

Introduction to RLQ

Purpose of this document

An introduction to Rural Libraries Queensland (RLQ) for new RLQ staff that summarises what to do and where to go to find more information. Read this online and you can access any of the links.

Online Catalogue and other resources

The [Aurora Montage](#) catalogue provides library members and staff 24/7 access to the resources and services of the 28 participating councils in all RLQ locations. It lists adult fiction, adult nonfiction, large type, DVDs, junior and young adult materials, online video, ebook and eaudio book titles, and provides access to the LOTE collection, Junior storytelling kits, Bookclub sets and more.

Library members can request items, renew loans and access online resources, including ebooks, emagazines, downloadable audio books and music. It is a freely available Internet page. Show your community this page to provide everyone access to this great resource. [Aurora Montage guides and posters](#) are online to print and share.

The Aurora Montage catalogue is shared with Indigenous Knowledge Centres (IKCs) and all locations are listed in the catalogue. IKCs do not currently participate in the floating collections or supply reservations for library members outside their communities. [Eresources](#) are available to all RLQ/IKC members. There are [guides and promotion resources](#) for each product.

eReading – ebook access is provided by Bolinda and OverDrive. Each provider is different, with different instructions, content, and Apps (BorrowBox and Libby). Ebook titles are listed in the online catalogue. Emagazines are provided by Libby.

eListening - RLQ has access to eaudiobooks (BorrowBox and Libby) and streamed music (Freegal). Some eListening content is available through the online catalogue and all have APPS for mobile devices.

eResources for kids - kids or children's eresources are specifically aimed for kids. (Story Box Library, BorrowBox and Libby)

eLearning - learning resources are available to learn new skills. Free self-paced tutorials, online classes and videos on a range of topics including technology, math, career and everyday life skills.

[Public Libraries Connect](#) (State Library webpage for public libraries) is your link to lots of helpful information about libraries in Queensland with the added extra of a [Small Libraries Manual](#) to help you run your RLQ library. The manual includes Aurora Desktop guides, recommended tasks, and tips when helping your library members.

Requesting bulk loans of materials

The following specialised collections are listed in the online catalogue and bulk loans can be requested via online forms. These collections are only available upon request and do not form part

of the exchange cycle. Small quantities of items will be sent for periods of either 3 or 12 months. [These collections](#) are an asset to your community.

- **LOTE** (Languages other than English) materials in more than [50 languages](#) are available for loan. These items can be reserved through [Aurora Montage](#) or requested via our [online form](#)
- **Audiobooks** can be reserved through [Aurora Montage](#) or via our [online form](#)
- **Adult Literacy** items can be reserved through [Aurora Montage](#) or via our [online form](#)
- **Bookclub sets** are available for loan. These sets of 10 copies of the same title can be reserved through [Aurora Montage](#)
- **Storytelling kits** are available for loan. These kits can be reserved through [Aurora Montage](#) or via our [online form](#).

Suggestions for purchase

Items suitable for the collection but not in the catalogue and less than two years old can be suggested for purchase by library members via [Aurora Montage](#)

Interlibrary Loans

Titles not listed in [Aurora Montage](#) can be requested from other libraries on interlibrary loan or State Library may be able to source these older titles from other libraries for your customers for pick up at your library. Use our [online form](#) to request a title. There is more information about how the request system works in the [Small Libraries Manual](#).

Donations

If you receive donations (including magazines) you want added to your collection that are not in the catalogue, ask for a catalogue record via our [online form](#). Donations are governed by our [donation guidelines](#).

More information on [specialist collections](#) and all [library forms](#) are listed on the Public Libraries Connect website.

Despatch services and moving collections around

As an RLQ library you are part of a network of libraries around the state. There is a [freight service](#) that covers the process for sending materials around the network.

- Sending reserved or requested titles between RLQ libraries is a daily/weekly task. Each council has a specific postal address. Reserves are sent by Australia Post
- Exchanges are large collections that move between Brisbane and your library. Please see when to send your exchanges with the [exchange calendar](#). Complete the [exchange selection form](#) to ensure we select what your library requires. Your exchange figures are listed on the calendar. Exchanges are sent via StarTrack. Exchanges are sent 3 times a year.

Membership

There are [three types of RLQ/IKC members](#).

- RLQ members (this is the membership for most members)
- RLQ Tourist card (6-month membership for travellers/tourists who have no permanent residency in the council area)
- RLQ/IKC Online (adults and kids), for online members who may not visit the library but are residents of an RLQ council area and use eresources only.

