

REPORT SUMMARY

James Parker from Jetty Research will provide the results of the 2012 User/ Non user Survey.

OFFICER'S RECOMMENDATION

That the committee note the findings from Jetty Research and use them in the review of the Strategic Plan.

BACKGROUND

Jetty Research was engaged to undertake the User/ Non User Survey for the Clarence Regional Library for 2012. The previous 2008 survey was used as the basis of the 2012 Survey with minor changes to reflect changes in technology. A copy of the survey instrument is attached.

The survey was undertaken randomly over the phone commencing on Monday 2nd April and concluding on Tuesday 10th April. 413 interviews were conducted in total. The participation rate was 38 per cent (38 per cent of eligible respondents agreed to do the survey) and the average interview length was 7.2 minutes (minimum = 3 minutes, maximum = 19 minutes).

The CRL Committee previously agreed to undertake this survey every four years to align with the review of the Committee with Local Government elections as per the *Local Government Act 1939*.

The results of the survey will be used to inform the review of the current Strategic Plan and associated Action Plan. Those documents will guide the work of the new committee in its four-year role.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Anne D'Arcy
Section: Executive Officer

REPORT SUMMARY

The report provides information on the progress of the adoption of the new Regional Library Agreement by the Executive Council.

OFFICER'S RECOMMENDATION

The amended Clarence Regional Library Service Agreement as adopted by the Executive Council be forwarded to members for signing.

BACKGROUND

The amended Regional Library Service Agreement, as agreed by the CRL Committee as its February 2012 meeting was endorsed by the Clarence Valley Council Executive Committee for adoption by Clarence Valley Council on the 17 April Council meeting.

The amendments deal mainly with modifications due to the departure of Nambucca Shire Council, withdrawal arrangements in the future and amendments to contributions given the expanded responsibilities of the Regional Librarian.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Anne D'Arcy
Section: Executive Officer

REPORT SUMMARY

This report provides an update on the progress of the amended Children and Young Adults Policy through the Executive Council for adoption.

OFFICER’S RECOMMENDATION

That the adoption of the amended Policy for Children and Young Adults by the Executive Council be noted by the Committee.

BACKGROUND

At the 17 April Clarence Valley Council meeting the Clarence Regional Library’s amended Children’s and Young Adult Policy was adopted by Clarence Valley Council for implementation.

Anne D’Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

REPORT SUMMARY

This report provides an update on the progress of the Volunteer Policy and the Fines and Fee Waiving Policy through the process of adoption by the Executive Council.

OFFICER'S RECOMMENDATION

That:

1. The adoption of the Fines and Fee Waiving Policy by Clarence Valley Council be noted;
2. Further internal review of the Volunteer Policy is being undertaken within Clarence Valley Council.

BACKGROUND

The Volunteer Policy is has been before the Executive Committee of Clarence Valley Council and further discussion with council's Human Resources Section is required before submission to the full Council Meeting.

The Fines and Fee Waiving Policy after being placed on 28 days public exhibition was adopted by Clarence Valley Council at the February Council Meeting.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

REPORT SUMMARY

This report provides an update on the progress of the Local Studies and Family History Strategic Plan through the process of adoption by the Executive Council.

OFFICER'S RECOMMENDATION

The Draft Local Studies and Family History Strategic Plan was endorsed by Executive Committee of the Executive Council for consideration by Council at its May 2012 meeting.

BACKGROUND

The Local Studies and Family History Strategic Plan has been prepared by an external consultant with funding secured from NSW State Library under its library development grant program.

At the time of development it included Nambucca Shire Council (NSC) which has since decided to withdraw from the CRL: effective 30 June 2012. Therefore all references to NSC have been removed and provided to them for their use.

The document makes a wide range of recommendations which derived from consultation with community groups in each LGA as well as staff. All actions have been costed and will be progressed as funds permit. Other actions are able to proceed without additional funding. The document also includes valuable direction and templates for disaster management and business continuity which complement existing disaster management plans while providing explicit advice relevant to library resources. The Grafton Regional Gallery has also undertaken a similar process in relation to its collection.

