



# Community & Environment Committee

**Agenda:** *Community & Environment Committee*

**Date:** *Monday 24 August 2009*

**Time:** *6.00pm*

## **Outline of Meeting Protocol & Procedure:**

- The Chairperson will call the Meeting to order and ask the Committee/Staff to present apologies or late correspondence.
- The Chairperson will commence the Order of Business as shown in the Index to the Agenda.
- At the beginning of each item the Chairperson will ask whether a member(s) of the public wish to address the Committee.
- If person(s) wish to address the Committee, they are allowed four (4) minutes in which to do so. Please direct comments to the issues at hand.
- If there are persons representing both sides of a matter (eg applicant/objector), the person(s) against the recommendation speak first.
- At the conclusion of the allotted four (4) minutes, the speaker resumes his/her seat and takes no further part in the debate unless specifically called to do so by the Chairperson.
- If there is more than one (1) person wishing to address the Committee from the same side of the debate, the Chairperson will request that where possible a spokesperson be nominated to represent the parties.
- The Chairperson has the discretion whether to continue to accept speakers from the floor.
- After considering any submissions the Committee will debate the matter (if necessary), and arrive at a recommendation (R items which proceed to Full Council) or a resolution (D items for which the Committee has delegated authority).

## **Delegated Authority (“D” Items):**

- Community Services and Programmes.
- Health.
- Liquor Licences.
- Fire Protection Orders.
- Residential Parking Schemes (surveillance and administration).
- Traffic Management (Traffic Committee Recommendations).
- Waverley/Woollahra Process Plant.
- To require such investigations, reports or actions as considered necessary in respect of matters contained within the Business Agendas (and as may be limited by specific Council resolution).
- Confirmation of the Minutes of its Meeting.
- Any other matter falling within the responsibility of the Community and Environment Committee and not restricted by the Local Government Act or required to be a Recommendation to Full Council as listed below.
- Library Services
- Licensing.
- Regulatory.
- Waste Minimisation

## **Recommendation only to the Full Council (“R” Items):**

- Such matters as are specified in Section 377 of the Local Government Act and within the ambit of the Committee considerations.
- Matters which involve broad strategic or policy initiatives within responsibilities of the Committee.
- Matters requiring the expenditure of moneys and in respect of which no Council vote has been made.
- Matters delegated to the Council by the Traffic Authority of NSW.
- Matters not within the specified functions of the Committee, or which are not the subject of a Business Agenda (current or past).
- Matters reserved by individual Councillors, in accordance with any Council policy on "safeguards".
- Parks and Reserve Plans of Management (Strategies, Policies and Objectives)
- Residential Parking Schemes - Provision and Policies

**Committee Membership:**

7 Councillors

**Quorum:**

The quorum for a Committee meeting is 4 Councillors.

# WOOLLAHRA MUNICIPAL COUNCIL

## Notice of Meeting

20 August 2009

To: His Worship The Mayor, Councillor Andrew Petrie ex-officio  
Councillors Peter Cavanagh (Chair)  
Anthony Boskovitz  
Susan Jarnason  
Greg Medcraft  
Ian Plater  
Isabelle Shapiro  
Susan Wynne (Deputy)

Dear Councillors

### **Community & Environment Committee Meeting – 24 August 2009**

In accordance with the provisions of the Local Government Act 1993, I request your attendance at a Meeting of the Council's **Community and Environment Committee** to be held in the **Council Chambers, 536 New South Head Road, Double Bay, on Monday 24 August 2009 at 6.00pm.**

Gary James  
General Manager

# **Additional Information Relating to Committee Matters**

**Site Inspection**

**Other Matters**

## Meeting Agenda

<b>Item</b>	<b>Subject</b>	<b>Pages</b>
1	Leave of Absence and Apologies	
2	Late Correspondence	
3	Declarations of Interest	

### **Items to be Decided by this Committee using its Delegated Authority**

D1	Confirmation of Minutes of Meeting held on 10 August 2009	1
D2	Minutes of Stormwater Management Working Party meeting held on 5 August 2009 – 626.G	2
D3	World masters Games 2009 – Sailing – 195.G, 219.G	6
D4	Library Annual Report for the Period July 2008 to June 2009 – 48.G	14

**Item No:** D1 Delegated to Committee  
**Subject:** **Confirmation of Minutes of Meeting held on 10 August 2009**  
**Author:** Les Windle, Manager - Governance  
**File No:** See Council Minutes  
**Reason for Report:** The Minutes of the Meeting of Monday 10 August 2009 were previously circulated. In accordance with the guidelines for Committees' operations it is now necessary that those Minutes be formally taken as read and confirmed.

**Recommendation:**

That the Minutes of the Community and Environment Committee Meeting of 10 August 2009 be taken as read and confirmed.

Les Windle  
Manager – Governance

**Item No:** D2 Delegated to Committee  
**Subject:** **Minutes of Stormwater Management Working Party Meeting held on 5 August 2009**  
**Author:** Warwick Hatton, Director – Technical Services  
**File No:** 626.G  
**Reason for Report:** For the Committee to consider the recommendations of the Stormwater Management Working Party.

