



REFERENCE FICTION DVD AUDIO BOOKS FICTION READING
IMAGE SPECIAL COLLECTIONS CATALOGUE BOOK REVIEW
READING NON FICTION REFERENCE FICTION DVD AUDIO
NG HISTORY & HERITAGE SPECIAL COLLECTIONS CATAL
READING & WRITING HISTORY & WRITING
BOOKS FICTION READING HISTORY & WRITING
BOOK REVIEWS KIDS READING & WRITING
AUDIO BOOKS FICTION READING & WRITING
CATALOGUE BOOK REVIEWS
FICTION DVD AUDIO BOOKS
LECTIONS CATALOGUE
REFERENCE FICTION
HERITAGE SPECIAL
WRITING
READING
KIDS RE
BOOKS



CentralWest Libraries

ANNUAL REPORT



Committee Membership	5
Members of Staff	5
Introduction	7
Community Connection	8
Begin with Young People	11
Information Literacy	13
Joy of Reading	14
Operational Support	17
Statistical Profile	18
Library Volunteers	20
Representation—External Committees	21



0708 Committee Membership

Blayney Shire Council

Cr Geoff Braddon, OAM, (Deputy Chairman)
Cr Neil Manson

Cabonne Council

Cr Jenny Weaver
Mr Graeme Fleming, General Manager
Mr Gerry Aguila, Administration Manager (alt. Delegate)

Cowra Shire Council

Cr Alan Thompson
Mr Paul Devery, Director of Corporate Services

Forbes Shire Council

Cr John Berger
Ms Amity Hawthorn, Director of Corporate Services

Orange City Council

Cr John Davis
Cr Pam Ryan, (Chairman)

Executive Member

Mr Garry Styles, General Manager, Orange City Council

Manager Central West Libraries

Ms Jan Richards

0708 Members of Staff

Administration

Jan Richards	Manager Central West Libraries
Cathy Thomas	Administration Officer
Melissa Livingstone	Administration Officer (relieving)
Jasmine Vidler	Reading & Writing Coordinator

Technical Services

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

Branch Services

Victoria Prestwidge	Senior Library Officer
Chantal Birt	Library Technician
Paul Jones	Senior Library Officer (until 2/11/07)

Blayney Branch

Ruth Bingham	Branch Library Officer
--------------	------------------------

Canowindra Branch

Allan Symons	Branch Library Officer
--------------	------------------------

Cowra Branch

Elizabeth Walsh	Branch Library Officer (until 30/7/07)
Caroline Eisenhauer	Branch Library Officer
Marion Mitchell-Read	Library Technician

Forbes Branch

Bronwyn Clark	Branch Library Officer
---------------	------------------------

Manildra Branch

Barbara Gosper	Branch Library Officer (until 30/5/08)
----------------	---

Molong Branch

Margaret Lammerton	Branch Library Officer
--------------------	------------------------

Orange Branch

Elizabeth Barry	Orange City Librarian
Heather Hanly	Librarian (until 20/7/07)
Lisa Martin	Librarian
Peter Douglass	Senior Library Assistant
Nancy Dodds	Library Technician
Margaret Lammerton	Library Assistant
Karen Chambers	Library Assistant
Michelle Rosetto	Library Assistant

Casual and Relief Staff

Margaret Babbage, Amanda Berrington, Louise Cormie, Jeanette Davis, Julie Elliott, Lyn Gough, Fiona Hawke, Hanne Hoelass, Rossanne Holmes, Jennifer Lornie, Trudi Mayfield, Roxanne McCormack, Nigel Morris, Val Nayd'onov, Tony Neich, Margaret Oates, Fran Richards, Elizabeth Russ, Mary Ann Smith, Laura Tilston, Jan Tonuri.

This review of Central West Libraries reflects the changing face of the contemporary public library as new technologies were increasingly embraced by the community and incorporated into resources and services, while at the same time the more traditional services and concept of library as a safe and welcoming space were valued by the community.

The Library's focus on excellence in customer service was again recognised during the year with several of our branches being finalists in the business awards of their respective communities. Orange City Library was named as a Gold Winner in the CGU Insurance Orange Chamber of Commerce 2007 Outstanding Business Awards. In late June 2008 we received notification of the Library's success in winning the International Federation of Library Association's Marketing Award for our yourtutor program. This is a great coup for Central West Libraries.

During the year we farewelled several long-serving staff members. Branch Library Officers Barbara Gosper (Manildra) and Elizabeth Walsh (Cowra) retired from their positions. Both were known for their professionalism and dedication and worked closely with their communities to ensure that the Library's services met local needs. Paul Jones also retired after many years service, first as a bookmobile driver and latterly as the Library's courier. Paul had an extensive knowledge of the region and as the link between the 7 branches delivered exceptional customer service.

