

Richmond Tweed Regional Library

Meeting Notice

A meeting of the Richmond Tweed Regional Library will be held at the Byron Shire Council Chambers on Friday, 14 August 2015 at 10.00am

Members of the Committee are requested to attend.

*Richmond Tweed Regional Library acknowledges the people of the Bundjalung nation,
traditional custodians of the land on which we work.*

Jo Carmody
Regional Library Manager
5 August 2015



Agenda

1. Acknowledgement of Country and welcome to delegates

2. Apologies

3. Disclosure of Interest

4. Confirm Minutes from Previous Meetings

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5. General Business

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8. Other Business

9. Next Meeting

Friday, 27 November 2015 commencing at 10.00am to be held at the Lismore City Council Chambers.

Reports



Report

Subject	Richmond Tweed Regional Library
TRIM Record No	BP15/694:EF09/74
Prepared by	Regional Library Manager
Reason	4th Quarterly Report to the Richmond Tweed Regional Library Committee (April to June 2015)

SERVICES

Assist individuals grow and build literacy skills to improve their health and success opportunities and actively participate in the community

1. Mobile Library

In response to a question from Ballina Shire Council the Mobile Library provides services to the four member Council areas of Tweed, Byron, Ballina and Lismore.

The cost of Mobile Library Service provision is allocated on an hours of use basis in terms of staffing costs, operational costs and contribution to replacement reserves. Provision for resources is allocated separately as a portion of the whole RTRL collection. The Mobile Library collection is rotated regularly and supplemented with the Lismore Library collection.

Mobile Library Fortnightly Stops		
LGA	Week 1	Week 2
Tweed	Pottsville	Bilambil Heights, Bogangar, Burringbar, Fingal Head, Pottsville, Tyalgum,
Byron	Federal, Ocean Shores, Suffolk Park, Bangalow	Clunes, Bangalow
Ballina	Empire Vale, Teven/Tintenbar, Wardell, Wollongbar	
Lismore	Blakebrook, Nimbin	Dunoon, Goolmangar, Modanville, Nimbin

Table 1.

Mobile Library 2015/2016 Budget									
Costs	Region	Ballina		Byron		Lismore		Tweed	
Salaries	\$95,000								
Vehicle Running	\$56,200								
Internet	\$2,500								
Transfer to Reserve	\$30,000								
% service time	\$183,700	\$19,499	10.61%	\$35,919	19.55%	\$63,628	34.64%	\$64,654	35.20%
Fortnightly Hours of Service in each LGA	44.75		4.75		8.75		15.50		15.75
2014/15 Comparison & % Change for 2015/16		\$20,278	-3.8%	\$37,354	-3.8%	\$61,901	2.8%	\$62,968	2.7%

Table 2.

2. RTRL Headquarters Benefit Cost Analysis

The State Library of NSW will begin work on the RTRL Headquarters Benefit Cost Analysis on Thursday 30 July 2015. The final report from the State Library will include:

- A comparison of current RTRL staff based selection, acquisitions, cataloguing and branch delivered resources compared to a shelf ready model.
- A review of the current selection processes for further improvement to gain best value from vendor services.
- Advice for the development of a revised Collection Development Policy.
- A per capita cost based formula for all collection development activities.

The report will be presented to the Committee once finalised.

3. Internet Access Policy

Attached to this report is the draft Internet Access Policy for Committee adoption and exhibition. The draft Internet Access Procedure is attached for information which will accompany the policy during the exhibition period and be adopted by the RTRL Management team.

This Internet Access Policy is the first of a number of policies which will be presented to the Committee for adoption. Historically the RTRL Policies have been adopted by the RTRL Management team which

has been the practice until now. The Management team will revise the policies and relevant procedures to present to the committee for adoption at future meetings.

4. Resources funding 2015/16

The following eResources information is provided in response to a resolution from the 15 May 2015 meeting.

The existing eResources platform subscriptions were reviewed by Management taking into consideration current and expected future customer needs. The outcome is a recommended reduction in the eResources 2015/16 Budget from \$122,000 to \$114,000. In addition, the apportionment of the reviewed eResources 2015/16 Budget between local government areas using the population based formula is also recommended.

The current situation where the eResources 2015/16 Budget is not apportioned based on the population based formula stems from the 2013/14 Budget where Ballina and Tweed elected to move a portion of unspent Resources funds to their eResources allocation. The amended base was carried through into the 2014/15 and the 2015/16 Budgets. The revised recommended eResources 2015/16 Budgets are set out in the following table:-

Revised eResources 2015/16 Budgets					
2015/16 eResources Budget	Ballina	Byron	Lismore	Tweed	Total
Existing	\$28,700	\$15,100	\$22,100	\$56,100	\$122,000
Revised (Population Based)	\$22,600	\$17,600	\$24,100	\$49,700	\$114,000
Surplus/(Shortfall)	\$6,100	(\$2,500)	(\$2,000)	\$6,400	\$8,000

Table 3.

A result of this change has meant:

- Ballina has a surplus of \$6,100. This is recommended to be reallocated to the Ballina Resources 2015/16 Budget
- Byron has a shortfall of (\$2,500). This is recommended to be funded from the unspent Byron eResources 2014/15 Budget
- Lismore has a shortfall of (\$2,000). This is recommended to be funded from the unspent Lismore eResources 2014/15 Budget
- Tweed has a surplus of \$6,400. This is recommended to be reallocated to the Tweed Resources 2015/16 Budget.

Any further unspent eResources funds from the 2014/15 Budget will be carried forward to each member councils Resources 2015/16 Budget as part of the 2014/15 Financial Statements.

5. RTRL Comparative Statistics 2009/10 to 2013/14

Please refer to attachment three to view the annual RTRL Comparative Statistics 2009/10 to 2013/14.

Attachment/s

1. RTRL Internet Access Policy (1.4)
2. RTRL Internet Access Procedure (1.4a)
3. RTRL Comparative Statistics from 2009/10 to 2013/14

Recommendation

That:

1. The Mobile Library report be received and noted.
2. The RTRL benefit cost analysis be received and noted.
3. (1) The draft policy is placed on exhibition for 28 days and reported back with any submissions for adoption.
(2) Interim use of the draft policy and procedure in all RTRL branches is approved.
(3) The accompanying procedure will be available with the policy during the exhibition period.
4. (1) The eResources 2015/16 Budget be reduced from \$122,000 to \$114,000.
(2) The revised eResources 2015/16 Budget is to be apportioned between member councils on the population based formula as reported.
(3) The revised eResources 2015/16 Budget shortfall for Byron and Lismore is to be funded from funds carried forward from their unspent eResources 2014/15 Budget.
(4) The eResources 2015/16 Budget surplus for Ballina and Tweed is to be reallocated to their Resources 2015/16 Budget.
5. The RTRL Comparative Statistics 2009/10 to 2013/14 be received and noted.

Policy manual

Policy title:	Internet Access
Policy number:	1.4
Objective:	To outline the patrons their responsibilities when accessing the Internet at the library.
Link to Strategic Plan:	RTRL Strategic Plan
Policy created: 23/07/2015	Committee reviewed:
Last reviewed by staff: 24/07/2015	TRIM Ref: ED15/27910

1.0 STATEMENT OF INTENT

Richmond Tweed Regional Library is committed to providing 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 and avenues for community engagement and participation. 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 purpose of this policy is to clearly outline the user responsibilities for library clients in relation to access and use of Internet applications at Richmond Tweed Regional Library.

RTRL operates under the [NSW Library Act 1939](#) and the [NSW Library Regulation 2010](#).

2.0 APPLICATION OF THE POLICY

This policy applies to all RTRL branches. Richmond Tweed Regional Library branch libraries include: Tweed Heads, Murwillumbah, Kingscliff, Byron Bay, Mullumbimby, Brunswick Heads, Lismore, Goonellabah, Ballina, Lennox Head, Alstonville, Mobile Library and RTRL HQ.

3.0 POLICY CONTENT

3.1 General Principles of the Richmond Tweed Regional Library Internet Usage Policy

3.1.1 Members of the public who utilise internet applications within RTRL, whether on public access supplied computers or on personal internet ready devices such as laptops, smart phones or tablets via Wi-Fi, within or provided by the library, are not permitted to view or print material which is prohibited by law, or is deemed inappropriate or offensive by library staff. Continued viewing or printing of this type of material can lead to expulsion from library premises.

- 3.1.2 Members of the public who utilise internet applications within RTRL, whether on public access supplied computers or on personal internet ready devices such as laptops, smart phones or tablets, via Wi-Fi, within or provided by the library are not permitted to send messages or post items which are illegal or considered inappropriate including posting items that are slanderous or defamatory. These terms include not sending large amounts of spam or interfering with another person's email account.
- 3.1.3 Running, removing or copying software on library computers is forbidden.
- 3.1.4 Users are not permitted to interfere with, or alter the physical or electronic equipment.
- 3.1.5 RTRL does not take any responsibility for any business or personal transactions undertaken on library computers or on personal devices via WiFi, this includes items posted to social networking sites and financial transactions and Internet Banking.
- 3.1.6 RTRL does not take any responsibility for any loss of work undertaken on supplied public access computers and saved to removable storage devices such as thumbdrives (also known as memory sticks, keydrives, pendrives, jumpdrives or USBs).
- 3.1.7 Parents/guardians are responsible for supervising their children's access to the internet.
- 3.1.8 Library users are not permitted to view or print material which is prohibited by law, or is deemed inappropriate or offensive in the presence of children.
- 3.1.9 To protect staff and other library patrons while still providing an unbiased source of information and ideas including online content, filtering of internet content will be applied at all RTRL branches to prevent access to content classified as RC, X and R.

Online content is regulated in Australia by the [Broadcasting Services Act](#), which is a Commonwealth Act. The relevant classifications are:

RC (Refused Classification) content cannot be legally hosted on an internet site in Australia, just as a RC film cannot legally be brought into the country. For example, *material* that is *deemed* to deal with sensitive topics like sex, drug misuse, crime and violence in a way that offends against the standards of reasonable adults, or offensively depicts a person who is or appears to be under 16, will be refused classification.

X-rated material (depictions of actual sexual activity) is also prohibited on the internet, just as are X-rated films in most states (except the ACT and the Northern Territory). Content that contains real depictions of actual sexual activity between consenting adults, and is classified as unsuitable for a minor to see, and does not fall into the RC category, is classified X. However, some films can be exempt from classification; for instance where they might be screened in a particular film festival, or made for scientific purposes.

Other types of content may only be illegal if children can easily get access to them.

R content is material that is not RC or X but is unsuitable for a minor to see. Accordingly, there must be a Restricted Access System to prevent access to the content by people under 18. If there is not, this material can also be the subject of a complaint.

