

**Item: 8.1      No. 1/15 – RFID IMPLEMENTATION UPDATE****REPORT SUMMARY**

This report provides an update on the implementation of the RFID technology across the Regional Library service.

**OFFICER'S RECOMMENDATION**

That the information on the update of RFID implementation across the Regional Library be noted by the Committee.

**BACKGROUND**

Commissioning and training was completed in March and April 2014. Since this time both circulation and processing procedures have been incorporated to include RFID technologies.

**ISSUES**

- The community continues to embrace the use of the DIY Loans Kiosks in Grafton and Bellingham and the staff have found the software easy to use.
- For Grafton 44.3% of the total loans has been through the DIY loans kiosks in the year to date.
- For Bellingham 14.2% of total loans going through the DIY loans kiosk in the year to date, this is similar to the first quarter result.
- The Grafton Library issue with return chutes has been resolved through minor adjustments to the chute design.
- The Mobile scanning units have been very successful in streamlining the stocktake and weeding process with vastly reduced timeframes for both these tasks completion. With the arrival of the second mobile scanning unit, two staff can now work through the collections based on the parameters that are pre-programmed. This provides quick identification of items which can then be further assessed for weeding or re-allocation.

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Prepared by: Martyn Williams  
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**Item: 8.2****No. 1/15 – TARGETTED PUBLIC CONSULTATIONS**

### REPORT SUMMARY

This report provides an update on targeted public consultation strategies undertaken by the Clarence Valley Libraries as identified in Strategies 1.2.3 and 1.5.1 of the CRL Strategic Plan.

### OFFICER'S RECOMMENDATION

That the Committee support ongoing targeted public consultation as planned.

### BACKGROUND

Clarence Regional Libraries welcome continuous feedback from the communities served through face-to-face communication, feedback forms, and via email and social media. These provide the opportunity for reactive communication with and service delivery to our customers.

For the delivery of relevant library services it is an industry practice to run regular proactive surveys that collect measurable data which can feed into strategic decision making. These surveys obtain evidence based information from targeted groups in the community or on specific aspects of the library service. Clarence Regional Libraries run a major survey annually, with each year alternating between targeting specific community segments and a broad collection-based focus.

In 2013 the Youth survey was delivered and valuable information gained from this demographic. The last comprehensive survey regarding satisfaction with the collection was implemented in 2009. A comparable survey has been delivered both online and in print over the December 2014 / January 2015 period which will be analysed in comparison with the 2009 survey.

Promotion of the Collection Needs survey has been in the form of posts to the CRL website and Facebook pages, posters, flyers and a media release. As an added incentive a draw prize of an eBook reader has been offered in each council area. On conclusion of the survey period all completed print surveys will be entered into the online Surveymonkey format for analysis. A report will then be produced.

As of early January a total of 256 online surveys and an unknown number of print surveys have been completed.

A survey targeting men in the community is planned for later in 2015.

### ISSUES

Due to the changes in collection format since 2009, additional questions were included with a focus on eMagazine and eBooks. These won't have any comparable data from the previous Collections Survey but all other questions will. Interpretation of the survey through comparison will also need to take account of the departure of Nambucca Shire since the 2009 survey.

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**Item: 8.3      No. 1 /15 – REPORT ON THE SELECTION AND PURCHASING  
OF ABORIGINAL RESOURCES**REPORT SUMMARY

This report provides an update to the process of selection and purchasing of Aboriginal Resources for the library collection.

OFFICER'S RECOMMENDATION

That the report on the process for the selection and purchasing of Aboriginal Resources be noted.

BACKGROUND

The 2013 / 2014 financial year saw a targeted increase in the selection and purchasing of materials of Aboriginal relevance within the Clarence Regional Libraries. This was triggered by an allocation of \$10,000 for this purpose. During this period the Team Leader – Collections and Reference dedicated time to identifying and ordering titles, focusing on those of particular relevance to Clarence Valley and Bellingen Shire, being the Bundjalung, Yaegl and Gumbaynggirr peoples.

As well as increasing the number of titles held, the process of consultation involved in this major purchase had the added function of identifying contacts and resources for ongoing purchases of items for this collection.

For the current financial year an amount of \$4,000 has been allocated to the Aboriginal collection. The process of consultation that commenced in 2013/14 is maintained and materials are being added on a regular basis.

