalism of Library and Council staff and the many contractors involved. The project necessitated a great deal of preliminary work including the transfer of collections into genres which give the refurbished space a bookshop look and feel. The detail involved in re-organising the collections will be replicated in our other libraries.

We were delighted to welcome members of the Library Council of New South Wales to the Central West over a two day period in May 2017. Members took the opportunity to visit Forbes, Canowindra and Orange Libraries where they were able to see how successive Library Council grants had enabled the refurbishment of these three very different community hubs. They also met with elected representatives and staff of the various CWL Councils. In Orange the President of Library Council, the Hon George Souris AM, officially opened the refurbished Orange City Library and launched the CWL RFID, both of which had been partially funded under the grants program administered by Library Council.

Public internet sessions grew from 36,508 in 2015/16 to 50,804 in 2016/17 demonstrating the Library's role in providing equitable connectivity. In November 2016 Cabonne Council introduced Wi-Fi access into Canowindra, Manildra and Molong Libraries supported by NSW.net, an initiative of the State Library of New South Wales. All CWL branches are now Wi-Fi enabled which allows us to meet the growing trend toward 'bring your own device'.

To support safe and responsible internet use a number of related programs were offered across our branches. Cowra

Library delivered the Telstra funded Tech Savvy Seniors program giving older members of the local community the opportunity to develop the skills and confidence to use technology; Forbes Library played a key role in assisting community members to complete their online Census return in August; and Blayney Library offered a Cyber Safety presentation during Law Week in May.

Reading continues to be at the core of our offer from family literacy programs for children and their carers to supporting book discussion groups. Library staff support a reading culture through recommendations, displays and social media. The June 2017 edition of *Good Reading* featured a three page layout with nine members Library staff and short interviews about the books they were reading. This article was well received with many people commenting they had seen it. Following on from the inaugural event in 2015 our second Readers and Writers Festival in July 2016 attracted strong audiences and interest from across the region.

Considerable preparation was undertaken towards the 2017 NSW and ACT Association of Family History Societies Conference that will be hosted in Orange during September 2017. Feedback and early registrations from Family History and Historical Societies across the region have been extremely positive reflecting on the positivity of being able to access such a program with in the local community.

Library services continued to expand beyond the physical building. In Orange a number of services were delivered within the community, particularly during the refurbishment closure and in Manildra a 'pop up' Library was set up at the annual show.

During the year the Central West Libraries Committee met on a number of occasions to discuss future models for the Library with a decision made to progress with a Service Level Agreement from July 2018. As the Library approaches its 60th year it is timely to reflect on the past and plan for the future.

The Annual Report for 2016-2017 showcases the many ways in which the seven CWL branches make a difference to the lives of residents and visitors. Key to our success is the attitude of our motivated and inspirational staff and the support of the Central West Libraries Committee and our Member Councils.

Jan Richards AM
Manager Central West Libraries

IN 2016/17 WE...



Were open for 9,732
Hours



Had 200,000 People
visit



Lent 293,386 Items to
31,852 Members



Offered 428 events
attended by 6,197.
People



Hosted 50,804 internet
sessions



Recorded 81,435 Visits
to our home page



Had 1,126
Facebook Likes

OUR SPACES

Provide safe, accessible, welcoming and connected spaces

The long anticipated refurbishment of Orange City Library was undertaken over a three week period in January/February 2017. This comprised a total replacement of shelving, furniture and carpet. The Library was also re-painted during the closure. The new look space has a focus on 'rooms' built around the collections which have been re-organised into genres and the use of mobile shelving provides for greater flexibility. Community response has been highly positive with many members commenting on the sense of space and brightness.

Blayney Council continued to work with the community through the Cultural Centre Working Group to develop plans for a new integrated facility with the Library as the central client. Library staff actively contributed to this process and participated in focus groups and other discussions.

Internet access is core to service provision across our seven libraries and is used by community members who do not have connectivity or suitable download speeds at home; those who require assistance and support; and by visitors. For example the Internet at Canowindra Library was used by many members of the community during a prolonged period during connectivity problems and outages in the area.

During the Census collection period in August 2016 our Libraries played a key role in assisting community members complete their online return. In Forbes Council staff were available at the Library to assist individuals complete their census forms. Similarly in Orange computers were set aside for this purpose.

Increasingly our members are using portable or mobile devices to access the internet providing flexibility of service. In November 2016 Cabonne Council introduced Wi-Fi access into Canowindra, Manildra and Molong Libraries supported by NSW.net, an initiative of the State Library of New South Wales. Wi-Fi logins during the 8 months between November 2016 and June 2017 made up 33% of the total annual internet sessions at the three libraries demonstrating the growing trend toward 'bring your own device'.

Deliver an innovative and accessible ‘virtual’ branch available 24/7

Central West Libraries’ eighth branch is our virtual presence which continues to grow in importance. This provides access to borrowable e-resources, to databases and reference materials and acts as a gateway to our interactive platforms.

