

**Item: 7.1 No. 1 /13 – 10 YEAR COLLECTION FORECASTS****ATTACHMENT**REPORT SUMMARY

This report provides an indication of the potential size and age of the Clarence Regional Library (CRL) over the next ten years under certain conditions. While many factors influence the actual figures, only a limited number can be used for this type of forward estimate.

OFFICER'S RECOMMENDATION

That the Clarence Regional Library (CRL) Committee note the potential future size and age of its collection under specified funding arrangements.

BACKGROUND

Estimating the size and age of the CRL collection commenced in 2008 with the in-house development of a very rudimentary spreadsheet based on current data about the collection and estimated future data in relation to anticipated income and expenditure. The purpose of the analysis at the time was to:

- consider whether the 10% per annum increase in the per capita contribution made by members should be allocated to the total expenditure of the CRL operations, or whether it should be specifically allocated to the book vote; and
- gain some insight as to the size and age of the collection under a range of per capita contribution levels.

The results indicated little difference between allocating the per capita increase to the general income or to the book vote at that time. A 10% increase in the per capita rate of member contributions each year would result in a growing collection that was anticipated to meet the Statewide average within 10 years. A 3.5% increase in the per capita rate of member contributions each year would result in a declining collection size that would however still improve in its age if we continued to weed at the specified rate of 12,000 items per annum.

The outcomes were modelled again in 2010 when the library service model was being reviewed by the committee. The results indicated that a:

- 6.8% increase in the per capita contribution was required to maintain the status quo in terms of the size of the collection and the age would improve to Statewide standards within the ten years (the proportion of stock less than ten years old would equate the Statewide average in four years, but it would still take ten years to reach the average for stock aged under 5 years);
- CPI level increase in the per capita contribution would reduce the size of the collection and reaching the Statewide average for stock less than five years old would be well outside the ten-year timeframe; and
- 10% increase in the per capita contribution would see the size increase, the number of items per capita reach the statewide average in Year Ten and Statewide average for stock less than five years old would be reached in Year Eight.

This indicates that there had been an overall improvement in the status of the collection between 2008 and 2010 this was evidenced in the Statewide data reported for the following year.

The change in the membership of the CRL and passage of time indicates the need to review the 10-year forecasting.

ISSUES**Agreed per capita increase per annum**

The current Library Services Agreement now addresses the per capita increase in the annual contribution by members to provide some surety in budgeting processes for member Councils. The Agreement

specifies a base level increase of 6% per annum with an additional variable component equivalent to the rate peg, as well as a minimum amount of 8% increase per annum.

The 2012/13 financial year was the first year this had been adopted and the current level of contribution by members requires a 9.6% increase from the previous year. The rate peg for the 2012/13 financial year is 3.6% and for the 2013/14 financial year has been announced as 3.4%. The rate each year will vary, but the calculations will be based on the most current level **with variations across the range of data included for a more comprehensive picture.**

### **Population estimates**

The population figures used are the Estimated Resident Population (ERP) produced by the ABS for each LGA. While published in March each year, they are actually the estimate determined as at 30 June of the previous year. These figures are estimates for the period between each census and are reviewed against actual data gathered in each new census.

The recent census has resulted in the ERP for all LGAs from 2007 to 2011 being reviewed. In NSW approximately 29% of LGAs had their population estimates reduced. The majority of these are small LGAs where the estimating is subject to greater variability.

Bellingen Shire Council's (BSC) population has been reduced, with the previously estimated population of 13,490 now being 12,886. Clarence Valley Council's (CVC) previous estimate was 52,816 and is currently 51,252 (See Attachment). While this will reduce the contribution from both Councils it will also reduce the funding component from the State Government which is based on population.

### **Modelling**

This ten-year forward modelling is based on a number of assumptions and like any forward planning has limitations. The outcomes the results suggest are estimates only of the broad direction the collection will take under specified funding and other circumstances.

#### Assumptions:

- **Collection Size:** reflects current figures as at December 2012 plus an estimate of additional items based on identified funds to be expended in the current financial year as well as anticipated weeding for the remainder of the financial year.
- **Average cost of items:** has been determined at \$25.00 which is less than previous years and more than our current data indicates. Cheaper options for items have been vigorously pursued but also we have expended a lot more than usual on junior fiction, as a result of a successful grant, which is relatively cheap. This cost will continue to vary as various sub-collections become priorities in the allocation of the book vote each year. Currently large print and e-audio are two focal points which are both much more expensive than other items.
- **Collection Age:** is based on three broad groups – 'under 5 years', 'between 5 and 10 years' and 'over 10 years' old. Each group is then equally divided across the 5 years which may not be accurate.
- **Ageing of the Collection:** All books in each year category are automatically advanced to the next year without any losses occurring. Losses of stock are generally within the 'less than 5 years' old category.
- **Weeding:** numbers are applied to the oldest stock only and do not take account items that are not regularly borrowed. In reality, the level of usage is an important factor considered in the decision to weed.
- **Weeding:** is based on an annual target which often varies in accordance with resources to fulfil this task to the desired level. The real numbers weeded in the past have been reached, exceeded and not reached the proposed target due to a range of issues. The previous target of 12,000 items per annum has been reduced to 9,000 to reflect the withdrawal of Nambucca Shire Council (NSC).
- **Population size:** is based on the current ERPs as available on the ABS website for each LGA. The ERPs for Year 1, 2013/14 will be the same as those published in July 2012 which came directly from the 2011 Census.
- **Population Growth Rates:** have been modelled on data available on the ABS website for the change from the 2006 Census to the 2011 Census and the ten-year average growth rate. The Library Service Agreement states that estimates of contributions will be based on the growth from the previous year as well as an average over the past five years. This is a reasonable way

of estimating the potential maximum and minimum during the five-year period between each census. However with the recent census data now available, the change between census periods and over the 10 years are considered to be more realistic growth rates for the purpose of this exercise.