The Library pays special thanks to the many individuals who give so generously of their time and talents through volunteering. Their names are listed at the end of this report. The input of the Friends of Cowra and Manildra Libraries in advancing library services is also acknowledged.

Central West Libraries continued to be an active player in the NSW Public Library network, participating in a range of community programs and activities and through representation on relevant committees and boards. CWL opted for a uniform approach to demonstrate its support for the 'Day of Action' initiative in November 2007 on which NSW Public Libraries collectively asserted concern for the NSW Government's flagging financial support for libraries.



Library celebrated winning the IFLA Award

I would like to thank the Chairman, Cr Pam Ryan, the Executive Member, Garry Styles, and members of the Central West Libraries Committee for their continued support. I also thank the relevant staff of each Member Council for their ongoing assistance, and in particular Orange City Council's Corporate Services Division. I also wish to thank the media and the Library's many partners for the enthusiastic manner in which they have worked with us to further the role and strength of public libraries.

I would like to recognise the Library staff for their unflinching enthusiasm and commitment. Central West Libraries has earned an enviable reputation across regional NSW for its cooperative approach and innovative practices, and this reflects the attitude of the staff who focus on the community and how the service we offer can best meet their needs.

Jan Richards
Manager
Central West Libraries

Central West Libraries recognises that our branches reflect the communities they serve. They are welcoming and highly visible within the community. Libraries serve as community meeting spaces and contribute to social capital. Central West Libraries actively pursues partnerships with both public and private sector organisations to extend and expand services.

The 7 branches of Central West Libraries continued to be focal points for their individual communities during the year providing safe, welcoming spaces. Staff actively worked with residents to develop initiatives and build on the opportunities that were offered.

- » The **Blayney** Chess club began holding information afternoons on a weekly basis this year at the library. These afternoons catered for all ages and all levels of chess players who wished to either improve their skills, learn more about the game or those who simply wished to play a game of chess. These afternoons have become increasingly popular with people from all age groups particularly the younger chess players who regularly attend each week to take part in the games and improve their chess skills.
- » Following a tragic shooting in **Cowra** a grief display was set up and included one of the hand knitted trauma bears offered to the children of the town by the Australian Red Cross. Following on from this Cowra Library became a drop off point for the Knit in program and a winter crafts display was formed.

The Library's role as a venue for exhibitions and outreach programs was again showcased during the year. Touring exhibitions from the Powerhouse Museum (*Greening the Silver City*) and Museums and Galleries New South Wales (*Milkshakes, Sundaes and Café Culture*) and Netwaste (*Waste to Art*) attracted large audiences to a number of our libraries and Orange City Library also hosted a visit by the Emirates Melbourne Cup.



The Emirates Melbourne Cup at Orange City Library

All of our libraries worked in partnership with local organisations to host displays and exhibitions of interest to, or generated by their communities. The success of such initiatives emphasise the strong relationships developed over time with other agencies.

- » The large front window area of **Canowindra** Library combined with its main street location is ideal for eye catching displays. Throughout the year these have ranged from connecting people to good reading; annual events including Christmas, Easter and Anzac Day; showcasing local groups such as the Knitters' Guild, CWA, Age of Fishes Museum and schools who all take part in putting in window displays. These displays along with specific library information really do attract people to the library as well as outside visitors.
- » In September **Molong** Library held an Art Exhibition by the residents from Prunus Lodge. Local artist and art teacher Ricia Mari teaches the elderly residents art techniques and encourages them to express themselves through their work. The residents were brought down to the library and were thrilled to see the results of their work on display in the ante-room before the main library. Staff and family members also accompanied the artists. It created a wonderful, colourful display in the entry area of the library and a great discussion point amongst library patrons.

Central West Libraries also participated in local festivals and events. As in previous years Cowra Library was a key player in the Festival of International Understanding which in 2008 focussed on Chile, while Forbes Library was integral to the success of the Forbes Reading Day.

- » Once again the **Cowra** Library opened its doors for the 2nd Artz Fest Expo—an introduction to all things cultural in Cowra which saw the town's community celebrating the diversity of groups and activities available. This took place in Cowra's Civic Square and was a good opportunity for the Library to showcase all it had to offer. Story time sessions and library and catalogue tours were offered at set times during the day.

The Library opened from 10.30am to 3pm. The Volunteer reader from Cowra Friends of the Library, Maureen Knight read five great books during the morning and afternoon at Cowra Library for young visitors. A selection of artistic works produced by the children as part of the Global Art Project from the Pre-school was displayed in the Library.