The Library’s e-collections are popular with specific target groups and during the year we began negotiations with other libraries in the Central West Zone towards a consortia model that would maximise investment and use.

The comments from staff at Forbes reflect the use of eAudio and eBooks across all of our branches:

“eAudiobooks and eBooks continue to be popular with Forbes Library members. A great many of our Newell Highway commuters, long haul truck drivers, farmers spending extended hours on harvesters and tractors in addition to school holiday family travellers have expressed their appreciation of the convenience of the ease of access to the wonderful selection of titles they have from these downloadable resources.”

The Library’s social media presence continues to expand and now encompasses four blogs, Facebook, Pinterest, Twitter and Instagram platforms. These have proved to be popular ways for the community to stay in touch with Library events and programs and complement our web presence.

During 2016 the Eventbrite online booking system was introduced to manage library events and during the year it was used to coordinate over 530 events which 4,200 members attended. This system provides members with the convenience of booking on the Internet using a mobile device and outside library opening hours, and provides library staff with an efficient method of statistical data collection. Eventbrite also offers an added online promotional space and as the application is used by many other local organisations for their events our presence in this space broadens our profile.

“Internet access is core to service provision across our seven libraries and is used by community members who do not have connectivity or suitable download speeds at home; those who require assistance and support; and by visitors.”

IMPRESSED:
Cabonne Cr
Janelle Culverson at
the entrance to the
refurbished Orange City
Library



Explore models for outreach services

The Library continues to experiment with 'pop-ups' and outreach services whenever possible in order to showcase services, address identified needs and maximise exposure.

A pop up Library was set up at the Manildra Show in September. There was lots of interest in what was available and many people were surprised at how much the library had to offer. The Library was also an exhibitor at the Orange Show in April, promoting the NSW & ACT Association of Family History Societies Conference that is being convened by Orange City Library in September 2017.

During the refurbishment of Orange City Library in early 2017 storytime was offered at Cook Park, the Orange Civic Theatre and in the Orange Regional Gallery. The use of different spaces brought a fresh feel to the program and built anticipation for the new space to come. The Orange team also ran a library pop-up in the Civic Square each morning to give members some access to newspapers, Wi-Fi and a small selection of books and magazines.

In March Orange City Library participated in the CSU: Orange Wellness and Wellbeing Expo. It was a successful event with the library team engaging with 89 people during the day. The information stand publicised Drug Info, Find Legal Answers, Black Dog Institute and Books-on-Prescription resources available through all branches of Central West Libraries.

RECOGNISED:
Courallie staff Belinda Bennetts and Anne Neil with the MAPLs Award



An emphasis was placed on the 'Know Your Standards' campaign resources and this was supported by the beer goggles provided by the State Library's Drug Info team. Students failing spectacularly to complete simple tasks while sporting the goggles provided much amusement. The majority of visitors to the stand declared themselves to be non-drinkers, which is perhaps not unexpected since they were largely medical, nursing and dental students. The Wellness Expo was also a valuable opportunity to attract some new Library members.

Also in March Cowra Library was part of the Seniors Week Expo at the Cowra Civic Centre. The aim of the Expo was to highlight the many services on offer in the local community that can assist seniors and also included representatives from other health and wellbeing groups, U3A, the Neighbourhood centre, Meals on Wheels and Aged Care services. The Library showcased the Home Library Service, Find Legal Answers toolkit and demonstrated eAudio books and online resources.

The Pilot Child Care Centres initiative with Courallie Park Child Development Centre in Orange gained momentum during the year. Under this program the Centre became a special branch of CWL with Centre staff using a version of the Spydus Library Management System to issue and return items from a constantly refreshed collection of age specific resources.

Children enrolled at the Centre were registered as Library members and became eligible to borrow from the Centre collection, and from all CWL branches. Seventy-six percent of the enrolment has joined which brings a previously untapped target group to the Library. The child care staff also utilise the collection of 2-5 age specific books in the classroom and for literacy based activities.

Freed the Reader and the Child Care Centre project won the NSW Public Libraries Association MAPLs (Marketing Awards for Public Libraries) Award Services Category for 2016. The Award recognises initiatives that respond to the library's community and which may be applicable in other library services in NSW and elsewhere. In addition to the prestige associated with the Award, Central West Libraries received \$1,000 which has been used to purchase more resources for the Child Care Centres collection.

“Children enrolled at the Centre were registered as Library members and became eligible to borrow from the Centre collection, and from all CWL branches.”

A NEW LOOK FOR ORANGE CITY LIBRARY

Orange City Library was completely refurbished in January/February 2017 bringing a new look and feel to this 30 year old, award winning space.

The makeover included new shelving, stylish furniture, carpet and paint, and design incorporating self-service. The result is modern, adaptable and fresh, with more face out shelving to promote the collection; a smaller service desk footprint with an open, concierge style service approach; new self-service technology; better amenities for information devices; wheeled shelving to enable a versatile space, making the space comfortable and pleasant to be in.