CORPORATE

Procedure title:	Internet Access
Procedure number:	1.4a
Objective:	To outline to patrons their responsibilities when accessing the Internet at the library.
Link to Strategic Plan:	RTRL Strategic Plan
Procedure created: 23/07/2015	Approval dates:
Last reviewed by staff: 24/07/2015	TRIM Ref: ED15/28275

The two categories to access the Internet are patron or guest. Patrons are required to use their membership number to book a pc or use Wi-Fi. Visitors will have guest pass access to pcs or Wi-Fi. Visitors using PCs only who are not library members, including reciprocal members will be charged a fee of \$2.20 per half hour or part thereof. Visitors who choose to pay the \$36.00 non-refundable membership fee can use the Internet free of charge. Where \$10.00 or more in fines owe the Internet may be accessed through a formal arrangement between the patron and the area librarian to pay the fine in instalments.

Neither the Richmond Tweed Regional Library, nor its participating councils are able to check, verify, or censor, the information and data that is accessible on the 'Internet', thus the accuracy, reliability, or suitability, of any information obtained cannot be guaranteed in any way.

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.

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.

Library users are not permitted to view or print material which is prohibited by law, or is deemed inappropriate or offensive in the presence of children. Persons found to be deliberately accessing such material will be given a warning via the PC management software stating "You are viewing inappropriate material in the presence of children. Failure to leave this site within one minute will result in this session being terminated." Library staff will need to verify the patron has not left the offending site prior to terminating the session.

Written communication using the pro-forma Banned Internet Access letter, will be sent to the Internet user if they continue to re-offend advising them of a temporary ban from Internet facilities in all branches of Richmond Tweed Regional Library. A Spydus Trap called Internet Access Ban will be added and computer access removed by the Area Librarian.

The offending library user will be required to write to the Regional Manager accepting these limited conditions before their internet use is reinstated. Any complaint or litigation arising as a result of a person's forbidden access to the Library's Internet resources will be the sole responsibility of that person.

**Manager
Richmond Tweed Regional Library**

Comparative Statistics from 2009/10 to 2013/14

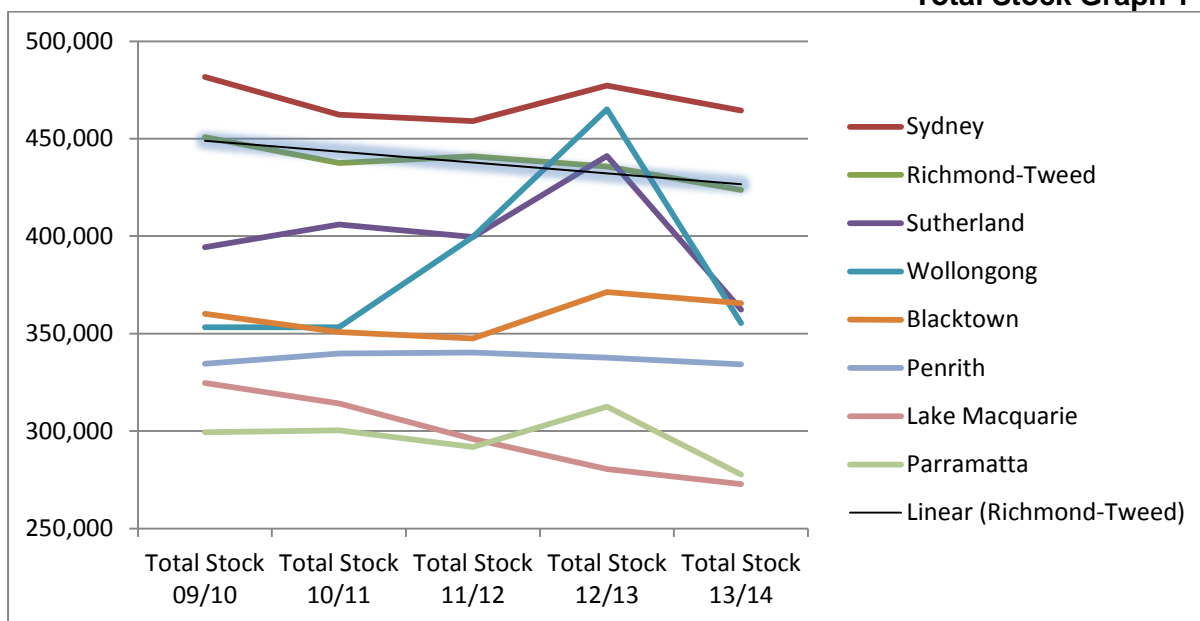
The following statistics from 2009/10 to 2013/14 have been collated from the *NSW Public Library Statistics* published annually by the State Library of NSW. A comparison of a number of measures including associated graphs demonstrates some of the public library developments in the last 5 years. The libraries chosen for the comparative analysis were those closest or similar to the RTRL statistics in 2009/10. Each table is sorted from largest to smallest using the 2013/14 statistics. Graph 1 includes the trend line for RTRL.

Table 1 and Graph 2 show a number of libraries, including RTRL that have had a steady decline in physical stock over the last five years which also reflects the total stock State trend shown in Graph 2. The introduction of eBooks, eAudio and the ready access to online information has had a major influence on this statistic over the last five years. Libraries have been required to split their collection development budgets to purchase more formats. Reactive collection development decisions have been made based on immediate trends as opposed to past evidence. In these five years the publishing industry has dealt with the same online issues which continue to provide collection development complexities for libraries globally.

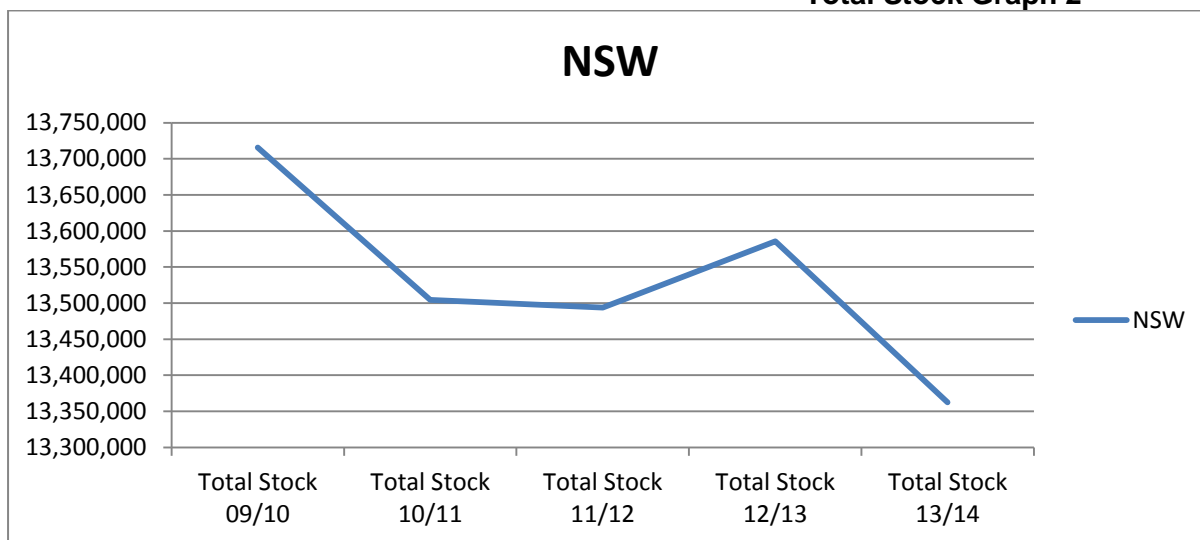
Total Stock Table 1

Libraries	Total Stock 2009/10	Total Stock 2010/11	Total Stock 2011/12	Total Stock 2012/13	Total Stock 2013/14
Newcastle	861,657	858,971	874,230	901,157	900,018
Sydney	481,760	462,345	459,081	477,282	464,494
Richmond- Tweed	450,831	437,438	440,893	435,775	423,784
Blacktown	360,146	350,823	347,413	371,250	365,496
Sutherland	394,323	405,898	399,535	441,099	362,207
Wollongong	353,212	353,315	399,535	465,110	355,385
Penrith	334,492	339,825	340,242	337,702	334,158
Parramatta	299,388	300,383	291,888	312,480	277,720
Lake Macquarie	324,611	314,178	295,989	280,418	272,777

Total Stock Graph 1



Total Stock Graph 2



Total Members 2009/10 to 2013/14

As shown in Table 2 a number of the top ten libraries in the State, including RTRL, have used upgrades to the library management systems to clean up the registered members databases. After the initial database clean-up in 2011/12 RTRL has had an initial drop in numbers which has increased over the next 12 months to almost return to the initial 2010/11 figure. The second clean up in 2013/14 did not show the same decrease which would be the expected trend as the database details are refined in future years. In 2011/12 libraries also

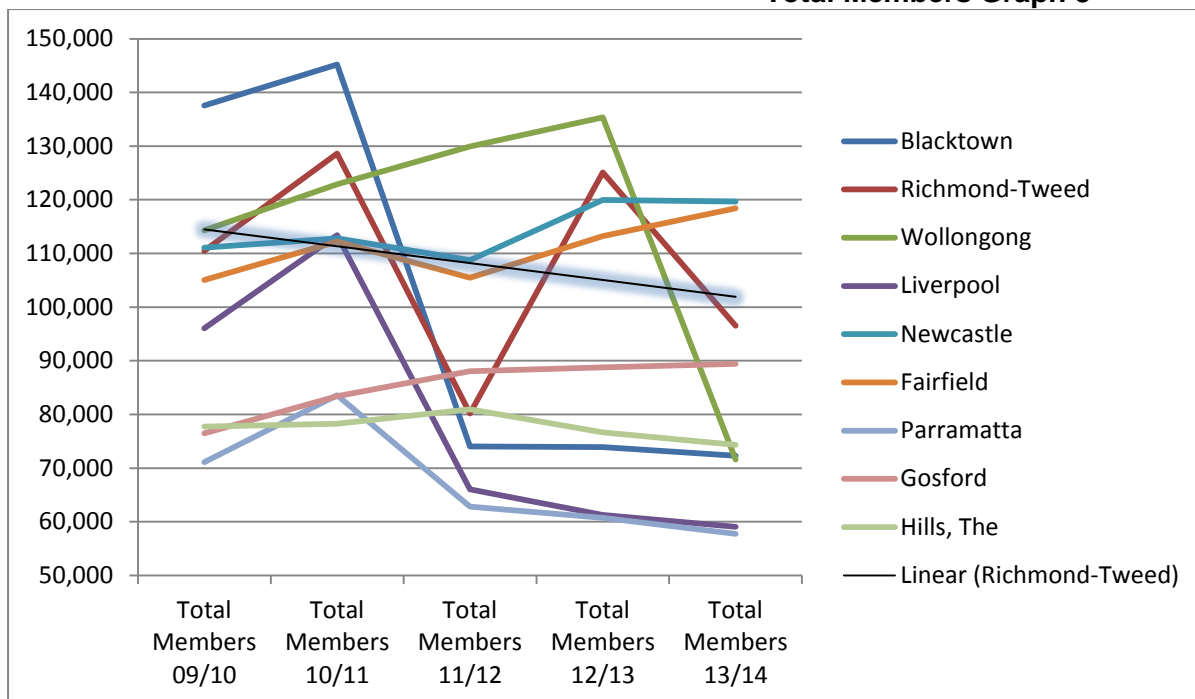
felt the impact of eBook popularity resulting in a temporary drift away from the traditional library items. Larger libraries such as RTRL were able to react quickly to the interest in new technologies and begin trialling new online collection formats to meet the changing needs and wants of the community. As shown in Graph 3 and 4 has followed a similar RTRL trend to the total NSW trend. It is important to note that many more people use the libraries who are not registered members. Visitors to the library read newspapers and magazines, use the computers and Wi-Fi, or attend the information and author talks, but do not borrow items to take home.

