

Item: 8.1 No. 2/15 – 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

RFID has continued to run across all libraries since implementation. An offline version of the DIY Kiosks was installed during February, this will greatly assist work flow during those rare periods when we are not able to access the online version.

ISSUES

- The community continues to embrace the use of the DIY Loans Kiosks in Grafton and Bellingen and the staff have found the software easy to use.
- For Grafton 45.3 % of the total loans has been through the DIY loans kiosks in the year to date. This is an increase from 44.3% reported in February.
- For Bellingen 14.2% of total loans going through the DIY loans kiosk in the year to date, this is similar to the first, and second quarter results.
- 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.
- A report to the State Library is being prepared for the final signoff of the grant process.

Dr Judy Banko

Executive Officer

Clarence Regional Library

Prepared by: Kathryn Breward

Section: Regional Librarian

Clarence Regional Library

**Item: 8.2 No. 2/15 – TARGETTED PUBLIC CONSULTATIONS – COMMUNITY
COLLECTION NEEDS SURVEY****ATTACHMENT**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.

This survey has been analysed and key findings have been reported on as per the attachment. The results of this and the Youth Survey will be utilised for Collection Development strategies for the 2015/16 financial year, such as reviewing standing order authors and the division of the budget between collections.

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

ISSUES

As indicated in the report, a bias towards seniors and females was obvious in the survey results and any decisions made based on the data must take this into account. Of the respondents 76.44% were female with just over 50% being over the age of 55.

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REPORT SUMMARY

This report provides an update on the progress of the Local Studies Strategic Plan.

OFFICER'S RECOMMENDATION

That the progress of the implementation of the Local Studies Strategic Plan be noted.

BACKGROUND

The Local Studies Strategic Plan was adopted by the Executive Council at the July 2012 council meeting.

The plan includes: a Draft Collection Development Policy for Local Studies; a Draft Disaster Control Plan; the results of the Community Local Studies Survey Results Analysis; and an example "Memorandum of Understanding" template for establishing a local studies network.

Key actions to date

Gaps in the Local Studies Collection are being addressed through purchase of materials so that the Local Studies Collections held at each library will be similar and provide a wider access to resources across the community. Items identified and requested by the CVC Library Technician (Local Studies) and Bellingen Shire Librarian have been purchased on an ongoing basis, and the cataloguing of these items is currently progressing. Where the materials are relevant for more than one library location, multiple copies have been purchased. Likewise, any donations relevant to local studies have been targeted for original cataloguing.

Two new microfilm reader/printers have been purchased as part of the new Grafton Library build, these are getting regular use from the public. The second-hand microfilm reader/printer from the State Library has been moved from Grafton to Yamba library at the suggestion/request of the local Yamba Museum, they wish to access their microfilms through this machine at the Yamba library as their machine is no longer workable. This will also boost access to the local newspapers on microfilm in the Lower River for Clarence Valley Council.

Ancestry.com Library Edition was made available to the public from September 2012. To date there have been over 31,129 searches in total with 15,393 conducted on this database in the last 12 months, indicating its popularity with the public.

Find My Past was also subscribed to during 2014, it has had over 1,000 searches since April last year.

To mark the 80th anniversary year of the Jacaranda Festival in Grafton the Clarence Valley Library Technician Local Studies initiated a series of lunchtime talks and discussions hosted by guest speakers with a connection to the festival. The aim was for the guest speakers to recollect their memories of the Jacaranda Festival and to have the audience share their experiences as well. These were recorded as part of a growing oral history collection and will be transcribed in due course.

A slide show of selected photos of past festivals were also displayed in the Grafton library foyer and people were encouraged to identify who, what, when and where the photos were taken in order to increase our information on the images.

To celebrate 75 years of the Library Act in NSW local Grafton historian Nola Mackey presented a brief history of the Clarence Valley Libraries at the morning tea to celebrate the 75th anniversary.

The meetings of the Clarence Valley Local Studies Network (CVLSN) continue to be held in the Grafton Library, nine organisations from across the Clarence Valley have participated in the meetings, and the group meets in June and November each year.