The refurbishment had a long planning time, with discussions around design, selection of materials and collection preparation taking place for some two years, but the build was rapid, with the library closed for just three weeks.

In preparation for the refurbishment the non-fiction collection was re-arranged into genres, in keeping with the design concept of a retail-like approach to collection presentation. This was a prodigious task requiring the efforts and intellectual collaboration of all staff and required re-labelling almost 26,000 items. The result is a collection arranged with complementary genres situated near each other to give the library a browsing flow. The genre approach also lends itself to the creation of 'rooms' of subjects which give the library discrete spaces for study, reading or just getting lost in.

With wheeled shelving and a smaller service desk footprint, the space is now able to be adapted for various purposes. Large areas of floor space may now be opened up for events and activities, making the library more versatile.

The refurbishment was funded by Orange City Council, a NSW Public Library Infrastructure Grant and was officially re-opened by the Hon George Souris, President of the Library Council of New South Wales during the Council's visit to the Central West in May 2017.

COLLECTIONS

Provide relevant and responsive collections

The RFID (Radio Frequency Identification) Project was a major undertaking for CWL during the year across all branches. The introduction of RFID provides greater stock control capabilities at the same time enhancing customer service capabilities. It was made possible by funding from the NSW Public Library Infrastructure Grants 2015/16 and from restricted assets resources held for CWL. The roll out of RFID involved heavy staff input with each of the Library's 185,525 collection items requiring individual tagging.

The RFID Project heralds a new experience for library members and staff. It builds on the practice of enabling library staff to provide individual assistance to all while giving those who prefer to 'return, choose and go' the choice to do so through the improved self-service kiosks. EFTPOS facilities on the kiosks at Cowra and Orange encourage the collection of fees and charges by electronic transfer instead of by cash.

Initial Library member acceptance has been strong and it is expected that the kiosk initiated loans at all branches will develop as library members adopt the experience and staff embrace the opportunities for enhanced customer service which utilises their professional skills.

Typical feedback has included 'It's so easy', 'How does it do that?' as well as members receiving prompts to renew their memberships, collect reservations and be aware of any overdue loans or charges.

The transformation of the non-fiction collection into descriptively named genres was again a focus of endeavour during the year. The refurbished spaces in Forbes and Orange have been completely reorganised into subject themed areas and work on the collections at Blayney commenced. This has proved extremely popular with our members who have commented that the serendipity of discovery has led them to reading more widely.

Increasingly our collections encompass on-line resources which are available through our web site or 'virtual' library. The Legal Answers and Drug Info collections offered in partnership with the State Library of New South Wales have also moved online and are available to Library members 24/7.

“The roll out of RFID involved heavy staff input with each of the Library's 185,525 collection items requiring individual tagging.”

SPOTLIGHT:
Storytime was offered at many locations including on stage at the Orange Civic Theatre during the refurbishment of Orange City Library

As part of the Library's focus on STEAM (Science, Technology, Engineering, Arts and Mathematics) our collections have also expanded to encompass resources to facilitate these programs. This has included Lego kits and in Orange the Library added repurposed laptops from the IT unit to use for new Code Club classes.



Equip the community with the skills to maximise our resources

The Library offers a range of programs to equip our members with the skills to effectively use our collections and services. This encompasses working with school groups to orient students and teachers with what's available; providing training in the use of electronic resources; and offering courses that add value to our core collections.

On Indigenous Literacy Day in September children and teachers of Yallbillunga Preschool and Day Care Centre visited Cowra Library:

A couple of stories were read out loud by the teachers and then they were all shown around the Library. The computers were exciting but more interesting were the people in the Family History Group room who fielded many questions both from teachers and children. A demonstration on how to borrow and return items was next with everyone wanting a Freeda card.

The self-check option was also a favourite part of the whole visit. Many of the teachers and their friends or family members came back later in the year to get help with family history and to use the public computers and printers. Feeling more familiar and comfortable, some families signed up for Freeda children's membership cards too.

Throughout the year Children from the Forbes Preschool Kindergarten, Forbes Learning Ladder Child Care Centre, Bright Beginnings Child Care Centre and Forbes Goodstart Early Learning Centre made special visits to the Forbes Library on excursion for storytime and bulk loans of books for reading pleasure and projects.

Along with school, day-care and preschool visits, the Orange City Library hosted the Orange HIPPY group (Home Interaction Program for Parents and Youngsters). An initiative of Brotherhood of St Laurence, a group of around 15 children with their families were introduced to the resources and space of the library, and read stories from the collection of recent book week winners. Partnerships with initiatives such as HIPPY help to strengthen community and the library seeks out these opportunities. The collaboration with HIPPY is set to continue into the future with an annual library visit.

In Canowindra higher level English students visited the Library to become familiar with resources that can support their learning.

Technology training for seniors continued in this financial year with twenty Library on the Go sessions being run in Orange and over forty participants learning to use mobile devices, online library resources and internet applications.

TAG TEAM:
Caroline and Ann at
Cowra Library tagging
the collection for RFID.



