

# SHORELINK COMMITTEE AND STAFF

**Chairman** Cr. T. Fogarty  
(from November 2003)  
Cr. A. Whybrow  
(until March 2004)

**Deputy Chairman** Cr. A. Heasman  
(from from November 2003)  
Cr. T. Fogarty  
(until November 2003)

**Secretary** Ms. B.Todes  
(from November 2003)  
Ms H. Sutherland  
(until November 2003)

**Minute Secretary** Ms F. Sims

## Committee Members up to March 2004

Lane Cove Cr. J. May, Mayor  
Cr. F. Worner (Alt.)  
Ms J. Gornall, Manager,  
Library Services  
Ms J. Charles, Acting  
Manager, Library  
Services

Manly Cr. S. Sacker  
Cr. A. Heasman (Alt.)  
Ms B. Todes  
Manager Cultural &  
Information Services

Mosman Cr. A. Whybrow  
Cr. J. Reid (Alt.)  
Ms J. Cuthbert, Manager,  
Library Resources

North Sydney Cr. C. Carland  
Cr. I. Smith (Alt.)  
Ms H. Sutherland,  
Manager, Library  
Services

Willoughby Cr. T. Fogarty  
Cr. P. Reilly, Mayor (Alt.)  
Ms F. Sims, Library  
Services Manager

## Post March 2004

**Chairman** Cr. T. Fogarty  
**Deputy Chairman** Cr. A. Heasman

## Committee Members

Lane Cove Clr Win Gaffney  
Clr Ann Smith (Alt)  
Ms Judy Charles,  
Acting Manager Library  
Services

Willoughby Cr T. Fogarty  
Cr. P. Reilly (alt)  
Cr. S. Coppock (alt)

Manly Cr. A. Heasman  
Cr. J. Evans (alt)

Mosman Cr. A. Connon  
Cr. S. Menzies (alt)

North Sydney Cr.C.Carland  
Cr. E. Predavec (alt)

## Shorelink staff

Network Manager Ms A. Hancock  
Systems Coordinator Mr B. Henry  
until February 2004;  
then Raymond Lai  
from April 2004



Shorelink Library Managers with Her Excellency Professor Marie Bashir AC, Governor of NSW at the Shorelink 20th Anniversary celebrations July 2003  
Left to right: Barbara Todes- Manly, Judy Charles- Lane Cove, Helen Sutherland- Stanton, Her Excellency Professor Marie Bashir AC, Jane Gornall- Lane Cove, Frances Sims- Willoughby, Jill Cuthbert- Mosman



## MISSION

In the interests of public library users to be the best Library Network in Australia:

- proud of being service oriented, innovative, efficient, cost effective
- committed to meeting the needs of our users and to utilising the computer network to its maximum potential
- recognised as an outstanding example of co-operation between local government authorities



Chinese New Year celebration at Willoughby Library

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Mosman Library's youngest members enjoying the new Babytime sessions

## Introduction

Shorelink is a computer network that links the five Lower North Shore Council Libraries of Lane Cove, Manly, Mosman, Stanton (North Sydney) and Willoughby. The network was established in 1983 when five participating Councils signed a Deed of Agreement.

A Shorelink Library card entitles members to use five libraries and the WebCat (online public access catalogue) offers a choice of local (site specific) or network wide data.

The member Councils continue to demonstrate their commitment to the Network through their financial support, acknowledging that cooperation delivers both economic benefits and quality services. Shorelink is renowned for innovation and excellence in the provision of library information technology and is recognised as an outstanding example of local government cooperation.

## Administration

Shorelink is managed by a joint committee operating under Section 355 of the Local Government Act. The Shorelink Committee consists of five Councillors and five Library Managers. Willoughby Council is the Agent Council. Willoughby Council administers the budget with contributions from all participating Councils in proportion to Library circulation figures. Individual Councils meet their own on-site costs such as maintenance of computer terminals.

