



Whitehorse Strategic Group Ltd

**An independent report for the
Library Board of Victoria and
Victorian Public Library Network**

Procurement Models for Victorian Public Libraries

Volume 2 – LOTE Procurement

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TABLE OF CONTENTS

| | |
|---|----|
| COMPANY DETAILS | 2 |
| TABLE OF CONTENTS | 3 |
| INTRODUCTION..... | 4 |
| BACKGROUND..... | 4 |
| APPROACH | 5 |
| CURRENT PROCUREMENT PRACTICES | 6 |
| Introduction..... | 6 |
| The Procurement Process | 6 |
| A PROPOSED MODEL..... | 11 |
| Benefits of Collaborative Procurement | 11 |
| Possible Models..... | 12 |
| The Proposed Model | 13 |
| Implementation | 14 |
| RELEVANT LOTE INITIATIVES – AUSTRALIA..... | 15 |
| New South Wales | 15 |
| South Australia | 17 |
| Western Australia | 18 |
| Tasmania..... | 19 |
| Queensland | 19 |
| APPENDICES | 21 |
| Estimated LOTE Expenditure | 21 |
| Composite Data – Table 1 of the Whitehorse Strategic Group Survey | 23 |
| REFERENCES..... | 24 |

INTRODUCTION

This report is the second volume of a study to investigate and develop a Collaborative Procurement Model for Victorian Public Libraries. The study was commissioned by the Library Board of Victoria (the Board) and the Victorian public library network, and was undertaken by consultants from Whitehorse Strategic Group Ltd. Specifically, the consultants were required to:

- investigate the cost and benefits of a range of collaborative models of procurement, to identify and recommend strategies based on the investigation findings; and
- investigate and recommend a collaborative procurement model for Languages Other Than English (LOTE) materials.

It was agreed that the scope of the project would exclude periodicals and the development of common standards for processing shelf-ready materials, which is the subject of a parallel project. This volume outlines the findings and recommendations relating to the LOTE component of the study.

BACKGROUND

The *Collections and Access: Collaborative Procurement* project is one of a suite of statewide projects conducted under the auspices of the Library Board of Victoria and the Victorian public library network to assist in the development of the Victorian public library network. These projects have been created within the context of the Library Board of Victoria/Victorian public library network *Framework for Collaborative Action*.

In 2006, the Board commissioned a strategic audit of Victoria's public library collections. The report resulting from that work, *Strategic Asset Audit of Victorian Public Libraries* (J.L. Management Services 2006), made a number of recommendations including the concept of collaborative procurement of collection items as an effective and efficient option for the public library network. During 2006, the Board also supported the development of a *Content and Access Blueprint* (Lunn 2006) for Victorian public libraries. The consultative process underpinning development of the *Blueprint* also strongly supported the concept of collaborative procurement of collection items.

Key recommendations for collaborative initiatives in the *Blueprint* included:

- investigate the costs and benefits of a range of collaborative models of procurement, to identify and recommend strategies based on findings;
- research and implementation of a collaborative procurement model for Languages Other Than English (LOTE) materials; and
- develop common specifications for processing shelf-ready collections with agreement on processing standards, including cataloguing, processing and invoicing.

The current study addressed the first two of these recommended initiatives.

APPROACH

The project consisted of two overlapping stages. The first stage focused on investigation and analysis of collaborative procurement for English language books and audio-visual materials as well as the legal and commercial framework issues for local government entities. The second stage focused on the specific issues related to LOTE collaborative procurement and built on the information and recommendations in stage 1.

Input into the study was obtained from a wide variety of sources – in particular, the following activities were undertaken:

- meetings and workshop discussions were held with key Victorian public library groups and suppliers;
- a survey of stock procurement practice and associated expenditure, processing costs and attitudes to collaborative procurement was sent to all public libraries in Victoria. The response rate for the survey was 78%;
- a survey of a representative sample of current library stock suppliers was undertaken;
- visits and discussions took place with a representative group of Victorian public libraries;
- discussions were held with a wide range of relevant stakeholders including the Municipal Association of Victoria (MAV), the Department for Victorian Communities, Victorian public library network (Viclink) and the SWIFT consortium;
- an analysis of library procurement practice in the Netherlands, New Zealand, UK, USA and the various states of Australia was undertaken; and
- an analysis of good practice in relevant public and private sector supply-chain management was conducted.

The analysis set out in this report is based on evidence gathered from these activities. Background research reports, references, survey forms and other supporting material are contained in Volume 1 of the reports.

CURRENT PROCUREMENT PRACTICES

Introduction

Stock procurement is a significant area of expenditure for public libraries with close to \$24 million each year being spent on the purchasing of new books, magazines and audio-visual materials for Victorian public library collections. The amount of this expenditure devoted to LOTE books and audio-visual materials is estimated at around \$1.7 million annually as outlined in Appendix 1.

The Procurement Process

Library materials procurement is a complex process involving the following value chain stages:

- determining collection requirements;
- selecting and managing suppliers;
- planning, placing and monitoring orders;
- receiving orders; and
- processing orders.