TECH SAVVY SENIORS AT COWRA



This year Cowra Library delivered the Tech Savvy Seniors program giving older members of the local community the opportunity to develop the skills and confidence to use technology for accessing information and services online at their own pace.

The program began with basic computer training and very quickly participants were keenly using devices to stay connected with family and friends. Some learnt how to do email and others investigated the use of apps.

Sharing experiences of technology along with show and tell became the best part of these relaxed sessions. Everyone brought along a different device and time was spent learning about the features on each one. This was of benefit to the whole group. Some participants hadn't yet ventured into making a purchase but could see what would suit them best.

Managing photos and sharing files was the most popular session. Another group investigated the online resources found on the Central West Libraries website and how to download eBooks. For many participants this was their first experience of 'going online' and they felt very smart doing it. Part of the program looked at being safe online and which sites provided good information. Confidence quickly grew and before long the participants were surfing the web, downloading recipes, planning holidays and checking the weather with the latest apps.

The most difficult part of the program was getting the participants to shut down their devices and go home at the end of the session! There is a waiting list and hope that the classes may continue in the future to meet the needs of everyone.

Curate and create collections and content that record the stories and heritage of our region

The team of newspaper indexers added 20,246 entries to the *Central Western Daily* index available through the CWL online catalogue. At the end of June 2017, 130,153 entries were searchable and described the name, personal milestone and reference to the newspaper article or public notice published since October 1945.

The online index is an invaluable resource for those researching their family. In recognition of this the team from the Orange Family History Group broadened the indexing categories to include the social pages and other relevant reports. Selections of *The Leader* [Orange] have also been indexed.

The Orange Family History Group members also research and respond to enquiries for family information which may arrive in a variety of forms. Their regular research assistance days in Orange Library offer expert, individual help to residents and visitors.

In August 2016 Dr Rae Luckie delivered a workshop at Orange about Researching Your Family History. Talking to a large audience she explained how to use extensive services and resources at your local library and online to enhance your writing as well as organising information, using photographs, publishing, writing tips and more. Dr Luckie returned in May 2017 to lead a workshop about Memories of Place: Writing Through the Senses. This practical workshop was suitable for beginning or experienced writers and aimed to help genealogists bring their stories to life with writing exercises and examples of how life stories can be written.

Author Scott Whittaker hosted informative and entertaining talks to celebrate the launch of his book *Railway Hotels of Australia* – Volume Two – New South Wales. In addition to detailing the history of the local Railway Hotels, he covered the coming of the railway, the social development of regional NSW, researching tips, genealogy, local and state history and publishing. He presented talks in Forbes, Orange and Cowra during September.

Greek Cafes and Milk Bars of Australia by Effy Alexakis and Leonard Janiszewski took a nostalgic look at the days when the Greek Café was the gathering place for every town and suburb. Of particular interest to Central West residents were the references to: Parris's Milk Bar and Golden Gate Cafe (Cowra), the Rose Marie and Silver Key Cafes (Orange), the Garden of Roses Cafe (Canowindra) and local foodie identity, Michael Gryllis. Leonard spoke at Orange and Cowra Libraries in March.

In November local historian Russell Moor from the Marsden Rural History Research Centre spoke about the fascinating history of the early Errowanbang property. It was also an opportunity for the Centre to present the perpetual trophy to Gemma and Stuart Green for excellence in restoring and maintaining rural infrastructure. Guests discovered more about the preservation and reuse of the 100 year old Hopkins Shed at Errowanbang.

“The online index is an invaluable resource for those researching their family.”

Russell returned in May to talk about the establishment of Bloomfield Hospital. This included the rural enterprises – a dairy, piggery, vegetable garden and orchard as well as constructing roads, playing fields, golf course and bowling green. This was a unique story and an important piece of rural and social history accompanied by many photographs attended by about 30 guests.



CONNECTIONS:
participants at the Rae
Luckie family history
workshop

CENTENARY OF WORLD WAR I IN ORANGE ONLINE INITIATIVE

Work on the Centenary of World War I in Orange online initiative continued to grow with a total of 1,882 service personnel from the district identified, 240 of whom are on the Honour Roll (killed in action, died of wounds or died of disease). Many of these men and women came from surrounding areas making this a regional resource.

During the period 1 July 2016 and 30 June 2017 22 detailed service personnel profiles were added, bringing the total number of profiles to 230. During the same period 360 daily updates were added. Over the 12 month period the blog received 50,292 visits bringing the total number of visits to 124,736

A paper on the project was delivered at the International Federation of Library Association Conference in Columbus Ohio in August 2016 by Manager Central West Libraries.

From 12-17 March 2017 the Spirit of Anzac Centenary Experience visited Orange. Library and Orange Regional Museum staff collaborated with organisers to ensure that local servicemen and women were represented in the Community Zone component of the exhibition. Descendants of featured service personnel were contacted and invited to the exhibition; a total of 11,048 people attended in Orange.