## System Description

### Main Server Configuration

IBM 7025-F80 RS/6000  
RS64 III 450 MHz Enterprise Server  
27.3 GB SCSI disk drive  
3 GB of RAM  
10/100 Ethernet PCI Adaptor  
32X SCSI 2 CD-ROM drive  
12/24 GB 4mm internal tape drive

### Platform

Unix

### Operating system

IBM AIX V4.3.3

IBM informed Shorelink that it would not be supporting AIX 4.3.3 after 31<sup>st</sup> December 2003, so Shorelink purchased the latest version, F80 for a 3 year subscription for \$10,491

### Supplier software

Unicorn 2003.0.11.1, SIRSI Australia Pty Ltd

### Telecommunications links

Frame relay 192Kbps link (Lane Cove, Manly, Mosman and North Sydney)  
6 Core Fibre Optic Link (Willoughby)

The system is managed between 8 am and 9 pm on a daily basis, 7 days a week, by the Network Manager and the Systems Co-ordinator, with assistance from the staff of Willoughby City Library to cover hours of operation and emergencies.

The Agent Council Librarian directs the operations of the Network office, including staff, in accordance with the policies and decisions of the Shorelink Committee and the Shorelink Library Managers Committee.

The "Shorelink Library Network Structure" document, revised in June 1995, outlines the roles and responsibilities of the Shorelink staff, Agent Librarian, Committees and the Office Bearers.



Witches of all sizes appeared at Manly Library's Halloween Party

# 2003-2004: The Year in Review

## Shorelink's 20th Anniversary Celebration

Shorelink started the new financial year with a bang with a function at Mosman Library in July 2003 to celebrate its 20th Anniversary, attended by the Governor of New South Wales, Her Excellency Professor Marie Bashir AC.

## Libraries in an Online Environment

Shorelink submission to the 'Libraries in an Online Environment' Senate Committee hearing and invitation to address the Committee was one of the highlights of the past two years. The results of the findings were released in June 2004.

## Shorelink Delivery Service

In June 2003 the Shorelink Committee agreed to hold a six month trial of a courier service between Shorelink Libraries to be held between October 2003 and March 2004. This trial proved extremely successful and was extended until June 2004, to become a permanent service at the end of the trial period.

## eBook trial

In 2001/02 Shorelink completed phase one of its NSW Library Council funded eBook project – the loan of handheld readers. The second phase, downloading directly from the Web, was due for completion in 2002/03 but was delayed due to the uncertainty surrounding the sale of

NetLibrary. This project was due for completion in 2003/04 but hasn't progressed due to problems with NetLibrary.

## Wide Area Network

### New Release

The new release of the application software, Unicorn US2003.0.11.1 was loaded in January 2004. Some major features of the new release were: blanket holds, graduated fines, self-check interfaces, lost-item processing, graphical standalone client and enhancements to acquisition wizards. These have been rolled out slowly, starting with blanket holds and enquiries based on Library Groups, the latter being a required feature specified in the original contract with SIRSI. The suggested purchases feature has been very well received.

## High Speed Connections to Branches

The Shorelink Committee authorized the installation of high-speed connections to the Naremburn, Northbridge, Artarmon and Greenwich libraries. These costs were incorporated into the Shorelink operational budget for 2004/5.

The installation of ADSL at the branch libraries had initial hiccups but is now working well. Staff is impressed with the stability and speed of the connections

## Internet Access

HDSL was replaced with Broadband SHDSL 2Mbps/20GB on 2nd October 2003, saving Shorelink \$13,000 per annum. The network exceeded the 20GB in the last few months of the 2003/2004 financial year.



Presentation Day for children completing Stanton Library's Summer Reading Challenge

### Public Access

Each library was required to budget for the upgrade of their Netstations and PCs in the 2004/5 budget process to enable the Network to move seamlessly to the upgraded environment provided by Unicorn 2004 and Workflows 2004.

### Disaster Recovery Testing

The annual disaster recovery testing was conducted on 24th September 2003.

### Down time

The system has been up 99.99% over the past year, which is better than our current performance measure.

### SHORELINK Staff

Brock Henry, the Shorelink Systems Co-ordinator, resigned in February 2004, and was thanked for his contribution and dedication to the Shorelink Library Network. He was replaced by Raymond Lai in April 2004.

