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MINUTES
CLARENCE REGIONAL LIBRARY COMMITTEE 14 May 2020
VIA WEBEX

</div>

PRESENT: Bellingen Shire Council
                    Cllr Toni Wright-Turner
                    Jill Haynes Bellingen Shire Librarian
                    Alison Pattinson – Manager Community Wellbeing

                    Clarence Valley Council
                    Cllr Karen Toms
                    Cllr Peter Ellem (Chair)
                    Des Schroder (Executive Officer)
                    Kathryn Breward Regional Librarian
                    Victoria Keane Team Leader (Regional Resources)
                    Christie Brown (Management Accountant Coordinator)

Meeting opened at 10:30am

1. **Acknowledgement of Traditional Custodians**
    a. – Cllr Karen Toms

2. **APOLOGIES**

   Nil

3. **Disclosure of Conflict of Interest**

   Nil

4. **CONFIRMATION OF MINUTES –13 February 2020**

   Moved: Cllr Karen Toms
   Second: Jill Haynes

   Adopted

5. **Business arising from the Minutes – Meeting held 15 August 2019**

   5.1   ABC COSTINGS FOR CRL

   To date there had been no recent contact between finance sections, discussion covered
   what was needed to resolve the outstanding questions from Bellingen.

   > Recommendation
   >
   > That:
   > • Regional Librarian resend through Minutes relating to ABC costings

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

enquiries
- The methodology for the ABC Costings is forwarded to the committee
- The CRLC note the removal of Councillor costings from the CRL ABC costings.

Moved: Cllr Toni Wright-Turner
Second: Jill Haynes/Alison Pattinson

Adopted

Items 8.5 and 8.6 requested to be moved up the agenda

Recommendation:

That items 8.5 and 8.6 to be addressed at this point in the meeting as Alison Pattinson has another meeting to attend.

Moved: Cllr Karen Toms
Second: Cllr Peter Ellem

Adopted

8.5   CLARENCE REGIONAL LIBRARY AGREEMENT

The change of date in the Local Government elections has impacted on the timetable for signing a new Clarence Regional Library Agreement.

Recommendation

That the committee endorse the extension of the Clarence Regional Library Agreement until 1 July 2022.

Moved: Cllr Toni Wright-Turner
Second: Cllr Karen Toms

Adopted

8.6   QUARTERLY INCOME AND EXPENDITURE SHEETS

Details provided 4th quarter expenditure of the CRL and the draft 2019/20 Budget.

Recommendation

Bellingen Shire COUNCIL

clarence VALLEY COUNCIL

your library–your place CLARENCE VALLEY

That:

1. The report on the Quarterly Income and Expenditure Sheet is noted by the Committee.

2. The Committee agrees to leave the State Library Subsidies with each Council's public library service until the end of the extended Regional Library Agreement due on 30 June 2022.

3. A review be prepared on the Senior Library Officer (Digital Engagement) position funding for the August Committee meeting.

4. The Finance section of CVC to clarify questions on notice.

Moved: Cllr Peter Ellem
Second: Alison Pattinson

Adopted

5.2 OVERDUE FINES REMOVAL UPDATE

Regional Librarian provided information on the positive response to the removal of fees.

Recommendation

1. That the Committee note the adoption of the removal of overdue library fees from both Clarence Valley and Bellingen Shire Councils.

2. Note the schedule for implementing the removal of the fees from the Clarence Regional Library Fees and Charges Schedule and the revision of the Clarence Regional Library Fee Waiving Policy.

Moved: Cllr Karen Toms
Second: Cllr Toni Wright-Turner

Adopted

5.3 CLARENCE REGIONAL LIBRARY MARKETING PLAN

Recommendation

That the Committee note the progress of the development of a marketing plan for

the Clarence Regional Library

Moved: Cllr Karen Toms
Second: Cllr Toni Wright-Turner

Adopted

5.4 REPLACEMENT OF RFID SECURITY GATES FOR GRAFTON LIBRARY

Recommendation

1. The Committee note the progress of the replacement of the RFID (Radio Frequency Identification) security gates in the Sir Earle Page Library and Education Centre.
2. The Committee endorse the $35,000 expenditure on the Wide Installation Gates that include the People Counter technology.

Moved: Cllr Karen Toms
Second: Cllr Peter Ellem

Adopted

6. Correspondence

In-coming: CVC Correspondence re Local Government elections and committees

Out-going:

Media Releases:

CVC 20/2/2020 Grafton Library charges Electric Vehicle revolution

CVC 26/2/2020 get Connected is b@ck Clarence Valley Libraries

CVC 10/3/2020 Top-selling author Jenn J Mcleod tours the Clarence Valley

CVC 16/3/2020 protecting Clarence Valley library team and community members

CVC 18 March 2020 Extended Wi-Fi hours

CVC 19/3/2020 Library public events and programs suspended until May

CVC 24/3/2020 If you want to access Clarence Valley Libraries – online is the best option

CRL 8/4/2020 Libraries keep connecting in a COVID-19 world

CRL 30/3/2020 Library LEGO Legends go online

CRL 1/4/2020 Library Fines are going, going, gone!

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

7. Executive Officer's Reports

NIL

8. Regional Library Reports -

8.1   COLLECTION NEEDS SURVEY – CHILDREN

Library staff were commended for initiating communication with our regions youngest demographic.

Recommendation

The Committee note the result of the CRL Collection Needs Survey for Children and endorse the recommendations:

- That the Team Leader (Regional Resources) investigate buying multiple copies of titles by the top 10 popular authors so that there are copies in each branch.

- That the Team Leader (Regional Resources) investigate making the Junior Fiction and Junior Easy (picture book) collections a static collection.

Moved: Cllr Karen Toms
Second: Jill Haynes

Adopted

8.2   COLLECTION DEVELOPMENT POLICY REVIEW

Brief discussion around the changes in policy and why they were needed.

Recommendation

That the *Clarence Regional Library Collection Development Policy* be updated to reflect the following changes:

- R 18+ rated DVD's will be added to the collection on a case-by-case basis. Consideration will be given to critically acclaimed or award winning films and TV series.

- Removal of the Issues in Society collection

- Removal of the Australian Bureau of Statistics publications form the

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Reference Collection Statement

Moved: Cllr Karen Toms
Second: Cllr Toni Wright-Turner

Adopted

8.3 CRL POLICIES FOR REVIEW: INTERNET POLICY, CHILDRENS AND YOUNG ADULT POLICY AND VOLUNTEER POLICY

Discussion considered the need for all volunteers to hold a *Working With Children Check* number.

Recommendation

That the progress of the policy review process be noted.

Moved: Cllr Toni Wright-Turner
Second: Cllr Karen Toms

Adopted

8.4 DIGITAL COLLECTIONS

Discussion revolved around the spike in usage of eResources as a direct result of the COVID-19 crisis and the positive result of more library and community members being aware of the library's eLibrary resources.

Recommendation

That The CRL Committee note the continuing increase in eResource usage for the 3rd quarter of 2019/20.

Moved: Cllr Karen Toms
Second: Cllr Toni Wright-Turner

Adopted

9. Items for Information

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

9.1 NSWPLA North East Zone Meeting – 28 May – Armidale

- This meeting will now be run remotely via *BlueJeans* as a result of the COVID-19 crisis. The Regional Librarian to forward agenda once they are available.

9.2 NSWPLA SWITCH Public Library Conference 24-27 November 2020 - Albury

10. Additional Matters

Clarence Regional Library scheduled Committee Meetings for 2020:

13 February - Grafton

14 May – Bellingen

13 August – Grafton

14 November – Urunga

11. Items for next meeting

11.1 DVD Collection

Meeting Closed: 12:02pm

Next meeting: Thursday 13 August – Grafton

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

ITEM: 8.7   No. 2/20 – QUARTERLY INCOME AND EXPENDITURE SHEETS

Meeting:	Clarence Regional Library Committee	14 May 202
Reviewed By:		
Attachment:	yes	

REPORT SUMMARY

This report provides information on the progress of the Budget for the 3rd Quarter of 2019/20, an indication of unspent monies and the projected amount that will go into Reserve at the end of the Financial Year.

OFFICER RECOMMENDATION

That the report on the Quarterly Income and Expenditure Sheet is noted by the Committee.
The Committee agree to:

- Leave the State Library Subsidies with each Council's public library service until the end of the extended Regional Library Agreement due on 30 June 2022.

LINKAGE TO *CVC COMMUNITY PLAN*

Theme   **1 Society**

Objective   **1.3 We will have a diverse and creative culture**

Strategy   **1.3.1 Support arts, learning, cultural services, community events and festivals**

LINKAGE TO *BSC COMMUNITY VISION 2030*

Theme 2:   Community Wellbeing

Objective: 1   Our children, youth and seniors are valued, involved and supported
2   We are a learning and creative community
3   We value, honour and actively acknowledge our Gumbaynggirr culture and heritage
4   we are connected, safe and healthy with a strong sense of community

BACKGROUND

Items of note in the 3rd Quarter Revenue and Expenditure include:

- This spreadsheet includes the 3rdquarter plus one month in its figures.
- The Revenue from CVC and BSC reflect the removal of the State Library Subsidies from each LGA as income for the Regional Library. At the May 2019 Committee meeting it was voted to leave the State Library Subsidies with each Council's public library service until the end of the current Regional Library Agreement due on 30 June 2021. An Extension of the Regional Library Agreement to 30 June 2022 is proposed as a result of changes in the timing of the local government elections, the committee will need to consider whether to continue with this decision. The amount remaining with each council's library service from the State Library will be: $190,965 for CVC and $92,279 for BSC.
- Salaries & Employment includes the grade 2 Library Support Assistant (Technical Services), the new casual budget ($27,000) and the grade 8 Senior Library Officer (Digital Engagement) contract position as it is a temporary fixed term contract position ($36,500).
- *Computer System* costs reflect the one off budget variation of $37,500 as this includes Spydus Management Fees in arears for 2018/19 and also in advance 2020/21. The payments for the new Spydus contract have shifted from quarterly to annually and there was a delay in the first invoice being sent our to us from our supplier.

- *Subscriptions/ Databases* - this includes the additional budgeted amounts to expand the eResource collections through Borrowbox.
- *Telephone* – this budget has been consolidated Organisation-wide - will be included as an allocated cost in future years.
- *Insurance* – this is based on the delivered purchase order only.
- *Freight & Cartage* - the Budget Variation of $2,500 has been posted.
- *Book Maintenance* – budget has now been posted for this financial year at $77,000.
- *Admin/Operating* this is low as this only show Actuals not Commitments, it is also low as we are using up stock we have purchased in previous financial years. In 2021 a new centralised system of or ordering and payment will be introduced for Printing and Stationery items which is likely to then be included as an ABC costing. This is being implemented as savings will benefit the whole organisation with centralised ordering. Postage continues to be under spent with contracted savings likely to continue as we move to more library eNotices for correspondence with our members.
- *Book Stock* now includes the additional voted amount for the eResources and dyslexic collection. This amount only includes Delivered Purchase orders, it does not include committed items on order, this is s further $153,415.25.

NOTE: The definition of eResources as capitol or operational –

The *Public Libraries in NSW Financial Reporting Manual* says it depends on whether the econtent is owned or leased. If it is owned in perpetuity it is capital. If it is licensed/leased it is operational. Page 12 of the report has the most information and is attached. Currently when completing the annual financial reporting for the State Library our finance section depreciates our eResources along with all other capital. As they are assets that CRL owns and are treated in the same as other book purchases.

Prepared by	Kathryn Breward - Regional Librarian
Attachment	income and expenditure sheet as at 3o April 2020

CLARENCE REGIONAL LIBRARY - COMMITTEE REPORT
2019/20 Revenue and Expenditure - OPERATIONAL

	Original Budget 2019/20	Revised Budget as at 30/04/20	Actuals to 30/04/20	% Actual vs Revised Budget
Revenue				
Contributions CVC Pub Library	1,092,500.00	920,102.00	766,751.67	83%
Contributions CVC Pub Lib (Regional Lib Wage)	22,548.00	22,548.00	18,790.00	83%
Contributions BSC Pub Library	280,287.00	230,938.00	230,938.44	100%
Revenues from users	15,528.00	15,528.00	6,812.14	44%
Sundry Revenues	0.00	0.00	1,054.22	0%
Total Revenue	**1,410,863.00**	**1,189,116.00**	**1,024,346.47**	
Expenditure				
Workforce related				
Salaries & Employment	335,863.00	399,363.00	354,407.90	89%
Public Holidays	13,980.00	13,980.00	13,185.70	94%
Superannuation	35,976.00	35,976.00	32,964.74	92%
Leave Accruals	40,863.00	40,863.00	0.00	0%
Workers Compensation	10,980.00	8,686.00	6,160.37	71%
Motor vehicle costs	7,500.00	7,500.00	6,250.00	83%
	445,162.00	**506,368.00**	**412,968.71**	
Site & Equipment costs				
Computer system costs	89,736.00	127,236.00	150,621.16	118%
Subscriptions/Databses	69,996.00	82,266.00	93,855.23	114%
Telephone	7,584.00	0.00	0.00	#DIV/0!
Insurance	5,136.00	5,136.00	1,643.14	32%
	172,452.00	**214,638.00**	**246,119.53**	
Direct Collection costs				
Freight & cartage	17,004.00	19,504.00	17,359.56	102%
Book Maintenance	0.00	77,000.00	42,716.96	0%
	17,004.00	**96,504.00**	**60,076.52**	
Overhead costs				
Admin and Management (ABC Cost Distribution)	79,741.00	79,741.00	59,805.79	75%
Admin/Operating	28,236.00	31,992.00	7,204.13	23%
Promotional expenses	12,144.00	20,000.00	10,846.28	54%
	120,121.00	**131,733.00**	**77,856.20**	
Total Expenditure	**754,739.00**	**949,243.00**	**797,020.96**	
Excess / (Shortfall)	**656,124.00**	**239,873.00**	**227,325.51**	95%