While these stages are common to both LOTE and non-LOTE procurement there are a number of difficulties specific to LOTE procurement. These include:

- a greater difficulty in finding and selecting LOTE materials (fewer easily accessed reviews, recommendation lists, etc.);
- a narrower group of suppliers, many of whom are small, specialised operators;
- the absence of Recommended Retail Pricing (RRP) for most items;
- difficulties in cataloguing; and
- a shortage of staff fluent in community languages.

The procurement stages, with respect to LOTE, are briefly discussed below.

Determining Collection Requirements

Our study found that public libraries take a large number of factors into account in determining LOTE collection requirements. While the *Strategic Asset Audit* placed considerable focus on investigating the relationship between LOTE purchasing for particular language groups and their demographic representation in the community, in practice, libraries take many other factors into account. This is suggested by the fact that the report found the relationship between LOTE holdings and demographics was “somewhat loose”. Stakeholder discussions during this study indicated the factors needing to be considered include:

- the difficulty in obtaining materials in some languages;
- recognition that some groups are not literate in their native language;
- literacy levels and socio-economic conditions of some groups;
- population proportions don’t necessarily accurately reflect demand;
- shifting demographics modify material needs and patterns of demand; and
- some groups prefer English language materials.

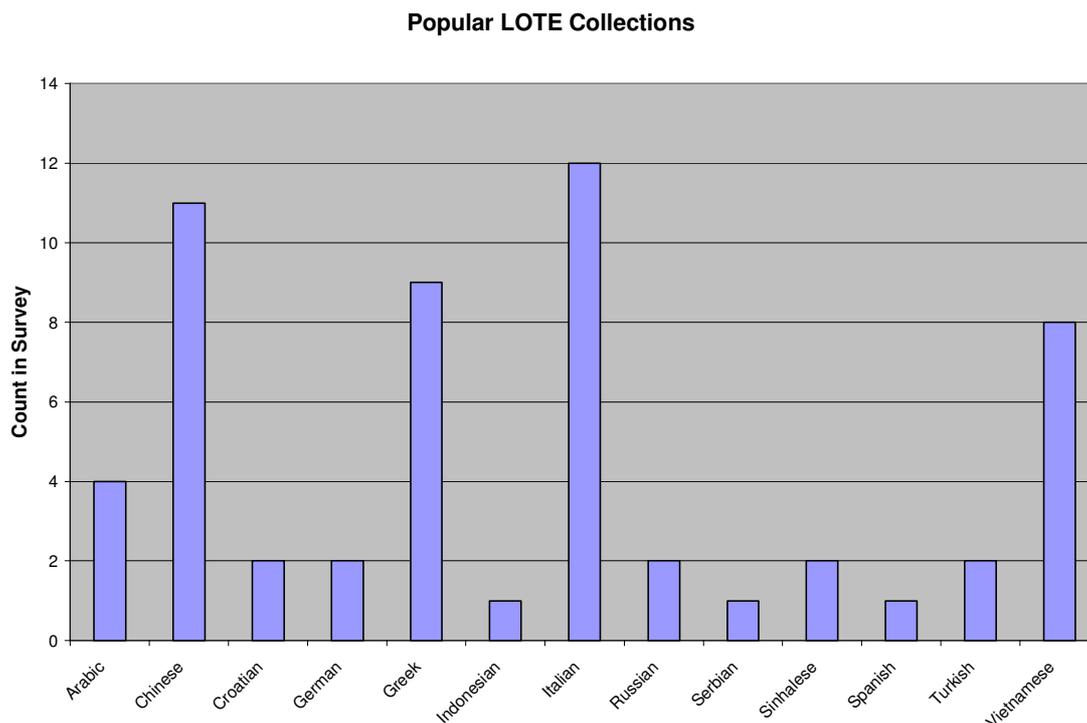
The selection of LOTE materials is made by senior staff with selection committees undertaking 16% of selections. The proportion of LOTE expenditure compared with the corresponding English language category is as follows.

| Category | % |
|-------------------------|------|
| Adult LOTE Fiction | 16.7 |
| Adult LOTE Non-Fiction | 2.9 |
| LOTE periodicals | 28.2 |
| Junior LOTE Fiction | 2.5 |
| Junior LOTE Non-Fiction | 0.0 |

The percentage (by value) of audio-visual materials devoted to LOTE is shown in the following table.

| 17) For the following AV item categories, what percentages of your annual purchases are devoted to LOTE materials? | | |
|--|------------------|----------------|
| Audio-Visual (for loan) | | |
| answer options | Response Percent | Response Count |
| Talking books (CDs & tapes) | 4.29% | 27 |
| Music CDs | 12.64% | 29 |
| Other CDs | 6.50% | 24 |
| Music cassettes | 0.00% | 24 |
| Other cassettes | 0.00% | 24 |
| Videos | 1.57% | 24 |
| DVDs | 12.14% | 29 |
| Other | 0.00% | 22 |
| <i>answered question</i> | | 31 |
| <i>skipped question</i> | | 4 |

Of the 35 respondents to the survey, 29 libraries indicated they have LOTE collections. The number of these libraries servicing particular language groups is shown in the table at the top of the following page. As this table shows, the language groups most commonly being served in decreasing order are Italian, Chinese, Greek and Vietnamese. Arabic was the next most extensively held with four libraries holding collections while two libraries, at most, held any other language collection.



