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MINUTES
CLARENCE REGIONAL LIBRARY COMMITTEE 13 May 2022
Bellingen Shire Library, Hyde Street Bellingen & online MS Teams meeting

</div>

PRESENT: *Bellingen Shire Council*

Cllr Jo Brotherton
Cllr Ellie Tree (Deputy Chair)
Alison Pattinson (Manager Community Wellbeing)

Rowena Sierant (Bellingen Shire Librarian)

Clarence Valley Council

Cllr Peter Johnstone
Cllr Karen Toms (Chair)
Justin Putze (Executive Officer) (Manager Cultural, Community and Industry)

Kathryn Breward (Regional Librarian)
Victoria Keane (Team Leader (Regional Resources))

Meeting opened at 10:41am

1. **Acknowledgement of Traditional Custodians**

   Cllr Jo Brotherton

2. **APOLOGIES**

   NIL

3. **Disclosure of Conflict of Interest**

   Nil

4. **CONFIRMATION OF MINUTES – 17 March 2021**

   Moved: Cllr Peter Johnstone
   Second: Justin Putze

   Adopted

5. **Business arising from the Minutes – Meeting held 17 March 2021**

   5.1   **DRAFT NEW LIBRARY AGREEMENT 2022**

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

Discussion covered the wording considered in the report and in the Agreement and also the Questions on Notice received from the Bellingen Delegate, the Manager of Community Wellbeing.

Recommendation

That the Committee endorse that:
- Item 9.7 of the CRL Agreement to read: "If a quorum is not present at a meeting the meeting will be rescheduled"
- Item 10.2 to read: "The Delegating Councils shall make a payment each year to the Executive Council for the CRL Service. The amount payable shall be determined in the annual budget for the CRL, and for the Delegating Council shall be calculated on a per capita basis plus, a proportion agreed to by the CRL Committee of the subsidy receivable from the State Government. The Executive Council shall also contribute toward the budget on a per capita basis plus, a proportion agreed to by the CRL Committee of the subsidy receivable from the State Government.
- Item 10.3.1 to read: "2022/23 Financial Year - 0% of State Library Subsidies to CRL"
- Item 15.1 to read: "This Agreement shall remain in force until 30 June 2026, unless earlier terminated by the withdrawal of one party from it in accordance with this clause.'
- Item 15.2 to read: "Future Agreements will remain in force for a period of 4 years."

Moved: Alison Pattinson
Second: Cllr Jo Brotherton

Adopted

5.2   CRL STRATEGIC PLAN RENEWAL

The funds from the CRL Reserve would not significantly impact the CRL Reserve levels and would provide the additional capacity to the Regional Service to complete the process of review and renewal of the CRL strategic Plan in a timely manner.

Recommendation

That the
1.   Development of the CRL Strategic Plan 2022 – 2032 be undertaken by an external provider.
2.   Budget of $20,000 for the engagement of a consultant for the development of the new CRL Strategic Plan and Action Plan be made available from the CRL Reserve as a budget variation.

Moved: Alison Pattinson
Second: Cllr Ellie Tree

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

Bellingen Shire **COUNCIL**

clarence
VALLEY COUNCIL

your library–your place
CLARENCE VALLEY

Adopted

5.3 QUESTIONS ON NOTICE from previous meeting include:

An email was sent to the CRL Committee answering these Questions on Notice on the 22 March 2022 at 2:49pm.

1. What is/does Item 21 Salaries and Employment on Attachment 1 budget adjustment of $28099 refer to?
   a. This relates to the CRL casual budget – the casual budget was entered incorrectly into the budget and a budget variation has been requested to amend to the correct budget amount – this variation has not yet been transacted

2. In item 7.3 CRL 2021/22 Budget and Quarterly Reporting Income and Expenditure Spreadsheet – Item 53 Materials the YTD actuals expenditure is $17,908 whilst the budget amount is $7,300 – why has there been on overspend here?
   a. $13,458 has been spent for the Vintage Film Club - a grant funded program.
   b. The budget for this grant hadn't been transacted at the time of reporting from last financial years unspent grant funds a budget variation has been requested to have this transacted.
   c. Unspent grant funds for the Vintage Film Club = $17,558 of this, currently $13,458 has been spent with a remaining $4,100 to be spent for this grant funded program this financial year.
   d. Adding the grant funds to the Material budget: $7,300 + $17,558 = $24,888 which means this budget item is currently within budget.

6. Financial Papers

6.1 YTD INCOME AND EXPENDITURE SPREADSHEET

<u>Recommendation</u> That: The Report on the Clarence Regional Library Budget for 2021/22 is noted by the new Committee   Moved: Cllr Ellie Tree Second: Cllr Karen Toms Adopted

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 IMPLEMENTATION OF LOCAL STUDIES PLAN

Discussion on the progress of the Local Studies Plan and the timing of a new plan to be considered once the CRL Strategic Plan was completed. The CRL Committee also requested that the CRL website Local Studies pages be reviewed and updated with links to other local sources of historical information.

> Recommendation
>
> That the progress of the implementation of the Local Studies Strategic Plan be noted.
>
> Moved: Cllr Peter Johnstone
> Second: Cllr Jo Brotherton
>
> Adopted

8.2 DRAFT CRL CIRCULATION & MEMBERSHIP POLICY

Discussion of the reviewed Policy identified the need to add definitions for *Temporary Membership* as this had been missed from inclusion in the Draft Policy. Regional Librarian indicated it would be added prior to the draft going on display.

> Recommendation
>
> That the CRL Committee:
> - Endorse the changes to the Draft CRL Circulation and Membership policy including:
>   - Removal of Overdue fines information in line with the 24 March 2020 adopted CRL Fee Waiving Policy
>   - Introduction of new membership category for:
>   - Online member
> - Note the requirement for the Clarence Regional Library Circulation and Membership Policy, to be placed on 28 days public display for review and comment.
>
> Moved: Cllr Ellie Tree
> Second: Cllr Peter Johnstone
>
> Adopted

8.3 DVD COLLECTION

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

Recommendation

That the committee note the DVD collection acquisitions

Moved: Cllr Peter Johnstone
Second: Cllr Jo Brotherton

Adopted

9. Correspondence

9.1 In-coming:

ATTACHMENT 8 - Community correspondence -

ATTACHMENT 6 - NSWPLA – Impact of Covid on Libraries in NSW and QLD report and Infographic

Noted

9.2 Out-going:

Media Releases:

ATTACHMENT 7

CRL – 13/4/2022 live n loud rocks Grafton for Youth week

CVC – 21/3/2022 Harmony Week

CVC – 5/4/2022 "Our Clarence Valley" by the Grafton Art club

Noted

10. Items for Information

10.1 NSWPLA SWITCH 2022 Public Library conference

Albury NSWS 8-11 November 2022 - https://nswpla.org.au/switch2022/

- Early bird registrations - open April 2022

- Welcome Reception being held on the Tuesday 8th from 5.30pm

- Conference Dinner - Wednesday 9th November.

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

Bellingen Shire COUNCIL

clarence VALLEY COUNCIL

your library–your place CLARENCE VALLEY

- Farewell Reception - Thursday 10th November.

AGM for NSWPLA usually held on the Friday morning

10.2 North East Zone meeting 12 May discussion of points of interest including:
- Sound Trails www.soundtrails.com.au – showcased through their tourism section with input from the library
- Information kit provided by the Zone on the NSWPLA – the objectives of the organisation etc (to be emailed after the meeting)
- Next NE Zone meeting is set for 8 September in Taree 1200 for lunch then Meeting commence 1:00pm

Noted

11. Additional Matters

11.1 MEETING SCHEDULE – Times and Dates

Meetings commence at 10:30 am with refreshments available from 10:00am

Morning tea and Lunch are provided by the Regional Library

5 August 2022 – Grafton

4 November 2022 – Bellingen

3 February 2023 – Grafton

11.2 Creative Kids vouchers

Cllr Johnstone suggested the following be considered for use with the Creative Kids vouchers that the NSW Government was providing to families.

- Children's book clubs

- Harry Potter book club – discuss how the books are different from the movies.

