ATTACHMENT
Clarence Regional Library Service Agreement

REPORT SUMMARY

This report provides an introduction to the Clarence Regional Library (CRL) Committee for the new Committee members.

OFFICER'S RECOMMENDATION

That the:
1. New members of the Clarence Regional Library Committee are welcomed formally to the Committee and the elected Chair and Deputy Chair are reported to the Executive Council in the Minutes of this meeting; and
2. Scope and operations of the Clarence Regional Library Committee be noted by members.

BACKGROUND

Public Library operations are broadly governed by the *Library Act 1939*. The Clarence Regional Library (CRL) Committee is established under that Act. A formal Agreement details the relationship between the members of the regional service as per the Act (See Attachment). Public Libraries are funding to a certain extent by the State via the State Library NSW, with the majority of funding coming from Local Councils. Library Development grants are available each year for a limited range of projects on an increasingly limited funding allocation.

The Clarence Regional Library (CRL) Committee has been in operation for over 20 years. Membership has varied over that time. The CRL Committee is guided by the Clarence Regional Library Service Agreement which was executed on 1 November 2011. It was amended following the withdrawal of Nambucca Shire Council and signed by the remaining two members, Bellingen Shire Council and Clarence Valley Council, in July 2012.

ISSUES

The *Library Act 1939* (extract in Schedule 1 of the Agreement)
The Act requires that Local Authorities provide library access to residents free of charge. It addresses library committees, arrangements between LGAs for library services and subsidy funding for the local authority.

The CRL Service
The Clarence Regional Library Service management and operations have been undergoing extensive change following an assessment of its operations in 2006 (requested by Clarence Valley Council and delivered by the State Library NSW). The 46 actions that were recommended in that report have informed current operations of both the CRL and branch library operations. One of the key actions was the development of a strategic plan to guide the future directions of the service at both the regional and local levels.

The CRL Model
There are 99 public library services across the State. These include a mix of service models - standalone libraries which provide all of their library services independently, regional libraries with formal arrangements where the Executive Council provides all of the services, or partnerships between libraries for specified service delivery. The CRL is hybrid which has elements of both a regional model and a partnership model.

The CRL model has been thoroughly investigated by the Committee over a period of more than two years and it remains largely unchanged. While there are inherent difficulties in operating on a hybrid model, it was the preference for the majority of the Committee.

The Library Agreement
While the model of operation has not changed, the Agreement has had a major overhaul. The result is a much more detailed document providing greater clarity to members about roles and responsibilities. This document was approved by the State Library of NSW which is the main funding body of public libraries across the State. The Agreement remains in place until 2017.

The Agreement recognises that specified powers and responsibilities related to library services of Bellingen Shire Council are delegated to Clarence Valley Council which has in turn accepted responsibility for those delegations.

The Agreement has a stated aim and vision which was taken from the Strategic Plan 2008 – 2018. While the vision in the current Strategic Plan has been slightly amended, the spirit of the vision is largely the same and is not considered necessary to again amend the Agreement.

The Agreement addresses:
- Responsibilities of the Executive Council, Member Councils, Delegating Councils and the CRL Committee
- Membership and proceedings of the CRL Committee
- Finances
- Assets
- Library management
- The role of the Regional Librarian
- The Strategic Plan
- Entry and exit of Members
- Standards of Service
- Amendments to the Agreement
- Dispute Resolution
- Schedule 1 contains relevant sections of the *Library Act 1939*
- Schedule 2 lists the Key Service of the CRL
- Schedule 3 explains how the costs of the Regional Librarian are apportioned between the members

The CRL Committee:
- is an advisory (not S.355) committee which makes recommendations to the Executive Council for its consideration;
- deals only with the primary role of the CRL which is development of the collection and its management; and
- has a strategic role in guiding the future of the collection and its management, not an operational role.

In brief, the CRL manages the collection and associated policies, some programs, statistical reporting, its staff, its accommodation and the library management system. Member councils manage their facilities, branch staff and programs. The CRL Committee oversees the collection, policies and programs.

The Agreement also includes identified target areas for continued improvement which include: collection development; staff training; on-line resources; user and non-user surveys; technical upgrades tot eh library management system; website development; RFID implementation pending a successful grant; Services for target groups; and Efficiencies in workflow.

The Agreement also requires that a Chair and Deputy Chair of the Committee be recommended to the Executive Council each year. These positions are to be filled by Councillors.

Library Funding
The State Government provides a per capita subsidy of $1.85 for each library service each year based on ABS data. The population of the CRL is approximately 65,000. A grant amount is also provided based on disability and geographic location. For Clarence Valley it is around $100,000 and for Bellingen about $8,000. Library Development Grants are provided annually on a competitive basis and total up to $3M

depending on the year and budget allocation. We have been successful in securing a small number in recent years. It should be noted that development grants are provided to help those services that are helping themselves, they are not allocated as the primary means of service improvement.

Member Councils pay $11.00 per capita to the Regional Library Service. The contribution has been growing at a percent rate above the Rate Peg and CPI for the last five years. This has been considered necessary to bring the collection to a standard more typical of public libraries across the State. It has proved very effective. The Agreement addresses this increasing contribution and annual library statistical reports enable monitoring of our performance on a Statewide basis, while we track our performance from that data over time.

Based on population, Clarence Valley Council accounts for 80% of the total population serviced by the CRL and Bellingen 20%. Contributions are therefore closely aligned to that.

CRL Services provided to member councils
The CRL's primary role is the development and management of the collection. That includes purchasing, processing, distribution, repairing, weeding (removal of items) and stocktaking. While the CRL is responsible and leads this aspect of a library service, it requires support, cooperation and collaboration with the branches.

The CRL also is responsible for the Library Management System (data on all stock), reporting data to the State Library, financial management, website development, policy development and maintenance and staff of the CRL.

The CRL provides professional advice, reference support to branches, reader advisory services to the public, develops programs where resources permit, ensures that target groups and collections are developed in accordance with need, undertakes marketing and promotion and keeps up-to-date with current library developments.

The CRL is located in a separate building to the rest of Council in South Grafton and the contribution of members includes costs associated with this. The service will relocate in to the new Library in Grafton (early in 2014).

The CRL is not responsible for branch library infrastructure, equipment or staff.

Recommendations of the CRL Committee
As the Committee is advisory, its discussions will culminate in recommendations to the Executive Council. The Executive Council has the responsibility for making the final decision. In the past the Executive had endorsed all of the recommendations of the Committee.

OPTIONS
That
1. New members of the Clarence Regional Library Committee are welcomed formally to the Committee and the elected Chair and Deputy Chair are reported to the Executive Council in the Minutes of this meeting.
2. The scope and operations of the Clarence Regional Library Committee be noted by members.
3. New members of the Clarence Regional Library Committee are welcomed formally to the Committee and the elected Chair and Deputy Chair are not reported to the Executive Council in the Minutes of this meeting.
4. The scope and operations of the Clarence Regional Library Committee be further detailed for members.

Anne D'Arcy
Executive Office
Clarence Regional Library

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

REPORT SUMMARY

This report refers to the draft Clarence Regional Library Service Strategic Plan 2012 – 2022 developed in workshops with Staff and the previous Clarence Regional Library (CRL) Committee which guide the Committee's focus over the next four years. A review of the achievements of the previous Clarence Regional Library Service Strategic Plan 2008 – 2018 has also been undertaken as part of informing future actions.

OFFICER'S RECOMMENDATION

That the Clarence Regional Library Committee recommend the Executive Council endorse adoption of the Draft Clarence Regional Library Strategic Plan 2012 – 2022 and Action Plan as the guide for the Committee over its four-year term.

BACKGROUND

The Clarence Regional Library Strategic Plan 2008 – 2012 was developed in consultation with library staff, the CRL Committee and in consideration of the results of a random User and Non-User Survey. The associated Action Plan has been used to guide the agenda for the quarterly meeting of the CRL Committee. Each year, the committee is provided with an update on progress against the Action Plan.