The *Living Learning Libraries: standards and guidelines for NSW public libraries 5th edition* suggests 50% is the evidence based target figure for registered borrowers as a percentage of population to be the enhanced level that leading libraries might achieve. In 2013/14 RTRL registered borrowers as a percentage of population was 46.48%.

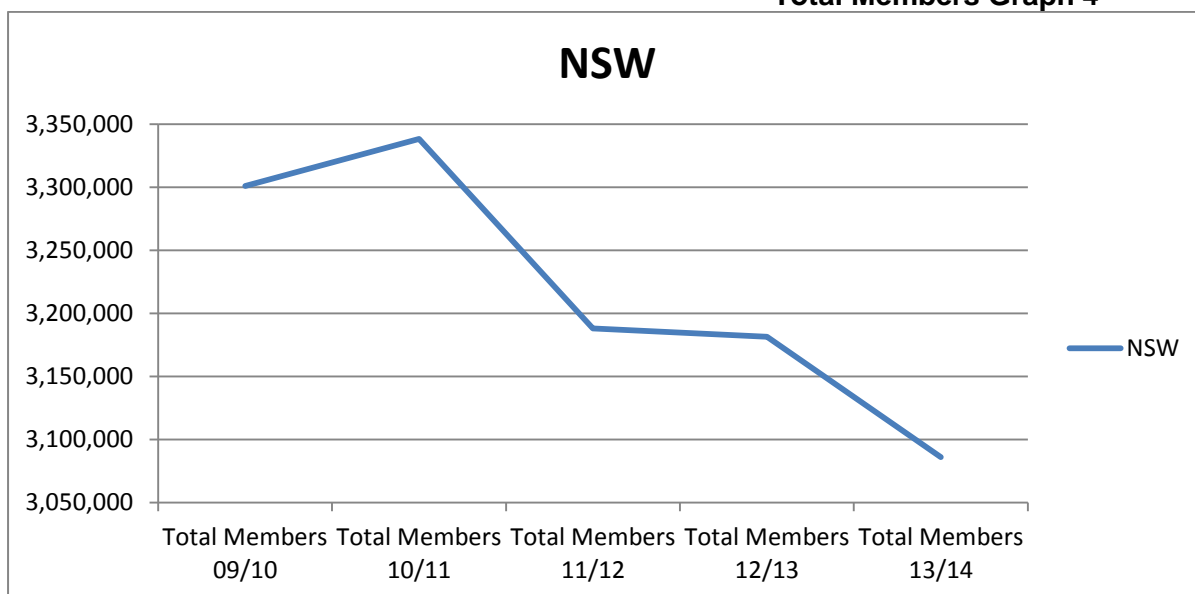
Total Members Table 2

Libraries	Total Members 09/10	Total Members 10/11	Total Members 11/12	Total Members 12/13	Total Members 13/14
Newcastle	111,106	112,839	108,778	119,970	119,643
Fairfield	105,045	112,244	105,499	113,254	118,403
Richmond-Tweed	110,479	128,600	80,187	125,103	96,534
Gosford	76,461	83,435	88,033	88,801	89,440
Hills, The	77,719	78,277	80,933	76,668	74,343
Blacktown	137,567	145,206	74,033	73,902	72,293
Wollongong	114,331	122,916	129,946	135,386	71,603
Liverpool	96,066	113,432	66,043	61,264	59,063
Parramatta	71,106	83,583	62,805	60,755	57,765

Total Members Graph 3



Total Members Graph 4



Total Circulation 2009/10 to 2013/14

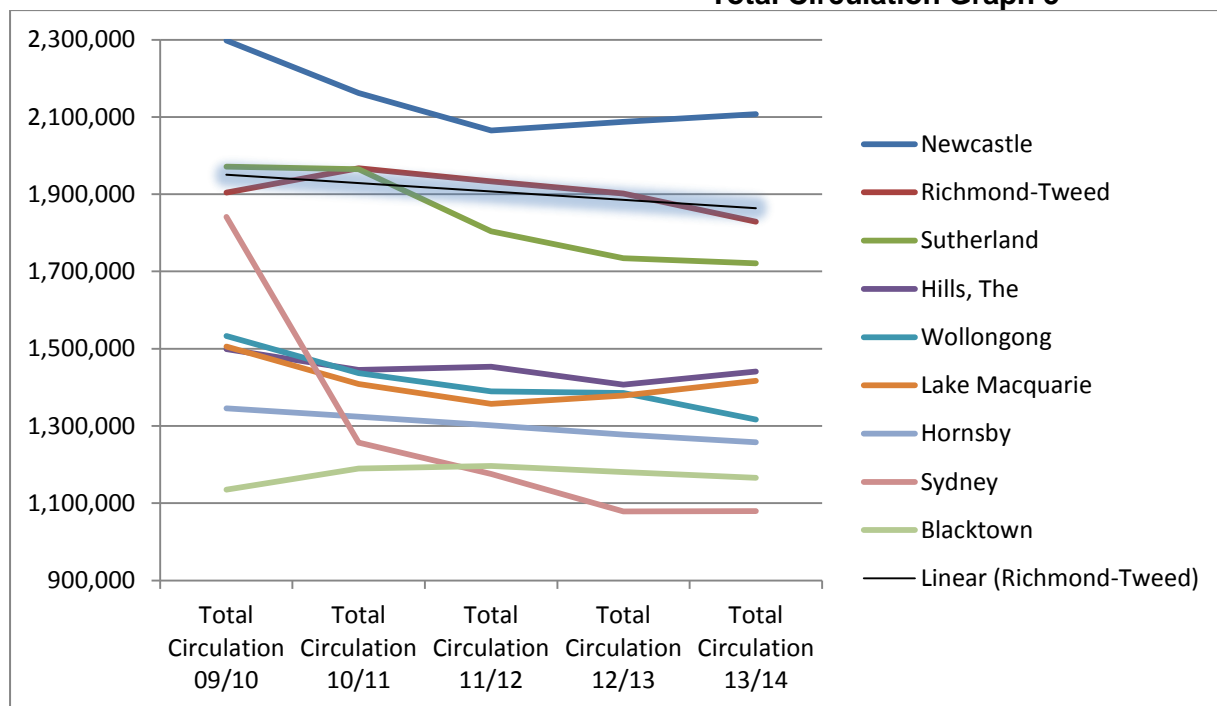
In these five years RTRL has felt the impact of customers having access to a wide range of online resources with increasingly sophisticated functionality to educate, inspire and amuse them. RTRL’s online service Transparent Language Online (learn a language tool) is one

such online tool provided to members which is not included in RTRL circulation statistics. The Transparent Language Online platform suppliers have stated that this service is more widely used by RTRL members than any other library in Australia. Materials available on loan across the region include books, CDs, magazines, videos, DVDs, large print, eBooks and eAudio books. As shown in Table 3 from 2009/10 to 2013/14 RTRL has experienced a 3.97% decrease in circulation with the overall State trend in Graph 5 showed a 11.29% decrease in circulation.

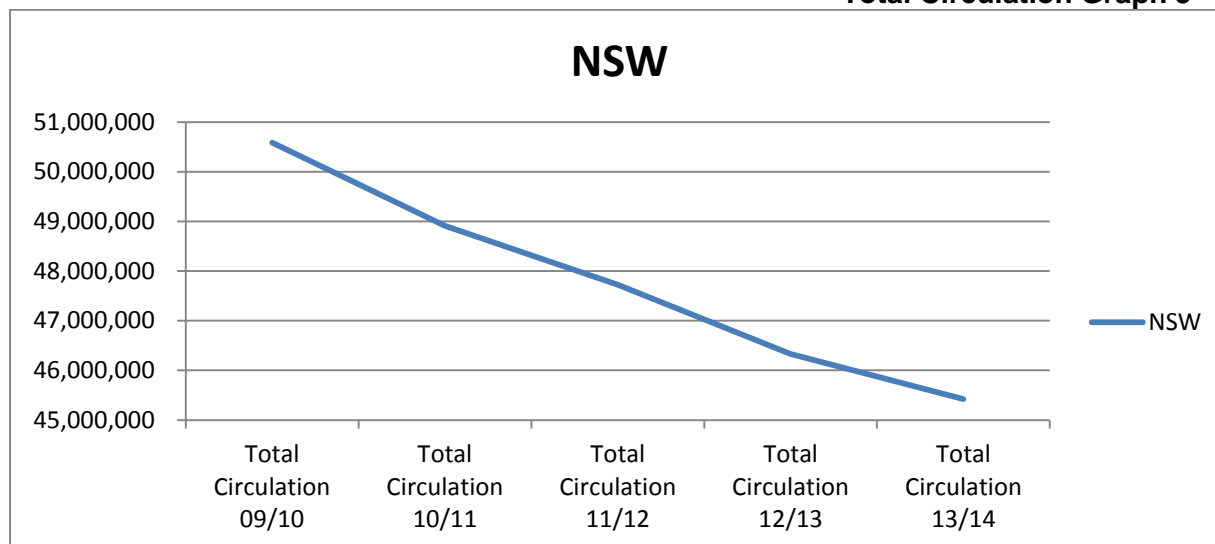
Total Circulation Table 3

Libraries	Total Circulation 09/10	Total Circulation 10/11	Total Circulation 11/12	Total Circulation 12/13	Total Circulation 13/14
Newcastle	2,297,685	2,161,992	2,065,361	2,087,429	2,107,116
Richmond-Tweed	1,904,102	1,967,399	1,933,647	1,901,786	1,828,469
Sutherland	1,971,018	1,964,400	1,803,915	1,734,094	1,721,287
Hills, The	1,499,128	1,444,822	1,453,111	1,406,930	1,440,931
Lake Macquarie	1,505,370	1,408,560	1,357,413	1,378,865	1,416,765
Wollongong	1,533,310	1,436,839	1,389,646	1,385,269	1,316,968
Hornsby	1,345,888	1,324,004	1,301,304	1,277,823	1,257,767
Blacktown	1,134,787	1,189,563	1,196,715	1,180,963	1,166,056
Sydney	1,841,531	1,256,953	1,175,501	1,078,347	1,079,780

Total Circulation Graph 5



Total Circulation Graph 5



Circulation per capita 2009/10 to 2013/14

Circulation per Capita relates to the number of library materials lent to the number of persons the library serves. It is annual circulation divided by the library's LGA population, and indicates the average number of loans made to each resident annually. The nine comparative library services are libraries which regularly feature in the top 10 libraries for circulation per capita. In 2013/14 RTRL was number 12 in the states 102 library services for circulation per capita. Lower per capita can be a result of low materials expenditure, items held per capita and in the case of RTRL the distance to the closest library and access to public transport.