- Elders from Gumbayngirr, Yaegl, Bundjalong to come to the library and talk about their culture, history

- Use of meeting rooms for creative kids vouchers

- Author talks by zoom for kids

12. Items for next meeting

12.1 New Library Agreement

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

Bellingen Shire COUNCIL   **clarence** VALLEY COUNCIL   your library–your place CLARENCE VALLEY

12.2 Update on Circulation and Membership policy

12.3 CRL Marketing Plan report

Justin Putze left meeting at: 12:05pm

Meeting Closed: 12:24pm

Next meeting: 5 August 2022 – Grafton Library

CLARENCE REGIONAL LIBRARY ADVISORY COMMITTEE

AGENDA

A Meeting of the **CLARENCE REGIONAL LIBRARY ADVISORY COMMITTEE** has been convened for **10:30am** on **13 May 2022** at the **BELLINGEN SHIRE LIBRARY, Hyde Street Bellingen NSW 2454**

BUSINESS

1. Acknowledgement of Traditional Custodians

2. Apologies

3. Disclosure of Conflict of Interest

4. Confirmation of Minutes – 17 March 2022

5. Business arising from the Minutes – Meeting Held 17 March 2022

   5.1 Draft New Library Agreement 2022 -

   5.2 CRL Strategic Plan Update – recommend funds from CRL Reserve used for Consultant to prepare the new Strategic Plan

6. Financial Papers

   6.1 YTD Quarter Income and Expenditure Spreadsheet

7. Executive Officer's Reports - nil

8. Regional Library Reports –

   8.1 CRL Local Studies Strategy update

   8.2 CRL Circulation & Membership Policy review

   8.3 DVD Collection

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

Bellingen Shire COUNCIL

clarence VALLEY COUNCIL

your library – your place CLARENCE VALLEY

9. Correspondence

    9.1   In-coming:

    ATTACHMENT 8 - Community correspondence -

    ATTACHMENT 6 - NSWPLA – Impact of Covid on Libraries in NSW and QLD report

        and Infographic

    9.2 Out-going:

    Media Releases:

    ATTACHMENT 7

    CRL – 13/4/2022 live n loud rocks Grafton for Youth week

    CVC – 21/3/2022 Harmony Week

    CVC – 5/4/2022 "Our Clarence Valley" by the Grafton Art club

10. Items for Information

    10.1 NSWPLA SWITCH 2022 Public Library conference

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- Early bird registrations - open April 2022
- Welcome Reception being held on the Tuesday 8th from 5.30pm
- Conference Dinner - Wednesday 9th November.
- Farewell Reception - Thursday 10th November.

    AGM for NSWPLA usually held on the Friday morning

11. Additional Matters:

12. Items for next meeting

        12.1   New Library Agreement

        12.2   Update on Circulation and Membership policy

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

12.3   CRL Marketing Plan report

Meeting Closed:

Next meeting: Grafton Library Meeting room Friday 5 August

MINUTES
CLARENCE REGIONAL LIBRARY COMMITTEE 17 March 2022
Grafton Library Meeting rooms & online MS Teams meeting

PRESENT: *Bellingen Shire Council*

Cllr Jo Brotherton
Cllr Ellie Tree (Deputy Chair)
Alison Pattinson (Manager Community Wellbeing)

Rowena Sierant (Bellingen Shire Librarian)

Clarence Valley Council

Cllr Peter Johnstone
Cllr Karen Toms (Chair)
Justin Putze (Executive Officer) (Manager Cultural, Community and Industry)

Kathryn Breward (Regional Librarian)
Victoria Keane (Team Leader (Regional Resources))
Katrina Shillam (Team Leader (Grafton Library))

Meeting opened at 10:30am

New CRL Committee member on-boarding presentations

These were presented by the Regional Librarian and covered an overview of the Clarence Regional Library Service and the various Models for Regional Libraries available under the legislation with an outline of the Clarence Regional Library Service as a Hybrid Model to the Regional and Cooperative models outlined.

1. Acknowledgement of Traditional Custodians

Kathryn Breward

2. APOLOGIES

NIL

3. AGM – election of Chair and Deputy Chair

Justin Putze Acted as Returning Officer for the nominations of Chair and Deputy Chair of the CRL Committee.

Nominated Chair: Cllr Karen Toms

Nominated By Cllr Peter Johnstone
Seconded By Jo Brotherton

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

Unanimous appointment

Nominated Deputy Chair: Cllr Ellie Tree

Nominated by: Jo Brotherton
Seconded By Peter Johnstone

Unanimous appointment

Chair Cllr Karen Toms welcomed the new Councillors to the CRL Committee and Cllr Ellie Tree to her position of Deputy Chair.

4. Disclosure of Conflict of Interest

Nil

5. CONFIRMATION OF MINUTES – 4 November 2021

Moved: Cllr Karen Toms
Second: Alison Pattinson

Adopted

6. Business arising from the Minutes – Meeting held 13 August 2021

6.1 DIGITAL ENGAGEMENT POSITION

Discussion covered the arguments for and against continuing to fund this position as a permanent part time position.

Recommendation

That the Committee:

- o Note the achievements of the position and the contribution to the CRL Service.

- o Endorse the position becoming a permanent part time addition to the CRL staff.

Moved: Cllr Peter Johnstone
Second: Cllr Jo Brotherton

For: Justin Putze, Cllr Karen Toms, Cllr Jo Brotherton, Cllr Ellie Tree, Cllr Peter Johnstone

Against: Alison Pattinson

Adopted

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

1. Financial Papers

7.1 ANNUAL BUDGET 2021/22

The budget items from the last meeting are the same in the Attachment 1 spreadsheet whilst the body of the report has been updated using the new *CRL Budget and Quarterly Reporting Spreadsheet, (*the line items discussed in the report refer to the line items in this spreadsheet not Attachment 1).

<u>Recommendation</u>

That:

- The Report on the Clarence Regional Library Budget for 2021/22 is noted by the new Committee.
- Question on notice for *Line item 21 Salaries and employment* what was the budget adjustment of *$28, 099.00* related to?

Moved: Alison Pattinson
Second: Cllr Karen Toms

Adopted

7.2 LIBRARY AGREEMENT FUNDING FORMULA OPTIONS

This report provides information on the options for the Clarence Regional Library Agreement Funding Formula which forms a part of the CRL Agreement due for renewal 1 July 2022.

<u>Recommendation</u>

That the CRL Committee endorse a funding formula for the CRL Agreement of the following:

- Per capita increase set at 2% per year including the rate peg, returning 25% of the State Library Funding subsidies to CRL for the 2022/23 financial year then set at 50% from 2023/24 financial year for future years of the Library Agreement.

- Note. Rate Peg for 2022/23 is 0.7%

Moved: Alison Pattinson
Second: Cllr Ellie Tree

Adopted

7.3 2nd QUARTER FINANCIAL INCOME AND EXPENDITURE SPREADSHEET UPDATE

This report provides information on the Year to date income and expenditure of the Clarence Regional Library service 2021/22.

<u>Recommendation</u>

That:

- The Report on the Year to Date Income and Expenditure Sheet for 2021/22 is noted by the Committee.
- Question on Notice *CRL Expenses 53 – Materials* what is the reason for the overspend of $17,908?

Moved: Cllr Peter Johnstone
Second: Justin Putze

Adopted

9.1   OVERVIEW OF CLARENCE REGIONAL LIBRARY COMMITTEE

An introduction to the Clarence Regional Library (CRL) Committee for the new Committee members.

<u>Recommendation</u>

That the:

1. New members of the Clarence Regional Library Committee are welcomed formally to the Committee and the elected Chair and Deputy Chair are reported to the Executive Council in the Minutes of this meeting; and

2. Scope and operations of the Clarence Regional Library Committee be noted by members.

Moved: Cllr Ellie Tree
Second: Cllr Jo Brotherton

Adopted

9.2   CRL COMMITTEE WORK PLAN

Information on the CRLC procedures including dates, times, distribution of reports, conduct of the meeting and processes.

<u>Recommendation</u>

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

Moved: Justin Putze
Second: Cllr Jo Brotherton

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

Adopted

9.3 CRL STRATEGIC PLAN UPDATE

<u>Recommendation</u>

That the
1. Report of achievement of the Clarence Regional Library Strategic Plan 2012 – 2022 be endorsed, and reported to the Executive.
2. CRL Committee acknowledge the work undertaken by the Regional Librarian to note the achievements against the Strategic plan.

Moved: Alison Pattinson
Second: Cllr Ellie Tree

Adopted

9.4 DRAFT NEW LIBRARY AGREEMENT 2022

After brief discussion the following items were amended:
- Item 2.3 our vision: added "literacy" to Vision Statement:

The vision of the CRL is to be:

"A recognised and valued provider of services, facilities, collections and programs that help build community literacy, cohesion, capacity and connection. "

Item 9.1 add:

A. Meetings may be held online by electronic means if the need arises.

Insert item 10.3

10.3 The amount Payable from the State Library Subsidies provided to the Delegating and Executive Councils to Clarence Regional Library (CRL) each year shall be according to the following Schedule:

10.3.1   2022/23 Financial Year - 25% of State Library Subsidies to CRL

10.3.2   2023/24 Financial Year to the end of the CRL Agreement – 50% of State Library Subsidies to CRL

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

Funding formula for Delegating and Executive councils per capita increase will be as follows:

10.7 The annual level of increase in the Per Capita Rate for member Contributions is set at:

Per capita increase = 2% rate per year

In Item 10.9 the following words are added: "at the beginning of" see highlight below:

10.9 The Executive Council shall issue a tax invoice <mark>at the beginning of</mark> each quarter to the Delegating Councils for its proportion of that budget and the Delegating Councils agrees to pay that invoice within 28 days of receipt.

Recommendation

The CRL Committee:
- Acknowledges the different library models available
- Agrees to continue with the current Regional Library Model – a Modified Hybrid Model
- Endorses the functions of the CRL

Moved: Cllr Karen Toms
Second: Cllr Jo Brotherton

Adopted

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10. **Correspondence**

10.1 In-coming:
- Community correspondence

Noted

10.2 Out-going:

Media Releases:

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

CRL – 8/12/2021   Vintage Film Club

CVC – 8/2/2022   Blaze Exhibition

CVC – 8/12/2021   Copy for Summer SCENE writeup – Reading club & School

                             Holiday activities

CVC – 8/12/2021   David Roland Workshops

CVC – 18/11/2021   Resilient Clarence Resources Collection Launch

CVC – 17/11/2021   Mini Writer's Festival

CVC – 15/11/2021   Terry Bouton "About Face" Exhibition

CVC – 1/11/2021   Resilient Clarence Resources

Noted

11.   Items for Information

Community Book Selections will no longer be reported as these events in the library calendar have been removed due to a change in supplier service models since Covid-19.