These findings are largely consistent with the relative LOTE holdings shown in the *Statewide LOTE Collections & Services Strategy 2000-2003* (Holmes & Associates, March 2000). The 1997/98 holdings shown in that report for the language groups mentioned above are:

| Language Group | LOTE Holdings |
|----------------|---------------|
| Chinese | 63,775 |
| Italian | 51,669 |
| Greek | 46,286 |
| Vietnamese | 42,849 |
| Arabic | 15,016 |

It is noted that the *Strategic Asset Audit* found that library services considered servicing minority languages as uneconomic and most services expressed an intention to rationalise the number of languages held.

Selecting and Managing Suppliers

The survey found that overall almost 60% of respondents had no written contracts with their suppliers. Given that LOTE procurement frequently involves small suppliers, it is likely this percentage is even higher for LOTE procurement.

As with English language purchasing, LOTE procurement is mainly made through local, rather than overseas suppliers.

Planning, placing and monitoring orders

A variety of procurement practices are being followed. Almost all libraries participate in on-site buying, standing order placement and buying directly from suppliers without a formal contract being in place. Other purchasing methods used include; electronic ordering, email requests, local bookshop purchasing and supplier selection.

Receiving orders

Suppliers report that libraries tend to order individually and specify individual order-handling requirements. This can be down to the specific copy level. For example, library funds are split across branches, then invoices produced and items packed and shipped at copy level. The supplier, therefore, has to handle each copy order in isolation. Such a high degree of individuation is costly in terms of supplier overheads and will result in increasing costs to the library. Suppliers further pointed out that in order to achieve savings, they need to minimise the number of individual activities that take place around an “order” at all points in the supply chain, including at the point of their order placing with publishers and distributors.

Processing orders

Our survey found that 42% of libraries receive some materials in “shelf-ready” form. A wide range of items is received this way including DVDs, music CDs, and various LOTE materials. External cataloguing services are used by 58% of respondents. The *Strategic Asset Audit* found that LOTE cataloguing was often outsourced. Our survey indicated that cataloguing of LOTE materials was a major issue for libraries. Typical respondent comments included:

“We don't have the staff and skills to catalogue in several of the languages we purchase”

“We don't have the staff numbers to catalogue all of the items we purchase”

“No in-house cataloguer with relevant skills in Chinese or Greek”

“We don't have staff available who are able to catalogue items in other languages”

“Language skills not available in-house”

The difficulty associated with materials using non-Roman scripts exacerbates the LOTE cataloguing problem.

Our overseas research suggests that USA libraries also have difficulties in cataloguing foreign language materials as evidenced by this quote from a representative of the Kings County library in Seattle, Washington. *“Once the materials are acquired the catalogers have the job of finding records in the databases like the Library of Congress, OCLC and their local area. Some databases lag behind in providing English subtitles for books and audio-visual materials. While the majority of the records are found, the ones that are not found present problems. If there is no one on staff who speaks the language, the cataloger creates the best record possible with the information on hand”*.

As pointed out in the American Library Association, *Association for Library Collections and Technical Services, Task Force on Non-English Access* report, the ability to search in a language other than English requires that either records include multilingual access points, or alternatively that searching is redirected through the use of multilingual thesauri and authority files. Further, the report specifies a number of ideal requirements for making library resources available to a person who uses a language other than English.

These include:

- catalogue items are in the language of the user rather than English;
- having authority files to support access in languages other than English;
- library systems with operating instructions and help in the user's language;
- the ability to search via the user's language against the library's catalogue and databases; and
- search results being presented in accord with the conventions for the user's language.

It was pointed out that some library management systems already facilitate some of these aspects e.g. the provision of operating instructions and help in non-English languages.

A PROPOSED MODEL

Benefits of Collaborative Procurement

The research on procurement within Australia and overseas undertaken during the study suggests that there are advantages that flow from collaborative procurement schemes for both library and other forms of procurement. These benefits are broader than just price reductions through aggregated purchasing. They include specialist procurement expertise, detailed knowledge of supplier markets and government regulatory requirements, and efficiencies from the reduction in tendering overheads and the establishment of preferred supplier panels.

Although direct savings from aggregated purchasing are difficult to quantify, evidence suggests that maximising order quantities coupled with efficient procurement practices – including strong competitive pressure on suppliers – should result in the most cost effective purchasing outcomes. This conclusion is supported by data obtained from the USA Massachusetts Regional Library Materials Cooperative (MARLS) where the discounts obtained for the major materials categories appear to be higher than those applying in Australia for a similar level of expenditure. Further, the quoted discount rates from selected MARLS suppliers, while varying across procurement categories, show a tendency to converge suggesting the impact of competitive pressure.