The Strategic Plan and its Action Plan deal with the full range of library services and therefore go beyond the scope of the Committee's responsibilities. The Committee is generally limited to the services provided by the Regional Library staff which focus on the collection and associated policies. However, staffing, customer service and facilities are captured in the plans. Some elements of service delivery are influenced by the CRL, by individual LGAs or by individual branches or some combinations thereof. The Action Plan endeavours to identify the responsible entities to bring some clarity to roles.

A CRL Committee Work Plan is developed in conjunction with the CRL Strategic Plan and Action Plan and is the focus of the next report. The CRLC Work Plan reflects the elements in the CRL Strategic Plan that require the committee's input and recommendations.

ISSUES

The achievements of the past four years have been substantial (Refer Attachment 1: CRL Strategic Plan 2008 – 2018 – Progress report).

Key Achievements:
  CRL:
  - Random User and Non-User Survey which provides the communities' feedback and input on services
  - Enhanced collection management and process streamlining
  - Website upgrade
  - Development of the Local Studies Strategy
  - Development of digital collections
  - Further databases
  - Policy review and development
  - Strategic direction for the CRL
  - Donor Gift Recipient (DGR) status
  - Wireless internet services
  - Social networking

- Funded projects

Branches:
- Mobile library service operations enhanced
- Greater range of activities and events
- Delivery of outreach services
- National Year of Reading activities
- Partnerships with other services to promote libraries and their role in the community
- Staff professional development
- Review of infrastructure
- Review of operating hours
- Funded projects

Key activities that have progressed to some extent include:

CRL:
- Investigations into RFID
- Implementation of Local Studies Strategy
- Marketing and promotional plan
- Library signage and identity
- Customer service charter
- Targeted public consultations
- Friends of the CRL
- Volunteer arrangements
- Increasing income
- Budget management
- Disaster planning

Branches:
- Improvements to collection arrangements
- Continuation of local community surveys
- Marketing and promotional plan activities
- Friends of Library Branches
- Book Clubs
- Disaster planning
- Staffing levels
- Future infrastructure plans and development

New Initiatives
- Integrate Reference into Nonfiction
- Create separate Local Studies Collections at each Library
- Identify how DVD collections are to be displayed
- Monitor how technology trends impact on collection arrangement
- Investigate wireless hotspots so there is no need for usernames and passwords
- Develop comprehensive digital collections eg) eAudio, eBooks, eMagazines
- Increase databases ie) Subscribe to Ancestry.com
- Identify aboriginal resources in varying formats
- Investigate purchase of eReaders with loaded titles for lending trial
- Investigate gaming technologies ie) software
- Provide a range of technologies for clients to experience
- Investigate the development of a Corporate Library Service
- Develop a regional calendar of events for all libraries
- Review Library Management System
- Integration of CRL staff into new Grafton Library

Staff reviewed the elements of the Strategic Plan and its Action Plan and identified actions for modification, deletion and addition to the new plan for 2012 – 2022. That input was presented to the previous CRL Committee at its workshop of the 20th July for review.

The attached Draft CRL Strategic Plan 2012 – 2022 and Action Plan capture input from staff, the Committee and the Community.

The Action Plan specifies actions to address strategies in the Strategic Plan. The Action Plan provides some detail about each action. Those items which are specifically the responsibility of the CRL and/or the CRL Committee are shaded in green. Actions which are specifically the responsibility of a library branch are indicated in blue print. It should be noted that many items involve shared responsibilities and actions and will need care in progressing to ensure that the Committee's actions remain within its intended scope.

OPTIONS

That the CRL Committee

1. Recommend the Executive Council endorse adoption of the Draft Clarence Regional Library Strategic Plan 2012 – 2022 and Action Plan as the guide for the Committee over its four-year term.
2. Not recommend the Executive Council endorse adoption of the Draft Clarence Regional Library Strategic Plan 2012 – 2022 and Action Plan as the guide for the Committee over its four-year term.

Anne D'Arcy
Executive Office
Clarence Regional Library

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

REPORT SUMMARY

This report proposes a draft Clarence Regional Library (CRL) Committee 2013 – 2016 Workplan developed from the CRL Strategic Plan and Action Plans 2012-2022.

OFFICER'S RECOMMENDATION

That the Draft Clarence Regional Library Committee Work Plan 2012 – 2016 be adopted by the Clarence Regional Library Committee to guide its operations over its four-year term.

BACKGROUND

When the CRL's Strategic Plan was developed an Action Plan was also developed to guide the achievement of the priorities within the Strategic Plan. As the CRL has the responsibility for overseeing the delivery of the Strategic Plan, a Workplan has also been developed to guide issues to be addressed at each meeting over the life of the Committee.

ISSUES

The Strategic Plan can only be systematically and consistently implemented by all members of the CRL through the delivery of the Action Plan. The Action Plan contains a list of 48 comprehensive strategies to be progressively implemented over the next ten years. However, only a subset (26) of these will be directly pursued by the Committee as identified in the Workplan. While timeframes and priorities have been identified, the best form of management is considered to be the timely scheduling of those actions within the meeting timeframe of the CRL Committee.

In effect, this will form the workplan for the CRL Committee will provide a context for the committee. It will also provide the reference for reviewing achievements of the CRL Committee against its stated goals.

A review is scheduled to monitor progress and make amendments as appropriate.

OPTIONS

That the CRL Committee

1. Endorse the Draft CRLC Work Plan 2012– 2016 to guide its operations over its four-year term.
2. Endorse the amended Draft CRLC Work Plan 2012– 2016 to guide its operations over its four-year term.

Anne D'Arcy
Executive Office
Clarence Regional Library

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

REPORT SUMMARY

This report provides information about the Book Vote for the CRL for the 2012/13 financial year.

OFFICER'S RECOMMENDATION

That the Book Vote allocation for 2012/13 be noted.

BACKGROUND

The annual budget for the CRL is developed each year by the Executive Council in accordance with its standard procedures adopted in developing budgets across all activity areas as well as the agreed contribution by member Councils as detailed in the Library Service Agreement.

The total income is reduced by the estimated operating expenses to provide the amount remaining for the Book Vote. That amount is then allocated across sub-collections based on professional, committee and community feedback.

ISSUES

The total anticipated budget for the 2012/13 financial year is approximately $985,075.00 (excluding project grants). Programmed expenditure on book stock at this stage is approximately $312,000.

This budget reflects the reduction in funds as a result of Nambucca Shire Council (NSC) withdrawing from the Regional Library service. While a 23% reduction in funds has occurred, operating expenses have not reduced by 23%, so the remaining funds for the Book Vote have been reduced further than the 23% contribution rate from NSC.

The 2012/13 Book Vote allocations are as follows:

2012/13 Book Vote

Description	Budget Allocation
Adult Fiction	75,000
Adult Non Fiction	55,000
Junior Easies	10,000
Junior Fiction	10,000
Junior Non Fiction	10,000
Young Adult Fiction	10,000
Large Print	45,000
Adult Talking Book on CD	40,000
Junior Talking Book on CD	1,000
Young Adult Talking Book on CD	1,000
Local Studies/family history	3,000
Adult & Junior reference	10,000
Magazines – Adult	10,000
Magazines – Junior	1,000
Magazine – Young Adult	1,000
eBooks/eMagazines	10,000
DVDs	10,000

Aboriginal Resources	10,000
Total	**312,000**

OPTIONS

That the CRL Committee

1. Notes the Book Vote allocation for 2012/13.
2. Amends the Book Vote allocation for 2012/13.

Anne D'Arcy
<u>Executive Office</u>
Clarence Regional Library

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

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 progress of adoption of the proposed CRL Volunteer Policy report be noted.

BACKGROUND

The CRL Volunteer Policy went before Clarence Valley Council (CVC) at the October 2012 Council meeting. The Council approved the draft Volunteer Policy for public exhibition for 28 days, with a further report on community feedback to be provided to Council after the public exhibition period is complete.

This policy is intended to provide guidance on the engagement of volunteers specifically within Library Services. It is not intended to over-ride existing Council protocols relating to volunteers in general, but will provide valuable guidance where no general policies or protocols exist.