**Recommendation:**

THAT the recommendations of the Stormwater Management Working Party meeting held on 5 August 2009, as detailed below, be adopted:

- A. That a report be submitted to the Urban Planning Committee detailing the processes, costs and issues involved in amending Clause 25(2) of the WLEP.
- B. That Council review the OSD exemption area in consultation with Council's FPM consultants.
- C. That Council review and report to the Working Party on the current OSD offsets for rainwater tanks to encourage their installation.
- D. That Council investigate best practice developments in stormwater recycling and reuse and report to the Working Party.
- E. That Council include encouragement of the use of water sensitive urban design in its Drainage DCP.
- F. That Council include the encouragement of the use of WSD within its guidelines for applicants.
- G. That council investigate the use of groundwater, stormwater and natural springs for irrigation and report to the Working Party.

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**Warwick Hatton**  
**Director – Technical Services**

**ANNEXURES:**

- 1. Minutes of the Stormwater Management Working Party meeting held on 5 August 2009

# Stormwater Management Working Party Minutes

**5 August 2009**

The Stormwater Management Working Party meeting was held in the Dining Room, Council Chambers, Double Bay on Wednesday 5 August 2009, at 4.00pm.

## **1. Attendances**

### Committee Members:

Present:                   Councillor Chris Howe (Chairman)  
                              Councillor Sean Carmichael  
                              Councillor Toni Zeltzer (Alternate)  
                              Mr Warwick Hatton  
                              Mr Alan Opera  
                              Mr Nick Economou  
                              Mr Michael Casteleyn  
                              Mr Nick Tomkins

Apologies:

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## **2. Confirmation of Minutes of Meeting**

Nil.

## **3. Matters Arising from Minutes of Previous Meeting**

Nil



#### 4. Matters for consideration by the Working Party

**Item No:** 4.1 Matters for Consideration by the Working Party  
**Subject:** **Clause 25(2) of WLEP 1995**  
**Author:** Alan Opera – Manager, Engineering Services  
**File No:** 626.G  
**Reason for Report:** A new Stormwater DCP cannot be adopted until Council has reviewed clause 25(2) of WLEP 1995

##### **General Discussion:**

The Working Party discussed the issue in depth and agreed to the following recommendations:

##### **Recommendation:**

- A. That a report be submitted to the Urban Planning Committee detailing the processes, costs and issues involved in amending Clause 25(2) of the WLEP

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**Item No:** 4.2 Matters for Consideration by the Working Party  
**Subject:** **Council Motion dated 09/03/2009**  
**Author:** Alan Opera – Manager, Engineering Services  
**File No:** 626.G  
**Reason for Report:** Review of issues relevant to the Drainage DCP

##### **General Discussion:**

The Working Party discussed each issue in depth and agreed to the following recommendations:

##### **Recommendation:**

- A. That Council review the OSD exemption area in consultation with Council's FPM consultants.
- B. That Council review and report to the Working Party on the current OSD offsets for rainwater tanks to encourage their installation.
- C. That Council investigate best practice developments in stormwater recycling and reuse and report to the Working Party.
- D. That Council include encouragement of the use of water sensitive urban design in its Drainage DCP.
- E. That Council include the encouragement of the use of WSD within its guidelines for applicants.
- F. That council investigate the use of groundwater, stormwater and natural springs for irrigation and report to the Working Party.

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#### 5. Next Meeting

Wednesday 7 October 2009 at 4.0pm

**Item No:** D3 Delegated to Committee  
**Subject:** **World Masters Games 2009 - Sailing**  
**Author:** Paul Fraser  
Team Leader - Open Space & Recreation Planning  
**File No:** 195.G, 219.G  
**Reason for Report:** To determine a request from the Sydney 2009 World Masters Games Organising Committee (SWMGOC) to hire Lyne Park and Woollahra Ovals 2 & 3 for boat trailer and car parking during the sailing event to be held at the Woollahra Sailing Club between 12-16 October 2009.

**Recommendation:**

That the Sydney 2009 World Masters Games Organising Committee (SWMGOC), the organisers of the 2009 World Masters Games, be permitted to use Lyne Park between 11 and 17 October 2009, for trailer parking and event management and Woollahra Ovals 2 & 3 between the 12 and 16 October 2009, for competitor parking, subject to the following conditions:

- a. Lyne Park and Woollahra Ovals 2 & 3 shall be fully restored following the event. Restoration works include vertidrain, sand topdressing, fertilising and returfing. The organisers SWMGOC shall fund the full cost of these works. The restoration works are to be completed within four weeks of the event;
- b. A hire fee of \$26,250 shall be paid to Council at least four weeks prior to the event. If, in the event of wet weather the parks are not available for use, then the hire fee will be charged at a pro-rata rate;
- c. The organisers shall be responsible for providing staff to control entry to the car park and security of vehicles in the car parks at their cost;
- d. A bond of \$23,000 shall be paid to Council, prior to the event, as security for the restoration of the park at the conclusion of the event. Council will assess each park and may use all or part of the bond to carry out rectification works if necessary;
- e. The organisers shall ensure cars are removed from Woollahra Ovals 2 & 3 by 9:00pm each night;
- f. The organisers shall apply for approval from the Woollahra Local Traffic Committee of a Traffic Management Plan for the whole event. No parking shall be permitted on Lyne Park and Woollahra Ovals 2 & 3 until this approval is obtained;
- g. No marketing, sales or promotions of any kind shall be undertaken within the Park during the period of use;
- h. The organisers shall be responsible for installation and removal of Para webbing around the car park area and the provision of security at their own cost. The area of Para webbing is to be determined by Council staff prior to the event. The Para webbing will be required to be completely removed by Sunday 18 October 2009;
- i. Only vehicles under 3 tonnes and under 6 metres in length will be permitted to access and park in the park;