Community book selection for our library collections remains available through our website as an online opportunity.

Noted

12.   Additional Matters

12.1   MEETING SCHEDULE – Times and Dates

Meetings commence at 10:30 am with refreshments available from 10:00am

Morning tea and Lunch are provided by the Regional Library

13 May 2022 – Bellingen

5 August 2022 – Grafton

4 November 2022 – Bellingen

3 February 2023 - Grafton

13.   Items for next meeting

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

13.1 CRL Local Studies Strategy update

13.2 CRL Circulation & Membership Policy review

13.3 New Library Agreement

Meeting Closed: 2:20 pm

Next meeting: 13 May 2022 – Bellingen Library

Bellingen Shire COUNCIL

clarence VALLEY COUNCIL

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ITEM: 5.1   No. 2/22 – DRAFT NEW LIBRARY AGREEMENT 2022

Meeting:	Clarence Regional Library Committee	13 May 2022
Reviewed By:		
Attachment:	YES	

REPORT SUMMARY

This report provides information on the timing of the Regional Library Agreement that expires on the 30 June 2022.

OFFICER RECOMMENDATION

The CRL Committee endorse that the:

- new Regional Library Agreement is to run until the end of this council term
- future Regional Library Agreement renewals to be moved to midway between council elections to enable time for new Councilor Committee delegates to understand their role and the operations of the Regional Library Service.

BACKGROUND

At the 17 March CRL Committee Meeting the Funding formula for the New Regional Library Agreement was considered and the following was endorsed by the CRL Committee:

ITEM 7.2 Recommendation

That the CRL Committee endorse a funding formula for the CRL Agreement of the following:

- *Per capita increase set at 2% per year including the rate peg, returning 25% of the State Library Funding subsidies to CRL for the 2022/23 financial year then set at 50% from 2023/24 financial year for future years of the Library Agreement.*
- *Note. Rate Peg for 2022/23 is 0.7%*

  Moved: Alison Pattinson
  Second: Cllr Ellie Tree

  Adopted

In ITEM 9.4 Several wording changes and additions were also endorsed including the following:

- *Item 2.3 our vision: added "literacy" to Vision Statement:*

  The vision of the CRL is to be:

  "A recognised and valued provider of services, facilities, collections and programs that help build community literacy, cohesion, capacity and connection. "

- *Item 9.1 add:*

  A. Meetings may be held online by electronic means if the need arises.

- *Insert item 10.3*

  10.3 The amount Payable from the State Library Subsidies provided to the Delegating and Executive Councils to Clarence Regional Library (CRL) each year shall be according to the following Schedule:

  10.3.1   2022/23 Financial Year - 25% of State Library Subsidies to CRL

  10.3.2   2023/24 Financial Year to the end of the CRL Agreement – 50% of State Library Subsidies to CRL

- *Funding formula for Delegating and Executive councils per capita increase will be as follows:*

  10.7   The annual level of increase in the Per Capita Rate for member Contributions is set at:

  Per capita increase = 2% rate per year

- *In Item 10.9 the following words are added: "at the beginning of" see highlight below:*

  10.9 The Executive Council shall issue a tax invoice <mark>at the beginning of</mark> each quarter to the Delegating Councils for its proportion of that budget and the Delegating Councils agrees to pay that invoice within 28 days of receipt.

KEY ISSUES

Further to the above items, the following has been identified as requiring consideration prior to the renewal of the CRL Agreement:

The renewal of the CRL Agreement currently takes place in the year following the Council Elections. Council elections occur in September, this is then followed by councillor representatives being allocated to Advisory Committees (CRLC is an Advisory Committee). Previously this happened in January, in 2022 this occurred in February.

New delegates have 2 committee meetings (or 6 months) to understand the operations of the Committee and the Regional Library and to make informed decisions as to the future of the renewal of the Library Agreement.

Is this timing appropriate or should consideration be given to moving the schedule for the renewal of the agreement to midway into the councillor's electoral term?

- Refer to item 15.1 and 15.2 of the CRL Agreement

This would provide time for them to understand their role and the operations of the CRL service more fully before making decisions regarding the renewal of the CRL Agreement.

Prepared by	Kathryn Breward – Regional Librarian
Attachment	Refer to Attachment 1: DRAFT Clarence Regional Library Service Agreement

ITEM: 5.2   No. 2/22 – CRL STRATEGIC PLAN RENEWAL
Meeting: Clarence Regional Library Committee   13 May 2022
Reviewed By:
Attachment: yes

REPORT SUMMARY

This report refers to the creation of a new Clarence Regional Library Strategic Plan 2022 – 2032 that is scheduled to be developed during the latter half of 2022.

LINKAGE TO *CVC COMMUNITY PLAN*

OFFICER RECOMMENDATION

That the
1. Development of the CRL Strategic Plan 2022 – 2032 be undertaken by an external provider.
2. Budget of $20,000 for the engagement of a consultant for the development of the new CRL Strategic Plan and Action Plan be made available from the CRL Reserve as a budget variation.

Theme   1 Our Society

Objective   1.3 We will have a diverse and creative culture

Strategy   1.3.1 Provide innovative and enhanced library services that support and encourage life long learning

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

The Clarence Regional Library Strategic Plan 2012 – 2022 was developed in consultation with library staff, the CRL Committee and in consideration of the results of the User and Non-User Surveys 2008, 2012 and 2016 it was based on the 2008-2018 Strategic Plan and Action Plan which was developed with library consultants. The associated Action Plan has been used to guide the agenda for the quarterly meeting of the CRL Committee. Each year, the committee is provided with an update on progress against the Action Plan.

KEY ISSUES

A new CRL Strategic Plan and Action Plan needs to be developed as the current plan expires in 2022 and it has been 14 years since the original plan (2008-2018) was developed.

The development of the original Strategic Plan 2008-2018 included the following scope:

- *Spatial: The Clarence Regional Library Strategic Plan encompasses all areas covered by the CRL network which includes the Local Government Areas (LGAs) of Clarence Valley, Bellingen Shire and*

Nambucca Shire. The Clarence Valley Branch Library Strategic Plan includes 4 Branch Libraries – Grafton, Yamba, Iluka, Maclean and the mobile library.

- *Participants: the development of the Strategic Plans will ensure appropriate consultation and engagement with Regional and Branch Library Staff as well as the Clarence Regional Library Committee. The views of the local communities will be sought concurrently in a separate process scheduled to ensure those results inform the development of the Strategic Plans.*

- *Topics: The issues to be addressed must take into consideration where possible industry and state benchmarks and standards and at a minimum, include the following topics:*

  - *Vision and Mission*
  - *Staffing levels and structures*
  - *Access – hours of operation, geographic location, virtual access, access for people with disabilities, home library services*
  - *Infrastructure – design of the library facility, specific features*
  - *Collection – size, age, range, topics, change*
  - *Range of services – extent, needs, desires, potential*
  - *Workflows and procedures*
  - *Policies*
  - *Comparative / Future options*

The 2006 State Library Review was used as a reference source for the original Strategic Plan. For the Strategic Plan beyond 2022 the Regional Library Service can either use the 2017 State Library Review report or commission the State Library to complete another Review (this is a free service to public libraries by State Library Consultants).

It is proposed to engage an external consultant to complete the following:

- Prepare a work plan that identifies key stages in the project and timeframes
- Meet / liaise with the project management team to gain agreement about the key stages, confirm direction and report progress
- Integration with the development, implementation and results of the Library Survey
- Review of relevant documentation
- Conducting a workshop to review the shared vision and mission within a team building approach involving library staff and CRLC members
- Reporting workshop outcomes
- Undertaking detailed consultations with individual stakeholders
- Reporting outcomes of those consultations
- Incorporation of the survey results within the strategic plans' format and overall direction
- Developing a Draft Strategic Plan for the Clarence Regional Library including an Action Plan
- Amend the drafts as instructed by the management team
- Prepare the final Strategic Plan and report the outcomes to the CRLC.

The proposed Methodology would address:
- Workshop processes for team building and reviewing the vision and mission
- Integration of State Library NSW Review 2017 and other relevant documentation
- Integration of survey results
- Consultations with key stakeholders
- Process for determining priorities amongst future directions and action plans
- Process for determining Action Plan
- Integration with other councils' key priorities

The expected Deliverables for the project would include:

- Proposed Work Plan including meetings with the project management team
- Results the review of Vision and Mission Workshop
- Results of Key Stakeholder consultations
- Draft report
- Final report
- Presentation of results

Current Clarence Regional Services Team work commitments are at full capacity and given the scope and time frame of the creation of a new 10 year Strategic Plan and Action Plan for the CRL it is recommended that the CRL Committee endorse the use of the CRL Reserve funds as a one-off budget variation for the completion of this project.

