

Richmond Tweed Regional Library Committee

Meeting Notice

An extraordinary meeting of the
Richmond Tweed Regional Library Committee
will be held at the
Byron Shire Council Chambers, Conference Room,
70-90 Station Street, Mullumbimby,
on Wednesday, 16 April 2014 at 10.00am.

Members of the Committee are requested to attend.

Richmond Tweed Regional Library

Connect. Discover. Escape.



Agenda

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Next Ordinary Meeting to be held Friday, 9 May 2014 at Ballina Shire Council Chambers.

APOLOGIES

General Manager, Lismore City Council
Councillor J Dowell, Lismore City Council
RTRL Information Technology Coordinator

MINUTES OF THE MEETING OF THE RICHMOND TWEED REGIONAL LIBRARY COMMITTEE HELD AT THE LISMORE CITY COUNCIL ON FRIDAY, 14 FEBRUARY 2014 COMMENCING AT 10AM.

PRESENT

Acting Chair, Councillor J Dowell (Lismore City Council), Councillor K Williams and Councillor S Cadwallader (Ballina Shire Council), Councillor S Richardson and Councillor R Wanchap (Byron Shire Council), Councillors K Milne and C Byrne (Tweed Shire Council) together with, Byron Shire Executive Manager Society and Culture, Lismore City Council Finance Manager, Executive Member and IT Manager, Tweed Shire Manager Community Cultural Services, RTRL Manager, Area Librarian Lismore, Area Librarian Ballina, Area Librarian Byron, Acting Area Librarian Tweed

Chairperson

In the absence of the Chairperson and the Deputy Chairperson, Councillor J Dowell chaired the meeting.

APOLOGIES

Chair Councillor S Richardson will be arriving late, Councillor J Dowell to act as Chair. Councillor J Johnson (Ballina Shire Council), Councillor G Battista (Lismore City Council), General Manager (Byron Shire Council), General Manager (Lismore City Council), Director Community and Natural Resources (Tweed Shire Council).

Moved: Councillor Cadwallader
That the apologies be accepted.

Seconded: Councillor Milne
Carried: Unanimously

DISCLOSURE OF INTEREST

NIL

CONFIRMATION OF MINUTES

Moved: Councillor Byrne
That the Minutes of the Meeting of the Committee held at Tweed Shire Council Chambers on 29 November 2013 be confirmed.

Seconded: Councillor Cadwallader
Carried: Unanimously

LCC FINANCE MANAGER'S REPORT

Moved: Councillor Cadwallader
That:

- (1) *The recommended changes to the 2013/14 Budget as reported are adopted.*
- (2) *The assumptions to be used to prepare the draft 2014/15 Budget are adopted.*
- (3) *The extraordinary meeting of the RTRL Committee to be held on Wednesday*

- 16 April 2014 to consider the draft 2014/15 Budget is confirmed.*
- (4) *The Cash and Investments and Member Council Payments information be received and noted.*

Seconded: Councillor Milne
Carried: Unanimously

At this juncture, Councillor S Richardson and R Wanchap joined the meeting. The acting Chairperson continued to chair the meeting (10.30am).

REGIONAL LIBRARY MANAGER'S REPORT

Moved: Councillor Richardson

That:

- (1) *PLNSW information be received and noted*
- (2) *Community Survey information be received and noted*
- (3) *The revised RTRL Strategic Plan 2014-17 be adopted.*

Seconded: Councillor Williams
Carried: Unanimously

LCC EXECUTIVE MEMBER

Moved: Councillor Cadwallader

That:

- (1) *The Committee receives and notes the audit recommendations and the response/actions provided to address the recommendations.*
- (2) *The Committee recommends that data is collected to provide information of Activity Based Costings for RTRL and Lismore City Council.*
- (3) *Subject to the RTRL Committee activating the one year option, appoint the firm of Thomas Noble Russell to provide audit services for the 2014/15 financial year as per the quote of \$9,350.*

Seconded: Councillor Milne
Carried: Unanimously

BALLINA AREA LIBRARIAN'S REPORT

Moved: Councillor Cadwallader

That the report be received and noted.

Seconded: Councillor Williams
Carried: Unanimously

BYRON AREA LIBRARIAN'S REPORT

Moved: Councillor Richardson

That the report be received and noted.

Seconded: Councillor Wanchap
Carried: Unanimously

LISMORE AREA LIBRARIAN'S REPORT

Moved: Councillor Dowell
That the report be received and noted.

Seconded: Councillor Richardson
Carried: Unanimously

TWEED ACTING AREA LIBRARIAN'S REPORT

Moved: Councillor Byrne
That the report be received and noted.

Seconded: Councillor Milne
Carried: Unanimously

SUPPORT SERVICES LIBRARIAN'S REPORT

Moved: Councillor Williams
That the report be received and noted.

Seconded: Councillor Cadwallader
Carried: Unanimously

CHILDREN AND YOUTH SERVICES REPORT

Moved: Councillor Byrne
That the report be received and noted.

Seconded: Councillor Wanchap
Carried: Unanimously

NEXT EXTRAORDINARY MEETING

16 April 2014 commencing at 10.00am to be held at the Byron Shire Council Chambers.

NEXT ORDINARY MEETING

9 May 2014 commencing at 10.00am to be held at the Ballina Shire Council Chambers.

CLOSURE

This concluded the business and the meeting closed at 11.55am.

Report

Subject	Richmond Tweed Regional Library
Prepared by	Regional Library Manager
Reason	To report on Wifi usage

Overview of Report

This report provides information concerning Richmond Tweed Regional Library Wifi usage with a focus on Byron Bay Library.

Wifi Report

Following up from discussions at the previous RTRL Committee Meeting regarding Wifi usage in Byron Bay Library, the following background information is provided.

At the 9 August 2013 Committee meeting, it was resolved:

1. *That RTRL continues to provide free Wifi hotspots in line with State Library Guidelines.*

The new Byron Bay Library has experienced heavy traffic since its opening in 2013, reporting high resident and visitor attendances since that time. At Byron Shire Council's February 2014 meeting, it was resolved that:

- 13-480 Byron Shire Council recommend to the RTRL that it consider a charge to non-residents of \$2 per session for use of Wifi for a trial period of 12 months.*

In order to provide adequate and relevant information for the Committee to make an informed decision when considering the above resolutions, State Library and other personnel have been consulted in researching this issue, and information is provided below:

Included with this report is attachment NSW State Library, *Library Council of New South Wales Internet Policy Guidelines for NSW Public Libraries* – November 2011.

Points to note within the Guidelines:

In NSW free access to information through public libraries is mandated by the Library Act, 1939. In the online age, libraries ensure that members of any community are not excluded from the information and social interactions exchanged in the online environment. As the *International Federation of Library Associations and Institutions (IFLA) Internet Manifesto highlights*, access to the internet

...enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.

This role is supported by the findings of *Enriching communities: the value of public libraries in New South Wales* which explored the economic, social, cultural and environmental value of public libraries to communities in NSW. The top five contributions to the community were seen as being a safe and pleasant place to visit; supporting educational facilities; facilitating lifelong learning; encouraging responsible social behaviour; and ensuring access to the Internet for all. The underlying themes are clearly those of safety, harmony, equity and education.

Standard service provision at public libraries now includes Wifi access, and therefore the application of a fee to access Wifi could be considered a contravention of the Library Act 1939 mandate to provide free access to information.

Current Information Technology (IT) Costs related to Wifi

The IT cost to provide Wifi access at Byron Bay library is \$2,880 per annum. \$1,740 of this amount is funded by NSW.net (State Library), the RTRL expense is \$1,140 per annum. All devices directly related to the Wifi are provided free of charge by the State Library. NSW.net funds maintenance and operational costs for the hosted Wireless Media Server (WMS) service for all NSW.net clients, which is a value-add service. The hardware and software includes the server and communications links as well as maintaining the software and reporting. Over the past 12 months NSW.net has also replaced all Wireless Access Points across the region at no charge to RTRL (normally a cost of \$450 each).

The majority of the Wifi service is funded by the NSW.net (State Library). The remainder is included in the RTRL IT budget which is split over the four LGAs using a calculation based on the equivalent number of computer hardware items in each LGA.

The ADSL (asymmetric digital subscriber line) service supports the library management system and all online platforms for both staff and public access. RTRL has recently moved from Public Telstra ADSL (\$255 per month) to State Library funded ADSL (\$95 per month), in the four biggest branches, allowing the installation of a second ADSL costing less than the original Telstra ADSL, saving \$65 per month while simultaneously increasing the Internet speed. RTRL currently has 7 State Library funded ADSLs in the larger libraries, with the rollout to continue to the smaller branches in the near future, creating further savings.

RTRL IT staff are currently working with the State Library and Hitech Support to change the hotspot solution to better differentiate between members and non-members.

Byron Bay Library

From 19 to 25 March 2014 the Byron Bay Library staff undertook an in-house survey asking Wifi users if they were residents/library members or visitors to the area. The results are provided in the table below. Note, each Wifi user was provided with a ticket for Wifi use. During the survey week an average of 666 people visited the library per day. Of that number 74% used services other than Wifi. 111 visited library to use Wifi, and of those 35% were residents/library members and 65% were visitors to the area.