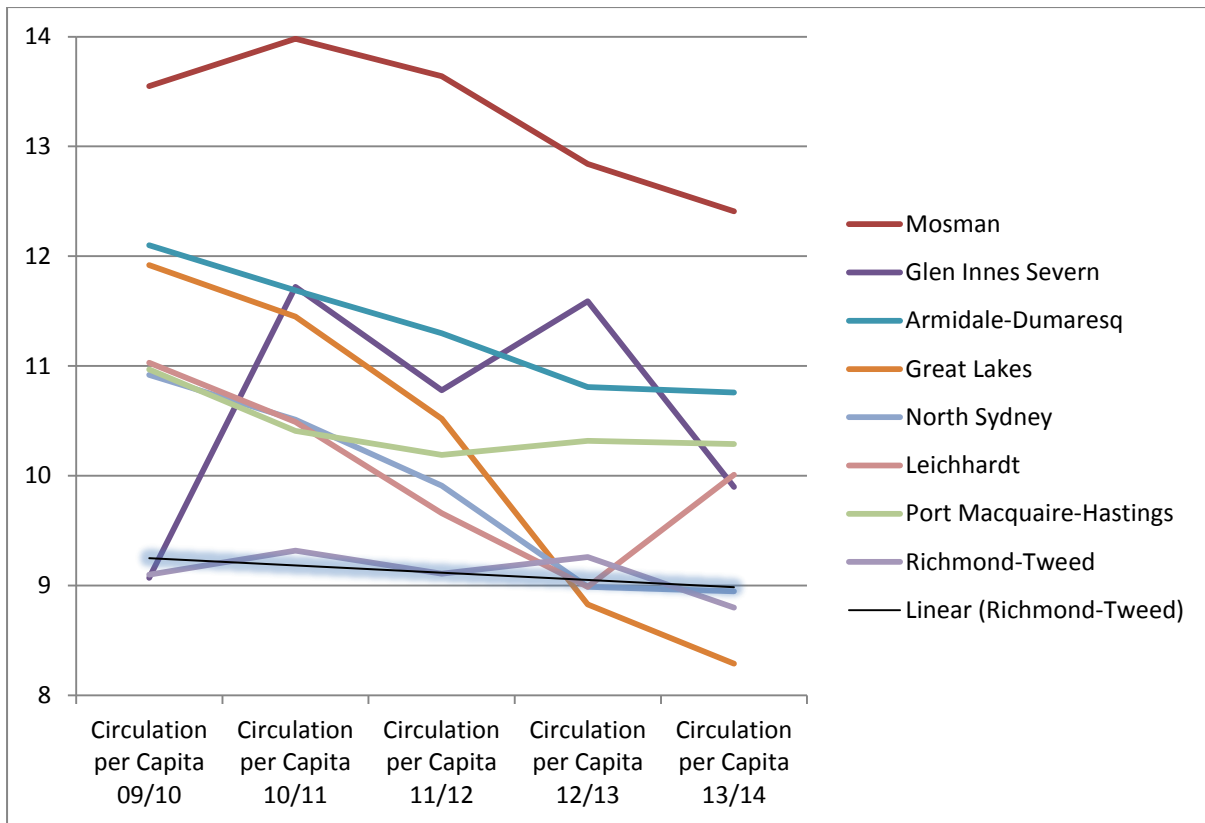
A number of the libraries in Table 4 are one or two branch libraries with Willoughby and RTRL being the exception. Graph 7 Circulation per capita for the State of NSW is an example of a lower per capita when a larger service area is measured. As shown in Graph 6 whilst many libraries have experienced peaks and troughs in circulation RTRL has remained relatively stable over the last five years.

The *Living Learning Libraries: standards and guidelines for NSW public libraries 5th edition* has the evidence based target figure for circulation per capita at 8.12 as the minimum exemplary level that leading libraries might achieve. In 2013/14 circulation per capita for RTRL was 8.8.

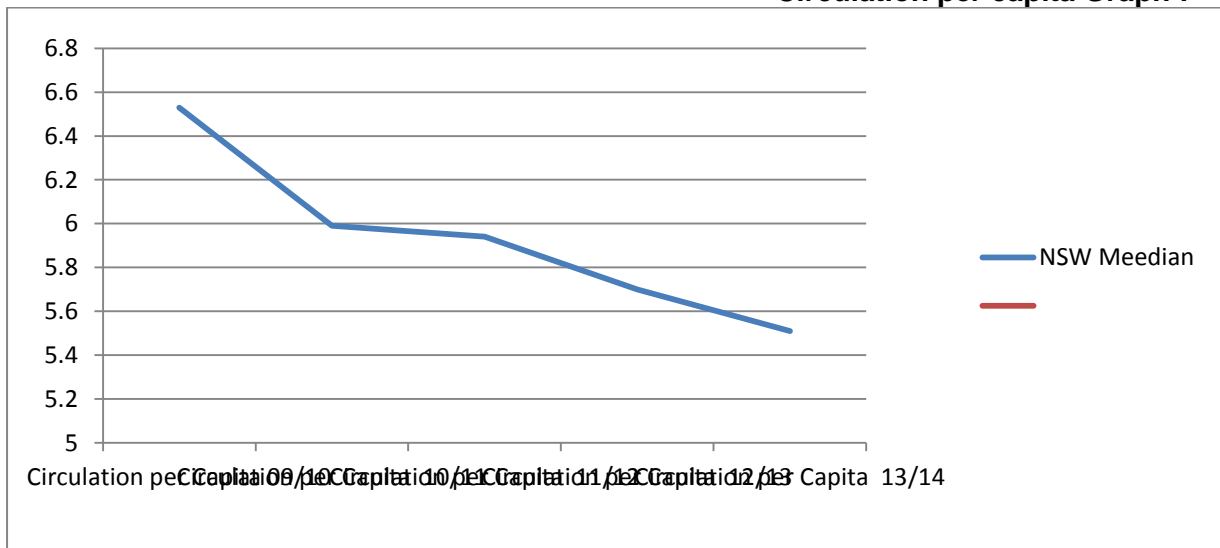
Circulation per capita Table 4

Libraries	Circulation per Capita 09/10	Circulation per Capita 10/11	Circulation per Capita 11/12	Circulation per Capita 12/13	Circulation per Capita 13/14
Lane Cove	15.52	19.69	19.73	19.22	18.58
Willoughby	13.58	12.55	14.94	16.74	16.07
Mosman	13.55	13.98	13.64	12.84	12.41
Armidale-Dumaresq	12.1	11.69	11.3	10.81	10.76
Port Macquaire-Hastings	10.97	10.41	10.19	10.32	10.29
Leichhardt	11.03	10.49	9.66	8.99	10.01
Glen Innes Severn	9.07	11.72	10.78	11.59	9.9
North Sydney	10.92	10.51	9.91	8.99	8.95
Richmond-Tweed	9.1	9.32	9.11	9.26	8.8
Great Lakes	11.92	11.45	10.52	8.83	8.29

Circulation per capita Graph 6



Circulation per capita Graph 7



Total Visits 2009/10 to 2013/14

Three of the main factors which have resulted in increased visits to RTRL during the five year period were:

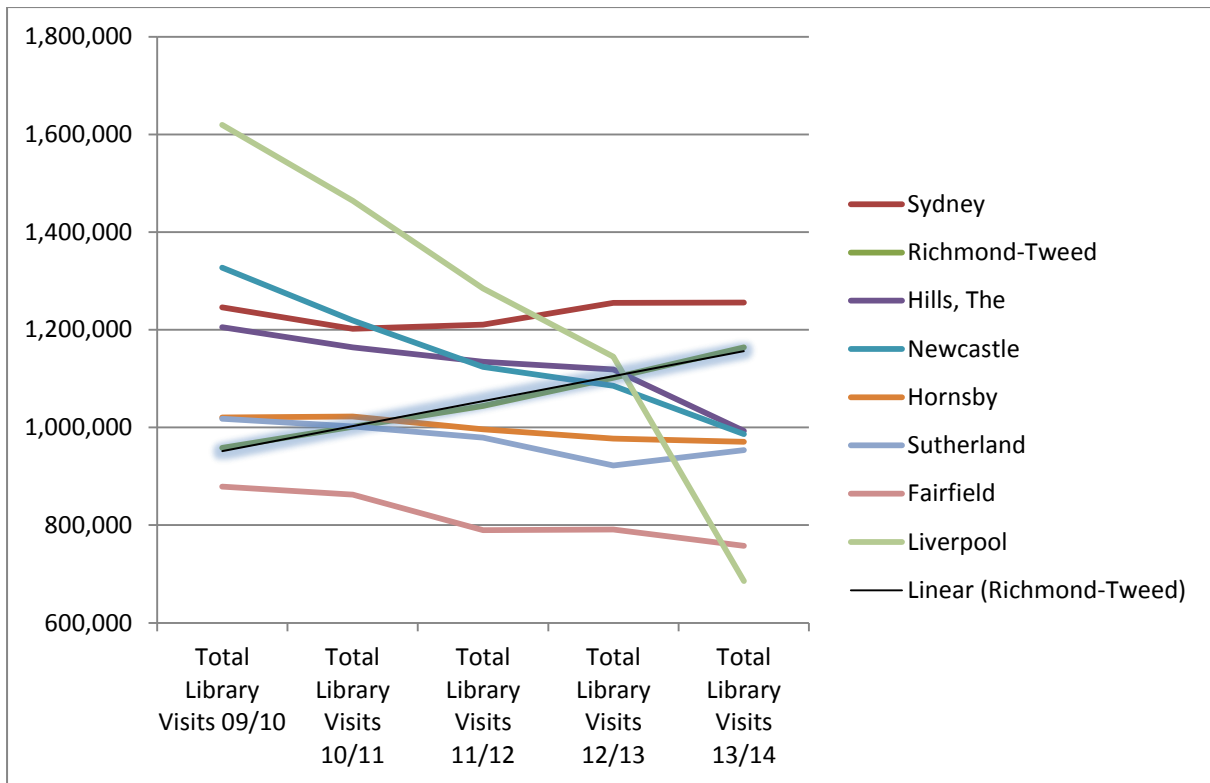
- new libraries
- WiFi and public computer access
- programs and events

In these last five years the Lennox Head and Byron Bay libraries have opened which has been a major reason for an increase in RTRL visits. There has also been significant growth in programs and events across the region, attracting visitors to the libraries. Cameron Morley, State Library of NSW stated in *Public Library Statistics 2013/14* that 'Internet bookings in public libraries doubled between 2009/10 and 2013/14 to 7.8 million sessions across the state libraries. WiFi bookings account for most of this growth'.