Projected costs for these documents to be completed by an external consultant are in the vicinity of $20,000 as exemplified by the attached quote from Roger Henshaw Consultancy Services (RHCS). The Regional Library has made use of this supplier previously to create the 2008-18 Strategic Plan and Action Plan and to also facilitate the creation of the CRL Local Studies Strategic Plan and Action Plan. Whilst this is a comprehensive quotation to develop a CRL Strategic Plan and Action Plan, we can adjust our requirements to be able to work to accommodate a different budget amount, this quote is meant as a guide only. As an alternative, RHCS could provide a strategy and action plan facilitation service to help define and document / plan the library's preferred future.

For a budget up to $25,000 2 quotes would need to be obtained as part of the Procurement Process For Clarence Valley Council.

Prepared by	Kathryn Breward - Regional Librarian
Attachment	Attachment 2: sample quote Attachment 2a: CRL Reserve with $20,000 expenditure modelling across 10years

ITEM: 6.1   No. 2/22 – YTD INCOME AND EXPENDITURE SPREADSHEET

Meeting:	Clarence Regional Library Committee	13 May 2022
Reviewed By:		
Attachment:	yes	

REPORT SUMMARY

This report provides updated information on the 2021/22 Clarence Regional Library Budget.

OFFICER RECOMMENDATION

That:

- The Report on the Clarence Regional Library Budget for 2021/22 is noted by the new Committee.

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

Items of note in the YTD Income and Expenditure spreadsheet include:

- *Contributions* – budget variations for CVC contributions yet to be transacted
- *Other Revenue* - this is from the Vintage Film Club grant
- *51 – other employee costs* – these items have been COVID-19 affected and include: meetings, conference and training attendance
- *57 – Insurance -* not yet due not expenditure registered
- *59 – Administration Expenses* – advertising remains underspent due to Digital Engagement position being unfilled for most of quarter 3.
- *135 – Bookvote Required -* $189,691 spent YTD (26/4/2022) this does not include commitments (approximately $110,000) and there continues to be supply chain issues for items on order.
- *137 – Capitol furniture & Equipment -* this is for the Urunga RFID external returns chute that was funded from CRL Reserves
- *140 – Reserve Opening – RA 41125 & 411327* – this has yet to be transacted into one fund

Note: 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. 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	Attachment 3: YTD Income and Expenditure spreadsheet 26 May 2022

ITEM: 8.1   No. 2/22 – IMPLEMENTATION OF LOCAL STUDIES PLAN

Meeting:	Clarence Regional Library Committee	13 May 2022
Reviewed By:		
Attachment:	Yes	

REPORT SUMMARY

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

OFFICER RECOMMENDATION

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

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

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

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

Key actions to date

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

The Clarence Regional Library has partnered with the State Library of NSW to add our oral histories to the *Amplify* platform.

Amplify is powered by the State Library of NSW and gives access to hundreds of oral histories from libraries and museums across Australia. For the first time a selection of oral histories from the *Reflections on the Clarence* oral history project are available online.

The oral histories are paired with machine generated transcripts which you can edit as you listen along.

We have 30 oral histories loaded onto the platform and currently have two volunteers as well as members of staff completing transcriptions.

By opening up access to the oral histories to members of our community it is hoped that the transcriptions will be completed in a timely manner as well as making this important local history resource accessible to a wider audience.

Ancestry.com Library Edition was made available to the public in September 2012, during the COVID-19 pandemic access was made available to library members from home using their library card from the beginning of April 2020 until the end of December 2022. With the easing of restrictions access to the *Ancestry.com Library Edition* is once again only available in the library.

In the 2020/2021 financial year there were a total of 1422 sessions and 23395 searches

This continues to be a popular database amongst our community members.

As COVID restrictions have eased the library has continued to collect items from Nola Mackey for inclusion in the Mackey Archive. 418 items have been added since July 2021.

With the majority of Local history material received, the launch of the Mackey Archive will take place on Thursday 26th May 2021.

The library Team are in the end stages of developing procedures for the operation of the Mackey Archive Reading Room along with the continued integration of items and records into our Library Management System's (LMS) Archive Module.

This Archive is a treasure for the Clarence Valley community in terms of its local content, it is also a wider treasure to the region as there are items in the family history section of the Archive that are not available anywhere else in Australia for family history research.

Review of Disaster Management Plan for Local Studies Collections is ongoing. Disaster management kits for each location are being prepared. The kits will contain instructions for branch staff on what they need to do to preserve the collection, including monitoring for elements of degradations to collection such as insects, moisture and humidity. The kit will also provide material and resources for responding to accidental moisture damage caused by leaks, spills etc. and instructions on best practice for drying wet paper based items, books, documents. The kits are designed to be used as an initial response to limit damage to items until regional staff can assess and carry out further repairs.

Prepared by	Kathryn Breward – Regional Librarian
Attachment	ATTACHMENT 4: CRL Local Studies Strategic Plan reviewed May 2022

ITEM: 8.2   No. 2/22 – DRAFT CRL CIRCULATION & MEMBERSHIP POLICY

Meeting:	Clarence Regional Library Committee	13 May 2022
Reviewed By:		
Attachment:	yes	

REPORT SUMMARY

This report provides an update on the reviewed and amended Draft *Clarence Regional Library Circulation and Membership Policy.*

OFFICER RECOMMENDATION

That the CRL Committee:
- Endorse the changes to the Draft CRL Circulation and Membership policy including:
    - Removal of Overdue fines information in line with the 24 March 2020 adopted CRL Fee Waiving Policy
    - Introduction of new membership category for:
        - Online member
- Note the requirement for the Clarence Regional Library Circulation and Membership Policy, to be placed on 28 days public display for review and comment.

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

On the 24 March 2020 Clarence Valley Council adopted the following in relation to charging overdue fees:
- *Stop charging overdue fees.*
- *Suspend membership privileges after 28 days when items move to a lost status.*
- *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.*

KEY ISSUES

The *CRL Fee Waiving Policy* was updated in March 2020 to reflect the decisions of both Councils to remove the Overdue fees, however the *CRL Circulation and Membership policy* was not amended at the time. The following items need to be updated with the following wording:

5.2 **Loan Periods and Renewals**

…. Renewals may be made by phone, through the online catalogue or in person.

Items will be automatically renewed after 28 days and then again, after further 28 days unless they have Reservations from other borrowers placed on them.

5.3 **Overdue Material**

It is the responsibility of members to be aware of the due date for items borrowed. The late return of library material prevents other users from accessing the material.

Borrowing privileges will be temporarily suspended when items are not returned after 28 days.

Items not returned after 28 days past the due date will be considered lost and a letter of demand may be sent as a result.

5.4 **Lost or Damaged Material**

…In cases where there may be grounds for waiving fee (refer to the CRL Fee Waiving Policy), the matter should be referred to the Supervisor or the Regional Librarian.

5.8 Membership categories

The membership categories for Adult and Junior are now defined within the document see below.

- *Adult Membership:*
  - *Must be over 15 years of age*

- *Junior membership:*
  - *Is under 15 years of age*

The categories for Visitor and Online member whilst previously in use across the service, they have not been defined within this policy, this has now been amended to include the following definitions:

- *Visitor*
  - *For computer use only*

- *Online member*
  - *only access to eLibrary provided*
  - *must provide identification in a digital format*

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT 5: Draft CRL Circulation and Membership Policy

ITEM: 8.3   No. 2/22 – DVD COLLECTION
Meeting: Clarence Regional Library Committee   13 May 2022
Reviewed By:
Attachment: no

REPORT SUMMARY

This report provides information on the CRL DVD collection.

OFFICER RECOMMENDATION

That the committee note the DVD collection acquisitions.

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

Movies are recognised as a convenient, often stimulating means of delivering entertainment, information and cultural perspectives to a wide range of viewers. Public libraries have for some time included videos and more recently DVDs in their collections to supplement the other formats of recreational and informational materials that are offered.

The Clarence Regional Library introduced a DVD collection for loan in 2011/12, committing a portion of the collections budget to starting the collection with 2,060 titles.

The DVD collections continue to be popular with our community, since July 2021 we have added .. titles bring the total number of DVD's in the collection to 13,553 There have been 35315 loans of DVD's so far this financial year.

The *Standing Order* which was first established with a major DVD supplier in 2013 continues to ensure purchase of a balanced collection, with a monthly supply as follows:

Movie DVD New	16
Movie DVD Classic	4
World Film DVD	4
Children's DVD	12
Lifestyle DVD	4
Documentary DVD	4

TV Series DVD	10
ABC/BBC/SBS	8
Anime	4
Seasonal	12 yearly

KEY ISSUES

Covid-19 continues to have some impact on the supply of titles. Due to the shutdown of the entertainment industry across the world in 2020, the availability of new titles decreased and classic titles became harder to obtain.

The community continue to utilise our *Suggestion for Purchase* service to request DVD titles. These requests are predominately for series that are only available through one of the subscription streaming services. At this time, these services are not releasing their exclusive content on DVD.

Holdings and loans of R rated titles has increased markedly over the last year. Due to the change in the *CRL Collection Development Policy* Clarence Regional Library has been able to buy the complete series of *Game of Thrones* as well as Quentin Tarantino's moves and classics such as *Mad Max*. There are currently 45 R rated items in the collection, an increase of 11 however the loans are currently at 144 for the 2021/22 financial year. There were 38 loans in 2020/2021.