- j. The organisers, prior to the event, shall provide Council with a copy of a \$10,000,000 public liability policy naming Woollahra Municipal Council and SWMGOC as insured under the policy;
- k. In the event of excessive rain, either before or during the period when the parks are to be used for car parking, the General Manager may direct that the park not be used for car parking, if, in his opinion, excessive damage will result;
- l. The organisers shall advise all residents of New South Head Road (adjacent to Lyne Park), Elanora Road, Iluka Street, Manion Avenue, Catalina's Restaurant, Lyne Park Tennis Centre, Rose Bay RSL Club, and Rose Bay Aquatic Hire of the World Masters Games Sailing activities and parking arrangements by way of letter box drop a minimum of two weeks prior to the event;
- m. Signage within the area used as trailer parking within Lyne Park to be erected 2 weeks prior to the event advising park users of the event.

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### **Background:**

As an initiative of the New South Wales Government, Sydney will host the seventh World Masters Games from 10-18 October 2009. The World Masters Games have been held every four years since they began in Toronto, Canada in 1985. Australians have a strong Masters sport presence and the 2009 event will be the third time that the World Masters Games have been staged in Australia after Brisbane (1994) and Melbourne (2002).

Open to people of all abilities and most ages, the World Masters Games are the world's largest multi-sport event, attracting twice as many competitors than the Olympic Games. A significant, fundamental difference between the World Masters Games and the Olympic Games is that the World Masters Games are open to people of all abilities rather than just elite athletes, with the emphasis on participation. To compete at the Sydney 2009 World Masters Games, people only need to satisfy their sport's minimum age, which ranges from 25 to 35, depending on the sport.

The Games are organised by the Sydney 2009 World Masters Games Organising Committee (SWMGOC) which are responsible for the day to day management and overall operations. The organisers expect 25,000 people from upwards of 100 countries will compete across 28 sports, including sailing, touch football, cycling and athletics at more than 70 venues throughout Sydney. A volunteer workforce of approximately 6,000 people will assist the Organising Committee in delivering the Sydney 2009 World Masters Games. This is the next big event on the city's calendar and the motto is "fit, fun and forever young".

The World Masters Games, governed by the International Masters Games Association, are the world's largest participatory multi-sport event. Motivating a goal-oriented and long-term attitude towards sport, physical fitness and health, the World Masters Games bring together men and women for the simple joy of competing with their peers.

SWMGOC have joined with the Woollahra Sailing Club as the principal venue for the World Masters Games sailing events. The Woollahra Sailing Club is located on Vickery Avenue (off New South Head Road), Rose Bay and is within Lyne Park. The Organising Committee are requesting the use of Lyne Park and Woollahra Ovals 2 and 3 for the running of the competition. They have also requested the use of the Woollahra Sailing Club, Rose Bay Scout Hall and Cranbrook School boat sheds for boat storage with the respective venue managers.

It is anticipated that the number of entries will be approximately 400 competitors and boats with 200 spectators per day visiting the venue. Types of boats will include, Laser Radials (4m Length), Lasers (4m Length), Tasars (4.5m Length) and Hobie 16's (5.5m Length).

During the events, Lyne Park and Woollahra Ovals 2 & 3 have been requested for use for trailer parking and competitors parking respectively. Dangar Sportsground, which is managed by Cranbrook School has also been requested for parking. The use of these venues for parking assists in reducing the parking demand on surrounding streets and the impact that the street parking would have on the adjoining residents during the Games.

SWMGOC have been requested to prepare a Traffic Management Plan, which will be submitted to Council's Traffic Engineers, Local Police and the RTA. They are currently preparing a detailed Traffic Management Plan for submission to Council's Local Traffic Committee.

### **Proposal:**

The SWMGOC have sought Council's assistance in providing:

1. Lyne Park, Sunday 11 October to Saturday 17 October 2009 for participant's trailer parking/storage and event management purposes; and
2. Woollahra Ovals 2 and 3, Monday 12 to Friday 16 October 2009 for competitor's car parking.

Lyne Park (passive recreation area, Annexure 1) requirements will include;

- Boat and Trailer parking, up to 200 trailers.
- Para-webbing to be placed around the perimeter of this area.
- Cars to drop off trailers at the beginning of the event and pick up at the closing of the event.
- Access via park entry adjacent to Catalina's Restaurant.
- Security to monitor traffic and storage.

