ATTACHMENT

REPORT SUMMARY

This report provides an update of the development of the Library User and Non-User Survey 2016 used to support the development of the Strategic Plan for the Clarence Regional Library network.

OFFICER"S RECOMMENDATION

That the committee note the progress of the user/ non user survey project.

BACKGROUND

To date, council procurement staff and Local Government Procurement have been consulted as to the process involved in selection of a suitable consultant to undertake the Regional Library's User/ Non User Survey. The *Request for Quote* documentation has been developed and is ready for submitting through the Vendor Panel process.

ISSUES

Purpose and process
The 2016 User and Non-User is planned for April/June 2016. Council elections are due in September 2016 at which time a new CLR Committee will be established. The results of this survey will provide valuable external feedback for the existing committee in its review of the current Library Strategic and Actions Plans. Internal assessments of achievements are annually monitored and have identified considerable progress.
It is proposed that the current committee will utilise the results of the 2016 survey in collaboratively:

- reviewing the current Strategic and Action Plans with staff;
- identification of progress over the previous four years;
- Proposing priorities for the coming four-year term which will ensure continuous development and improvement of library services for the populations served by the CRL.

This will result in the new committee members having a plan to work with during their terms and allow for them to similarly use their experience gathered over time to provide guidance for future committees.

Survey methodology
It is proposed that the survey be delivered as a random telephone survey again.
Random surveys means that the results of the survey provide a reasonably accurate picture of the entire population rather than just the sample group. To ensure the same level of reliability in the results (95% accurate) a sample size of approximately 400 is again required. The respondents can be drawn proportionally from both LGAs, the validity of responses when participants are broken down into smaller groups is greater and therefore more useful. The sample participants will also be split between fixed line and mobile phone numbers.

Telephone surveys enable immediate processing of results and therefore progressive reporting. They are generally well received if delivered professionally. The overall timeframe for delivery and reporting is contained.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

CLARENCE REGIONAL LIBRARY COMMITTEE   5 February 2016

Item: 9.2   No. 1/16 – TARGETED 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 was gained from this demographic, in relation to the collections, services and facilities offered by the Clarence Regional Libraries.

The last comprehensive survey regarding satisfaction with the collection was implemented in 2009. A comparable survey was delivered both online and in print over the December 2014 / January 2015 period. This was analysed in comparison with the 2009 survey and the results of this and the 2013 Youth Survey were key considerations in allocating budgets to the various collections and genres for the 2015/16 financial year.

A general satisfaction survey is to be delivered by external consultants in 2016, along with an internally produced survey targeting men in the community.

ISSUES

Due to the changes in collection format since 2009, additional questions were included in the Collection survey with a focus on eMagazines and eBooks. While these didn't have any comparable data from the previous Collection Survey the results were useful in reflecting the uptake of e-reading and the parallel preferences for genres between print and e-books.

Dr Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Marty Williams
Section: Team Leader (Collections and Reference)
                Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE	5 February 2016
Item: 9.3 No. 1/16 – EXPANSION 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 subsequent financial years amounts of $4000 have been allocated to purchasing items for further building of 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).
- Ngiya 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 Council staff, the CVC Libraries 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 1262 items of Aboriginal relevance on the CRL catalogue. A project is underway to ensure that all Aboriginal relevant titles are labelled with the spine label identifying the Aboriginal flag, for ease of location.

Dr Judy Banko
<u>Executive Officer</u>
Clarence Regional Library

Prepared by: Marty Williams
Section: Team Leader (Collections & Reference)
                    Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE	5 February 2016

Item: 9.4   No. 1/16 – ANNUAL COMMUNITY BOOK SELECTION

REPORT SUMMARY

This report provides an update on the delivery of the fourth round of Annual Community Book Selection Events held in Bellingen and Grafton libraries in September and November 2015.

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 Maclean Libraries for 2015. 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 and 2014 these were repeated at Bellingen and Yamba libraries and continue to be very successful and popular within the communities.

Bellingen hosted its event between 11:00am – 2:00pm on Tuesday 29th September when the library was open. In a slight decrease to the 2014 numbers, thirty attendees enthusiastically selected books over the course of the two hours, resulting in over 60 new titles being selected for the collection.