Combined with continued purchasing and the selection of quality DVD donations, the Clarence Regional Libraries continue to offer a regular supply of quality DVDs to borrowers. The service has established itself as a lender of a wide variety of DVDs including Movies, Children's and Teens DVDs, Television series, documentaries, travel, cooking and Music DVDs, and is supplementing the standing order with selections of quality titles from supplier lists and donations.

| Prepared by | Victoria Keane – Team Leader (Regional Resources) |
| Attachment | NIL |

Clarence Regional Library Agreement

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	

This Agreement made the first day of July 2022

BETWEEN

CLARENCE VALLEY COUNCIL ABN 85 864 095 684 of 2 Prince St, Grafton 2460

AND

BELLINGEN SHIRE COUNCIL ABN No: 2606 699 3265 of Hyde St, Bellingen 2454

1. WHEREAS:

A. The Councils who are parties to this agreement have adopted the Library Act 1939 ('the Act') pursuant to section 8 of the Act.

B. Councils which have adopted the Act must comply with and observe the requirements of Part 3, Division 2 of the Act (attached as Schedule 1). In general terms, these requirements relate to the provision, control and management of library services to the community.

C. Bellingen Shire Council seeks to delegate certain of its powers and duties relating to the provision, control and management of libraries, library services and information services to Clarence Valley Council. This delegation is made pursuant to s.12 of the Act.

D. Clarence Valley Council has agreed to accept the delegation and provide these library services to the Delegating Council on the terms and conditions set out in this agreement.

E. The parties have recorded the terms on which Clarence Valley Council will provide the Services to the Delegating Councils in this agreement.

NOW THIS AGREEMENT WITNESSES:

1. Definitions

CRL	Clarence Regional Library
CRL Service	Clarence Regional Library Service
Delegating Councils	Bellingen Shire Council
Committee	The CRL Committee
Executive Council	Clarence Valley Council
Executive Officer	The Executive Council's Manager Cultural, Community and Industry
IPR	Local Government Integrated Planning and Reporting
Member Councils	Clarence Valley Council and Bellingen Shire Council
Regional Librarian	The person appointed by the Executive Council as the senior staff member in the CRL
RFID	Radio Frequency Identification Services – as set out in Schedule 2

2. CLARENCE REGIONAL LIBRARY SERVICE

2.1 A joint library service to be known as the Clarence Regional Library (hereafter called CRL) shall operate throughout the entirety of the areas of the Councils.

2.2 The CRL Service aims to provide: a contemporary, welcoming, responsive, sustainable and inclusive service for the communities of Clarence Valley and Bellingen Shire.

2.3 Our Vision:

The vision of the CRL is to be:

"A recognised and valued provider of services, facilities, collections and programs that help build community literacy, cohesion, capacity and connection. "

A regional library service that:

- *Facilitates and provides targeted and relevant life long learning opportunities*
- *Connects the community with the past, the present and the future*
- *Is committed to the free flow of information and ideas to inform and inspire*
- *Is a trusted and valued source of information*
- *Is an investment in the well-being of the community*
- *Focuses on social inclusion of individuals including target groups*
- *Builds and strengthens partnerships to enhance service delivery and engage the community*
- *Supports technological trends and makes them available to the community*

(Clarence Regional Library Strategic Action Plan 2012 -2022 v4)

3.   DELEGATIONS

3.1   For the purposes of s.12(1) of the Act, the Delegating Councils hereby delegates to the Executive Council such of its powers and duties relating to the provision, control and management of libraries, library services and information services as are necessary for the Executive Council to perform the Services.

3.2   In consideration of these delegations and the terms of this Agreement, the Executive Council hereby agrees to provide the Services to the Delegating Councils.

4.   RESPONSIBILITIES OF THE EXECUTIVE COUNCIL

4.1   The Executive Council hereby undertakes to:

4.1.1   Provide, control and manage the Services pursuant to s.12 of the Act on the terms and conditions and to the extent set out in this Agreement;

4.1.2   engage professional librarians and support staff to undertake required duties;

4.1.3   Appoint the CRL staff within an approved organisational structure and determine the desirable qualifications and grading of such staff;

4.1.4   provide all services associated with the employment of staff to run the CRL Services, including payroll, workers compensation, taxes, leave entitlements and superannuation, expenses for attendance at conferences and training;

4.1.5   Insure, on behalf of the CRL Service, the property acquired on behalf of the CRL, including so much of the book stock in each library that has been acquired by the

CRL Service;

4.1.6 Shall arrange public liability and workers compensation insurance for the CRL staff;

4.1.7 Keep and audit all records and accounts in accordance with all relevant legislation;

4.1.8 Constitute a library committee in accordance with s.11 of the Act, which shall be known as the Clarence Regional Library Committee;

4.1.9 Prepare agendas and business papers for the Committee meetings, keep minutes of the meetings and consider all decisions of the Committee;

4.1.10 Appoint its Manager Cultural, Community & Industry as the Executive Officer of the CRL;

4.1.11 lodge all relevant accountability documents and sign contracts relating to the CRL Services; and

4.1.12 Set and manage the employment conditions of CRL staff.

5 RESPONSIBILITIES OF MEMBER COUNCILS

Member Councils aim to conduct public library and public information services at a standard no less than that recommended from time to time by the Library Council of New South Wales.

5.2 The Member Councils shall provide the following facilities and services within their local government areas:

5.2.1 The public library buildings, complete with the necessary fittings and furnishings required:

5.2.2 The management of those library buildings, including:

- all maintenance costs
- all service costs
- all insurances

5.2.3 Public library staff and volunteers, including all services associated with their employment including salaries, workers compensation, taxes, leave entitlements

and superannuation, membership of professional associations, expenses for attendance at conferences and training.

    5.2.4   All IT hardware, software and services relating to all computers located in branch libraries (other than the provision of a Library Management System (library catalogue)).

5.3   The number of Public Library locations to be serviced under the agreement shall be limited to those approved by the Committee from time to time.

5.4   Should any Member Council require an additional Public Library facility that Member Council shall, at its own expense and after consultation with the Committee, provide a suitable Public Library building within its council area complete with the necessary staff, fittings and furnishings, computer equipment and establishment collection at a standard agreed by the Committee. (Establishment stock is defined as a core collection of library material that is of a comparable quantity and standard to the collections held by other public libraries in the region of a similar size.) Such buildings, fittings and furnishings and establishment stock remain the property of the individual Member Council.

5.5   In planning new buildings for public libraries or the refurbishment of existing libraries, the Member Councils shall seek the advice of the Regional Librarian. The Regional Librarian is to be consulted on all library resourcing matters which relate to the service delivery responsibilities of the CRL.

5.6   Staff required at Public Libraries shall be employed by the Member Council concerned. The Member Councils each agree to confer with the Regional Librarian on matters concerning employment.

5.7   The Member Councils shall determine the opening hours of the Public Libraries in their areas in consultation with the Regional Librarian.

5.8   Mobile Libraries shall be provided and maintained by the Member Council in whose area the Mobile Library is located. Where a Mobile Library provides services to the communities of more than one Member Council, those Councils, in consultation with the Committee, shall provide, operate and maintain the Mobile Library Service. All costs for the mobile service shall be by those Member Councils receiving the service in proportion to the extent of service provided and agreed to for each Member Council as provided for in the funding formula. Mobile Library timetables will be established by negotiation.

5.9   Member Councils shall make quarterly payments in membership contributions to the CRL, in accordance with clause 10 of this Agreement.

6 RESPONSIBILITIES OF DELEGATING COUNCILS

6.1 To make the delegations set out in clause 3 above.

6.2 To pay contributions to the Executive Council in accordance with clause 10.

6.3 To appoint members to the Committee.

6.4 To arrange property, contents and public liability insurance for the library facilities and resources provided by each of them as well as all insurances applicable to volunteer staff engaged by them in their branch libraries.

7 RESPONSIBILITIES OF CLARENCE REGIONAL LIBRARY COMMITTEE

7.1 To conduct its meetings and business and to ensure its records and accounts are kept in accordance with the provisions of the Local Government Act and Regulations 1993, the Library Act and Regulations 1939 (as amended, the Library (Amendment) Act 1992) and of this Agreement.

7.2 To provide annually to member Councils the estimates of expenditure and income for the ensuring year and to provide quarterly balance sheet updates.

7.3 To provide Committee members with copies of the minutes of each meeting of the Committee. Committee members are to provide their respective Councils with copies of those minutes.

7.4 To submit to the Councils an annual statistical review which shall include details of the activities of the Regional Library and its comparative performance against public library services state-wide based on data collated and reported by Libraries NSW.

7.5 To make recommendations on matters pertaining to the provision of Library and Information Services.

7.6 To develop and, once adopted by the Executive Council, maintain and monitor the implementation and achievements of the Clarence Regional Library Strategic Plan.

7.7 To prepare policy statements on relevant aspects of service for adoption by all Member Councils and periodically review policies as recommended by the Regional Librarian and determined by the Committee in order to improve the provision of library services for users of the Clarence Regional Library service.

7.8 To use its best endeavours to obtain the full benefit of grants and maximum subsidies made available by the Commonwealth, the State and other respective instrumentalities and agencies for Libraries and Library Services.

7.9 To co-operate with libraries and library systems in the wider library network on such terms and conditions as may be agreed.