Lyne Park (adjoining the Woollahra Sailing Club, refer to Annexure 1) requirements will include;

- Boat and trolley storage areas outlined in the site map (Annexure 1) for the duration of the event. Pathways will be kept clear at all times.
- Marquee to be erected for the duration of the event (11 October – 17 October 2009).
- Spider tent to be erected for the duration of the event (11 October – 17 October 2009).

Woollahra Oval 2 & 3

- Competitor parking (approximately 200 cars) to be parked on playing field surface for the duration of the event.
- Security to monitor parking.

The organisers have also obtained in principle approval from the Woollahra Sailing Club, Rose Bay Scout Hall and Cranbrook School boat sheds for boat storage and are in contact with Cranbrook School for the use of the Dangar Reserve car park for approximately 70 workforce.

Competitors will be required to pay a registration fee of \$220 per person to compete in the Games. No fees will be collected for storage of boats, trailers or competitor car parking.

On previous occasions, Woollahra Council has permitted the use of playing fields and public open space for special events including the following;

- The 2008 Australian Open Golf Championship at Royal Sydney Golf Club – the Community & Environment Committee adopted to permit the use of Lyne Park and Woollahra Oval 2 & 3 for car parking during the event with a hire fee of \$22,500 and a security bond of \$20,000. The tournament organisers charged a fee to the public for parking.
- Sydney to Hobart Yacht Race – The CYCA are permitted to use Rushcutters Bay Park for member and spectator parking on Boxing Day for the start of the race. The CYCA pay the current parking field hire and bond fees. The CYCA do not charge any parking fees to members or spectators who park their vehicle on the park.

In considering the request to use the sportsgrounds for parking, Council can either:

1. support the proposal with conditions to safeguard the sportsgrounds and surrounding residents and charge appropriate fees, or
2. refuse the use of the grounds.

### **Potential impacts / issues**

A discussion on potential impacts and issues is provided. These are restricted to issues relating to the use of the sportsgrounds for parking. Other issues, relating to traffic management, will be dealt with separately by Council's Traffic Committee.

### ***The parks***

Following the completion of each winter season (Sept – Oct), we undertake scheduled renovation works on our sportsgrounds. As part of these works, we aerate the ground using specialist machinery, top dress the fields, fertilise and, where necessary, re-turf worn areas. Much of this work is aimed at de-compacting the ground to facilitate improved drainage and grass root growth in readiness for summer sports and ensure good turf cover for the next winter season.

The use of the sportsgrounds for car parking compacts the sports surface and necessitates the need to de-compact the ground. Therefore, aeration works would be required following any use of the sportsgrounds for car parking (see Recommendation a.).

As per Council's Current Fees & Charges 2009/2010 our fees are advertised as follows;

### **Parking Field Hire - \$2,625 per use. Max 300 cars per day**

Therefore the following fees would apply in this circumstance (see Recommendation b);

Lyne Park	(\$2,625) x 5 days = \$13,125 (not including any bump-in & out)
Woollahra Ovals 2 / 3	(\$2,625) x 5 days = \$13,125

**Total = \$26,250 (park hire fee)**

Bond	\$11,500 per field x 2 fields = <b>\$23,000 (bond)</b>
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With regard to the permissibility of using the stated parks the Lyne Park Plan of Management (2003) permits parking on the grassed areas during events, and the Woollahra Park Plan of Management (2001) does not preclude the use of the park for parking purposes.

Any use of the parks for parking should be managed by car park controllers provided by the organisers to ensure effective traffic flow off the surrounding streets, and the protection of the parks (see Recommendation c). The organiser must comply with all reasonable directions of Woollahra Council staff with respect to safety during the event.

It is our normal practice to obtain a bond to cover costs associated with the restoration of the parks at the conclusion of an event. Under these circumstances we would seek to retain \$23,000 (see Recommendation d).

### ***The park users***

Woollahra Ovals 2 and 3 would normally be used by Colleagues Cricket Club and Maccabi Junior Cricket Club during the period of this event. We are able to provide alternative venues for these users for the week of the event. Most local private schools have closed for school holidays and no sports use of Lyne Park and Woollahra Ovals is required.

All pedestrian pathways, the playground and park furniture in Lyne Park would remain accessible to park users. Therefore, there would be no major impact to existing casual park users. The Lyne Park sportsfield will be unaffected and no seasonal users will be affected by the event as all permitted activities will be conducted on the smaller passive recreation area (refer to Annexure 1).

Parking and storage of boat trailers within the area adjacent to the sportsfield may cause disturbances to dog walkers who utilise the existing dog off leash regulations where dogs are allowed on the leash at all times and off leash between 4.30pm & 8.30am. As this area will be Parawebbed off the use of the park would be unusable for dog exercise. However, the use of the adjacent areas of Lyne Park can be utilised during the event. The organiser will be required to erect signage within this area two weeks prior to the event advising park users of the event (see Recommendation m).

### ***The neighbours***

The use of Woollahra Ovals 2 & 3 would be restricted to a 9:00pm closing time which is the current time limit for the sportsground training and associated flood lighting. The use of Lyne Park will have no negative impact on nearby residents (see Recommendation e).