It is anticipated that the policy will then be presented to Council for adoption at its February 2013 meeting.

OPTIONS

That the CRL Committee

1. Note the progress of the adoption of the proposed CRL Volunteer Policy by the Executive Council.
2. Request amendments to the proposed CRL Volunteer Policy for consideration by the Executive Council when community feedback is considered.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

Item: 7.3   No.4/12 – COLLECTION DEVELOPMENT POLICY REVIEW

REPORT SUMMARY

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

OFFICER'S RECOMMENDATION

That the report on the progress towards adoption of the Collection Development Policy by the Executive Council be noted.

BACKGROUND

The purpose of this Collection Development Policy is to assist in the acquisition and management of library resources and to raise awareness amongst our member councils and the public about the factors considered in the selection of library resources.

A Collection Development Policy:
  • Enables the Library to provide a balanced collection of resources that addresses the educational, informational, recreational and cultural needs and interests of the community
  • Identifies the strengths and weaknesses of the collection as a whole for future action
  •
The Policy will be presented at the November 2012 Clarence Valley Council meeting.

OPTIONS

That the CRL Committee

   1. Note the progress of the adoption of the proposed Collection Development Policy by the Executive Council.
   2. Request amendments to the proposed Collection Development Policy for consideration by the Executive Council when community feedback is considered.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

CLARENCE REGIONAL LIBRARY COMMITTEE	2nd November 2012
Item: 7.4 No.4/12– FINALISATION OF THE WITHDRAWAL OF NAMBUCCA SHIRE COUNCIL FROM THE CLARENCE REGIONAL LIBRARY SERVICE	

ATTACHMENT
Financial Results

REPORT SUMMARY

This report notes the finalisation of the withdrawal of Nambucca Shire Council from the Clarence Regional Library Service including the financial outcome.

OFFICER'S RECOMMENDATION

That the Committee note the finalisation of the withdrawal of Nambucca Shire Council from the Clarence Regional Library Service.

BACKGROUND

The withdrawal of Nambucca Shire Council (NSC) from the Clarence Regional Library (CRL) has been progressing since advice was received from NSC's General Manager in November 2011. A comprehensive plan was developed by the existing CRL Committee in collaboration with NSC. The plan included actions by both the CRL as well as by NSC in establishing its library service to assist them in that process. Withdrawals from regional library services are extremely rare and therefore there was little advice available to guide that process. A considerable amount of time was invested in this process by the existing CRL staff during this time. Representatives for the State Library NSW were also called in to assist with the process. The plan aimed to have the withdrawal finalised by the end of the financial year with financial details worked out as soon as possible following the end of financial year processes.

ISSUES

The existing Library Service Agreement at the time provided a brief guide as to handling the financial aspects of a withdrawal. This has been expanded in the new and current Agreement.

Under advice from Council's auditors, determining the financial outcome of this withdrawal consideration was given to:
-   the existing level of reserves;
-   NSC's proportional contribution to those reserves (23%);
-   committed expenditures;
-   unpaid financial contributions;
-   the value of existing assets;
-   the cost of redundancies directly attributable to their withdrawal; and
-   direct costs of system modifications.

No indirect costs were charged to NSC but are considered to be offset by reduced levels of service to NSC during the last few months which were necessary to affect the withdrawal by the determined date.

The results have been prepared by Council's Finance Section, audited by its external auditors and reported to Council at its October meeting. The resultant amount to be issued to NSC is $82,095.02.

OPTIONS

That the CRL Committee

1.   Note the finalisation of the withdrawal of Nambucca Shire Council from the Clarence Regional Library Service.
2.   Review the finalisation of the withdrawal of Nambucca Shire Council from the Clarence Regional Library Service.

Anne D'Arcy
<u>Executive Office</u>
Clarence Regional Library

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

REPORT SUMMARY

This report provides information on the CRLC procedures including dates, times, distribution of reports, conduct of the meeting and processes.

OFFICER'S RECOMMENDATION

That the Committee note and continue with the current procedures for the operation of the committee.

BACKGROUND

The Committee has been meeting each quarter on the first Friday of the month in February, May, August, and November. The day has been determined by Committee members as most suitable with them. The months have been determined to align with financial timeframes of Councils. Additional special meetings are able to be called and have been called as necessary to deal with specific topics/projects.

Agenda, reports and attachments are emailed to Committee members two weeks prior to the meeting date at the request of previous members. Copies are also mailed out at the same time to save on paper for members.

Meetings are held alternately between Bellingen Shire Library and the Regional Headquarters in South Grafton.

The Regional Librarian takes the minutes of the meeting and finalises them in consultation with other staff in attendance. These draft minutes are forwarded to the Committee with the next meeting's agenda and business papers for review and adoption.

All minutes of meetings are reported to the Executive Council for noting. Any recommendations arising from meetings are reported to the Executive Council for its endorsement/approval/adoption.

Only the specified Committee Members are able to vote on Committee business. Additional library staff are generally present at meetings for the purpose of seeking advice regarding operational implications of potential strategic decisions the Committee may recommend. This has proved quite valuable in the past.

Draft policy documents are reviewed/ drafted by the Regional Librarian in consultation with staff and presented to the Committee for discussion, feedback and endorsement. Committee endorsed the Draft Policies are considered by the Executive Council's Executive Committee and forwarded to the Council for approval to be placed on public exhibition for 28 days after which it considers any feedback and endorses/rejects the policy. Upon adoption copies of the Policy are forwarded to Bellingen Shire Librarian, placed on the staff wiki, added to Clarence Valley Council and the Clarence Regional Library webpages.

The Chair of the Committee is also its delegate to Country Public Libraries NSW.

ISSUES

The meeting day has been determined based on preferences by previous members and may be adjusted to suit this new Committee.

No formal process has been adopted for the inclusion of items onto the agenda by Committee Members, excepting the standing item on the agenda which calls for items for the next meeting. However, this has not precluded items going onto the agenda in advance that we are aware of.

Some discussion has occurred as to changing the venue of future meetings to Coffs Harbour so that travel time is reduced for all parties. This would incur some additional costs in terms of hiring a meeting space as well as the provision of lunch and morning tea refreshments. This arrangement is also outside the parameters of the agreement that states in section 9.1: "*the venue of meetings to rotate around the parties".*

The minutes of each Committee meeting are reported to the Executive Council prior to their endorsement of the Committee with any amendments being recognised in the minutes of the next meeting reported to the Executive Council.

Minutes of meetings are not sent to Member Councils for inclusion in their committee reports. It is expected that the representatives from each Council will undertake this task, in accordance with their own internal processes, of ensuring that their respective Councils are aware of the business of the CRL Committee.

Draft policies may also be placed on exhibition in the Member Council's areas for additional feedback. This practice has varied with each policy.

The opportunity to formally review Committee procedures is available each year. However, this does not preclude changes being made at any other time in response to requests and support by the Committee Members. Changes in the past have arisen outside the formal review time and been acted on. No further changes were raised at the last formal review.

The number of representatives from each member has increased to better facilitate decision making when members are unable to attend. Proxy votes are not permitted as is the case with Council meetings. The specification of two Councillors on the Committee is intended to ensure solid representation of regional library issues in both Councils' meeting deliberations as matters arise.

OPTIONS

That the CRL Committee

1. Note and continue with the current procedures for the operation of the committee.
2. Amend the current procedures for the operation of the committee.

Anne D'Arcy
Executive Office
Clarence Regional Library

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

REPORT SUMMARY

This report provides an overview of the performance of the Clarence Regional Library (CRL) as reported in the Public Library Statistics 2010/11 Report and compares the 2011/2012 figures that have been prepared for the next Public Library Statistical report to be published in 2013.

OFFICER'S RECOMMENDATION

That the report of the Clarence Regional Library performance of 2010/11 compared to 2011/12 and other public libraries in NSW be noted.

BACKGROUND

NSW public library statistics have been gathered and reported by the State Library of NSW since 1973.