Adelaine Hancock, Network Manager, was absent for 5.5 weeks due to ill-health over the March-April period. The Agent Council Librarian managed the Shorelink Office during this period with support from Willoughby Council staff. Appreciation was expressed for this support and for all libraries support during this period.

### Staff Development

The Shorelink Office held the following training sessions:

- Use of stand alone client (Stanton Home Library Service)

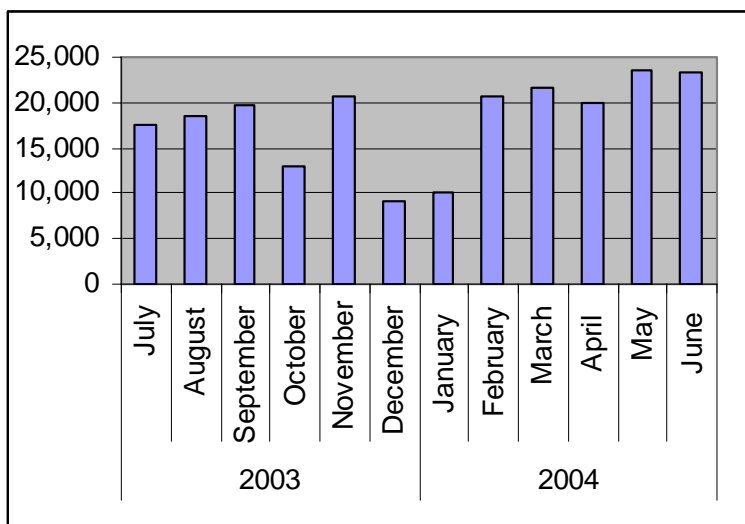
- Eudora training
- Shorelink staff attended the following training:

- 4 day training course convened by SIRSI in November 2003 covering Systems Administration, Pre-API, iBistro/iLink OPAC Manager, and Configuration.
- Seminar on Wireless LAN security.

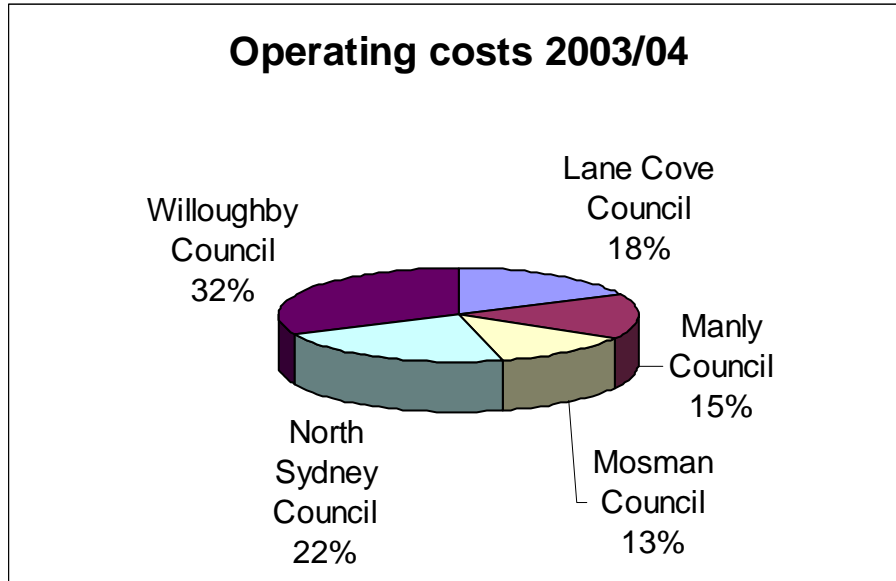
Extensive research has been carried out on WEB security.

