



COUNCIL APPENDIX
Council Meeting
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**AGENDA ATTACHMENT ITEM FOR SEPARATE DISTRIBUTION TO
COUNCILLORS AND EXECUTIVE LEADERSHIP TEAM
DUE TO DOCUMENT SIZE.**

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E.8 POOWONG & NYORA MOBILE LIBRARY TRIAL OCT – DEC 2010

APPENDIX 1

2011

West
Gippsland
Regional
Library
Corporation

**POOWONG AND
NYORA MOBILE
LIBRARY TRIAL OCT-
DEC 2010**

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Introduction:

In early 2010 a petition was received by the South Gippsland Council and West Gippsland Regional Library Corporation from Nyora residents requesting a mobile library service.

During this same time frame the Poowong Library experienced several flood events.

It was decided to trial a mobile library service in response to Nyora's request, and to subsequently use the opportunity to show Poowong residents an alternate modern library service.

In order to evaluate this trial, questionnaires were created to evaluate community opinion about the Nyora and Poowong mobile library trial, as well as gather feedback about the current Poowong Library service. The mobile library trial and evaluation period commenced on 2nd October 2010, and concluded on the 18th of December 2010. The service was open to the public from 10.15am to 12.45pm in Nyora, and from 10-1pm in Poowong. The Poowong Library remained open during this time. Surveys were distributed, with staff members encouraging respondents to evaluate their experience. The survey was available in a paper-based format, as well as online through the Corporation website. Data from both formats has been combined in this report.

Written comments are direct quotes from respondents.

Numbers of Responses to Questionnaires:

There were **35** responses evaluating the Poowong Mobile Library trial

There were **24** responses evaluating the Nyora Mobile Library trial

Page | 3 There were **47** responses evaluating the existing Poowong Library

Usage during the trial:

	Poowong (PWG)	Nyora (NYO)
New members	4	32
Total Loans	170	549
Loans per open hour	average 9.44 per hour	average 36.6 per hour
Visits	66 (average 3.7 per hour)	348 (average 23.2 per hour)

During the 12 week trial many members of the community took the opportunity to both visit and comment on the library service.

Whilst the Poowong Mobile Library stop experienced a low number of visitors, 82 people responded to the questionnaire. Nyora was visited by many members of the community; processing more loans per hour than our Poowong and Mirboo North Libraries, and equal to or greater than, other South Coast Mobile (which services South Gippsland and Bass Coast) stops.

Visits for Nyora compared favourably, whilst visits to the Poowong Mobile site were minimal.

Comparative loans per hour:

Fish Creek and Toora mobile stops combined	19.8 per hour (using calendar year 2009 data)
Port Welshpool mobile stop	37.93 per hour (Jan 10-Oct 10 data)
Welshpool mobile stop	36.20 per hour (Jan 10-Oct 10 data)
PWG Library	31.9 per hour (July 10-Dec 10 data)
Mirboo North (MN)	32.5 per hour (July 10-Dec 10 data)
Foster (FOS)	43.1 per hour (July 10-Dec 10 data)

Comparative visits per hour:

PWG Library	15.6 per hour (July 10-Dec 10 data)
MN	23.6 per hour (July 10-Dec 10 data)
FOS	18.3 per hour (July 10-Dec 10 data)

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**not available for individual sites for South Coast Mobile

Costings for future mobile service delivery to Nyora

With the interest in a fortnightly mobile library service at Nyora it is recommended that this service continue beyond the trial.

Using the Baw Baw Mobile is the most practical when looking at providing a mobile library service to Nyora, as the South Coast Mobile is used Monday to Friday and housed at Foster over the weekend.

Due to the popularity of Nyora during the trial, it is recommended that 2 staff work this site.

Remainder of 2010/11 Financial Year

Beginning Sat April 2nd – Sat June 25th (7 visits) = \$3750.20

Recommended (costings for 7 visits)

	Open	staff shifts	shift times
Sat	10-1pm	8.15-2.15, 10-12.30	5.5 hours, 2.5 hours
	(3 hrs open hours per fortnight)		
staff cost	\$2135		
facility cost	\$700		
marketing	\$400		
travel	\$515.20 (max 92 km per visit)		
TOTAL	\$3750.20 (excluding GST)		

OR

Continuation of trial open hours (costings for 7 visits)

	Open	staff shifts	shift times
Sat	10.15-12.45pm	8.30-2, 10.15-12.30	5 hours, 2.25 hours
	(2.5hrs open hours per fortnight)		
staff cost	\$1952		
facility cost	\$700		
marketing	\$400		
travel	\$515.20 (max 92 km per visit)		
TOTAL	\$3567.20 (excluding GST)		

**Staffing costs are: single time until noon Sat, 1.5 times for 1st 2 hours after noon Sat

Financial Year 2011/12

Allowing for a 4% EB increase, costing for 2011/12 (26 visits) would be: \$13,255.80

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Recommended (costings for 26 visits)

	Open	staff shifts	shift times
Sat	10-1pm	8.15-2.15, 10-12.30	5.5 hours, 2.5 hours
	(3 hrs open hours per fortnight)		
staff cost	\$8342.20		
facility cost	\$2600		
marketing	\$400		
travel	\$1913.60 (max 92 km per visit)		
TOTAL	\$13,255.80 (excluding GST)		

OR

Continuation of trial open hours (costings for 26 visits)

	Open	staff shifts	shift times
Sat	10.15-12.45pm	8.30-2, 10.15-12.30	5 hours, 2.25 hours
	(2.5hrs open hours per fortnight)		
staff cost	\$7541.20		
facility cost	\$2600		
marketing	\$400		
travel	\$1913.60 (max 92 km per visit)		
TOTAL	\$12,454.76 (excluding GST)		

**Staffing costs are: single time until noon Sat, 1.5 times for 1st 2 hours after noon Sat

Responses to questionnaire: Poowong Mobile Library site

1) How satisfied are you with the opening hours of the mobile library during the trial period?