Total Visits Table 5

Library	Total Library Visits 09/10	Total Library Visits 10/11	Total Library Visits 11/12	Total Library Visits 12/13	Total Library Visits 13/14
Blacktown	1,177,206	1,187,780	1,246,036	1,357,475	1,435,412
Sydney	1,246,144	1,202,219	1,210,265	1,255,342	1,255,491
Richmond-Tweed	958,480	1,001,459	1,043,784	1,101,996	1,164,046
Hills, The	1,205,599	1,163,745	1,134,716	1,118,867	992,788
Newcastle	1,326,995	1,218,823	1,124,240	1,085,142	986,156
Hornsby	1,020,361	1,022,663	996,227	977,463	970,390
Sutherland	1,017,951	1,002,010	978,893	921,903	953,649
Fairfield	878,768	862,442	790,094	791,083	757,384
Liverpool	1,619,726	1,463,977	1,284,754	1,145,239	685,862

Total Visits Table 8



Report

Subject	Finance Related Matters
TRIM Record No	BP15/612:EF09/74
Prepared by	Manager - Finance
Reason	To report on the 2015/16 Budget, 2014/15 Financial Statements, Cash, Investments & Interest on Investments and Member Council payments

Overview of Report

The purpose of this report is to provide the RTRL Committee with formal reporting on the 2015/16 Budget, 2014/15 Financial Statements, and Cash, Investments & Interest and Member Council payments.

2015/16 BUDGET

The RTRL Committee adopted the 2015/16 Richmond Tweed Regional Library Budget and Fees & Charges at its meeting held on Friday, 15 May 2015.

All member councils have confirmed that they have included the RTRL Committee adopted member council contribution amount in their 2015/16 Budget.

The following 2015/16 Budget related resolutions require reporting back to the Committee:-

1. The member council contribution funding model be reviewed by Management and the results reported back to the RTRL Committee by August 2015
2. The eResources funding be reviewed by Management and the results reported back to RTRL Committee by August 2015.
3. Byron Council is requested to consider increasing its member council contribution by \$9,700 in 2015/16 to fully fund replacement of permanent staff when on leave or negotiate a reduced service level to the equivalent value.
4. Commission a report by the NSW State Library into the option of 'Shelf Ready' acquisition of library resources. The findings are to be reported to the RTRL Committee by November 2015.

For 1, this review has not been progressed. It will be addressed and reported to the Committee's November 2015 meeting.

For 2, this review is reported back to the Committee as part of the Regional Library Manager's report in this business paper.

For 3, Byron Council is working with Management on alternatives and this will be reported to the Committee when agreement reached.

For 4, the NSW State Library is to commence work shortly.

2014/15 FINANCIAL STATEMENTS

The 2014/15 Financial Statements are currently being prepared. The Auditor, Adam Bradfield from Thomas Noble and Russell, will commence the audit on 12 October 2015.

The 2014/15 Financial Statements will be reported to the RTRL Committee's 27 November 2015 meeting. At the meeting the Auditor will present the finding of the audit and detailed audit report.

CASH, INVESTMENTS & INTEREST ON INVESTMENTS

All RTRL cash and investments are consolidated with those of Lismore City Council. As such, there is not a separate bank account or separate investments held for RTRL funds.

To fully account for RTRL cash and investments, all RTRL cash transaction are processed through the Council's General Fund bank account, and separately accounted for as RTRL's transaction in the Financial System. This allows for the reporting of RTRL funds at any time.

As at 22 July 2015, RTRL cash and investments totalled \$2,760,684.27 (Interim 30/6/15 – \$1,478,247.54)

Interest on RTRL funds is calculated on a daily basis. The interest rate used is the average interest rate for Council's overall investment portfolio. For 2015/16, approximately \$3,618.94 in interest has been generated on RTRL funds at an average interest rate of 3.24% (Interim 2014/15 – \$74,051.521, 3.62%).

MEMBER COUCIL PAYMENTS

All member council contributions for the July-September 2015 quarter have been paid.

Attachment/s

There are no attachments for this report.

Recommendation

That the report be received and noted.

Report

Subject	Ballina Shire Council Area
TRIM Record No	BP15/619:EF09/74
Prepared by	Area Librarian Ballina
Reason	To report Ballina Shire Council Area library usage for the 4th Quarter from 1 April to 30 June 2015

PEOPLE

A staff culture and organisational structure that supports flexible and adaptable service delivery, lifelong learning and growth

During this quarter, recruitment for Lennox Head library technician was conducted. Acting library technician Jo Burke was the successful applicant, changing from acting to permanent from 6 July 2015.

A pool of casual staff are now employed by Richmond Tweed Regional Library. Ballina Area has four staff who previously worked at Ballina, Lennox Head and Alstonville through labour hire agencies. Additional staff will be added after interviewing a shortlist of suitable applicants.

In May, the Area Librarian and three branch technicians attended training at Byron Bay. *Frontline Leaders: leading from the pointy end* assisted staff with useful techniques to improve work performance. Ideas were also shared with other supervisors within RTRL.

In June, six staff from Ballina, Alstonville and Lennox Head attended *Read and Grow* training. This is a program to assist staff who deliver literacy programs for toddlers and preschoolers. It emphasizes concepts and words, utilising kits with one story and small props.

PLACES

Welcome and flexible community focused places – both real and virtual, open to all members of the community

Renovations continued at Ballina library. This was often noisy, but staff and customers accepted the inconvenience, and positive comments made the project worthwhile. An electronic chute was installed in April. Doors were installed from the library to the Richmond Room in May, to improve access to extra space when available. The library is now safer, brighter and more modern. Work is continuing on the collection at Ballina, with all nonfiction items being relabeled. This reflects the change to a genre based arrangement. Shelving heights are continuing to be lowered where possible.

A power outage on 28 May closed Ballina library from 8.30am, opening for business from 4.00pm until 8.00pm. Staff worked at the branch behind closed doors, and accepted returned items during the day, catching up online after 4.00pm. Patrons understood that the library was closed due to safety concerns.

SERVICES

Assist individuals grow and build literacy skills to improve their health and success opportunities and actively participate in the community

A play reading group has met fortnightly with approximately ten people attending. The Richmond Room was used on most occasions, so the group was free to participate in acting without being concerned about disrupting others. The play reading group is a social get together for those who share a love of plays and acting.

The chess club met weekly in the local studies room, at Ballina library, with a small group playing chess for a few hours.

ABC Open met monthly at Ballina library, participating in workshops writing blogs and short stories on various themes.

A youth group, called Night Owls, began meeting on the first Wednesday evening of the month in June, at Ballina library. This is a small group of six to eight young people who get together to chat about books and connect with each other at the library. The group previously met on Sundays.

The Recipe Club met in April at Lennox Head Library.

Storytime was held weekly at Lennox Head and Alstonville, and twice weekly at Ballina.

Ten Minutes a Day, for babies and toddlers, was held weekly at our three libraries.

School holiday activities in April at Ballina library included workshops on beading, basket weaving and lantern making. Between 10 and 20 children attended each session. Lennox Head library had an activity for children called Imagination, with 18 children making their own books.

PARTNERSHIPS

[Create collaborative partnerships that benefit communities, encouraging investment in library projects, services and programs](#)

Leeanne Goodwin from Ballina library assisted film makers with improvements and research for the film 'Babe in the Reeds'. This aired on *Compass*, an ABC television production, on 5 July, Leeanne also featured in the film. A shorter version was previously shown at Ballina library. The program has generated interest in the local history collection from other members of the community

FOL met monthly at Ballina library as a social event, with approximately 20 attending.

Friends of Ballina Shire's libraries donated \$15,503 over 6 months, to improve the libraries. This included \$815 for signage at Alstonville and Lennox Head, \$1556 for signage at Ballina, \$1220 for chairs, \$3495 for carpet, \$749 for a storyteller chair, \$2118 for two sofas, and \$5549 for shelving at Ballina.

FOL continued fund raising through the sale of books. There is a bookshelf at Ballina library, and two stands at the Visitor Information Centre, with discarded library items and unwanted donations for sale. The Friends are conducting a mini sale on the first Saturday morning of the month at Ballina Library.

SUSTAINABILITY

[A well-resourced and sustainable regional library](#)

Yellow wheelie bins are located in Ballina, Alstonville and Lennox Head libraries, as a drop off point for batteries for recycling. There are waste bags available to the public to place corks, DVDs, CDs, Xrays and batteries, for recycling. This is an initiative of Ballina Shire Council.

PROMOTION

[Targeted and effective marketing and communication strategies to build community recognition, knowledge and use of the library](#)

Lennox Head branch now has a promotion screen installed. The screen reduces the need for paper signs, and modernises promotions. Ballina branch has a screen already, and plans are in place for Alstonville branch to have a screen installed in August.

During school holidays in April, at Lennox Head, there was a mini kitchen/restaurant, with DIY paper pizzas, a play fridge for kids to make their own pretend pizzas using the play cooker. This was a big drawcard for children, requiring minimal staff supervision.

Wendy Hoven ran a pop up storytelling session in the park, reading stories and playing her ukulele of the Love Lennox Festival held in June.

COMMUNITY

We are reaching, engaging and connecting with our communities

In May, children from the Special Unit at Southern Cross school began a project at Lennox Head library, undertaking to write numbers on the back of jigsaw puzzle pieces. It is a time consuming project which gives the children a sense of contributing.

National Simultaneous Storytime in May was part of celebrations for Library Week. Twenty children from River Street Preschool attended this special Storytime at Ballina Library. A staff member visited Wollongbar Preschool to read the story and promote the library. The same story is read simultaneously in public and school libraries across Australia.

Classes for small groups of adults were held at Ballina library during this quarter. Staff ran a series of workshops, teaching how to use a computer, send and retrieve email, save files, and other basics. It is appreciated by adults who have very low levels of confidence with computers.