### SHDSL Usage 2003-2004

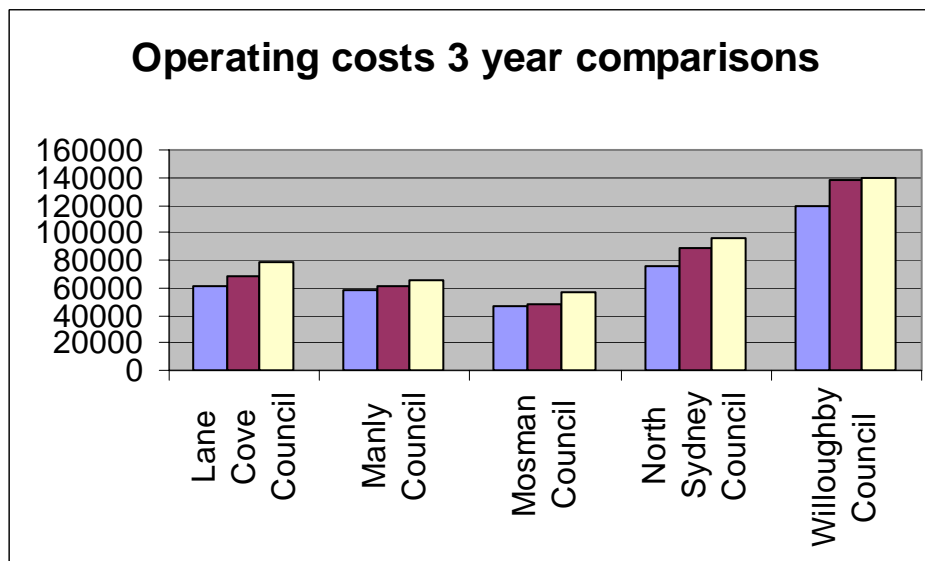
2003	July	17,444
	August	18,564
	September	19,596
	October	12,873
	November	20,726
	December	9,027
2004	January	10,037
	February	20,624
	March	21,705
	April	19,967
	May	23,530
	June	23,399



Magic workshops were held at Lane Cove Library during April 2004

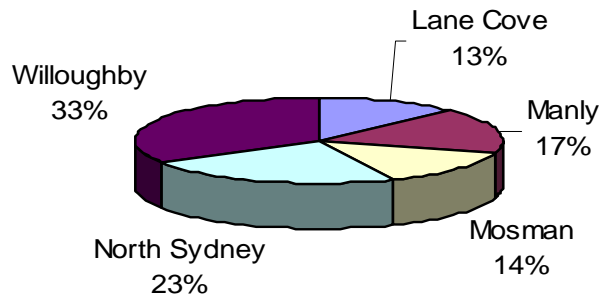


SHORELINK OPERATING COSTS			
	2003/4	2002/3	2001/02
LANE COVE	78,072	68,855	61,566
MANLY	65,812	60,755	58,610
MOSMAN	56,386	48,604	47,080
NTH SYDNEY	95,422	89,107	76,053
WILLOUGHBY	139,195	137,710	119,846
<b>TOTAL</b>	<b>434,887</b>	<b>405,031</b>	<b>363,155</b>

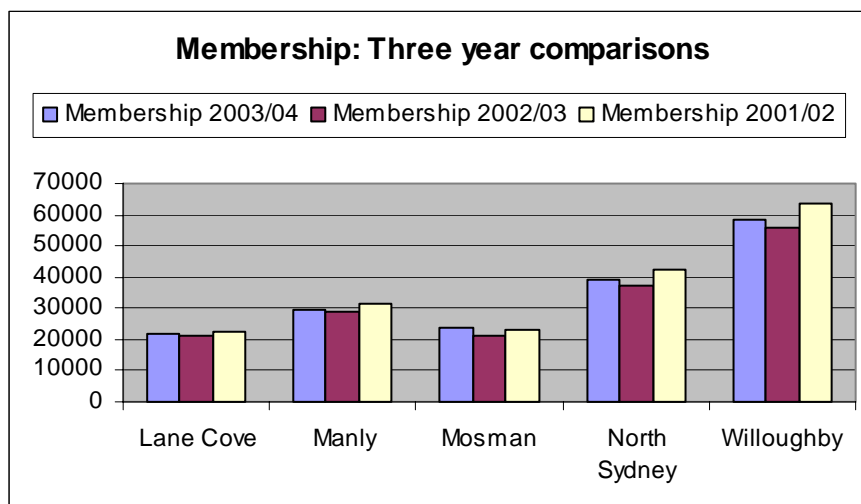


MEMBERSHIP	
Lane Cove	21861
Manly	29388
Mosman	23797
North Sydney	39241
Willoughby	58615
<b>Total</b>	<b>172902</b>