Date	Daily Library visits	Residents/ members (% of total daily tickets)	Visitors (% of total daily tickets)	Members/Visitors using non Wifi library services (% to total visits)
Wed 19 March	846	99 (41%)	145 (59%)	602 (71%)
Thurs 20 March	773	77 (37%)	129 (63%)	567 (73%)
Fri 21 March	606	57 (35%)	104 (65%)	445 (73%)
Sat 22 March	265	21 (30%)	49 (70%)	195 (74%)
Mon 24 March	738	51 (28%)	134 (72%)	553 (75%)
Tue 25 March	767	64 (37%)	107 (63%)	596 (78%)

Wifi Charging Costs

At a recent Byron Shire Council Meeting it was resolved that Byron Shire Council recommend the RTRL consider a charge to non-residents of \$2 per session for the use of Wifi for a trial period.

Wifi has been available in the branches since the beginning of 2012, free of charge. Currently RTRL charges visitors \$2.20 for 30 minutes to use the PCs in the library, the use of this service by visitors is declining as take up personal devices by visitors continues to grow. The PC usage charge assists with costs related to supplying PCs and associated hardware and software, by comparison Wifi users supply their own device and are not connected to printing facilities.

Wifi charge impact on staff

On an average day – 666 patrons as per the survey average, four (FTE) staff work on the circulation counter at the Byron Bay Library. If a charge was placed on Wifi use, staff would need to ascertain if a Wifi user was a member or non-member approximately 173 times per day; 62 members would show their card and be given a wireless ticket. This transaction would take approximately 30 seconds, 62 people x 30 seconds = 31 minutes per day. An average of 111 Wifi users could be charged \$2.00 per session. If this transaction is straightforward it will take approximately 1 minute x 111 minutes per day of staff time. 31 minutes (library members) + 111 minutes (visitors) = 142 minutes (2.4 hours per day). Weekly banking currently takes approximately 45 minutes. If the \$2.00 Wifi fee was introduced, at least one more banking day would be required to administer the fees. The banking is collected once a week by a security firm at the cost of \$140.00 each week.

As per the existing RTRL budget, any revenue collected in branches goes to RTRL general revenue not to individual councils.

In response to questions put to the state wide public library network all councils in NSW and QLD provide free wifi, councils across NSW are installing more power points in their libraries to encourage members and visitors to access Wifi for their information needs. Many remarked that providing free Wifi is a cheaper and space saving alternative to providing more public access PCs.

With reference to Public Library Statistics 2011/12 for Public Library Services in NSW, the RTRL branch and mobile library staff issued an average of 35,125 items per individual per annum, well above the NSW median of 19,455. Using the average figures above, 173 Wifi transactions ÷ 4 staff = an extra 43 transactions per day per staff member x 300 (open days per year) could potentially increase each Byron Bay staff member's transactions per annum to 48,025 transactions, 147% higher than the state median.

The recent rollout of the automated PC booking system and allowing wireless tickets available for pick up at the library front counter has resulted in freeing up staff for other activities. The extra staff time has been more effectively utilised to provide customer service, literacy programs and collection development and promotion. Dealing with PC bookings and Wifi in this way has also decreased the waiting time at the front counter for members requiring assistance with other library related activities. Not charging for Wifi removes the negative discussion between staff and customers around why Byron Shire is charging for Wifi when no other public library service in NSW or QLD charge for Wifi. Staff already deal with this type of conversation when charging visitors to use the Public Access PCs in the branches, which is also free in most libraries across both states.

Conclusion

As per the State Library Guidelines, charging \$2.00 per visitor to use a library service may contravene the Library Act 1939 mandate to provide free access to information. Providing access to Wifi is considered a core library service in Australia. RTRL continues to benefit

from a productive working relationship with NSW.net resulting in a recent upgrade to related IT hardware and ongoing high level technical support. Charging a fee to use infrastructure supplied by NSW.net could jeopardise future networking opportunities with NSW.net.

Wifi usage has increased in all RTRL branches. This trend will continue and is not dissimilar to public libraries across the world as take up of smart technologies continues to grow. When examining the daily use of Wifi in Byron Bay Library for even a short period, the extra staff time required to charge visitors for Wifi access will be an additional impost on staff, who are already working above NSW State benchmarks. The impact on customer service for all library patrons would outweigh the benefits gained by charging visitors for Wifi.

Attachment

The Wifi report includes the following attachment:-

- Internet Policy Guidelines for NSW Public Libraries – November 2011

Recommendations

1. That RTRL continues to provide free Wifi hotspots in line with State Library Guidelines.



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Library Council of New South Wales

Internet Policy Guidelines for NSW Public Libraries

Disclaimer

These guidelines have been provided to NSW public libraries for their information only. These guidelines contain clauses which NSW public libraries may wish to consider when implementing their own internet policy. The guidelines are not compulsory and the Library Council of NSW recommends that all NSW local authorities seek independent legal advice before implementing a policy based on these guidelines. The Library Council of NSW accepts no responsibility for any loss or damage whatsoever resulting from reliance on these guidelines by any NSW public library.

Internet Policy Guidelines for NSW Public Libraries

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1. Purpose and Scope

In the environment of a public library, the policy framework consists of:

- Policy as endorsed by local government
- Staff procedures, and
- Customer terms of use/guidelines.

These policy guidelines are designed to assist the development of an internet usage policy within NSW public libraries. The guidelines address issues around providing public access to the internet in a NSW public library. They do not include operational concerns such as firewalls, connectivity, staff procedures and access.

2. Background

Public libraries play an important role in our communities. In NSW free access to information through public libraries is mandated by the *Library Act, 1939*.¹ In the online age, libraries ensure that members of any community are not excluded from the information and social interactions exchanged in the online environment. As the *International Federation of Library Associations and Institutions (IFLA) Internet Manifesto* highlights, access to the internet

...enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.

Libraries and information services provide essential gateways to the Internet. For some they offer convenience, guidance, and assistance, while for others they are the only available access points. They provide a mechanism to overcome the barriers created by differences in resources, technology, and training.²

This role is supported by the findings of *Enriching communities: the value of public libraries in New South Wales* which explored the economic, social, cultural and environmental value of public libraries to communities in NSW.

The top five contributions to the community were seen as being a safe and pleasant place to visit; supporting educational facilities; facilitating lifelong learning; encouraging responsible social behaviour; and ensuring access to the Internet for all. The underlying themes are clearly those of safety, harmony, equity and education.³

Participation in the online world can be constrained by a number of factors which include access, skills and abilities, and tools:

¹ Guidelines to Section 10 Library Act 1939 _
http://www.sl.nsw.gov.au/services/public_libraries/legislation/guidelines_section_10.html

² IFLA Internet Manifesto <http://www.ifla.org/publications/the-ifla-internet-manifesto>

³ Enriching communities: the value of public libraries in New South Wales 2007
http://www.sl.nsw.gov.au/services/public_libraries/publications/docs/enriching_communities.p_df

- access to computers, access to internet services, access to adequate bandwidth, limited timed sessions,
- literacy levels, computer skills, education,
- disabilities and the availability of accessible equipment and software,
- filtering and censorship,
- equipment with non-roman scripts enabled

The Library Council of NSW recognises the key part libraries play in breaking down barriers for the people of NSW:

A public library has a role as an unbiased source of information and ideas, including online content. It must accept responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.⁴

3. Legislative framework

3.1 Library Act, 1939

Public libraries in NSW are subject to the *Library Act 1939* and operate with reference to a number of policies and guidelines adopted by the Library Council of New South Wales. Section 10(1)(b) of the *Library Act 1939* states that libraries must provide:

Free access to certain materials on library premises.

Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.⁵

The Library Council of NSW *Guidelines to Section 10* clarify the intention of this provision:

The intention of this provision is to ensure that no charge is made for the use of library materials or access to the information services of the library by any person on the library premises.⁶

The *Library Act 1939* defines library material:

Library material includes book, periodical, newspaper and any other printed matter and also includes map, music, manuscript, picture, photographic plate and film and any other matter or thing on or by which words, sounds or images are recorded or reproduced.⁷

This definition may include electronic publications and information that is accessible via the Internet. The intention of this provision is to ensure that members of the public

⁴ Library Council of NSW (2007) Access to Information in New South Wales Public Libraries http://www.sl.nsw.gov.au/services/public_libraries/policies/docs/accesstoinformation2007.pdf

⁵ Library Act 1939 <http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/>

⁶ Library Council of NSW (2007) Library Act 1939 Guidelines to Section 10

⁷ Library Act 1939 http://www.sl.nsw.gov.au/services/public_libraries/legislation/index.html

can enter a public library and access information, regardless of its format, free of charge.

3.2 Copyright

The types of copyright breaches that can typically occur using the internet include file sharing and illegal downloads of files. Under the Copyright Act 1968, prescribed copyright notices are required to be visible to the public, on or near all library equipment that can be used for copying or communicating copyright material in any format (eg. photocopiers, fax machines, scanners and computers). The Copyright Act provides that, if a library has notices with the specified words on or near copying and recording equipment (such as photocopiers, scanners, computer terminals, printers and audio and video recording equipment, including CD burners) on or near the library premises, it shall not be taken to have authorized the making of the infringing copy by reason only that the copy was made on that machine.