Data has been provided by member Councils of the CRL for the period July 2010 to June 2011 and July 2011 to June 2012 and provides a significant body of data to gauge the relative performance of all the public libraries across the State. A scale of 1 to 99 is used to rank performance against other public libraries where appropriate. The represents the total number of library services for 2010/11. In previous years there were 97. Many of the library services comprise regional library services or other joint operations making the total number of branches approximately 4 times the number of services. The data for the latest year 2011/12 has not been published yet, but has been gathered for submission to the Public Library Statistics for the next year; they have been added to provide the most recent comparison to the published statistics for the purpose of determining the performance of the service to date.

ISSUES

State-wide Facts:

- The proportion of the population that hold a membership card has grown from 35% in 1980 to 46% in 2010/11.
- Many more access library resources without becoming members as they access reference collections, read newspapers and journals, use computers, research local history or access the internet. The total number of visits was 35,823,822.
- Local government expenditure on public libraries has grown from $27M in 1980 to $314M in 2010/11. State Government expenditure grew from $8M to $24.5M as well as a further $2M for the Country Library Fund. This represents a significant drop in the State's proportion of the total funding over that period of time which is also true for the 2010/11 financial year.

CRL Facts:

A selection of criteria has been used to provide an overview of the change in performance of the CRL over previous years and with reference to the NSW average for 2010/2011 across all public libraries. The data being reported addresses not only the collection, which is the core responsibility of the CRL Committee, but also staff comparisons that will be of interest to each member Council.

In summary, the data shows sound improvements across the CRL's collection development activities. It clearly demonstrates to the funding body that the CRL is in fact putting considerable effort into improvements, which is a key consideration when applications for grants are assessed. There is still considerable work involved in ensuring these improvements are maintained.
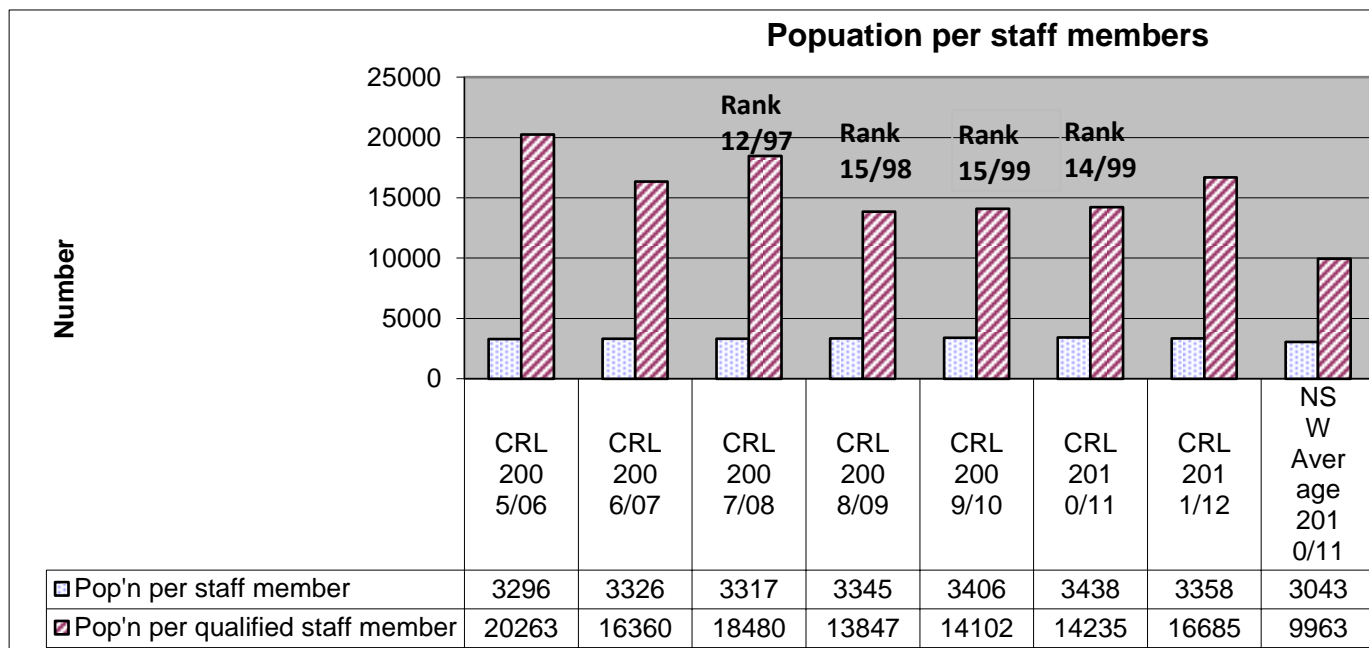
Staffing levels have remained static and therefore the data does not demonstrate improvement.

The figures for 2011/12 are based on the 3 member councils, CVC, Bellingen and Nambucca. This will change from 2012/13 where we will only be reporting on CVC and Bellingen.

Population Comparisons:
The population served by the CRL is 16% larger than the NSW average. The population per staff member continues to increase, being 13% higher than the average (Graph 1). This means a greater potential workload for each staff member.

Graph 1

Popuation per staff members

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2010/11
Pop'n per staff member	3296	3326	3317	3345	3406	3438	3358	3043
Pop'n per qualified staff member	20263	16360	18480	13847	14102	14235	16685	9963

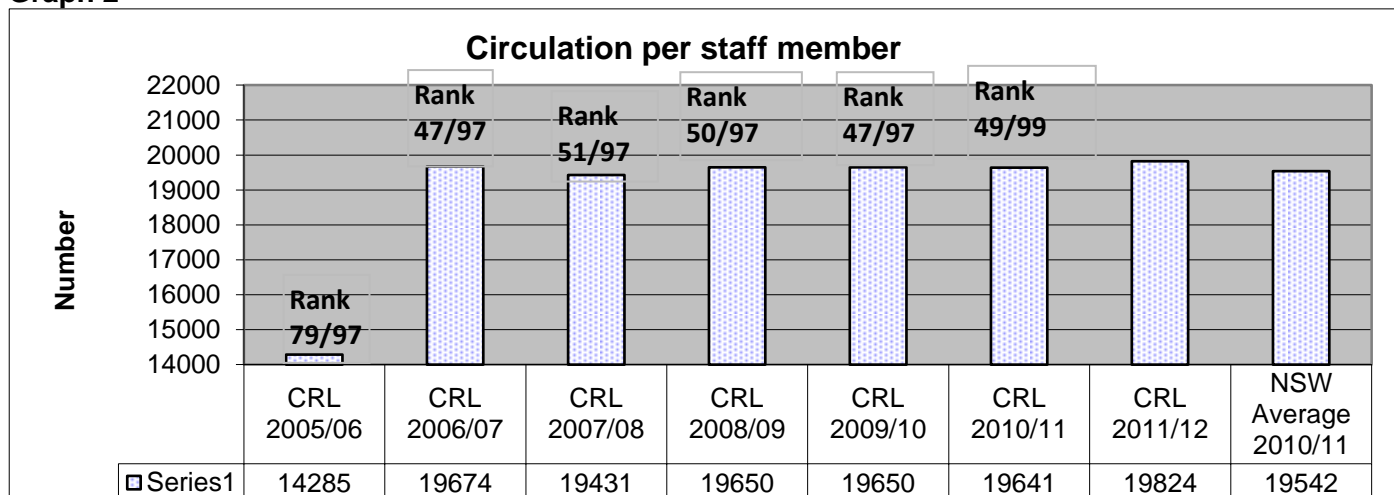Ranks shown on graph: Rank 12/97, Rank 15/98, Rank 15/99, Rank 14/99

The population per qualified staff member is on the increase and is 42% higher than the average (Graph 1). For 2011/12 this has increased a further 17%. This places a potential workload on the small number of staff who have formal library qualifications far greater than what is experienced generally in public library services as evidenced in our relative ranking.

This information must be considered with respect to the actual amount of lending activity undertaken by staff. Graph 2 indicates that the current amount of lending activity undertaken by our staff is rising from the 2011/12 figures and is above to the average of the previous year, data for the average for 2011/12 will not be available until later in 2013. The overall implication of this is that activities other than lending will be limited if comparable workloads are considered. Our libraries are indeed increasing their additional activities where they can and the community is enjoying those benefits.