Membership (%) 2003/04

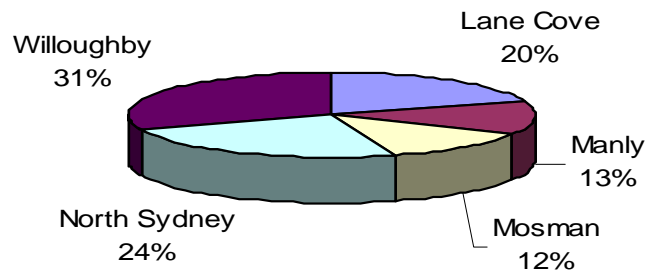


MEMBERSHIP			
	2003/4	2002/3	2001/02
<b>LANE COVE</b>	21861	21031	22240
<b>MANLY</b>	29388	28881	31505
<b>MOSMAN</b>	23797	21060	23179
<b>NTH SYDNEY</b>	39241	37509	42486
<b>WILLOUGHBY</b>	58615	55902	63293
<b>TOTAL</b>	<b>172902</b>	<b>164383</b>	<b>182703</b>

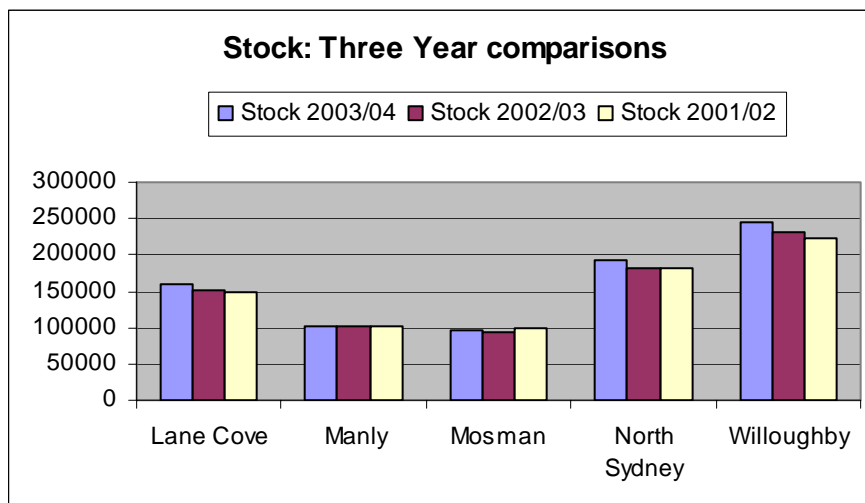


STOCK	
Lane Cove	159664
Manly	101003
Mosman	96779
North Sydney	191645
Willoughby	245871
<b>Total</b>	<b>794962</b>

**Stock (%) 2003/04**

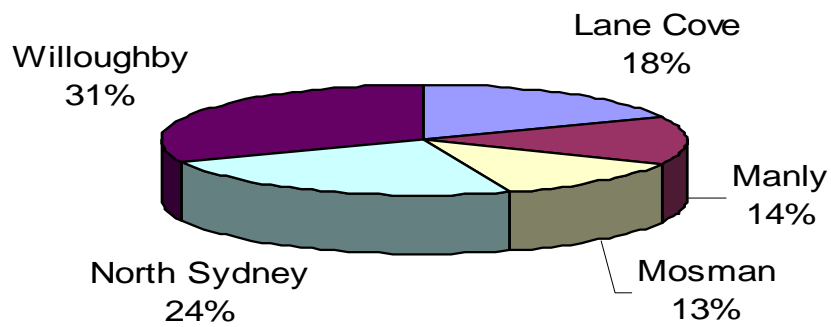


STOCK			
	2003/4	2002/3	2001/02
<b>LANE COVE</b>	159664	150639	147590
<b>MANLY</b>	101003	101466	101164
<b>MOSMAN</b>	96779	94586	97924
<b>NTH SYDNEY</b>	191645	180563	181864
<b>WILLOUGHBY</b>	245871	230313	221864
<b>TOTAL</b>	<b>794962</b>	<b>757567</b>	<b>750406</b>