- The State Government's per capita subsidy is paid at \$1.85 per capita for the ERP as produced by ABS each March. This per capita rate has not changed in many years and is not likely to change despite considerable and continued lobbying.
- The State Government's local area and special projects grant is assumed to be the same amount each year. In past years the amount has varied by a small amount. A new formula has been proposed for calculation of the grant for each LGA and if adopted will result in a change in the amount, but no indication has been provided of the quantum and how this might impact on BSC's grant and CVC's grant. State Library NSW has advised that we continue to use the same amount as the current level of payment.
- Other income: includes fees paid by borrowers. While interest is also earned and included in the Quarterly Balance Sheet, it has not been included in this modelling as it has already been accounted for (allocated for expenditure) in the analysis of expenditure of the Reserve Budget.

Limitations:

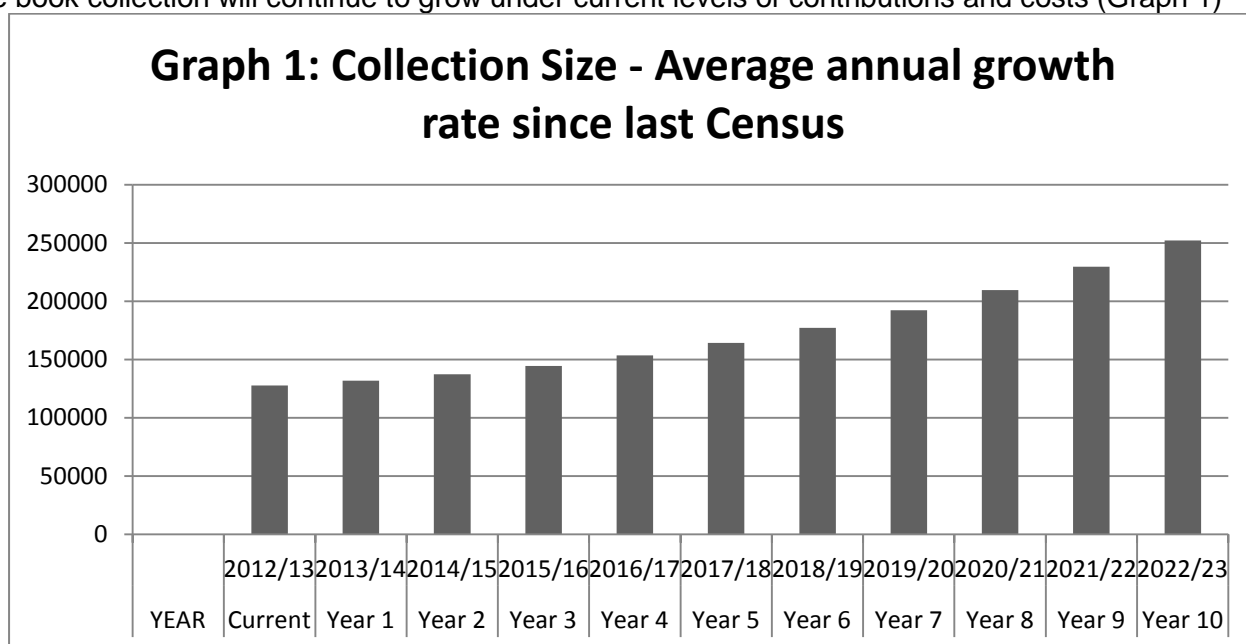
- Collection size and age: accurate figures are rare without a fully automated stock management system.
- Sub-collections: have not been identified at this stage which may have different average costs per item for each category and therefore implications for future budgets if specific groups are targeted in future years.
- Donations: have not been considered in the determining the increase in stock each year.

Results:

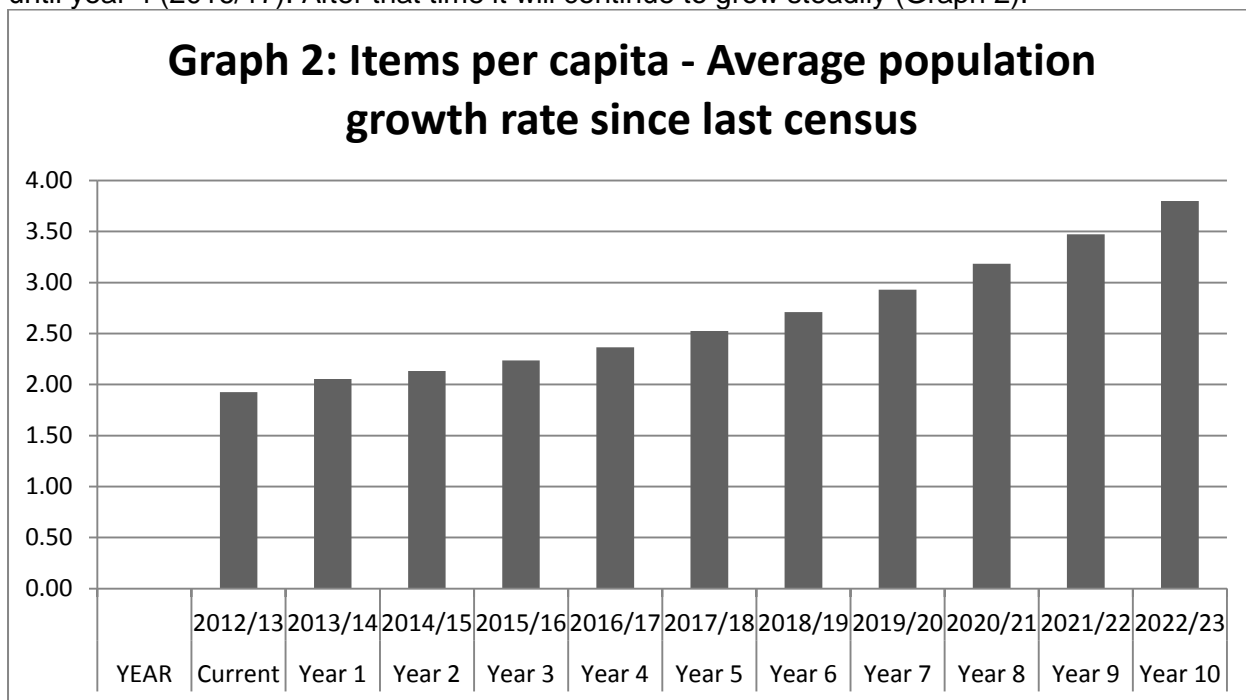
- The lower actual population figures compared to the previous estimates will result in lower total amounts of per capita subsidy from the Sate Government as well as the contribution from members.
- The two population growth rates used show extremely small differences in the outcomes in terms of the book collection, age and items per capita.
- The cost of library materials is much lower than it has been in the past and this element alone appears to be producing a far better outcome in terms of the size and age of the collection.
- Two table have been attached that summarise the key results including the anticipated levels of contributions of members.