At Lennox Head library, an iPad class offered training for adults.

In this quarter, several groups visited Ballina Library, including Kiddicare in April, Richmond Christian College in June, and 120 children from Holy Family School also in June.

Attachment/s

There are no attachments for this report.

Recommendation

That:

1. The report be received and noted.

Report

Subject	Byron Shire Council Area
TRIM Record No	BP15/669:EF09/74
Prepared by	Area Manager Byron
Reason	To report Byron Shire Council Area library usage for the 4th Quarter from 1 April to 30 June 2015

PEOPLE

A staff culture and organisational structure that supports flexible and adaptable service delivery, lifelong learning and growth

Byron Area welcomed two new part time staff members, Sahiba Batra commenced at Byron Bay and Susan Cubis at Brunswick Heads.

Dianne Canabou from Mullumbimby Library celebrated 20 years service with RTRL. Di is well known for her excellent reader's advisory, and coordinating a popular book club in the library.

A tree was planted in the grounds behind Byron Bay Library in memory of RTRL staff member Louise Daneau, who passed away last year.

Casual recruitment commenced, with Byron Area attracting 78 applications.

Brent McAlister, Executive Director –Development and Compliance LCC, worked for a morning at Byron Bay and participated in the weekly storytime session. He congratulated the staff on their customer service and was impressed with the look and feel of the library.

The Branch Technicians from Mullumbimby and Byron Bay attended Frontline Leaders training.

Seven staff attended Read and Grow training at Tweed Heads Library in June. The program has been developed by Speech Pathologists, and provides a more structured approach to storytime sessions. During a session the facilitator shares a story, demonstrating and encouraging interactions between children, using animation, visual cues and props. Related songs and follow up activities (e.g. craft) are designed to increase children's opportunity to hear repeated vocabulary and understand and interpret the language being read. Special storytime packs have been purchased which incorporate preselected books and props. Training has commenced and the program will be rolled out towards the end of the year.

Area Librarian, Brenda Anderson, attended Collection HQ training for standing orders and spending plans, to assist with evidence based decision making in these areas.

PLACES

Welcome and flexible community focused places – both real and virtual, open to all members of the community

Yarn bombing on the street- the creative textiles group at Byron Bay Library knitted for and decorated the trees near the roundabout outside the library. This is very much a talking point amongst locals and visitors alike, providing colour and interest to the front area nearest the library.

Work commenced on a revamp to Mullumbimby Library. Some old shelving units were removed and collections rearranged. Young adults and juniors now have their own space, separated by shelving and collections relating specifically to their age groups. A genre based collection similar to Byron Bay will be implemented once relabeling of collections has been completed, and new shelving posts purchased. The shelving will be purchased using Local Priority Grant funds.

SERVICES

Assist individuals grow and build literacy skills to improve their health and success opportunities and actively participate in the community

Author of *The devil wears clogs* Jennifer Burge spoke at Byron Bay in May.

Byron Bay recipe club guests included well know local chef/author Gay Bilson and author/nutritionist/TV presenter Jody Basallo.

Brunswick Heads hosted a screening of the short film *Rope* by local film maker Camille Scarf in May. The library participated in the Brunswick Heads Old and Gold Festival in June by hosting the Byron Circle of Storytellers telling tales of local interest accompanied by music.

Magenta continued her dream interpretation workshops at Mullumbimby.

National Simultaneous Storytime; *The brothers quibble* by Aaron Blabey was well attended in Byron Area branches by local preschools and schools.

School holiday activities included Annie Bryant and her Story Tent, Luca Collins fantasy fiction writing workshops for adults and young adults, and the art of decorating tea lights.

Displays in the branches supported events and programs, such as Anzac Day at Mullumbimby, Anzac 100th anniversary in Byron Bay (uniforms and kit donated by Byron Bay RSL) and Fantasy Fiction also at Byron Bay. Other displays included Famous bookshelves (recommended reads by famous people), Young adult books-not just for kids, Home decorating, Wool crafts and Writers Festival Display material.

PARTNERSHIPS

Create collaborative partnerships that benefit communities, encouraging investment in library projects, services and programs

Bay Audio provided free hearing tests to Mullumbimby patrons.

Byron Residents Group and Koala Connections provided an exhibition of photographs of local Byron Bay koalas. This exhibition included a name the koala competition which was also featured in the local print media.

Promotion of the forthcoming Byron Bay Writer's Festival is through displays in the branches of featured authors, as well as programs and posters.

Friends of the Library held a very successful Bookfair at the Surf Club, donating \$2,000 for books to each of the three branches in Byron Shire.

Friends of the Library raffle commenced at Brunswick Heads during the Old and Gold Festival celebrations on the long weekend in June. The proceeds will be donated to Brunswick Heads library for refurbishment.

Friends of the Library approved the purchase of two children's bookstands for Byron Bay library, similar to those already in the children's area. The new stands will hold and display junior non-fiction material, in a way that will be more visual and interesting to kids. A \$2,000 cheque was recently received as a deposit for the order.

SUSTAINABILITY

A well-resourced and sustainable regional library

Plans commenced for the period when Byron Bay library will be closed for rectification works on the air conditioning. It is proposed that the library will be closed for a period of three weeks, during which time the building will not be accessible to staff or patrons, including the after-hours chute.

WHS inspection at Mullumbimby Library was completed by the Lismore Safety Officer. Some major issues were discussed, including the workroom and circulation area. All immediate actions, including removal and/or relocation of some shelving, have been completed. Further discussions will take place with Byron Council staff representatives.

Collection development work continues at all three branches utilising Collection HQ software.

Collection HQ data was reviewed to assist with standing orders and spending plans, within the allocated budget, for the next financial year.

Preparations for the Writers Festival included ordering books to ensure adequate titles were available for our patrons.

Byron Area statistics continue to increase for all indicators except stock numbers, where there has been an annual decrease of 7.16%. This is due to Collection HQ work, removing old and unused material, particularly from the smaller branches that were overcrowded. The 2% increase in annual loans is particularly encouraging, as most public libraries show a decline in traditional loans. The average turnover rate for stock in the Byron Area is 5.64, well above the exemplary standard according to *Living Learning Libraries: standards and guidelines for NSW public libraries*.

Annual Statistics 2014/15			
Byron Area	2014	2015	%change
Issues	344,707	351,618	2.00%
Public PC	25,540	32,954	29.03%
Wireless	46070	82,935	80.02%
Reservations	25,944	26,647	2.71%
Total Borrowers	21,427	24,117	12.55%
Total Stock	72,663	67,458	-7.16%
Door count	355,152	396,292	11.58%

PROMOTION

Targeted and effective marketing and communication strategies to build community recognition, knowledge and use of the library

Byron libraries continue to use local media and social media to promote regular and special events - Byron Shire News, The Echo, Bay FM and RTRL Facebook page.

The Historical Society commenced using our local history resources for monthly talks to the community at Byron RSL club.

The Koala Awards (Kids Literature Awards) were promoted in the branches.

COMMUNITY

We are reaching, engaging and connecting with our communities

Byron Bay Library hosted two work experience students from Mullumbimby Shearwater Steiner School. One of the students had a hearing disability and was assisted by a school representative who did sign language. It was a great experience for staff and the student, and a wonderful opportunity for the storytime kids. She read a story to the kids with her signer.

Byron Bay also assisted a student from Trinity College in Lismore who volunteered hours towards a Duke of Edinburgh Award.

Brunswick Heads Library Artspace group and staff have been asked to contribute to the Brunswick Heads School Pet Show day, by way of contributing artworks and assisting with judging.

Mullumbimby Library is well supported by the local art community and has a monthly display of artworks. Kay Knight's life size African influenced papier mache busts have generated a lot of positive comments.

Mullumbimby recently hosted an adult special needs group, with their teachers, for computer lessons.

Mullumbimby host two very successful bookclubs with a diverse membership. During May, the Dewey bookclub hosted local author Jesse Cole, author of *Deeper Water* who gave an insightful presentation on the motivation and struggle authors face when writing a book.

Seniors basic internet lessons were held at Mullumbimby Library.

Attachment/s

There are no attachments for this report.

Recommendation

That:

1. The report be received and noted.

Report

Subject	Lismore City Council Area
TRIM Record No	BP15/668:EF09/74
Prepared by	Area Librarian Lismore
Reason	To report Lismore City Council Area library usage for the 4th Quarter from 1 April to 30 June 2015

PEOPLE

A staff culture and organisational structure that supports flexible and adaptable service delivery, lifelong learning and growth

A recruitment of casual library assistants was recently completed across the region, successful candidates were staff who previously worked in RTRL using casual labor hire JHA or Complete Staff Solutions. Michael Lewis, Hecate Hadley, Jodi Hodges and Annette McGrath attended Read and Grow training on 5 June. This concept will be incorporated into the current Storytime program. Read and Grow provides staff with the skill to create more opportunities to develop literacy in their preschool groups. Shonelle Piggott and Suzy Arthur-Smith attended GIMP training, a software program that allows image manipulation. Students from Lismore High, Nimbin Central and Evans River High Schools attended Lismore Library for Work Experience. All students participated in different programs and work situations in the library.

PLACES

Welcome and flexible community focused places – both real and virtual, open to all members of the community

Nathan Ward from the National Capital Authority set up the Brick by Brick exhibition at Lismore Library in June 2015. Children learn about Australia's Capital city while using their imagination to create what buildings they would like to see in Canberra using Lego. Nathan provided training for library staff with classes four, five and six from Albert Park Primary School participating in this session. Children can also recreate existing iconic Canberra buildings using the designs provided. The exhibition includes a short film about the construction of Canberra, thousands of Lego pieces.

The exhibition was officially opened by Karen Hogan, the wife of local Federal Member Kevin Hogan on 19 June. Classes four, five, and six from Coffee Camp Public School attended the opening. Roslyn Hull from the National Capital Authority conducted an educational session for the students.

Buildings designed and built by children attending this exhibition have shown a lot of imagination and skill. Photographs of their creations have been posted on the Richmond Tweed Library's Facebook. The exhibition will be in Lismore Library until September and then move to the Tweed and Murwillumbah.

New hanging display frames were installed in the Lismore Library foyer for promotion of library events. Funds from Revitalising Regional libraries were used to purchase these permanent snap-frames.

SERVICES

Assist individuals grow and build literacy skills to improve their health and success opportunities and actively participate in the community

Ancestry.com training sessions for patrons were held at Lismore Library. Ancestry.com is an online database for researching family history available at all branches in RTRL. Staff also promoted the Genealogy collections available at RTRL Headquarters.

'Tech Savvy' for seniors using iPads and iPhones were provided by three staff from Lismore. 'Tech Savvy' for seniors was provided on a one-to-one basis, the sessions were fully booked three weeks in advance.