Anne D'Arcy

Executive Office

Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian
Clarence Regional Library

REPORT SUMMARY

This report provides an update on the implementation of the Withdrawal Plan of Nambucca Shire Council from the Clarence Regional Library Service.

OFFICER'S RECOMMENDATION

That the committee note the progress of the implementation of the Withdrawal Plan of Nambucca Shire Council from the Clarence Regional Library Service.

BACKGROUND

Headquarters staff have had an initial meeting to discuss with Civica the coming changes to our catalogue and the removal of NSC data from our system. Further discussions are planned in the near future.

Civica is able to provide a printout of all records we will have after the removal of NSC stock from our system that have no items attached. This will be a useful source for collection management and selection as we will be able to identify gaps in the collection and repurchase items over the coming months.

The issue of series books has been assessed by CRL staff as difficult and time consuming to undertake with the limited staff we have. The printout Civica will provide us will be a reasonable means to track what items we will need to purchase in this instance.

Collection profiles have been conducted in December and at the end of February to ensure the basic 23% distribution of stock to NSC is on target since the floating collections has ceased. Both profiles have indicated that stock percentages are generally what they should be; only some of the Talking Books need to be moved from NSC to CRL to improve the balance.

The STACK collection will be distributed fairly according to the allocation percentages with the assistance of branch staff from Bellingen, Grafton and Nambucca and Macksville, this will happen over the next few weeks.

No new stock is being purchased for NSC from the beginning of April, we continue to process stock already purchased and now awaiting items on order to arrive and be processed and distributed as per our usual systems.

Macksville and Nambucca staff are scheduled to have lessons on the cataloguing process on the 2 May.

So Far, 2 Newsletters have been distributed to the community regarding the coming withdrawal of Nambucca Shire Libraries from the Regional Library Service. These related to the changes in membership and the changes to reservation procedures. Investigations in email notices being sent out regarding the change in reservation procedures is being undertaken by Headquarters staff.

2nd quarter invoice for contributions for 2011/12 financial year was sent in February and is now overdue for payment.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian
Clarence Regional Library

Item: 7.5 No.2/12– QUARTERLY INCOME AND EXPENDITURE SHEET

REPORT SUMMARY

This report provides information on the progress of the Budget for the year to date and an indication of unspent monies and the projected amount that will go into Reserve at the end of the Financial Year.

OFFICER'S RECOMMENDATION

That the report on the Quarterly Income and Expenditure Sheet is noted by the Committee.

BACKGROUND

Overall, given the reduced number of staff working at Regional Headquarters the expenditure of the budget is proceeding well. Some areas are still behind in expenditure though, for example the workforce related costs is down approximately 10% due to unfilled staff vacancies, and this will mean a further transfer to Reserve at the end of the financial year.

Report to be provided prior to the meeting.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian
Clarence Regional Library

Version 2 Clarence_Regional_Library_Survey

Last modified:27/03/2012 3:25:28 PM

Q1. Hello, my name is (first name), and I'm calling from Jetty Research, a local research company. We're currently performing a short survey on behalf of your local council, and I was wondering if you could spare me around seven minutes to talk about your thoughts on some issues affecting local services. We're not trying to sell anything, and all information is completely confidential. Are you happy to do a brief survey?

Q2. Thanks, that's much appreciated. Before we start I have a couple of quick screening questions. Firstly are you aged 15 or over?

Yes	1	Go to Q5
No	2	

Q2

Q3. Is there anyone else in household 15 or over?

Yes	1	
No	2	Go to Q6

Q3

Q4. Hello, my name is (first name), and I'm calling from Jetty Research, a local research company. We're currently performing a short survey on behalf of your local council, and I was wondering if you could spare me 5-10 minutes to talk about your thoughts on some issues affecting local services. We're not trying to sell anything, and all information is completely confidential. Are you happy to do a brief survey?

Q5. And do you live in the Clarence Valley or Bellingen Council areas?

UNPROMPTED

Clarence Valley Council	1	Go to Q7
Bellingen Shire	2	Go to Q7
Neither of these	3	

Q5

Answer If Attribute "Neither of these" from Q5 is SELECTED

Q6. Unfortunately you dont qualify for this particular survey. Thanks so much for your time and have a great evening.

End

Q7. Before we get started may I have your first name?