State Library Membership

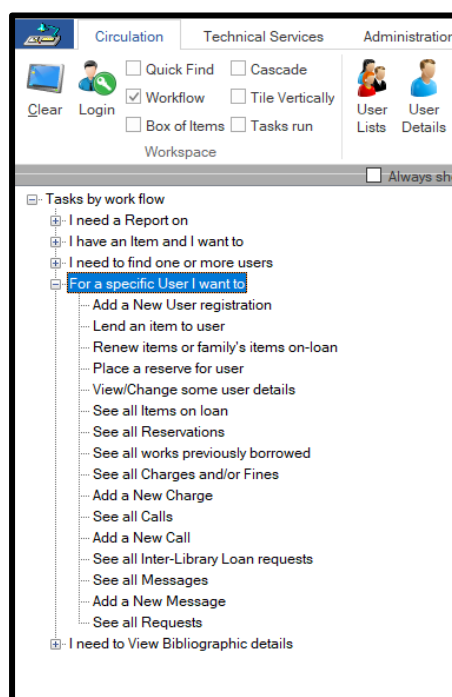
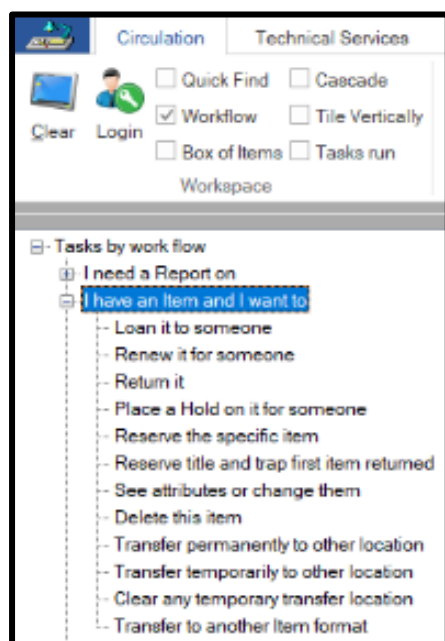
- [State Library membership](#) provides access to the full range of State library eresources

Aurora and the day to day running of your library

There are a range of topics covered in the [Small Libraries manual](#) regarding your duties and responsibilities. These include [your role as library administrator](#), [library presentation](#), [library membership](#), [engaging with collections](#), [recommended library tasks](#), [Aurora Desktop guides](#) and [FAQs](#).

The Aurora system developed by Aurora Information Technology (AIT) is used by all RLQ libraries and IKCs. Aurora is a cloud-based application that keeps track of all library members and the location of all items throughout the RLQ/IKC network. Aurora Desktop is loaded on your library workstation and will be used every day.

As a minimum requirement, you will be adding members, loaning items, renewing items, returning items, and placing reservations. These tasks can be found in Aurora Desktop under the Circulation tab. Tick workflow - and choose the task you need to perform: by item; or for a specific user.



Other Aurora tasks are covered in our [Aurora Desktop Guides](#)

Circulation - The most fundamental Aurora task is the running of the [Untrapped / on-shelf reserves report](#). Action this report each day your library is open. This report actions reserves placed by library members. It indicates which libraries have requested items from your library and where you need to forward the requests. Once a reserve has been trapped for a library user it can be sent on its way.

[In-transit transfers](#) are for items (without reservations) sent on exchanges, or items moved between branches or libraries on rotation. All stock arriving at your library needs to be returned in Aurora.

Adding, changing and deleting -There are procedures for [adding interlibrary loan records](#), [adding items including donations](#) where a title record already exists in the catalogue and [adding magazines](#) . There is a procedure to [delete items](#) off the system and to [change item formats](#).

Reserving items - Reserving items and the removal of reservations is part of the daily processes within the library. The [reserving items procedure](#) covers reservations, types of reservations and deletion of reservations. All reserves expire after a 14 day period. If you run the [Expired trapped reserves report](#) it will indicate the process to take uncollected reserves off the reservation shelf.

Members - Procedures are available for [Adding new members](#) to RLQ. Managing user details is covered in [overdues and user maintenance](#). The tourist card procedure is slightly different as the home library for tourists is always Cannon Hill (PLS).

Reports and statistics - The following reports help you run and understand your library.

- [Library users, including overdue borrowers](#) this report contains a range of information on your borrowers including expired borrowers, reservations and overdues. A lot of information can be drawn from this report.
- [Stocktake and low usage of materials](#): This report indicates the number of items you have in your collection and how many loans the item has had in its lifetime. This report can help with exchanges and weeding.
- [Statistics – graphs and trends](#) contains circulation, top loans, and stock number information.
- [Monthly statistics](#) includes loans and number of users. You will need to keep manual statistics on PC bookings, library programs and numbers of visitors

Contacts, help, directory

Any help or support you need: [Contact State Library](#).