CLARENCE REGIONAL LIBRARY - COMMITTEE REPORT
2019/20 Revenue and Expenditure - CAPITAL

	Original Budget 2019/20	Revised Budget as at 30/04/20	Actuals to 30/04/20	% Actual vs Revised Budget	
Revenue					
Asset Disposal	0.00	0.00	-3,983.25	0%	
Other Revenues	0.00	0.00	0.00	0%	
Total Revenue	**0.00**	**0.00**	**-3,983.25**		
Expenditure					
Recurrent					
Bookstock	342,962.00	392,960.00	236,534.97	60%	
Furniture & Equipment	0.00	0.00	78,380.02	0%	
	342,962.00	392,960.00	314,914.99		
Non-Recurrent					
Nil at this stage	0.00	0.00	0.00	0%	
Nil at this stage	0.00	0.00	0.00	0%	
	0.00	0.00	0.00		
Total Expenditure	**342,962.00**	**392,960.00**	**314,914.99**	80%	
Excess / (Shortfall)	**-342,962.00**	**-392,960.00**	**-318,898.24**	81%	The shortfall is the amount to be transferred from the CRL reserve and has a direct corellation with the net operating result

Balance of CRL Reserve	Based on Original budget figures	Based on Revised budget figures
Opening Balance as at 1/7/19 (Actual)	$1,017,415.41	$1,017,415.41
Less transfers from reserve:		
Capital expenditure incl books	$342,962.00	$392,960.00
Prior year book vote c/fwd	$0.00	$0.00
Add:		
Estimated operating transfer to reserve	$656,124.00	$239,873.00
Other Capital Revenue	$0.00	$0.00
Balance of reserve net of interest	$1,330,577.41	$864,328.41
Interest estimate as per Budget	$22,428.00	-$22,428.00
Estimated balance as at 30/6/20	$1,353,005.41	$841,900.41

Circular Details	20-10 / 25 March 2020 / A696536
Previous Circular	*20-06 Novel Coronavirus (COVID-19) Development Updates*
Who should read this	Councillors / General Managers / All council staff
Contact	Council Governance Team/ 02 4428 4100/ olg@olg.nsw.gov.au
Action required	Information

Postponement of the September 2020 Local Government Elections

What's new or changing?
- The Minister for Local Government has announced that the September 2020 local government elections will be postponed to address the risks posed by the COVID-19 virus.
- The *Local Government Act 1993* (the Act) has been amended to confer on the Minister, a time-limited power to postpone council elections.
- The amendment, which operates for only a limited period of 12 months, allows the Minister by an order published in the Gazette, to postpone elections for 12 months from the date of the order. The order may be extended for an additional period to 31 December in the year after the order is made.
- The postponement of the next election will not change the future schedule of council elections, and the subsequent election will still proceed in September 2024.

What this will mean for your council
- Where the Minister exercises the power to postpone elections under section 318B, the election requirements of the Act are suspended for the period specified in the order and current councillors will continue to hold their civic offices.
- Popularly elected mayors will continue to hold their office until an ordinary election is held. In the case of mayors elected by councillors, mayoral elections will need to be held for mayors elected in September 2018 when their two year-terms expire. Mayors elected in September 2019 will continue to hold office until September 2021, once the election date is determined.
- The composition of joint organisation boards may need to change if mayors of member councils elected by councillors are not re-elected.
- The postponement of elections will have implications for the activities councils may be required to undertake in the current and next integrated planning and reporting (IP&R) cycles. In general, OLG will seek to extend the current IP&R cycle for 12 months, with a next cycle to be truncated to 3 years. The Office of Local Government will be providing further detailed guidance on this and other changes to statutory timeframes that may become necessary as a result of deferring elections.

Where to go for further information
- For further information please contact the Council Governance Team on 02 4428 4100 or by email at olg@olg.nsw.gov.au.

Tim Hurst
Deputy Secretary
Local Government, Planning and Policy

Media release

Mayor: Jim Simmons
General Manager: Ashley Lindsay

LOCKED BAG 23 GRAFTON NSW 2460
Telephone: (02) 6643 0200
Fax: (02) 6642 7647

FOR IMMEDIATE RELEASE

20 FEBRUARY 2020

Grafton Library charges Electric Vehicle revolution

Grafton Library is charging an electric car revolution that is silently accelerating across the Clarence Valley.

In the carpark under the Grafton Library there's an Electric Vehicle (EV) fast charging station that is pulling motorist in from the highway, as well as charging up locals.

This week Grafton EV owner Russell English was charging up his Mitsubishi Outlander Plugin Hybrid Electric Vehicle (PHEV).

It took Mr English 18 minutes to charge the vehicle, which gave him a range of around 40-50km.

Mr English runs an IT business in Grafton. He said all of his driving around town was done using electric energy, saving him approximately $5 a day in fuel costs.

"It drives really nicely. It's silent, smooth, has no gears and performance-wise it's excellent. It's a big car and I drive it like a big car. And if I run out of electricity it changes over automatically to fuel," Mr English said.

Mr English said the charging station was good for the economy, bringing highway drivers into town where they spend money while they wait for their cars to charge.

"It's perfect, it'll charge my car in the time it'll take to have a tea and piece of pizza at the mall," Mr English said.

EV owners can also go upstairs to the air conditioned library and wait out their charge reading a newspaper or magazine and enjoying the free Wi-Fi.

Release ends.

(*Photo: Grafton EV owner Russel English charges his car at the Grafton Library*)

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VALLEY COUNCIL

Media release

FOR IMMEDIATE RELEASE

26 FEBRUARY 2020

Get Connected is b@ck Clarence Valley Libraries

Are you, or someone you know, new to the digital world of smartphones? Does the thought of opening an email account make you nervous? Do you wonder what all this 'google' business is about?

Clarence Regional Library has just released its 2020 Get Connected Program, aimed at empowering Clarence Valley seniors to thrive in a digital world.

The program includes seven free courses that are fun, easy and informal.

Get Connected Courses:
- Using a smartphone
- Using online forms
- Using an iPad
- Using an android tablet
- Using a search engine
- Using email

Get Connected courses allow people to learn at their own pace with approachable facilitators there to help every step of the way.

Grafton, Maclean, Iluka and Yamba Libraries also offer free tech-help sessions for the community. Whether it's a confusing phone function or a problem with email, Get Connected staff can usually help solve technical questions free of charge.

For more information, contact your local library or register online at www.crl.nsw.gov.au/about/events/.

Grafton – 6641 0100
Maclean – 6645 3611
Yamba – 6646 2811
Iluka – 6646 6542

Get Connected courses are sourced from the Be Connected and Tech Savvy Seniors programs.

Release ends.

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VALLEY COUNCIL

FOR IMMEDIATE RELEASE

Monday, 9th March 2019
TOP–SELLING AUTHOR JENN J MCLEOD TOURS THE CLARENCE VALLEY

Fans of top-selling author, Jenn J McLeod will be thrilled to meet her face to face at a series of author visits in the Clarence Valley.

Jenn J McLeod's six published novels are life-affirming tales of friendship and family with a backdrop of country life.

"A city girl by birth, I discovered an affinity with the country in my early twenties while working my way across the heart of Australia, living out of a converted Ford F100 van. A nomadic novelist since 2014 I now travel Australia in my 25-foot caravan named Myrtle the Turtle," Jenn J McLeod said.

"My stories are about small towns with big hearts and all the quirky, lovable Aussie characters readers enjoy. They are contemporary stories that embrace life, love and second chances as characters reconnect with (or sometimes discover) the country roots that run deep."

Jenn J McLeod will visit Yamba, Grafton and Lawrence for author visits that include an opportunity to ask questions and book signing.

For those who haven't yet read Jenn's books Clarence Valley libraries have the full series including the 2013 top-selling *House for all Seasons*.

Where and When:
- Yamba Library: Tuesday, 17 March from 6:30pm to 7:30pm
- Grafton Library: Tuesday, 5 May from 10.30am to 11:30am
- Lawrence Hall (Mobile Library): Tuesday, 5 May from 1:30pm to 3:30pm

Cost: Free - Refreshments provided

Event Registration: Book at your library or online at www.crl.nsw.gov.au 'What's On'
Places limited: Please book early to avoid disappointment and to assist with catering.

Release ends.

(Photo: Author: Jenn J McLeod and Front Covers of Jenn J McLeod novels)

For interviews and further information contact Jane Kreis, Senior Library Officer (Programs) on jane.kreis@clarence.nsw.gov.au or 0427 747 916

MEDIA RELEASE
Clarence Valley Council

your library – your place
CLARENCE VALLEY

16 March, 2020

Protecting Clarence Valley Library Team and Community Members

Due to increasing concerns of the spread of coronavirus (COVID-19) we've implemented precautionary measures across all Clarence Valley libraries to protect our library team and community members.

Our number one preference for accessing library services at this time is **online**.

The Clarence Regional Library Card gives members access to free eResources including over 7000 eBooks, eAudiobooks and eMagazines ready to be downloaded now.

Visit us at www.crl.nsw.gov.au or download our new library app to access your library anytime, anywhere.

If you require further services, you can still visit your local library.

From Monday 16 March:

- All libraries remain open.
- We ask our community, please do not visit your library if you are unwell.
- Our friendly team will be practising social distancing of 1.5 metres. Please don't be offended as you are still our number one priority.
- We ask library visitors to also practise social distancing of 1.5 metres.
- Social distancing applies to public computers. Every second computer will be turned off and rotated – allowing for cleaning.
- If you are ill or in isolation, we are happy to offer extended loans. You can renew your loan by calling your local library or online at www.crl.nsw.gov.au. Contact details can also be found on your library card.
- Our library team and visitors will be asked to use hand sanitiser available at the entrance to all libraries before entering and leaving the library. Hand sanitiser is also available at service points.

- Library surfaces will be cleaned daily. DIY cleaning stations are available at all public PC stations and touchscreens.
- Clarence Valley Mobile Library will continue to operate its usual schedule. Please note staff will practising social distancing of 1.5 metres.
- For updates on library events please visit www.crl.nsw.gov.au/about/events/ or follow us on Facebook.
- Download our free library app in the App Store or GooglePlay. Search for 'Clarence Regional Library' and download. Login with your library card and you're ready to go!

We care about the health and safety of our library lovers. For more information please don't hesitate to contact your library or call 6641 0111.

Release ends.

Media release

For Immediate Release

18 March 2020

Clarence Valley libraries have extended Wi-Fi hours to ensure all Clarence Valley residents can stay connected and safe during these uncertain times.

Libraries at Yamba, Iluka, Maclean and Grafton will provide new extended WiFi hours of 8:00 am – 8:00pm 7 day a week.

This means even when libraries are closed, residents can access free WiFi from outside the building.

Regional Librarian, Kathryn Breward said it also gave residents the option to access WiFi from outside if they didn't want to enter the building.

"We want to ensure everyone in our community has access to information so we're throwing open our WiFi so no one misses out," Mrs Breward said.

Draft Media Release

For Immediate Release

1 April, 2020

Library fines are going, going, gone!

Despite library closures across the nation, Clarence Valley libraries are celebrating some good news this week.

The library service will no longer charge overdue fees for late returns and all current overdue fines will be wiped.

"We're really excited to share this good news with our members," Regional Librarian, Kathryn Breward said.

"By removing fines, we're removing a financial barrier that has kept some of our community away from using our service."

Instead of fines, the library will suspend membership privileges for late returns until the item has been returned or replaced.

"We've done a lot of research into the outcome of wiping late fees at public libraries around the country and we think this is the best way forward for members, our team and the future of our libraries," Mrs Breward said.

"Last year Tasmanian public libraries announced they would no longer charge for late items and in that time, more than 8,000 new members have signed up to Tasmanian libraries - in stark contrast to the same period the previous year when they lost 900 members."

Benefits of removing fines:

- Potential conflict over later fees is reduced.
- Staff save time processing overdue notices and fines
- More lost items are returned if borrowers know they will not be charged any overdue fees.
- Libraries have reported a growth in membership and usage when overdue fines are discontinued - particularly the young and socio economically disadvantaged.

From now, overdue fees will no longer be charged. An overdue fee amnesty will be in place for all existing overdue fines.

Clarence Regional Library has also extended loan and renewal periods in response to Convid-19, and implemented automatic renewals:

- Loans are now 6 weeks
- Renewals are for 8 weeks if there is no reservation on an item.
- 3 days before the due date, items will be automatically renewed for a further 8 weeks unless there is a reservation on the item or borrowers have reached their renewal limit.

Members can check their due dates by logging into their library account through the library website www.crl.nsw.gov.au or the Clarence Regional Library App.

A survey of Clarence Valley and Bellingen Shire children to measure their satisfaction with the library collections and activities

A random and representative survey of
89 Clarence Valley and Bellingen Shire children conducted by the
Clarence Regional Library

Report dated May 2019

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga, Yamba and Mobile Library

Executive Summary

Clarence Regional Library conducted a children's survey during January and February 2020.

The survey was designed to gauge if the library is meeting the needs of our community's children and see what current trends and interests are.

This is the first time a survey of children aged 5-12 has been conducted by the Clarence Regional library and there were 89 respondents.

Background

The Clarence Regional Library Strategic Action Plan 2012-2022 Targeted Public consultations include:

- Developing a consultation plan
- Target particular groups on an annual basis
- Build results into future budget allocations
- Train staff or engage in a consultant
- Analyse results

The aim is to inform future collection development.