Rating	Comment	Number
5	Not satisfied with the hours at all	23
4	The hours need some alteration/ improvement	5
3	No opinion either way	5
2	Reasonably satisfied	0
1	Very satisfied	2
No response to question		0

Written comments concerning opening hours – mobile library

- Although I am aware that a Saturday morning does suit some people, it doesn't really suit me.
- Already use the Poowong Library - having the option of 2 days to get there provides enough options
- Weekly is easier to factor in.
- I cannot see myself or my children using it as often as we drop in to Poowong library. Saturdays are inconvenient.
- Saturdays are not good for families. I need the library accessible straight after school as this is the most convenient time for my children and I to access it. Saturdays are busy with sports.
- Saturdays are no good.
- Large cut in library hours. Saturday isn't always a suitable day in a sporting town.
- One day a fortnight is completely inadequate.
- Big cut in library hours!! how good are these hours in a sport orientated town - Sat mornings???
- Alternate Sat mornings?? A miserable offering!!
- Won't be enough hours or flexibility to visit the mobile library.
- Not available in school hours.
- Clashes with weekend sporting programs. **X6 responses**
- Not able to attend at all on Saturday.
- I have not visited the mobile library. The hours are not convenient.
- 3 hours fortnightly compares very unfavourably with the 6 ½ hrs now weekly offered at the library. These times spread over 2 days offers greater scope for library visits. This new service for Poowong is restrictive and inconvenient and not required!

2) **How satisfied are you with the location of the trial site opposite the pre-school on Ranceby Road?**

Rating	Comment	Number
5	Not satisfied with the location at all	10
4	The location needs some alteration / improvement	2
3	No opinion either way	10
2	Reasonably satisfied	5
1	Very satisfied	3
No response to question		5

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Written comments concerning location – mobile library

- Apart from the instability of the site, it is as good a place as any.
- It may require greater alertness to passing or parking cars for people with young children.
- Would not be able to park there any day other than Saturday.
- Parks in an area where many motorists are attempting to do a U turn in the Main Street.
- Forget the bus. Potentially dangerous parked in street as it is.
- Takes up public car parking.
- Any new location would cost a great deal of money, we have enough problems getting anything done now around the town.
- Too close to the road **x2 responses**.
- Truck may have difficulty parking if cars are already parked in bays.

3) **How satisfied are you with the parking available at the trial site?**

Rating	Comment	Number
5	Not satisfied with the parking at all	5
4	The parking need some alteration/ improvement	2
3	No opinion either way	16
2	Reasonably satisfied	5
1	Very satisfied	4
No response to question		3

Written comments concerning parking – mobile library

- Not many about the day I trialled the mobile library but it can be busy at times.
- If the library was there any day other than Saturday there would be no parking
- Creates pedestrian traffic crossing from both sides of the busy Main Street as the mobile library takes up a large section of the central parking. **X2 responses**
- Not safe.

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4) How satisfied are you with signage and visibility of the mobile library during the trial?

Rating	Comment	Number
5	Not satisfied with the signage and visibility at all	3
4	The signage and visibility need some alteration / improvement	2
3	No opinion either way	15
2	Reasonably satisfied	4
1	Very satisfied	6
No response to question		5

5) How satisfied are you with 'access' to the mobile library – for example – disabled access and access by prams/ strollers.

Rating	Comment	Number
5	Not satisfied with access at all	10
4	Access needs some alteration/ improvement	4
3	No opinion either way	14
2	Reasonably satisfied	0
1	Very satisfied	2
No response to question		5

Written comments concerning signage, visibility and 'access' – Mobile Library

- Does not seem "welcoming" to people who cannot walk up steps.
- I feel that the disabled access and access by prams etc is not ideal. This is contributed to by the site and by the vehicle.
- People don't want to be a nuisance by seeking assistance and using something a bit frightening. I wonder whether a lengthy wide ramp type access along the side for all to use wouldn't be more user friendly.
- Extremely difficult for the elderly to access the mobile library.

- It would be pretty hard not to see a huge truck parked in the car parking area.
- Steps are awful and a ramp would be better, a person needs to maintain their dignity.
- I have bad knees and found the steps very difficult. It also moved quite a lot - rather unsteady.
- Takes up parking space.
- I don't think it wise to place a mobile library on a busy street with 50 odd milk tankers and large cattle transports coming through the town every day.
- Mobile library is too small for more than 2 people at a time to browse. One feels exposed and the need to hurry.
- Steps may be difficult for some people.
- Not interested in mobile library at all.

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6) How satisfied are you with computer and internet access on the mobile library?

Rating	Comment	Number
5	Not satisfied with pc's and Internet access all	3
4	Access to PC's and Internet needs some alteration/ improvement	1
3	No opinion either way	20
2	Reasonably satisfied	4
1	Very satisfied	2
No response to question		5

7) How satisfied are you with public areas and browsing/ reading areas on the mobile library?

Rating	Comment	Number
5	Not satisfied with browsing/ reading areas at all	6
4	Access to browsing and reading areas needs some alteration/ improvement	3
3	No opinion either way	15
2	Reasonably satisfied	3
1	Very satisfied	2
No response to question		6

Written comments concerning public areas and browsing/ reading areas – mobile library

- Area is not very light and it is not "inviting" to people to sit and browse.
- I feel we are worse off than we are with the static library.

- People without home computers need access to a public facility every week. Only 1 person the day I trialled I query how a group of people would manage. Not conducive to research.
- Too small and unable to read there due to the movement and sounds of the generator/motor. I would not like to read or spend time on the computers in the mobile library!
- Claustrophobia is a real issue with no windows.
- Very short of space - especially if there are a few people in the van at once.
- (computers) Have own! Lacking of space c.f. library building.
- Can be very busy and hot in summer.

8) What have you borrowed from the mobile library today? (please tick)

Magazines	2
Adult fiction / novels	1
Non-fiction for adults	3
Non-fiction for children	2
DVDs for adults	2
DVD's for children	1
Music CD's	1
Talking Books for adults	0
Talking books for children	0
Large Print	1
Teen fiction	0
Junior fiction	2
Picture books (YC)	1
Not applicable/didn't borrow (NOTE: this was added to the online form. A combination of people filling this out, no answer provided or not applicable written on the form)	27

10) How satisfied are you with the range of materials available within each category? Please circle the appropriate number beside each category in the table below. The scale to use is:

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5 = Needs a lot of improvement, 4= Needs some improvement, 3= No opinion either way, 2=Good, 1=Excellent

Not applicable= added to the online form. A combination of people filling this out (online), no answer provided or not applicable written on the form.