The new Grafton Library however, is expected to result in considerably increased expectations of the community, increased membership and increased circulation.

Graph 2

Circulation per staff member

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2010/11
Series1	14285	19674	19431	19650	19650	19641	19824	19542

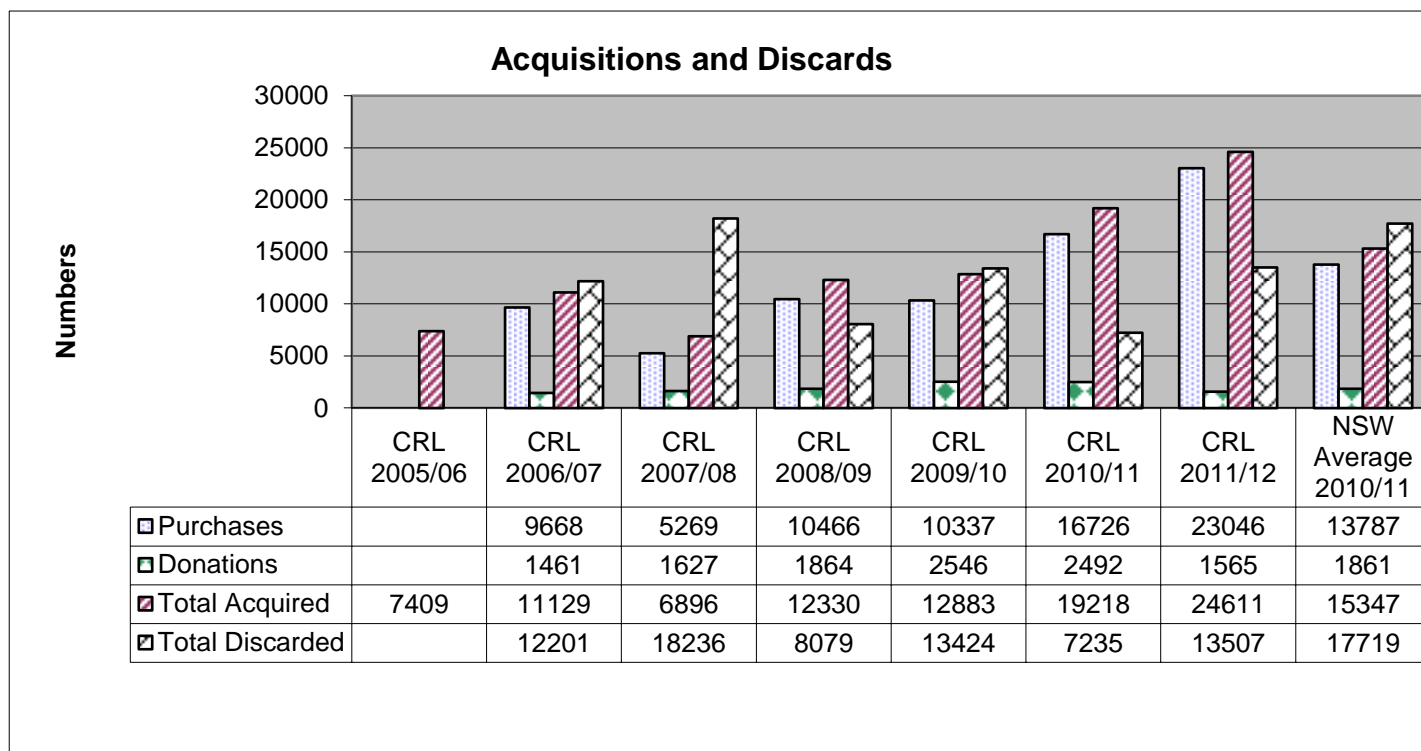Ranks shown on graph: Rank 79/97, Rank 47/97, Rank 51/97, Rank 50/97, Rank 47/97, Rank 49/99
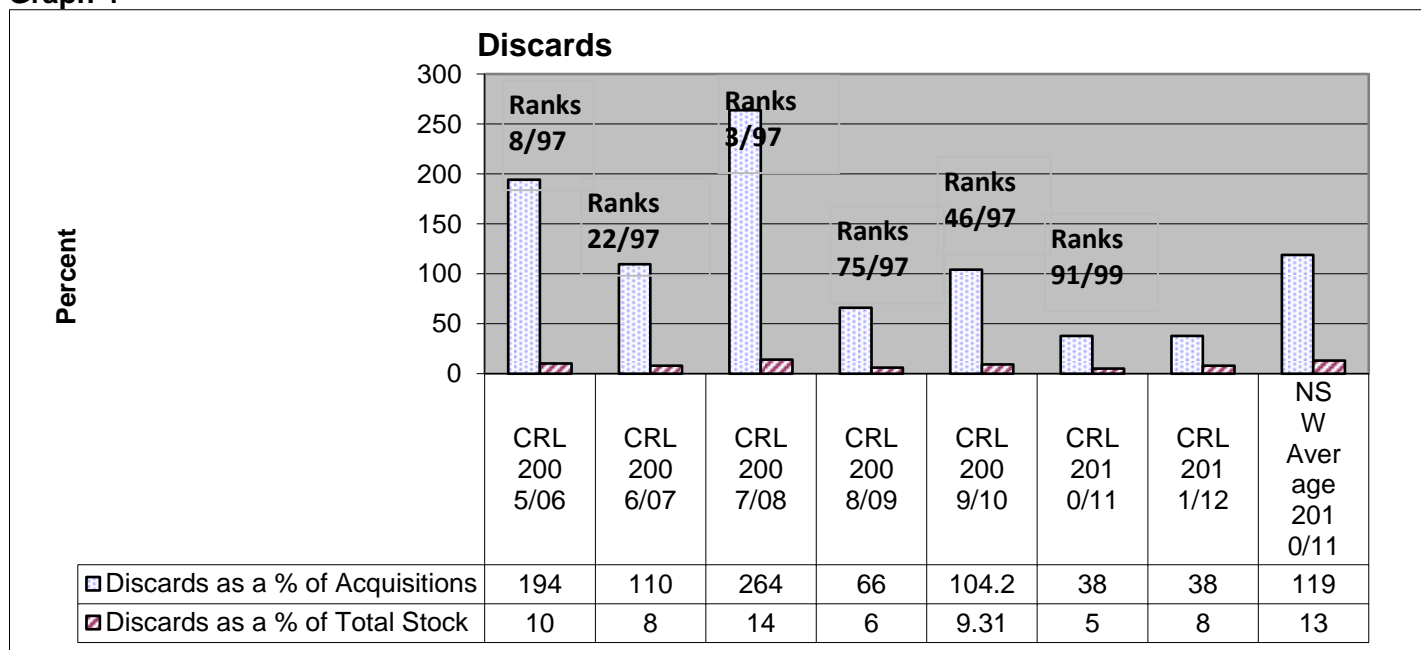
Acquisitions and Discards:
The total number of purchased items has jumped and was above the average (Graph 3). The number discarded has dropped considerably (resulting from regional staff vacancies) but is also a reflection of active weeding of old stock in previous years and the resultant overall improvement in the age of our collection. The discard figure for 2011/12 have picked up again as a result of structured effort in this area by staff. In the future we need to stabilise these figures.

Graph 3

Acquisitions and Discards

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2010/11
Purchases		9668	5269	10466	10337	16726	23046	13787
Donations		1461	1627	1864	2546	2492	1565	1861
Total Acquired	7409	11129	6896	12330	12883	19218	24611	15347
Total Discarded		12201	18236	8079	13424	7235	13507	17719

Discarded stock for the last 2 years has represented 38% of our acquisitions which is considerably behind the state average, but demonstrates the effectiveness of previous efforts to reduce the very old portions of our stock (Graph 4). These figures will need to be improved further in the future.