The analysis indicates the following.

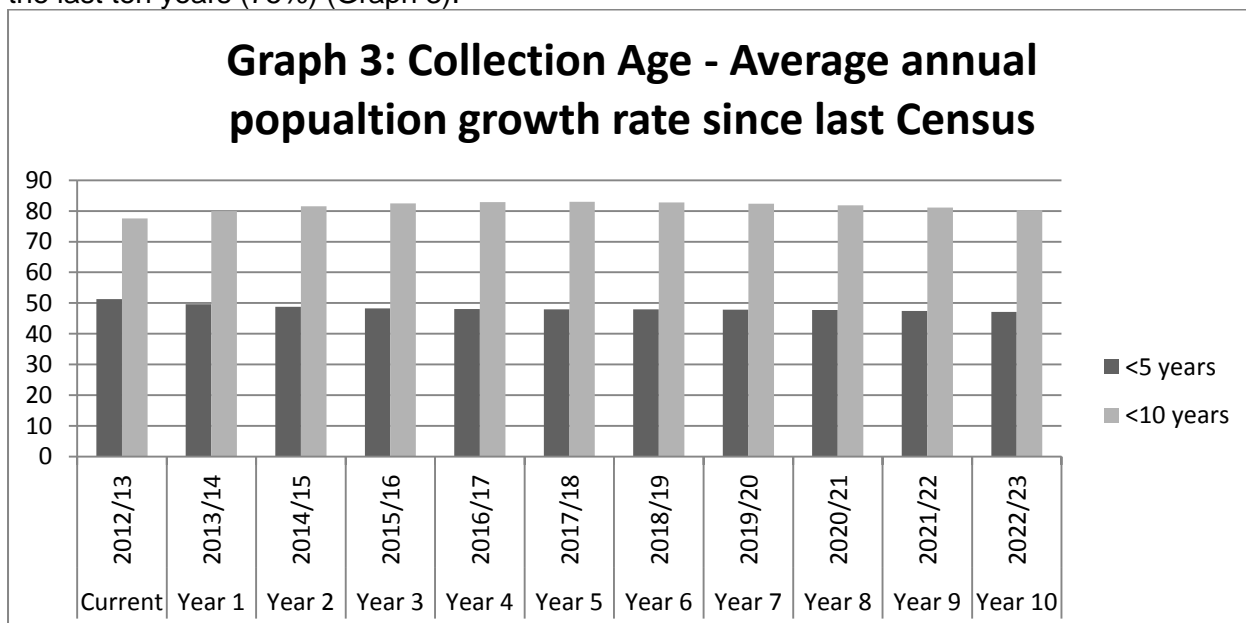
1. The book collection will continue to grow under current levels of contributions and costs (Graph 1)



2. However the average number of items per resident will not reach the Statewide average (2010/11) until year 4 (2016/17). After that time it will continue to grow steadily (Graph 2).



3. The age of the collection will continue to improve under current levels of contributions and costs. It will continue to approximately match the Statewide average (2010/11) for items acquired within the last five years (49%) and will remain a little higher than the Statewide average (2010/11) for items acquired within the last ten years (75%) (Graph 3).



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Executive Officer  
 Clarence Regional Library

Prepared by: Anne D’Arcy  
 Section: Social Planning and Cultural development

**Item: 7.2 No. 1 /13 – RESERVE FUND ALLOCATION****ATTACHMENT**REPORT SUMMARY

This report provides an overview of the potential allocation of the Reserve Funds accumulated in recent years. The reserve fund must ensure that liabilities, particularly staff entitlements, can be paid in the event of membership changes or dissolution of the Clarence Regional Library.

OFFICER'S RECOMMENDATION

That the Committee adopt the expenditure of the Reserve budget on implementation and maintenance of RFID, the four-yearly User and Non-User Survey, four-yearly replacement of laptops, four-yearly replacement of iPads, purchase and four-yearly replacement of eReaders and promotional activities.

BACKGROUND

A significant Reserve fund has accumulated in recent years as a result of staff vacancies and the industry's inability to fulfil stock orders.

The recent withdrawal of Nambucca Shire Council from the Clarence Regional Library (CRL) has highlighted the need to ensure that the Reserve is capable of meeting the costs of staff entitlements should further down-sizing and associated redundancies be necessitated.