The CRL Committee has agreed on the benefits of running regular surveys of resident and library users in order to maintain an awareness of satisfaction with various aspects of the library service and to respond accordingly. These are to alternate annually between targeting specific groups and targeting the broader community.

Results from the Collection Needs Survey conducted in 2018 showed only 3% of respondents were under 20 years old. This highlighted a need to engage with the younger members of our community to find out what they like about the library and whether we are satisfying their needs.

Promotion

The survey was promoted through the library website, Facebook posts and posters in the libraries.
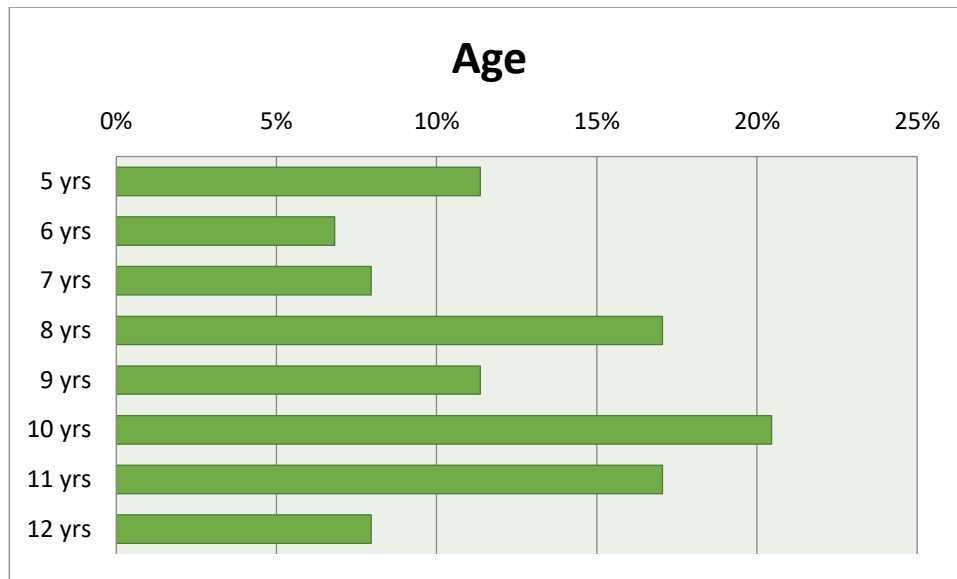
Findings

As this is the first time we have conducted a survey for this age group there are no comparisons to be made.
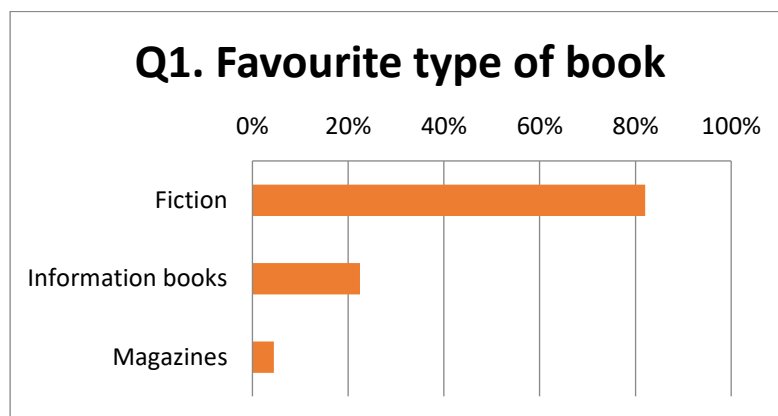
Age

The majority of respondents were 10 yrs old (20%), with 8 and 11 yrs olds coming in next at 17%.

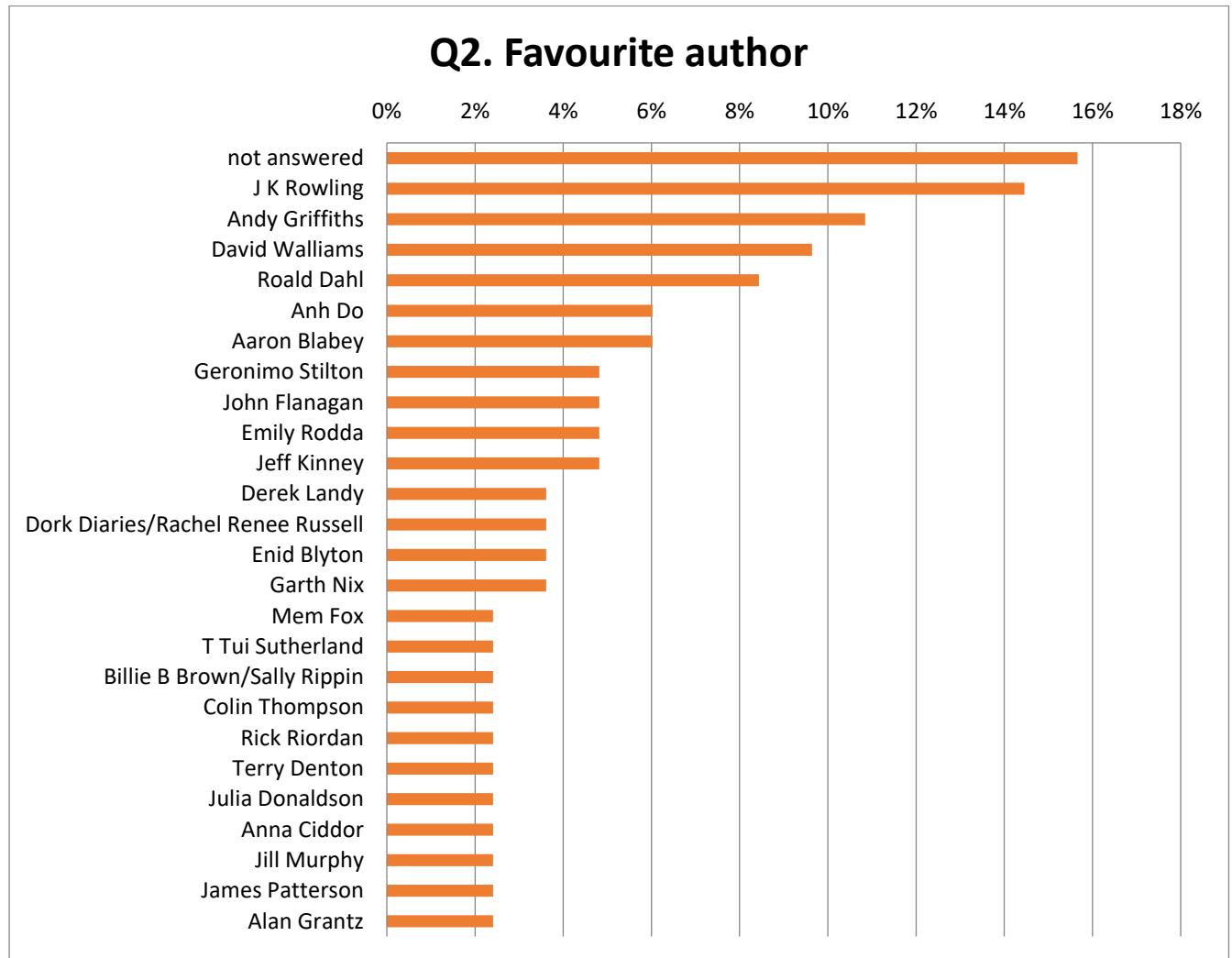## Age

Q1. What are your favourite books?

Fiction was the favourite type of book for the majority of children at 73% with information books at 22% and magazines at 4%. Some children said both fiction and information books were their favourite.

Q1. Favourite type of book

Q2. Who are your favourite authors?

16% of respondents were unable to name a favourite author. For those that could name a favourite author J.K Rowling came in 14% followed by Andy Griffiths (11%) and David Walliams (10%). Other favourite authors include Roald Dahl, Aaron Blabey, John Flanagan and Jeff Kinney. These responses reflect the circulation and reservation figures for titles by these authors.

Q2. Favourite author

Author	
not answered	
J K Rowling	
Andy Griffiths	
David Walliams	
Roald Dahl	
Anh Do	
Aaron Blabey	
Geronimo Stilton	
John Flanagan	
Emily Rodda	
Jeff Kinney	
Derek Landy	
Dork Diaries/Rachel Renee Russell	
Enid Blyton	
Garth Nix	
Mem Fox	
T Tui Sutherland	
Billie B Brown/Sally Rippin	
Colin Thompson	
Rick Riordan	
Terry Denton	
Julia Donaldson	
Anna Ciddor	
Jill Murphy	
James Patterson	
Alan Grantz	

**Q3.What activities would you like to see at the library?**

Most respondents to this questions would like to see more art (19%) and craft (17%) activities in the library. The popularity of our Lego (6%) and Ozobots (5%) sessions were also recognised. Some of the other activities mentioned were board games, book clubs, sand art, iPads, coding, writing workshops and interestingly massage chairs.
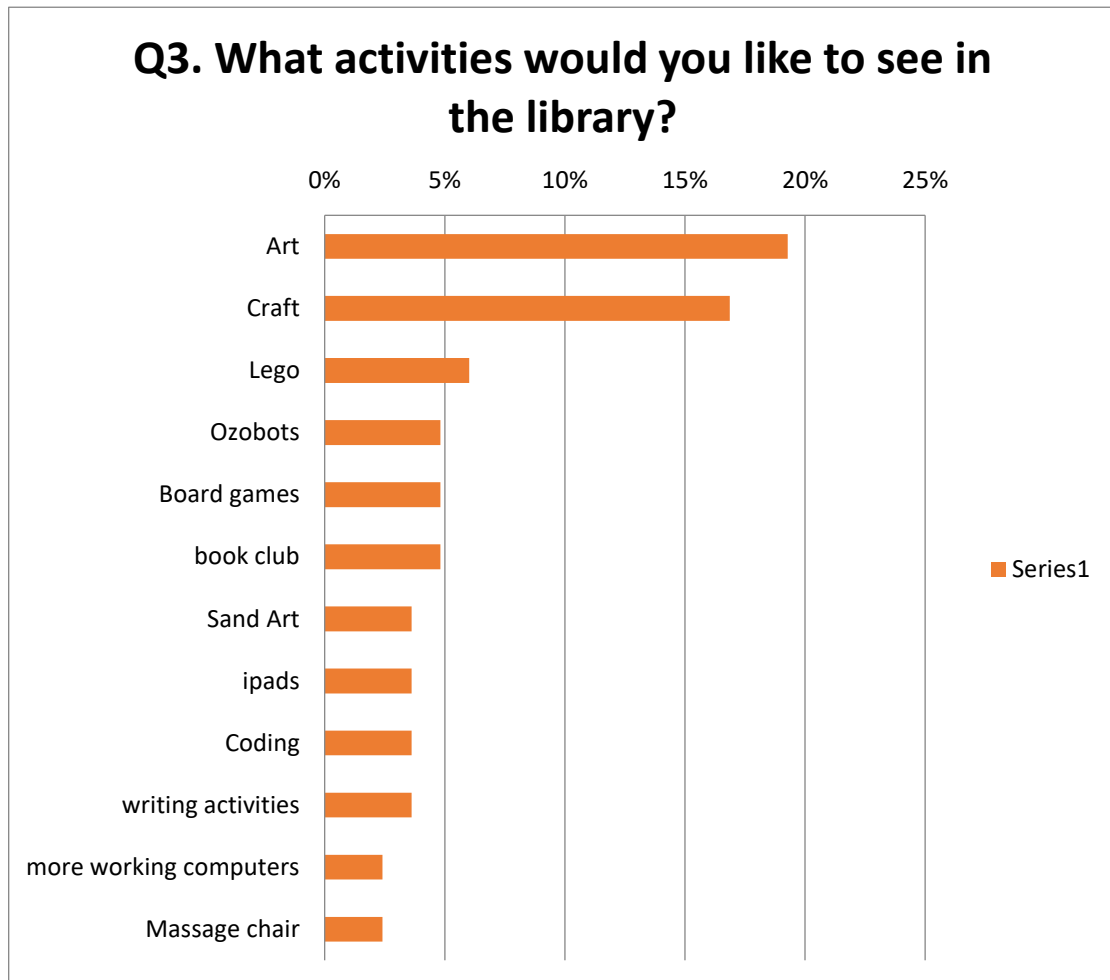
Q3. What activities would you like to see in the library?
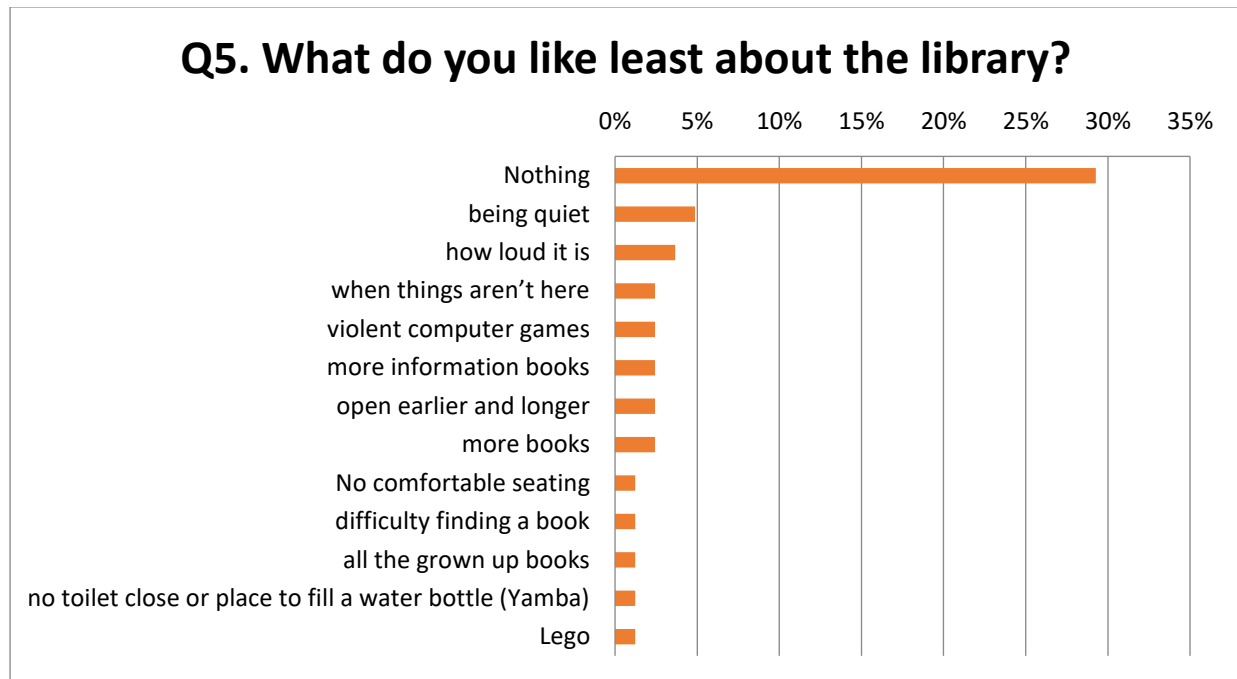
Q4.What do you like most about the library?