Type n/a if not willing to give name

Q8. [Q7], how frequently do you visit your local library?

UNPROMPTED

Weekly or more	1
Monthly or more	2
3 or 4 times a year	3
Once or twice a year	4
Less than once a year/never	5

Q9. Have you visited a library in your local area within the past two years?

Answer If Attribute "Less than once a year/never" from Q8 is SELECTED

Yes	1
No	2

Q10. Does anyone else from your household typically use the local library?

Unprompted. Probe and tick any that apply.

Partner	1
Children	2
Siblings	3
Parents	4
None	5
OTHER	

If [Q8] = 5 go to Q24

Q11. What do you typically use the library for?

**Unprompted - up to five answers
**

Borrowing/reading fiction	1
Borrowing/reading non-fiction/reference books	2
Borrowing/reading magazines or newspapers	3
Using computers	4
Borrowing children's books or attending children's programs	5

Borrowing talking books	6
Using online databases	7
Seeking information/research	8
Meeting or waiting for others	9
Attending activities or events	10
OTHER	

Q11_6
Q11_7
Q11_8
Q11_9
Q11_1
Q11_0

Q12. I'm going to make a series of statements, please let me know how strongly you agree with these statements in relation to your local library (where 1 means you strongly disagree, and 5 means you strongly agree)

PROMPTED read out and rate each option

	1 - Strongly disagree	2	3	4	5 - Strongly agree	N/A
The range of books is adequate	1	2	3	4	5	555
The collection of books is up to date	1	2	3	4	5	555
The books are relevant to my needs	1	2	3	4	5	555
There are generally enough staff on duty when I visit	1	2	3	4	5	555
Staff are able to satisfy my needs	1	2	3	4	5	555
The programs and events offered by the library are relevant to my needs and interests	1	2	3	4	5	555
The library should support people with gaining employment	1	2	3	4	5	555
The library should support people with gaining education qualifications	1	2	3	4	5	555

Q12_
Q12_
Q12_
Q12_
Q12_
Q12_
Q12_
Q12_
Q12_
Q12_
Q12_

Q13. [Q7], are the opening hours adequate for your needs?

UNPROMPTED. Class UNSURE as YES

Yes	1
No	2

Q13

Q14. What times would make it easier for you or another member of your household to visit the library?

Answer If Attribute "No" from Q13 is SELECTED

Unprompted. Tick any that apply.

Open earlier	1
Open lunch times	2
Open on an evening	3
Open Saturday morning	4
Open Saturday afternoons	5

Q14_1
Q14_2
Q14_3
Q14_4
Q14_5

Open Saturday (no time specified)	6
Open Sundays	7
Open more days	8
OTHER	

Q15. Which of the following would make you visit your local library more often? Please answer yes or no to each option.

PROMPTED read out and rate each option

	Yes	No	Unsure	No opinion
Improved computer access/availability of computers	1	2	666	4
Newspapers	1	2	666	4
More DVDs	1	2	666	4
Music CDs	1	2	666	4
Improved physical environment	1	2	666	4
Improved parking	1	2	666	4
Improved staff service	1	2	666	4
Gaming technology, for example xbox or wii	1	2	666	4
Local studies/Family history research facilities	1	2	666	4
Community information	1	2	666	4
More activities for children, youth and others	1	2	666	4
Youth space	1	2	666	4
Ebooks	1	2	666	4
Local library apps for your phone or tablet	1	2	666	4
More books	1	2	666	4
Better range of books	1	2	666	4
Up-to-date books	1	2	666	4
Library advertising its services and events	1	2	666	4
Better opening times	1	2	666	4
More meeting spaces	1	2	666	4

***Q16. Is there anything else that would make you visit your local library more often?**

Answer If [Q15_11] = 1

PROBE

Q17. Do you use the Library website?

Yes	1
No	2

Q18. What do you use it for?

Answer If Attribute "Yes" from Q17 is SELECTED

UNPROMPTED - Tick any that apply

Online catalogue	1
Events	2
Fun stuff	3
Research	4
Family history	5
Local history	6
Library policy	7
Library's facebook page	8
OTHER	

Q18_1
Q18_2
Q18_3
Q18_4
Q18_5
Q18_6
Q18_7
Q18_8
Q18_C

Go to Q20

Q19. Why not?