Other portions of the Reserve may also need to be restricted to fund other known liabilities as determined by the CRL operations or the decisions of the CRL Committee (CRLC).

ISSUES

In assessing the size of the Reserve over a ten-year timeframe a number of assumptions have to be made.

- Only current staffing levels can be considered – a change in the number of staff will impact on funds required to pay staff entitlements should the need for redundancies arise.
- Current staff will continue to work for the CRL – if new staff replace existing officers, staff redundancy entitlements will reduce.
- There will be no redundancies during that time.
- Interest rates are based on a conservative rate 4%.
- The CPI is 3.5% - a little higher than the current 3.25%

Restricted Reserve

The portion of funding that must be retained each year is determined by potential redundancies. As staff entitlements grow each year, the portion of the fund that must be restricted for this purpose needs to be reviewed annually. As a result of the organisational restructure and down-sizing, the current staff members are relatively new and the total liability is currently small. However, if those staff members remain with the CRL, those entitlements will grow each year.

Expendable Reserve

The remaining funds can be considered discretionary funds to be used to fund other priorities as identified in the CRL Service Agreement and Strategic Plan as well as agreed by the CRLC. It should be noted that some items may be subject to annual decisions while others, such as RFID, will become permanent expenditure items once such a system is adopted.

Most liabilities are annual and are addressed through the annual recurrent budget. While some have a longer life, such as contracts entered into for the provision of the Library Management System which span three to five years, those systems will be required by the Executive Council regardless of whether the CRL entity survives. Any potential reduction in the fee due to the reduced size of the membership is not able to be determined at this stage for inclusion in the calculations. While a reduced fee was negotiated for the current contract, this was due to factors other than the size of the membership. The fee for work associated

with the withdrawal of Nambucca Shire Council was \$1,000 and while it has been charged to that Council in this instance, dissolution of the CRL resulting from forces outside its control would require a similar cost that would be funded from the reserve.

Other items that have been included for expenditure, but may be reconsidered on an annual basis include:

- Replacement of laptops every four years – used for staff training and customer activities
- Replacement of iPads purchased this year every four years
- Replacement of eReaders to be purchased in 2014/15 every four years
- Annual promotional activities

Undertaking the User and Non-User Survey, conducted every four years, may be reconsidered. However, this is an agreed item included in the Service Agreement and is fundamental to ensuring the future direction of library services meets community needs, interests and aspirations. Other priorities included in that adopted document are funded through the recurrent budget.

### RFID Costs

Establishing RFID is a major long-term investment. CRL members support the introduction of RFID on the basis that a grant would enable its introduction. This is documented in CRL Committee meeting minutes. The construction of the new Grafton Library is ensuring that the previously adopted timeframe for implementation, should a grant for establishment be successful, will be achieved. The CRLC previously agreed that it would support a significant contribution to implementation of RFID through retro-tagging stock as well as annual maintenance through its accumulated reserve.

Funding the establishment of RFID will come from three sources:

- Guaranteed - Federal Government's Grant for equipment at the new Grafton Library for this system - \$ 98,000.00.
- Grant request - State Library NSW Development Grants for equipment at branches other than Grafton, retro-tagging the existing stock - \$ 97,875.77.
- Agree - CRL Reserve will pay for the licence fees as well as catering for Community awareness training - \$ 14,295.00

Recurrent costs will be met through the CRL Reserve fund. Recurrent costs include:

- Tagging of new items	\$ 2,300
- Licence fees	\$ 12,195
- Warranty / Maintenance fees	\$ 11,310
- Hire of portable scanner for stocktake	\$ 550
- Incidental equipment replacement (from year 6 onwards)	\$ 2,000
TOTAL (from year 6 onwards without CPI increases)	\$ 28,455

### RFID Savings

The key area of savings brought about by RFID are via:

- Stocktake: The estimated cost of conducting the last stocktake was more than \$23,000 – included the lost processing time of CRL staff. The physical ability to undertake a stocktake is limited by the number of staff available, their willingness to travel to branches and operational issues. Workplace Health and Safety issues have arisen in the past which have further impeded progress in a timely manner. RFID enables 10,000 items to be processed per hour for this purpose with the hire of a portable wand (\$550). A task that previously took 30 days of staff time to complete could now take 2 days (travel not included). It would enable this information to be gathered every year, or more frequently if desired, and assist in capturing an accurate picture of the status of the collection.
- Stock Loss: While the proportion of stock which is 'lost' is relatively small, 75% of items are new purchases. The book amnesty conducted in early 2011 resulted in 170 items being returned to the library. While those items were welcomed, they represented only 4% of our 'lost' items. Security gates will only be installed in Grafton and Bellingen which is where the majority of losses occur.

The value of the lost items between the last two stocktakes was estimated at \$16,765 (included Nambucca Shire Council).

- Staff time: It has been estimated that staff in the CRL branches spend 50% of their time on processing stock borrowings (circulation). Libraries that have implemented RFID report varying levels of take up by their communities which averages at about 40%. For Grafton Library this represents almost a full unqualified staff member per year (\$37,000) who can be allocated to program delivery – another contemporary service provided by libraries but where our libraries are lacking. However, given the expected growth in visitors and membership we will see with the opening of the new Grafton Library, the extra staff time will be need. New or refurbished libraries generate anywhere between 40% - 100% growth which is sustained over time. Bellingen library has experienced a growth of 40% in membership and 60% in visitors since its redevelopment. Bellingen's staff savings would be approximately one third of Grafton's.

Collectively, RFID could bring up to \$80,000 worth of savings each year to the CRL.

Analysis of the CRL Reserve's capacity to fund agreed expenditure items as well as RFID recurrent costs while ensuring for potential staff redundancy costs (\$243,921.44 by Year 10) has been undertaken under three scenarios (Attachment 1, 2, 3).