Unsurprisingly the kids favourite thing about the library was the books (47%), followed by the airconditioning (15%), perhaps reflecting the fact that the survey was conducted during the summer. 13% of kids liked the computers, 8% the relaxing and 6% the quiet space. Other aspects mentioned were the staff, the kids programs, storytime, reserving books, games and DVD's.
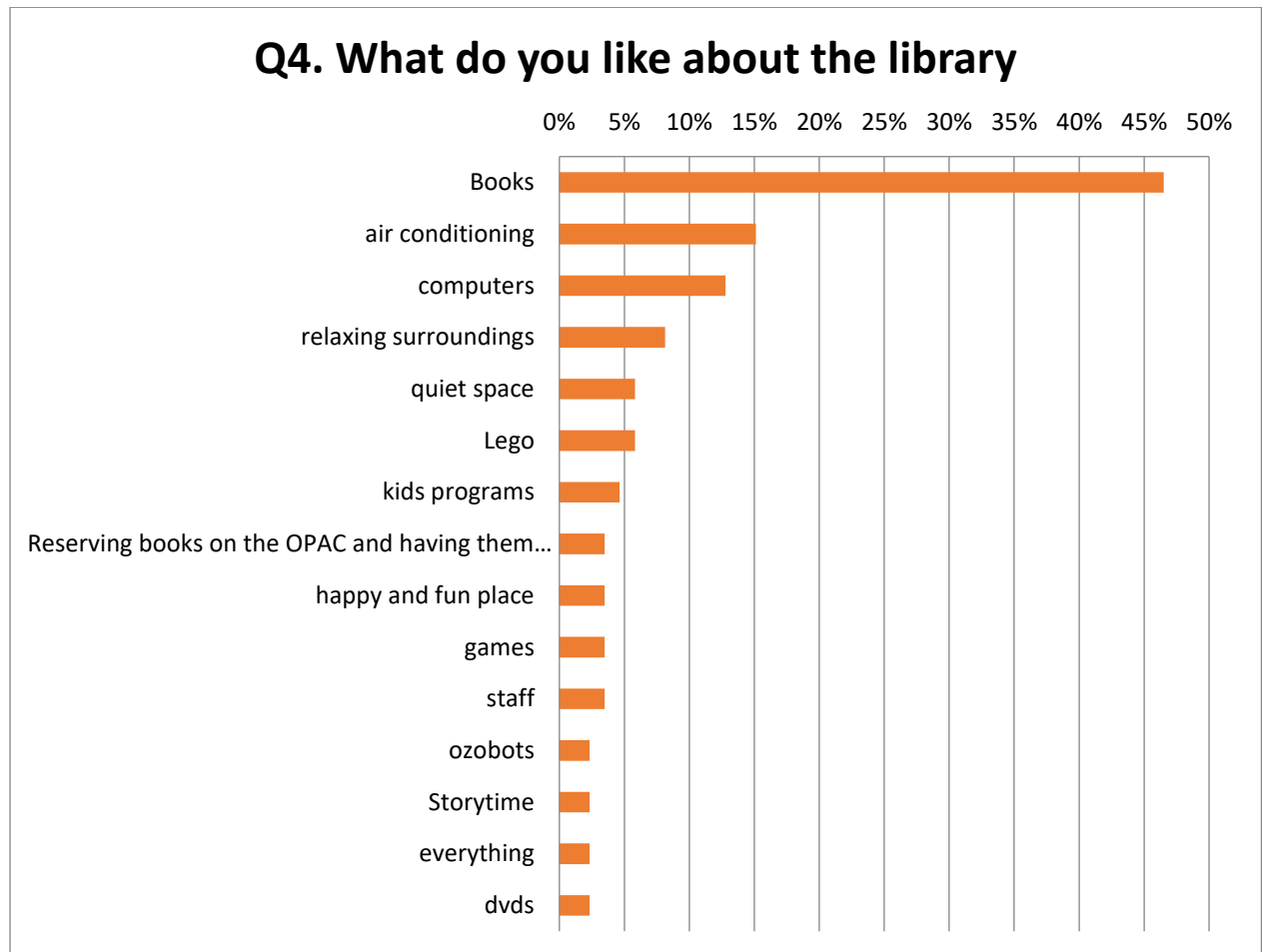
Q4. What do you like about the library

Q5. What do you like least about the library?

29% of respondents answered that there was nothing they didn't like about the library with some saying it was perfect. The next two responses were they didn't like being quiet (5%) or it was too loud (4%). Other things that they didn't like included the library not being open earlier of late enough, the library being closed for lunch, not being able to find what they want, not enough information books and there not being enough comfortable seating in some libraries.

Q5. What do you like least about the library?

Category	
Nothing	████████████████████████████ 29%
being quiet	█████ 5%
how loud it is	████ 4%
when things aren't here	███
violent computer games	███
more information books	███
open earlier and longer	███
more books	███
No comfortable seating	█
difficulty finding a book	█
all the grown up books	█
no toilet close or place to fill a water bottle (Yamba)	█
Lego	█

Scale: 0% 5% 10% 15% 20% 25% 30% 35%

Conclusions

Although we had a small response to the survey the results have reinforced the anecdotal evidence of our library staff. The majority of respondents prefer fiction books to information books reflecting how the internet had changed how students go about researching for school projects.

JK Rowling was named as one of the favourite authors proving the perennial popularity of the Harry Potter series. Andy Griffiths and David Walliams were also high on the lists and are among the authors whose books we purchase multiple copies of. Classic authors such as Roald Dahl and Enid Blyton were also mentioned.

Our recent addition of Lego and Ozobots has been successful but the majority of respondents said they would like to see more arts and crafts activities at their library.

Happily most of the respondents answered that the books were what they liked most about the library and 29% said there was nothing that they didn't like about their library.

Two of the responses to the question what don't you like about your library relate to items not being on the shelf or the difficulty in finding books. Children are less likely to reserve a book that is on the shelf at another library, 3% of all loans in comparison to adults 5-6% of all loans.

Recommendations

- That the Team Leader (Regional Resources) investigate buying multiple copies of titles by the top 10 popular authors so that there are copies in each branch.
- That the Team Leader (Regional Resources) investigate making the Junior Fiction and Junior Easy (picture book) collections a static collection.

Policy

Volunteer – Clarence Regional Library

Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date:		Minute Number:
File Reference Number	DWS	Version:	Review Due:
Community Plan Linkage	1 Society		
Community Plan Linkage	1.3 We will have a diverse and creative culture		
Community Plan Linkage	1.3.1 Supports arts, learning, cultural services and festivals		

1. Purpose

This Policy defines how volunteers are able to assist in operations for Clarence Valley Regional Libraries.

2. Definitions

Volunteers are defined as people who undertake activities:
- of benefit to the community
- of their own free will
- without monetary reward (reimbursement for out-of-pocket expenses is not regarded as payment); and
- not used as substitutes for paid staff

3. Background/legislative requirements

This policy is guided by the *Australian Library and Information Association (ALIA) - Statement on voluntary work in library and information services 2017*, The Clarence Valley Council Volunteer Handbook and Volunteer/Contributed Labour Management Internal Policy.

4. Policy statement

The Clarence Regional Library recognises the valuable contribution that volunteers make to the Clarence Valley Council and Bellingen Shire Council communities. Volunteers provide the Clarence Regional Library with the opportunity to expand its involvement with the local community through programs such as the Home Library Service. Volunteers are essential in the maintenance of library services and in assisting staff to use their time for professional and technical library tasks. Voluntary assistance includes groups of persons such as the Friends of the Library, students, and individuals wishing to gain work experience.

5.   Implementation

5.1   Volunteers at the library will:

- Will be interviewed by the library staff member in charge of the day to day operations of the library before starting any volunteer work.

- Will sign a Voluntary Workers Agreement upon commencement of voluntary work.

- Selected volunteers will have a trial period of 2 months with a review at the end of this time and regular reviews thereafter.

- Work under the direction of a staff member.

- Will be trained so they can carry out tasks effectively.

- Are provided with a safe working environment.

- Are expected to notify the Library if they are unable to volunteer at their regular time.

- Identified by a VOLUNTEER badge.

- Will be informed of any changes that may affect their work.

- Should direct any questions or enquires to the Library Staff.

- Will be informed of the emergency exits and safety features of the building.

- Are asked to provide the Library with up to date records of their personal details in case of an emergency.

5.2   The Library will:

- Reserve the right to terminate the service of a volunteer if deemed necessary.

- Maintain an up to date file of volunteers.

- Train all volunteers in each task so they have the necessary skills.

- Supervise the work of the volunteers, providing them with feedback.

- Ensure that the volunteers have an understanding of safe operating procedures

5.3   Volunteers are invited to participate in the following activities:

- assisting in the support services operations of the Library – some aspects of materials end-processing; repairing library materials; determining the condition of audio visual items, laminating, photocopying – forms, display materials, Storytime sheets, holiday activities sheets; scan images; complete basic data entry; device management eg. updating laptops, ipads etc with latest software.

- shelf tidying, shelf checking and shelving of items

- general support e.g. assisting clients with the use of library hardware – photocopiers, printers, PCs, reader-printers – IT assistance with the general public e.g. catalogue,

Internet – assistance with supervision of children at Storytime and with preparation of children's craft sessions – assisting with displays, promotional tools and community information databases; event setup and pack up; basic desktop publishing.

- assistance with specialised tools in the family and local history areas (for volunteers with a background in these areas).
- Selection of materials for housebound clients registered with the Home Library Service and delivery of Home Library Service using private vehicles.
- JP assistance.

For more detailed information on volunteering for your local council please refer to that council's specific Volunteering Policy.

6. Appeal/objections process

N/A

7. Related Documents

ALIA Statement on voluntary work in Library and information services 2017 - http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-voluntary-work-library-and-information-services

Clarence Valley Council Volunteer page of website: https://www.clarence.nsw.gov.au/cp_themes/metro/page.asp?p=DOC-BUM-65-28-68 (available from above website link)

- Clarence Valley Council Volunteer application form (available from above website link)
- Clarence Valley Council Volunteer/Contributed Labour Management Internal Policy

Revised Policy April 2020

Policy

Childrens and Young Adult – Clarence Regional Library

Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date:		Minute Number:
File Reference Number	DWS	Version:	Review Due:
Community Plan Linkage	1 Society		
Community Plan Linkage	1.3 We will have a diverse and creative culture		
Community Plan Linkage	1.3.1 Supports arts, learning, cultural services and festivals		

1. Purpose

Young people are core clients of public libraries and are the future adult users and supporters of our library services. This policy outlines the responsibilities of the Library, Library staff and parents/carers of children and young adults who use the Library's facilities

2. Definitions

Child   Child: clients aged 0 – 12 years. This is in line with the Department of Local Government definition of children as aged 0 – 12 years for social planning purposes.

Young Adult   Young adult: clients aged 13 years up to and including 18 years. It is acknowledged that the Department of Local Government defines Youth more broadly as 12-24 years for social planning purposes

Unattended child   Unattended child: A child using public library resources and facilities unsupervised by a parent or carer.

Young People   children 0-12 and young adults 13-18

3. Background/legislative requirements

Public libraries are agencies that provide the public (including young people) with access to information and recreational materials through a variety of services and resources. Libraries also support young people through the provisions of programs that foster an appreciation of

literature and promote the development of information literacy skills.

The Clarence Regional Library's services to young people include:

- Fiction and non-fiction (study and recreational books)
- Magazines
- Non- Print resources ie) DVD's, eResources, eAudio, eBooks, ~~eMusic~~, eMagazines
- Console Games (Grafton)
- Internet access
- Assistance from staff in accessing collections and information
- Public access computers, including Internet access
- Pre-school storytime
- Space for activities and study.

3.1   Access to resources

Library collections are available to all library users without restriction, except for items restricted by law. The Library exercises no limitation on access to publications classified *Unrestricted* under the *Classification (Publications, Films and Computer Games) Act 1995*. The Library has no censorship role in its choice of the library resources that form the collection.

It is not the responsibility of the Clarence Regional Library or its staff to exercise a supervisory or restrictive role in determining which library resources young people may use or access. The Library encourages parents/carers to set their own family rules in consultation with their young person(s). It is the responsibility of parents/carers to monitor young people's selection and use of library resources.