Contacts are consulted both via phone and through their websites and include;

- Yarrawarra Cultural Centre.
- Muurbay Aboriginal Language and Culture Cooperative.
- Bellingen and Urunga Museums.
- Minjungbal Aboriginal Cultural Centre, South Tweed Heads

Catalogues are regularly consulted from suppliers, both in print form and online, including

- Booksdirect
- Allen and Unwin
- EDCON resources
- Beta school supplies
- CSIRO publishing

Online resources are also regularly consulted to identify titles relevant to Clarence Valley and Bellingen Shire. These included:

- Aboriginal Studies Press (ASP) - the publishing arm of the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS).
- Ngija Institute of Indigenous Law Policy and Practice

- Jumbunna Indigenous House of Learning, University of Technology, Sydney
- State Library of NSW
- Trove (National Library of Australia)

Most of the titles identified through these sources are ordered via our major suppliers, as this provided discounts and efficient processing and delivery arrangements.

These regular suppliers have also been made aware of our desire to maintain this collection, and will bring any relevant materials to our attention. These include titles from all collections from easy readers to adult and DVDs.

For further comprehensiveness, the supplier of our adult non-fiction standing order, James Bennett, has established a mediated search profile via their website. Through this, a selection list of Aboriginal titles (amongst others) is emailed to the Team Leader – Collections and Reference on a weekly basis.

Consultation is also maintained with the CVC Community Development Officer (Aboriginal), the Team Leaders (Libraries East and West) and the Bellingen Shire Librarian. All Library Team Leaders have been encouraged to forward any information relevant to the regions of their libraries. Suggestions for purchase are received from libraries in the Clarence Regional Library service, as well as from members of the public through the Suggestion for Purchase process.

Where titles are only relevant to one council area sufficient copies are purchased for this area only. Titles relevant to both areas are purchased in sufficient quantities to supply all libraries.

The expenditure of allocated funds towards this collection is an ongoing process and the above sources are revisited on a regular basis. All Aboriginal relevant items are identified on shelves through placement of the aboriginal flag spine label during processing. This is also applied retrospectively to items found on library shelves during shelf tidying / weeding. A search of the subject headings identifies that there are currently 1167 items of Aboriginal relevance on the CRL catalogue.

Executive Officer

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**Item: 8.4 No. 1/15 – ANNUAL COMMUNITY BOOK SELECTION**REPORT SUMMARY

This report provides an update on the delivery of the second round of Annual Community Book Selection Events held in Bellingen and Grafton libraries in October and November 2014.

OFFICER'S RECOMMENDATION

That the Committee note the ongoing success of the Community Book Selections and the intention to continue as annual events in each of the local government areas (LGAs).

BACKGROUND

As a continuation of the Regional Libraries community participation process two Community Book Selection events were scheduled for Bellingen and Yamba Libraries for 2014. The purpose of these events is to provide members of the communities of Bellingen and the Clarence Valley an opportunity to select books they want to see in the library's collections. The first such events were held in 2012 at Bellingen and Grafton libraries, and in 2013 these were repeated at Bellingen and Yamba libraries and continue to be very successful and popular within the communities.

Bellingen hosted its event between 1:00 – 3:00pm on Tuesday 30<sup>th</sup> October when the library was open. In a repeat of the 2013 numbers, forty attendees enthusiastically selected books over the course of the two hours, resulting in over 100 new titles being selected for the collection.

Grafton hosted its event between 1:00 – 3:00pm on Wednesday 19<sup>th</sup> November in the large meeting room when the library was open. At this new venue 80 people selected books over the course of the two hours, resulting in over 130 new titles being selected for the collection.

Book selections cover adult fiction, adult nonfiction, children's, young adult and picture books. The books are supplied by one of our regular Library suppliers who has assisted with this event for the previous two years. Individuals are also given the opportunity to reserve any titles they see that they are particularly interested in so that they would be one the first to borrow that particular title.

As with the last 2 years the overwhelming response from the community has been positive, and more than justifies the decision to repeat the events. Staff who attend also feel that these are very worthwhile exercise which help to strengthen the library's links to the community and provide an opportunity for dialogue.

This will continue to be offered as an annual event that the library provides for the community in each LGA, with some rotation around varying venues in each LGA, giving different sections of the community an opportunity to attend. Costs are minimal including refreshments for the participants and staff time rostered to the events.

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**Item: 8.5 No. 1/15 – UPDATE: INTEGRATION OF REGIONAL AND GRAFTON BRANCH SERVICES**REPORT SUMMARY

This report provides an update on the integration of Regional Services staff and services with Grafton Branch staff and services in the Sir Earle Page Library and Education Centre.

OFFICER'S RECOMMENDATION

That the Committee note the update on the integration of Regional Services and Grafton Branch services and staff.

BACKGROUND

The Sir Earle Page Library and Education Centre facility was designed to house Regional Services, Grafton Branch and the Mobile Branch.

In 2014 a summary was provided to the committee outlining the areas of cooperation and identifying areas of focus and redistribution of some activities.

ISSUES

**New building procedures:** all new staff and volunteers continue to be inducted into the new building.

**Increased patronage:** the greatly increased demand for branch customer service has impacted enormously on staff workloads. The larger building has resulted in additional staffing requirements which have been temporarily filled by casuals. A business case for additional staffing will be developed. A significant increase in more challenging client behaviours is also impacting on staffing.