The results indicate that all of the initiatives and liabilities listed can be accommodated over a:

- Seven year timeframe if the State Library grant is successful whilst allowing sufficient funds for full replacement of RFID (Attachment 1)
- Five or six year timeframe if the grant from the State Library does not fund the cost of retro-tagging the collection whilst allowing sufficient funds for full replacement of RFID (Attachment 2)
- Five year timeframe if the grant from the State Library is unsuccessful whilst allowing sufficient funds for full replacement of RFID (Attachment 3).

As the introduction of RFID is a long-term investment, CRL members, if they exist into the future, will need to fund the recurrent costs of that system, most likely from the book vote.

## OPTIONS

That the CRL Committee:

1. Adopt the expenditure of the Reserve budget on implementation and maintenance of RFID, the four-yearly User and Non-User Survey, four-yearly replacement of laptops, four-yearly replacement of iPads, purchase and four-yearly replacement of eReaders and promotional activities.
2. Determine an alternative combination of items to be funded by the Reserve budget.

Option 1 is the preferred option.

Anne D'Arcy  
Executive Officer  
Clarence Regional Library

Prepared by: Anne D'Arcy  
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Item: 8.1 No. 1 /13 – MARKETING PLAN

ATTACHMENT

### REPORT SUMMARY

This report suggests areas for expenditure of the remaining NYR2012 funds guided by the results of the User/Nonuser Survey 2012.

### OFFICER'S RECOMMENDATION

That the recommendations for expenditure of the remaining NYR2012 funds on events, marketing and collateral be endorsed by the committee.

### BACKGROUND

A budget of \$22,270.00 for the National Year of Reading 2012 promotional campaign was endorsed by the Committee at the 5 December 2011 meeting. This was to be spent on promotional material and events and activities surrounding the National Year of Reading 2012.

These funds enabled the purchase of:

- 2 pull-up signs for National Year of Reading 2012 - one per LGA
- 8 teardrop signs promoting reading – one per library
- 1 badge making machine and associated materials for badge making for children's activities
- 1 projector screen for use at author events
- 1 flipchart chart for use at author and other events
- Posters – advertising National Year of Reading events
- Bookmarks and hand bands to give out at events
- Website additions – for the "Caught Reading Photo Competition" to access the photos submitted by the community
- Printed copies of the "Caught Reading" photo entries
- eReaders – six for the "Caught Reading Photo Competition" winners
- Supper/afternoon tea supplied at the Community Book Buy events at Bellingen and Grafton
- In-house printing and copying

The budgeted amount for the competition prizes was \$3,500.00 based on the purchase of Wiis and iPads, however the purchase of eReaders for all winners proved very popular and far cheaper at \$709.00. These unspent funds were reallocated to purchase: additional supplies of hand bands to meet demand from the libraries; the projector screen; and flipchart.

Portable display units were budgeted for but it proved difficult to source a suitable unit for our purposes.

Reduced staff time resulting from actioning matters associated with NSC's withdrawing from the CRL service also prevented the sourcing of a number of items in the budget, such as the book bags, stickers, postcards, Baby Bounce Training and baby bounce resources.

Of the \$22,270.00 budgeted, approximately \$10,069.00 has been spent, leaving a remaining \$12,002.00

### ISSUES

A list of suggestions for expenditure of the remaining NYR12 funds which is based on the User and Non-User Survey 2012 was requested at the previous committee meeting.



A key point in the Executive Summary of the User/Nonuser Survey 2012 was the need for a Marketing Plan for the CRL to be developed to inform both users and non users of the broad range of services and activities available from the Library. The Survey revealed that 69% of users and 38% of non users surveyed wanted more advertising of the library's services and events.

The intent of a Marketing Plan is to assist in achieving the library's vision of: A recognised and valued provider of services, collections and programs that help build community cohesion and capacity and provide opportunities to connect to the community and the world. It also provides the tools for communicating to our users and non users about what services and activities are being undertaken within the library service.

The User/Non User Survey 2012 report indicated that if users are fully informed about the services and activities they will encourage their nonuser family and friends to use them as well.

Non-users need to understand that modern libraries are a lot more than shelves of books. Holding community events/activities in a library is one way of attracting non-users. Examples of events include author visits, seminars and workshops on using new technology, tracing your family tree information sessions, games evenings ,legal help and movie nights..

The User/Nonuser Survey also indicates that the CRL website and associated online databases are an impressive but are an untapped resource.

Key Goals of a Marketing Plan for the library service would be:

- increase awareness of library services and facilities across our communities
- increase use of library facilities and services

Suggested Objectives for fulfilling the Key Goals would include:

- Increase visual presence in the community as a key to raising awareness
  - Signage (permanent & temporary), banners, posters, flyers, newsletters etc
- Increase special events activities targeting key groups of users and non users, for example:
  - Author visits
  - Technology seminars and workshops
  - Family history / preservation and local studies workshops
  - Gaming events
  - Community book selection
- Provide complimentary promotional items at events for participants to take away with them for example:
  - Bookmarks, postcards, stickers, hand bands, flyers, sample bags
- Provide regular media exposure utilising local papers and radio
  - Utilising Media Releases and paid advertising space
- Provide stalls at community events that highlight library services, facilities and activities
- Increase social media exposure through library website and Facebook pages and enewsletter

### Expenditure Proposal

The expenditure proposal below focuses on the need for printed promotional material and funds for facilitating events.

The event costs for the author visits include refreshments for the event only, with the assumption that authors may be free of charge. The cost of engaging authors for events is around \$2000 - \$3000 per day, as well as transport and accommodation charges.