An ANZAC Centenary project was suggested to the meeting in November. This would be a travelling display to be exhibited throughout the Clarence Valley in Libraries and Museums in 2015. The display would feature images of people and objects held in the various museum collections which relate to WW1 along with the stories behind them. The Museums would provide the images and written content while the library would design and pay for the printing of the banners. The project was positively received and to date we have prepared 5 banners that will be used as the travelling exhibition for the ANZAC Centenary celebrations.

Preservation workshops were popular with the attendees they were scheduled:

June 2014:

Grafton: 11 June Books & Paper – 12 attendees

Grafton: 18 June Photographs – 12 attendees

September 2014 (history week):

Dorrigo: 9 September Books, Paper & Photographs – 5 attendees

Bellingen: 10 September Books, Paper & Photographs – 5 attendees

Urunga: 11 September Books, Paper & Photographs – 7 attendees

Planned Preservation workshops for 2015

September (history week):

Maclean, Yamba & Iluka: dates and times TBC

Grafton: dates and times TBC

Staff training 2014:

Bellingen Library Staff: 5 May Care & Repair of books – 7 attendees

Planned staff training 2015:

CVC Library staff: dates and times TBC

Preservation materials have been sourced for use on “at risk” items as they are identified in the collection.

A Disaster Prevention and Management Plan is being coordinated with consultation of all necessary stakeholders and a draft Plan will be available later in the year.

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Attachment: CRL Local Studies Strategic Plan progress report February 2015

Item: 8.4 No. 2/15 – NEW TECHNOLOGIES**REPORT SUMMARY**

This report provides information relating to new technologies being implemented across the Clarence Regional Library Service.

OFFICER'S RECOMMENDATION

That the new technologies implemented across the Clarence Regional Library Service be noted.

BACKGROUND

The CRL Strategic Plan Key Action Item 1.2.9 New Technologies Introduced includes:

- Investigation of the purchase of eReaders with loaded titles for a lending trial;
- Ipad use at branch and regional level;
- Other technologies; and
- Electronic gaming technologies.

eBooks

The subscription to the Wheelers eBook platform was launched in July 2013 via the CRL website. The initial subscription of 500 titles has been gradually increased through standing order selections and requests, to a current total of 1,578. There have been 3,490 loans of eBooks from this platform in the 12 months to April 2015, compared to 1750 for the same period last year. Budget will continue to be allocated to this collection, with a proposed emphasis on young adult titles. As a format the recent collections survey rates eBooks as 6th out of 12 options, compared to 12th out of 13 in 2009.

eMagazines

eMagazines continue to receive high usage by members of the Regional Library Service, and titles are being maintained, with some new Australian titles added in the last 6 months. All titles (111) are an addition to the paper subscriptions, not a replacement to them and are primarily Australian content. The eMagazine subscription is cheaper than the printed copy. As of writing, a total of 443 library members access the eMagazines and a total of 3,076 issues have been accessed in the 12 months to 1st April 2015.

Other eCollections

In response to the popularity of the eBook, eMagazine and eAudio collections offered by CRL, in March 2014 the NAXOS streaming music library was added to the resources available via the CRL website. This has received 383 logins since the commencement of the subscription and is currently the subject of increased promotion.

E-Tea sessions are being run regularly in all branches through visits from the Team Leader – Collections and Reference, including an open session on the third Wednesday of each month at Grafton library. These are proving successful in assisting customers with their issues with e-resources and prove to be a useful forum for promoting these services.

IPads

The updating of the Apps for iPads is now being undertaken by Work of the Dole volunteers who follow a checklist to ensure all software is checked for latest version. Regular checks and installs is essential if the iPads are to continue to function at their optimal levels. We did run into difficulty when this was not maintained regularly and subsequent updates ran into problems that took additional time to resolve.

RFID

RFID equipment is enabling our Stocktake to be completed using considerably less staff time than previously. A small library can be completed in a couple of hours where it would take a full day or two previously.

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Item: 8.5 No. 2/15 – UPDATE: INTEGRATION OF REGIONAL AND GRAFTON LIBRARY SERVICESREPORT SUMMARY

This report provides an update on the integration of Regional Services staff and services with Grafton Library 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 Library services and staff.