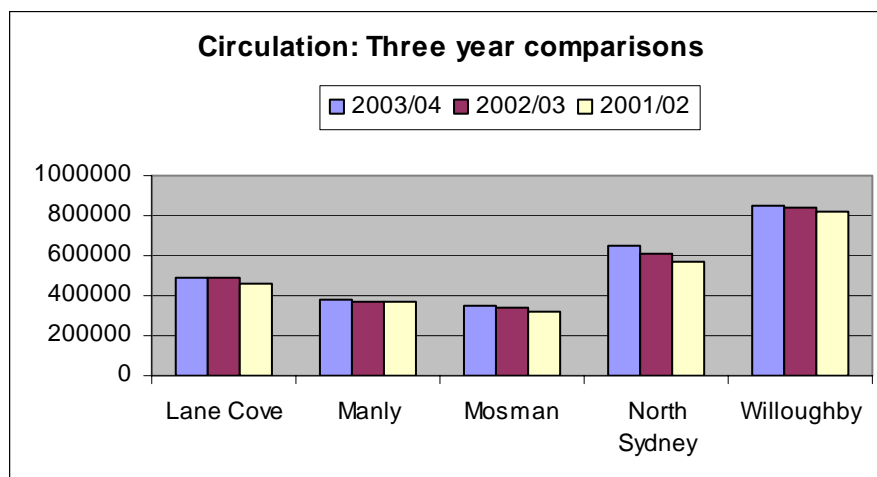


CIRCULATION		%
Lane Cove	487455	17.9
Manly	377897	13.9
Mosman	350288	12.9
North Sydney	652687	24.0
Willoughby	850332	31.3
<b>Total</b>	<b>2718659</b>	<b>100.0</b>

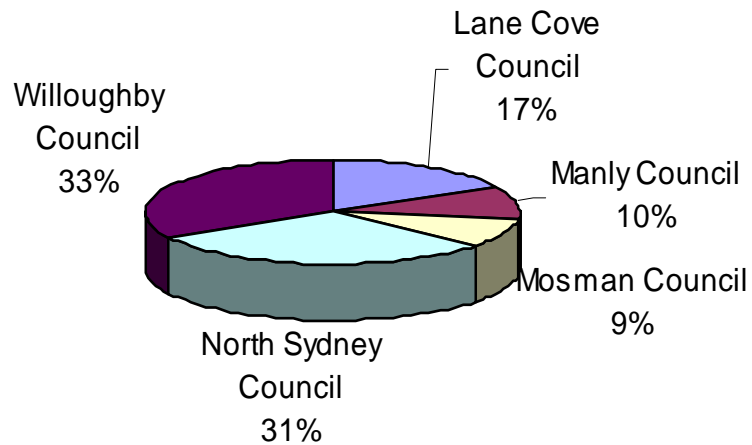
**Circulation (%) 2003/04**



CIRCULATION			
	2003/4	2002/3	2001/02
<b>LANE COVE</b>	487455	485696	457675
<b>MANLY</b>	377897	371326	371919
<b>MOSMAN</b>	350288	340261	319004
<b>NTH SYDNEY</b>	652687	611364	566604
<b>WILLOUGHBY</b>	850332	836413	819392
<b>TOTAL</b>	<b>2718659</b>	<b>2645060</b>	<b>2534594</b>