The day ended with a talk by Lawrance Ryan on his new book *Holbrook* and a discussion of the film *Broken Sun* which premiered the previous night at the Cowra Savoy cinema. 12 people attended and were able to talk to Lawrance about the compilation of his book as well as to the directors of *Broken Sun*.

- » September 2007 was an especially productive month for the **Manildra** library with the commemoration of important historical figure in the village, Mr George Whitehouse Griffith, a founding father who arrived in Australia from his native Wales in the 1880's. In Manildra he instigated commercial enterprises and established the construction of buildings. The library is housed in the family home he built; this was the scene of celebrations when descendants came from Sydney, Adelaide and Canberra. It was a particular coup for the library when the family donated books written by Mr Griffith's descendants. These include the delightful children's book, *Meet the Wallebundries* by granddaughter Edna Wilton, and also two books by grandson Bill Oliver, *Sugar in the Blood* and *The Great White Father*.

- » The third annual **Forbes Community Reading Day** took place during the first week of September and in conjunction with Children's Book Week the theme was 'READiscover Nursery Rhymes'. The Day is organised by the Birth to Kinder committee in conjunction with the local schools and with the support of Forbes community. It was time again for the children to take to the streets of Forbes to spread the word about the importance of reading. Students and customers were enthralled with traditional and more modern nursery rhyme recitals held in a number of local businesses. Forbes Library staff enthusiastically joined in the celebrations by dressing up as a favourite nursery rhyme character and hosting a variety of continuous rhyme reading sessions throughout the morning. The day's celebrations culminated with a street parade of hundreds of children dressed as their favourite nursery rhyme characters. The parade progressed down the main street and finished in Victoria Park just outside the Library where book awards were presented for the best costumes.

The Library also celebrated significant days and weeks in the community calendar.

- » During Seniors week in April **Cowra** Library hosted the Live Life Photography Project in co-operation with the Cowra Art Gallery. Local seniors went out into the community and took photos which were then displayed telling the stories of members of the community. Ably assisted by Colleen Mead, a teacher and photographer they turned their photos into works of art. The community bus provided transport and one morning the Library was visited by a group of admirers who sat for some time and browsed our library collection in addition to having a sociable morning out. Our displays during this time encompassed lifelong learning and **connect @ your library**.
- » During History Week from 15-21 September **Orange** City Library promoted a Living Library. The Living Library concept works exactly like a normal library where readers come to borrow a "Book" or knowledgeable person, for 15 minutes, return the "Book" to the library

and borrow another "Book" if they choose. Participants included prominent members of the local community: Former politician Gary West; businessmen Tony Leahey and Ewan Cameron; arts supporter Janice Harris; former Orange City Council General Manager, Bill Marshall; orchardist and environmentalist, Borry Gartrell; artist Ada Clarke; and former Olympian John Southwood. The Library received great feedback from both the participants and book borrowers who wish to take part again.

- » Each year for NAIDOC week **Cowra** Library celebrates with our indigenous population by hosting Yalbillinga Boori Day Care centre for a special story time and craft activity as well as displays of art work and artifacts and assistance with family history research.
- » As part of Drug Action week in June and to promote **druginfo@yourlibrary**, **Molong** Library patrons also participated in the state libraries quiz. Promotional material and relevant books were displayed prominently in the library and the winners of the competition were thrilled to receive the USB wristband prize.

- » Drug Action Week also provided another opportunity for **Orange** City Library to connect with the community on a social level with a free sausage sizzle and drug information expo on Drug Awareness Day. In partnership with the local Community Drug Action Team, Branch Services worked with various community health service providers to publicise their expertise and resources and raise community awareness of the issues associated with drug and alcohol abuse and the agencies with the community able to assist.

This year the Library was privileged to host guest speaker Dr. Sandra Jones, Director of the Centre for Health Initiatives at the University of Wollongong who conducts research and development programs on social marketing, advertising regulation, health risk communication and the impact of mass media on health related behaviours. Dr Jones presented two highly informative sessions on the issue of alcohol advertising to CDAT and health care professionals, Library staff and interested members of the public, giving disturbing insight into and evidence of the nature and ethics of alcohol packaging and advertising, the very self-serving and powerful alcohol industry and the dangers of the product and its abuse.

Central West Libraries also continued to coordinate the state-wide **@ your library** campaign on behalf of the NSW Public Library network and actively supported each of the associated campaigns during the year. CWL also hosted the secretariat for Public Libraries NSW—Country.



Members of the Orange Community Drug Action Team

Central West Libraries contributes to the positive development of the child, celebrates the joy of reading and encourages life-long learning

The Library's programs for children and young people celebrated the joy of reading and encouraged lifelong learning as developmental foundations for life.