Local author Larissa Zimmerman presented a budgeting and finance planning workshop for teenagers, parents were also invited to attend. Each attendee received a copy of Larissa's book to use at home.

Staff members organized a full program of holiday activities for all ages. 258 children attended the eleven sessions. The short film featuring the teenagers' Claymation characters can be viewed on the Richmond Tweed Facebook page.

Lismore and Goonellabah continue to offer weekly sessions of Baby Bounce and Story Time. Lismore offered 31 sessions of Story Time with 992 preschoolers and their families attending and 22 sessions of Baby Bounce with 504 babies and their carers attending. Goonellabah Library offered 13 Story Time sessions with an attendance of 265 preschoolers and their families and 24 Baby Bounce sessions attended by 329 babies and their carers.

Three external students completed their examinations at Lismore Library this quarter.

PARTNERSHIPS

Create collaborative partnerships that benefit communities, encouraging investment in library projects, services and programs

The 2014 grant for 'How to get a job' and 'My story' workshops were finalised in June.

On 7 May 2015 local author Jesse Blackadder presented a workshop to encourage and assist participants to write their own story. These stories were presented to an audience of family and friends on 21 May and presented to the library for inclusion in the collection. Stories ranged from science fiction to humorous situations to some heart wrenching stories from some refugee teenagers who participated.

A follow up session by Jesse Blackadder will be held in August, guiding teenagers on writing and getting their work published.

Lismore area successfully applied for a \$2000 NSW Clubgrant to buy materials for the Read and Grow program.

SUSTAINABILITY

A well-resourced and sustainable regional library

Junior Fiction

While library collections are updated regularly, staff at both Goonellabah and Lismore libraries concentrated on the junior fiction area this quarter. New copies of the very popular series were purchased, materials more than two years old were removed, and shelving placement changed. During this quarter the loan statistics increased by 20% while the collection decreased by 40%.

PROMOTION

Targeted and effective marketing and communication strategies to build community recognition, knowledge and use of the library

In May Lucy spoke to members of U3A and the Goonellabah Probus Club. Each talk promoted the services of Richmond Tweed Regional Library and what the library provides to the community.

This year's library lantern for the Lismore Lantern Parade was an open book. The lantern promoted the 2015 Children's Book Week theme - Books Light Up Our World. Many children with parents walked with staff carrying pyramid lanterns made at the story time lantern making sessions.

COMMUNITY

We are reaching, engaging and connecting with our communities

The new Reading for Reconciliation Book Club Book held its inaugural meeting on 26 June. It is based on the Reading for Reconciliation Book Club in Brisbane. Two members of the Brisbane book club attended the meeting to speak about their club and to answer any questions raised by the eighteen members who attended. The first book to be read and discussed was *Don't Take Your Love To Town* by local Aboriginal author Ruby Langford Ginibi.

Refugee week was celebrated with two special events. June 13 featured an art workshop by Naomi Dodds guiding children to create their own artwork to be displayed at the library and printed on their t-shirt. On June 19 Lismore library assistant Sarah King launched her DVD, *Wings*, featuring four local refugee teenagers and their stories. The artwork from Naomi Dodd's workshop was displayed and community members, from Sierra Leone sang some of their cultural songs. The stories written by young refugees who attended the Jesse Blackadder My Story workshop were also read. This event was attended by more than 90 people.

Attachment/s

There are no attachments for this report.

Recommendation

That:

1. The report be received and noted.

Report

Subject	Tweed Council Area
TRIM Record No	BP15/695:EF09/74
Prepared by	Area Librarian Tweed
Reason	To report Tweed Council Area library usage for the 4th Quarter from 1 April to 30 June 2015

PEOPLE

A staff culture and organisational structure that supports flexible and adaptable service delivery, lifelong learning and growth

All RTRL Supervisors attended the Frontline Leaders training at Byron Sports Centre on 21 May.

Tweed Area staff attended Read and Grow Training on Friday June 5 at Tweed Heads library meeting room.

PLACES

Welcome and flexible community focused places – both real and virtual, open to all members of the community

Tweed Heads library staff have been assisting Tweed Shire Council to create a draft concept plan for the staged extension and upgrade of the Tweed Heads Library.

The activity rooms within Tweed and Kingscliff libraries continue to be utilised by a variety of groups such as U3A, Book clubs, Friends of the Library, Poets and writers, community organisations and tutors.

SERVICES

Assist individuals grow and build literacy skills to improve their health and success opportunities and actively participate in the community

Tweed, Murwillumbah and Kingscliff continue to offer weekly Storytime and Baby Bounce sessions with 39 sessions of Storytime with 366 preschoolers and 40 sessions of Baby Bounce with 489 babies and carers attending.

Sand art, Make your own games, Pom pom making and Autumn songs with Annie were all part of school holiday celebrations in April..

Free information talks were held at all three branches. The library gave a special information talk to the Blind Citizens Group at The Tweed Sports Club on its available resources for visually impaired patrons.

Tweed Area housebound delivery service assisted by Meals on Wheels Kingscliff and Palm Beach Currumbin Lioness Club saw staff and volunteers select, issue and deliver 1681 items to 213 patrons. The Palm Beach Currumbin Lionesses recently won the national 2015 Lioness Club Fonnies award in recognition for their exemplary humanitarian service in delivering items to the housebound to library patrons.

Victor Stream Readers for Vision Impaired: 300 Book titles were loaned to 38 Vision Australia clients utilising the current online database

Memories on the Move provided five sessions to 116 aged care residents.

Library on the Go provided six sessions to 65 preschoolers in the Tweed Shire.

Displays for the Tweed Area included Anzac Day, Murwillumbah Potters Group, Heart Week, Library and Information Week, Gardening, Staff Craft and Tweed Arts Unlimited. Tweed Heads and Murwillumbah Libraries had artworks on display by local artists Jan Snowden, and Neville Kehoe.

Basic computer and iPad lessons have again been very popular this quarter. Many seniors have enthusiastically been participating in the iPad/Tablet lessons in order to be able to access the RTRL online e-resources from home.

PARTNERSHIPS

[Create collaborative partnerships that benefit communities, encouraging investment in library projects, services and programs](#)

Tweed Libraries participated in a series of visits to the Family Centres Play Groups which are held in venues throughout the Tweed Shire. The visits are designed to promote the Baby Bounce and Story time programs to families within the shire. This partnership has proved to have positive results as there is an increase in visits and memberships.

Community members and Richmond Tweed Regional Library donated discards to the Sierra Leone Book Project. RTRL staff member Sarah King is working on delivering more books to Sierra Leone.

Kingscliff and Tweed branches are supported by Friends of the Library groups who continue to raise funds for library equipment and resources through raffles and book sales.

Tweed Shire Council partnerships continue with Banora Community Centre, Tweed Shire Senior Citizens Committee, TSC Healthy Ageing Project officer, TSC Community Development Officer on various community projects.

Tweed Area libraries support and encourage story dogs to regularly participate in library programs e.g. Story time and Book Week celebrations.

The library provides support to the Family Centre by participating in the annual Teddy Bears Picnic at Tweed PCYC and by providing regular Storytime and Baby Bounce sessions in various locations across the shire.

Australian Tax Office annual service is provided through Tweed Heads Library utilising Tax Office volunteers to assist eligible community members with tax form lodgement.

Palm Beach Currumbin Lioness Club and Meals on Wheels Kingscliff continue to provide monthly pick-up and delivery of library resources to housebound residents and aged care facilities across Tweed Shire.

SUSTAINABILITY

[A well-resourced and sustainable regional library](#)

Collection HQ provides extensive data to continue developing branch collections and profiles through weeding and assessment based on evidence of collection performance.

Regular distribution of discarded library resources for use by Fred's Place and Nullum House, Sierra Leone Book project, local schools and other community based projects.

PROMOTION

Targeted and effective marketing and communication strategies to build community recognition, knowledge and use of the library

Tweed Area libraries promote upcoming events and activities through Facebook in addition to showcasing photos of craft, speakers and authors. The use of email and the RTRL e Newsletter has proved successful for event bookings. Digital TV screens are now located in Tweed, Murwillumbah and Kingscliff Libraries to promote library events and resources. Regular media releases in the Tweed Link, Tweed Valley Weekly and local radio continue to improve library exposure to the community.

Staff from Tweed Area Libraries held a stall at the World Environment Day Celebrations in Knox Park Murwillumbah on Sunday May 7. Baby Bounce and Storytime sessions were held during the day with a focus on the caring for the environment.

COMMUNITY

We are reaching, engaging and connecting with our communities

Tweed Area continues to distribute discards regularly to Fred's Place and Nullum House. Pacific Coast Christian School at Tweed and St Ambrose School at Pottsville have also received discarded junior library materials to enhance their school library collection.

Attachment/s

There are no attachments for this report.

Recommendation

That:

1. The report be received and noted.

Report

Subject	Support Services
TRIM Record No	BP15/691:EF09/74
Prepared by	Acting Support Services Librarian
Reason	To report on eResource usage and Support Services for the 4th Quarter from 1 April 2015 to 30 June 2015

CHILDREN & YOUTH

SERVICES

Assist individuals grow and build literacy skills to improve their health and success opportunities and actively participate in the community

Literacy begins at birth, long before the start of formal instruction in school. Babies are born learning and parents are their first teachers. Read and Grow Storytime is a literacy program promoting language building and literacy for children from birth and support parents as their babies' first teachers.

Read and Grow Storytime is being introduced to all storytime programs of Richmond Tweed Regional Library this new program in our public branch libraries to assist parents to take an active role in their child's literacy development. The Read and Grow program was developed as an initiative of the Northern Gold Coast Communities for Children Initiative. The Read and Grow program concentrates on four core strategies of target vocabulary, open ended questions, expansions and print referencing.

The program was developed by experienced Speech Language Pathologist; the program aims to support parents, staff and community members who have an interest in sharing books, songs and activities with children who have complex needs.

Staff who deliver Storytime for Richmond Tweed Regional Library attended training at one of the two sessions delivered held at Byron Bay and Ballina libraries.

PROMOTION

Targeted and effective marketing and communication strategies to build community recognition, knowledge and use of the library

Books in Homes Australia provide books of choice to families and children. Early literacy engagement and the development of reading skills are needed for lifelong success.

Books in Homes is a national program that gets books into the hands of children and what makes it special is the children get to choose their very own new books and actually keep them. There are currently 20,000 children on the program, and they will receive nine new books a year.

Nicole Eldridge was asked by Books in Homes to attend Lismore South Public School and present the school students with their new book packs which contain the books of their choice during assembly.