The question arises as to whether LOTE procurement is also likely to achieve similar benefits given its unique nature and smaller expenditure level. It is interesting to note library supplier views on this point. Our survey found that 78% of suppliers indicated that collaborative purchasing would provide some level of saving for the purchase of library materials in addition to any savings that might result from savings on cataloguing or processing. The suggested savings percentages across various materials categories are shown in the following table. As can be seen, suppliers considered there was a greater likelihood of savings from the purchase of LOTE materials than from other materials categories.

| answer options | ≤ 10% | 11% - 20% | 21% - 30% | ≥ 30% | Response Count |
|-------------------|-------|-----------|-----------|-------|----------------|
| Adult fiction | 78% | 11% | 11% | 0% | 9 |
| Adult nonfiction | 89% | 0% | 11% | 0% | 9 |
| Junior fiction | 78% | 11% | 11% | 0% | 9 |
| Junior nonfiction | 78% | 11% | 11% | 0% | 9 |
| LOTE | 43% | 29% | 14% | 14% | 7 |
| Audio-visual | 58% | 33% | 8% | 0% | 12 |

A slightly higher figure of 82% of suppliers felt that savings were likely from a collaborative procurement scheme that involved the outsourcing of cataloguing and/or processing. The suggested percentages saved across six service categories are shown in the table below. These figures suggest the major benefits are likely to be in cataloguing and turnaround times. They also indicate that some suppliers felt the percentage savings or benefits could be as high as 30%.

| answer options | ≤ 10% | 11% - 20% | 21% - 30% | ≥ 30% | Response Count |
|----------------|-------|-----------|-----------|-------|----------------|
| Financial | 69% | 23% | 0% | 8% | 13 |
| Cataloguing | 50% | 8% | 25% | 17% | 12 |
| Processing | 67% | 25% | 8% | 0% | 12 |
| Turnaround | 62% | 8% | 15% | 15% | 13 |
| Delivery | 58% | 17% | 25% | 0% | 12 |

All suppliers surveyed indicated they would be interested in participating in a collaborative procurement scheme if one was developed. A number of individual libraries also expressed interest in participating in such a scheme for LOTE procurement.

Possible Models

Volume 1 defined and discussed three possible collaborative procurement models for the public library sector. These were: the independent model, essentially the current approach; the collaborative model; and the centralised model.

Independent model

The current procurement approach is essentially an independent model in which each library service purchases directly from each of a number of chosen suppliers. All of the elements of the purchase transaction (the exchange) namely the order, delivery or supply, invoice and payment are conducted directly between the library service and the supplier.

Collaborative model

Under a collaborative model, a limited form of collaborative purchasing is undertaken. In this model, an agent acting on behalf of the library services would conduct a competitive process in the supplier market with the aim of developing a preferred supplier list. Individual library services would then purchase directly from suppliers on the preferred supplier list undertaking the normal exchange process with these suppliers. Examples of this purchasing model include the MARLS Cooperative and, closer to home, the Academic and Research Libraries Consortium (ARLAC).

Centralised Model

Under a centralised model the agent undertakes exchange activity on behalf of the library services in addition to performing a competitive process with respect to the supplier market. Library services would input their requirements to the agent but would not undertake direct exchange activity with suppliers. There are a number of variants of this model, for example materials funding could be provided directly to the agent from the funding authorities bypassing the library services or the library services themselves could provide funds from their materials budgets to the agent on an agreed basis. Examples of this model include the South Australian and Western Australian systems where the government directly funds central purchasing on behalf of the state's library services.

It was recommended in Volume 1 that the collaborative model should be followed for the procurement of English language materials. Under this model an agent acting on behalf of the library services would conduct a competitive process in the supplier market with the aim of developing a preferred supplier list. Individual library services

would then purchase directly from suppliers on the preferred supplier list undertaking the normal commercial exchange process with these suppliers.

The Proposed Model

Regardless of the intrinsic merits that any chosen procurement scheme may have, unless it meets the requirements of the library sector and deals with many library service concerns, it is unlikely to be adopted. Further, such a scheme needs to be flexible, deliver clear economic and other benefits and integrate where possible with the supplier value chain. As discussed in Volume 1, we suggest the following principles would apply in establishing a collaborative procurement scheme for public libraries:

- it should be voluntary with library services having the freedom to join or remain outside;
- the scheme should be able to commence with a relatively small number of library services, say six and grow from this base;
- while there are economic benefits in procurement of materials to be obtained from such a scheme, larger benefits are likely in reduced cataloguing and processing costs and better service delivery;
- a collaborative model is the appropriate model to follow at least initially. This model allows procurement flexibility to individual libraries, has relatively modest overheads but still delivers some aggregation benefits;
- the scheme will be assisted by standardisation of processes; and
- library management system (LMS) interoperability is also advantageous in securing greater efficiencies through shared catalogues or bibliographic data, and joint ordering.

The model proposed in Volume 1 incorporates these principles. However, the smaller size of LOTE purchasing means it is difficult to achieve economies of scale. Second, many LOTE items are sold without an associated Recommended Retail Price (RRP) which makes it hard for purchasers to know if they are getting a reasonable discount from the supplier as there is no base figure against which to measure discounts. Third, many suppliers are small and specialised and therefore they may not be able to be effectively managed through a collaborative scheme.

Therefore, the approach recommended in Volume 1 requires some modifications if it is to achieve efficient and effective LOTE procurement. The major changes suggested are to limit the LOTE scheme to the procurement of materials for the major language groups, and secondly to adopt a different basis for the quotation and assessment of supplier discounts.

The size of the LOTE procurement budget reduces the potential benefits of collaborative procurement compared with the management overheads involved. However, given that the total expenditure (approximately \$1.7 million per annum) is concentrated on four or five language groups, it is considered adequate economies of scale exist to make collaborative procurement worthwhile by concentrating the scheme on these languages. Smaller language groups would be more efficiently dealt with outside of the scheme by collaboration between the two or three libraries holding such collections.