Graph 4

Discards

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2010/11
Discards as a % of Acquisitions	194	110	264	66	104.2	38	38	119
Discards as a % of Total Stock	10	8	14	6	9.31	5	8	13

Ranks 8/97
Ranks 3/97
Ranks 22/97
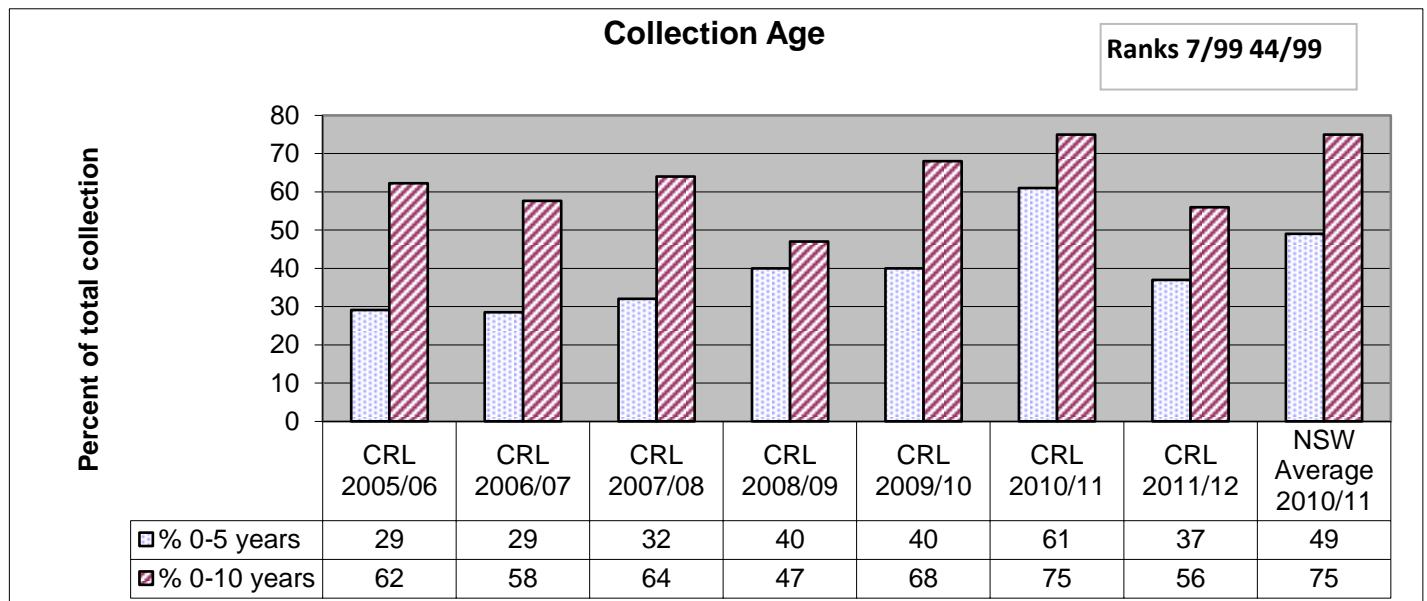Ranks 46/97
Ranks 75/97
Ranks 91/99

Library Materials:

Collection Age:

While the collection age reported in the 2010/11 figures appears to be a great improvement on the previous year's results concern has been raised regarding the accuracy of these figures as the 2011/12 figure shows a very different result and more in keeping with our position in previous years. Further investigation has been undertaken as to how this data is gathered and the 2011/12 figures reflect the changes. This latest result is based on Spydus recommended formula for gathering this information and is approved by the State Library consultants.
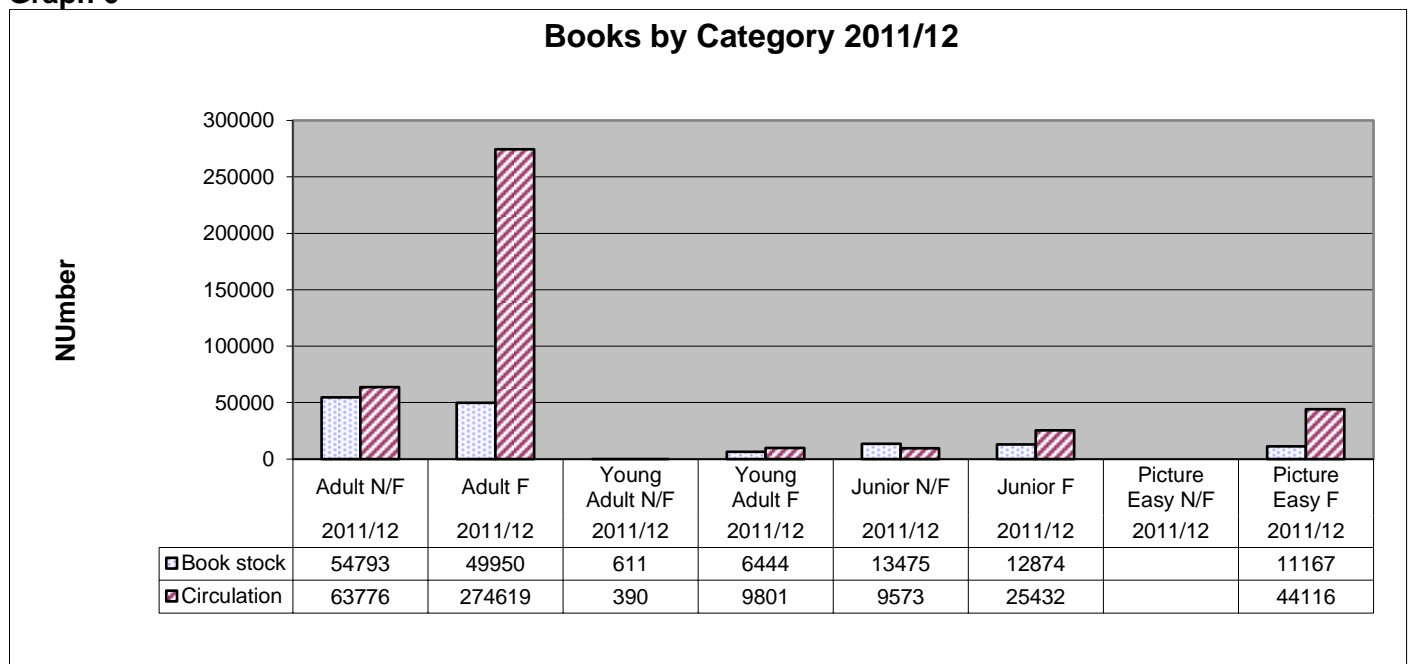
Graph 5

Collection Age

Ranks 7/99 44/99

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2010/11
% 0-5 years	29	29	32	40	40	61	37	49
% 0-10 years	62	58	64	47	68	75	56	75

Book Categories:

The adult collections are the largest portion of our bookstock and have correspondingly high rates of circulation/borrowing (Graph 6). Adult Fiction items are in the highest demand.

Graph 6

Books by Category 2011/12

	Adult N/F 2011/12	Adult F 2011/12	Young Adult N/F 2011/12	Young Adult F 2011/12	Junior N/F 2011/12	Junior F 2011/12	Picture Easy N/F 2011/12	Picture Easy F 2011/12
Book stock	54793	49950	611	6444	13475	12874		11167
Circulation	63776	274619	390	9801	9573	25432		44116

The proportion of our stock which is Adult Fiction is also much higher than the State average Graph 7). While this probably reflects our local demand, it also provides a warning about managing other categories.