	Needs a lot of improvement	Needs some improvement	No opinion either way	Good	Excellent	Not applicable
Magazines	3	2	7	3	0	20
Adult fiction / novels	3	2	6	3	1	20
Non-Fiction for adults	2	3	6	3	0	21
Non-fiction for children	3	1	7	2	0	22
DVDs for adults	5	1	5	4	0	20
DVD's for children	5	0	7	1	0	22
Music CD's	3	1	8	1	0	22
Talking Books for adults	2	0	10	2	0	21
Talking books for children	2	0	10	1	0	22
Large Print	2	0	9	3	1	20
Teen fiction	2	1	9	1	0	22
Junior fiction	3	1	8	1	0	22
Picture books	3	0	8	2	0	22

Written comments concerning collections – mobile library

- I have ticked the magazine borrowing (Q14)spot as I was not allowed to continue unless I tick something.
- Too limited.
- Do not need a mobile library **x2 responses**

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Section five – Comment on any other aspects of the service

Please feel free to make any comments about any aspect of the Poowong mobile Library trial or the existing library service in Poowong.

- Although the existing library is not ideal, I still feel it is preferable to the mobile library. It is well used by both adults and children. I like nothing better than to enter the library and see a group of children sitting in the corner looking at books. At present this happens often.
- I feel this trail service would have been of more if it had been located in Loch where there are no library services provided (sic). I would not like to see the existing service at Poowong altered unless it was to increase hours opened
- The permanent library in Poowong is FAR SUPERIOR to the mobile library and the permanent staff is also a major benefit as they know the people who access the library and can follow things up for them. I would not use the mobile library anywhere near as often as my family presently uses the Poowong library
- I prefer the existing library much better
- I love the Poowong Library - but am not a heavy borrower, but a fairly consistent one. We need to improve the existing library and not have a rather inadequate mobile library. Not enough selection and too cramped. What happens when it breaks down? We need our library, we need to see the facilities and it's surrounds improved and to keep our library hours. We do not want or need a mobile library.
- I have heard no valid reason why Poowong should not retain it's permanent library.
- The mobile library will downgrade a very good library service that now have in the growing town of Poowong.
- I believe it is going to cost \$50,000 to level a safe area for the mobile library (Council commons). Where would this money come from.

Responses to questionnaire: Poowong Library

1) How satisfied are you with the opening hours of the Poowong Library?

Rating	Comment	Number
5	Not satisfied with the hours at all	3
4	The hours need some alteration/ improvement	5
3	No opinion either way	2
2	Reasonably satisfied	11
1	Very satisfied	26
No response to question		

Written comments concerning opening hours – Poowong Library

- Perhaps if the library was open for more hours, the library would be used more. The hours are not always convenient for anyone working out of town.
- It's not worth having a library that only opens so little. Why not open permanent branches in larger villages that would justify longer hours, like Yarragon, Trafalgar, Meeniyan, Toora and Willow Grove?
- These hours for opening have become an important part of Poowong community life. Reliable - consistent.
- It is great for dropping in after school pick up.
- Needs to open at 3pm Thursday also for children to access after school.
- At present the hours make it possible for almost anyone to attend. **X2 responses**
- Another day would be nice.
- We have an excellent service at present! Spend some money repairing the building and forget the mobile service! * Rumour is that this building has some asbestos in it. As a long time resident of the community who remembers the construction of the building in the early 60's I doubt it. BUT if this is so, do what we all have to do - rather than disguard (sic) it - remove it!!
- Another day would be good.
- Need more hours.
- Prefer it was open later one night per week to let working people participate in library functions.
- Very accessible hours after school.
- Times allow for 'out of towners' to combine school pickup with a visit to the library **x2 responses.**
- Would be good if it was open for the full day Thursday or another 2 days during the week.

2) How satisfied are you with the location of the Poowong Library?

Rating	Comment	Number
5	Not satisfied with the location at all	1
4	The location needs some alteration / improvement	0
3	No opinion either way	1
2	Reasonably satisfied	4
1	Very satisfied	40
No response to question		1

Written comments concerning location – Poowong Library

- Although as it is a small building many people wouldn't take note of it in other words it may need to be moved to the centre of town and with more of a range and variety of books.
- The location is ideal. Considering the amount of land behind the building, renovating or erecting a new building is still possible on the present site.
- Why bother having a library there? It would be much better to open branches at Yarragon, Trafalgar, Meeniyan, Toora and Willow Grove.
- Perfect for after school.
- The site is excellent, especially convenient for school children as it is near the school and the crossing.
- Central in the town with easy parking and access.
- Location is good. What happened to the grand money that was reserved for the Poowong Library?
- On the way home from school, right in Poowong.
- Able to park directly out the front.

3) How satisfied are you with the parking available at the Poowong Library?

Rating	Comment	Number
5	Not satisfied with the parking at all	0
4	The parking need some alteration/ improvement	4
3	No opinion either way	3
2	Reasonably satisfied	10
1	Very satisfied	29
No response to question		1

4) How satisfied are you with the provision of public toilet at the Poowong Library?

Rating	Comment	Number
5	Not satisfied with the public toilets at all	4
4	The public toilet provision needs some alteration/ improvement	7
3	No opinion either way	14
2	Reasonably satisfied	6
1	Very satisfied	12
No response to question		4

Written comments concerning parking/public toilet – Poowong Library

- Public Toilet is not really a public toilet.
- Given the proximity of the school crossing the parking is not ideal. The present toilets are adequate but not ideal.
- Have not needed to use such facility.
- A new improved static library facility should include greater parking access at rear and new toilets with access for people with disabilities.
- Nowhere else to park - no availability. Did not know there was a toilet - The need has not arose.
- I was not aware that there was a toilet there, if there is, that is great and I would access it if necessary.
- I am unaware of any toilet facilities at the Poowong Library.
- Parking is fine.
- A parking area out the back of the library would be good. An asphalted area would be wonderful, especially for the elderly and if the weather is bad. Would like the toilet to be in the library building. Closer parking would be appreciated, instead of walking from up the street.
- Haven't visited them!
- There is a hand basin, soap and a towel in the library.
- Didn't know there was one.
- Parking too near ped. crossing.
- A few closer car parks would help.
- Useful when visiting with my children.
- Our kids love the 'dunny' – what character. We don't need perfection in our town.
- Unfortunate that the building has had no significant upgrades in recent years.