PROGRAMS AND ACTIVITIES

“The family literacy programs offered in our branches are complemented by Story Box Library, an online, Australian ‘reading room’ available to CWL members through our website.”

Focus on family literacy as a key program area across the CWL footprint

The strength of the various family literacy programs offered across all branches continued to be recognised with good attendance and positive feedback. The individual programs are curated to meet the needs of the various age groups and are also adapted to meet the needs of individual communities. From Ten Minutes a Day which is aimed at those aged 0-1 (and their carers!) through to Storytime, the sessions are fun for everyone concerned.

Launched in 2015 and sponsored by the Newcastle Permanent Charitable Foundation Ten Minutes a Day has grown in popularity at Orange City Library. Designed for 0 – 1 year olds it focusses on the importance of reading, singing and talking to babies from birth for language development and learning. Staff at other branches have incorporated the learnings of the Ten Minutes a Day training as part of their regular children’s programming.

The family literacy programs offered in our branches are complemented by Story Box Library, an online, Australian ‘reading room’ available to CWL members through our website. Story Box Library features Australian actors reading Australian stories and is updated regularly. It has proved popular and is used in individual and group situations to support the importance of reading aloud.

National Simultaneous Storytime which forms part of Australian Library and Information Week in May is an excellent opportunity to showcase the importance of reading aloud to children. In 2017 the selected book was *The Cow Tripped Over the Moon* by Tony Wilson which provided the basis for many bovine themed activities. At Forbes Library staff and visitors joined in the fun with cowgirl/cowboy dress up optional and listened to the reading followed by a cow themed craft session. In Molong children from Molong Early Learning Centre enjoyed three stories, songs and colouring-in finger puppets related to the story.

Children’s Book Week in August is another national campaign aimed at promoting Australian authors. In Manildra staff visited Manildra Preschool with books to read on the day. New member and information sheets for the parents along with Ten Minutes a Day pamphlets were also distributed as part of the visit.

The annual Forbes community Birth to Kinder Reading Down Town Day is always held in conjunction with Children's Book Week. In 2016 schools and preschools participated with the support of family and friends, community groups and local businesses. Forbes Library had a succession of over 160 visitors throughout the morning. At the Library the children were greeted by library mascot Freeda the Reader and regaled with readings from a selection of the Children's Book Week listed books given by volunteer readers from Forbes CentaCare and Year 12 students from the Red Bend Catholic College.

STORYTIME: Kathy Garland ready to read The Cow Tripped Over the Moon at Forbes Library



PUBLIC SCHOOL READING DAY IN CANOWINDRA

Canowindra Library participated in the 7th Annual Canowindra Community Reading Day which was held on Friday, 26th August, 2016 at Canowindra Public School. The aim of the day is to help children along the road to lifelong literacy and is open to preschool, kindergarten and year 1 children. The library's reading activity was one of a number of activities available and the children were assisted with their reading by parents and also students from Canowindra High School.



Creativity has been key to activities for children and young people across our libraries. In Orange there has been a focus on STEAM (Science, Technology, Engineering, Arts and Mathematics), and the Library embarked upon Code Club – developing literacy, numeracy and problem solving using programming (utilising the MIT developed application Scratch and repurposed laptops from the IT unit), and LEGO Club – design and play using LEGO. Both initiatives were tried during school holidays to gauge the interest and, with both events oversubscribed; it was decided to deliver them as regular activities during term.

Winter school holidays in Cowra and a makerspace in the Library is always a popular choice. This year the theme was “picture books” and a variety of writing and drawing tools, stencils, papers and glue, scissors and stickers were supplied. To get the creativity started a number of published children’s picture books were read. Everyone, including some of the adults in attendance, produced a book. A share your book session wrapped up the morning which was an example of intergenerational programming.

Maker culture extends beyond children and young people. The volunteer knitting group, the Orange Purlers meet in the Library every Thursday from 9am to 12pm. They range in age from 6 to 106. The group knits and crochets for a range of charities including Wrap With Love, Housing Plus, Orange Health Service and the Orange Aboriginal Medical Service. Last year they completed a record 503 wraps. They were nominated for the Australia Day 2017 Orange Community Group of the Year. Molong and Canowindra libraries are also drop off points for knitted rugs and squares for the group.

Facilitate, host and conduct enriching programs and activities which meet the needs of the community

Visiting writers proved popular at all our branches during the year and covered many genres aimed at all age groups. Our libraries also provided venues for the launch of local publications and books by authors from the Central West including Charlotte Calder and Leanne Wood. In May local author Greg McFarland and Manildra Flour Mills manager, John Brunner, visited Manildra Library to promote the launch of the book *Manildra - Molong and all points west*.

On the eve of Australia Day 2017, Cheryl Koenig - Cowra Ambassador this year, gave an emotional talk at the Library about her life and the story behind her *Paper Cranes*. She also donated a copy of her newly released book *With Just One Suitcase*. Cheryl had a fully booked program in Cowra but fortunately for Library members and visitors provided an inspiring and uplifting session.

Writers and readers were supported during the year by events and workshops.