7.10 To pay the Executive Council each year an agreed administration fee to compensate for the accounting, financial, human resources, fleet management and any other agreed functions performed by the Executive Council. This amount to be included as part of the annual budget for the Clarence Regional Library.

8 MEMBERSHIP OF THE CLARENCE REGIONAL LIBRARY COMMITTEE

8.1 The Committee shall be constituted as follows:

8.1.1 each of the Member Councils shall have the right to nominate three representatives for appointment to the Committee, at least one of whom should be a Councillor and the others may be staff members, and

8.1.2 The Executive Officer shall be entitled to attend each meeting of the Committee and may also be nominated by the Executive Council as one of their staff representatives.

8.2 A Delegating Council which nominates a person for appointment to the Committee indemnifies and agrees to keep indemnified the Executive Council against all claims and liabilities of any description whatsoever which may be made at any time by the nominated person in connection with the performance of his/her role on the Committee. This indemnity shall include, but not be limited to:

- provision of transport or reimbursement for transport expenses; and
- Claims arising from injury to or death of the nominated person or any injury or damage caused by the nominated person when acting in their capacity as a member of the Committee.

8.3 Members shall hold office until the next Local Government elections.

8.4 Each delegate may be removed from office at any time by the resolution of the appointing Council.

8.5 The office of a delegate automatically becomes vacant if he or she is absent from three consecutive meetings without leave of absence being granted by the Committee.

8.6 Any vacancy occurring on the Committee, by death, resignation, and disqualification or otherwise shall be filled by the appointment of a new representative by the relevant Council.

8.7 Once in each calendar year, the Committee shall recommend a Chairperson and a Deputy Chairperson from among its Councillor members to the Executive Council for formal appointment by the Executive Council under s.11(4) of the Library Act. Both shall hold office for the ensuing twelve months and both are eligible for renewal for a further period. The Chairperson or nominated alternate' shall be the Committee's delegate to the NSW Public Libraries Association.

9 PROCEEDINGS OF THE CLARENCE REGIONAL LIBRARY COMMITTEE

9.1 The Committee will schedule to meet at intervals of not less than three months nor more than six months, with the venue of meetings to rotate among the parties, provided that the Chairperson or, in his/her absence, the Deputy Chair, is empowered to convene a Special Meeting at any time.

     A. Meetings may be held online by electronic means if the need arises.

9.2 The meeting of the Committee immediately following the appointment of delegates by each of the Member Councils in Local Government Election years shall be the meeting for the election of Office Bearers for the ensuing twelve months and shall be known as the Annual General Meeting (AGM). The final meeting for the year will be the AGM in years between Local Government elections. The order of business to be conducted shall be as follows:

    A.   Election of Chairperson
    B.   Election of Deputy Chairperson
    C.   Any other business that is necessary for the due and proper conduct of the Clarence Regional Library.
    D.   Meeting places and dates for the forthcoming year shall be decided

9.3 In addition to clause 9.1, the Executive Officer shall convene a Special Meeting of the Committee on receipt of a request for such a meeting by two Committee Members

9.4 The Committee is an advisory committee of the Executive Council and will operate in accordance with that Council's procedures for its advisory committees. It shall discuss matters of policy, strategic direction, achievements and outcomes concerning the CRL and may make recommendations to the Executive Council.

9.5 Each member of the Committee shall have one vote.

9.6 50% + 1 is the number of Committee members required for decisions to be made.

9.7 If a quorum is not present at a meeting, the Executive Officer has the power to make recommendations on behalf of the Advisory Committee to the Executive Council on matters arising from that meeting.

9.8 The Executive Council shall not implement any policy initiatives relating to the CRL Service without first consulting with the Committee.

9.9 A review of the Committee's operations and procedures will be undertaken annually.

10 FINANCES

10.1 The Executive Council shall prepare a draft budget for the CRL each year and submit that draft to the Committee for its consideration. The Committee may make recommendations to the Executive Council on changes it considers should be made to the draft and the Executive Council shall consider these recommendations when adopting that budget.

10.2 The Delegating Councils shall make a payment each year to the Executive Council for the CRL Service. The amount payable shall be determined in the annual budget for the CRL, and for the Delegating Council shall be calculated on a per capita basis plus the subsidy receivable from the State Government. The Executive Council shall also contribute toward the budget on a per capita basis plus the subsidy receivable from the State Government.

10.3 The amount Payable from the State Library Subsidies provided to the Delegating and Executive Councils to Clarence Regional Library (CRL) each year shall be according to the following Schedule:

10.3.1 2022/23 Financial Year - 25% of State Library Subsidies to CRL

10.3.2 2023/24 Financial Year to the end of the CRL Agreement – 50% of State Library Subsidies to CRL

10.4 An agreed formula shall be used to determine the budget Contribution for each Member Council which shall be based on a per capita rate contribution.

Contribution = Population x Per Capita Rate

10.4.1 Specified amount of Contribution from each Member will be provided when the population figures are released by the Australian Bureau of Statistics (ABS), generally in March of each year. The population is determined by the ABS report **3218.0 Regional Population Growth, Australia Table 1. Estimated Resident Population, Local Government Areas, New South Wales**.

10.5 During the period when the Regional Librarian is also overseeing the operations of the Clarence Valley Council Libraries, the Delegating Council's contribution will be amended to reflect the estimated proportion of time the Regional Librarian dedicates to the management and operations of the CRL service. Refer to Schedule 3 for an example.

10.6 Determining the Per Capita Rate of each member's contributions to the CRL is underpinned by the notion of Continuous Improvement in the library collection development and delivery as required to satisfy grant funding criteria.

10.6.1 Targets for improvement include:

- Collection Development – improved age, size, format, sub-collections, genres
- Staff Training
- Online eResources
- 4 yearly User / Non-User Survey
- Technical upgrades to the Library Management System
- New Technology
- CRL Website, Social Media and App development
- Maintenance of RFID
- Services to special interest groups: children, youth, aged, special needs etc.
- Efficiencies in workflow
- Development of Local Studies Collection
- CRL Marketing Plan implementation
- Development of Aboriginal resources and services
- Development of a business outreach service

10.7 The annual level of increase in the Per Capita Rate for member Contributions is set at:

Per capita increase = 2% rate per year

10.8 A Member Council may contribute additional funding to that payable under clause 10.3 in consultation with the CRLC and in agreement with the Executive Council for specified services.

10.9 The Executive Council shall issue a tax invoice at the beginning of each quarter to the Delegating Councils for its proportion of that budget and the Delegating Councils agrees to pay that invoice within 28 days of receipt.

10.10 The CRL Service will reimburse the Executive Council for the cost of the insurance premiums incurred in providing insurance cover for the CRL and its staff. This cost will be captured in the members' annual contributions.

11 ASSETS

11.1 The Executive Council shall own the assets acquired by the CRL Services' budget subject to the 'reimbursement rights' held by the Delegating Councils as provided in this clause.

11.2 The Executive Council shall maintain an asset register which records the assets acquired from the CRL Services' budget.

11.3 Upon the termination of this Agreement, a proportion of the assets identified in the asset register shall be distributed to the Member Councils. The method for determining the asset distribution to each Member Council is specified in clause 15 of this Agreement.

12 CLARENCE REGIONAL LIBRARY MANAGEMENT AND ADMINISTRATION

12.1 A Regional Librarian shall be appointed by the Executive Council.

12.2.1 The Regional Librarian shall be a qualified Librarian in accordance with provisions set by the Australian Library and Information Association.

12.2.2 The Regional Librarian shall be responsible to the Executive Officer for the administration of the library services as well as supervision and control of CRL staff employed by the Executive Council.

12.2.3 The Regional Librarian shall provide administrative services and support to the

Committee.

12.2.4　The Regional Librarian shall attend meetings of the Committee, but is not entitled to vote.

13　FUNCTIONS OF THE CLARENCE REGIONAL LIBRARIAN

13.1 Plan and manage all aspects of the CRL Service including:

13.1.1　Consult with the Member Councils regarding their library service provided in partnership with the CRL.

13.1.2　Provide advice about current and future trends in the delivery of contemporary public library services and operations.

13.1.3　Report on the relative performance of the CRL against other library services and make recommendations for improving/maintaining performance in the future.

13.1.4　Monitor and report progress in delivering the CRL's Strategic Plan and associated Action Plan to the Committee and the Member Councils

13.1.5　Develop and manage the CRL Services including preparing and reviewing all relevant Policy and Procedures.

13.1.6　Manage and develop the CRL Computer Library Management System.

13.1.7　Provide an electronic catalogue of all CRL materials held by the Member Councils.

13.1.8　Review, adopt and maintain service systems and technologies that ensure efficient cost-effective service delivery and enhance client satisfaction with CRL services.

13.1.9　Develop the collections for the CRL through effective and efficient purchasing and disposal of library materials.

13.1.10　Establish, develop and monitor systems and databases necessary for the daily and long-term management of the CRL Service.

13.1.11　Monitor trends in client usage and interests through loan data, client requests and engaging with clients to provide feedback and suggestions to determine modifications in service delivery.