5) **How satisfied are you with signage and visibility at the Poowong Library?**

Rating	Comment	Number
5	Not satisfied with the signage and visibility at all	1
4	The signage and visibility need some alteration/ improvement	2
3	No opinion either way	3
2	Reasonably satisfied	4
1	Very satisfied	36
No response to question		1

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6) **How satisfied are you with 'access' to the Poowong Library – for example – disabled access and access by prams/ strollers.**

Rating	Comment	Number
5	Not satisfied with access at all	3
4	Access needs some alteration/ improvement	3
3	No opinion either way	6
2	Reasonably satisfied	5
1	Very satisfied	26
No response to question		4

Written comments concerning 'access' (disabled access and prams/ strollers) – Poowong Library

- The incline of the driveway is not ideal but it is still preferable to steps.
- A remote sliding door would give much better access for people with impairments or disabilities.
- The library is easy to find, park and access.
- It would be better to have a more level access to the library quite a steep decline into the library.
- A lot safer than steps up and down to a mobile library.
- It is in the centre of town.
- Easy to access. Door satisfactory. Plenty of room in the library for plenty of people at one time to use it. Great for the elderly and the young to use.

7) **How satisfied are you with computer and internet/wireless access at the Poowong Library?**

Rating	Comment	Number
5	Not satisfied with pc's and Internet access all	0
4	The computer access needs some alteration/ improvement	3
3	No opinion either way	14
2	Reasonably satisfied	4
1	Very satisfied	23
No response to question		3

8) **How satisfied are you with public areas and browsing/ reading areas in the Poowong Library?**

Rating	Comment	Number
5	Not satisfied with browsing/ reading areas at all	2
4	Access to browsing and reading areas need some alteration/ improvement	4
3	No opinion either way	3
2	Reasonably satisfied	10
1	Very satisfied	27
No response to question		1

Written comments – browsing/ reading areas – Poowong Library

- Area needs to be opened up, more light let in and area to sit and read. Also need a bigger area for research.
- Although the public areas do not meet the standards of a new library, they are fine for my needs.
 - I don't like mobile libraries.
 - The recent installation of wireless access has been appreciated but more people need to know they can access the internet at the library. There is not enough space for researching history etc. or school projects.
 - The area would be better if there was more space to sit and read or to use the computer. Another computer would also be great.
 - I feel the whole building is inadequate for the library.
 - Browsing space is adequate.

- It is a delightful room.
- Haven't used either (computers and wireless). Another couple of computers would be more than welcome and would be put to good use. Would like to see a more open area around the front desk and checkin area. If there is a line of people.
- Way roomier than the mobile van!
- Good area to put up displays.
- Could be enlarged.
- Its great! Its very good for young children to access after school on Thursdays and Fridays (keeps them off the streets!). Well set out, good to have couches to sit and relax on. Kids love the kids area – encourages them to sit and read and that is a good thing.
- I love to sit and read while the kids read and choose books.

9) What have you borrowed from the Poowong Library today?

Magazines	22
Adult fiction/ novels	29
Non-fiction for adults	26
Non-fiction for children	8
DVDs for adults	19
DVD's for children	11
Music CD's	11
Talking Books for adults	5
Talking books for children	3
Large Print	12
Teen fiction	6
Junior fiction	8
Picture books (YC)	9
Not applicable/didn't borrow (NOTE: this was added to the online form. A combination of people filling this out, no answer provided or not applicable written on the form)	2

10) How satisfied are you with the range of materials available within each category?

Please circle the appropriate number beside each category in the table below. The scale to use is:

5 = Needs a lot of improvement, 4= needs some improvement, 3= No opinion either way, 2= Good, 1=excellent

Page | 19 **Not applicable**= added to the online form. A combination of people filling this out (online), no answer provided or not applicable written on the form.

	Needs a lot of improvement	Needs some improvement	No opinion either way	Good	Excellent	Not applicable
Magazines	3	1	8	11	13	11
Adult fiction/ novels	4	2	4	13	18	6
Non-fiction for adults	2	1	7	12	14	11
Non-fiction for children	2	1	7	7	10	20
DVDs for adults	2	4	6	8	14	15
DVD's for children	2	1	6	8	10	20
Music CD's	2	1	10	6	11	17
Talking Books for adults	1	0	13	2	9	22
Talking books for children	0	1	12	4	7	23
Large Print	0	1	11	5	14	16
Teen fiction	0	1	9	7	8	22
Junior fiction	2	0	8	8	10	19
Picture books (YC)	2	0	10	3	10	20

Written Comments concerning collections – Poowong Library

- I am very happy with the range of the collection. Any books not at the library can be ordered from the region and arrive very quickly.
- Range is not an issue as I can order online. Librarian very helpful with assisting in such matters.
- Being able to order items from elsewhere means the range of material in the library is not a big issue.
- Due to lack of space variety is limited but put a hold on something and it is normally there next visit.
- There is always enough different books for me to choose from. It seems that they are rotated, at least I see different books and DVDs etc when I go there
- I sometimes wait weeks for a 'hold' to come through especially for new releases: more copies need to circulate. A popular author doesn't even appear on shelf at times.
- The range of materials in most categories is very satisfactory.
- I read a lot of knitting - spinning etc. books and patterns and many are outdated (70s and 80s). Craft range of magazines are good.
- More biographies.
- More circulation of stock between the regional areas.
- I use to swap between Poowong/Korumburra and Warragul but found Poowong to have the best selection for children.
- I have no complains re: the reading materials provided. If I ever inquire re availability of a book my requests are quickly satisfied. Usually within a week.

11) How satisfied are you with the casual reading areas in the Poowong Library?

Rating	Comment	Number
5	Not satisfied with the reading areas at all	3
4	The reading areas need some improvement	8
3	No opinion either way	6
2	Reasonably satisfied	10
1	Very satisfied	18
No response to question		2

Written Comments concerning reading areas in the Poowong Library

- As before need more light and comfortable chairs.
- As I don't use the casual reading area, I feel I can't really comment, however I can see that some people would consider them inadequate.
- Really not enough room.