3.2   Items classified MA or R

Public libraries observe the *Classification (Publications, Films and Computer Games) Enforcement Act 1995 [NSW]* which provides for certain restrictions when making materials available to young people (under the age of 18). Resources classified **MA** may only be borrowed or viewed by persons under 15 with the permission of their parent/guardian. Resources classified **R** may only be borrowed or viewed by persons over the age of 18 upon presentation of ID.

3.3   Access to electronic resources

3.3.1   Library staff are available to assist clients in the use of the Internet, and to recommend websites on particular subjects. A number of appropriate websites have been selected for inclusion in the Library's electronic collections and paper guides.

3.3.2   Parents/carers are responsible for their young person's use of the Internet, in line with the   Library's Internet Policy. (Please refer to Parents Guide to the Internet) located on the library's website at: http://www.crl.nsw.gov.au/about/library-policies-documents/). The Library does not monitor or control the content of materials offered through the Internet.

3.3.3   Some exceptions to the parent/carer consent may be made for minors who are living independently.

3.4 Unattended children

3.4.1 Staff take care to ensure that the library is a safe and welcoming place for all patrons. Responsibility for a child's use of the library, however, lies with the parent/carer at all times. Libraries do not have the facilities or appropriate licences to attend to young persons who are left unsupervised. Young children left alone in a library can become distressed, bored or disruptive. Library users, including young people, who disturb other library users, may be removed from the library under the *Library Act 1939.*

3.4.2 Unsupervised children can be at risk in any public place, including public libraries. Library staff do not supervise children in the library, so there is a risk that unattended children may leave the library at any time, hurt themselves, or be approached by strangers. Libraries are busy public places, open to all, and staff cannot judge which members of the public present a possible danger to children. In addition, libraries do not have the facilities to attend to children who are sick, injured or hungry.

3.4.3 A child left unattended in a public library may be classed as a child or young person at risk of harm under the Children and Young Persons (Care and Protection) Act 1998, s23, and subsequently may be reported as such to the Department of Family and Community Services under s24 of the Act.

3.4.4 There is no law that specifies a minimum age at which children may be left unattended in public. The Children and Young Persons (Care and Protection) Act 1998 is concerned with individual circumstances rather than age. For example, a 7 year old child who uses the library constructively on his own for an hour every day after school while waiting for a parent is unlikely to be considered a problem, and is indeed a welcome client. On the other hand, a 10 year old child who is left at the library every day of the summer holidays from opening time until closing time is at risk and presents an unreasonable burden for the public library.

3.4.5 Parents who leave a child unattended in a public library are exposing their child to potential harm, and may themselves be committing an offence under the Children and Young Persons (Care and Protection) Act 1998, s228.

Young children left alone in a library can become distressed, bored or disruptive. Young people who disturb other library users may be removed from the Library under clause 17 of the *Library Regulation* 20108 (NSW)

4 Policy statement

Clarence Regional Library is committed to serving the information and recreation needs of young people. The Library strives to provide a welcoming environment, and provides targeted resources and programs to meet the needs of young people

5 Implementation

5.1 If a child is left unattended in the library for a long period of time, parents/carers will be contacted and informed of library policy.

5.2 If the parents/carers ignore this policy or are unable to be contacted, the situation may be reported to the Department of Family and Community Services if library staff determine the child is at risk of harm.

5.3 If a child is left unattended at closing time staff should call the police.

6   Appeal/objections process

N/A

7   Related Documents

State Library NSW Children's Policy Guidelines for NSW Public Libraries – update December 2018 v 4.0 - https://www.sl.nsw.gov.au/sites/default/files/childrens_policy_guidelines_0.pdf

CRL Internet Policy 2020

Parent's Guide to the Internet

Library Act 1939 (NSW)

Library Regulation 2018 (NSW)

Library Council Guidelines for NSW Public Libraries - https://www.sl.nsw.gov.au/public-library-services/library-council-guidelines

Children and Young Persons (Care and Protection) Act 1998 (NSW)

Classification (Publications, Films and Computer Games) Enforcement Act 1995 (NSW)

ALIA Statement on Free Access to Information - https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-free-access-information

Access to Information in NSW Public Libraries; Library Council Guideline - https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf

Revised Policy April 2020

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Policy

Collection Development Policy

Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date:		Minute Number:
File Reference Number	DWS	Version:	Review Due:
Community Plan Linkage	1 Society		
Community Plan Linkage	1.3 We will have a diverse and creative culture		
Community Plan Linkage	1.3.1 Supports arts, learning, cultural services and festivals		

1. Purpose

The purpose of this Collection Development Policy is to assist in the acquisition and management of library resources and to account to our member councils and the public for the selection of such resources. Measurement of the success of the policy to meet the collection needs of our communities will be measured through the Collection Needs Survey every 2 years.

The reasons for preparing a Collection Development Policy include:

- Enabling the Library to provide a balanced collection of resources that provide for the educational, informational, recreational and cultural needs of the people served by the Library
- To identify the strengths and weaknesses of the collection as a whole, and to redress any weaknesses and to continue to build on strengths
- To act as a guideline for future collection building

2. Definitions

Collection Development Collection Development is based on ongoing assessments of the information needs of library clientele, usage statistic analysis, and demographic projections.

Selection criteria Criteria used in the selection of items for the library collection.

3. Background/legislative requirements

The Clarence Regional Library provides library services for the people of Clarence Valley Council and Bellingen Shire Council. Seven branch libraries and a mobile library serve these

communities. The branch libraries are situated at Grafton, Maclean, Yamba, Iluka, Bellingen Urunga, and Dorrigo. The mobile library operates within Clarence Valley Council area.

Regional Services are located within the Sir Earle Page Library and Education Centre at Grafton and is headed by the Regional Librarian. All centralised tasks such as acquisitions, accessions, cataloguing, ILLs, reference and rotation of stock are carried out at Regional Services and then are delivered to other libraries via couriers. Rotated stock includes adult and junior fiction, talking books, large print books and junior easies. This rotation allows our branches to have an injection of new books at regular intervals, additional to newly acquired stock.

All lending stock is available to every library member in the region through our reservation system and may be returned to any library in the system. Items may be reserved via our online catalogue or from within our libraries.

3.1 Community profile

The total population of the Clarence Valley Council and Bellingen Shire areas that fund Clarence Regional Library is 63339. The population of each is shown below:

Bellingen   12668
Clarence Valley   50671

Table 1. Age distribution in each Local Government Area

Local Government Area	Total Pop.	0-4	Under 15	Over 55
Bellingen	12 668	605 (5%)	2 199 (17.5%)	5 257 (41.5%)
Clarence Valley	50671	2470 (5%)	8311 (16.5%)	21 349 (42.2%)
NSW	7 480 228	465 135 (6%)	1 386 328 (19%)	2 207 416 (28%)

Table 2. Age distribution in each major centre served by Clarence Regional Library

Town	Total Pop	0-4	Under 15	Over 55
Grafton	18 668	1 117 (6%)	3 487 (18.5%)	6 746 (36%)
Yamba	6 076	257 (4%)	771 (13%)	3 215 (53%)
Maclean	2 628	92 (3.5%)	320 (12%)	1 374 (52.5%)
Bellingen	3 779	220 (6%)	846 (22%)	1 284 (34%)
Urunga	3 000	107 (3.5%)	392 (13%)	1482 (49%)

| Iluka | 1718 | 51 (3%) | 184 (11%) | 1087 (64%) |
| Dorrigo | 1191 | 50 (4%) | 156 (13%) | 603 (51%) |

Source: Australian Bureau of Statistics, 2016 Census.

The above figures indicate that the percentage of the population served by the Clarence Regional Library in each LGA for individuals aged 0-4 and Under 15 is comparable with NSW state figures. However the percentage of the population for over 55 within each of the LGA's is noticeably higher that the state figure.

Table 2 figures also highlights the difference between the state's population for those individuals that are over 55 and the figures for each major service centre within the Clarence Regional Library service area. It can be clearly seen that the percentage of the population at each of these centres is much higher than the state average.

3.2   Ethnic Characteristics

The 2016 Census provides the following information about the birthplace of our residents.

Table 3.

	Bellingen	Clarence Valley
Australia	10 173	42 432
England	568	1 283
New Zealand	169	560
Germany	91	157
Netherlands	67	162

Source: Australian Bureau of Statistics, 2016 Census. Note: These figures indicate the main responses, not all responses.

It can be seen from the above table that the majority of residents come from English speaking backgrounds.

4.   Policy statement

Collection Statements

4.1 Reference Collection

The aim of the Reference Collection is to provide access to a broad range of up-to-date information for study and research. It should be of high quality in its content, format and expression. The reference collection is not for loan and includes a range of formats including

both print and non-print formats. The Reference Collection also encompasses a number of special collections including Australian Bureau of Statistics publications, Legal Information Access Centre and Drug Information @ your Library materials.

Criteria for selection

• Up-to-date
• Written by an authority in the particular field
• Easy to use, with appropriate arrangement for the subject, good indexes and bibliographies, illustrations, photographs, maps and timelines.
• Relevance to the needs of our patrons
• Value for money

• Specified by the State Library LIAC and Druginfo coordinators

As is the trend in public libraries, and largely due to internet resources, the Reference collection is reducing in size. Many reference books are being interfiled into the general Non-fiction collection.

4.2   HSC Collection

Each library within the Clarence Regional Library service holds a suitable number of duplicate titles specifically published to assist students with their HSC studies. These include past exam papers, study guides and selected texts for English areas of study. The core titles are purchased as a standing order and are displayed in a defined area of each library.

4.3   Issues in Society

A copy of recent 'Issues in Society' publications is purchased for each library in the Clarence Regional Library service as a standing order. These publications provide a current, unbiased and balanced viewpoint on a range of topics.

4.4   LIAC Collection

A copy of each title specified by the State Library of NSW Legal Information Access Centre is obtained for each library in the Clarence Regional Library service as part of the Find Legal Answers collection. This collection is maintained on a regular basis as per updated lists from the State Library.

4.5   DrugInfo Collection

A copy of each title specified by the State Library of NSW Drug Information Centre is obtained for each library in the Clarence Regional Library service as part of the DrugInfo collection. This collection is maintained on a regular basis as per updated lists from the State Library.

4.6   Local Studies Collections

The aim of the Local Studies collection is to provide a comprehensive collection of resources relating to the communities served by the Clarence Regional Library. The collection is intended to preserve and make accessible materials of past and present for the future of a cultural, historical, social and environmental nature in a variety of formats. All library locations collect material related to the local history of their area, including Council reports and other documents.

The collections will include monographs, newspapers, periodicals, annual reports, pamphlets, photographs, maps, sound recordings, video recordings, manuscripts, microforms. All subjects related to the local area will be covered including history, biography, geography, social conditions, Aboriginal and migrant groups and local industries. Careful attention will be paid to the proper conservation and storage of items. The Library will not collect realia such as costume or furniture (with the exception of some artefacts for display purposes), as this is the responsibility of the Local Historical societies.

The Library will acquire items for the Local Studies collection through purchase, donations and transfers from other Council departments. Items are identified through suppliers, local contacts, and other library staff.

All local history titles will have at least one copy "not for loan", with duplicate copies available for loan, if resources allow.

For greater detail please refer to the Local Studies Collection Development Policy (in Appendix).

4.7   Digitised Collection

The library maintains a digital collection of documents. Those produced digitally by both Clarence Valley Council and the Bellingen Shire are usually in pdf format. These are harvested from each council website on a regular basis by Regional Library staff or when identified by other staff.

Once downloaded these documents are catalogued to the library Digital Asset Management module within the Library Management System and made available via the library catalogue.

Criteria for selection:

The documents added to this collection are selected for their long term historical value for potential future consultation. They are snapshots of Council processes that have cultural, environmental and historical significance.

Ideally they will contain;

- Local statistics and graphs
- Local historical details
- Cultural details
- Comparisons to state and federal statistics and situations

Draft documents will not be collected, only final published versions.

4.8   Non-fiction Collection

The non-fiction collection contains resources for the recreational and informational needs of all people of all ages in our communities. Material should be collected that allows members of the community to understand and participate in our society, to follow personal interests and to pursue life-long learning. The non-fiction collection should also support school (and other) students carrying out research for projects, local business people and council employees in the course of their work. Hardcover and paperback monographs are collected, depending on price and availability.

Criteria for selection:

• Material should be accurate, up-to-date, and non-biased (or if a work presents a clearly-stated viewpoint, it should generally be balanced by another work presenting a differing viewpoint).
• Authority of author(s) and publisher
• Easy-to-use and containing indexes, bibliographies, photos, illustrations, maps and timelines (depending on the nature of the work)
• Relevant to the needs of our patrons
• Good quality
• Value for money

4.9   Aboriginal collection

The library actively sources titles that have aboriginal content and which have particular significance to local aboriginal communities, their culture and their histories. A portion of the non-fiction budget is specifically allocated to developing this collection and all available contacts and resources are used to identify and purchases titles. Multiple copies of locally significant publications are purchased.

These titles are highlighted through a subject heading in the catalogue record and specific spine labels. Care is taken not to include these titles in the de-selection process.

4.10   Parenting Collection

The library sources titles that cover topics such as general parenting, child birth and development, childhood illnesses, nutrition and behavioural issues. These titles are highlighted through a subject heading in the catalogue record and specific spine labels.

4.11   Adult Fiction

The adult fiction collection includes all types of fiction suitable for adult readers, including literary and popular works. Multiple copies of best-sellers and award winners are purchased through standing orders, and particular attention is paid to buying Australian fiction (including Aboriginal authors). The purchase of trade paperback books is preferred.