Total amount to be spent = \$12,002.00

Bookmarks	\$1,000.00	
Postcards	\$1,000.00	
Stickers	\$1,000.00	
Hand bands	\$3,000.00	
Sample bags for new members	\$1,500.00	

Posters	\$500.00	
Flyers	\$500.00	
Fridge Magnets	\$1000.00	
Book Bags	\$800.00	
Author visits	\$140.00	2x\$70.00
Community book selection	\$140.00	2x\$70.00
Technology Seminars / workshops for targeted groups	\$280.00	4x\$70.00
Family history/ Preservation / Local Studies workshops	\$140.00	2x\$70.00
Youth gaming events	\$140.00	2x\$70.00
Outreach initiatives at Shows, Festivals, Shopping centres and markets	\$280.00	4x\$70.00
printing	\$581.00	
Media releases highlighting services and activities		
<b>Total</b>	<b>\$12,002.00</b>	

## OPTIONS

That the CRL Committee

1. That the recommendations for expenditure of the remaining NYR2012 funds on events, marketing and collateral be endorsed by the committee.
2. That the recommendations for expenditure of the remaining NYR2012 funds on events, marketing and collateral not be endorsed by the committee.

The preferred option is Option 1.

Anne D'Arcy  
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Clarence Regional Library

Prepared by: Kathryn Breward  
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Clarence Regional Library

**Item: 8.2 No. 1/13 – VOLUNTEER POLICY UPDATE****REPORT SUMMARY**

This report provides an update on progress towards adoption of the proposed CRL Volunteer Policy by the Executive Council.

**OFFICER'S RECOMMENDATION**

The Committee notes that the draft Volunteer Policy will be presented to Clarence Valley Council for adoption at the February 2013 meeting following its public exhibition during which no comments were received.

**BACKGROUND**

The Volunteer Policy went on 28 days public exhibition between 5 November 2012 - 3 December 2012 at all CRL libraries, the library and CVC websites. No comments have been received. The Policy is now scheduled to go before the full Council meeting in February.

Anne D'Arcy  
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Clarence Regional Library

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

**Item: 8.3      No.1/13 – COLLECTION DEVELOPMENT POLICY UPDATE****REPORT SUMMARY**

This report provides an update on the adoption of the Collection Development Policy by the Executive Council.

**OFFICER'S RECOMMENDATION**

The Committee notes that the draft Collection Development Policy will be presented to Clarence Valley Council for adoption at the February 2013 meeting following its public exhibition during which comments were received.

**BACKGROUND**

The Collection Development Policy went on 28 days public exhibition between 5 December 2012 -12 January 2013 at all CRL libraries, the library and CVC websites. Comments have been received from an individual in the Bellingen Shire, however these comments are of a detailed nature more suited to staff procedures than policy, and will not be included within the Policy framework. The Policy is now scheduled to go before the full Council meeting in February.

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

**Item: 8.4 No.1/13 – DRAFT CRL STRATEGIC PLAN 2012-2022****REPORT SUMMARY**

This report provides an update on the adoption of the Draft CRL Strategic Plan 2012-2022 by the Executive Council.

**OFFICER'S RECOMMENDATION**

The Committee notes that the draft CRL Strategic Plan 2012-2022 was endorsed by the council for public exhibition and will be on display from 28 January – 25 February 2013.

**BACKGROUND**

The Draft CRL Strategic Plan 2012-2022 went before the Executive Council at the December meeting, it was recommended it be placed on 28 days public display for community to comment after which it will be reported to the March meeting of Council. The display period is set for the 28 January – 25 February 2013 and will be available from each library, the library and CVC websites.

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

REPORT SUMMARY

This report updates the committee on the RFID Grant Application submitted to the State Library Country Library Grant Funds in November 2012.

OFFICER'S RECOMMENDATION

That the Committee note the Grant Application for \$97,550.00 for RFID was approved by the Executive Council for submission to the State Library under their Country Libraries Development Fund.

BACKGROUND

The State Library Review of the Clarence Regional Library (CRL) Service in 2006 recommended that the implementation of RFID security be investigated with a view to implementation as an innovative and adaptable labour-saving device that would enhance the community use of the library service and provide efficiencies in staff time.

RFID (Radio Frequency Identification) technology is used commonly to identify products. The bar codes used on products in supermarkets are the most common access that individuals have with this system. Each library item is tagged with its code. The code is read when an item is borrowed and charged out to them, similarly when it is returned. Self loan kiosks enable borrowers to scan their items and leave the library without the need to wait in line for staff to process their items. When the code is charged out, the borrower is able to take the item from the library through the security gates without interference and return it. Updating of the borrower's records is automatic.

Portable devices are able to scan up to 10,000 items per hour for the purposes of stocktaking without the need to handle individual items.

RFID technology has been introduced to numerous public libraries across the country over the past (possibly) 10 years. It is generally found in large libraries and in new libraries. The price has reduced by approximately 50% during the past 4 years while the CRL has been investigating its potential introduction into our service.

RFID Implementation is a Key Action of the library's 2008-2018 Strategic Plan - Strategy 1.1.7 'Support access to collection by improved inventory management' and was endorsed by new CRL Committee in the Draft CRL Strategic Plan 2012-2022. The year of implementation was identified as 2012/13. It is also one of the agreed key enhancements to the library service specified in the CRL Service Agreement.

ISSUES

RFID components include:

- Equipment – staff 'circulation assists' for processing items; security gates at main libraries; self check kiosks for the public choosing to process their own items; return chutes for processing of returned stock.
- Tags – special tags which need to be placed on all items in the collection.
- Training – for staff and for the public in using the self check kiosks if they wish.

RFID is only effective if the entire collection is tagged. Similarly some equipment is essential for the operation of the system and others are optional where choices can be made that best suit local needs of a branch library.