13.1.12　Prepare the annual resource budget for the CRL, review and control commitments and expenditure.

13.1.13   Prepare long-term budget options for the Committee that identify the future outcomes for service delivery and clients for consideration of the Member Councils

13.1.14   Develop and grow the CRL website presence on the Internet or other methods of electronic marketing

13.1.15   provide professional advice on library development, local staffing, buildings, grant applications, library trends and other matters relating to CRL services,

13.1.16   Advise and source training of CRL and public library staff in various areas of relevance to Member Councils and clients.

13.1.17   Provide resource exchange and delivery services of library materials to, and between, the CRL public libraries as well as from libraries outside the CRL Service.

13.1.18   Provide a reference service to members of the public and CRL members.

13.1.19   Initiate and encourage regional and local library promotion in conjunction with the Member Councils.

13.1.20   Develop effective communication procedures between member branches.

13.1.21   Provide minutes of all meetings of the Committee and an Annual Report of the CRL Service including statistics relating to each public library.

13.1.22   Represent the CRL in professional networks.

14   STRATEGIC PLAN

14.1 The Committee recommended the adoption of a Strategic Plan, the review of which aligns with the Local Government Integrated Planning and Reporting (IPR) requirements.

14.2 Implementation of the Strategic Plan is achieved by the implementation of an Action Plan as adopted by the Committee and the Executive Council.

14.3 The Strategic Plan and Action Plan capture the entirety of the Library service and clearly identifies strategies which are the core responsibility of the Member Councils.

14.4 Progress of the Strategic Plan is monitored annually.

14.5 The Strategic Plan is to be reviewed in the last term of the incumbent Committee and confirmed by the new Committee.

14.6 A new Strategic Plan is prepared every 10 years in line with the Community Strategic Plan for the Executive Council.

15 ENTRY AND EXIT OF PARTIES

15.1 This Agreement shall remain in force in accordance with Integrated Planning and Reporting requirements, until 30 June 2021 (at the latest) unless earlier terminated by the withdrawal of one party from it in accordance with this clause.

15.2 Future Agreements will remain in force for a period of 4 years aligning generally with the Delivery Plans under the Integrated Planning and Reporting and Local Government Elections.

15.3 This Agreement supersedes in all aspects all preceding agreements relating to the provision of library services between the Member Councils.

15.4 In the event of any future Council amalgamations the Executive Council, in consultation with the Committee, will review the Agreement and provide a report recommending necessary actions for the continuance or otherwise of the CRL.

15.5 A Council which is not a party to this Agreement may, by supplementary agreement with the Member Councils, be admitted as a party to this Agreement and subject to the provisions of the supplementary agreement, shall have the same rights, duties and obligations of the Member Councils. The amount payable by the new Council for admission to membership in the CRL shall be as recommended by the Committee and resolved by the Executive Council.

15.6 A Member Council may, by twelve months notice in writing, notify the Committee and the Executive Council that it intends to withdraw from the CRL Service and to terminate its obligations under this Agreement.

15.7 In such event, the Council so terminating shall be entitled to receive a distribution of the net assets, after payment of all liabilities, apportioned among the Member Councils in the ratio of the respective contributions paid by them over the current life of the Agreement, provided that the Executive Council shall have the right to acquire any of these assets by payment to the terminating Council of the current pro rata value thereof, in lieu of distributing that asset to the terminating Council.

15.8 In the event that a Member Council fails to sign a new Agreement prior to its termination with the intent of withdrawing from the CRL, that Member Council will continue to participate in the CRL for a period of time to be negotiated with the Executive Council, but not less than 6 months and not before the end of the current financial year. During that time the withdrawing Council will:

15.8.1 Work collaboratively with the Executive Council and the CRL Committee to develop an agreed Withdrawal Plan which includes:

- o a specified termination date

- o operational tasks to be addressed

- o timeframes for completion of each task

- o responsibilities of each party

15.8.2 Be liable for the full contribution costs that would be paid if it continued its membership, for the period until the termination date

15.8.3 Be entitled to its share on any accumulated financial reserves, of which a proportion may be accessed in advance of its departure with consideration given to potential liabilities at the time of termination as determined by the Executive Council.

15.9 A Member Council that withdraws from this Agreement shall be liable for a portion of the liabilities including contingent liabilities, of the CRL as at the date of its withdrawal from the Agreement. These may include, but are not limited to: standing orders for stock, software licence fees, the financial costs arising from impacts on CRL staff such as redundancies or redeployments, memberships and subscriptions or overtime payments accrued by staff facilitating the withdrawal and other contingent liabilities.

15.10 The decision of the Executive Council shall be final and binding in respect of the method of valuation and assessment of the net assets and liabilities of the Committee at any time and the books and /or other assets or cash to be apportioned or paid to a Member Council upon termination, withdrawal or expulsion pursuant to this Agreement.

15.11 Where book stock is to be redistributed as a result of a Member Council terminating the Agreement, the stock is to be distributed according to:

- % of financial contributions of the exiting member; and
- The age, genre and format of the collection.

15.12 The redistribution of the assets will exclude any bequests which are made to a specified member or library.

15.13 If the fund, authority or institution is wound up or if the endorsement (if any) of the organisation as a deductible gift recipient for the operation of the fund, authority or institution is revoked, any surplus assets of the fund remaining after the payment of liabilities attributable to it, shall be transferred to a fund, authority or institution

associated with each CRL member Council to which income tax deductible gifts can be made.

16 STANDARDS OF SERVICE

16.1 The services that the CRL will provide are set out in Schedule 2 of the Agreement.

16.2 The standard of library service to be provided shall be reviewed annually, particularly with regard to expenditures on library resources and staff, with a view to raising the standard by stages as described in the approved Strategic Plan.

16.3 The CRL may progressively establish Service Level Agreements with Member Councils to ensure services are being provided to agreed standards and targets. These Agreements may include: Collection Development, provision of information services, technical services and systems development, training programs, the rotation and delivery of stock and the provision of library programs.

17 AMENDMENT OF THIS AGREEMENT

17.1 Any notice of motion recommending amendment of this Agreement by the Committee shall be given in writing by the Member Councils at least one month before the meeting of the Committee at which the motion is to be discussed

17.2 No amendment shall be considered to this Agreement unless the proposal for the amendment has the support of all Member Councils

17.3 No amendment shall be made to it unless all Member Councils agree to such amendment in writing.

18 DISPUTE RESOLUTION

18.1 If a dispute between Member Councils arises out of or relates to this Agreement, or a breach, termination, validity or subject matter thereof, the parties to the dispute shall use their best endeavours to resolve the dispute between themselves.

18.2 In the event that the dispute cannot be resolved in this manner, the parties agree to submit the dispute to arbitration on the request of any of the parties.

18.3 The parties agree to submit the dispute to the Library Council of NSW for mediation and advice as prescribed under section 12(5) of the Library Act 1939 as amended.

12 (5) It shall be a term of every agreement made under this section, whether the agreement is made before or after the day appointed and notified under section 2 (2) of the Library (Amendment) Act 1977, that any dispute arising under the agreement shall, be settled by arbitration by an arbitrator appointed by the Council.

18.4 All costs associated with the arbitration (other than the costs that are personal to the parties), including the arbitrator's fees, shall be borne equally by the parties to the dispute.

18.5 The decision of the arbitrator shall be final and binding on all parties to this Agreement.

IN WITNESS WHEREOF the parties to this agreement have signed below

SIGNED on behalf of
CLARENCE VALLEY COUNCIL

by the   …………………………………………

in the presence of: ……………………………………….
                                                Witness

SIGNED on behalf of
BELLINGEN SHIRE COUNCIL

by the   …………………………………………

in the presence of: …………………………………………
                                                Witness

19 SCHEDULE 1

LIBRARY ACT 1939

9 Application of Division

This Division shall apply to and in respect of local authorities who have adopted this Act.

10 Requirements as to services to be provided by local libraries

(1) A local authority must comply with and observe the following requirements in relation to any local library that is provided, controlled or managed by the local authority (either directly or under an agreement or other arrangement to which it is a party):

(a) **Residents and ratepayers entitled to free membership**

Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the library free of charge.

(b) **Free access to certain materials on library premises**

Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.

(c) **Free loans of certain library material to members**

Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative or educational value or as being fiction.

(d) **Free delivery to sick or disabled members**

No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.

(e) **Free basic reference services to members**

Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.

(f) **Restriction on use of State subsidy**

Any subsidy paid to the local authority under this Act must be expended in providing the services that are required by this section to be provided free of charge.

(2) An entitlement under this section to borrow library material from a library for use away from the library premises does not apply to any library material that is classified by the librarian of the library as reference material.

(3) If two or more local authorities have entered into arrangements for conferring reciprocal library entitlements on the residents and ratepayers of their areas, a resident or ratepayer of any of the areas concerned is for the purposes of this section to be considered to be a resident or ratepayer of each of the other areas concerned also.

(4) In this section:
"charge" means any charge made directly or indirectly on a person but does not include a prescribed fee for the late return of library material or a charge made for the loss of or damage to library material.

(5) The Council may issue guidelines to local authorities for the purposes of this section.

10A Restrictions on borrowing entitlements and other matters

(1) Section 10 does not affect the operation of any regulation or by-law relating to the library to the extent that it is not inconsistent with a requirement of section 10 that an entitlement be provided free of charge.