The importance of creating inviting spaces for children and young adults was recognised and several of our branches underwent refurbishment to enhance dedicated children's spaces.

- » The Children's area of the **Blayney** Library had a facelift this year. New shelving was purchased as well as a lounge, trolleys for picture books and a rug for the floor. These all combined to create a bright, welcoming atmosphere which is extremely popular with younger borrowers and their parents or carers who now have a comfortable place to sit and read to themselves or to their youngsters.
- » Another room was made available to **Canowindra** Library and this has been refurbished and is now a dedicated children's room with Easy, Junior fiction and Young Adult Books. Table and chairs are a boon for the weekly story-time craft sessions.

The popularity of storytime remained strong with all branches offering regular sessions, often in partnership with volunteers.

- » At **Cowra** Holman Place Special School has commenced attending Story time as part of their community integration program.
- » **Manildra** Pre-school are among the most regular users of library, arriving with their teachers on a weekly basis. The little ones enjoy animated story reading form volunteers who encourage their participation and try to foster a love of books, even at an early age.
- » **Orange** City Library's Baby Rhyme and Read program was developed and offered in partnership with the Orange Ex-Services Club. The program aims to encourage parents and carers to read and say nursery



National Simultaneous Storytime

rhymes to their babies to help with the development of language skills. The program was also offered as outreach to including Orange Family Support Services and the Community Centre at Glenroi Heights Public School.

National Simultaneous Storytime, an annual event organised by the Australian Library and Information Association and designed to promote the value of reading and literacy, was well attended by children across the region. The 2007 Simultaneous read was held on 6 September and featured *The Magic Hat* by Mem Fox. In 2008 National Simultaneous Storytime was moved to be part of Library and Information Week and was held on 21 May at 11am with the chosen book *Arthur*. This event provides a wonderful opportunity to work with the media in stressing the importance of reading to children.

A variety of school holiday activities were offered to children and young people during the year. The summer reading program “Superheroes Read Summer Reading Club” once again attracted a significant number of participants from across the region. This program provides positive reinforcement of the importance and enjoyment of reading.

- » To celebrate the launch of the final Harry Potter book *Deathly Hallows*, **Cowra** Library conducted a holiday activity for children in partnership with Friends of Cowra Library. Appropriately it was Friday 13th of July and participants indulged in pumpkin juice (orange cordial) and skiving snack boxes (pizza). The aim of the session, from 2-3.30pm was to talk about the characters and plots of the previous books and well as to dwell on the possibilities for the final instalment. We had over 25 attendees. The kids were full of their own interpretations of what the characters were about and it was interesting to hear what they had to say. We followed that with a quiz with 4 teams and finished by making a cauldron out of recycled bits and pieces.
- » Holiday craft activities held during school holidays also proved popular with every event booked out almost as soon as it was advertised. The children of **Forbes** demonstrated their outstanding creative abilities by creating eye-catching works of art whilst participating in a variety of holiday craft workshops. These activities ranged from creating cards and Christmas tree decorations, plaster cast decorating, and beaded jewellery workshops.



Children's Book Week



Dave Hackett wowed audiences at Cowra, Forbes and Orange

- » It was standing room only when ‘Cartoon Dave’, Dave Hackett author and internationally televised live cartoonist visited **Cowra, Forbes** and Orange Libraries during the summer holidays to conduct cartooning workshops. The children learnt how a cartoonist operates and were shown how to create their own zany caricatures and cartoon characters.

During the year numerous school groups visited our Libraries to learn about our resources and services and enjoy our activities.

- » For National Literacy Day on 7 September **Orange** City Library hosted a unique event with 40 students from Canobolas Rural Technology High School reading to 120 kindergarten students from their feeder schools: Bowen, East Orange, Bletchington and Glenroi Public Schools. The senior students worked in pairs with small groups of kindergarten children to model reading behaviour.
- » As in previous years **Forbes** Library hosted visits from local primary schools and two of the district’s small isolated country schools. On their regular excursions to town Corinella and Bedgerebong Public Schools visited the library to view displays and participate in library activities and special promotional events such as Children’s Book Week.

Central West Libraries provides an extensive range of high quality resources, services and programs and maintains effective systems that meet the community's information needs.

Demand remained high for classes in the use of the internet, especially with older clients and students. Staff across the service offered training in this area, often targeted at specific interests. During the year Cowra Library introduced wireless internet access and this has been widely used by secondary school students and visitors.