BACKGROUND

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

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

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. As a result the staff have undertaken Library Customer Service Training from across the region, CVC staff have also had a session (1 Hour) with Dave Fish Senior Constable for Crime Prevention, Coffs /Clarence Command, his details have been forwarded on to the Bellingen Shire Librarian to organise a similar session for Bellingen staff.

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

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, is not enough to cover the wide range of branch functions in a reasonable timeframe, larger blocks of time (2-3 hours) will be implemented once Grafton Library staffing issues are resolved.

Currently, the Regional Services part time Library Assistant (Acquisitions and Promotions) has been working an additional day per week with Grafton Library staff, covering branch staff leave. This has enabled further familiarisation with branch workflows and customer service for the Regional Services staff member whilst providing much needed support to branch rostering.

Cost balance: The method of recording amounts of cooperative staffing will be refined as the needs arises. At present it is a reciprocal time frame during a week period.

SHARED PROCESSES

Courier access: An exit button has now been installed inside the roller door to improve this process, and a timer button has been implemented into the lift for workroom access, this means we no longer need to supply a swipe card to the couriers etc when they need to access the workroom. It also reduces the impact on staff time.

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

COST BREAKUP

It was proposed that all costs and contributions will be re-evaluated at the end of the financial year, this is scheduled for review in August/September once the EOFY commitments are complete.

BUILDING ISSUES

SCU: the space was opened to SCU students on 23 February, the space is being accessed everyday. Currently SCU plans to offer use to UNE students as soon as practicable.

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. The Grafton Community & Function Centre is looking at purchasing new software to further improve this process.

Technology: video conferencing has been tested at the last CRL Committee meeting and needs some adjustments. The interactive floor projector has been sent in for repairs and has been out of action for a month. The meeting room projector setup is still not performing satisfactorily and discussions are continuing. Other aspects of technology are mainly working well. Additional CCTV cameras have been installed at the back roller shutter door, and outside in the front forecourt of the building. Speakers and a sound system to play classical music will be installed shortly in the library forecourt to discourage youth loitering in this space with scooters, skateboards, and bikes etc.

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

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Item: 8.6 No. 2/15 – QUARTERLY INCOME AND EXPENDITURE SHEET**ATTACHMENT**REPORT SUMMARY

This report provides information on the progress of the Budget for the 3rd 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

Contributions for: CVC; Admin and Management Support; Workers Compensation and Building Maintenance, are behind as finance staff have not posted all contributions due to end of financial year priorities.

Travel costs last quarter were: \$784.44, this was due to items being costed incorrectly, these have now been moved to the appropriate location.

Computer System costs currently do not reflect the approved increased budget from CRL Reserve for the purchase of the CollectionHQ software, this has yet to be actioned by finance staff.

Building maintenance covers: electricity, cleaning, garbage, security patrols and maintenance. Total budget for the new building maintenance for 2014/15 was \$100,000 actual expenditure will more likely be around \$130,000. The proportion that CRL currently pays is around 40% of the total. This will be reviewed after the first financial year in the new building is complete and will likely change.

Freight and cartage continues to be lower then budgeted this will be adjusted in the 2015/16 financial year. We will look at reducing this budget by \$3,000.

Book Maintenance has commitments of approximately \$23,000 that is not appearing in the actuals, this may change as we make adjustments to our commitment levels as we come to the end of the financial year. We will look at reducing this budget in the final quarter of 2014/15 by \$10,000 and the same for the 2015/16 financial year.

The Furniture and Equipment budget was overspent in last quarter due to items being costed incorrectly, these have now been moved to the appropriate location.

The contribution for Bellinghen's \$10,000 Rollback appears under the Promotional Expenses. In reality there is approximately \$4,500 left to spend in the Promotions budget.

Overall budget spending is tracking well in all areas.

The committee requested advice on what percentage of overspend should require reporting. The recommendation from finance staff is to suggest that it is not a straight forward percentage

only but a combination of percentage and dollar figures. The suggestion is to report expenditure variations if greater than 5% and \$3,000 in value.

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Attachment: 3rd Quarter Income and Expenditure Spreadsheet 2014/15