Criteria for selection:

• Literary merit
• Imaginative writing
• Effective plot and characterisation
• In popular demand
• Part of existing series

- Standard genre fiction - western, mystery, romance, thriller, science fiction and fantasy.

4.12   Large Print

The Large Print collection is targeted at those patrons who have difficulty reading normal print. It consists of largely fiction titles, with some popular non-fiction (such as biographies) included. The large print collection should include all genres and best-sellers. Softcover will be bought in preference to hardcovers where possible, in consideration for aged or arthritic users.

Criteria for selection:

- Literary merit
- Imaginative writing
- Effective plot and characterisation
- Standard genre fiction to be included
- In popular demand
- Bestselling authors

4.13   Magazines

The magazine collection is purchased to provide titles of general interest to all ages of the community. Australian publications are the preferred option when selecting, and should complement and add currency to the collection. The subscriptions to these are reviewed on a regular basis with input from each library.

Criteria for selection:

- Of general interest to the community
- Reputable publisher
- Regular publishing schedule
- Australian publications preferred
- Cost
- Popularity
- Content

4.14   Young Adult Collection

The young adult collection is aimed at children between the ages of 12 and 18. The collection will include both literary and popular authors, with an emphasis on Australian writers. The collection should contain books of high interest to teenagers to encourage the habit of reading for pleasure.

Criteria for selection:

- Literary merit
- Original writing
- Effective plot and characterisation
- Subject matter of interest to young adults
- Includes latest trends and genres
- Attractive format, including graphic novels
- Award winning titles and authors

4.15   Junior Fiction

The junior fiction collection is targeted at children between the ages of 6 and 14. The collection will include both literary and popular authors, with an emphasis on Australian writers. The collection should contain books of interest to children to foster and encourage a lifelong love of reading and literature.

Criteria for selection:

- Literary merit
- Original writing
- Effective plot and characterisation
- Of interest to children in primary school
- Includes latest trends and genres
- Attractive format, including graphic novels
- Award winning titles and authors

4.16   Junior Easy

This collection should introduce children to reading as an enjoyable and rewarding experience by providing a range of titles, which stimulate the imagination, introduce children to language and their cultural heritage, and add to their knowledge of the world. The Junior Easy collection is for children from 0-6 and includes picture books, nursery rhyme and fairy-tale books, books for parents to read to children, easy books for children who are learning to read. Australian authors and illustrators should be emphasised.

Criteria for selection:

- Literary merit
- Illustrations that enhance text
- Original writing
- Attractive presentation
- Suitability for the age
- Award winning titles

4.17   Readers

To assist with making early literacy resources easier for the community to locate and easier for staff and volunteers to shelve the libraries source and highlight Readers as a separate collection. A reader is a book is which clearly states on the cover or inside that it is a reader and/or gives a reading level. These are purchased through standing order and are highlighted through a subject heading in the catalogue record and specific spine labels and physical location in the libraries.

Australian authors and illustrators should be emphasised.

4.18   Stack

Items from various collections that are not suitable to remain on public display may be retained in the library stack. Usually these are works of literary merit, fragile items, items of historical interest, items of perennial interest, and items now out of print and valuable items. Stack

resources remain on the CRL catalogue and are available for loan via reservation.

4.19 Audio Books

The aim of the Audio Book collection is to provide clients of all ages access to a wide range of books in a spoken word format. Criteria for selection should be similar to fiction and non-fiction, taking into account the needs and interests of patrons of this collection, as well as the following criteria

Criteria for selection:

•   Unabridged versions where possible.
•   Quality and clarity of reader's voice.
•   Physical quality of CD cases.
•   Availability of replacement CDs.
•   Downloadable file sources to be included in this format.

It will be necessary to monitor trends in technology to ensure that the Library's talking book collection is providing clients with new and alternative formats as they are developed, such as the mp3 and eAudio formats.

4.20 DVD's

The Library's aim is to develop a DVD collection that enhances the fiction and non-fiction collections. It will support and stimulate the information, educational, recreational and cultural needs of all members of the community. The selection of audio visual material is aimed at providing viewing, listening and instructional materials to complement and/or supplement the print collections.

Criteria for selection:

•   Documentaries
•   Do-it-yourself and instructional presentations
•   Performance of dramas or screenplays with particular emphasis on Australian works
•   Popular series, classic films, drama, comedy, award winning films and films with an Australian interest
•   ~~R-rated DVD titles will not be added to the collection~~
•   R 18+ rated DVD titles will be added to the collection on a case by case basis. Consideration will be given to critically acclaimed or award winning films and TV series

4.21 eResources

4.21.1 Databases

The Library provides its clients with access to a range of electronic databases provided by NSW.net consortia or purchased individually by the Library. A number of these databases provide remote access for clients. These are reviewed annually for usage and relevance.

4.21.2 eBooks, eAudio, eMagazines

Electronic formats such as eMagazines, eAudio and eBooks are to be selected using the same criteria as traditional magazine, book and talking book formats:

- Literary merit
- Imaginative writing
- Effective plot and characterisation
- In popular demand
- Part of existing series
- Standard genre fiction - western, mystery, romance, thriller, science fiction and fantasy.
- Unabridged versions where possible.
- Quality and clarity of reader's voice

This policy endorses the Library Council of New South Wales, Access to Information in New South Wales Public Libraries statement (see Appendix 3)

4.22 Donations

Donations play an important part in enriching the collection. Donations of material are accepted on the understanding that they become the property of the Library and as such the Library reserves the right to evaluate, use or dispose of the materials as it deems appropriate. Any books not considered suitable for our needs will be sold at the Library's book sale, given to charity or recycled. There is to be no coercion on the part of the donor imposing conditions relating to any gift either before or after its acceptance by the Library.

Donations must meet the selection criteria outlined in the Collection Development Policy for each individual collection area.

4.23 Suggestions for Purchase

Library patrons are encouraged to make suggestions for the purchase of library materials on our "Suggestions for Purchase" page on our Library Catalogue, which can be accessed from home from the library website: www.crl.nsw.gov.au .

We may not buy all the items that are requested for purchase, if we do not consider the item to be suitable for our collection in terms of this Collection Development Policy, we will attempt to obtain the item through our ILL system, and this service will attract a small processing fee.

4.24 Deselection

Deselection is an on-going process that ensures the Library's collection maintains its effectiveness, quality, currency and integrity.

In general, factors for deselection mirror those used for selection: content, arrangement & style, format and so on.

Additional criteria for deselection

- Physical condition – dirty, tatty or items damaged beyond repair should be discarded.
- Titles that have not been borrowed for two years should be considered for deselection, however this is to be determined on a title-by-title basis for Non-Fiction subjects. .
- Items that contain outdated or inaccurate information should be removed.
- Items superseded by a new edition should be removed.

- Incomplete sets or series may be withdrawn, depending on the usefulness of the remaining parts of the set or series.
- Duplicate copies in the collection (2 copies of the same title is recommended for older titles)

Deselected items are withdrawn from the catalogue, have their barcodes and spine labels obscured with permanent marker and RFID tags de-commissioned.

> Material that is withdrawn from stock is not automatically replaced unless it is a standard work, a popular title or subject. Withdrawn items are offered to the subject specialisation library, sold or recycled.

5.   Implementation

Selection criteria

Selection is undertaken using a range of resources

- Catalogues/reviews
- Bibliographic tools
- Library supplier visits and promotional material
- Standing orders
- Supplier profiling and selection lists
- Bookshop and warehouse visits
- Suggestions for purchase from the community and staff

5.1.   General selection criteria

As one of the main duties of the Library is to provide free and equitable access to information for all sections of the community:

- The Library must accept responsibility for providing free access to materials, presenting, as far as possible, all points of view on current issues
- The librarian must not select materials based on personal, moral, political, social or ideological views, except where subject to State or Federal prohibition
- Each type of material should be evaluated on its own merits and its suitability for its intended audience.
- Regular weeding of the collection is needed to keep it useful and up-to-date.
- School, TAFE and university text-books will not be collected unless no other suitable material is available. Where these items are requested the borrower is advised of the Inter-library Loan option.
- Multiple copies of materials are only bought for high demand fiction, and to a lesser extent, non-fiction. In many subject areas, where the interest is in the subject, rather than particular titles, the Library will purchase several different titles on the same subject. In this way, the library can add variety and depth to the collection. Duplicate

copies of the following materials will be purchased:

- Best selling fiction authors
- Literary award winners (Booker Prize, Miles Franklin Award, Children's Book of the Year, etc.)
- Reference books needed on a regular basis at each branch (e.g. Law Handbook, World Book Encyclopaedia, Legal Tool Kit titles).
- HSC materials
- Popular DVD titles
- Local history titles (loan and reference copies).

Materials being considered for purchase by the Library, should meet the following criteria:

5.2   Community Demand

- Popular authors
- New reading trends
- Media influence e.g. Television programs and movie tie-ins

5.3   Content

- Subject matter should be current or present current views on historical matters
- Care should be taken that collection in any subject area is balanced and presents all viewpoints
- Representation of significant genre or national culture
- Priority should be given to Australian views of subjects.

5.4   Arrangement & Style

- Indexing and bibliographies should be included where appropriate
- Arrangement, language and style should be suitable for the intended user.

5.5   Format

- The format should be suitable for the material presented, and convey the information to the user in the most appropriate way
- Trade paperbacks will be purchased in preference to hardback editions in most instances
- Hardbacks with library binding will be purchased when no paperback edition is available

5.6   Other

- Cost, value for money
- **The availability of information via the Internet should be considered when selecting** and weeding materials for the non-fiction collection.
- Due to budgetary constraints, the price, or value for money, of an item, may be considered.

5.7 Reasons for non-inclusion

- Items of a highly technical, highly academic or specialised nature, or those items fulfilling a one-off technical request, may be provided through inter-library loan

- Material that is suggested that is out-of-date, very expensive, published in an unsuitable format, or where there are suitable alternative titles in stock on the subject

- ~~Material classified by the Office of Film and Literature Classification as R rated.~~

- Individual titles from a multi-part series for which no other titles are held, whether in print or DVD format.

5.7.1 Censorship

Censorship powers are vested in both State and Federal governments. Materials prohibited by law will not be included in the collection. Material will not be rejected on moral, political, racial or religious grounds if it otherwise meets the Library's selection criteria. It is the responsibility of parents or guardians, rather than library staff, to determine the suitability of materials used by their children.

This policy endorses the ALIA Statement on free access to information and the ALIA Statement on public library services and also the Library Council of New South Wales, Access to Information in New South Wales Public Libraries (see Appendices 1-3).

5.7.2 Controversial Material

The Library aims to include in the collections a representative selection of materials which meet basic selection criteria, are on topics of interest to its readers, including items covering controversial subjects, providing they are not prohibited by law. The Library aims to provide materials which collectively represent all sides of controversial issues

6. Appeal/objections process

6.1 Complaints

All requests for the review of a selection decision shall be submitted in writing to the Regional Librarian. All queried titles will be re-evaluated by senior library staff and if the original decision is still considered to conform to the selection criteria, the title in question will remain on the shelves. If the criticism is considered to be valid, the title will be placed in another collection (such as Stack) or will be withdrawn. All written complaints will be answered. The final decision will rest with the Regional Librarian.

6.2   Revision of Policy

This collection development policy should be reviewed on a regular basis to ensure that it meets the goals and objectives of the Library. Revisions should take into consideration changes in the community, the publishing and information industries, economic conditions or the role of the public library.

7.   Related Documents

1. ALIA Statement on free access to information

2. ALIA Statement on public library services

3. Library Council of New South Wales, Access to Information in New South Wales Public Libraries

4. Clarence Regional Library Local Studies Collection Development Policy

8.   Attachments

MINUTES from Postponed 14 November 2019
CLARENCE REGIONAL LIBRARY COMMITTEE 13 February 2020
SIR EARLE PAGE LIBRARY AND EDUCATION CENTRE, GRAFTON NSW

PRESENT: Bellingen Shire Council
Jill Haynes Bellingen Shire Librarian
Anna Joy – Acting Manager Community Wellbeing

Clarence Valley Council
Cllr Karen Toms
Cllr Peter Ellem (Chair)
Des Schroder (Executive Officer)
Kathryn Breward Regional Librarian
Victoria Keane Team Leader (Regional Resources)
Christie Brown (Management Accountant Coordinator)

Meeting opened at 10:30am

1. **Acknowledgement of Traditional Custodians**
    a. – Cllr Karen Toms

2. **APOLOGIES**

    Cllr Toni Wright-Turner
    Alison Pattinson

3. **Disclosure of Conflict of Interest**

    Nil

4. **CONFIRMATION OF MINUTES – Meeting dated 14 November 2019 was postponed due to Fire Emergency. Meeting was held in conjunction with 13 February meeting Agenda**

    Moved: Cllr Karen Toms
    Second: Jill Haynes

    Adopted

    Note Also:

    > Recommendation:
    >
    > Financial reports from both meetings to be brought forward to accommodate the Management Accountant Coordinator's need to be in another meeting.
    >
    > Moved: Cllr Karen Toms
    > Second: Cllr Peter Ellem
    >
    > Adopted

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

5. Business arising from the Minutes – Meeting held 15 August 2019

5.1 STATE LIBRARY FUNDING 2019/20 OVERVIEW - UPDATE

<u>Recommendation</u>

CRLC note the updated information provided regarding the 2019/20 State Library Subsidies.

Moved: Cllr Peter Ellem
Second: Jill Haynes

Adopted

5.2 OVERDUE FINES REVIEW

Discussion considered the level of funds actually gained from these charges in light of the advantages reported by other library services for removing the fee for overdues.