- » Towards the end of 2007 the **Forbes** Library embarked on an upgrade of the library's public access computer facilities. Funds from a Library Development Grant enabled the library to be wired up and fitted out with five new internet terminals and new computer furniture to match. The new Forbes Library Technology Centre has been well utilised in the short time since its completion, with internet usage statistics increasing by 68% on last year's figures.
- » Internet classes for adults continued throughout the year at **Orange** City Library, with "Absolute Beginners", "Next Steps—Searching Basics" and "Email for Absolute Beginners" held monthly on a needs basis.

The Library's web site was continually enhanced to engage with clients, incorporate additional functionality, and provide increased access to electronic resources. Staff were encouraged to spend time on their personal and professional development by participating in NSW Public Libraries Learning 2.0, which is an online program to learn more about emerging technologies on the web that are changing the way people, society and libraries access information and communicate with each other.

Our Homework Help service continued to be a pivotal point in the provision of quality reference and information services for school students requiring information to supplement their studies. Referral included yourtutor, the Library's online classroom as a way of providing access to informed, quality-assured tutors for students in our region regardless of where they lived and when they could visit the Library's branches.

- » What do Russia, Canada, India, Singapore, the Philippines, the USA, Belgium, Burundi, Colombia, Congo, Cuba, Ivory Coast, Serbia, South Africa and Tanzania have in common? They all finished behind Central West Libraries in the 6th International Federation of Library Associations and Institutions (IFLA) International Marketing Award. In late June Central West Libraries was advised that we had come 1st in the international management and marketing award for the "Have you done your homework?" campaign. The award application relates to the online classroom partnership and online homework help for school students. The yourtutor online delivery gave us the means to connect a student with an experienced tutor via the internet. The Award will be officially presented at the IFLA Conference in Quebec in August 2008.

The Library continued to develop local studies collections in all of its branches and to work closely with local and family history groups across the region. Negotiations between the Library and Orange Family History Group Inc were finalised and under this proposal from the 1 July 2008 the Group will become part of the Library, while at the same time maintaining its identity. This initiative has significant benefits for both parties and has the potential to be a model for further partnerships.

- » On St Patrick's Day (17 March) **Cowra** Library turned out in green when the Family History Group had an Irish Day to celebrate the ancestry of many local members. The Library supplied a computer for research Story time too followed the Irish theme, there was a green book display and staff wore green. Naturally the food offered on the day was also green.
- » The local studies section at **Molong** Library continues to be used by locals and visitors to the area and it was enhanced the year by the acquisitions of several items of local interest. In May, the Library was contact by a freelance reporter for *The Daily Telegraph* needing information about the history of Molong. This was duly faxed off and the article appeared in the Saturday issue on 31ST May with an Acknowledgement to the Molong Library for supplying the relevant information.

Central West Libraries recognises and supports the value of reading and the reader new and established, as integral to its services. Through a diverse range of programs and partnerships the Library will:

- widen participation in reading
- increase peoples' confidence and enjoyment of reading
- open up reading choices
- offer opportunities for people to share their reading experiences
- raise the status of reading as a creative activity
- continue to build on regional achievements

The Library's strong focus on reading and writing continued with regular discussion groups, workshops, book launches and visiting authors. This is reinforced by the collaborative arrangement between the Library and the Central West Writers' Centre .

Book Groups continue to grow in popularity across the region and Central West Libraries supports and adds value to these by providing resources, spaces to meet and reading notes to facilitate discussion. Blayney's Wednesday readers group once again held their Christmas Party at the Library, where the members enjoyed lunch followed by poetry readings provided by each of the members and Orange City "Pageturners" maintained its momentum. During the year there was a focus on book to film with several special screenings arranged in partnership with the local cinemas including *The Jane Austen Book Club* and *The Kite Runner*.



The Jane Austen Book Club—Blayney group

- » It is a truth universally acknowledged that library borrowers often want more out of their reading—perhaps even an opportunity to discuss their favourite writer, literary works and life. With the news that more than 6 productions were due out about Jane Austen's books and the phenomenal success of *The Jane Austen Book Club* by Karen Joy Fowler, we thought it had to be done. And so began The Jane Austen Book Club, offered to all the Central West Libraries branches. Jane Austen fans responded in droves with Clubs starting monthly in **Blayney**, **Cowra** and **Orange** daytime and Orange evening.

There is a collection for each Jane Austen novel: *Pride & Prejudice*, *Emma*, *Sense and Sensibility*, *Persuasion*, *Mansfield Park*, *Northanger Abbey*, as well as *Life & Times of Jane Austen*, *Inspired by Jane 1 & 2*—the spin-off books that have been inspired by Jane Austen and the *Other Novels* or lesser known novels by Jane Austen—*The Watsons*, *Sanditon* and *Lady Susan*. The collections included the novels, large print versions and where possible audio books and DVDs.