Maclean hosted its first event between 10:00 – 12:30pm on Wednesday 24th November when the library was open. At this venue 40 people selected books, resulting in over 70 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 3 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.

Dr Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Martyn Williams
Section: Team Leader (Collections & Reference)
                 Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE	5 February 2016
Item: 9.5 No. 1/16 – COLLECTION MANAGEMENT PLAN	

REPORT SUMMARY

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

OFFICER'S RECOMMENDATION

That the Collection Management Plan continue to be recognised by the Committee as a framework for the CRL Collection.

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.

Dr Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Martyn Williams
Section: Team Leader (Collections & Reference)

Clarence Regional Library
Attachment: CRL Collection Management Plan

CLARENCE REGIONAL LIBRARY COMMITTEE	5 February 2016
Item: 9.6 No. 1/16 – LIBRARY MANAGEMENT SYSTEM REVIEW	

ATTACHMENT

REPORT SUMMARY

This report updates the progress of the Review of the Library Management System.

OFFICER'S RECOMMENDATION

That the progress of the Review of the Library Management System be noted.

BACKGROUND

In the Regional Library Strategic Action Plan 2012-2022 item 3.1.4 Review of Library Management System includes:

- Evaluate current LMS system
- Identify alternative systems and their adoption
- Assess alternative systems suited to our library service
- Evaluate and cost options
- Recommend option
- Implement

The outcome is to provide a user friendly comprehensive Library Management System that will address future growth and changing needs.

To date, a checklist of items required in a LMS has been developed as a result of a literature review and detailed consultation with staff. Now that this checklist is finalised, staff will be provided copies to work through and complete.

A review of the current supporting services from the supplier will be detailed and assessed as well.

The outcome of these 2 assessments will determine whether alternative systems need to be assessed and evaluated.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

REPORT SUMMARY

This report provides information on the progress of the Budget for the year to date. It will also report on overview of the potential allocation of the Reserve Funds accumulated.

OFFICER'S RECOMMENDATION

That the report:

- On the 2nd Quarter Income and Expenditure Sheet for 2015/16 for the Regional is noted by the Committee, and
- The variation to the Building Maintenance budget be approved by the Committee for adoption by the Executive Council

BACKGROUND

In summary most items are travelling according to schedule. Items of note are:

- Contributions BSC at 41% - refers to the amount not yet receipted through finance due to changes in staffing and procedures, this is currently being worked on as a priority and should be up to date in the next quarter.
- Motor vehicle costs are at 61% - this is above the budget and a variation will be made to reflect the increased charges.
- Computer system costs at 64% - this is due to payment of software licences up front (mostly at the beginning of the year.
- Subscriptions/databases 84% - computer system costs have been mostly paid at the beginning of the year.
- Telephones have not previously been reported on separately, this budget refers to the amount SMS costed the previous year's costs, a cheaper contract is the likely reason as the number we are sending out has not decreased, will look are amending this budgeted amount for the new financial year.
- Building Maintenance – this has had no budget for the current year as we were waiting the review of the Grafton Library building operational costs. Based on the initial formula determined for the split between Grafton Library and Regional Services, we would need a budget variation of $40,000 to cover the Regional Services contribution to the building maintenance costs for the year. While Finance have had a look at the formula and are comfortable with its accuracy there are a number of items that need further investigation as to whether the costs have been accurately divided and whether they have been costed appropriately, however we believe the final costed yearly figure will only vary slightly from this and will be finalised by the next quarter.
- Insurance at 102% - a minor budget variation needs to occur to cover the increased cost for this item.
- Book Maintenance – working on committing most of the funds to suppliers at the beginning of the financial year so this should be on track as we begin to slow down on what we spend on book stock.
- Admin/operating at 28% – this looks too low, telephones had previously been bundled into this budget, will need to investigate further why this is low, it is possible other budget items have also not been included here that should be.
- Promotional is at 34% - a number of items are in development and this will continue to be spent as we move through the year.

Dr Judy Banko

<u>Executive Officer</u>
Clarence Regional Library

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