The event organisers shall advise all residents of New South Head Road (adjacent to Lyne Park), Elanora Road, Iluka Street, Manion Avenue, Catalina's Restaurant, Lyne Park Tennis Centre, Rose Bay RSL Club, and Rose Bay Aquatic Hire of the World Masters Games Sailing activities and increased traffic movement within the area by way of letter box drop a minimum of two weeks prior to the event (refer to Recommendation l).

### ***Traffic Management***

Advice from Council's Traffic and Transport section indicates that the event would be classified as a Class 4 Special Event under RTA Guidelines. As such it would require approval from the Traffic Committee. Council staff will communicate the current parking restrictions within the surrounding carparks and notify Regulatory staff to enforce compliance.

The event organisers will also be requested to advise all competitors to utilise the permitted parking at Woollahra Ovals 2 & 3 and refrain from using the car parks within Lyne Park which are heavily used by park users, ferry commuters and recreational boaters of the Rose Bay Ferry Wharf.

### **Conclusion:**

This event is supported by the Federal and State Governments and will be hosted by the Woollahra Sailing Club, Rose Bay. The event will attract over 25,000 competitors to Sydney at over 70 venues throughout the City. In the past, Council has permitted the use of public open space to event organisers for the purpose of car parking and operations of an event in an effort to minimise the impact of excessive numbers of vehicles and visitors to the event on local residents and the municipality as a whole.

The protection of the sportsgrounds can be secured by a number of conditions, as outlined in the recommendations and previously used in other special events, including the Australian Open Golf Championships and the Sydney to Hobart Yacht Race. Impacts associated with parking demand and potential conflict with resident parking during the event can also be mitigated with conditions.

The details of the traffic management will be reported to the Woollahra Local Traffic Committee.

It is, therefore, recommended that Council support the use of Lyne Park and Woollahra Ovals 2 and 3, with the conditions outlined in the recommendations.

Paul Fraser  
Team Leader – Open Space & Recreation  
Planning

Warwick Hatton  
Director Technical Services

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## ANNEXURES

1. AERIAL MAPS OF CAR AND TRAILER PARKING WITHIN LYNE PARK AND WOOLLAHRA OVALS 2 & 3.

**Item No:** D4 Delegated to Committee  
**Subject:** **Library Annual Report for the Period July 2008 to June 2009**  
**Author:** Vicki Munro, Manager, Library and Information Services  
**File No:** 48.G  
**Reason for Report:** To review the Library operations for the period 1 July 2008 to 30 June 2009.

**Recommendation:**

- A. That the annual report of the library service for the year, 1 July 2008 to 30 June 2009 be received and noted.

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This report reviews Woollahra Library and Information Service's activities and projects for the period 1 July 2008 to 30 June 2009, including detailed statistical analysis, as well as progress in implementing the Library Strategic Plan, *The Way Forward*.

1.0 Library Usage

To gain a better understanding of the Library usage, this report compares statistics for period 1 July 2008 to 30 June 2009 with those of the previous year – 1 July 2007 to 30 June 2008. See Annexure 1 for all statistical figures.

Significant points to note include:

**1.1 Lending Services**

- As at 30 June 2009, Woollahra Library and Information Service had 15,227 active members. This is consistent with the previous 12 month period.

As outlined in the Library Strategic Plan, the Library will be undertaking a targeted membership drive, commencing with the launch of the new Watsons Bay Library in November 2009. The percentage of borrowers to population currently sits at 30.36% based on the Woollahra LGA population of 50,161 (2006 ABS census).

New memberships did increase by 2% across all service points for the year. This represents 3,876 new members compared with 3,782 new members during 2007/2008. Of particular significance is the increase in new junior members at Double Bay and Paddington libraries over the last two quarters. This continues the upward trend seen since the implementation of the Storytime Review in January 2009.

- Circulation across service points remained steady for the year 2008/2009, increasing 1% on total circulation for 2007/2008. There was an average of 45.88 loans per hour during the year 2008/2009, which increased 2% from 45.05 loans per hour the previous year. DVD circulation continues to impress and increased 17% over the year. However, the change in the loan period from one week to three weeks which was implemented in January 2009 has seen a decrease in the loans in this format over the last two quarters. This change was implemented due to public demand and has been positively supported by library borrowers.

Magazine circulation increased by 13% for the year. The addition of several new titles, including Chinese, French and German magazines, contributed to this growth in circulation.



- The outsourcing of book selection and processing commenced in March 2009, and the Library expects circulation for Adult Fiction, Adult Non-fiction, Junior Fiction and Junior Non-Fiction titles to grow as a result. This has already been reflected in Quarter 4 results, with increases in Adult Fiction circulation at Double Bay and Paddington as well as increases in Junior Fiction circulation at Double Bay and Watsons Bay.
- During the year, usage of some of the Library's small collections have continued to fall, however this result was anticipated and appropriate action has been put in place, namely:
  - The Toy collection is currently being reviewed to determine its viability;
  - The Community Language collection has decreased by 18% over the year and will be reviewed by December 2009; and
  - The outdated collections of cassettes / videos etc are being weeded / deselected and replaced with new formats e.g. DVD. Investigations have commenced into Overdrive, a downloadable e-book technology.
- A total of 257,770 people visited Double Bay and Paddington Libraries during 2008/2009. Currently, Watsons Bay does not have a people counter. This will be rectified with the move to the Tea Rooms.
- An additional wireless hotspot was installed at the Local History Centre on June 5, 2009 and 3 sessions were recorded there that month. The free wireless continues to be a popular service at Double Bay and Paddington Libraries. In total, there have been 1,536 sessions at Double Bay and 1,777 sessions at Paddington since installation of WiFi in December 2008. The community take-up of this service is very pleasing and it is hoped the trend will continue at Watsons Bay Library when the service is installed with the opening at the Tea Rooms.