The CWL Jane Austen Book Club also:

- Celebrated Jane Austen's Birthday on 16 December 2007 with an afternoon tea,
- Partnered with Metro Cinemas to host the Australian premiere of *The Jane Austen Book Club* film for 300 patrons with the group booking making it the top grossing cinema in the country on 30 January 2008.
- Presented a talk and dramatic readings by author and President of the Jane Austen Society of Australia, Susannah Fullerton, attended by 80 people on Sunday 1 June 2008.

During the year the Library hosted author visits featuring Australian and overseas writers across the region. As in previous years we maintained a strong focus on supporting and developing local writers and facilitated book launches, workshops and seminars.

- » Poet Geoffrey Lehmann visited **Cowra** with over 70 participants, many from Cowra and St Raphael's High Schools. Geoff, also a critic and novelist, best known for family and pastoral themes in his writing, spoke about his works and writing experiences during his life. The session was enjoyed by all who attended, particularly the senior students as they were able to discuss, in some depth, his experiences starting out as a poet, his style and the language used in his poetry.
- » Accomplished bush poet, actor, and musician Geoffrey W Graham from Eaglehawk Victoria performed his one-man show "As the Crow Flies" an hour long performance of all Australian entertainment with verse, comedy and music during June in **Forbes** and **Orange**. Mr Graham recited from a selection of works by Banjo Patterson and CJ Dennis and other favourite Australian balladeers, presented a rollicking verse about well known bushrangers, and then went on to recite ballads featuring bull-dust, drovers, battlers and typical Aussie larrikins. Judging from the laughter and frivolity emanating from the room all were properly entertained by this well-versed raconteur.
- » Robert McKillop launched his family history book *Into the Golden West: the McKillops of Buddah 1782–1974* at **Orange** City Library on 5 July to a gathering of 45 people. The book was launched by journalist Neil Inall. McKillop talked about his family research and importance of including a bibliography in family history writing.



Geoffrey W Graham recites a poem of romance to an audience member

- » The Library hosted the State Library of NSW Poetry Slam as part of Poetry Week in September. Spoken word artist and Poetry Slam host Miles Merrill also held workshops at **Orange** City Library and **Molong** Central School for school students. There were 16 participants in the Slam Heat and a large audience. Two Orange residents—Debbie Owen and Matthew Fuller went on to perform at the Poetry Slam State Final held in Sydney on 30 November and were placed in the Top 10.



Poetry Slam Miles Merrill and heat winner Matthew Fuller

To coincide with Orange's F.O.O.D. Week celebrations in April, a Children's Scarecrow Poetry Competition was held to complement an art exhibition of scarecrows across the city. More than 40 poetry entries were received with prizes awarded to the winning entries and the works displayed with the Library Scarecrow "Melville" for all of April.

- » **Molong** Library Participated in the 2008 Children's Scarecrow Poetry Competition which was held by Central West Libraries in conjunction with the Central west Writers Centre for this years F.O.O.D week. Two children from Molong won first prize in their year groups with their poetry and they were thrilled to receive a gift voucher to buy books as their prize.

Drop-in Days at the Writers' Centre were launched in February and are now held on the last Friday of the month from 2.30pm to 4.30pm. The drop-in days average eight participants who read from their works or favourite piece of writing for discussion and feedback. The group also participate in a writing exercise each month.



Melville, the Library's Scarecrow

The Library also continued to administer the Banjo Paterson Writing Awards. This year 214 entries were received in Bush Poetry, Open Poetry, short stories or prose and Children's Sections. This was double the number of entries received last year. The winners were:

Prose

Margaret Betts (Victoria) *Exposure*

Greg McFarland (Orange) *The Tractor*

Neridah McMullin (Victoria) *Bart and the Underground Water Supply*

Open Poetry

Jo Mills from (Western Australia) *Walyyunga*

Jillian Pattinson (Victoria) *E H Holden*

Pamela Sherpa (Jindabyne) *Drought*.

Bush Poetry

Ron Stevens (Dubbo) *Distant Dialogue*.

Children's Writing Awards

Thomas Whitehead, (Orange) *My Favourite Holiday*

Eleanor Delaney, (Orange) *Winter*

Holly Fredericksen, (Orange) *Bushed*

The Yvonne Zola Encouragement Award went to Sarah Stackman of Lewis Ponds, for her poetry.

In order to enhance services to our customers the support units of Central West Libraries, (Technical Services, Branch Services and Administration) have put in place high quality, innovative systems to ensure the realisation of the Library's agreed priorities.