- A few "new" comfy couches would be lovely.
- It would be great if there was a larger reading area with comfortable chairs. They could build a sun room at the back of the existing library.
- Comfortable chairs and a great desk.
- It would be better if the Poowong Library was enlarged to include a larger local history room and a community meeting room, plus more room in the library itself.
- Need more comfortable chairs in fact need more chairs. Not enough room.
- Relaxed area.
- Newer couches would make the place more comfortable.
- Library furniture could be revamped, rooms painted etc.

Section five – Comment on any other aspects of the service

What programs would you like to see available at the Poowong Library?

- Need a better system for returning books.
- Kids reading competitions, Holiday reading activities available which encourages kids to read.
- I am happy with the service as it is.
- English reading tuition. Computer basic tuition. Speakers on recent book releases. Speakers on local history.
- Children's reading groups. Visiting children's authors.
- The Poowong Library is an excellent venue - it needs money spent on it to freshen it up and the repairs needed to be done. It does not need replacing by a garish truck! This is a blatant attempt to replace a very good service by an inferior one possibly by a lazy shire and/or a snobbish library corporation. This present building should be maintained, Poowong should be allowed to keep its library.
- No room for any extra programs.
- Very satisfied, excellent service.
- Longer hours x3.
- Story Time.
- Integration with the Poowong Consolidated School and Poowong Pre School with their own story time at the library.
- A book club
- A meeting space (up to 6 people).
- I am very happy with what the Poowong Library already offers.

Further comments regarding any aspect of the Poowong Mobile Library trial or the existing library service in Poowong.

- I would like to see a community Hub in Poowong encompassing a library, proper public toilets and a community meeting room with room to store documents.

- I feel we are very fortunate to have the service we have in Poowong. We can order books from anywhere in the state, we have internet access and we have a very helpful librarian in Judy Loughridge.
- With a library facility already present at Poowong I cannot understand why a mobile library facility is being trialled. It would have been more useful to trial one a Loch were there are no facilities.
- I like the existing library. I like the very idea of a small, quiet library in a country village. I don't much like mobile libraries. But I think it's high time there were permanent libraries at YARRAGON, MEENIYAN AND TRAFALGAR. Perhaps these should replace Poowong and Nyora.
- Existing library service needs major improvement to make library more appealing to the general public. More/desks/chairs/reading space. Longer or altered opening hours. (please note q14 is n/a not picture books).
- The existing library is a valued community centre. Particularly for the elderly and others living alone. The mobile library is aesthetically less appealing - functional, but lacking warmth.
- I haven't used the mobile library The library in Poowong is very convenient - when I pick up my son from school on a Thursday or Friday we drop into the library I would have to "plan" to use the mobile one or most probably wait until I am in Korumburra.
- I have found the mobile library nowhere near as accessible for me and my family due to its day of service, short hours and I would not stay in it longer than about 5 mins as the motor running makes me feel sick.
- Our library exists due to the involvement of the community and their volunteering to make it happen. For such a small town, Poowong is very well serviced by the facilities that already are in place. We should not lose services we already have; they just need to be maintained or upgraded as needed. Other towns doesn't have the services we do because they sit back and wait to be handed them - ours have been built by the community - FOR THE COMMUNITY.
- Strzelecki Lions believe the present library offers a very adequate service and think spending some money to upgrade the building would be the best option for the town. If the library moves to the bus, the building will still need the same repairs before it can be occupied by another tenant so why not repair it and leave it as a library as it offers a better service than the one proposed by the mobile library.
- I have found the staff in the Poowong Library to be as competent and more helpful and obliging than any in my forty years experience of libraries. As a newcomer to the area, this year it has been one of the local facilities that have eased the transition for me.
- The library is used by a lot of different groups for example the public, teachers come down and get boxes of books, it operates 2 days when school gets out, the kids can use the library. (Getting kids to read) etc. The kindergarten use it. It is nice and close and flat for the elderly to cope with. Moving to a mobile on a Saturday morning every fortnight and steps up to it seems the small towns are losing good services - it works well now why change it.
- Not interested in a mobile library. The staff at the existing library are EXTREMELY helpful and friendly. I have NO reason to see it closed, in fact it should be a detriment to the community to see it closed.
- We have had a library in Poowong since 1891 and it should not be closed now. Much community work and donations have given to the library over the years. We do not want our assets taken away, when the population of Poowong is increasing.

- Not a regular reader but find the staff helpful when I need help.
- At several meetings with the Shire the towns people have voiced their view about upgrading the library in the same place. This just falls on deaf ears even though we are told they are listening.
- Not interested in mobile – x3 responses.
- How much will it cost for the set up of Mobile Library? Would like to keep our library.
- Mobile hours are inappropriate for a small town like Poowong. Would be better after school on a weekday and every week. Progress is not closing down existing services which many people rely.
- Poowong Library is an integral part of the town. The Pre School access it each year with the children and always borrow books.
- Librarian Judy Loughridge is a lovely lady always willing to help borrowers find books, put books on hold, or research other books. A relaxed, professional library.
- Perhaps the school could use the library for storytime for preps/grade 1 once a month to encourage new borrowers.
- We do not need a mobile library when we have a perfectly wonderful asset in our own well serviced library. Why take something from our community, yet again, when it is utilised by most in town and a wonderful place to gather. The council needs to sit in our library on a Friday afternoon and see what a vibrant, community asset during great opening hours.
- It would be a great shame to lose our library and be downgraded to a mobile service. Poowong has a proud history of a lending library in the town of over 100 years standing. Unfortunately the building and furnishing haven't been maintained to a reasonable level in recent times.
- Totally opposed to the closure of the Poowong Library. When I spoke to John some time ago he said that the present library was substandard and that if I wanted to see a 'modern' library I could visit Inverloch. We are not being offered the choice between a modern library and the present one – our choice is between the present one and a bus! What a choice! P.S. I am a law graduate and very familiar with modern libraries.x2
- Instead of thinking about the library building, how about thinking about the needs of the people in Poowong and what the removal of the library will do to the town. Nowhere in this document do you give any reason for eliminating an existing Poowong asset. You should display your bureaucratic reasons to replace our library building with a bus! And appropriate time with totally inappropriate ones.x2

Responses: (expressed as percentage) Poowong services

Question: Satisfaction with opening hours		
Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	65.7	6.4
Improvement needed	14.3	10.6
No opinion either way	14.3	4.3
Reasonably satisfied	0	23.4
Very satisfied	5.7	55.3
No response to question	0	0

