

CULTURE AND THE ARTS — INTERLIBRARY LOAN SERVICE

4066. Mr A. Krsticevic to the Minister for Culture and the Arts:

In relation to cuts to the Inter Library Loan Service, I ask:

- (a) what business case was conducted to determine the value of the cuts to the service;
- (b) was a six-month trial of restrictive services conducted:
  - (i) if yes, who supervised the trial;
  - (ii) please list the period during which the trial was conducted;
  - (iii) which libraries participated in the trial;
  - (iv) what were the restrictions applied to the service during the trial;
  - (v) what were the savings realised during the trial;
  - (vi) were the savings used elsewhere in the library system and, if yes, where were they applied;
  - (vii) what was the outcome of the trial; and
  - (viii) who provided feedback on the trial; and
- (c) was the WA Local Government Association (WALGA) consulted as part of the trial:
  - (i) if yes, when; and
  - (ii) what was the WALGA feedback concerning the trial?

**Mr D.A. Templeman replied:**

- (a) Public Libraries WA and the State Library of Western Australia conducted a review of the State-wide inter library loans service in 2016.
- (b) Yes, the evaluation report for the trial identified a 40 per cent decline in inter library loans with minimal impact on the community.
  - (i) An Operational Management Group, comprised of Public Libraries WA members and State Library staff supervised the trial.
  - (ii) 1 July to 31 December 2017.
  - (iii) All 232 public libraries in Western Australia and the State Library.
  - (iv) The following restrictions were applied during the trial:
    - All new fiction items less than 12 months from the date they were supplied to the library were not available.
    - Metropolitan library members were limited to 12 inter library loans per annum.
    - Non-metropolitan library members were limited to 24 inter library loans per annum.
    - Multiple copies of books for book clubs were not available.
    - Public library members were charged on a cost recovery basis for any inter library loan that had to be obtained from outside the Western Australian public library network.
  - (v) Cost savings were not realised during the trial period as freight and staffing costs were already fixed for the six-month trial timeframe, however the reported 40 per cent reduction in inter library loans indicates that in future fixed costs could be reduced to realise savings to local governments and the State Library.
  - (vi) Not applicable.
  - (vii) Recommendations from the trial evaluation report were endorsed by the Operational Management Group, the President of Public Libraries WA and the State Library CEO and State Librarian. Public Libraries WA developed and released a code of practice stating that the following items are not available for inter library loan:
    - new items less than 12 months from the date they were supplied to any library;
    - junior and young adult titles;
    - DVD and audio materials; and

items for book clubs.

Exceptions are made for library members with special needs; including people with disabilities requiring particular formats, people who are housebound, for access to materials in languages other than English for members from culturally and linguistically diverse backgrounds and for small non-metropolitan libraries serving communities of less than 1,000 population where alternative access to library materials is limited. The service will be reviewed again in September 2019.

- (viii) Public library members and staff and State Library members and staff.
- (c) WALGA is a member of the State Library of WA (SLWA) strategic group which led the extensive consultation over 3 months of the WA Public Libraries Strategy. As part of this consultation WALGA hosted a forum attend by library managers, elected members and executive local government officers on the 6 March 2018.

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4067. Mr A. Krsticevic to the Minister for Culture and the Arts:

How much did the Inter Library Loan Service cost to run in each of the years 2014–15, 2015–16, 2016–17 and 2017–18, and:

- (a) what was the cost to service regional libraries; and
- (b) what was the cost to service metropolitan libraries?

**Mr D.A. Templeman replied:**

	2014–15	2015–16	2016–17	2017–18
Total	\$15,505,920	\$14,834,088	\$11,612,880	\$7,041,168
Regional	\$6,376,608	\$6,103,080	\$4,500,648	\$2,602,152
Metropolitan	\$9,129,312	\$8,731,008	\$7,112,232	\$4,439,016