Answer If Attribute "No" from Q17 is SELECTED

No need	1
Dont know how	2
Unfamiliar with it/Unaware it exists	3

Q19

Q20. Do you assist anyone else to use the library?

Yes	1
No	2

Q20

Q21. Can you briefly explain what this involves?

Answer If Attribute "Yes" from Q20 is SELECTED

Unprompted

Child	1
Elderly/disabled	2
Working/hours inconvenient	3
OTHER	

Q21_1
Q21_2
Q21_3
Q21_C

Q22. On a scale of 1-5, how satisfied are you with your local library generally? (where 1 is very dissatisfied and 5 is very satisfied)

Confirm rating is correct

1 Very dissatisfied	1
2	2

3	3
4	4
5 Very satisfied	5

Q22

***Q23. Are there any other improvements you would like to see?**

PROBE

Q23

Go to Q27

Q24. Are there any particular reasons you don't use the library?

Unprompted. Probe, tick any that apply.

Dont read much	1
Too busy	2
Haven't thought of it	3
Buy books rather than borrow	4
None close enough	5
Poor selection of books	6
Poor service	7
Library is too busy/noisy	8
Poor access into building or within	9
Opening hours dont suit	10
Not enough public access PCs	11
Wait too long for books Ive requested	12
Use eBooks instead	13
No reason given	14
OTHER	

Q24_1

Q24_2

Q24_3

Q24_4

Q24_5

Q24_6

Q24_7

Q24_8

Q24_9

Q24_10

Q24_11

Q24_12

Q24_13

Q24_14

Q24_15

Q25. [Q7], which of the following would make you or a member of your household more likely to visit your local library?

PROMPTED read out and rate each option

	Yes	No	Unsure
Improved computer access/availability of computers	1	2	666
Newspapers	1	2	666
More DVDs	1	2	666
Music CDs	1	2	666
Gaming technology, for example xbox or wii	1	2	666

Q25_1

Q25_2

Q25_3

Q25_4

Q25_5

Improved physical environment	1	2	666	Q25_
Improved parking	1	2	666	Q25_
Improved staff service	1	2	666	Q25_
More activities for children, youth and others	1	2	666	Q25_
Local studies/Family history research facilities	1	2	666	Q25_
Community information	1	2	666	Q25_
Youth space	1	2	666	Q25_
Ebooks	1	2	666	Q25_
Local library apps for your phone or tablet	1	2	666	Q25_
More books	1	2	666	Q25_
Better range of books	1	2	666	Q25_
Up-to-date books	1	2	666	Q25_
Library advertising its services and events	1	2	666	Q25_
Better opening times	1	2	666	Q25_
More meeting spaces	1	2	666	Q25_

***Q26. Are there any others or changes your local library could make that would make you more likely to use it?**

PROBE

Q27. Gender?

Dont ask

Male	1	Q27
Female	2	

Q28. May I have your age range?

PROMPTED

15-24	1	
25-39	2	Q28
40-54	3	
55-69	4	
70+	5	

Q29. Do you live in a town, village or rural location?

Town	1	
Village	2	Q29
Rural	3	

Q30. Do you identify as an Aboriginal or Torres Strait islander or are you from a multicultural background?

UNPROMPTED

Yes, Aboriginal/TSI	1
Yes, multicultural background	2
No	3

Q30

Q31. What is your employment status?

Prompted-read options. If more than one (e.g. studying and working), choose that on which more time is typically spent each week

Working full-time	1
Working part-time	2
Studying	3
Retired	4
Home duties	5
Seeking work	6
OTHER	

Q31

Q32. Do you have broadband Internet in your household?

Yes	1
No	2

Q32

Q33. What is your highest level of education attained?

UNPROMPTED

Year 10	1
Year 12	2
Tertiary or TAFE qualification	3
OTHER	

Q33

Q34. That's the end of the survey [Q7], thank you very much for your time. A manager may be in touch to confirm you took part in this survey. Do you have any questions regarding the survey? Thank you again, your participation will help council improve its local library service. Have a great afternoon/evening.

End