The second Readers and Writers Festival Villian Attraction was held in July and supported by the Orange Regional Arts Foundation. The aim of the Festival was to host a stimulating, challenging, entertaining and inspirational day of discussions and talks to inspire both emerging and established writers as well as readers. The day featured talks by Caroline Overington, Trevor Shearston, Mark Morri, Liz Porter and Better Reading's Cheryl Arkle. A Reader's Panel hosted by ABC Central West Radio's Julie Clift with guests, former local magistrate Jan Stevenson, forensic psychiatrist Dr Martyn Patfield and avid reader Christine Wright also proved popular.

The Festival program was complemented by a writing workshop conducted by author and editor Kim Kelly.

The Skywriters Project is part of a larger initiative, the Big Skies Collaboration, a creative coming together of arts practitioners, astronomers and local communities to celebrate millennia of astronomies on the inland plains and share their stories about their own or other people's relationships with the cosmos in rural, inland NSW. Project launches were convened by Dr Merrill Findlay in Forbes, Orange and Cowra in April. At Forbes and Orange writing groups were established to provide ongoing support.

“Our libraries also provided venues for the launch of local publications and books by authors from the Central West.”

BANJO PATERSON WRITING AWARDS



Winners of the 2017 Banjo Paterson Writing Awards were announced at the Readers and Writers Festival in July. Winning entries are available on the Library's web site.

Short Story

1st Dean Briggs *Flashes in the Pan*
2nd Jennie Linnane *The Yabby Creek Dance*
3rd Margot Ogilvie *One Man's Funeral*

Open Poetry

1st Joanne Mills *Emu Girl*
2nd Kathy Driscoll *19 Types of Fences in Hill End*
3rd David Robert Taylor *Not Name Desert Lore*

Bush Poetry

1st Brenda Saunders *Channel Country*
2nd David Campbell *The Man From Yarra River*
3rd Tom McIlveen *The Letter Home*

ABC Central West Radio Children's Awards

1st Brittany Doolan *Strangers on a Train*
2nd Ellie Wilmore *I See Red*
3rd Rania Phillips *Crimey and Blimey*

Explore and develop collaborative opportunities for service and program delivery

Many of the programs and exhibitions offered by our libraries are done in collaboration with the local community. Our staff is actively involved with partner agencies in developing and furthering these opportunities.

In Forbes assistance was provided to the Forbes branch of the Country Women's Association and local primary schools in their annual NSW CWA Country of Study research projects and artwork display. During the month of July 2016 the Forbes library hosted a display of information posters on Mongolia created by the students, which proved to be a colourful and instructive exhibit at the library.

During Mental Health Week in October 2016 a morning tea and display by related health organisations was held in the Cowra Library. Representatives from CareWest, Headspace, and local agencies attended and talked to visitors about their services. It was also an opportunity to promote the Library's Books on Prescription collection.

The Launch of the *Glove Box Guide to Mental Health* by the Member for Calare Andrew Gee at Orange City Library was also held during Mental Health Week. Other speakers included people whose lives had been affected by mental health challenges. Minister for Mental Health Pru Goward, *The Land* editor Andrew

Norris and Darren Perkins, Director, the Centre for Rural and Remote Mental Health participated by a video link.

Once again the Library was represented on the adjudication panel by Rossanne Holmes at the Country Women's Association Central Western Group's Schools Public Speaking Competition held at Kinross Wolaroi School in May. There were 260 students from primary schools and secondary schools in Orange, Cabonne, Bathurst, Cowra, Blayney and Oberon taking part in the competition. It was the 30th year the competition has been held.

The arrival of the railway line in Orange on 19 April 1877 brought great benefits to the town and areas further west. Orange became a major transport centre for the region with the railway providing many employment opportunities. As the railway's business grew, so did the town, bringing significant growth and prosperity. The railway photographic exhibition by the Orange and District Historical Society attracted plenty of interest with the exhibition officially opened on Tuesday 11 April and continued throughout the month.

Entries in the 2017 Waste 2 Art Community Art Competition and Exhibition at Orange were displayed from the end of May through to 10 June. This year's theme was 'Year of Plastic Bags and Soft Plastic Packaging'. The community art project was a great opportunity for aspiring and professional artists, schools and community groups to showcase their artistry and creativity, by celebrating the reuse and recycling of waste through arts and crafts, and to share their waste reduction message.

Law Week in May provides an opportunity for the Library to work with the State Library's Find Legal Answers unit to deliver community engagement strategies.

In Orange a talk on Navigating Traffic Law in NSW looking at the laws that govern traffic and regulate vehicles including traffic offences, going to court, penalties and licenses was held. The audience appreciated the interaction with the lawyer and being able to directly ask questions.

A Cyber Safety talk for Internet users presentation was held at the Blayney Library during Law Week in May. This was presented by a legal aid solicitor and provided those in attendance with valuable information on how to be aware and how to spot online scams such as lottery, travel, compensation and investment scams, as well as keeping their personal information secure when using online services. There was lively discussion between the lawyer and the audience and it was surprising to learn how many people had been affected by scams.