Question: Location		
Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	28.6	2.1
Improvement needed	5.7	0
No opinion either way	28.6	2.1
Reasonably satisfied	14.3	8.5
Very satisfied	8.6	85.2
No response to question	14.2	2.1

Question: Parking

Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	14.3	0
Improvement needed	5.7	8.5
No opinion either way	45.7	6.4
Reasonably satisfied	14.3	21.3
Very satisfied	11.4	61.7
No response to question	8.6	2.1

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Question: Public toilets

Rating	% of responses	
	Mobile Library (none available)	Poowong Library (47 responses)
Not satisfied at all		8.5
Improvement needed		14.9
No opinion either way		29.8
Reasonably satisfied		12.8
Very satisfied		25.5
No response to question		8.5

Question: Signage & Visibility

Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	8.6	2.1
Improvement needed	5.7	4.3
No opinion either way	42.9	6.4
Reasonably satisfied	11.4	8.5
Very satisfied	17.1	76.6
No response to question	14.3	2.1

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Question: Access (Prms/ disabled access)

Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	28.6	6.4
Improvement needed	11.4	6.4
No opinion either way	40	12.8
Reasonably satisfied	0	10.6
Very satisfied	5.7	55.3
No response to question	14.3	8.5

Question: Computer & Internet Access

Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	8.6	0
Improvement needed	2.9	6.4
No opinion either way	57.1	29.8
Reasonably satisfied	11.4	8.5
Very satisfied	5.7	48.9
No response to question	14.3	6.4

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Question: Public areas & browsing 'amenity'

Rating	% of responses	
	Mobile Library (35 responses)	Poowong Library (47 responses)
Not satisfied at all	17.1	4.3
Improvement needed	8.6	8.5
No opinion either way	42.9	6.4
Reasonably satisfied	8.6	21.3
Very satisfied	5.7	57.4
No response to question	17.1	2.1

Question: satisfaction with collections – Mobile Library

Collection	Needs a lot of improvement (% of responses)	Needs some improvement (% of responses)	No opinion either way (% of responses)	Good (% of responses)	Excellent (% of responses)	Not applicable (% of responses)
Magazines	8.6	5.7	20	8.6	0	57.1
Adult fiction / novels	8.6	5.7	17.1	8.6	2.9	57.1
Non-fiction for adults	5.7	8.6	17.1	8.6	0	60
Non-fiction for children	8.6	2.9	20	5.7	0	62.8
DVDs for adults	14.3	2.9	14.3	11.4	0	57.1
DVD's for children	14.3	0	20	2.9	0	62.8
Music CD's	8.6	2.9	22.8	2.9	0	62.8
Talking Books for adults	5.7	0	28.6	5.7	0	60
Talking books for children	5.7	0	28.6	2.9	0	62.8
Large Print	5.7	0	25.7	8.6	2.9	57.1
Teen fiction	5.7	2.9	25.7	2.9	0	62.8
Junior fiction	8.6	2.9	22.9	2.9	0	62.8
Picture books (YC)	8.6	0	22.9	5.7	0	62.8

Question: satisfaction with collections – Poowong Library						
Collection	Needs a lot of improvement (% of responses)	Needs some improvement (% of responses)	No opinion either way (% of responses)	Good (% of responses)	Excellent (% of responses)	Not applicable (% of responses)
Magazines	6.4	2.1	17	23.4	27.7	23.4
Adult fiction / novels	8.5	4.3	8.5	27.6	38.3	12.8
Non-fiction for adults	4.3	2.1	14.9	25.5	29.8	23.4
Non-fiction for children	4.3	2.1	14.9	14.9	21.3	42.5
DVDs for adults	4.3	4.3	10.6	17	29.8	34
DVD's for children	4.3	2.1	12.8	17	21.3	42.5
Music CD's	4.3	2.1	21.3	12.8	23.4	36.1
Talking Books for adults	2.1	0	27.6	4.3	19.2	46.8
Talking books for children	0	2.1	25.5	8.5	14.9	48.9
Large Print	0	2.1	23.4	10.6	29.8	34
Teen fiction	0	2.1	19.2	14.9	17	46.8
Junior fiction	4.3	0	17	17	21.3	40.4
Picture books (YC)	4.3	0	19.2	10.6	21.3	44.6

(B) Written Comments

There is always difficulty when interpreting qualitative data, such as the written comments provided by respondents. It may be that simply reading the comments, just as they are, is sufficient to impart the 'flavour' of participants opinions, rather than trying to interpret them too closely. They do support the notion, however, that the Poowong community members care about the provision of library service to

Page | 30 the area, and they are to be congratulated for their willing participation.

Nyora Trial – Responses to questionnaire

How satisfied are you with the opening hours of the mobile library during the trial period?

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Rating	Comment	Number
5	Not satisfied with the hours at all	1
4	The hours need some alteration/ improvement	1
3	No opinion either way	1
2	Reasonably satisfied	4
1	Very satisfied	17

Please feel free to record any other comments you may have concerning opening hours – such as opening times and frequency of visits.

- As I work many weekends having the 2nd weekly mobile library facility has been of no use to me.
- During Football Season these hours may not be suitable especially for anyone having juniors and playing AWAY match.
- It would be better for the Mobile Library to visit every Saturday.
- It would be easier to have a weekly visit point or a point to return books to if you cannot make it. I would find it difficult to attend on Saturday's during Netball Season.
- While I understand Saturday morning is a suitable time for these employed during the week, I did find it hard to get to the bus if weekend continues/weekends away caused a clash. Can live with these times if it suits a majority.

How satisfied are you with the location of the trial site opposite the General Store on Mitchell Street?

Rating	Comment	Number
5	Not satisfied with the location at all	0
4	The location needs some alteration / improvement	3
3	No opinion either way	0
2	Reasonably satisfied	4
1	Very satisfied	17

Please feel free to record any other comments you may have concerning site location.

- Lots of puddles on a wet day need some more gravel or tarmac to build area up.
- When wet need to walk through many puddles to get to steps.
- When it rains big puddles form all around the mobile library.
- Central to everyone.
- Very large puddles on asphalt!
- Very central and accessible - "one stop".
- There were a few occasions when a large puddle of water was right at the door to the van.
- The site was okay - It would be better away from the main street as this gets very congested. Perhaps @ Community centre in Henly Street.