A copy of the two notices is included in the Australian Copyright Council fact sheet: *Notices on photocopiers and other copying equipment G40*⁸

4. Policy elements

This section describes the issues to address in an internet usage policy.

4.1 Free public access to the internet

Free public access to the internet in NSW public libraries is a core service. The informational and recreational roles of a public library are longstanding and an essential element of a library service. Free internet access supports these roles and healthy communities through providing:

1. access to information and services
2. access to recreational material
3. avenues for community engagement and participation

The presentation of information online has rapidly evolved into an interactive exchange of information, rather than a traditional one way transaction where web pages were published in a model very similar to the publication of a book (ie. author, editor, publisher, reader). The era of 'push button publishing' where individuals can create content, collaborate and build user generated information resources introduces interactive online communication as a vital part of the dissemination of information and a core library service.

4.2 Welcome statement

Public libraries provide a range of services to people of all ages in the community. Not all material on the internet is suitable for use in a public setting and, consistent with the *Children's Policy Guidelines*, parental permission is recommended before allowing young people to use the internet in the library.

⁸ Australian Copyright Council Notices on photocopiers and other copying equipment G40 _
http://www.copyright.org.au/admin/cms-acc1/_images/183893348752392c7741dc4.pdf

The policy should begin with a statement that makes it clear that free access to the internet is available for specific purposes.

— *recommended clauses* —

[XYZ] Library is committed to serving the information and recreation needs of this community. The Library strives to provide a welcoming environment, and provides free public access to the internet to support lawful

- access to information and services
- access to recreational material
- avenues for community engagement and participation

4.3 Access to information and services

Information available via the internet should be treated no differently in public libraries than print based information:

Libraries should endeavour to provide access to comprehensive and balanced collections that meet the needs of their communities as far as budget, space and availability of materials allow.

Library materials that have not been subject to Federal and State restriction or prohibition should not be excluded from a public library on moral, political, racial, religious, sexist, language, or other sensitive grounds alone. Nor should library materials be included on these grounds alone, whatever pressure may be brought to bear by individuals or groups.⁹

4.4 Free access to email services

In the past, some public libraries have charged for access to the internet for "non-informational" purposes, such as email. Now in a much more interactive web environment libraries deliver many core services online, including access to databases, ebooks (text and audio), email and chat reference services, online book clubs and websites that require email authentication.

Email is a critical tool in research and information seeking, allowing clients to forward articles from electronic databases, to pose questions via "ask a librarian" type services, and is essential to use many cloud based services. Guaranteeing free access to email services via the library allows libraries and councils to use email to communicate cost effectively with clients and deliver services that are reliant on clients having their own email addresses.

Increasingly government information services are provided and business transactions are conducted online, including applying for employment. Ensuring that all members of the community have the opportunity to access these services and opportunities is a crucial role for public libraries ensuring equity of access.

⁹ Library Council of NSW (2007) Access to Information in New South Wales Public Libraries _ http://www.sl.nsw.gov.au/services/public_libraries/policies/docs/accesstoinformation2007.pdf

4.5 Access to recreational material and services

The internet greatly expands the range of recreational material that can be offered in a public library setting, including interactive activities such as social networking and playing online games. Where these activities are not specifically restricted by law, they may be included in the library's acceptable use policy which should be clearly displayed beside the computers, or via a "click through" licence at the point of use.

4.6 Community engagement and participation

By acting as free access points in communities, public libraries facilitate participation in:

- e-government: governments and their agencies use internet technologies to deliver services, to communicate information via online publishing and to engage with the community via interactive forums
- life long learning: online services are used as both an information resource and a delivery platform for education. In many parts of NSW access to further education is via distance learning delivered online.
- small business: many small business owners need access to online services to register business names, research licensing requirements, research potential markets.
- community activities and decision making

4.7 Quality of life in communities

Libraries also increase quality of life in communities through access to information online that supports:

- health and wellness (eg. Health Insite¹⁰)
- informed decision making via legal information (eg. Find legal answers: information about the law in NSW¹¹)
- supporting access to information in native languages by accessing resources that are only available online (eg. www.MyLanguage.gov.au)
- commercial activities in communities where there are no alternatives (eg. quilting clubs sourcing materials where no stores are available locally)

4.8 Social media

Social media describes software tools that allow groups to generate content and engage in peer-to-peer conversations and exchange of content (examples include blogs, wikis, tagging, online video, online photo sharing and social networking sites).

¹² These web-based technologies provide vehicles to facilitate collaboration and sharing. New social media tools are emerging constantly.

Social media tools have many uses in public library environments, including:

- delivering services and interacting with clients
- locating information distributed via social media tools (eg. podcasts, online video)
- video tutorials and online lectures and tours
- contributing information to online forums and digital archives
- consultation, community projects and feedback mechanisms

¹⁰ Health Insite <http://www.healthinsite.gov.au/>

¹¹ Find legal answers <http://www.legalanswers.sl.nsw.gov.au/>

¹² Social media: **Social media** are primarily Internet and mobile based tools for sharing and discussing information. It most often refers to activities that integrate technology, telecommunications and social interaction, and the construction of words, pictures, videos and audio. http://en.wikipedia.org/wiki/Social_media

- participation in community and political life

Library clients, increasingly accustomed to using social media tools, expect a more interactive public library service and seek opportunities to contribute to the library's content, collaborate (eg. volunteers correcting the text in digitised newspaper transcripts) and communicate with libraries online.

A library service is therefore expected to allow access to social media as part of its overall internet usage policy.

5.0 Groups with specific needs using the internet

5.1 Young people using the Internet

Unlike print collections, the resources available on the internet are not subject to collection development and classification by the public libraries. Parents/guardians of young people are solely responsible for a young person's access to and use of the library's Internet facilities, including access to sites, their subject matter and content. Parents/guardians must ensure that their children's use of the Library's Internet facilities accords with the library's Internet policy.

For further guidance in relation to children's use of public libraries and parental responsibility, please see Library Council of New South Wales: Children's Policy Guidelines for NSW Public Libraries

5.1.1 Cyber bullying

Unsupervised children can be at risk in any public place, including public libraries and the online environment. Library staff do not supervise children in the library so there is a risk that unsupervised children may be subject to cyber bullying.

— *recommended clauses* —

The Library promotes and supports young people's access to information, including electronic information through its Internet facilities. Library staff are available to assist young people in the use of the Internet, and to recommend websites on particular subjects.

Parents/guardians are responsible for their child's use of the Internet. Junior library users (under the age of 18) must have the consent of their parents/guardians before using the Internet. Library staff do not supervise or monitor children using the internet in the library so there is a risk that unsupervised children may be subject to cyber bullying.

5.2 Indigenous people

Some Indigenous clients may have concerns about information about Indigenous people presented online. It is appropriate to acknowledge the existence of this information and its potential impact on Indigenous clients. Further information is available through the Aboriginal and Torres Strait Islander Library and Information Resources Network Protocols.

It is acknowledged that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

5.3 Culturally and linguistically diverse communities

For many CALD clients the public library provides vital access to information in their first language, including government, legal and health information in translations. The library also provides a valued gateway to communication with friends and relatives and to information from home countries.

In order to facilitate this service it is necessary to ensure that the fonts required are downloaded on library equipment to support access and equity for clients reading non-roman scripts. Providing these fonts is consistent with a library's obligations under the *Anti-Discrimination Act 1977 (Cth)* to avoid any indirect discrimination against persons of a particular race whose language requires such scripts.

5.4 People with disabilities

Where libraries are developing content online it is recommended that they comply with W3C Web Accessibility Initiative known as *Web Content Accessibility Guidelines Version 2.0 (WCAG 2.0)* to ensure that all members of a community have equal access to online information.

Assistive software and hardware is available to ensure people with disabilities in the community can also access the internet in the library. These tools can greatly enhance the services public libraries offer and the access people with disabilities in the community have to these services.

6.0 Using the internet in a public place

The *Library Regulation 2010, clause 17(1)(b)* states that library users may be directed to leave if the person's conduct or manner is likely to give offence to any person in the library or to interfere with any other person's use of the library. This may include accessing websites that may reasonably be considered to offend other library users. Examples may include displaying images of deceased persons which can cause offence to Aboriginal and Torres Strait Islander people, or displaying adult content

6.1 Pornography and illegal material

Under the *Classification (Publications, Films and Computer Games) Enforcement Act 1995* persons are taken to have publicly exhibited a film or computer game where they have "superintendence or management" of the public place where the exhibition or demonstration takes place. It is advisable that the Library develop appropriate procedures to be observed where clients are found to be accessing material on library computers or on library premises which would otherwise be restricted under this Act.

The suggested procedure is for staff to instruct the client to stop accessing the material. In some circumstances it may be appropriate for staff to contact the relevant authorities. In other circumstances such as legitimate research, it may be appropriate

to suggest that the client accesses the material in a different part of the library not accessible to the general public.