**WEBCAT SEARCHES 2003/2004**



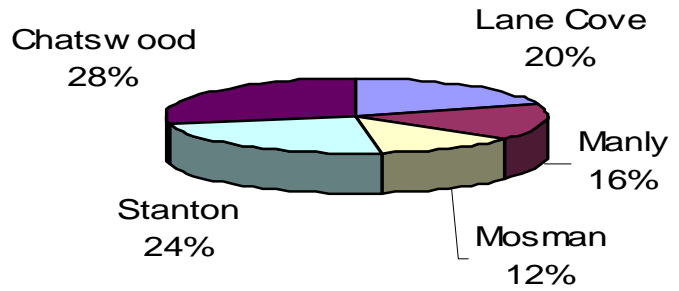
WEBCAT SEARCHES 2003/04	
LANE COVE COUNCIL	219,101
MANLY COUNCIL	128,883
MOSMAN COUNCIL	115,995
NORTH SYDNEY COUNCIL	399,538
WILLOUGHBY COUNCIL	425,315
<b>TOTAL</b>	<b>1,288,832</b>



Library and Information Week was celebrated in May 2004 with a stall in Lane Cove shopping plaza displaying library resources and information about library services

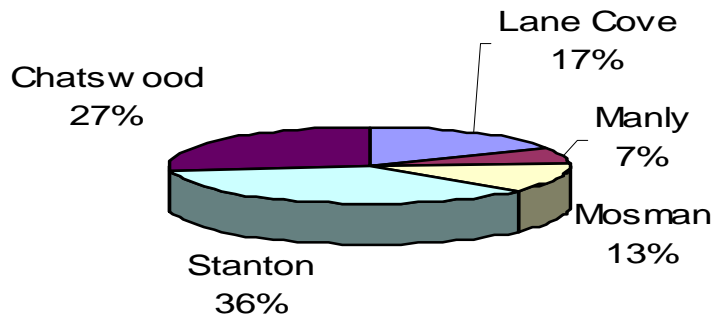
**INTERSHORE INTERLIBRARY LOANS OCTOBER 2003—JULY 2004**

Lane Cove	605
Manly	464
Mosman	350
Stanton	715
Chatswood	838

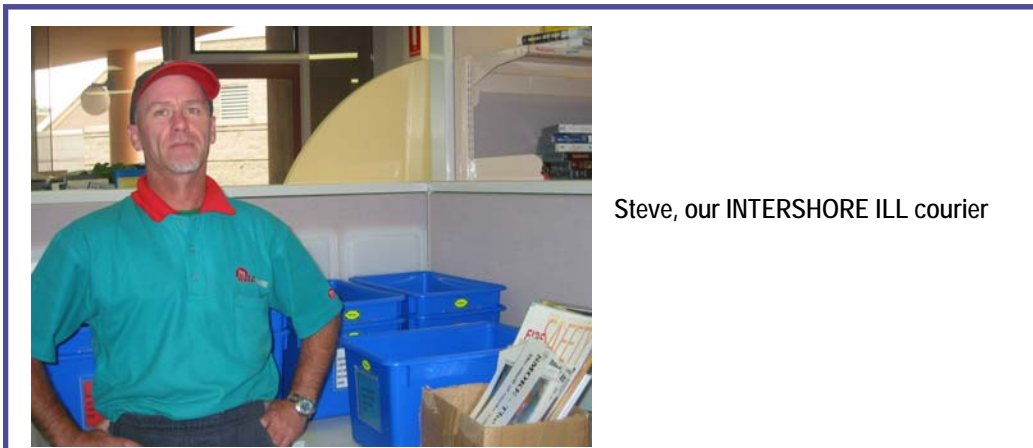
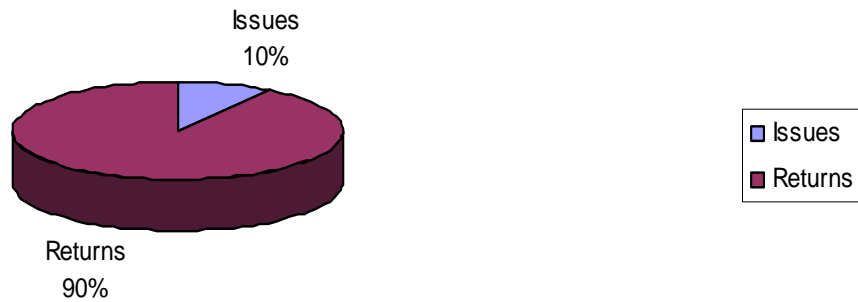