How satisfied are you with the parking available at the trial site?

Rating	Comment	Number
5	Not satisfied with the parking at all	0
4	The parking need some alteration / improvement	1
3	No opinion either way	3
2	Reasonably satisfied	4
1	Very satisfied	16

How satisfied are you with the provision of public toilets at the trial site?

Rating	Comment	Number
5	Not satisfied with the public toilets at all	0
4	The public toilet provision need some alteration / improvement	2
3	No opinion either way	4
2	Reasonably satisfied	7
1	Very satisfied	11

Please record any other comments you may have about parking/public toilets

- The toilets can be very smelly.
- The council needs to fill the holes so there is no puddles outside the steps.
- Central location enables us to walk to library - I feel that parking is adequate for the spread of hours.

- I am not a fan of the public toilets @ Nyora in the park - the toilets @ the Community Centre are cleaner

How satisfied are you with signage and visibility of the mobile library during the trial?

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Rating	Comment	Number
5	Not satisfied with the signage and visibility at all	0
4	The signage and visibility need some alteration / improvement	2
3	No opinion either way	2
2	Reasonably satisfied	2
1	Very satisfied	18

How satisfied are you with 'access' to the mobile library – for example – disabled access and access by prams/ strollers.

Rating	Comment	Number
5	Not satisfied with the access at all	0
4	The access needs some alteration/ improvement	2
3	No opinion either way	5
2	Reasonably satisfied	8
1	Very satisfied with access	9

Written comments concerning signage, visibility and 'access' – Mobile Library

- Access. disabled prams ext n/a
- Not much room for prams so I wouldn't bother bringing one or I'd leave it outside.
- Assisted access is not required by us. However - Recent bitumen works greatly improved drainage problem at the library entrance!!
- There was no signage that I was aware of, but the library truck is hard to miss. I was not aware that the library had a disable access point.

How satisfied are you with computer and internet access on the mobile library?

Rating	Comment	Number
5	Not satisfied with the computer access all	0
4	The computer access needs some alteration/ improvement	0
3	No opinion either way	8
2	Reasonably satisfied	4
1	Very satisfied	12

How satisfied are you with public areas and browsing/reading areas on the mobile library?

Rating	Comment	Number
5	Not satisfied with the public areas at all	0
4	Public areas need some alteration/ improvement	0
3	No opinion either way	2
2	Reasonably satisfied	10
1	Very satisfied	12

Please feel free to make any other comments about public areas/browsing space on the mobile library

- Computer n/a
- Puddles, large ones in the parking area.
- Perhaps a couple more seats?
- I think it was great to see public internet available in Nyora.
- Bus by definition a bit tight for reading areas but not really a problem - people understand they go mainly to borrow. I didn't need to use the computers.

What have you borrowed from the mobile library today?

Magazines	4
Adult fiction / novels	18
Non-fiction for adults	12
Non-fiction for children	2
DVDs for adults	13
DVD's for children	1
Music CD's	2
Talking books for children	1
Large Print	2
Teen fiction	3
Junior fiction	2
Picture books (YC)	3
Not applicable/didn't borrow (NOTE: this was added to the online form. A combination of people filling this out, no answer provided or not applicable written on the form)	1

**How satisfied are you with the range of materials available within each category?
Please circle the appropriate number beside each category in the table below. The
scale to use is:**

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**6 = Not applicable, 5 = Needs a lot of improvement, 4= Needs some improvement, 3= No opinion
either way, 2=Good, 1=Excellent**

Not applicable= added to the online form. A combination of people filling this out (online), no answer provided or not applicable written on the form.

	Needs a lot of improvement	Needs some improvement	No opinion either way	Good	Excellent	Not applicable
Magazines	0	3	6	4	2	9
Adult fiction / novels	2	0	1	9	8	7
Non-Fiction for adults	1	1	2	8	5	7
Non-fiction for children	0	0	9	3	3	9
DVDs for adults	0	3	3	8	3	7
DVD's for children	0	1	8	4	1	10
Music CD's	0	2	7	3	2	10
Talking Books for adults	0	0	9	3	1	11
Talking books for children	0	0	9	2	2	11
Large Print	2	0	7	5	2	8
Teen fiction	0	0	8	5	1	10
Junior fiction	0	0	8	4	1	11
Picture books (YC)	0	0	9	3	2	10

Are there any other comments you would like to make about the range of collection/s on the Mobile Library?

- As the mobile library has not come to Nyora when I can use it I have no opinion. I have ticked magazine box on question 14 as I could not proceed without answering
- Curious to know how often the picture books are changed. I've been each day of trial and a lot of the same.
- Have been able to order books from computer catalogue - with delivery the following fortnight. The SMS messages to mobile phone re books available and due for return is very helpful
- Well done!

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Please feel free to make any comments about any aspect of the Nyora Mobile Library Trial.

- Any access to library facilities is better than none
- 2nd Fortnightly Saturdays do not provide an adequate service. Perhaps you provide a dropoff return service in the town for those who cannot get to the infrequent mobile library service
- Very good to have mobile library access with not much travelling to do for older generation people.
- Have been impressed with the whole library experience. Pleasant and polite attendants and room to browse etc.
- Please continue to come to Nyora. My toddler has loved it - combined with a play in the park. Would be great to have a visit to playgroup at the hall Mondays 10-11.30 to encourage membership!
- Hopefully the library continues the service here in Nyora.
- Have enjoyed very much would love to see this service continue.
- As having no car this library is fantastic.
- Great service and very helpful assets - nothing to much trouble.
- I think it's a great service to have in Nyora. It saves extra trips to larger centres. The order in system is also a great facility.
- The mobile library is an excellent service. A very good range of materials and a pleasure to browse the shelves, often in the company of friends in the community. Library staff are very helpful and informative. It is indeed an asset to the town.
- I am not usually a big reader but have made the effort during this trial and have began reading again - So Thank You. Great for NYORA.
- Great Staff!
- It has been wonderful to go into Nyora and collect a book or two to read. The staff have been cheerful and helpful. It has been great to order a book and on the next visit collect it. Do hope the Mobile Library returns very soon.
- Thank you for trialling this service in Nyora.
- Very grateful for the trial - hope it becomes permanent. Particularly important for those with limited access to neighbouring towns given the poor bus service. Our location on the edge of the shire shouldn't limit access to services other ratepayers enjoy.