## 1.2 Information Service and Research

- There has been a decrease of 17% in the recorded number of reference enquiries received over the year. This has been an ongoing trend and maybe attributable to our library borrowers becoming better educated in using the both the Library's hardcopy and online resources to resolve their reference enquiries.
- Despite a small increase of 1% in Local History Centre enquiries received during Quarter 4, there has been a decrease of 6% in the total number of enquiries received over the year 2008-2009. The main areas for decrease have been in Council enquiries and commissioned property histories.

Local History staff have also completed the following key projects during the year including the third and final stage of the Women in Woollahra project; the research and writing of "A History of the Woollahra Seniors and Community Centre" publication, the Map Conservation project as well as an exhibition 'Rose Bay, along the water's edge' to celebrate History Week and a photographic display to mark the opening of a memorial to HMAS Rushcutter.

- The online database usage within the Library has continued to increase by 39% this year in comparison to 2007-2008. This represents an increase in searches from 12,501 to 15,415. Unfortunately this usage has not been mirrored for remote / home access to the online resources.

The Library has completed an analysis of the Library's current online resources, including the outcome of the State Library's NSW.net review. To gain a better understanding of user's database requirements, an online survey will now be undertaken.

- There were 24% more logins to YourTutor during the year 2008-2009. This increase is believed to be due to more active promotion by the Library staff.

### 1.3 Library Programs

- Attendance has continued to increase across all Library service points as a result of the implementation of the Storytime review in January 2009. In the last quarter, average attendance has increased by 38% at Double Bay in comparison to the same quarter of the previous year while Paddington attendance has increased by 50%, over the same period. Watson Bay storytime, which commenced on a weekly basis in 2009 has an average attendance of 11 children.

It is pleasing to note that storytime at Holdsworth Community Centre and Service has also increased during quarter 4 with a 25% increase over the same period last year.

- During the year, the Children's and Young Adult team facilitated many successful activities and events. Highlighted below are some of the significant events for 2008/2009:
  - Children's Book Week - 18 -29 August 2008 - the library hosted 38 school and preschool classes with an attendance of 822 children. Special Book Week Storytime sessions with local author Vashti Farrer were held at all Library service points with a total of 164 children attending;
  - The annual Summer Reading Club –104 children registered and more than 600 books were read throughout the LGA. A Mad Hatters Tea Party was held on 22 January 2009 to celebrate the end of the Summer Reading Club. 42 children and 20 adults attended the party;
  - The Library celebrated Harbour Week - 7-15 March 2009 with the support of author John Williamson-Noble who wrote the popular "Fergus the Ferry" series, making a much appreciated personal appearance to read his books to Woollahra Preschool and storytime regulars at all three libraries;
  - Youth Week - 28 March to 4 April 2009 – celebrated with a retrospective display of past winners and entries of the Woollahra Council Youth Photographic Award; and
  - The Library hosted the launch of Captain Crabcaw's Crew by Francis Watts and David Legge on 11 May 2009, with over 65 children enjoying a presentation by its authors.
- Other major cultural events hosted by Woollahra Library and Information Service during the year 2008/2009 included:
  - The 15th annual Woollahra Youth Photographic Award - 3 September 2008. 91 photographic entries and 18 short films were received for this competition, and approximately 100 people attended the awards night;
  - Kids Day Out on 2 November 2008. The Community Services Division hosted the fifth annual Kids Day Out at Blackburn Gardens and surrounding Council buildings. The event was very successful with 2,500 in attendance, showcasing Council's facilities and services for children and their families, as well as promoting the Library Service and Woollahra Small Sculpture Prize;
  - Local Writers' Word Festival - 22 November 2008. This event included a seminar on writing crime fiction with local crime writer Sydney Bauer, author of the David Cavanaugh series, *Undertow*, *Gospel* and *Alibi*. There were 23 submissions received for the festival, with 14 authors featured and 65 people in attendance;
  - Library Lovers Day - 14 February 2009 was celebrated with red and pink decorations, and a morning tea provided by Woollahra Library Friends, free reservation vouchers and 65 "blind date" books were given away. The "I Love My Library" competition ran at all service points and 135 entries were received with an adult and a children's prize awarded in each library;