It is possible that the Library may, as a result of a client's unlawful internet use, inadvertently come to possess child pornography (if downloaded to a computer drive). Section 91HA of the *Crimes Act 1900* contains defences that should protect library staff from criminal liability in these circumstances. It is advisable that the Library include in its policy provisions to address circumstances where clients are found to have accessed child pornography.

This may include procedures which would involve reporting the incident to police, ensuring that the material is not able to be accessed by other clients using the computer(s), and once advised by the authorities that is appropriate to do so, deleting the material from the Library's system.¹³

— recommended clauses —

Library clients must be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas.

Where a client is found to be using Library computers to access pornographic, offensive material, or for any unlawful purpose, the Library reserves the right to direct the client to leave the Library, to direct that the client not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

7.0 Risk management

Privacy and confidentiality cannot be totally assured in the use of any online resource. Library clients and staff must be aware that the security of data and networks cannot be guaranteed. Clients must also be aware that, network and systems administrators, during the performance of their duties, need to observe the contents of certain data, on storage devices and in transit, to ensure proper functioning of the library's internet facilities and computer networks.

Many libraries advise clients of the conditions of use that apply when using the computer facilities provided in the library via click through licences, on membership forms or by displaying signage.

7.1 Filtering

A public library has a role as an unbiased source of information and ideas, including online content. It must accept responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.

The Library Council does not support the use of censoring software as it inhibits free access to information and it does not provide adequate protection for children from all

¹³ Library Council of NSW (2007) Access to Information in New South Wales Public Libraries _ http://www.sl.nsw.gov.au/services/public_libraries/policies/docs/accesstoinformation2007.pdf

material that may be harmful on the Internet. Note the use of data surveillance devices in Australia is limited by the *Surveillance Devices Act 2007(Cth)*.

7.2 Breach of privacy and identity theft

Public libraries follow the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* when collecting personal information from clients.¹⁴ However, there are risks of a breach of privacy when using any online service. Library clients are encouraged to log out of services and to refrain from entering highly sensitive information (eg. tax file numbers, banking details) while using library facilities.

Clients should be reminded of their personal responsibility, as the library cannot assume responsibility for any loss of data, funds, or identity theft that may result from use of the internet in the library.

7.3 Wireless access

Communications over a wireless network are not secure. Information sent from or to a laptop can be captured by anyone else with a wireless device and appropriate software. Clients using wireless access in the library should be advised of the risks.

Where clients are using their own internet enabled devices, appropriate use of those devices and any associated behaviour within the library is governed by the *Library Regulation 2010(3)(17)*.

8.0 Related guidelines

- Library Council of New South Wales: Access to Information in New South Wales Public Libraries Guideline
- Library Council of New South Wales: Living Learning Libraries: Standards and Guidelines for NSW Public Libraries [S.15 Provision of multiple use public Internet workstations]
- Library Council of New South Wales: Children's Policy Guidelines for NSW Public Libraries
- Library Council of New South Wales: People places: A guide for public library buildings in New South Wales
- Library Council of New South Wales: Privacy Guidelines for NSW Public Libraries

¹⁴ Library Council of NSW (2008) Privacy Guidelines for NSW Public Libraries
http://www.sl.nsw.gov.au/services/public_libraries/policies/docs/PrivacyMarch2008.pdf

Attachment One: IFLA Internet Manifesto

The International Federation of Library Associations and Institutions Internet Manifesto

Unhindered access to information is essential to freedom, equality, global understanding and peace. Therefore, the International Federation of Library Associations (IFLA) asserts that:

Intellectual freedom is the right of every individual both to hold and express opinions and to seek and receive information; it is the basis of democracy; and it is at the core of library service.

Freedom of access to information, regardless of medium and frontiers, is a central responsibility of the library and information profession. The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.

Barriers to the flow of information should be removed, especially those that promote inequality, poverty, and despair.

Freedom of Access to Information, the Internet and Libraries and Information Services

Libraries and information services are vibrant institutions that connect people with global information resources and the ideas and creative works they seek. Libraries and information services make available the richness of human expression and cultural diversity in all media.

The global Internet enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.

Libraries and information services provide essential gateways to the Internet. For some they offer convenience, guidance, and assistance, while for others they are the only available access points. They provide a mechanism to overcome the barriers created by differences in resources, technology, and training.

Principles of Freedom of Access to Information via the Internet

Access to the Internet and all of its resources should be consistent with the United Nations Universal Declaration of Human Rights and especially Article 19:

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

The global interconnectedness of the Internet provides a medium through which this right may be enjoyed by all. Consequently, access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.

Libraries and information services also have a responsibility to serve all of the members of their communities, regardless of age, race, nationality, religion, culture, political affiliation, physical or other disabilities, gender or sexual orientation, or any other status.

Libraries and information services should support the right of users to seek information of their choice.

Libraries and information services should respect the privacy of their users and recognize that the resources they use should remain confidential.

Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.

In addition to the many valuable resources available on the Internet, some are incorrect, misleading and may be offensive. Librarians should provide the information and resources for library users to learn to use the Internet and electronic information efficiently and effectively. They should proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people.

In common with other core services, access to the Internet in libraries and information services should be without charge.

Implementing the Manifesto

IFLA encourages the international community to support the development of Internet accessibility worldwide, and especially in developing countries, to thus obtain the global benefits of information for all offered by the Internet.

IFLA encourages national governments to develop a national information infrastructure which will deliver Internet access to all the nation's population.

IFLA encourages all governments to support the unhindered flow of Internet accessible information via libraries and information services and to oppose any attempts to censor or inhibit access.

IFLA urges the library community and decision makers at national and local levels to develop strategies, policies, and plans that implement the principles expressed in this Manifesto.

Accessed: 12 July 2010

Source: <http://www.ifla.org/publications/the-ifla-internet-manifesto>

Attachment Two: ALIA Statement on online content regulation

ALIA objects addressed

To promote the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy.

Principle

Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.

Statement

Libraries and information services facilitate and promote public access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, including online content and services, is governed by professional considerations and not by political, moral and religious views.

Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information.

Users are assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently. Each user's right to privacy and confidentiality is protected with respect to information sought or received and resources consulted.

In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively.

Related documents

ALIA Statement on Free Access to Information
<http://alia.org.au/policies/free.access.html>

International Federation of Library Associations and Institutions (IFLA) Statement on Libraries and Intellectual Freedom
<http://www.ifla.org/V/press/pr990326.htm>

International Federation of Library Associations and Institutions (IFLA) Internet Manifesto: <http://www.ifla.org/en/publications/the-ifla-internet-manifesto>

Article 19 of the United Nations Universal Declaration of Human Rights <http://www.un.org/Overview/rights.html>

ALIA guide to online content regulation (members-only)
<http://membership.alia.org.au/scripts/cgiip.exe/WService=ALIA/ccms.r?pageid=10577>

Adopted: 1997 Amended: 2001, 2002

Source: <http://www.alia.org.au/policies/content.regulation.html>

Attachment Three: Relevant legislation

Privacy and Personal Information Protection Act 1998 (NSW)

8 Collection of personal information for lawful purposes

- (1) A public sector agency must not collect personal information unless:
- (a) the information is collected for a lawful purpose that is directly related to a function or activity of the agency, and
 - (b) the collection of the information is reasonably necessary for that purpose.
- (2) A public sector agency must not collect personal information by any unlawful means.

The Library Regulation 2010 (NSW)

17 Library users may be directed to leave

- (1) A library staff member may direct any person to leave the library and not to re-enter the library for such period as the staff member directs, if the staff member is of the opinion that:
- (a) the person has contravened any provision of this Part, or
 - (b) the person's condition, conduct, dress or manner is likely to give offence to any person in the library or to interfere with any other person's use of the library.
- (2) A person to whom such a direction is given must not fail to comply with the direction.

Maximum penalty: 2 penalty units.

- (3) The period for which a person may be excluded from the library by such a direction must not exceed the maximum period determined by the governing body of the library.

Copyright Act 1968 (Commonwealth)

39A Infringing copies made on machines installed in libraries and archives

Where:

- (a) a person makes an infringing copy of, or of part of, a work on a machine (including a computer), being a machine installed by or with the approval of the body administering a library or archives on the premises of the library or archives, or outside those premises for the convenience of persons using the library or archives; and
- (b) there is affixed to, or in close proximity to, the machine, in a place readily visible to persons using the machine, a notice of the prescribed dimensions and in accordance with the prescribed form;

neither the body administering the library or archives nor the officer in charge of the library or archives shall be taken to have authorized the making of the infringing copy by reason only that the copy was made on that machine.

Document History and Version Control Table

Version number	Date approved	Approved by	Brief description
0.1	24 June 2011	A/Director Public Library and Community Learning Services	Draft distributed for stakeholder consultation
1.0	2 August 2011	Manager, Funding and Advisory Services	To Crown Solicitor for advice.
1.1	12 September 2011	Public Libraries Consultative Committee	Incorporates Crown Solicitor advice.

Development of the Guideline

The working group comprising Mylee Joseph (State Library), Leanne Perry (State Library), Colleen Giles (Fairfield Libraries), Jennifer Campbell-Watt (Randwick Library), Sharon Uthmann (Clarence Regional Library) and Wendy Hansard (Kogarah Library) convened in 2009 and 2010 to frame the draft Guideline. The draft was circulated to all NSW public libraries in June 2011 for comment.