Responses: (expressed as percentage) Nyora

Question: Satisfaction with opening hours	
Rating	% of responses (24 responses)
Not satisfied at all	4.2
Improvement needed	4.2
No opinion either way	4.2
Reasonably satisfied	16.6
Very satisfied	70.8

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Question: Location	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	12.5
No opinion either way	0.0
Reasonably satisfied	16.7
Very satisfied	70.8

Question: Parking	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	4.2
No opinion either way	12.5
Reasonably satisfied	16.7
Very satisfied	66.6

Question: Public toilets	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	8.3
No opinion either way	16.7
Reasonably satisfied	29.2
Very satisfied	45.8

Question: Signage & Visibility	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	8.33
No opinion either way	8.33
Reasonably satisfied	8.33
Very satisfied	75.0

Question: Access (Prams / disabled access)	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	8.3
No opinion either way	20.8
Reasonably satisfied	33.3
Very satisfied	37.5

Question: Computer & Internet Access	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	0.0
No opinion either way	33.3
Reasonably satisfied	16.7
Very satisfied	50

Question: Public areas & browsing	
Rating	% of responses (24 responses)
Not satisfied at all	0.0
Improvement needed	0.0
No opinion either way	8.3
Reasonably satisfied	41.7
Very satisfied	50

Question: satisfaction with collections – Mobile Library						
Collection	Needs a lot of improvement (% of responses)	Needs some improvement (% of responses)	No opinion either way (% of responses)	Good (% of responses)	Excellent (% of responses)	Not applicable (% of responses)
Magazines	0.0	12.5	25.0	16.7	8.3	37.5
Adult fiction/ novels	8.3	0.0	4.2	37.5	33.3	16.7
Non-fiction for adults	4.2	4.2	8.3	33.3	20.8	29.2
Non-fiction for children	0.0	0.0	37.5	12.5	12.5	37.5
DVDs for adults	0.0	12.5	12.5	33.3	12.5	29.2
DVD's for children	0.0	4.2	33.3	16.7	4.2	41.7
Music CD's	0.0	8.3	29.2	12.5	8.3	41.7
Talking Books for adults	0.0	0.0	37.5	12.5	4.2	45.8
Talking books for children	0.0	0.0	37.5	8.3	8.3	45.8
Large Print	8.3	0.0	29.2	20.8	8.3	33.3
Teen fiction	0.0	0.0	33.3	20.8	4.2	41.7
Junior fiction	0.0	0.0	33.3	16.7	4.2	45.8
Picture books (YC)	0.0	0.0	37.5	12.5	8.3	41.7

(C) Written Comments

There is always difficulty when interpreting qualitative data, such as the written comments provided by respondents. It may be that simply reading the comments, just as they are, is sufficient to impart the 'flavour' of participants opinions, rather than trying to interpret them too closely. They do support the notion, however, that the Nyora community members care about the provision of library service to the area, and they are to be congratulated for their willing participation.

Poowong Collection Statistics and comments

Category	Items Held PWG	Loans YTD	Turnover rate December 2010	WGRLC Average December 2010
WGRLC stock				
Adult fiction	1611	2686	1.67	7.10
Adult non-fiction	831	1362	1.64	3.82
Junior DVD	134	787	5.87	13.33
Junior fiction	426	283	0.66	4.17
Junior non-fiction	326	219	0.67	2.11
Large print fiction	720	1408	1.96	6.38
Picture books	672	1069	1.59	7.29
DVD	242	936	3.87	13.44
Easy stories	242	276	1.14	4.21
Talking Books on CD	99	157	1.59	7.78

Age of collection:

Poowong was weeded earlier in 2010

- 37% of PWG items have a publication date of 2006-2010 (46% WGRLC average)
- 37% of PWG items have a publication date of 2001-2005 (33% WGRLC average)
- 24% of PWG items have a publication date of 2000 and before (20% WGRLC average)
- 2% do not have publication dates (1% WGRLC average)

New Materials purchasing:

- Collection purchasing occurs throughout the year – figures can alter on a daily basis with the floating collection

- Smaller branches tend to be allocated more popular materials – although the ‘floating’ nature of stock does impact on the status of a collection
- Year to date this financial year, 139 new items purchased this financial year are located at Poowong and 70 magazine issues have also been added.
- Last financial year, 308 new items purchased were located at Poowong on 30th June 2010 and 122 magazine issues had been added.

Baw Baw Mobile Collection Statistics and comments

Category	Items Held BAW	Loans YTD	Turnover rate December 2010	WGRLC Average December 2010
WGRLC stock				
Adult fiction	1794	10709	6.11	7.10
Adult non-fiction	1154	5266	4.56	3.82
Junior DVD	131	1647	12.57	13.33
Junior fiction	968	3318	3.43	4.17
Junior non-fiction	351	982	2.80	2.11
Large print fiction	909	6867	7.55	6.38
Picture books	570	4697	8.24	7.29
DVD	360	3837	10.66	13.44
Easy stories	252	712	2.83	4.21
Talking Books on CD	127	921	7.25	7.78

Age of collection:

Baw Baw Mobile was weeded earlier in 2010

- 52% of BAW items have a publication date of 2006-2010 (46% WGRLC average)
- 33% of BAW items have a publication date of 2001-2005 (33% WGRLC average)
- 14% of BAW items have a publication date of 2000 and before (20% WGRLC average)
- 0% do not have publication dates (1% WGRLC average)

New Materials purchasing:

- Collection purchasing occurs throughout the year – figures can alter on a daily basis with the floating collection
- Smaller branches tend to be allocated more popular materials – although the ‘floating’ nature of stock does impact on the status of a collection
- Year to date this financial year, 580 new items purchased this financial year are located at Baw Baw Mobile and 133 magazine issues have also been added.
- Last financial year, 1,131 new items purchased were located at Baw Baw Mobile on 30th June 2010 and 239 magazine issues had been added.

Recommendations:

The 12 week mobile library trial certainly involved many members of the Poowong and Nyora communities either through visiting and using the mobile library, and/or responding to the questionnaires.

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There is strong support for the introduction of a mobile library service to Nyora.

The Corporation recommends a 3 hour, fortnightly stop with 2 staff members.

Poowong residents are certainly passionate about their current library. There is not strong support for the introduction of a mobile library service.