The [Public Library Directory](#) has information regarding all public libraries in Queensland including contact details and geographic location. There is a [list of RLQ libraries](#), handy for tourist members.

Public Libraries Connect is a monthly online newsletter for all Queensland public library staff including independent and RLQ staff with information and news on the latest in public library services. [Subscribe here](#).

Glossary of Terms

Aurora

Library Management System used by the RLQ/IKC Network to manage collections, memberships, and lending.

Aurora Desktop

A computer application installed on Windows desktop computer or laptop used by RLQ/IKC staff to access Aurora Library Management Software.

Aurora Montage

An online public library catalogue used by library members to search RLQ/IKC collections, reserve items, manage their account, and access eresources.

Call Numbers

Each item in the library collection is classified by assigning it a call number. These call numbers are placed on the spine of the item and are referenced in the library catalogue. Call numbers are used to sort the items on a shelf, making items easy to find.

Circulation

Also known as Lending. Refers to the activities around the lending of library books and other material to users of a lending library.

Direct Distribution

A selection of new books and DVDs sent in between your exchange to ensure your collection has newly released titles.

Eresources

Eresources are digital books, magazines, audiobooks, video, and databases that can be downloaded or streamed to a device and may require installation of apps.

Exchanges

A shipment of books and DVDs, based on your preferences filled out on your exchange selection form, sent from Cannon Hill. Exchanges are returned to Cannon Hill to be shared again within the network.

Exchange Collection

This collection, which circulates through the RLQ/IKC network, functions as a Floating Collection.

Floating Collection

The RLQ/IKC Collection is the general collection supplied to the RLQ/IKC network by State Library. The collection does not belong to any one library but 'floats' between library branches. When a reserved item lands in a library for a customer that is where it stays. The item does not need to be returned to a 'home' library. It moves again when there is another reservation or when it is no longer wanted in that library.

Genre

Items can be grouped by topic on the shelves or labelled in the catalogue by genre. It can be used for fiction or non-fiction collections, and includes topics such as mysteries, romance, house and garden, sport, etc.

Hold

A trapped reserve. The book is 'on hold' for Ms Smith and waiting for collection.

Interlibrary Loan

Interlibrary lending and borrowing services provide access to materials that cannot be found in the RLQ/IKC network.

In transit – Transfer

An Aurora process used to send items without reservations back to Cannon Hill or to another branch. Use this process for items you no longer wish to keep in your library.

Item barcode

A barcode, usually placed on the front of an item, is a unique identifier of the item. It is used to loan and return items within Aurora. Not to be confused with an ISBN barcode, usually found on the back of a book, that identifies the title and format to a purchaser.

Local Collection

A collection of local history items relevant to your community which are not available for loan from other members within the RLQ/IKC network.

LOTE

Languages other than English refers to a collection of material in over 50 community languages available for loan. For information about Aboriginal and Torres Strait Islander languages in the State Library collection please see the [Old Words New Ways](#) blog and the [Indigenous languages map of Queensland](#)

Queensland Regional Overdrive Consortia

The Libby app, by OverDrive is provided to the RLQ/IKC network through a group purchasing arrangement with other libraries called QROC (Queensland Regional Overdrive Consortia). Access Overdrive via QROC and select Rural Libraries Queensland, as your library service.

Renewal

An extension of the loan period for library materials. Renewals may be handled in person at the library or by the customer using Aurora Montage.

Reserve/Reservation

Reservations are placed on a title in anticipation of receiving the item. A library user may place a reserve on an item at another library or already borrowed by another person. The person placing the reserve will be next in line to receive the item when it is available.

RLQ – Rural Libraries Queensland

A collaborative scheme between State Government and local government that delivers library collections and services to councils with less than 15,000 population. Day-to-day operation and infrastructure are the responsibility of local government. State Library provides collections, grants, training, and advisory services. The physical and digital collections are shared with IKCs.

RLQ/IKC Collection

See Floating Collection.

Statewide Collection

This collection includes material available to all public libraries in the State, not just IKCs and RLQ libraries. It includes LOTE, book club sets, storytelling kits and technology kits. Items in this collection need to be requested by library staff as they are not part of the exchange collection.

Trap/Trapped

When you scan an item that has been reserved by a library member, Aurora will 'trap' the item preventing it from being used by other members and alert staff with a pop-up message.

Wand

Also known as Scan. "Wand" each barcode in Returns identifies the items in Aurora as being held in your library.

Weeding

This is a process of selecting items from your collection which may be damaged or no longer being used by your members. The item barcode is 'cancelled' on the system. If it is a local collection item, you may donate it to another organisation or encourage members to take it home to keep. If it is part of the Statewide collection, you can send it back to Cannon Hill as part of your exchange.