COMMUNITY

We are reaching, engaging and connecting with our communities

A visit to Alstonville High School was arranged to introduce library services to all Year 7 students and join non patrons to the library. The presentation highlighted online databases, eResources, holiday

activities and how to search the library website. Strategies used were Search Smarter, Borrow, Download, Research, Participate, Relax, Study, 24/7.

eRESOURCES

SUSTAINABILITY

A well-resourced and sustainable regional library

RTRL offers a range of collections and information platforms that available as a 24/7 eLibrary service for our borrowers. The usage of these platforms has seen a significant rise in the last quarter; this is due to easier access provided by our new website and an improved mobile platform provided by OverDrive.

OverDrive:

- 2416 eBook loans – an increase of 22.3%

Bolinda:

- 2759 eBook loans – an increase of 22.5%
- 2525 eAudiobook loans – an increase of 29.2%
- 1561Reservations –an increase of 27.4%

Freegal: The library's digital music download service continues to be very popular with our borrowers. Three free songs per week can be downloaded from the Sony music catalogue. Music videos are also available for download. These items are able to be stored permanently on the borrower's device.

- 5,015 song downloads – a increase of 24.2%

Zinio: gives library members free access to 48 popular magazines. The most popular downloads this quarter were: Gardening Australia, Rolling Stone, Popular Science, Dwell, Mental Floss, Maxim and Taste.com.

- 718 magazine downloads – an increase of 25.7%

Social Media

Our Facebook page has seen increases in all our key measure of success. Total Likes up 1.7%, New Likes up 225%; and People Engaged up 40.6%. With our new website the number of people we now reach has increase by 37.8% in the last quarter. A total of 181,024 Unique Users have visited our page in the last 3 months.

Acquisitions

The Acquisitions team is responsible for the ordering, receiving and dissemination of all library resources. This quarter, they have ordered 7,371 items and received, processed and catalogued 9,718 items.

CollectionHQ

CollectionHQ is an online evidence based collection management tool used to assist the Area Librarians in making the management of their collections more effective, more customer focused, less wasteful, more measured and performance based.

All branches are undertaking a collection assessment and renewal process. This initially involves discarding items which have not been used for the last 4 years or longer and replacing worn popular items. Using CollectionHQ all branches have been significantly weeding the collection to get rid of unused, no longer relevant or shabby material. This has resulted in an 11% reduction in total stock but either a small increase in loans or a stemming of loan decreases in those libraries that are near the completion of the initial stage of this process.

CollectionHQ will be used to assist with customer focused selection of material as the most well used titles, authors and subject areas are easily identified.

Inter-Library Loans

RTRL's Inter-Library Loans service is able to source items not found in our collection in any other library in Australia. In the last 12 months RTRL has provided 1600 items to other Australian libraries and our library members have received 1,075 items from other libraries.

In addition to requests for individual items, RTRL also offers a bulk loan of items in other languages provided by the State Library. 5,541 items in 21 languages were borrowed by our library members in the last 12 months. The most popular languages were Japanese, Thai, French, German and Italian.

Attachment/s

There are no attachments for this report.

Recommendation

That:

1. The report be received and noted.

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD IN BALLINA SHIRE COUNCIL CHAMBERS ON FRIDAY, 15 MAY 2015 AT 10.00AM

Present

Sharon Cadwaller (Chairperson), Jo Carmody (Library Manager), Lucy Kinsley (Area Librarian Lismore), Kerrie Fairlie (Area Librarian Ballina), Brenda Anderson (Area Librarian Byron), Colette Stapleton (Area Librarian Tweed), Jeff Johnson (Ballina Clr), Duncan Dey (Byron Clr), Jenny Dowell (Lismore Clr), Ray Houston (Lismore Clr), Rino Santin (Finance Manager Lismore), Carolyn Byrne (Tweed Clr), Katie Milne (Tweed Clr), Tracey Stinson (Director Community and Natural Resources Tweed), Ken Gainger (General Manager Byron), Keith Williams (alternate delegate), Ray Houston (alternate delegate), Wendy Adriaans (Executive Manager), Michael Armstrong (alternate delegate), Greg Ironfiled (Manager Sustainable Communities Byron), Robyn Grigg (Manager Community and Cultural Services Tweed), Glenys Ritchie (Lismore Clr)

In Attendance

Welcome

Apologies

Simon Richardson (Byron Clr)
Ray Houston (Lismore Clr)
Paul Hickey (General Manager Ballina)
Gary Murphy (General Manager Lismore)
Troy Green (General Manager Tweed)
Mark Arnold (Executive Manager Corporate Management Byron)
Brenda Anderson (Area Librarian Byron)

Disclosure of Interest

Nil

Confirmation of Minutes

Moved: Councillor J Dowell

That the Minutes of the Meeting of the Committee held at Byron Council Chambers on 17 April 2015 be confirmed.

Seconded: Councillor D Dey

Carried: Unanimously

Notice of Motion

ABS CENSUS COLLECTION

Moved: Councillor S Cadwallader

That a letter of thanks be sent to Treasurer, Joe Hockey for retaining funding and modernising Australia's Census data collection management in the Federal Budget. A copy of this letter is to be sent to the local federal members.

Seconded: Councillor J Dowell

Carried: Unanimously

Reports

REGIONAL LIBRARY MANAGER'S REPORT

Moved: Councillor C Byrne

That:

- 1) The report on RTRL Staffing be received and noted.
 - *That leave be taken as per the Award.*
 - *That a report be brought back to the next meeting with respect of level of WHS auditing by each council, RTRL staff and LCC.*

Discussion related to the difficulty with WHS and duty of care where two councils have overlapping responsibility.

Seconded: Councillor D Dey

Carried: Unanimously

Moved: Councillor C Byrne

- 2) That software filtering is applied to internet content available to the public on PCs owned and operated at RTRL facilities to prevent access to content classified as RC and X.
 - *A report be submitted to the February 2016 meeting to review filtering.*
 - *That the Internet Use Policy be modified to reflect these changes and the suggested policy changes be returned to the August 2015 meeting.*

Discussion related to policies and the need for policies to be approved by the Committee.

Seconded: Councillor K Milne

Carried: Unanimously

Moved: Councillor J Dowell

- 3) The report on State Library NSW Grants be received and noted.

Seconded: Councillor C Byrne

Carried: Unanimously

Moved: Councillor K Milne

- 4) That RTRL staff work with their member councils to assist with their response to Fit for the Future. Following the determination of Fit for the Future, RTRL reviews its arrangements with member councils and reports to November meeting.

Seconded: Councillor C Byrne

Carried: Unanimously

At this juncture, Councillor C Byrne and Councillor J Johnson left this meeting.

LCC FINANCE MANAGER'S REPORT

Moved: Councillor D Dey

1) That changes to the 2014/15 Budget as reported in Attachment 5 are adopted.

Seconded: Councillor K Milne

Carried: Unanimously

Moved: Councillor J Dowell

2) The Library Service Working Expenses – Purchases budget for 2015/16 is reduced to \$12,600, the same as 2014/15.

Seconded: Councillor K Milne

Carried: Unanimously

Moved: Councillor J Dowell

3) The member council contribution funding model and eResources funding be reviewed by Management and the results reported back to RTRL Committee by August 2015.

Seconded: Councillor D Dey

Carried: Unanimously

Moved: Councillor J Dowell

4) The eResources budget for 2015/16 is reduced to \$122,000.

Seconded: Councillor D Dey

Carried: Unanimously

Moved: Councillor S Cadwallader

5) A revised range of staff replacement when on leave percentage is to be applied to permanent HQ positions for the 2015/16 Budget.

Seconded: Councillor D Dey

Carried: Unanimously

Moved: Councillor D Dey

6) Byron Council is requested to consider increasing its member council contribution by \$9,700 in 2015/16 to fully fund replacement of permanent staff when on leave or negotiate a reduced service level to the equivalent value.

Seconded: Councillor K Milne

Carried: Unanimously

Moved: Councillor J Dowell

- 7) For any vacant positions, give priority to position redesign options that result in reduced staffing costs.

Seconded: Councillor D Dey
Carried: Unanimously

Moved: Councillor J Dowell

- 8) Commission a report by the NSW State Library into the option of 'Shelf Ready' acquisition of library resources. The findings are to be reported to the RTRL Committee by November 2015.

Seconded: Councillor D Dey
Carried: Unanimously

Moved: Councillor J Dowell

- 9) The Library Working Expenses - Promotion and Advertising budget for 2015/16 is \$12,000, the same as 2014/15.

- 10) The Carried Forward Funds transfer from reserve amount for 2015/16 Budget be increased to \$59, 200.

- 11) Advise Lismore Council that its request to limit its member council contribution has been achieved.

- 12) The RTRL Committee determine what response is required with regards to meeting Byron Council's reduced member council contribution request.

- 13) The RTRL Committee adopts the 2015/16 Budget and Fees & Charges, and advises member councils.

- 14) The Cash, Investments & Interest on Investments and Member Council Payments information be received and noted.

Seconded: Councillor Cadwallader
Carried: Unanimously

DEDUCTIBLE GIFT RECIPIENT STATUS REPORT

Moved: Councillor J Dowell

- 1) The RTRL Committee supports a Deductible Gift Recipient application being made for Richmond Tweed Regional Library to the Australian Taxation Office.
- 2) If the RTRL is wound up or its endorsement as a deductible gift recipient is revoked (whichever occurs first), any surplus of the following assets shall be transferred equally to the Member Councils for which income tax deductible gifts can be made:-
 - Gifts of money or property for the principal purpose of the organisation

- Contributions made in relation to an eligible fundraising event held for the principal purpose of the organisation
- Money received by the organisation because of such gifts and contributions.

Seconded: Councillor G Ritchie

Carried: Unanimously

BALLINA AREA LIBRARIAN'S REPORT

Moved: Councillor S Cadwallader

That the report be received and noted.

Seconded: Councillor D Dey

Carried: Unanimously

BYRON AREA LIBRARIAN'S REPORT

Moved: Councillor D Dey

That the report be received and noted.

Seconded: Councillor J Dowell

Carried: Unanimously

LISMORE AREA LIBRARIAN'S REPORT

Moved: Councillor G Ritchie

That the report be received and noted.

Seconded: Councillor J Dowell

Carried: Unanimously

TWEED ACTING AREA LIBRARIAN'S REPORT

Moved: Councillor K Milne

That the report be received and noted.

Seconded: Councillor D Dey

Carried: Unanimously

CHILDREN AND YOUTH SERVICES REPORT

Moved: Councillor J Dowell

That the report be received and noted.

Seconded: Councillor S Cadwallader

Carried: Unanimously

Next Meeting

Friday, 14 August 2015 commencing at 10.00am to be held at the Byron Shire Council Chambers.

Closure

This concluded the business and the meeting terminated at 12.45 pm.