The draft was subsequently updated by Cameron Morley, Mylee Joseph and Martyn Killion (State Library) prior to being forwarded to the NSW Crown Solicitor to be checked for legal compliance. The Public Libraries Consultative Committee (PLCC) considered the draft Guideline at its meeting of 12 September 2011. Library Council endorsed the Guideline at its meeting of 7 November 2011.

Report

Subject	Draft 2014/15 Richmond Tweed Regional Library Budget and Fees & Charges
Prepared by	Lismore City Council Manager - Finance, Rino Santin
Reason	To present the draft 2014/15 Budget and Fees & Charges to the RTRL Committee
Objective	For the RTRL Committee to adopt the draft 2014/15 Budget and Fees & Charges

1. Draft 2014/15 RTRL Budget

A draft 2014/15 RTRL Budget (Budget) has been prepared and a full copy attached. It has been prepared based on current service levels and where significant changes are recommended, budget commentary is provided.

Financial Results

The following table shows the budgeted financial results for 2014/15 and the 2013/14 comparison:-

Key Financial Performance	2013/14 Budget	Draft 2014/15 Budget
Net Operating Result – Surplus/(Deficit)	(\$348,100)	(\$469,600)
Net Operating Result excluding Capital Revenues	(\$390,400)	(\$469,600)
Net Cash Position	Balanced	Balanced

The **Net Operating Result** is anticipated to be a deficit of (\$469,600). This reflects the trend towards the provision of more services by the Regional Library instead of the traditional purchasing of fixed assets such as Library Resources (Books, DVD's CDS's, etc.).

The same result is anticipated for the **Net Operating Result excluding Capital Revenues**.

The **Net Cash Position** for 2014/15 is balanced. This simply means all cash expenditure is matched by a cash funding source.

Member Council Contributions

The Budget provides for an overall increase in member Council contributions of 3.02%. The following table shows member Council contributions:-

Council	2013/14	Draft 2014/15	Increase % / \$
Ballina	\$1,252,000	\$1,273,400	1.71% \$21,400
Byron	\$1,126,600	\$1,163,000	3.23% \$36,400
Lismore	\$1,401,100	\$1,453,200	3.72% \$52,100
Tweed	\$2,144,000	\$2,212,800	3.21% \$68,800
Totals	\$5,923,700	\$6,102,400	3.02% \$178,700

Budget Commentary

The following commentary is provided on significant changes to the Budget:-

Note 1 – Staff Salaries

Staff Salaries will increase by \$223,000 or 6.31%. This increase comprises the estimated allowance for Award indexation (3.00%), anticipated salary progression (1.40%) and catch up from salary progression during 2013/14 that was above the anticipated (0.64%)

For Tweed, the Budget proposes an additional full time Library Assistant (1.27% or \$45,000). As this relates to additional staffing, this proposal is subject to approval from Tweed Shire Council. The following commentary on the proposal is provided:-

In the last five years or more, RTRL has carried forward unexpended funds from the Tweed Resources (Books, DVD's CD's, etc..) budget to the following year. From 2012/13 \$70,800 was carried forward into 2013/14.

The main reason these funds are unexpended is due to the current size of the three Tweed Shire libraries which could not house the collection size if all funds were spent. The global trend for public libraries is to downsize collections to create more flexible spaces for programs and events, and establishing well used quality collections rather than aiming for quantity. In recent years, Tweed Resources funds have been reallocated to eResources, which will continue to grow in the future as the RTRL suite of eResources is developed to respond to changing community needs.

According to *Public Library Statistics 2011/12 for Public Library Services in NSW* Tweed Shire libraries staff issued an average of 41,277 items per staff member. This is more than twice the state average of 19,257. Tweed Shire libraries are also providing more outreach program's such as Words on Wheels (WOW) for Seniors visiting retirement homes, Library on the Move visiting preschool and childcare facilities, which requires staffing.

For the above reasons, it is recommended and the draft 2014/15 Budget has been prepared on one additional full time Library Assistant position being added to the Tweed Salaries and the Tweed Resources being reduced by a corresponding amount of \$52,000 (Salary + Employee Leave Entitlements + Workers Compensation Insurance).

For comparison purposes, the following table represents staffing hours between 2014/15 and 2013/14:-

Staffing Hours - Per Week			
Locations	2013/14	2014/15	Change
Headquarters	638.50	631.50	-7.00
Ballina Area	387.18	386.99	-0.19
Byron Area	399.01	399.01	0.00
Lismore Area	465.00	463.50	-1.50
Tweed Area	577.65	614.62	36.97
Bookmobile	39.00	46.03	7.03
	2,506.34	2,541.65	35.31
FTE	71.61	72.62	

Overall, Full Time Equivalents (FTE) staff numbers are proposed to increase by approximately 1 EFT, which is the one full Library Assistant position at Tweed.

Specifically, some part time hours at Headquarters are not being filled and the increase in hours for the Bookmobile reflects actual staff hours required to deliver the service not a change in the service delivered hours.

Note 2 – Employee Leave Entitlements

Employee Leave Entitlements will increase by \$43,000 or 7.03%. This increase is driven by the same elements as the increase in Staff Salaries being Award indexation, anticipated salary progression, catch up from salary progression during 2013/14 that was above anticipated and an additional staff member for Tweed.

Note 3 – Superannuation

Superannuation will increase by \$24,700 or 5.30%. This increase is driven by the same elements as the increase in Staff Salaries being Award indexation, anticipated salary progression, catch up from salary progression during 2013/14 that was above anticipated and an additional staff member for Tweed.

Note 4 – Workers Compensation Insurance

The Workers Compensation Insurance budget has been increased to the anticipated premium cost for 2014/15. The budgeted amount for 2013/14 of \$2,400 understates actual premium costs as it includes a substantial refund to reflect RTRL's excellent performance of having low claims history from a workers compensation perspective.

Note 5 – Staff Training, Workplace Change and WHS Committee

The Staff Training, Workplace Change and WHS Committee budgets have been consolidated under Staff Training.

Note 6 – Equipment Maintenance

Equipment Maintenance will increase by \$3,500. This reflects the increased maintenance costs associated with appropriately maintaining office equipment at all RTRL locations.

Note 7 – Periodicals, eResources, Library Resources (Books, DVD's, CD's) and Genealogy

Typically, budgets for Periodicals, eResources, Library Resources (Books, DVD's, CD's) and Genealogy increase annually by rate pegging. Member Council contributions to these are then based on respective population percentages. For 2014/15, rate pegging is 2.30%.

While the above approach was applied to calculate the Budget initially, the following changes are recommended and have been included in the Budget:-

1. Reduce Periodicals for Ballina (\$8,000) and Tweed (\$10,000).
2. Increase eResources for Ballina (\$8,000) and Tweed (\$10,000).
3. Reduce Library Resources (Books, DVD's, CD's) for Byron (\$19,500) based on Bryon Council's request in 2013/14.
4. Reduce Library Resources (Books, DVD's, CD's) for Headquarters (\$16,000) based on a reference library no longer being provided.
5. Reduce Library Resources (Books, DVD's, CD's) for Tweed (\$52,000) and as reported above, provide an additional Library Assistant.

Based on the above changes, the Budget provides for a total of \$843,600 in 2014/15. This is an overall decrease of \$66,500 or 7.3% when compared to 2013/14. The following summary for Periodicals, eResources, Library Resources (Books, DVD's, CD's) and Genealogy highlights the changes:-

Periodicals, eResources, Library Resources (Books, DVD's, CD's) and Genealogy				
Categories	2013/14	2014/15	Change	
	\$	\$	\$	%
Periodicals	53,400	36,700	-16,700	-31.27
eResources	127,500	148,400	20,900	16.39
Library Resources (Books, DVD's, CD's)	716,200	645,200	-71,000	-9.91
Genealogy	13,000	13,300	300	2.31
Total	910,100	843,600	-66,500	-7.3%

Note 8 – Insurance

Insurance will increase by \$4,000 or 50%. This reflects the increased contribution to Lismore City Council for RTRL's property and contents insurance. RTRL's property and contents, on a replacement cost basis, are estimated to be valued at approximately \$13.07 million. (IT Hardware \$363,000, Library Resources \$10.63 million, Furniture/Equipment \$687,000 and Building (HQ) \$1.4 million).

The contribution is equivalent to a charge of approximately \$0.00092 cents in the dollar compared to the market of charge of approximately \$0.0032.

Note 9 – Children's Services

Children's Services will increase by \$2,100 or 22.58%. This simply reflects the increased demand on these services and is strongly supported.

Note 10 – Fax Charges and PC Usage Charges

Income from Fax Charges and PC Usage Charges is anticipated to decrease by \$3,500 or 22.01% as demand for these services is reducing due to growth in self-owned equipment. This trend is anticipated to continue.

Note 11 – Interest on Investments

Interest on Investments is anticipated to generate approximately \$63,000 in 2014/15. This is consistent with expectations for 2013/14 (47,627.76 as at 30/1/14) but takes into consideration the impact of reducing interest rates on the portfolio.

