CLARENCE REGIONAL LIBRARY COMMITTEE 7th February 2014

Item: 8.1   No.1/14 – 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

To date, all locations have completed the tagging of stock items with the RFID tag.

All libraries have now received their Circulation Assistant hardware and the tagging software has been installed with staff instructions on operation to continue the tagging process now the special mobile tagging trolleys have been returned to the supplier.

The External and Internal Returns Chutes has been delivered to Pound Street Grafton for installation. Artwork for equipment has now been forwarded to FE Technologies for Grafton and Bellingen Libraries

ISSUES

Commissioning of equipment, final installation of software and hardware and staff training will be undertaken once access to the new Grafton building is possible. This will only occur after building handover and the network and computers are up and running, this will happen after the handover.

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REPORT SUMMARY

This report updates progress in targeted public consultations for the Clarence Regional Library, in particular the Survey of Youth in both LGA's.

OFFICER'S RECOMMENDATION

That the completion of the survey process and current status of the analysis and reporting be noted.

BACKGROUND

Following a comprehensive review of other public library youth surveys, survey questions were developed which would provide feedback on the satisfaction levels of 12-25 year olds with library collections, services and facilities within all CRL libraries. Input from all library staff was incorporated into this process. The questions were placed into SurveyMonkey for online completion and analysis, and duplicated on print surveys as an alternative means of collection.

Awareness of the survey was generated through advertisements in all secondary school newsletters, newspaper media releases, radio advertising, and posters in libraries, library website and Facebook postings. As an incentive a prize of an Ipad3 was offered in each LGA.

The survey was offered in online and print form over a month from 26 August to 26 September, following which all print entries were entered into SurveyMonkey online in order to generate analytical statistics. A total of 205 surveys were submitted from both LGA's which compares favourably with a similar survey held in a metropolitan Sydney library service which had 400 returns in a population 4 times that covered by Clarence Regional Library.

The survey has been analysed and a report on results produced, as per attachment.

Some key findings

1. The main library used was Grafton (65.64%), then Maclean (24.10%), Bellingen (8.72%), Iluka (6.15%), Yamba (5.64%), Dorrigo (4.62%), Mobile Library (4.10%) and Urunga (2.56%).

2. 10.77% of respondents also noted their use of the library website

3. A larger proportion of responses were from females (62.56%), than from males (37.44%)

4. 66.01% were at school, while 20.69% were at TAFE or University.

5. Only 36.45%were working in any capacity – casual, part or fulltime

6. 87.69% of respondents had a Clarence Regional Library card, which indicates that the majority of the young people who use the libraries are library members.

7. The response rates from various branches (see point 1) confirm that Grafton library receives the highest visitation by youth of all Clarence Regional Libraries. This is to be expected with the higher population for this location, and supports the current construction of the new Grafton library. It also highlights a possible need for a strong focus on enticing youth into other libraries.

8. 75.77% of the respondents use another library regularly – school (54.12%), TAFE (12.37%) and other local libraries (9.28%)

9. A result that requires consideration for future programme planning is that only 5.91% stated that they frequently attend library programmes or activities while 21.51% do this sometimes, 29.57% rarely and 43.01% never attend these activities. The opportunity for enhancing this is emphasised by the fact that 13.98% of people frequently use the library to hang out with friends and 24.73% do this sometimes

10. Also of interest for planning of activities is identifying how young people hear about what's happening in the libraries. The response to this question showed that the biggest source of information on this was from library staff with 43.62% of respondents stating this. This is a good sign that library staff are prepared to enter into conversation with borrowers and promote our services. Only 13.83% obtain this information from the library facebook site and 15.96% from newspaper advertisements.

This report has been made available on the CRL website and a printed copy distributed to all libraries. The report will provide guidance for future decision making on the services and collections our libraries offer to youth.

The next survey to be undertaken will be a general survey to assess the satisfaction with the library collections. This will be scheduled for later in the year.

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Attachment: A Survey of Clarence Valley and Bellingen 12-15 year olds to measure their use of, and satisfaction with local library services.

REPORT SUMMARY

This report outlines the components of the Collection Management Plan

OFFICER'S RECOMMENDATION

That the strategies of Collection Management are noted for further documentation into the Collection Management Plan.

BACKGROUND

The Clarence Regional Libraries Collection Management Plan is informed by the Library Strategic Plan 2012-2022 and links with the Collection Development Policy. The purpose of the Collection Management Plan and the Collection Development Policy is to guide librarians in their selection of materials, and to inform residents as to the principles used in the selection process. This plan will be reviewed by the Library staff on a regular basis.

The Library provides collections in a variety of formats to meet the educational, recreational, and informational needs of the community. The scope of the collections is intended to offer a choice of format, viewpoint, expression and level of difficulty in comprehension. The collections are not intended to be comprehensive or archival.

Selection and deselection (weeding)

The materials selection process is aimed at building collections with balance, diversity and objectivity in the subject areas of interest to the communities of the Clarence Valley and Bellingen Shires. Each item shall be considered in terms of its own merit, the audience for whom it is intended and its relationship to other materials in the various collections.