The Cowra and Orange Libraries which form part of larger cultural precincts have been working collaboratively with cultural partners to deliver programs. In Cowra a cultural package has been designed around the Peace Bell, Library, Art Gallery Civic Centre and Cowra Council Chambers. Similarly Orange City Library collaborated with the Orange Regional Gallery, Orange Regional Museum and Orange Civic Theatre to maximise the opportunities available to school groups visiting the precinct.

“Law Week in May provides an opportunity for the Library to work with the State Library’s Find Legal Answers unit to deliver community engagement strategies.”

STATISTICAL PROFILE

| | 2015/16 | 2016/17 |
|---|-----------|-----------|
| Population - ABS Census 2011 & 2016 - Estimated Resident Population | 79,179 | 85,803 |
| Membership | 29,228 | 31,852 |
| Library visits | 225,757 | 200,999 |
| Activities, events & programs - number | 447 | 428 |
| Activities, events & programs - attendance | 9,504 | 6,197 |
| Circulation (Loans including renewals) | 321,196 | 293,386 |
| Renewals via Web OPAC | 6,059 | 6,559 |
| Reservations Placed (All) | 18,945 | 18,386 |
| Reservations placed via Web OPAC | 6,174 | 6,136 |
| Collection (Holdings) | 188,419 | 185,525 |
| Materials Purchased (Titles) | 6,238 | 6,556 |
| Average Price | \$40.33 | \$40.79 |
| Public internet use (including WiFi sessions) | 36,508 | 50,804 |
| Number of hits on the CWL home page | 2,199,073 | 2,163,394 |
| Number of visits to the CWL home page | 87,389 | 81,435 |
| Number of page views on the CWL home page | 320,005 | 336,464 |

Note 1: CWL totals include statistics from the Administration Branch, Child Care Centres and digital collections which are not counted elsewhere.

Note 2: CWL Collection (Holdings) includes eAudiobooks and eBooks of which 36,152 are from the Gutenberg Project Collection. It excludes the newspaper index records (130,153 in 2016 - 2017).

Note 3: The Population figures for 2015 - 2016 and for 2016 - 2017 are taken from the ABS Census of Population and Housing 2011 and 2016 respectively.

Both columns show the Estimated Residential Population in each area as extracted from the ABS Census statistics by the population experts.

Note 4: Library statistics for 2016 - 2017 are significantly affected by the closure of Orange Library during refurbishment (January 27 - February 19) and the period when the security gates with counters were not fully operational (February 20 - April 9). The visit statistics have been estimated using March 2016 figures.

Note 5: Public internet use, including WiFi sessions, show a significant increase in 2016 - 2017. This is partly due to the change in recording WiFi logins at Orange Library from February 2017 and at Cabonne Libraries from November 2016.

| Blayney Library | 2015/16 | 2016/17 |
|------------------------|----------------|----------------|
| Population | 6,985 | 7,526 |
| Membership | 1,294 | 1,404 |
| Library visits | 4,984 | 5,068 |
| Circulation (Loans) | 9,401 | 10,500 |
| Collection (Holdings) | 10,199 | 10,112 |
| Reservations Placed | 214 | 343 |