Note 12 – Leaseback Vehicle Charges

Leaseback Vehicle Charges are anticipated to increase by \$1,400 to reflect the private use of the Tweed Library vehicle.

Note 13 – Office Equipment (Transfer from Reserve)

The Budget includes \$10,000 from the Office Equipment Reserve to be applied to funding the purchase of ad hoc Office Equipment.

Note 14 – Carried Forward Funds (Transfer from Reserve)

The Budget includes \$99,200 from the Carried Forward Funds Reserve to fund general operating costs. This reserve is for funds not required for a specific purpose by the RTRL. In 2013/14, this amount totalled \$96,500.

It is important to note that these funds are not recurrent and therefore an annual ongoing amount is not anticipated. What this means is that member Council contributions are only reduced in the current year. As such, in future years, when the Carried Forward Funds amount is nil, the increase that year will be the normal net cost driven impact plus the Carried Forward Funds amount not received that year.

The following table is provided as a guide on the actual increase to member Council contributions if the Carried Forward Funds of \$99,200 for 2014/15 was nil:-

2014/15 Member Council Contributions				
	With CFF's	Without CFF's	Increase with CFF's	Increase without CFF's
Ballina Council	1,273,400	1,293,000	21,400	41,000
Byron Council	1,163,000	1,177,700	36,400	51,100
Lismore Council	1,453,200	1,474,200	52,100	73,100
Tweed Council	2,212,800	2,256,700	68,800	112,700
Total	6,102,400	6,201,700	178,700	277,900

Note 15 – Audit Services (Transfer from Reserve)

The Budget includes \$10,000 from the Audit Services Reserve. All recent audit costs were accrued and funded in 2012/13, hence the reserve is available to fund audit services for approximately the next three years.

Discussion Points

The following points are included in this report for the Committee's information:-

1. Staffing

According to Public Library Statistics 2011/12 for Public Library Services in NSW, Richmond Tweed Regional Library issued an average of 27,525 items per staff member. This figure is calculated including all staff in RTRL Headquarters. As per the guidelines, the NSW median is 19,455. By removing RTRL staff who don't issue items as part of their normal duties, the RTRL items issued per branch/mobile library staff rises to 35,125.

It is planned to bring an RTRL staffing report to the August 2014 Committee meeting.

2. Implementation of the Strategic Plan

Within the RTRL Strategic Plan 2014-2017 there are a number of actions including review of RTRL staff structure, creating a communications and marketing plan, review the potential to implement RFID (Radio Frequency Identification) technology which may require the assistance of an independent consultant or extra staffing hours to complete.

As these actions proceed as per the Strategic Plan timeline, it is intended to submit separate reports to the Committee for resource allocation if necessary.

Draft 2014/15 Fees & Charges

In regards to the draft 2014/15 Fees & Charges, an assessment of what charges could be amended to reflect CPI movement was undertaken. It is recommended that for 2014/15 no change be made to the majority of the fees and charges due to the minimal income increase which would be achieved.

This is subject to the Committee consideration of the Byron Council's request to introduce Wi-Fi charges for non-members.

Attachment

The draft RTRL 2014/15 Budget and Fees & Charges report includes the following attachments:-

- Draft 2014-15 Budget, shows the Budget in line by line detail,
- Council Contributions, which shows how each Council's contribution is calculated based on the agreed cost categories.
- ABS Population Estimated, used to calculate some components of the agreed cost categories, and
- Area Staff Costs, which sets out total staffing hours and costs for each LGA, Headquarters and Bookmobile
- Draft 2014-15 Fees & Charges, list all fees and charges, the 2013/14 amounts and the proposed 2014/15 amounts

Recommendations

That the Richmond Tweed Regional Library Committee:

- (1) Seek approval from Tweed Shire Council to create one extra full time equivalent Library Assistant's position to be funded by Tweed Shire Council by an offsetting reduction in the Tweed Library Resources budget.
- (2) Adopts the draft 2014/15 RTRL Budget, subject to approval from Tweed Shire Council for the staffing change.
- (3) Adopts the draft 2014/15 RTRL Fees & Charges.
- (4) Forward the draft 2014/15 RTRL Budget and Fees & Charges to member Councils and invite feedback.

RICHMOND TWEED REGIONAL LIBRARY				
DRAFT 2014/15 BUDGET				
EXPENDITURE	Budget 2013/14	Draft Budget 2014/15	Percentage Change	Comments
Administration				
External Printing	\$4,000	\$4,000	0.00%	
Stationery	\$11,100	\$11,100	0.00%	
Telecommunication Costs & Charges	\$31,000	\$31,000	0.00%	
Postage	\$15,700	\$15,700	0.00%	
Audit Services	\$10,000	\$10,000	0.00%	
Legal Expenses	\$5,000	\$5,000	0.00%	
Security	\$17,500	\$17,500	0.00%	
Strategic Plan Implementation	\$8,000	\$6,000	-25.00%	
Website/Style Manual Construction	\$8,500	\$5,000	-41.18%	
	\$110,800	\$105,300	-4.96%	
Salaries and Overheads Expenses				
Staff Salaries	\$3,535,200	\$3,758,200	6.31%	Note 1
Employee Leave Entitlements	\$611,400	\$654,400	7.03%	Note 2
Superannuation	\$466,000	\$490,700	5.30%	Note 3
Workers Compensation Insurance	\$2,400	\$38,000	1483.33%	Note 4
Staff Training	\$48,000	\$50,600	5.42%	Note 5
Recruitment Expenses	\$9,000	\$9,000	0.00%	
Fringe Benefits Tax	\$2,000	\$2,000	0.00%	
Workplace Change	\$2,000	\$0	-100.00%	Note 5

WHS Committee	\$1,500	\$0	-100.00%	Note 5
Private Vehicle Reimbursement	\$8,300	\$8,300	0.00%	
	\$4,685,800	\$5,011,200	6.94%	
EXPENDITURE	Budget	Draft Budget	Percentage	
	2013/14	2014/15	Change	
Expenses of Providing Assets				
Building Maintenance	\$9,000	\$9,000	0.00%	Note 6
Cleaning, Lighting and Rates	\$53,500	\$46,900	-12.34%	
Furniture & Equipment M & R	\$5,500	\$5,500	0.00%	
Equipment Maintenance	\$5,300	\$8,800	66.04%	
Vehicle Running	\$84,300	\$84,300	0.00%	
	\$157,600	\$154,500	-1.97%	
Library Service Working Expenses				
Technical Aids	\$15,000	\$15,000	0.00%	Note 7
Maintenance of Books/AV Maintenance	\$37,000	\$37,000	0.00%	
Periodicals	\$75,800	\$36,700	-51.58%	
Freight	\$5,000	\$5,000	0.00%	Note 8
Insurance	\$8,000	\$12,000	50.00%	
Printing Equipment Expenses	\$43,200	\$43,200	0.00%	Note 9
Children's Book Week	\$1,500	\$1,500	0.00%	
Promotion and Advertising	\$12,000	\$12,000	0.00%	
Children's Services	\$9,300	\$11,400	22.58%	
Purchases	\$12,800	\$12,800	0.00%	
Inter Library Loan Expenses	\$15,000	\$15,000	0.00%	
Libraries Australia Licence	\$9,000	\$9,000	0.00%	
Book Retrieval	\$2,100	\$0	-100.00%	
Merchandise	\$500	\$0	-100.00%	

eResources	\$142,300	\$148,400	4.29%	Note 7
Local Priority Grant Purchases	\$41,400	\$0	-100.00%	
	\$429,900	\$359,000	-16.49%	
EXPENDITURE	Budget 2013/14	Draft Budget 2014/15	Percentage Change	
Information Services				
Hardware Maintenance	\$27,700	\$27,700	0.00%	
Software Maintenance & Purchase	\$127,000	\$111,000	-12.60%	
Internet	\$30,000	\$30,000	0.00%	
Telstra Connect IP	\$48,000	\$48,000	0.00%	
IT Consumables	\$2,000	\$2,000	0.00%	
	\$234,700	\$218,700	-6.82%	
Fixed Assets/Capital Expenditure				
Library Resources (Books, DVDs, CDs)	\$865,400	\$645,200	-25.44%	Note 7
Genealogy	\$13,000	\$13,300	2.31%	
Motor Vehicles	\$25,600	\$0	-100.00%	Note 7
Library Equipment	\$14,500	\$10,000	-31.03%	
Telephony, Hardware & Network Infrastructure	\$37,500	\$37,500	0.00%	
Local Priority Grant Purchases	\$47,300	\$0	-100.00%	
	\$1,003,300	\$706,000	-29.63%	
Transfers to Restricted Assets				
Vehicle Replacement	\$30,000	\$30,000	0.00%	
Headquarters Building	\$5,000	\$5,000	0.00%	
Carried Forward Funds	\$99,200	\$0	-100.00%	
	\$134,200	\$35,000	-73.92%	