In the standard procurement scheme, it is proposed that price discounts are quoted as a percentage against the Recommended Retail Price (RRP) for each category of items. However, for LOTE procurement, prices would be quoted by suppliers on a “cost plus”

basis. In this case we propose suppliers must agree to operate an “open book” system where their purchase invoices are made available, for scrutiny on request by the procurement agent. A periodic audit process would be undertaken by the agent to confirm preferred suppliers were providing value for money procurement in accordance with their contract. Suppliers who were found to be deviating from their agreed mark up might suffer a financial penalty or be dropped from the preferred supplier list in extreme cases.

Implementation

It is recommended that the consortium approach suggested for English language procurement should also serve for LOTE procurement. Participating libraries would pledge to purchase a given proportion of their annual LOTE materials to collaborative purchasing through the scheme. For example, a common set budget percentage between 60–80%. Libraries would be free to join as LOTE-only members or LOTE plus English language procurement members.

As with the English language procurement consortium, the major tasks involved in initiating the LOTE scheme are establishing the consortium agreement, negotiating and developing the initial requirements specification, determining the tender process requirements – including evaluation mechanisms – and developing draft contract documentation. By having the same person(s) develop the materials for both schemes economies would be obtained and the additional expenditure would be minimised.

Based on these assumptions we have made the following cost estimates for LOTE.

Initial establishment

| | |
|---|----------|
| Staffing (38 hrs/week x \$50/hr x 12 weeks) | \$22,800 |
| Professional services (legal etc) | \$10,000 |
| Other (communications, printing, travel) | \$5,000 |
| | \$37,800 |

Ongoing costs

| | |
|--|---------|
| Staffing (2 hrs/week x \$50/hr x 48 weeks) | \$4,800 |
| Professional services (legal etc) | \$2,500 |
| Other (communications, printing, travel) | \$2,000 |
| | \$9,300 |

It is recommended that the LOTE scheme be developed under the same organisational arrangements and structures as for the English language scheme. This could include: a consortium of participating libraries with a lead library acting as an agent for the others; an arrangement in conjunction with the MAV; or building on an existing structure such as a Viclink subcommittee or the SWIFT consortium. A further option could include negotiating an arrangement with a specialist-purchasing organisation such as Strategic Purchasing.

Combining the two schemes under one organisation, would lead to further savings.

RELEVANT LOTE INITIATIVES – AUSTRALIA

New South Wales

State Library of New South Wales and the Metropolitan Public Library Association NSW

Contact details

<http://www.sl.nsw.gov.au>

<http://www.mplansw.asn.au/>

Background

The Multicultural Purchasing Co-operative (MPC) coordinates the purchase of materials in languages other than English for New South Wales public libraries and the State Library. The Cooperative Coordinator, a senior library technician, facilitates the acquisition of community language library materials by NSW public libraries. The coordinator's position and operating costs of the MPC are funded from the NSW State Government Grants and Subsidies program for public libraries, administered by the Public Library Services. The coordinator reports to the Public Library Services Multicultural Consultant.

The Metropolitan Public Library Association Working Group on Multicultural Library Services NSW (WGMLS) is currently guided by a third Strategic Plan 2006-2011. The Working Group was formed in June 1983 and is a division of the Metropolitan Public Library Association of NSW. The aim of the Working Group is to promote cooperation in the provision of library resources in community languages and to provide leadership in the field of multicultural library services. In 1985 a Constitutional Steering Committee was convened to formalise the objectives and structure of the Group. In 1996 the WGMLS became a subcommittee of the Metropolitan Public Libraries Association (MPLA).

Model

Each year NSW public libraries are invited to participate in selection meetings that bring together suppliers of LOTE material and public library staff and provide a venue for the purchase of material for multicultural collections. The State Library Multicultural Purchasing Cooperative Coordinator acting under the direction of the Multicultural Strategic Plan holds selection meetings for different languages on different days. Metropolitan Public Library Association Working Group on Multicultural Library Services has an extensive website including cataloguing standards, library supplier database, calendar of meetings, purchasing profile and glossary.

If library staff are unable to attend meetings, the Cooperative Coordinator will purchase on their behalf, based on a profile. The profile for purchasing includes budget, type of material required, the number of titles as percentage of types of material and subject content. Libraries can choose to have materials supplied shelf-ready. Libraries stipulate what stamps, barcodes, stickers, etc. are required and where they are to be placed on the item. Libraries can also have materials catalogued. The Cooperative forwards the relevant materials to the cataloguing agent where they are catalogued onto Libraries Australia. Libraries download the records into their local system and process the items or the cataloguing agent can batch the records, which can then be downloaded into the local system. The catalogued material is distributed to libraries with an APP number written inside the cover that identifies the bibliographic record. The State Library outsources cataloguing of its own LOTE material to Foreign Language

Bookshop/CAVAL. The Coordinator will verify that the orders are complete and correct before sending the invoice with the order to the requesting library.

Supply of materials can take 2–16 weeks, with a four week turn around time for cataloguing and another four weeks for processing. The standard of cataloguing is the minimum level accepted by the National Library of Australia because most LOTE collections are regarded as browsing collections and contain mostly adult fiction. Due to the large variety of cataloguing standards amongst libraries this was deemed to be the most suitable and cost effective.