<u>Recommendation</u>

The Committee endorse the following in relation to overdue fines:

1. Stop charging overdue fees.

2. Suspend membership privileges after 28 days when items move to a *lost* status.

3. Wipe all current overdue fines in a fines amnesty then implement a no overdue fine Overdue Policy as described in item 1 and 2 of this recommendation.

4. Effective from 1 July 2020.

Moved: Cllr Karen Toms
Second: Jill Haynes

Adopted

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

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5.3 ABC COSTINGS FOR CRL

The meeting between Clarence Valley Council finance representative and the Bellingen Shire finance representative is to be scheduled shortly.

<u>Recommendation</u>

Noted

5.4 ERESOURCE USAGE FOR QUARTER 1 & item 9.1 FOR QUARTER 2 2019/20

CRL Committee has brought forward item 9.1 from the February CRLC papers in order to discuss Quarter 1 and 2 outcomes.

<u>Recommendation</u>

The CRL Committee note the continuing increase in eResource usage for the 1 & 2 quarter of 2019/20 and agree to increase funding to meet this increased demand.

Moved: Cllr Peter Ellem
Second: Jill Haynes

Adopted

5.5 FINAL 2019/20 BUDGET FOR CRL

Item 8 3 Quarterly income and Expenditure Sheets from the 16 May meeting requested:

<u>Recommendation</u>

That the CRL 2019/20 budget be endorsed by the Committee.

Moved: Cllr Peter Ellem
Second: Jill Haynes

Adopted

Correspondence
In-coming: Public Library Funding Strategy 2019/20

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

Out-going: Nil

Media Releases – November 2019:

CVC	28/8/2019	Get connected @Clarence Valley Libraries
CVC	22/8/2019	Margaret Fitzsimmons has shelved her last book
CVC	15/8/2019	Meet Kaneana May, author of 'The One'
CVC	September	Local princesses join their library for a special storytime

Executive Officer's Reports

NIL

8. Regional Library Reports -

8.1   USER NON USER SURVEY 2020

An overview on the *User/ Non User Survey* for 2020.

<u>Recommendation</u>

The Committee recommends the *CRL User/Nonuser Survey* be postponed until 2021 to be completed in tandem with a review of the Clarence Regional Library service.

Moved: Cllr Peter Ellem
Second: Cllr Karen Toms

Adopted

8.2   COLLECTION NEEDS SURVEY – CHILDREN 2019

<u>Recommendation</u>

The Committee note the preparations for the *Childrens Collection Needs Survey* 2020.

Moved: Cllr Karen Toms
Second: Jill Haynes

Adopted

8.3   NSW PUBIC LIBRARY STATISTICAL COMPARISON 2017/18

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

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Discussion considered the progress made in the Clarence Regional Library's standards compared to public libraries across the State and the need to continue to maintain those standards into the future.

Recommendation

That the report of the Clarence Regional Library performance compared to other public libraries in NSW be noted and endorsed.

Moved: Cllr Peter Ellem
Second: Cllr Karen Toms

Adopted

8.4 USE OF CRL RESERVE FOR CRL CASUAL BUDGET ITEM

Discussion considered the amount requested and the formula used to determine the final amount from the Reserve.

Recommendation

That the Committee endorse the:

1. use of up to $27,000 from the CRL Reserve to cover use of casuals to maintain service levels to public libraries when Regional Service staff are on leave.

2. Recommends that in the first instance casual opportunities are open to staff across the region.

Moved: Cllr Karen Toms
Second: Anna Joy

Adopted

8.5 QUARTERLY INCOME AND EXPENDITURE SHEETS

Details provided 4th quarter expenditure of the CRL and the draft 2019/20 Budget.

Recommendation

That the report on the Quarterly Income and Expenditure Sheet is noted by the Committee.

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

> Moved: Cllr Peter Ellem
> Second: Anna Joy
>
> Adopted

9. Items for Information

9.1 NSWPLA North East Zone Meeting – 19 September – South West Rocks

9.2 NSWPLA SWITCH Public Library Conference 19-22 November 2019

9.3 Annual Infographics rollout – draft samples provided to committee members

10. Additional Matters

Clarence Regional Library scheduled Committee Meetings for 2019:

21 February - Bellingen

16 May – Grafton

15 August – Bellingen

14 November – Grafton

11. Items for next meeting

   a. User non User survey
   b. Collection Needs Survey - Children
   c. ABC costings for CRL
   d. Budget for 2019/20

Meeting Closed: 11.45 for a break

Second Meeting opened   12:06pm

MINUTES
CLARENCE REGIONAL LIBRARY COMMITTEE 13 February 2020
SIR EARLE PAGE LIBRARY AND EDUCATION CENTRE, GRAFTON NSW

PRESENT: Bellingen Shire Council
                    Jill Haynes Bellingen Shire Librarian
                    Anna Joy – Acting Manager Community Wellbeing

                    Clarence Valley Council
                    Cllr Karen Toms
                    Cllr Peter Ellem (Chair)
                    Des Schroder (Executive Officer)
                    Kathryn Breward Regional Librarian

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

Bellingen Shire
COUNCIL

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Victoria Keane Team Leader (Regional Resources)
Christie Brown (Management Accountant Coordinator)

Meeting opened at 10:30am

1. Acknowledgement of Traditional Custodians
   a. – Cllr Karen Toms

2. APOLOGIES

Cllr Toni Wright-Turner
Alison Pattinson

3. AGM - Election of Chair and Deputy Chair
Des Schroder elected as Returning Officer

   a. Nominated Chair: Cllr Toms Nominated Cllr Peter Ellem, Cllr Accepts Nomination,
      Jill Haynes seconded and carried.

Cllr Peter Ellem elected Chair for 2020

   b. Nominated Deputy Chair: Cllr Toms Nominated Cllr Toni Wright –Turner in her
      absentia, Cllr Peter Ellem seconded and carried

Cllr Toni Wright-Turner Elected Deputy Chair for 2020

4. Disclosure of Conflict of Interest

Nil

5. CONFIRMATION OF MINUTES – Meeting dated 14 November 2019 was postponed due to Fire Emergency held in conjunction with todays meeting Agenda

Moved: Cllr Karen Toms
Second: Jill Haynes

Adopted

Note Also:

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Recommendation:

Financial reports from both meetings to be brought forward to accommodate the Management Accountant Coordinator's need to be in another meeting.

 Moved: Cllr Karen Toms
Second: Cllr Peter Ellem

Adopted

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Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

6. Business arising from the Minutes – Meeting held 15 August 2019

- **ABC COSTINGS FOR CRL**

The meeting between Clarence Valley Council finance representative and the Bellingen Shire Finance representative is to be scheduled shortly.

<div style="border:1px solid black">

Recommendation

Noted

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7. Correspondence

In-coming: Nil

Out-going: Nil

Media Releases – February 2020:

CVC – 30/9/2019 – Meeting of the great minds and rivers at your library as part of 53 islands
CVC – 1/10/2019 – Got the travel bug?
CVC – 12/11/2019 – Stig Live @ The Library this November!
CVC – 20/11/2019 – Keith Howland retrospective – Yamba Through an Artist's eyes
CVC – 27/11/2019 – "Growing up Country" Exhibition at Grafton Library
CVC – 2/12/2019 - Michael Bailey stacks up 32 years of volunteering at Maclean Library
CVC – 11/12/2019 – School is out and art is in!
CVC – 19/12/2019 – Local Young Musicians or Bands Wanted
CVC – 15/1/2020 – Explore the "Changing Room" with Author Christine Sykes and the Clarence Valley Women's Association.
CVC - 16/1/2020 - Libraries events embrace life during Seniors week 2020
CVC – 16/1/2020 - Library Lovers take the Long Wat Home this Valentine's Day

BSC – 1/11/2019 – meet the Author @ Bellingen Library
BSC – 20/11/2019 – Drug & Alcohol Information Session @ Bellingen library
BSC – 23/12/2019 – Christmas Library Activities

8. Executive Officer's Reports

NIL

9. Regional Library Reports -

9.1 ERESOURCES USAGE FOR 2ND QUARTER 2019/20

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

See item 5.4 of the above minutes

9.2   EXPENDITURE FROM THE REGIONAL RESERVE

9.2.1   MARKETING PLAN FOR REGIONAL LIBRARY

Discussion occurred around the preference to use in house expertise to prepare the marketing plan.

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Recommendation

The Committee endorse:

1. The creation of a Marketing plan for the Clarence Regional Library

2. Endorse the expenditure of up to $15,000 from the CRL Reserve to engage a suitable person to prepare a draft Marketing Plan for the Regional Library Service.

Moved: Cllr Karen Toms
Second: Anna Joy

Adopted

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9.2.2   REPLACE RFID SECURITY GATE FOR GRAFTON LIBRARY

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Recommendation

The Committee endorse the expenditure of $25,000 from the CRL Reserve to replace the RFID (Radio Frequency Identification) security gates in the Sir Earle Page Library and Education Centre.

Moved: Cllr Peter Ellem
Second: Jill Haynes

Adopted

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9.3   LOCAL STUDIES STRATEGIC PLAN

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Recommendation

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

Moved: Cllr Peter Ellem

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Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

Bellingen Shire **COUNCIL**

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Second: Anna Joy

Adopted

9.4 ABORIGINAL RESOURCES

Recommendation

That the committee note the Aboriginal Resource collection acquisitions.

Moved: Cllr Peter Ellem
Second: Jill Haynes

Adopted

9.5 COMMUNITY BOOK SELECTIONS

Recommendation

That the committee note the information on the Community Book Selection events for 2019.

Moved: Cllr Peter Ellem
Second: Jill Haynes

Adopted

9.6 CORPORATE LIBRARY COLLECTION/SERVICE

The discussion considered the difficulties and challenges for implementation of this type of service across 2 councils.

Recommendation

That the committee note information on the development of a Corporate Collection/Service as per the CRL Strategic Action Plan.

Moved: Cllr Peter Ellem
Second: Anna Joy

Adopted

9.7 2ND QUARTER INCOME AND EXPENDITURE SPREADSHEET

Details provided 4th quarter expenditure of the CRL and the draft 2019/20 Budget.

Recommendation

That the report on the Quarterly Income and Expenditure Sheet is noted by the Committee.

The following budget variations are endorsed by the Committee:

1. $2,500 – increase for Freight and Cartage

2. $37,500 – one off for Computer System costs

3. $77,000 – budget creation for Book Maintenance

4. $27,000 – new budget item for CRL casuals

5. Up to $15,000 for the development of a Marketing Plan

6. $25,000 – one off to purchase replacement RFID security gates in Graton Library

Moved: Cllr Karen Toms
Second: Anna Joy

Adopted

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10. Items for Information

- NSWPLA North East Zone Meeting – 28 May – Armidale
- NSWPLA SWITCH Public Library Conference 24-27 November 2020 – Albury

11. Additional Matters

Clarence Regional Library scheduled Committee Meetings for 2020:

13 February - Grafton

14 May – Bellingen

13 August – Grafton

14 November – Grafton

11. Items for next meeting

- Collection needs survey – children
- Collection Development Policy review

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

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Meeting Closed: 1:30 pm

Next meeting: Thursday 14 May – Urunga Library meeting room

Policy

Fee waiving – Clarence Regional Library

Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date: 24 March 2020		Minute Number: 6b.20.023
File Reference Number	DWS 251419	Version: V3.1	Review Due: March 2024
Community Plan Linkage	1 Society		
Community Plan Linkage	1.3 We will have a diverse and creative culture		
Community Plan Linkage	1.3.1 Supports arts, learning, cultural services and festivals		

1. Purpose

To establish guidelines for dealing with customer loans for lost items and/or loans which move to overdue status.

2. Definitions

Borrow — use of a library item, with an obligation to return it by the due date without damage

Charge/Fee — an amount applied by the Library for lost or damaged items

Due Date — refers to the date recorded by the Clarence Regional Library when a lent item is required to be returned to the Library

Item — refers to any book, magazine, videotape, CD, DVD, Microfilm, microfiche, cassette or any other recorded material, regardless of physical form, that is part of the Library collection

Library — refers to the Clarence Regional Library

Library Member — shall mean a person who has been issued a library card and is entitled to borrow items from the Library for which they may incur fines or charges

3. Background/legislative requirements

This policy outlines the criteria under which requests for the reduction or waiving of library fees can be made and the circumstances under which requests will be considered. Generally charges will only be reduced or waived as a result of extenuating or unforeseen circumstances such as accident, illness or disaster. This policy enables library staff to make decisions based on individual customer circumstances and provides for staff to refer more complex requests to a supervisor where necessary.

Relevant Legislative Provisions

Local Government Act 1993

NSW Library Act 1939

NSW Library Regulation 2005

4. Policy statement

Council recognises there are cases requiring respect and compassion in special circumstances. This policy establishes guidelines for applying the principles of fairness, integrity, confidentiality and compliance with statutory requirements. It applies to all applications for waiving or reducing fines and charges.

4.1 Waiving of Lost/Damaged Charges

Lost/Damaged charges may be waived on the following grounds:
- Disasters such as flood, fire, criminal act, etc
- Stolen Library Card

The administration charge on that item/s will also be waived in these circumstances.

4.2 Reduction or Waiving of Inter Library Loan Charges

Inter Library Loan (ILL) charges will be waived if the request has been altered so that a charge no longer applies. This may occur where the request has been altered to a Suggestion for Purchase request, a Reservation, or a combined ILL request in the case of a two part title.

4.3 Principles

Library staff will treat all people fairly and consistently under this Policy.
Library staff recognize the importance of establishing lost and damaged item charges as a management tool for ensuring that all items are treated with care and that all customers have full and equitable access to these items.

5. Implementation

- Customers are responsible for the library materials borrowed on their cards and are expected to return materials in a timely manner.