- 20th Anniversary Time Warp Poets' Picnic - 24 February 2009. This special event featured four readers from the original Poets' Picnic held in 1990 for the International Year of Literacy: Blanche d'Alpuget, Peter Coleman, Bryce Courtenay and Tony Whitlam (representing his mother Margaret). Five other well-known poets and students from four local high schools also read. 350 people attended the Poet's Picnic this year.
- A number of events were held to celebrate 2009 Library and Information Week, including National Simultaneous Storytime where 70 participants enjoyed a reading of Pete the Sheep; a Tea Topic on Reading Classic Books by Jane Gleeson held at Paddington Library which attracted 35 participants; the Biggest Morning Tea, which raised \$234 for the Cancer Council; and the annual Library Book Fair held on May 30-31 which raised over \$8000.
- The Library Service continued to entertain and educate with its highly successful Writers and Readers Series hosting a number of wonderful writers over eight events. Writers involved in Writer and Readers throughout 2008/2009 included Susan Wyndham, Jacqueline Kent, Robert Gray, Bryce Courtenay, David Malouf, Louis Nowra and Susan Duncan. A total of 621 people attended the Writers and Readers events during the year. There were two sold-out, standing-room-only events:
  - 13 November 2008 - former Premier of New South Wales, Bob Carr, discussed his book *My Reading Life*, in which he shares his profound love of books and reading, with former ABC chief Brian Johns. This event was in special memory of Andrea Stretton, presenter of the Writers & Readers Series from 2001– 2007.
  - April 2009 – David Malouf in conversation with Geordie Williamson about his most recent novel, *Ransom*. 113 people attended this event.
- Tea Topics, the Library's series of free, daytime talks, continued throughout the year 2008/2009, covering topics such as tea leaf reading, encouraging children's love of reading, success in sport, business and life, the art market and food folklore among other. Seven events were held with a total of 270 attending.
- The Home Library Service provides material to 185 individual borrowers and 6 institutions. Volunteers currently assist in the provision of this service. Although loans decreased by 12% in the Home Library Service, it is pleasing to see that both individual membership increased by 6% for the year (from 175 in 2007/2008 to 185 members in 2008/2009), and visits increased by 7% (from 2,437 in 2007/2008 to 2,608 in 2008/2009).

The Home Library Review has been completed and it is anticipated that the roll out of the short term recommendations will be completed by December 2009.

## 2.0 Library Strategic Plan – Progress update

The Library Strategic Plan “The Way Forward” was adopted by Council on 17 December 2007. Progress on the key strategies is as follows:

- Library Restructure:  
The Library introduced its new structure on 14 July 2008, to support the implementation of the Library Strategic Plan. A six monthly review was conducted with key staff to determine if any changes were required. Apart from some fine tuning of job descriptions, the structure was reinstated.

A Library Working Party was established to review and improve Library work practices, as a result better desk rosters and improved staffing arrangements have been supported and will be introduced in late August 2009.

- **Building:**  
Much progress has been made in the relocation of Watsons Bay library from Dunbar House to the Tea Rooms. It is hoped that the Library will be opening in its new surrounds in November 2009. The relocation of the Library will result in a larger community space with extended opening hours, extended Children's programs through the introduction of Rhyme time and Preschool storytime, additional public access computers / photocopier, level access, WiFi and a vibrant new interior with additional lounge seating.

Discussions have also been held with architects for improvements to the layout of Double Bay Library, including the installation of a lift to all levels of the Library.

- **Collection:**  
During the year the library moved from in-house selection, cataloguing and processing to outsourcing acquisition and supply of shelf-ready materials. Collection profiles were developed and using the Local Government Procurement contract, the library received its first deliveries of supplier selected, shelf ready books in March 2009. Preparation has also commenced to revise, evaluate and expand this process in the coming financial year.

The Library has completed an analysis of the Library's current online resources, including the outcome of the State Library's NSW.net review. It highlighted the need for improved marketing of the available databases to the community and the need to expand the range / number of online resources. To gain a better understanding of user's database requirements, an online survey will now be undertaken.

A Library Collection Development Policy has been developed to define the Library's collecting priorities, to establish principles and guidelines for the acquisition and deselection of library resources relevant to the community and to account to the public for the selection of resources. See attached in Annexure 2.

- **Process Improvements:**  
The Library service completed a review of its Storytime program in December 2008 and as a result a new age-specific Children's Program was implemented, commencing on 28 January 2009. The success of this new program has been highlighted in section 1.3 of this report.

A review of the Woollahra Library Friends was completed in October 2008. The review looked at the achievements of the Woollahra Library Friends in its first eight years and put forward recommendations for its future direction. These recommendations are being implemented by both the Friends and Council staff.

The Home Library Review has been completed after final consultation with the State Library of New South Wales. It is anticipated that many of the short term recommendations of the review will be implemented by December 2009. These include development of a marketing strategy for the service, implementation of new technologies, development of a sustainable volunteer program and the creation of partnerships with organisations that provide services to older people within the Woollahra LGA.

A trial of email reservation notification was undertaken from 25 May 2009 until end of July 2009. This trial was successful and will be incorporated into the Reservations review.

- **Technology**  
The Library's Information Technology Plan for 2009-2011 has been completed and will provide timely input into the development of Council's Information Technology strategy.