EXPENDITURE	Budget 2013/14	Draft Budget 2014/15	Percentage Change	
Depreciation Expenses				
	\$1,091,400	\$1,091,400	0.00%	
TOTAL EXPENDITURE	\$7,847,700	\$7,681,100	-2.12%	
INCOME	Budget 2013/14	Draft Budget 2014/15	Percentage Change	
Charges and Fees				
Lost Book Charges	\$18,100	\$18,100	0.00%	
Fines	\$103,300	\$103,300	0.00%	
Photocopying Charges	\$16,400	\$16,400	0.00%	
Reservations/Registrations	\$84,900	\$84,900	0.00%	
I.L.L.	\$4,600	\$4,600	0.00%	
Fax Charges	\$4,300	\$2,000	-53.49%	Note 10
Printouts	\$42,700	\$42,700	0.00%	
PC Usage Charges	\$11,600	\$10,400	-10.34%	Note 10
	\$285,900	\$282,400	-1.22%	
Grants				
Diesel Rebate Scheme	\$2,800	\$2,800	0.00%	
	\$2,800	\$2,800	0.00%	
Sundry Income				
Sundries	\$16,900	\$16,900	0.00%	
Interest on Investments	\$52,900	\$63,000	19.09%	Note 11
Sale of Assets	\$8,600	\$0	-100.00%	
Leaseback Vehicle Charges	\$1,600	\$3,000	87.50%	Note 12

Donations	\$4,100	\$0	0.00%	
Local Priority Grant Operating Income	\$31,900	\$0	0.00%	
Local Priority Grant Capital Income	\$42,300	\$0	0.00%	
	\$158,300	\$82,900	-47.63%	
INCOME	Budget	Draft Budget	Percentage	
	2013/14	2014/15	Change	
Transfers from Restricted Assets				
Computer Replacement	\$16,000	\$0	-100.00%	
Fleet Replacement	\$17,000	\$0	-100.00%	
Office Equipment	\$8,700	\$10,000	14.94%	Note 13
Library eResources	\$221,700	\$0	0.00%	
Carried Forward Funds	\$96,500	\$99,200	2.80%	Note 14
Funded Projects	\$14,500	\$0	0.00%	
Unexpended Grants	\$11,200	\$0	0.00%	
Audit Services	\$0	\$10,000	100.00%	Note 15
	\$385,600	\$119,200	-69.09%	
Member Council Contributions				
Ballina Council	\$1,252,000	\$1,273,400	1.71%	
Byron Council	\$1,126,600	\$1,163,000	3.23%	
Lismore Council	\$1,401,100	\$1,453,200	3.72%	
Tweed Council	\$2,144,000	\$2,212,800	3.21%	
	\$5,923,700	\$6,102,400	3.02%	
TOTAL INCOME	\$6,756,300	\$6,589,700	-2.47%	

<u>Summary</u>				
Total Expenditure		\$7,847,700	\$7,681,100	
Depreciation		-\$1,091,400	-\$1,091,400	
	Net Expenditures	\$6,756,300	\$6,589,700	
Total Income		-\$832,600	-\$487,300	
Total Council Contributions		-\$5,923,700	-\$6,102,400	
Balance		\$0	\$0	
<u>Financial Results</u>				
		<u>2013/14</u>	<u>2014/15</u>	
Net Operating Result - Surplus/(Deficit)		(\$348,100)	(\$469,600)	
Net Operating Result BCG&C - Surplus/(Deficit)		(\$390,400)	(\$469,600)	
Net Cash - Surplus/(Deficit)		\$0	\$0	

RICHMOND TWEED REGIONAL LIBRARY
CALCULATION OF COUNCIL CONTRIBUTIONS
2014/15

		BALLINA		BYRON		LISMORE		TWEED		TOTALS
		COSTS	SHARE	COSTS	SHARE	COSTS	SHARE	COSTS	SHARE	
1) Branch Costs:										
Salaries & Vehicle		\$765,300		\$759,700		\$850,000		\$1,155,600		
Total Branch Costs		\$765,300		\$759,700		\$850,000		\$1,155,600		\$3,530,600
2013/14 Comparison & % Change for 2014/15		\$744,500	2.8%	\$726,300	4.6%	\$872,100	-2.5%	\$1,052,900	9.8%	
2) Mobile Library Costs :										
Salaries	\$93,800									
Vehicle Running	\$56,200									
Internet	\$2,500									
Transfer to Reserve	\$30,000									
% service time	\$182,500	\$20,278	11.11%	\$37,354	20.47%	\$61,901	33.92%	\$62,968	34.50%	\$182,500
Fortnightly Hours of Service in each LGA			4.75		8.75		14.50		14.75	42.75
2013/14 Comparison & % Change for 2014/15		\$18,033	12.4%	\$33,219	12.4%	\$55,049	12.4%	\$55,998	12.4%	
3) Resources Costs :										
Library Resources - Branches	\$0	\$137,200		\$83,400		\$147,300		\$254,900		
Library Resources - Other	\$22,400									
Periodicals - Branches	\$0	\$2,300		\$8,000		\$11,000		\$12,400		
Periodicals - Other	\$3,000									
Library eResources - Branches	\$0	\$33,800		\$19,300		\$27,700		\$67,600		
Salaries - Acquisitions	\$210,300									
Salaries - Cataloguing	\$90,600									
Technical Aids	\$15,000									
Maintenance	\$37,000									
Libraries Australia Licence	\$9,000									

Public Internet Access	\$27,500									
% Population - ABS Population Estimates	\$414,800	\$255,287	19.77%	\$172,161	14.82%	\$274,029	21.22%	\$518,224	44.20%	\$1,219,700
2013/14 Comparison & % Change for 2014/15		\$255,219	0.0%	\$191,896	-10.3%	\$275,121	-0.4%	\$565,065	-8.3%	
4) Computer System Costs										
Salaries	\$123,300									
Hardware Maintenance & Consumables	\$29,700									
Software Maintenance	\$111,000									
Headquarter & Branch IT Link Charges	\$48,000									
System Upgrade	\$37,500									
Net Reserve Movement	\$0									
% Terminals	\$349,500	\$70,432	20.15%	\$72,223	20.66%	\$93,312	26.70%	\$113,533	32.48%	\$349,500
No of Computer Hardware items in each Area			35.77		36.68		47.39		57.66	177.50
2013/14 Comparison & % Change for 2014/15		\$69,033	2.0%	\$70,451	2.5%	\$93,067	0.3%	\$104,550	8.6%	
5) Headquarter Costs										
Salaries	\$859,200									
Net Other	-\$39,100									
Headquarter Costs Apportioned per Capita	\$820,100	\$162,095	19.77%	\$121,514	14.82%	\$174,041	21.22%	\$362,449	44.20%	\$820,100
2013/14 Comparison & % Change for 2014/15		\$199,488	-18.7%	\$149,992	-19.0%	\$215,044	-19.1%	\$441,675	-17.9%	
2014/15 COUNCIL CONTRIBUTIONS		\$1,273,400	1.71%	\$1,163,000	3.23%	\$1,453,200	3.72%	\$2,212,800	3.21%	\$6,102,400
POPULATION		41,615	19.77%	31,196	14.82%	44,682	21.21%	93,052	44.20%	210,545
PER CAPITA		\$30.60		\$37.28		\$32.52		\$23.78		
INCREASE IN CONTRIBUTION		\$21,400		\$36,400		\$52,100		\$68,800		
<u>2013/14 COMPARISON</u>										
Council Contributions		\$1,252,000	1.71%	\$1,126,600	3.23%	\$1,401,100	3.72%	\$2,144,000	3.21%	
Population		41,326	19.83%	31,072	14.91%	44,548	21.37%	91,496	43.90%	208,442
Per Capita Costs		\$30.30	1.00%	\$36.26	2.82%	\$31.45	3.41%	\$23.43	1.48%	

Australian Bureau of Statistics

3218.0 Regional Population Growth, Australia 2012

Released at 11.30am (Canberra time) 31 July 2012

Table 1. Estimated Resident Population, Local Government Areas, New South Wales

Local Government Area	ERP at 30 June											Change			2012	2013	2014	RTRL
	2001	2002	2003	2004	2005	2006	2007pr	2008pr	2009pr	2010pr	2011pr	2001-2011pr	2011pr(a)	%				
	no.	no.	no.	no.	no.	no.	no.	no.	no.	no.	no.	%	no.	%				
Ballina (A)	38159	38876	39295	39567	39857	40293	40411	40534	40650	40693	40753	6.8	2594	0.7	41038	41326	41615	19.77%
Byron (A)	29689	29938	30284	30527	30614	30700	30641	30860	30952	30924	30825	3.8	1136	0.4	30948	31072	31196	14.82%
Lismore (C)	43064	43039	43040	43199	43617	44166	44305	44283	44284	44267	44282	2.8	1218	0.3	44415	44548	44682	21.21%
Tweed (A)	74577	76366	78625	80428	81549	83089	84126	85965	87356	88063	88463	18.6	13886	1.7	89967	91496	93052	44.20%
															206368	208442	210545	
TOTAL NSW	6575217	6628951	6672577	6707189	6756457	6816087	6885204	6975891	7069707	7144928	7211468	9.7	636251	0.9				

(a) Average annual growth rate.