During 2007/2008 collection management activities continued to reflect the information and recreational needs of library customers. Three areas of the collection that were targeted in 2007-2008 were:

- » A review of the range and supply of popular and specialist periodicals (magazines) was completed using feedback from customers and staff. As a result of the increasing costs of this collection, alternative suppliers were identified and trialled during the year.
- » Systematic weeding of the health resources to improve the currency of this collection at all branches;
- » Preparation of the Audio Read Navigator talking book units for use by eligible Orange City Library customers.

The Spydus Library Management System gave an increasing number of library clients access to the catalogue and the ability to self manage their loans, reservations and personal details. Clients also accessed NSWnet databases and yourtutor from their PCs at home with minimal assistance from staff.

During the year a review of the structure and duties of Branch Services was undertaken and as a result commercial couriers were introduced as the preferred option for the transfer of library material between the 7 CWL branches.

Branch Services has successfully developed a system of procedures that maintains the scheduled weekly delivery to each CWL branch, with the contingency for extraordinary deliveries as required, unencumbered by the capacity limitations and delivery constraints of the superseded system. Further, Branch Services has adapted workflows to ensure that stock circulating between branches is promptly redistributed and dispatched.

Branch Services also coordinates the Inter-Library Loans service for CWL. This service allows the Library to connect with clients personally and to attend directly to their specific interests and information needs by accessing the resources of

State Libraries, the National Library, and university and special libraries and the extensive public library network for their use.

For the year, a total of 478 inter-library loan requests were made to other libraries for material not held by CWL. Of these 363 or 75.94% were satisfied. The total number of requests represents an increase of 16% over the previous year. A total of 1199 requests were received from other library services for material held by CWL; 43 less than the previous 12 months. Of these, however, the unit satisfied 879, or 28 more than the total supplied during the previous period. This equates to a satisfaction rate of 73.31%, which is an increase of 4.8% on that for the previous period.

The service also arranges bulk loans of library material in languages other than English. Increasingly Community Language requests are becoming more sophisticated with clients defining their reading preferences and specifying reading ages and needs of their families. The languages made available range from those of post WWII migrants to the languages of the more recent Asian and African settlers.

Early in 2008 Library staff once again attended customer service training with the Sparkle Program, facilitated by Carol Cooper. This was an opportunity for some to experience the program from the beginning and for others to update and extend their skills with Sparkle Advanced and Sparkle Champions—Day 2.

The Sparkle Program has been specifically developed for customer service environments that have both internal and external customers. The goal is to ensure a consistent and quality customer experience that meets and exceeds customer expectations. The Advanced Program supports the recognition that individuals behave in certain ways for many reasons. While it may, or may not, be possible to help them, it is always best to remain positive and offer positive options. This course also introduced the scramble technique, which enables the identification of sabotaging dialogue and the development of new supportive dialogue.

During Sparkle Champions—Day 2, the concept of leading and coaching was extended to investigate staff motivation, replacing difficult behaviour, constructive feedback and giving recognition.

Central West Libraries

	76,167	
	2006/2007	2007/2008
Population (ABS Census 2006)		
Membership	41586	44119
Library visits	286561	287093
Circulation (Loans)	456535	446663
Collection (Holdings)	180267	183358
Reservations Placed	24489	25454
Materials Purchased (titles)	8190	7964
Average Price	\$33.80	\$34.53

Blayney

	6,594	
	2006/2007	2007/2008
Population (ABS Census 2006)		
Membership	1729	1865
Library visits	7321	7104
Circulation (Loans)	19055	17115
Collection (Holdings)	10307	10260
Reservations Placed *	82	162

Cabonne Branches - Totals

	12,396	
	2006/2007	2007/2008
Population (ABS Census 2006)		
Membership	2298	2472
Library visits	31148	31360
Circulation (Loans)	33387	31202
Collection (Holdings)	19187	19781
Reservations Placed	1631	2226

Canowindra Branch

	2006/2007	2007/2008
Membership	1145	1237
Library visits	11642	12142
Circulation (Loans)	11565	11151
Collection (Holdings)	6709	7017
Reservations Placed	815	1058

Manildra Branch

	2006/2007	2007/2008
Membership	248	258
Library visits	7288	5811 ++
Circulation (Loans) +	est.4638 +	2842 ++
Collection (Holdings)	4130	4276
Reservations Placed *	169	324

+ Due to problems with the changeover of the Telstra connection at Manildra, the Spydus system was unavailable for a prolonged period and this affected the compilation of Circulation statistics in 2006/2007.

++ These figures reflect the activity of Manildra Branch during the advertised opening hours. Previously, loans and visits included a significant number of transactions outside these hours.