Equipment:

As this is largely a CRL project aimed at stock management, all branches of both CRL members will be provided with essential equipment. Only the larger and busier branches, Grafton and Bellingin, will receive optional equipment.

- Each library branch will receive the essential 'circulation assist' which is for staff use.
- Grafton and Bellingin will receive self loan kiosks.
- Grafton and Bellingin will receive security gates. Previous stocktakes have indicated that the majority of our losses occur at these larger and busier branches.
- Grafton only will receive return chutes and bins that can sort the returned stock as it is returned which enables immediate automatic borrowing up to the maximum number of items without the need for staff processing. This library has three times the stock of the next biggest branch. It will also include a secure external return chute for after hours returns.

Stocktake is undertaken using a portable device. This item is not being purchased (\$12,000 plus annual maintenance of \$2,000), but rather loaned once a year (\$550). Very large libraries have purchased a number of these and continuously use them for finding items on the shelves and managing their reserved items. This is not considered to be necessary at our libraries in the foreseeable future.

#### Tagging:

Retro-tagging of the existing collection is required. It is estimated this will take two staff ten weeks (including travel to all branches) to complete and does not require qualified staff.

#### Training:

Training is provided for staff by the provider and awareness and information campaign will be undertaken by branch staff.

#### Costs:

The Year 1 establishment costs include:

Equipment across all branches (inc installation)	\$ 127,705.00
Tags for the existing collection	\$ 39,448.57
Casual Staff time in tagging	\$ 21,182.20
Licence (Civica, SIP2)	\$ 12,295.00
Warranties	\$ 0.00
<b>TOTAL</b>	<b>\$ 180,630.77</b>

The annual recurrent costs include:

Tagging new items (10,000 tags only)	\$ 2,300.00
Licence (Civica, SIP2)	\$ 12,295.00
Warranties	\$ 11,310.00
<b>TOTAL</b>	<b>\$ 25,905.00</b>

No charge had been included for staff time for tagging new items as this would be done as part of the processing of stock by the CRL staff. All of these costs are expected to increase by CPI, except that the warranties remain constant for 5 years.

#### Equipment replacement:

End of life (10 – 15 years)	\$ 127,705.00
Annual contingency commencing at Year 6	\$ 2,000.00 pa

Little information exists in relation to the life of the equipment. However, the busiest library in the country (which stretches the capability of the equipment they use, provided by 3M) has had the system for 6 years and the only replacement they are considering at this stage is the portable scanning device which is handled constantly (and dropped) for Stocktake and locating books. They consider the rest of the equipment to be very robust and would anticipate 10 – 15 years. The only other issues they have had are as a result of poor cabinet design by a cabinet maker and customer damage of tags – therefore not covered by warranties. Given the first warranty we will receive if we use FE Technologies as the provider is five years, and based on the above advice, an allowance of \$2,000 per annum has been allowed commencing in Year 6.

#### Funding:

Establishment funding of RFID will come from three sources:

- Federal Government's Grant for equipment at the new Grafton Library (a suitable amount has been allocated in the budget as a provisional item). This totals \$ 98,000.00.
- State Library NSW under their annual library development grants for equipment for branches other than Grafton, retro-tagging the existing stock. The total request is for:
  - Equipment at branches other than Grafton \$ 37,245.00
  - Retro-tagging materials \$ 39,448.57
  - Retro-tagging casual staff \$ 21,182.20

**TOTAL \$ 97,875.77**

- CRL Reserve will pay for the licence fees as well as catering for Community awareness training. Staff time will come from within existing resources.
  - Licence fees (Civica & SIP2) \$ 12,295.00
  - Community training (Staff time & catering) \$ 5,847.50

**TOTAL \$ 18,142.50**

CRL members support the introduction of RFID on the basis that a grant would enable its introduction. This is documented in CRL Committee meeting minutes. State Library recommends that a submission is more likely to be successful if the applicant contributes to the overall cost of the project in some way. While this was previously agreed by the CRL Committee that the costs of the retro-tagging of the current stock would be met from the CRL Reserve, the contribution made by the Federal Government and the CRL Reserve may well suffice for our contribution.

Recurrent funding of RFID will come from the CRL Reserve fund. Recurrent costs include:

- Tagging of new items \$ 2,300.00
- Licence fees \$ 12,295.00
- Warranty / Maintenance fees \$ 11,310.00
- Hire of portable scanner for Stocktake \$ 550.00
- Incidental equipment replacement (from year 6 onwards) \$ 2,000.00

**TOTAL (from year 6 onwards without CPI increases) \$ 28,455.00**

The introduction of RFID is a long-term investment. When the reserve is depleted it still needs to be funded to maximise its benefits. At some point in time CRL members, if they exist into the future, will need to fund the recurrent costs, most likely from the book vote. Replacement of equipment will need to be funded by members.

Savings:

The key area of savings brought about by RFID are via:

- Stocktake: The estimated cost of conducting the last Stocktake was more than \$23,000 – included the lost processing time of CRL staff. The physical ability to undertake them is limited by the number of staff available, their willingness to travel to branches and operational issues. Workplace Health and Safety issues have arisen in the past which have further impeded progress in a timely manner. RFID enables 10,000 items to be processed per hour for this purpose with the hire of a portable wand (\$550). A task that previously took 30 days of staff time to complete (travel not included) could now take 2 days (travel not included). It would enable this information to be gathered every year, or more frequently if desired, and assist in capturing an accurate picture of the status of the collection.
- Stock Loss: While the proportion of stock which is 'lost' is relatively small, 75% of items are new purchases. The book amnesty conducted in early 2011 resulted in 170 items being returned to the library. While those items were welcomed, they represented only 4% of our 'lost' items. Security gates will only be installed in Grafton and Bellingen which is where the majority of losses occur. The value of the lost items between the last two Stocktakes was estimated at \$16,765 (included Nambucca Shire Council).
- Staff time: It has been estimated that staff in the CRL branches spend 50% of their time on processing stock borrowings (circulation). Libraries that have implemented RFID report varying levels of take up by their communities which averages at about 40%. For Grafton Library this represents almost a full unqualified staff member per year (\$37,000) who can be allocated to program delivery – another contemporary service provided by libraries but where our libraries are lacking. However, given the expected growth in visitors and membership we will see with the opening of the new Grafton Library, the extra staff



time will be need. New or refurbished libraries generate anywhere between 40% - 100% growth which is sustained over time. Bellingham library has experienced a growth of 40% in membership and 60% in visitors since its redevelopment. Bellingham's staff savings would be approximately one third of Grafton's.

Collectively, RFID could bring up to \$80,000 worth of savings each year to the CRL.

Anne D'Arcy  
Executive Officer  
Clarence Regional Library

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

**Item: 8.6 No.1/13 – LOCAL STUDIES STRATEGIC PLAN - REVIEW**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 is a very comprehensive document that 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.

Gaps in this 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. The cataloguing of these items is currently progressing.

A small dedicated group of volunteers has been formally inducted into the CV Council's Volunteer processes. The Regional Librarian has organised special training in Local Studies and Family History resource access and these sessions have had both volunteers and staff attending.

Two second-hand microfilm reader/printers have been delivered from the State Library to boost access to the local newspapers on microfilm, one to be located in Bellingen and one in Grafton. This will address Local Studies within Grafton Only.

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.

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 Clarence Valley Council Library Technician (Local Studies).

Anne D'Arcy  
Executive Officer  
Clarence Regional Library

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

**Item: 8.7      No.1/13 – ABORIGINAL RESOURCES****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 is 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.

Lists have been sourced by the Bellingen Shire Librarian and the CVC Aboriginal Community Development Officer has been consulted regarding suggestions for purchase. Purchase of stock will be undertaken over the coming months as further consultation is undertaken with relevant Aboriginal community members.

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                  Clarence Regional Library

**Item: 8.8 No.1/13– CRL ANNUAL COMMUNITY BOOK SELECTION**REPORT SUMMARY

This report provides an update on the implementation of the library's first Community Book Selection Events held in Bellingen and Grafton libraries in September and November 2012.

OFFICER'S RECOMMENDATION

That the committee note the intention to make the Community Book Selection an annual event in each of the local government areas (LGAs).

BACKGROUND

As part of the CRL's scheduled events for the National Year of Reading 2012 two Community Book Selection Events were scheduled for Bellingen and Grafton Libraries. The purpose was to provide members of the communities of Bellingen and the Clarence Valley an opportunity to select books they wanted to see in the library's collections. Other library services have run similar events with great success and enthusiasm from their communities.

Bellingen hosted it's event between 12.00 – 2.00pm on Monday 24 September when the library is usually closed. Forty attendees enthusiastically selected books over the course of the two hours.

Grafton hosted its event in the Council chambers between 3.00 – 6.00pm Tuesday 13 November with over 50 in attendance. An enthusiastic group stayed for the full 3 hours selecting and discussing books with each other.

Book selections covered adult fiction, adult nonfiction, children's, young adult and picture books. The books were supplied by one of our regular Library suppliers who had previous experience in running this type of event with another library service. Individuals were also given the opportunity to reserve any titles they saw that they were specifically interested in so that they would be one the first to borrow that particular title.

In both events the overwhelming response from the community was positive, they all wanted to repeat the opportunity. Staff who attended also felt it was a very worthwhile exercise and helped strengthen the library's links to the community.

As a result of such a positive outcome this will become an annual event that the library provides for the community in each LGA. Costs are minimal including refreshments for the participants and staff time rostered to the event, some consideration will be given to a change in the venue in each LGA so that a different section of the community has an opportunity to attend otherwise it will be run same as last year.

Anne D'Arcy  
Executive Officer  
Clarence Regional Library

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Clarence Regional Library

**Item: 8.9 No.1/13 – QUARTERLY INCOME AND EXPENDITURE SHEET**REPORT SUMMARY

This report provides information on the second quarter income and expenditure for 2012/13 financial year.

OFFICER'S RECOMMENDATION

That the report on the Quarterly Income and Expenditure Sheets for the 2nd quarter 2012/13 is accepted by the Committee.

BACKGROUND

The salaries and employment figure is high as it continues to incorporate redundancies as a result of Nambucca Shire's withdrawal from the region, this will eventually come from the Reserve (see in the next table "Balance of CRL Reserve").

Computer costs continue to be are high as some of the subscriptions are paid for the entire year in advance.

The "database" line item is now separated from the total "computer system costs" so it is possible to see what the library spends on databases for the public. It has no separate budget individually allocated to it as it is part of the "computer system costs" budget.

Book Stock expenditure is now on track for this period.

ISSUES

The Book maintenance budget has been increased and expenditure is now proportionally acceptable for this time of year.

Shortfall in the Actual Expenses column occurs because the reserve transfers that have been indicated in the budget are not completed till the 4<sup>th</sup> Quarter of the year.

The Local Studies and Junior Fiction grants have now been expended.

Adjustments have been made to this spreadsheet to accommodate the Committee's preferences for what is being reported.

OPTIONS

1. That the report on the Quarterly Income and Expenditure Sheets for the 2nd quarter 2012/13 and is accepted by the Committee.
2. That the report on the Quarterly Income and Expenditure Sheets for the 2nd quarter 2012/13 and is not accepted by the Committee.

Option 1 is the preferred option.

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