Advantages

- Discounts for bulk purchasing
- Centralised invoicing
- Cooperative cataloguing, enhanced access to community language collections by improving the standard of cataloguing and increasing access to these records via public library OPACs and web accessible catalogues
- Established standards that produce uniform records across member libraries
- Reduced cataloguing backlogs
- Improved turnaround times
- Cost efficiencies in the cataloguing of community languages collections by sharing cataloguing resources, utilising Kinetica reduces double handling
- Improved collection development and inter-library loans of community languages materials by providing access via Kinetica, local OPACs, or web catalogues
- Reduced staff handling
- Meets Libraries Australia minimum standards
- LOTE supplier database

Disadvantages

- Several organisational layers
- Consultation process with community groups should be clearly defined

Relevance to Victorian model

The organisational structure, breadth of libraries and numbers of libraries are similar to Victoria. The model has been in place for some time.

Source

- *Multicultural Cooperative Purchasing flyer*
- *State Library of NSW: Multicultural Services*, retrieved 07/05/2007 from <http://www.sl.nsw.gov.au/multicultural/>
- Ms Kathleen Bresnahan, Assistant State Librarian, Public Library Services
- Cathy Greece, State Library of New South Wales
- *Cataloguing Standards*, retrieved 07/05/2007 from http://www.mplansw.asn.au/projects/multicul/docs/cat_std.pdf
- *Strategic Plan 2006-2011 for the Working Group on Multicultural Library Services (NSW)*, retrieved 07/05/2007 from http://www.mplansw.asn.au/projects/multicul/docs/StrategicPlan2006_11.pdf

Reports

- State Library of New South Wales. (2001). *Multicultural Library Services in New South Wales Public Libraries 2001*, retrieved 05/08/2007 from <http://www.sl.nsw.gov.au/multicultural/services/executive.cfm>

- Working Group on Multicultural Library Services (WGMLS) conducted a major NESB research and marketing initiative in NSW in 2001/2002, retrieved 20/08/2007 from <http://www.sl.nsw.gov.au/multicultural/campaign/>

South Australia

State Library of South Australia – Public Library Service

Contact details

<http://www.slsa.sa.gov.au/>
<http://www.plsa.plain.net.au/>

Background

Public Library Services (PLS) is a centralised service providing selection, acquisition, cataloguing, special collections, computer, and distribution services to South Australia's Public Libraries. The Public Library Services is a business unit of The State Library of South Australia and provides collection profiling and cataloguing services through PLAIN System (P2) – Public Libraries Automated Information Network and has a strong partnership with Public Libraries South Australia (PLSA). PLSA is the key strategic body in the library and information industry concerned with the future and role of South Australia's public libraries. Funds for materials are provided under agreement with the State Library to PLAIN Central Services.

Model

In 2005 the Board endorsed the LOTE Evaluation Panel's recommendation to award the Foreign Language Bookshop (Melbourne) a contract to supply library materials for the Public Library Network of South Australia. The value of the contract is \$185,000 per annum with an option of an extension for a further 1 + 1 years. The total value of the contract is \$555,000 over the three year period. The state government provides subsidies to local public libraries. PLAIN also has a contract with Queensland.comm.

Advantages

- Found through research on price comparison for public libraries that significant financial benefits for collaborative purchasing were not found for most libraries – small/country libraries is where benefit of consortia on price is found.
- Libraries are able to transfer valuable resources from processing to customer service.

Disadvantages

- Limited timeframe

Relevance to Victorian model

- Centrally coordinated through the State Library

Source

- Joyce Searle, Manager Collection and Purchasing State Library South Australia
- Dianne Markum, Librarian
- Libraries Board of South Australia. (2005). Minutes of meeting. 18 July 2005, retrieved 21/07/2007 from http://www.slsa.sa.gov.au/webdata/resources/Files/lb_20050718_minutes.doc

- PLSA QUARTERLY: 21 November 2005 LOTE Report, retrieved 21/07/2007 from http://www.plsa.plain.net.au/documents/Executive/PLSA_report_LOTE_November_2005.pdf

Western Australia

State Library Western Australia

Contact

<http://www.liswa.wa.gov.au/multicult.html>

Background

The State Library of Western Australia (SLWA) provides public library collections of catalogued materials and facilitates the provision of a wide range of information services to the people of Western Australia through a Statewide network of public libraries managed by local government. The partnership between state and local governments, and other participating bodies, is maintained and developed through consultation, joint decision making and agreed standards. A range of training programs are provided to improve the range and level of services offered by public libraries.

Model

The LOTE collection consists of 70,000 items (including books, large print, talking books/audio-cassettes and videotapes) in 45 languages accessible through 235 public libraries throughout the State. The Stock Management Services team within the SLWA carries out repairs to stock, discards items no longer suitable for retention, dispatches pamphlet material to public libraries, controls the Multi-Language Resources Collection, and operates a van delivery service to public libraries in the metropolitan area.

LISWA (Library and Information Service of the State of Western Australia) purchases multiple copies of books in the highest usage languages. The Foreign Language Bookshop/CAVAL partnership has provided stock in more than 20 languages for circulation throughout the state.