Graph 7

Adult Fiction - propotion of total stock

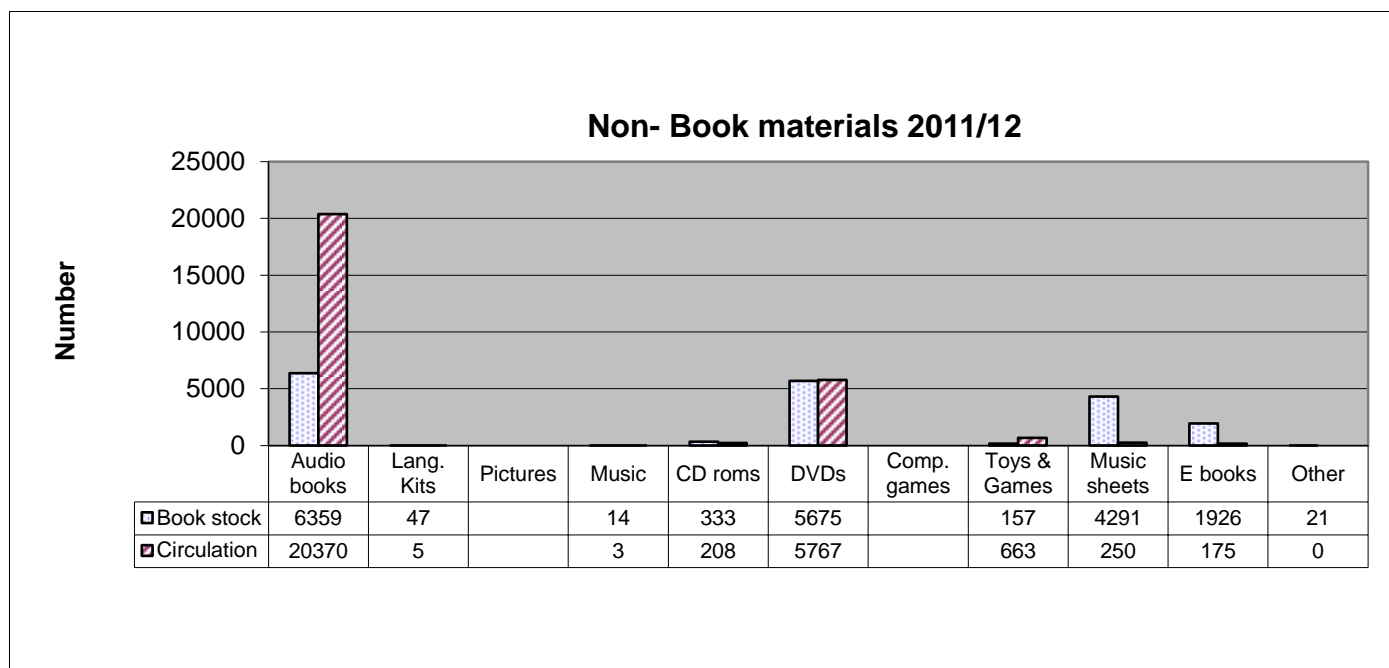|	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	NSW Average
☐ Series1	37	33	35	35	34	34	32
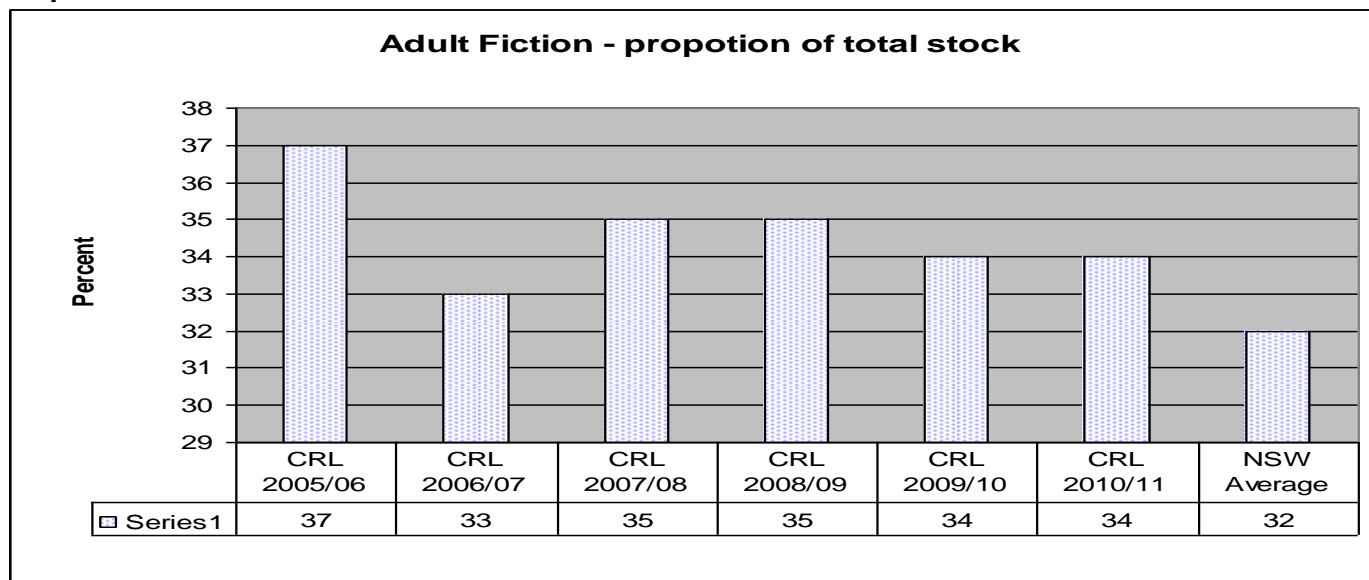
Graph 8 demonstrates the popularity of audio books, and shows the emerging DVD collections popularity.

Graph 8

Non- Book materials 2011/12

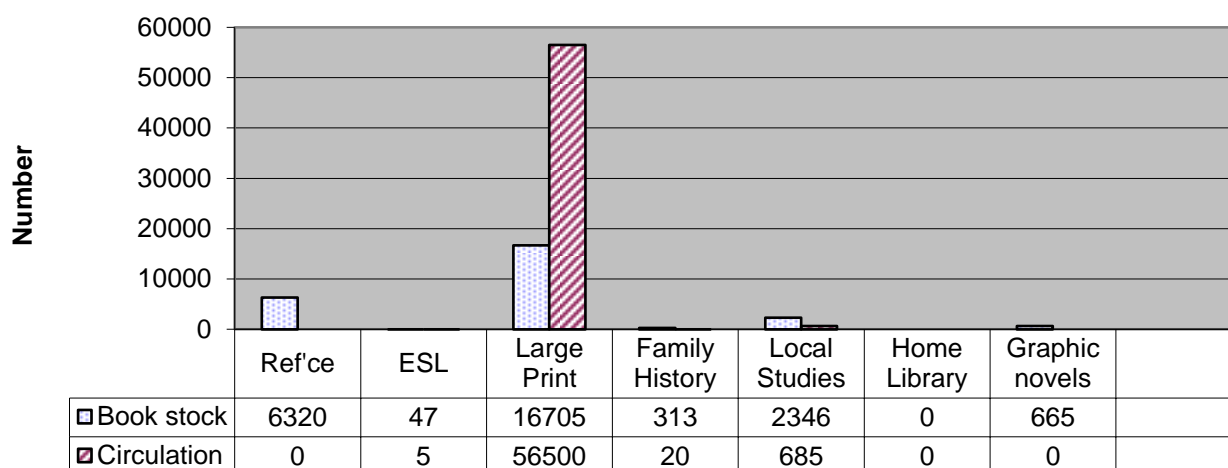|	Audio books	Lang. Kits	Pictures	Music	CD roms	DVDs	Comp. games	Toys & Games	Music sheets	E books	Other
☐ Book stock	6359	47		14	333	5675		157	4291	1926	21
▨ Circulation	20370	5		3	208	5767		663	250	175	0