Criteria used in the selection and deselection processes, including management of donations, are defined in detail in the Collection Development Policy.

Collection Management Strategies

The Collection Management Plan outlines strategies involved in ensuring that a quality collection in a range of formats is readily accessible to all libraries within the Clarence Regional Library service.

The strategies for managing the collection range from the selection and purchasing through processing of materials to the delivery to all library branches. Specific elements that are covered in the Collection Management Plan are identified as:

- Identify and review key collection management information and performance indicators. These indicators include:
  - Circulation of stock across the different libraries
  - Age (within 5 and 10 years) of stock
  - Size of collections

- o Deselection – what is the standard and have we met this?
  - o Expenditure – is there a recommended level of expenditure on book stock per capita and are we fulfilling this requirement?
  - o Monitoring suggestions for purchase and ILL's – for collection gaps and new growth areas in demand by community

- Identifying suppliers for individual formats and collection categories
  - o Includes Local Studies, Aboriginal collection, DVD's, ebooks, Adult, Young Adult, HSC and Children's collections amongst others.

- Establishing efficient purchasing, processing and delivery procedures with suppliers
  - o This has been carried out as a major project, with resultant reassessment of supply for different collections. Processing of the Adult Fiction collection has been fully outsourced through the supplier for the 2013/14 financial year as a test case for rapid shelf delivery of this high-demand collection.

- Developing standards for cataloguing
  - o These have been developed by the Senior Technical Services Officer and documentation forwarded to suppliers. These standards will be monitored to ensure quality control is maintained.

- Developing and managing of a collection profile for each branch.
  - o Still to be developed for each branch in conjunction with stock rotation

- Inclusion of branch library staff and community members in selection through vendor visits and Community Selection Events.

- Developing staff procedures and guidelines for managing the collection
  - o Ongoing and includes procedures for the Suggestion for Purchase process, Donations and Weeding.

- Implementing an equitable and relevant stock rotation program
  - o This is still to be implemented, but with the move to more floating collections the need for stock rotation has decreased.

- Incorporating floating collections where suitable
  - o This has been implemented with Adult non-fiction now being the only non-floating collection.

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ATTACHMENT

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 second-hand microfilm reader/printers have been delivered from the State Library to boost access to the local newspapers on microfilm, one located in Bellingen and one in Grafton. This will address Local Studies within Grafton Only. The purchase of additional equipment for the new Grafton library will enable this technology to be further distributed to other libraries.

Ancestry.com Library Edition was made available to the public from September 2012. To date there have been over 8,700 searches conducted on this database, indicating its popularity with the public. Basic community workshops have been undertaken by the CVC Library Technician (Local Studies) in the use of this database. The speaker's notes and handouts have been provided to the Bellingen Shire Librarian.

As part of setting up a network of local groups interested in local studies, initial discussions with Clarence River Historical Society have been undertaken by the CVC Library Technician (Local Studies). The first meeting of the Clarence Valley Local Studies Network (CVLSN) was held 18 November 2013, Nine organisations from across the Clarence Valley attended the first meeting, the group decided to meet annually on the first Monday in June.

Expressions of interest were received from the community and these formed the basis for the content in the preservation workshops being designed for a pilot implementation in April 2014.

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 2014

REPORT SUMMARY

This report provides an update on the progress towards adoption of the draft Circulation Policy and the draft Internet Policy of the Clarence Regional Library.

 OFFICER'S RECOMMENDATION

The Committee notes that the draft Circulation Policy and the draft Internet Policy will be presented to Clarence Valley Council for consideration at the February 2014 meeting.

BACKGROUND

As part of an ongoing review program of Clarence Valley Council's adopted Policies a review of the Clarence Regional Library's Circulation Policy and Internet Policy has been undertaken.

Staff were consulted and asked for feedback on both policies relating to changes in wording and content. From this consultation the DRAFT Policies were developed and presented at the November CRL Committee meeting at which time they were endorsed by the CRLC. They have been scheduled for the February Clarence Valley Council Meeting.

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REPORT SUMMARY

This report provides information on the acquisition of an expanded and updated Aboriginal Resources Collection.

 OFFICER'S RECOMMENDATION

That the progress of the purchase of Aboriginal resources be noted.

BACKGROUND

The Aboriginal population is a significant section of our community representing 5% of total CVC population (2006 Census, 2011 Census data not yet available), in Bellingen Aboriginals represent 2.6% of the total population, this compares with 2.3% Aboriginal and Torres Strait Islander persons in Australia and 2.10% in NSW. The Regional Library Strategic Plan "Strategy 1.2.8 focus on expansion of aboriginal resources" is an acknowledgement of the need for the library service to improve the levels of resources to this section of our community.

In the 2012/13 Book Vote $10,000 was allocated towards improving the resources with the aim of increasing Aboriginal access to the library services, promoting social inclusion and raising awareness and understanding of Aboriginal culture and heritage.