Advantages

- Centralised library management system, maintenance and coordination

Disadvantages

- Lack of individual library flexibility

Relevance to Victorian model

- Several language groups available.

Tasmania

State Library of Tasmania

Contact details

<http://www.explore.statelibrary.tas.gov.au/>

Background

The State Library of Tasmania funds and administers all public libraries in Tasmania. It is a part of the Education Department. Tasmania Libraries amalgamated in 1998. Since then it has had three regional senior librarians operating as a self-managed team managing the libraries statewide.

Model

The state library went to tender in 2004 for procurement of library materials including LOTE. There are several suppliers on the schedule including those undertaking contracted and ad hoc purchasing agreements. There is a centralised funding model for public library purchasing. As with many other jurisdictions such as the Northern Territory, Service Tasmania completes metadata cataloguing of websites internally.

Advantages

- Centralised funding model

Disadvantages

- Cataloguing skills in different languages

Relevance to Victorian model

- Diverse framework suitable for different library needs

Source

- Denise Jeffries, Senior Librarian

Queensland

State Library of Queensland

Contact details

<http://www.slq.qld.gov.au/info/publib/multicult>

Background

The LOTE collection development and maintenance is supported by the State Library's Guidelines and standards for Queensland Public Libraries 21, Section 10.2 Ethnic Services Standards and the Multicultural Services Strategy 2005-2008. The LOTE collection has over 100,000 items in more than 60 languages. Each collection has adult fiction, adult non-fiction, junior fiction and junior non-fiction. Large print books, taped books, DVDs and music CDs are also available in some languages.

Model

The Public Library Services LOTE collection contains non-English-language fiction and non-fiction in both print and non-book (i.e. audio, DVD, etc.) formats and is purchased

by the State Library Public Library Services area. The major languages reflect migration patterns to Queensland over time, with the current languages in high demand being Chinese, German, French and Italian. Materials from the collection are sent in bulk, in response to requests from public libraries throughout Queensland.

Queensland Community Language Central Book Purchasing agency (Qld.Comm Books)

Model

Queensland Community Language Central Book Purchasing agency (Qld.Comm Books) is a commercial unit of the State Library of Queensland specialising in the provision of a shelf ready product in Languages Other Than English (LOTE) for Australian and New Zealand libraries. It purchases in over 40 languages and will give assistance to any library on the practicalities of providing a viable library service to their non-English speaking communities. It does the majority of its purchasing overseas, catalogues the materials in-house and sends them out to be processed.

Source

- Queensland Community Language Central Book Purchasing agency, retrieved 20/08/2007 from <http://www.slq.qld.gov.au/services/qldcomm>
- Leang Teou, Cataloguer Queensland. Comm personal communication

Advantages

- Single point of purchase
- Movement of collection to meet migration trends in different areas
- Integrated with online resource availability

Disadvantages

- Lack of control of purchasing by individual libraries
- Bulk requests by libraries to State Library preferred

Relevance to Victorian model

- Centralised service provided by State Library, materials supplied shelf-ready.

Source

- State Library of Queensland, *Ethnic service standards*, retrieved 05/08/2007 from <http://www.slq.qld.gov.au/info/publib/policy/guidelines/tentwo>
- State Library of Queensland, *Collection development policy*, retrieved 05/08/2007 from http://www.slq.qld.gov.au/data/assets/pdf_file/37121/Collection_Development_Policy_Final_rev.pdf
- Helen Cousins, State Library of Queensland personal communication

Reports

- State Library of Queensland *Multicultural Services Strategy 2005-08: Embracing Diversity*, retrieved 05/08/2007 from http://www.slq.qld.gov.au/data/assets/word_doc/36551/Multicultural_Services_Strategy_Final_Draft_25_Jan_06.doc

APPENDICES

Estimated LOTE Expenditure

This study attempted to estimate the amount spent annually on LOTE materials, as no recent accurate figures covering both books and audio-visual materials was readily available. The survey of library services received 35 responses from the 45 libraries surveyed. Of these, 29 have a LOTE collection and provided estimates of their LOTE procurement. The table below provides an estimate of total LOTE expenditure based on our survey results. These figures are likely to be conservative as we are aware of at least one library service with a significant LOTE holding that did not respond to the survey. It should also be noted that the LOTE percentages provided for audio-visual materials were obtained from our survey and are slightly inflated due to non-responses from some non-LOTE libraries.

Whitehorse Strategic Group Survey Data

| Category | Overall Expenditure | % LOTE | LOTE Expenditure |
|---------------------------|----------------------------|---------------|-------------------------|
| Adult LOTE Fiction | \$ 549,593 | 100 | \$ 549,593 |
| Adult LOTE Non-fiction | \$ 83,773 | 100 | \$ 83,773 |
| LOTE periodicals | \$ 263,841 | 100 | \$ 263,841 |
| Language & Literacy Kits | \$ 32,735 | 100 | \$ 32,735 |
| Junior LOTE Fiction | \$ 25,690 | 100 | \$ 25,690 |
| Junior LOTE Non-fiction | \$ - | 100 | \$ - |
| Total Books | \$ 955,632 | | \$ 955,632 |
| Talking Books | \$ 1,127,987 | 4.29 | \$ 48,391 |
| Music CDs | \$ 367,242 | 12.64 | \$ 46,419 |
| Other CDs | \$ 107,452 | 6.5 | \$ 6,984 |
| Music Cassettes | \$ - | | \$ - |
| Other Cassettes | \$ 5,208 | | \$ - |
| Videos | \$ 168,155 | 1.57 | \$ 2,640 |
| DVDs | \$ 861,715 | 12.14 | \$ 104,612 |
| Total Audio Visual | \$ 2,637,759 | | \$ 209,047 |
| Grand Total LOTE | | | \$ 1,164,679 |

As a comparison, a similar table has been derived from the data in the *Strategic Asset Audit* report. We have applied the same LOTE percentages for audio-visual materials as above, since corresponding percentages were not provided in that report. The report data is also based on incomplete survey responses from library services.