Source: Regional Population Growth, Australia, 2011 (cat. no. 3218.0)

RICHMOND TWEED REGIONAL LIBRARY													
2014/15 SUMMARY OF AREA STAFF COSTS													
2014/15										2013/14			
LOCATION	Total Staff Hours per Week	Permanent Salaries	Casual Salaries	Annual Leave	Sick Leave	Public Holiday	Long Service Leave	Super-annuation	Total Employment Costs	Total Staff Hours per week	Total Employment Costs	\$ Change	% Change
A) Headquarters FTE	631.50 18.04	\$ 894,700	\$ 76,500	\$ 82,300	\$ 32,900	\$ 47,200	\$ 15,900	\$ 133,900	\$ 1,283,400	638.50 18.24	\$ 1,242,700	\$ 40,700	3.28%
B) Ballina Area FTE	386.99 11.06	\$ 513,800	\$ 73,100	\$ 46,000	\$ 18,400	\$ 26,500	\$ 7,600	\$ 79,900	\$ 765,300	387.18 11.06	\$ 744,500	\$ 20,800	2.79%
C) Byron Area FTE	399.01 11.40	\$ 522,900	\$ 61,000	\$ 47,400	\$ 19,000	\$ 27,300	\$ 8,100	\$ 74,000	\$ 759,700	399.01 11.40	\$ 726,300	\$ 33,400	4.60%
D) Lismore Area FTE	463.50 13.24	\$ 567,900	\$ 83,400	\$ 50,800	\$ 20,300	\$ 29,200	\$ 10,000	\$ 88,400	\$ 850,000	465.00 13.29	\$ 872,100	\$ (22,100)	-2.53%
E) Tweed Area FTE	614.62 17.56	\$ 779,900	\$ 113,200	\$ 70,700	\$ 28,300	\$ 40,700	\$ 13,100	\$ 105,200	\$ 1,151,100	577.65 16.50	\$ 1,046,900	\$ 104,200	9.95%
F) Bookmobile FTE	46.03 1.32	\$ 62,200	\$ 9,600	\$ 5,700	\$ 2,300	\$ 3,300	\$ 1,400	\$ 9,300	\$ 93,800	39.00 1.11	\$ 78,100	\$ 15,700	20.10%
TOTALS	2,541.65	\$3,341,400	\$416,800	\$302,900	\$121,200	\$174,200	\$56,100	\$490,700	\$ 4,903,300	2,506.34	\$4,710,600	\$192,700	4.09%
									Variance	0			

<u>Line Budget Summary</u>	
Staff Salaries	3,341,400
Casual Staff Salaries	416,800
Employee Leave Entitlements	654,400
Superannuation Contribution	490,700
Total	4,903,300
Variance	0

Budgets	Salaries	Casuals	Annual	Sick	Public	LSL	Super
Headquarters	\$ 956,900	\$ 86,100	\$ 88,000	\$ 35,200	\$ 50,500	\$ 17,300	\$ 143,200
Ballina	\$ 513,800	\$ 73,100	\$ 46,000	\$ 18,400	\$ 26,500	\$ 7,600	\$ 79,900
Byron	\$ 522,900	\$ 61,000	\$ 47,400	\$ 19,000	\$ 27,300	\$ 8,100	\$ 74,000
Lismore	\$ 567,900	\$ 83,400	\$ 50,800	\$ 20,300	\$ 29,200	\$ 10,000	\$ 88,400
Tweed	\$ 779,900	\$ 113,200	\$ 70,700	\$ 28,300	\$ 40,700	\$ 13,100	\$ 105,200
	\$ 3,341,400	\$ 416,800	\$ 302,900	\$ 121,200	\$ 174,200	\$ 56,100	\$ 490,700
Variance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Headquarters - Council	\$ 239,000	\$ 21,600	\$ 21,800	\$ 8,700	\$ 12,600	\$ 2,100	\$ 32,900
Headquarters - Other	\$ 717,900	\$ 64,500	\$ 66,200	\$ 26,500	\$ 37,900	\$ 15,200	\$ 110,300
Variance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

<u>Staffing Hours - Per Week</u>			
Locations	2013/14	2014/15	Change
Headquarters	638.50	631.50	-7.00
Ballina Area	387.18	386.99	-0.19
Byron Area	399.01	399.01	0.00
Lismore Area	465.00	463.50	-1.50
Tweed Area	577.65	614.62	36.97
Bookmobile	39.00	46.03	7.03
	<u>2,506.34</u>	<u>2,541.65</u>	<u>35.31</u>
FTE	71.61	72.62	

RICHMOND TWEED REGIONAL LIBRARY

Code	Description	GST	2013/14	2014/15
P	Visitor's Membership Fee (non-refundable)	T	36.00	36.00
P	Reservations on Adult Richmond-Tweed Regional Library Items	T	2.00	2.00
P	Inter-Library Loans - (Items not held by Richmond Tweed)	T	4.00	4.00
F	Non Public Library Inter-Library Loans	T	17.00	17.00
F	Kit Bags (If a kit is returned without its bag this charge applies)	T	2.20	2.20
M	Overdue items (Daily fee per overdue item - capped at \$3.50)	N	0.10	0.10
P	Processing Fee for lost Items (not including periodicals)	T	10.00	10.00
P	Printing/Photocopying B&W and Colour A4	T	0.20	0.20
P	Printing/Photocopying B&W and Colour A3	T	0.40	0.40
F	Printing A4	T	N/A	N/A
F	Printing Colour	T	N/A	N/A
F	Photo Quality Prints	T	3.40	3.40
F	Genealogy Bibliography	T	5.65	5.65
F	Community Information Directories - Per Local Government Area: Hard Copy	T	34.00	34.00
F	Community Information Directories - Per Local Government Area: On Disk	T	22.00	22.00
F	Community Information Directories - Per Section up to 25 organisations	T	2.20	2.20
F	"Butts & Certificates of the First Publicans Licences 1930-1960": Hard Copy	T	38.50	38.50
F	"Butts & Certificates of the First Publicans Licences 1930-1960": On Disk	T	22.00	22.00
F	"Index to Certificates of the Depasturising Licences 1837-1860": hard Copy	T	38.50	38.50
F	"Index to Registers of Land Grants -Leases & Purchases 1820 - 1856" : Hard Copy	T	45.30	45.30
F	"Index to Registers of Land Grants -Leases & Purchases 1792 - 1865." : Hard Copy	T	51.00	51.00
F	Family History Research Gazetteer : Hard Copy	T	38.50	38.50
F	An Index to the Northern Star Vol. 1 1876-1884 : Hard Copy	T	45.30	45.30
F	An Index to the Northern Star Vol. 2 1885-1889 : Hard Copy	T	45.30	45.30
F	An Index to the Northern Star Vol. 3 1889-1892 : Hard Copy	T	45.30	45.30
F	An Index to the Northern Star Vol. 4 1893-1896 : Hard Copy	T	45.30	45.30
F	An Index to the Northern Star Vol. 5 1897-1899 : Hard Copy	T	45.30	45.30
F	An Index to the Northern Star 1900-1902 : on disk	T	11.30	11.30
F	A Northern Star Index for the Family Historian 1920-1924 : Hard Copy	T	22.65	22.65
F	An Index to The Clarence & Richmond Examiner : Hard Copy	T	45.30	45.30

RICHMOND TWEED REGIONAL LIBRARY continued

Code	Description	GST	2013/14	2014/15
F	Place Names of the Tweed, Brunswick and Upper Richmond Region (Booklet)	T	5.65	5.65
F	Sequels, Series & Sequences: hard copy	T	22.65	22.65
F	Fast Facts Reference & Info. Service - Information faxed between branch libraries for patrons	T	N/A	N/A
F	Fast Facts Reference & Info. Service - Information faxed to patron's own machine	T	N/A	N/A
F	USB Memory Stick	T	9.20	9.20
F	Scanning library local history photos by staff (per photo)	T	2.30	2.30
F	PC use (30 minutes) - Non-Members	T	2.20	2.20
F	PC use (30 minutes) - Reciprocal Visitors	T	2.20	2.20
F	PC use (15 minutes) - Non-Members	T	1.10	1.10
F	PC use (15 minutes) - Reciprocal Visitors	T	1.10	1.10
F	Headphones - per set	T	2.00	2.00
F	Fax Charges - sending personal faxes to anywhere (First Page)	T	4.00	4.00
F	Fax Charges - sending personal faxes to anywhere (each page thereafter)	T	1.00	1.00
F	Fax Charges - receiving personal faxes	T	2.20	2.20
F	Fax Charges - receiving personal faxes (each page over 6 pages)	T	N/A	N/A
F	Phone Charges - Local Call	T	0.30	0.30
F	Research Work (per hour - pro rata for lesser periods)	T	95.00	95.00
F	Promotional Sales - Library Bags (Short & Long Handles)	T	3.00	3.00
F	Historical Collection (+ charge by service provider)	T	10.30	10.30
F	Talking Book Replacements - Sound Library, Chivers Audio, BBC Audio (CDs)	T	16.45	16.45
F	Talking Book Replacements - Sounding, Isis, Magna Story Sound (CDs)	T	18.70	18.70
F	Clipper Audio, Recorder Book (CDs)	T	11.30	11.30
F	Debt Collection Costs - to retrieve Library Items - 15% of total value of item recovered	T	POA	POA