Similarly Graph 9 demonstrates the popularity of the large print collection, anticipated to continue growing in the future.
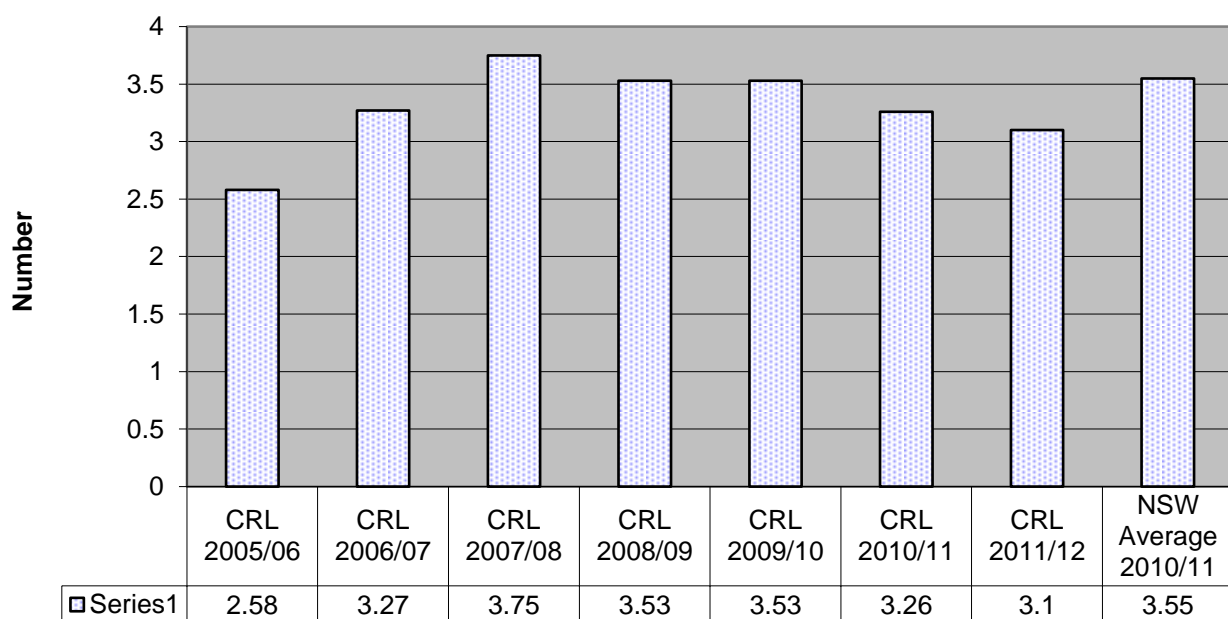
Graph 9

Separate Collections 2011/12

	Ref'ce	ESL	Large Print	Family History	Local Studies	Home Library	Graphic novels
Book stock	6320	47	16705	313	2346	0	665
Circulation	0	5	56500	20	685	0	0

A Small decline of only 8% below State average for 2010/11 this has increased further to 12% in 2011/12. This can be a result in the large number of new items being purchased in recent times, leading to this turnover decline for the present.

Table 10

Turnover of stock

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2010/11
Series1	2.58	3.27	3.75	3.53	3.53	3.26	3.1	3.55

From this table it is obvious that CRL Total Circulation of stock continues to be close to the NSW average while our Library visits are above average in the state. Both of these figures are up from last years results.

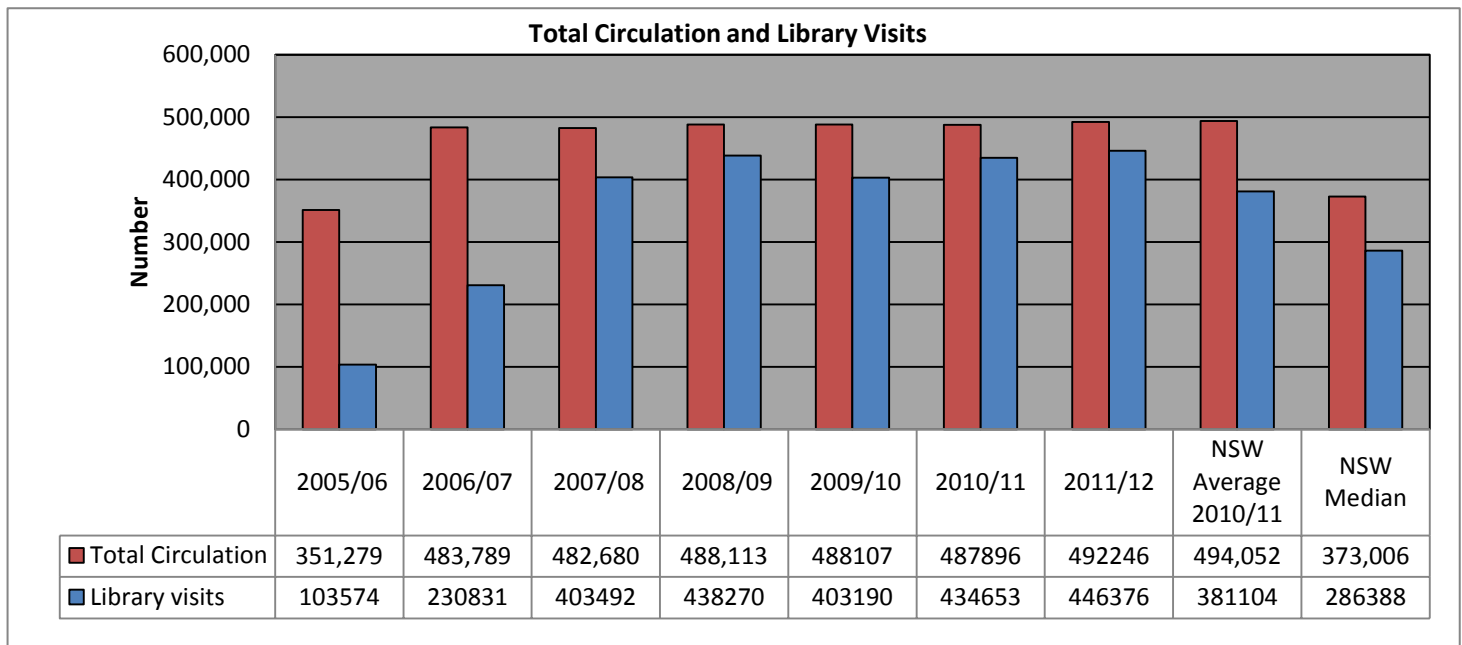**Table 11: Library Visits and Total Circulation**

Total Circulation and Library Visits

	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	NSW Average 2010/11	NSW Median
■ Total Circulation	351,279	483,789	482,680	488,113	488107	487896	492246	494,052	373,006
■ Library visits	103574	230831	403492	438270	403190	434653	446376	381104	286388

Table 12: Summary of Performance 2010/11

Criteria	2011/12 compared to pervious year	2010/11 compared to Satewide average	Comment
Population per staff member	👎	👎	The number of residents per staff member is increasing
Population per qualified staff member	👎	👎	The number of residents per qualified staff member is increasing
Total stock	👍	👍	Total stock is growing and compares well statewide
Circulation per Staff member		👎	Increasing, but below State average
Turnover of stock (average number of borrowings per item)	👎	👎	Furth decline on the previous year 12% Small decline, 12% below State average
Library visits	👍	👍	Continues to rise, 17% above State average
Discards as a % of Acquisitions	👎	👎	Overall good outcome – significant improvements in previous years
Discards as a % of Total Stock	👎	👎	Overall good outcome – significant improvements in previous years

OPTIONS

That the CRL Committee

1. Note the report of the Clarence Regional Library performance of 2010/11 compared to 2011/12 and other public libraries in NSW.
2. Seek further clarification on the report of the Clarence Regional Library performance of 2010/11 compared to 2011/12 and other public libraries in NSW.

Anne D'Arcy
Executive Office
Clarence Regional Library

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

Item: 7.7   No.4/12– QUARTERLY INCOME AND EXPENDITURE SHEET

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

Overall, given the reduced number of staff working at Regional Headquarters the expenditure of the budget continues to proceed well. Some areas are still behind in expenditure though, for example the workforce related cost is down approximately 10% due to unfilled staff vacancies and this will mean a further transfer to Reserve at the end of the financial year.

At the previous meeting the Committee emphasised that the book vote expenditure needed to be urgently prioritised so that the outstanding amount (approximately $150,000) be reduced by $100,000 before the end of the financial year. This will now be reviewed with the finalisation of Nambucca Shire Council's departure

Report to be provided prior to the meeting.

OPTIONS

That the CRL Committee

1. Note the Quarterly Income and Expenditure Sheet balances.
2. Request further information on the Quarterly Income and Expenditure Sheet balances.

Anne D'Arcy
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian
               Clarence R