WiFi was introduced at Double Bay, Paddington and the Local History Centre, as mentioned previously in the report, the numbers of users have continued to grow each quarter and is attracting new membership and positive feedback from the community.

The Library initiated a Twitter account to engage the growing number of people in the community who are taking advantage of this online social networking service. This tool facilitates quick and simple interactive updates of programmes and events.

The Library, in conjunction with Waverley Council received a library development grant of \$196,010 for the implementation of radio frequency identification (RFID) technology. This will result in borrowers being able to self check in/out library resources, improvements to security and stock maintenance processes. The Library has participated in the SSROC RFID project with development of a request for proposal and selective tender. It is anticipated that this project will be rolled out late December - early January 2009-10.

- **New Policies and Procedures**

The following key Library policies have been developed and updated:

Library Collection Development Policy - see Annexure 2

This policy does not stand alone but overarches the Library selection profiles, (written to assist suppliers in the selection of Library resources), Collection Category criteria, Deselection guidelines, Donation guidelines, Inter-library loan guidelines and a Collection Development plan, 2009-2014.

These documents were prepared following analysis of the Library's existing collection and usage, library membership, demographic profiles and staff's skills/experience in reflecting community demand and needs.

The policy aims to move the Library, in keeping with best practice, from a "just in case" library collection which holds a vast range of resources that may not be well utilized to a "just in time" collection containing a vibrant, younger collection. The policy covers the selection of resources in all formats and defines the following methods for selection:

- Suppliers - library staff work collaboratively with suppliers to select new library resources;
- Profiles - detailed specifications have been written to reflect the requirements of the Woollahra community, known and anticipated demand, and the Library collection. These documents have been distributed to staff and suppliers;
- Standing order lists - are forwarded to suppliers annually to be automatically ordered prepublication in predefined quantities;
- Borrowers' suggestions - requests made by library users for items not held in the collection are considered for either purchase or made available via Inter-Library loan; and
- Stock requests - library staff identify specific titles or subject areas of the collection that need immediate attention. Items are then ordered and / or added to the profiles.

Library Policy for Young People

The Library Policy for Young People has been developed in consultation with best practice recommendations from the State Library of NSW. The policy incorporates a welcome statement, resource use statement, an outline of parental responsibilities and unattended children guidelines. The aim of the policy is to provide a framework for the provision of services to young people and to ensure their safety in the library.

### Library Computer and Internet Usage Policy

The Library Computer and Internet Usage Policy has been developed to ensure equal access to the internet for all library members, to provide a guideline of the responsibilities when using electronic resources in a public space, to safeguard the Library's resources and to promote freedom of information.

## **3.0 Community Information**

### **3.1 Projects**

- A new look 'What's On' Calendar of Events was launched in August 2008 which has been well received by the community. Much of the positive feedback was in regards to the improved layout which is easier to read and more attractive to readers.
- An online New Resident's Kit request form was introduced in September 2008 and was placed as a related item on pages of the website identified as high traffic areas for new residents (i.e. rates, parking permits etc.).
- A new-look LINCS was launched in February along with associated website updates and renaming to the Community Information Database. A demonstration was conducted with Customer Service in February which is a likely contributor to the increased searches.

### **3.2 Community Information Database (LINCS)**

Overall, total searches on LINCS fell by 8% for the quarter when compared with the same quarter last year. A slight increase of 8% was experienced in July, before falling by 37% in August and then increasing again in September by 53%.

A review of the presentation, location and promotion of LINCS on the website will be reviewed in the coming months with the aim of improving prominence and increasing the number of searches conducted.

Related to this are the results showing LINCS Database searches increased substantially on the same quarter last year, with the figures showing a particularly steep increase during November and December. October increased by 15% (119 searches to 137), compared with November increasing by 315% (33 searches to 137) and December increasing by 325% (69 searches to 293). LINCS searches continue to grow exponentially on previous months. This quarter showed a fourfold increase from 250 searches last quarter to 1,253 searches this quarter. This is likely to be a result of the increased promotion of LINCS.

LINCS searches dropped substantially on the previous quarter, however were still 81% up on the same period last year. This indicates that previous promotional activity was effective in increasing searches for a limited time and that methods for ongoing promotion need to be identified if continual growth is to be achieved.

### **3.3 New Resident's Kits**

Prior to September 2008, new resident's kits were only distributed on verbal request to new residents. Since the online request form went live in September, there have been 7 requests for kits compared with nil requests in the prior two months. A total of 148 kits were distributed during 2008/2009.

Conclusion:

The Library and Information Service has had a successful year with continued implementation the Library Strategic Plan including the new Children's program, the fast and efficient delivery of new books through the new procurement model and the introduction of new technology initiatives.

The community and staff are looking forward to the next phase of the implementation of the Library's Strategy especially the opening of Watsons Bay Library and RFID technology.

Vicki Munro  
Manager – Library and Information Services

Kylie Walshe  
Director Community Services

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**ANNEXURES:**

- Annexure 1: Library Statistics for June 2008 to July 2009
- Annexure 2: Library Collection Development Policy

**POLITICAL DONATIONS DECISION MAKING FLOWCHART  
FOR THE INFORMATION OF COUNCILLORS**