**INTERSHORE RETURNS OCTOBER 2003—2004**

Lane Cove	4863
Manly	1899
Mosman	3523
Stanton	10105
Chatswood	7681



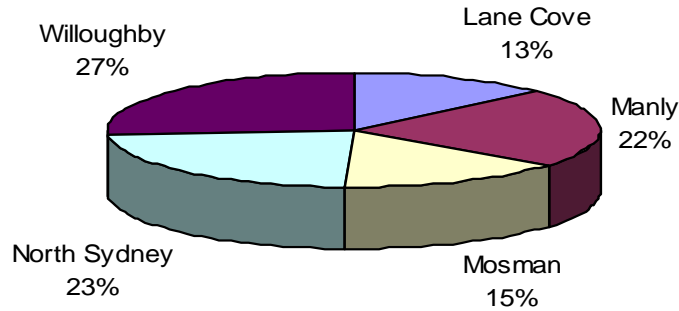
**INTERSHORE ISSUES & RETURNS COMPARISON**



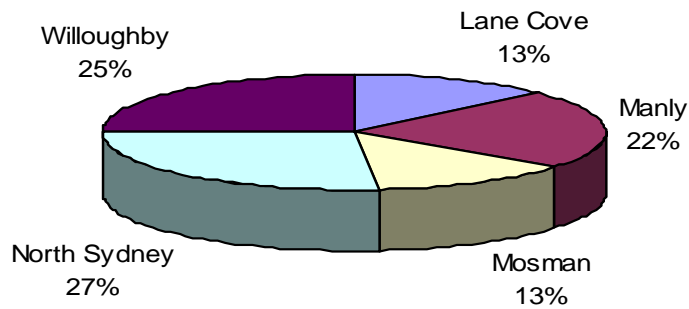
**INTER-LIBRARY LOANS: ITEMS BORROWED**

	FROM SHORELINK LIBRARIES	FROM ALL LIBRARIES
Lane Cove	516	729
Manly	879	1216
Mosman	585	722
Stanton	910	1492
Willoughby	1020	1368
<b>TOTAL</b>	<b>3910</b>	<b>5527</b>

**ILL borrowed from Shorelink**



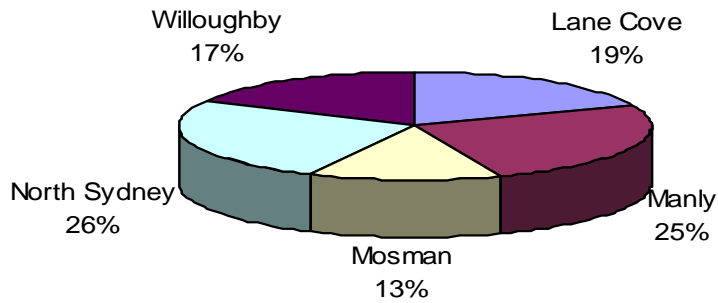
**ILL borrowed (Total)**



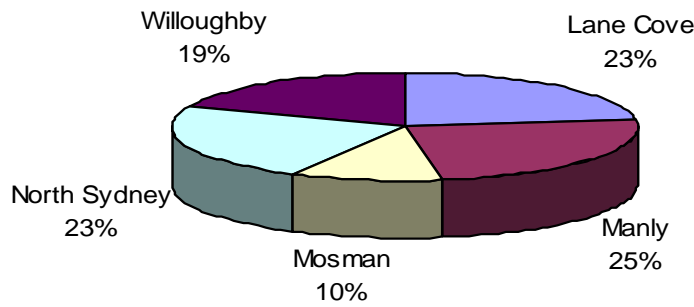
**INTER-LIBRARY LOANS: ITEMS LENT**

	TO SHORELINK LIBRARIES	TO ALL LIBRARIES
Lane Cove	683	1511
Manly	934	1620
Mosman	478	687
Stanton	934	1528
Willoughby	627	1233
<b>TOTAL</b>	<b>3656</b>	<b>6579</b>

**ILL lent to Shorelink**



**ILL Lent (Total)**



Elf Marian, Santa's helper, told the children some wonderful stories at Manly Library's pre-school Christmas Party