Molong Branch

	2006/2007	2007/2008
Membership	905	977
Library visits	12218	13407
Circulation (Loans)	17184	17209
Collection (Holdings)	8348	8488
Reservations Placed *	647	844

Cowra Branch

	12,479	
	2006/2007	2007/2008
Population (ABS Census 2006)		
Membership	5293	5764
Library visits	40241	41068
Circulation (Loans)	61270	61636
Collection (Holdings)	27676	27930
Reservations Placed *	1599	2331

Forbes Branch

Population (ABS Census 2006)	9,361	
	2006/2007	2007/2008
Membership	4300	4546
Library visits	30325	30045
Circulation (Loans)	48014	46603
Collection (Holdings)	23351	24318
Reservations Placed *	4839	5624

Orange Branch

Population (ABS Census 2006)	35,337	
	2006/2007	2007/2008
Membership	27964	29470
Library visits	177526	177516
Circulation (Loans)	294809	287076
Collection (Holdings)	99743	101067
Reservations Placed *	4933	4752

Other Statistics

	2006/2007	2007/2008
Web OPAC Circulation (Renewals)	2571	3031
Web OPAC Reservations Placed *	11400	10359

* Reservations Placed—Many reservations (c. 47%) are placed using Internet access (i.e. via Web OPAC). The figures for individual Branches reflect reservations placed with staff assistance.

Note:

Population statistics are from the ABS Census 2006 Usual Residence figures.



We greatly appreciate the many hours given by our dedicated team of volunteers to assist in the provision of a quality library service. Duties range from housebound courier delivery, assisting with Storytime and craft, family history advice and helping with collection maintenance. Our sincere thanks to all listed below.

Anthony Richards	Doris Plowman	Joe & Joan Clarke	Pat Browne
Audrey Ferris	Doris Williamson	John & Glad McLeod	Patricia Michaels
Barbara Bennett	Dorothy Burne	Joyce Hetterick	Patricia Taylor
Barbara McClland	Edith Hillenbrand	Judy Dwyer	Patricia Woolfe
Barbara Wright	Elizabeth Wilcox	Judy Walker	Paul Brown
Barry Rose	Esme Davis	Karen Cowell	Ray and Elizabeth Walsh
Betty Mawbey	Garry Starr	Ken & Daphne Andrews	Robert Williamson
Bev Bundy	Genevieve Chamberlain	Keith Curry	Robyn Mattiske
Bev Donges	Gillian & Peter Baxter	Linda Harris	Ron Hurley
Bill Rowlands	Greg Tracey	Lorraine Spear	Roslyn Williamson
Carmel Yelland	Gwynne Reid	Lyn Rathbone	Sandra Gallagher
Carol & Kerry Geurin	Heather Treasure	Lynette McLeod	Sara Jenssen
Carol Sharp	Helen Nicol	Mandy Howard	Sheila Duncan
Catherine Quick	Helen Robrahn	Margaret Messenger	Sharon Hawker
Christine Cooley	Hendrika Moore	Marguerite Walmsley	Sue Gallagher
Craig and Colleen Johnston	Ian & Susan North	Margaret Wilson	Sue Sharp
Debbie Symons	Jan and Heidi Family	Marianne Duncan	Sue Thorpe
Deborah Fitzsimon	Support	Marie Montgomery	Sue Williamson
Del Wright	Jan Tonuri	Mary & John Lennox	Suzanne Turnbull
Denise Walker	Jan Whitty	Mary Brown	Trish Hussell
Derrian Walsh	Jane Lumley	Maryane Koops	Yvonne Wallace
Diane Priestly	Jean Lord	Maureen Knight	Zena Clout
Di Waddell	Jennifer Lenon	Melva Bennett	Zoanne Loomes
Diane Priestley	Jim Thorpe	Meredith Myers	
Doreen Amor	Jo Krats	Norma Culverson	
Doreen Rogers	Joan McLean	Pam McKay	

As At 30 June 2008

Australian Library and Information Association

Jan Richards (Vice President)

Forbes Art and Culture Working Group

Bronwyn Clark

Forbes Birth to Kindergarten Early Childhood Literacy Program

Bronwyn Clark

NSW Public Libraries Consultative Committee

Jan Richards

NSW.net Content Evaluation Working Group

Ros Dorsman

Orange City Council Cancer Council Partnership

Elizabeth Barry

Orange City Council Education Partnership

Elizabeth Barry

Orange Regional Arts Foundation

Jan Richards (Director)

Public Libraries NSW—Country

Jan Richards (Secretary)

State Records of NSW Community Advisory Committee

Jan Richards