- Library membership privileges will be suspended after 28 days when items move to a lost status.

- When dealing with all charges, staff should remind borrowers of the various methods available to avoid fees, i.e.) Renewing items in person, by phone, or online.

- Waiving customer charges requires supervisory approval.

- Upon waiving charge, staff must record in the library's computer system that a charge was waived, the location, amount waived, reason for the waiver, and the staff member's name.

- The waiving of fees is an unusual circumstance. Customers who have had large amounts of charges waived or reduced, either as a single act, or over a period of time, may be denied further service.

6. Appeal/objections process

N/A

7. Related Documents

Circulation Policy

Schedule of Fees & Charges

Revised Policy March 2020 adopted by Executive Council – Clarence Valley Council

8.

Policy

Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date:		Minute Number:
File Reference Number	DWS	Version:	Review Due:
Community Plan Linkage	1 Society		
Community Plan Linkage	1.3 We will have a diverse and creative culture		
Community Plan Linkage	1.3.1 Supports arts, learning, cultural services and festivals		

1.   Purpose

The purpose of the policy is to: has a number of aims and objectives:

   ➢ Promote the Internet as a valuable and important research tool for information
   ➢ Promote freedom of information
   ➢ Ensure equal access to the Internet for members of the Clarence Regional Library
   ➢ Ensure that the user understands his/her responsibilities when using electronic resources
   ➢ Safeguard the Libraries resources

2.   Definitions

Internet   Is a global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.

Wireless/Wi-Fi   Is a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area.

Hot spots   For users of portable computers equipped for wireless, a hot spot (or hotspot) is a wireless LAN (local area network) node that provides Internet connection and virtual private network (VPN) access from a given location.

Downloading   Copy (data) from one computer system to another, typically over the Internet.

Workstation   Is a computer dedicated to a user or group of users that is designed for a single user and has advanced graphics capabilities, large storage

| | capacity, a powerful microprocessor and connection to the internet |
| *Cyber safety* | Cyber safety is the safe and responsible use of information and communication technology. It is about keeping information safe and secure, but also about being responsible with that information, being respectful of other people online, and using good 'netiquette' (internet etiquette. |

3.   Background/legislative requirements

The Clarence Regional Library provides free Internet access to Library members and visitors as part of the Library's information service to clients.

The Library also offers wireless ("hot spots" and "Wi-Fi") access to the Internet for individuals with their own laptops or other mobile devices.

Accessing these services is conditional on reading and accepting the Library's Internet Policy.

Due to the proliferation of Wi-Fi networks, Library users may also be able to access other Wi-Fi networks within a library of the Clarence Regional Library (CRL) that is not provided by the CRL. Use of any non-CRL wireless network within the Library's facilities is also governed by the Library's Internet Policy.

4.   Policy statement

4.1   Users under 15 years of age

Young people are welcome to access the Internet in the Library, with their parent's permission. Any material accessed by children when using the Internet is the sole responsibility of parents and guardians. It is suggested that parents and guardians read the Clarence Regional Library's *Internet Guide for Parents*. Library staff do not supervise or monitor children using the internet in the library.

4.2   Ethical use of the internet

Provision of access to the Internet is on the condition that it is used in an ethical manner. Any unethical behaviour such as using the workstation to gain unauthorised access to any network or computer system, undertaking any activities which are offensive or slanderous, performing illegal or criminal activities is unacceptable.

The Library recognises an individual's right to freedom of access to information.   However, users must be sensitive to the beliefs and values of other users and staff when accessing material that is potentially controversial or offensive. Access to material deemed inappropriate for a Public Library environment may be limited.

Where a client is found to be using Library computers to access pornographic, offensive material, or for any unlawful purpose, the Library reserves the right to direct the client to leave the Library, to direct that the client not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

4.3 Offensive and/or erroneous material

The Internet allows the user to access a wide range of information. The user must be aware that the Internet is an uncensored and unregulated resource tool, and as such, the type of material accessed is the sole responsibility of the user. The Library accepts no responsibility for the accuracy and validity of information accessed via the Internet by the user.

4.4 Access time – library computers

Due to the demand for access to the Internet, members may be limited in the time period they can spend using the Library's facilities. Bookings may be required and patrons are advised to contact the relevant library to ascertain local booking requirements.

A maximum of 2 users per PC. Group bookings can be made on request.

Due to the demand on the Library's connection, limitations may be placed on the duration and number of connections that are available at any one time.

4.5 Printing and downloading

Due to Council's information technology security requirements users may experience limitations when attempting to save or download material from the Internet.

Printing is available at the Library on a fee for service basis (Council sets printing charges). Clients undertaking printing are responsible for collection and payment of all printouts.

Printing is unavailable from the wireless connection.

Any material saved to individual Library PCs is not the responsibility of the library and may be deleted at a later date.

4.6 Copyright

Individuals accessing the Internet need to be aware that material on the Internet may be protected by copyright. Individuals are therefore personally responsible for complying with the appropriate laws (both international and federal) governing copyright material.

Downloading of commercial copyrighted material such as music and movies is illegal and if staff are made aware of this activity, your session may be terminated and your future access may be denied.

4.6 Consideration of staff and library equipment

The Internet is a resource tool that provides access to an unmeasurable number of sites. As a result it cannot be expected that Library Staff are experts in the use of every site accessed by users. Individual problems experienced by the users when accessing particular sites are the responsibility of the user. The Library will not tolerate any form of abuse directed at either the staff or the computers as a result of any problems and individuals may be asked to leave the library as outlined in the Library Regulation 2005.

4.7 Indigenous people

Some Indigenous clients may have concerns about information about Indigenous people

4.8   Cyber Safety

Your library is committed to the education of it's community so that individuals know how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, and manage reputation and relationships through the Internet platform.

5.   Implementation

5.1   Library responsibilities

- To ensure that a copy of the Library's policies are available through the website and in hardcopy at each of the Clarence Regional Library's branches and on the mobile library.

- Provide users with assistance and recognising that staff are not experts with regards to particular user problems and that the user is responsible for their own search.

- The Library does not provide technical assistance to configure client's equipment for wireless access.

- Respect user privacy and maintain user confidentiality.

- If requested by relevant authorities under state or federal law, provide records for criminal or investigatory purposes.

5.2   Provision of links

The Clarence Regional Library provides a selection of links to various internet sites from its home page. These links are not monitored. As a result any material that is accessed or downloaded by the user that is offensive or damaging eg. Viruses, is not the responsibility of the Library.

5.3   Wireless

As with most public wireless "hot spots", the Library's wireless connection is not secure. Library users should not transmit personal information (eg: credit card numbers, passwords or any other sensitive information) while using this service.

All wireless access users should have up-to-date virus protection on their laptop computers or mobile devices. The Library will not be responsible for any information that is compromised, or for any damage caused to any individual's hardware or software due to electronic surges, security issues or consequences caused by viruses or hacking.

6.   Appeal/objections process

PLEASE NOTE – INDIVIDUALS WHO DO NOT COMPLY WITH THE POLICY MAY HAVE THEIR SESSION TERMINATED OR BE DENIED FUTURE ACCESS TO THE SERVICE AS OUTLINED IN THE LIBRARY REGULATION 2005.

7.   Related Documents

Library Council of NSW – Internet Policy Guidelines for NSW Public Libraries - 2011

Library Council of NSW - Access to Information in New South Wales Public Libraries – 2007 https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf

State Library NSW Children's Policy Guidelines for NSW Public Libraries – update December 2018 v 4.0 - https://www.sl.nsw.gov.au/sites/default/files/childrens_policy_guidelines_0.pdf

Library Act 1939

Copyright Act 1968

Australian Copyright Council Notices on Photocopiers and Other Copying Machines G40 - https://www.copyright.org.au/ACC_Prod/ACC/Information_Sheets/Notices_on_Photocopiers_ _Other_Copying_Machines.aspx

Parent's Guide to the Internet

CRL Childrens and Young Adult Policy 2020

Revised Policy April 2020

NAME: **Erin Brady**   **DATE:**   24 April 2020

Key Project Tasks	Details
Research Marketing Plans	• Look at sample of marketing plans and find a template that suits CRL√ • I've attached one to the bottom of this document that I like.
Create a work plan to develop and deliver marketing plan	• This plan will include work flow, time frames, goals, milestones, deadlines.
Produce a template	• Create a Marketing Plan template document to work in with key project tasks to be worked through and ticked off.
Understand why we need a marketing plan	• What is the purpose • What do we hope to achieve from it • What's our vision • How will we measure success • What does our current marketing look like? Analyse
Developing a marketing plan	Design and Build the plan. This will include understanding: • What's our library's mission? • Define community – Who is our community and what are their needs? • Define members – who are our members, current users, lapsed users, potential members. • Focus groups and surveys to seek community needs and vision for library. • Staff survey. • Strengths and Weaknesses – What do we do well, how could we do better, opportunities, weaknesses. This can be defined in provision of service and In marketing and reach. • Proactive – How can we deliver our mission and community needs proactively? • Define target market – who do we want to talk to? Who are we targeting? Our messaging can't be aimed at everyone. But we could have a number of key

Key Project Tasks	Details
	targets.
	• Define marketing channels – where can we communicate to connect with target market?
	• Define messaging – what do we want to say. One liners and context.
	• Language – define language we use in marketing – what we call staff/team, customers etc.
	• Incorporate existing branding and style guide in all marketing (this is also a chance to tweak this)
	• Define goals – what do we want to achieve
	• Define success – what it looks like and how we measure it
	• Identify team members who will use the marketing plan
	• Define budget
Implement Marketing plan	• How we do this.
	• How often do we review?

This is a great guide to create a marketing plan for CRL:

The Basic Steps of the Marketing Plan

The marketing plan is the written document that will help you develop and execute
strategies to communicate your library's mission. You don't have to write an
encyclopaedia to create an effective marketing plan. You don't need a sophisticated
writing style a fancy plan. Armed with the information of what customers really think, you can begin to make the changes to become truly customer focused.

Step 1– Understand your community and what it wants (not what it needs).
You will be seeking the answers to a whole series of questions, not only concerning your customer's real requirements but also their opinions of the service that you currently provide to them, and you really need it to be straight from the hip with no punches pulled. You could ask them yourself or perhaps send out a survey form, or ask an informal group of library customer's face-to-face questions. Another source of opinions is to ask non-users…they are in a good position to judge you against other competitors (bookstores, the Internet, etc.). Keep in mind other questions you'll need to uncover the answers to:
• Are there segments in my community that are being underserved?

- Does my community want or value my unique competitive offering?
- Is there too much competition in the segment of my market to be competitive?

Step 2– Understand your customer.
Until you know who your customers are, what they want, and what motivates them, you can't prepare an effective marketing plan. Don't confuse "wants" with "needs." To really get to know your customers, ask yourself questions such as:
- How does my potential customer get "information products and/or services" (in a store, on the web)?
- What kinds of habits does my customer have?
- What are my target customer's primary motivations for seeking out information?

Step 3– Pick a niche.
If you say that your target customer is "everybody" then nobody will be your customer. Today the information marketplace is filled with competition.
Carve out a specific niche based on your community's needs and dominate that niche.
You could be a library that specializes in career/job resources, or specializes in terrific adult or children's programming. Make sure it's a niche you can communicate with easily, and make sure you dominate that niche before you consider moving to a second niche.

Step 4– Develop your Marketing Message
Your marketing message not only tells your audience what you do, but persuades them that you're the best at what you do. Two types of marketing messages should be developed.
One message should be short and to the point – think of it as your "audio logo." It's your response to someone who asks you, "So, what do you do?"
The second type is a more complete marketing message that will be included in all your marketing materials and promotions. To make your message compelling and persuasive, it should include the following elements:
- An explanation of your target prospect's problem
- An explanation about why you are the only "business" that can solve your prospect's problem.
- An explanation of the benefits people will receive from using your solution.
- Examples and testimonials from customers you have helped with similar problems.
- Your unconditional guarantee.

Step 5– Determine your Marketing Medium(s)
Your marketing medium is the communication vehicle you use to deliver your marketing message. It is important to choose a marketing medium that gives you the highest return on your marketing dollar. This means you want to choose the medium that delivers your marketing message to the most niche prospects at the lowest possible cost.
Here are some tools you have at your disposal to get your message out:

- Newspaper ads
- Posters
- Social Media Channels

- Contests
- Card decks
- Seminars
- Television ads
- Signs
- Radio ads
- Banners
- Articles
- Classified ads
- Newsletters
- Charity events
- Networking
- Billboards
- Magazine ads
- Special events
- Sales letters
- Flyers
- Email
- Postcards
- Doorhangers/toilet door advertising
- Media releases
- Brochures
- Gift certificates
- Word-of-mouth
- Website
- Sign picketing
- Business cards
- Catalogues
- Public speaking
- Window display

Step 6– Set Marketing Goals

Goals are critical to your success. Remember, a "wish" is a goal that hasn't been written down. If you haven't written your goals, you're still wishing for success. When creating goals, ensure that your goals are SMART:

1. Sensible
2. Measurable
3. Achievable
4. Realistic
5. Time specific

Once you've set your goals, implement processes to internalise them with all team members such as reviewing them in staff meetings, displaying thermometer posters, awarding prizes, etc.

Step 7– Develop the Marketing Budget

Determine how much money is available, detail the financial aspects, and show how Implementation of your plan will be profitable to the library.

The Template

The marketing worksheet template is designed to get you quickly to the core of the marketing issue. You can be as detailed as needed but in any case remember that your marketing plan is always a work in progress. It may be current, but it is never "done."

http://www.nmstatelibrary.org/docs/development/planning/Marketing_Plan_Workbook.pdf