All available sources of information and materials for purchase of stock were consulted during 2012/13 and the entire book vote of $10,000 was spent on relevant materials. Sources included consultation with local Aboriginal community members as well as suppliers and publishers catalogues and relevant resource centres such as the Yarrawarra Cultural Centre. Materials of very local significance were purchased for the individual library sites while those of more general relevance were purchased for at least each local government areas.

Newly purchased Aboriginal materials are identified with spine labels indicating the Aboriginal flag, and currently existing materials are being labelled retrospectively as they are located.

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REPORT SUMMARY

This report provides an update on the Regional Library's progress towards the acquisition of the Spydus 9 Library Management System upgrade.

 OFFICER'S RECOMMENDATION

That the report detailing the move to Spydus 9 Library Management System be noted.

BACKGROUND

Currently we are in year two of a three year contract for Managed Services for the Spydus Library Management System with Civica, due to expire 30 June 2015. For the cost ex gst $44,666.00 per annum.

In August Civica provided 2 options for us to migrate to Spydus 9, their latest major upgrade which does not come under our current contract with them.

Options	Year 1 (Year 2 of current contract)	Year 2 (Year 3 of current contract)	Year 3 (extension of contract)	Year 4 (extension of contract)	Year 5 (extension of contract)
3 - Year Contract Extension	$44,667.00	$44,667.00	$57,500.00	$57,500.00	$57,500.00
One off upgrade to Spydus 9	$36,000.00				

Option one: a contract extension which would allow CRL to upgrade to Spydus 9 in our next upgrade and the additional payments won't begin until year 3. With this option we will be required to go to tender as the costs push above the tender threshold for a contract of this type.

Option two: if we were to make a one off payment for the additional functionality provided with Spydus 9, without any changes to our current contract which expires on 30 June 2015. At this point we would be required to go to tender as the cost for a new contract for 3 -5 years would be over the threshold for tender process.

At the November meeting of the CRL committee it was reported that the Regional Library would not be considering either option until after a review of our current system had been undertaken as a tender process was required due to the amount involved with the quotes above, this was scheduled for second half of 2014. Both of these options would be subject to change over this period so a further quote would then be requested in 12 months time for consideration.

ISSUES

Upon the rejection of the two options above Civica subsequently asked to requote. The new quote in November comprised two options with a considerable change in pricing for the second option see below:

Option 1

One off payment of $37,500 ex GST.

This includes the supply of Spydus 9 to June 2015, training on the new software and all managed services and help desk support.

Option 2

3 year contract extension at $48,950 ex GST per year.

This will extend the contract from 30 June 2015 to 30 June 2018
The current contract price of $44,667 ex will remain unchanged up until 30 June 2015
No additional one off payment required.
All training, managed services and help desk support included
In addition to the Spydus 9 upgrade, one more additional major upgrade provided will be provided.

Option 2 is an exceptionally reasonable price for the additional functionality we would be receiving with this upgrade and puts the quote within our reach according to the CVC Draft Purchasing Policy and advice from Local Government Procurement.

After receiving the emailed quote above, staff from CVC's Purchasing and Finance sections and representatives from Local Government Procurement were consulted as to the correct procedure for pursuing this quote under CVC's draft Purchasing Policy. We were able to pursue this through the Vendor Panel process through Local Government Procurement and have accepted option 2. An amendment to our current contract has now been signed.

We will be able to schedule an appropriate time for the upgrade to Spydus 9 to take place in the next 6 months, this will then allow staff to become familiar with the new improved functionality of this major upgrade and be in a better position to review the best system Civica has available to us in late 2014/15.

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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

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.

The computer systems percentage spent also includes the database subscription amount; this is why the percentage is higher than it appears it should be.

Overall budget spending is tracking well in all areas.

ISSUES

The discrepancy in the figures from the August report are explained below:

Adjustments were made to the operational budgets over the course of 2012/13 which resulted in a corresponding change to the value of the bookstock vote in capital expenditure (i.e. if operational expenditure decreases, the amount being transferred to the reserve increases and accordingly more is available for expenditure on the bookstock

At some point in time (possibly around March-June 2013), an adjustment to the operational expenses was made but the amount was not updated in the amount available to be expended on bookstock in the capital expenses.

Due to this omission, the Finance ledger indicates that an amount of $335,253.65 was available for expenditure on bookstock. Therefore, in preparing the amount available for carry forward, I have calculated the following:
- o Expenditure to date: $261,374.35
- o Committed book vote: $48,306.61
- o Unexpended b/vote: $25,000 (approx.)

In actual fact, the figures should have been based on $347,223.70 available for bookstock, which means that the break up should have been as follows:
- o Expenditure to date: $261,374.35
- o Committed book vote: $48,306.61
- o Unexpended book vote: $37,542.74 (approx. $35k)

An adjustment will be processed in QB2 for the increase in the amount of the book vote by $12,500 for the amount that should have been carried forward from 12/13.

(Spreadsheet and updated report will be forwarded prior to meeting)

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Attachment: 3rd Quarter Income and Expenditure Spreadsheet 2013/14