Strategic Asset Audit Data

| Category | Overall Expenditure | % LOTE | LOTE Expenditure |
|---------------------------|----------------------------|---------------|-------------------------|
| Adult LOTE Fiction | \$ 847,982 | 100 | \$ 847,982 |
| Adult LOTE Non-fiction | \$ 156,059 | 100 | \$ 156,059 |
| LOTE periodicals | \$ 282,437 | 100 | \$ 282,437 |
| Language & Literacy Kits | \$ 69,972 | 100 | \$ 69,972 |
| Junior LOTE Fiction | \$ 39,393 | 100 | \$ 39,393 |
| Junior LOTE Non-fiction | \$ 5,750 | 100 | \$ 5,750 |
| Total Books | \$ 1,401,593 | | \$ 1,401,593 |
| Talking Books | \$ 1,410,236 | 4.29 | \$ 60,499 |
| Music CDs | \$ 611,702 | 12.64 | \$ 77,319 |
| Other CDs | \$ 167,773 | 6.5 | \$ 10,905 |
| Music Cassettes | \$ - | | \$ - |
| Other Cassettes | \$ 5,483 | | \$ - |
| Videos | \$ 288,002 | 1.57 | \$ 4,522 |
| DVDs | \$ 1,152,334 | 12.14 | \$ 139,893 |
| Total Audio Visual | \$ 3,635,530 | | \$ 293,138 |
| Grand Total LOTE | | | \$ 1,694,731 |

These tables suggest that annual LOTE expenditure is in the range of \$1.164 million to \$1.694 million for the 78% of libraries that responded. However, as these figures are based on incomplete data a conservative figure of \$1.7 million has been assumed for the purposes of this report.

Composite Data – Table 1 of the Whitehorse Strategic Group Survey

| Collection Description | Bookvote | |
|--|------------------------|---------------------|
| | No. of Items Purchased | Total Purchase Cost |
| Adult Print (for loan): | | |
| Fiction | 122,350 | 2,742,425 |
| Non-Fiction | 125,128 | 2,781,355 |
| Paperback | 14,708 | 148,171 |
| Large Print | 48,502 | 1,050,207 |
| Periodicals | 64,708 | 655,483 |
| LOTE Fiction | 22,928 | 549,593 |
| LOTE Non-Fiction | 3,506 | 83,773 |
| LOTE Periodicals | 18,643 | 263,841 |
| Language & Literacy Kits | 2,917 | 32,735 |
| Other | 399 | 32,586 |
| Total Adult Print Items (for loan) | 423,789 | 8,340,169 |
| Junior Print (for loan): | | |
| Pre-School Picture Books | 48,753 | 620,381 |
| Pre-School Early Readers | 8,995 | 69,303 |
| Primary School Fiction | 60,273 | 657,118 |
| Primary School Non-Fiction | 24,408 | 466,220 |
| Teenage / Young Adult Fiction | 30,612 | 339,153 |
| Teenage / Young Adult Non-Fiction | 3,714 | 80,249 |
| LOTE Fiction | 781 | 25,690 |
| LOTE Non-Fiction | 0 | 0 |
| Periodicals | 2,437 | 16,241 |
| Total Junior Print Items (for loan) | 179,973 | 2,274,355 |
| Audio-Visual (for loan): | | |
| Talking Books (CDs & tapes) | 17,117 | 1,127,987 |
| Music CDs | 17,939 | 367,242 |
| Other CDs | 3,227 | 107,452 |
| Music Cassettes | 0 | 0 |
| Other Cassettes | 162 | 5,208 |
| Videos | 8,314 | 168,155 |
| DVDs | 41,660 | 861,715 |
| Total Audio Visual | 88,419 | 2,637,759 |
| Not For Loan Materials: | | |
| Local History | 1,511 | 54,324 |
| Reference – Books | 11,001 | 578,114 |
| Reference - Periodicals | 201 | 903 |
| Reference - AV | 14 | 2,404 |
| Electronic Resources | 228 | 416,672 |
| Other | 60 | 15,641 |
| Total Not For Loan Items | 13,014 | 1,068,058 |
| Grand Total of Collection Items | 705,196 | 14,320,341 |

REFERENCES

Association for Library Collections and Technical Services Task Force on Non-English Access 2006, *Complete Report*, American Library Association

Holmes and Associates 2000, *Statewide LOTE Collections & Services Strategy 2000–2003*

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Lunn Veronica 2006, *Content and Access in Victorian Public Libraries: A Strategic Framework 2006-2010*, Library Board of Victoria, Melbourne