**Cooperation:** staff continue to gain insights into each other's work processes and workflow and procedural improvements continue to be made.

MOBILE INTEGRATION

The Mobile Library continues to operate from the new building. A minimal amount of stock is now out of circulation and all stock is more accessible. This has assisted with the supply of reservations to other branches in a timelier manner.

STAFF INTEGRATION

**Cooperative Staffing:** This has commenced on a small scale trial and is progressing. The small block of time initially chosen, 1hr per week swap for 2 staff, may not be enough to cover the wide range of branch functions in a reasonable timeframe. After the holiday period, larger blocks of time will be identified.

**Cost balance:** The method of recording amounts of cooperative staffing still will be refined as the needs arises.

SHARED PROCESSES



**Mail:** This process has been further simplified and is currently working more effectively.

**Donations:** This process needs some further refinement and improved workflows for both Branch and Regional but is mainly working smoothly.

**Courier access:** An exit button needs to be installed inside the roller door to improve this process. These works are in train.

**Boxing:** This process is working well.

**Shelf reading:** This process is working well although has declined as usual over the holiday period whilst many staff are on leave.

**Repairs/mending:** This process needs some further refinement and improved workflows for both Branch and Regional but is mainly working smoothly.

**Notices:** This process is working well.

### COST BREAKUP

It was proposed that all costs and contributions will be re-evaluated at the end of the financial year.

### BUILDING ISSUES

**SCU:** no further action here yet. Waiting for SCU action.

**Ongoing new building issues:** issues pertaining to the new building project continue to be dealt with by the Regional Librarian and the Team Leader (Libraries West).

**Meeting Rooms and bookings of spaces:** This process is working well.

**Technology:** video conferencing is soon to be tested. An additional camera was recently installed on the PS4 unit to facilitate games requiring cameras. The interactive floor projector PC may soon be moved to the server room - discussions are not yet finalised. This technology continues to require resetting on a regular basis. The meeting room projector setup is still not performing satisfactorily and discussions are continuing. Other aspects of technology are mainly working well.

**Spaces:** Working well.

**Equipment:** Spydus and RFID problem solving continues to be much easier and timelier with colocation.

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**Item: 8.6      No. 1/15 – COLLECTION MANAGEMENT PLAN**REPORT SUMMARY

This report provides an overview of the CRL Collection Management policies and procedures.

OFFICER'S RECOMMENDATION

That the attached Collection Management Plan be accepted by the Committee.

BACKGROUND

The Collection Management Plan provides an overview of all documentation that relates to obtaining, maintaining and disposal of the various collections held by the CRL. As such, it incorporates keys aspects of related documents, which are referred to as Appendices for further information.

Related documents are:

## Internal documents

- CRL Collection Development Policy
- CRL Local Studies Collection Policy
- CRL Disaster Management and Recovery Plan (DRAFT)
- Sample Supplier specification

## External documents

- Australian Library and Information Association *Statement on free access to information*
- Australian Library and Information Association *Statement on public library services*
- Australian Library and Information Association *Statement on Online Content Regulation*
- Australian Library and Information Association *Statement on Information Literacy for all Australians*
- Australian Library and Information Association *Standards and Guidelines for Public Libraries*
- Library Council of NSW. *Living Learning Libraries 2013.*
- Library Council of NSW. *Access to Information in NSW Public Libraries*
- Office of Film and Literature Classification. *Information for Libraries.*

ISSUES

The Collection Management Plan, is an overview of the documentation of Policies and procedures required in order to manage the CRL collection. As such, it exists mainly as a reference to other essential documentation, and may include some duplication of points covered in more detail within the Appendix.

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Attachment: Draft CRL Collection Management Plan

**REPORT SUMMARY**

This report provides information on the progress of the Budget for the 2<sup>nd</sup> quarter of the year 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**

Note, the spreadsheet only includes expenditure; it does not include commitments as the budgeted amount for the book stock would show as more than 90% spent as it has been committed for purchases that will flow to the library throughout the year.

Freight and cartage continues to be lower then budgeted and will consider adjusting the budgeted amount in next quarter.

Book Maintenance has commitments of approximately \$29,000 that is not appearing in the actuals so our budget here is in reality close to being spent, our purchasing will slow over the next 2 quarters but we may need to adjust our budget for this item.

The roll back for CVC from the CRL Reserve is currently reflected incorrectly in the CVC Contributions and Bellingens Rollback does not appear at all. This will be corrected once Finance staff are back from Leave and will appear correctly in the next quarter report.

Overall budget spending is tracking well in all areas.

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Attachment: 2nd Quarter Income and Expenditure Spreadsheet 2014/15