Cabonne Libraries

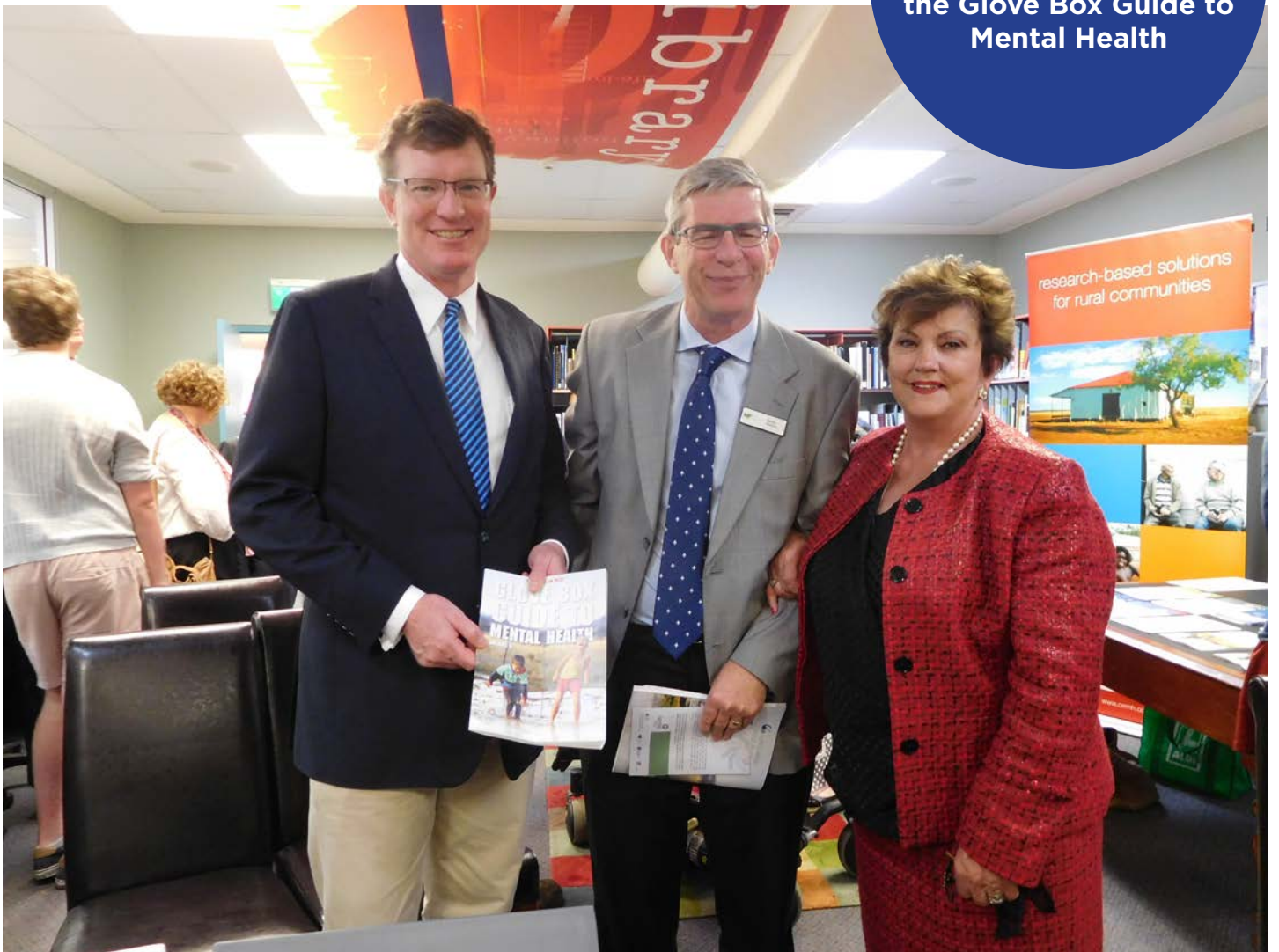
| Cabonne Totals | 2015/16 | 2016/17 |
|---------------------------|----------------|----------------|
| Population | 12,821 | 13,718 |
| Membership | 1,674 | 1,785 |
| Library visits | 16,795 | 15,796 |
| Circulation (Loans) | 22,593 | 19,982 |
| Collection (Holdings) | 16,509 | 14,971 |
| Reservations Placed | 2,672 | 2,522 |
| Canowindra Library | 2015/16 | 2016/17 |
| Membership | 747 | 793 |
| Library visits | 6,253 | 5,539 |
| Circulation (Loans) | 7,228 | 7,024 |
| Collection (Holdings) | 6,040 | 5,805 |
| Reservations Placed | 810 | 881 |
| Manildra Library | 2015/16 | 2016/17 |
| Membership | 131 | 144 |
| Library visits | 1,538 | 1,694 |
| Circulation (Loans) | 2,040 | 2,096 |
| Collection (Holdings) | 3,003 | 2,992 |
| Reservations Placed | 198 | 187 |
| Molong Library | 2015/16 | 2016/17 |
| Membership | 796 | 848 |
| Library visits | 9,004 | 8,563 |
| Circulation (Loans) | 13,325 | 10,862 |
| Collection (Holdings) | 7,016 | 6,174 |
| Reservations Placed | 1,664 | 1,454 |

| Cowra Library | 2015/16 | 2016/17 |
|-----------------------|----------------|----------------|
| Population | 12,147 | 12,673 |
| Membership | 4,229 | 4,530 |
| Library visits | 42,478 | 37,369 |
| Circulation (Loans) | 38,458 | 36,562 |
| Collection (Holdings) | 23,233 | 22,154 |
| Reservations Placed | 1,682 | 1,900 |

| Forbes Library | 2015/16 | 2016/17 |
|-----------------------|----------------|----------------|
| Population | 9,170 | 10,502 |
| Membership | 2,469 | 2,669 |
| Library visits | 25,045 | 23,134 |
| Circulation (Loans) | 39,535 | 35,061 |
| Collection (Holdings) | 15,928 | 15,061 |
| Reservations Placed | 3,729 | 3,211 |

| Orange Library | 2015/16 | 2016/17 |
|-----------------------|----------------|----------------|
| Population | 38,056 | 41,384 |
| Membership | 19,507 | 21,383 |
| Library visits | 140,475 | 119,632 |
| Circulation (Loans) | 201,639 | 179,031 |
| Collection (Holdings) | 83,262 | 81,083 |
| Reservations Placed | 3,566 | 3,227 |

MINDSET:
Andrew Gee, David
Perkins and Marie
Russell at the launch of
the Glove Box Guide to
Mental Health





Central West Libraries 2016/17 Annual Report

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