(2) Section 10 does not prevent a local authority from determining:

(a) the maximum number of items of library material or the maximum number of items of library material of a particular class of library material that a person may borrow at any one time from the library for use on or away from the library premises, or

(b) the limitations, restrictions and conditions which may apply to the availability of any particular item of library material or class of library material for use on or away from the library premises.

(3) A determination under subsection (2):

(a) must be consistent with the requirements of section 10 that an entitlement be provided free of charge, and

(b) must not differ, or have effect so as to differ, in its operation between members and non-members of the library (except as regards the payment of a charge by non-members).

11 Library committee

(1) A local authority may from time to time constitute a library committee and may delegate to the library committee all or any of the powers and duties of the local authority in relation to the provision, control and management of libraries, library services and information services, except a power to borrow money, to make or levy a rate, to execute a deed or contract or an agreement under this Act, or to institute proceedings at law or in equity on behalf of the local authority.

(2) The members of the library committee shall be appointed by the local authority but need not be members of the local authority.

(3) A library committee shall exercise and perform its powers and duties subject to the control and direction of the local authority.

(4) The local authority may appoint any member of the committee to be the chairperson thereof and may from time to time remove such member from the member's office as chairperson and appoint another member in the member's place.

(5) The local authority may at any time dissolve a library committee or may, from time to time, reconstitute the library committee or revoke, amend or vary any delegation to a library committee.

(6) The local authority shall from time to time determine the number of members of the library committee which shall constitute a quorum at meetings of the library committee.

(7) The procedure for the calling of meetings of a library committee and for the conduct of business at such meetings shall, subject to any regulation made in relation thereto, be as determined by the library committee.

12 Agreements relating to local libraries

(1)

(a) Two or more local authorities may enter into an agreement whereby the local authority of one area undertakes the function of providing, controlling and managing libraries, library services or information services within the area or areas of the other local authority or local authorities.

(b) Any such agreement shall specify the terms and conditions upon which the libraries, library services or information services shall be so provided, controlled and managed.

(c) The local authority undertaking the function of providing, controlling and managing libraries, library services or information services pursuant to an agreement under this subsection shall have, in relation to the area or areas of the other contracting local authority or contracting local authorities, such of the powers and duties of a local authority relating to the provision, control and management of libraries, library services and information services as may be delegated to it by the agreement.

(2)

(a) Two or more local authorities may enter into an agreement whereby the local authority of one area undertakes to exercise, for and on behalf of the local authority or local authorities of any other area or areas, within such other area or areas, any specified power or duty of a local authority in relation to the provision, control and management of libraries, library services and information services.

(b) Any such agreement shall specify the terms and conditions upon which such power or duty shall be so exercised.

(3) Any agreement made under this section shall be made to have effect for a period to be specified therein.

(4) An agreement made under this section may provide that on termination of the agreement an adjustment shall be made of the interests of the several local authorities which are parties thereto in any property to the provision of which they have contributed and as to the mode in which the adjustment shall be arrived at.

(5) It shall be a term of every agreement made under this section, whether the agreement is made before or after the day appointed and notified under section 2 (2) of the *Library (Amendment) Act 1977* , that any dispute arising under the agreement shall, on the application to the Council of a party to that agreement, be settled by arbitration by an arbitrator appointed by the Council.

12A Other arrangements relating to local libraries

(1) Without limiting section 12, 2 or more local authorities may, with the approval of the Minister, enter into an arrangement for the provision, control and management of any library, library service or information service in the area of any local authority that is a party to the arrangement.

(2) The Minister is not to approve such an arrangement without the agreement of the Minister for Local Government.

13 Subsidy

(1) A local authority within whose area a library, library service or information service is provided, controlled and managed in accordance with this Act shall, subject to this Act, be entitled to subsidy under this section.

(2) A local authority shall be eligible for subsidy under this section if during the year for which the subsidy is payable it expends out of rate income upon the provision, control and management of libraries, library services and information services in its area, not less than the larger of the following amounts, namely:

(a) An amount equivalent to the product of a rate upon the unimproved capital value of all rateable land within its area:

(i) in the case of an area that (immediately before the commencement of the *Local Government Act* *1993*) was a municipality-of one-tenth of one cent in the dollar,

(ii) in the case of an area that (immediately before the commencement of the *Local Government Act* *1993*) was a shire-of one twenty-fifth of one cent in the dollar.

(b) An amount equivalent to the sum of ten cents for each person resident within the area of the local authority: Provided that in any case where the amount referred to in paragraph (a) is greater than an amount equivalent to the sum of fifteen cents for each person resident within the area of the local authority, the local authority shall be eligible for subsidy if it so expends not less than the last-mentioned amount.

(3) A local authority shall not be eligible for subsidy under this section unless the library, library service or information service so provided, controlled and managed is in the opinion of the Council reasonably capable of meeting the requirements of the persons resident in its area.

(3A) Where a local authority has failed to comply with the requirements of sections 10 and 10A during the year preceding the day on which it lodges an application for subsidy with the Council under section 14, the local authority shall not be eligible for subsidy for the year to which the application relates if the Minister so directs by order in writing served on the local authority.

(4) Where a local authority is eligible for subsidy under this section the subsidy payable to the local authority in respect of any year shall be:

(a) an amount equal to one-half of the total amount expended by the local authority on libraries, library services and information services in that year from:

(i) rate income, and

(ii) any advance against subsidy made by the Minister to the local authority in respect of that year, or

(b) an amount equivalent to the prescribed amount for each person resident within the area of the local authority,

whichever is the less.

(5) An advance against subsidy may be made by the Minister to a local authority in any year in respect of which the Minister considers the local authority would, on the basis of the local authority's estimated expenditure on libraries, library services and information services in that year from rate income, be eligible for subsidy under this section.

(5A) An advance against subsidy is payable subject to such conditions and at such times as the Minister may determine.

(6) The regulations shall prescribe the manner in which the number of persons resident within the area of a local authority is to be ascertained for the purposes of this section.

(a)   14 Subsidy-how payable

(1) A local authority which claims to be entitled to subsidy under section 13 may lodge with the Council an application for payment of such subsidy.

(2) The Council shall consider such application and forward the same to the Minister together with its report and recommendation.

(3) Subsidy shall be payable out of moneys provided by Parliament.

20 SCHEDULE 2

20.1 Services of the CRL

20.1.2 COLLECTION DEVELOPMENT

- Selection and purchase of Resources
- Process purchases and donations
- Catalogue – provision and management
- Repair Resources
- Regular stocktaking at all libraries
- Undertake regular weeding of stock at all locations

20.1.3 OPERATIONS

- Stock movement between libraries
- Website development and maintenance
- Library App development and maintenance
- Management of the Library Management System
- Statistics and Reports
- Financial Management
  - o Budget forecasting
- Policy and Procedure development and review
- Management of CRL Staff: employment, training and Professional Development, workplace and equipment.

20.1.4 SERVICES

- Reference support
- Readers Advisory
- Reciprocal support of Inter Library Loans Services
- Resource development for target groups and needs – children, Young Adults, older persons, disability, cultural diversity.
- Development and maintenance of a Local Studies and Family History/Genealogy collection
- Promotion and marketing of local library services to community
- Research and implementation of new initiatives for example: eResources, digitization of local content

21   SCHEDULE 3

21.1 Formula example for the Regional Librarian's costs

10.4.1 The estimated proportion of time that the Regional Librarian will dedicate to the CRL operations is 80%. This will be monitored and reviewed to ensure equity and fairness in the contributions of Bellingen Shire Council.

10.4.2 In determining the amended contribution of Bellingen Shire Council the wages plus on-costs for the Regional Librarian will be used.

10.4.3 Bellingen Shire Council will contribute towards the 80% wages and on-costs of the Regional Librarian in proportion to its population's representation of the total population serviced by the CRL.

10.4.4 If Bellingen Shire Council's proportional population representation of the CRL is 20%, then the following formula will apply to determining its share of the Regional Librarian's wages and on-costs.

BSC share of Regional Librarian's wages and on-costs = 20% of (80% of Regional Librarian wages and on-costs)

10.4.5 If Bellingen Shire Council is only liable for its proportional population representation of the Regional Librarian's wages and on-costs then the following formula will apply to determining its share of the costs total contribution to the CRL:

BSC Total Contribution = BSC Per Capita Contribution less the difference between its 20% of the total Regional Librarian wages and on-costs, and its 20% of the Regional Librarian wages and on-costs dedicated to the CRL.

BSC Total Contribution = BSC Per Capita Contribution – (20% of the Regional Librarian wages and on-costs – (20% of (80% of the Regional Librarian wages and on-costs))).

ATTACHMENT 1a - CRL 2021-22 BUDGET & QUARTERLY REPORTING ytd may 2022 - what if? - no stat subsidy 2022/23 minus $20,000 for strategic plan

SECTION 1

FORECAST ASSUMPTIONS AND INDEXING

			2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget					2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
State Library Contribution Rate			25%	25%						50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
State Library Per Capita Rate				$2.65						$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85
State Library Adjustment - Base	CVC	CVC Bank 1 (POP based ABS 3218.0 March)		$14,430						$14,719	$15,013	$15,313	$15,619	$15,932	$16,251	$16,576	$16,907	$17,245	$17,590
State Library Adjustment - Base	BSC	BSC Bank 4 (POP based ABS 3218.0 March)		$10,520						$10,730	$10,945	$11,164	$11,387	$11,615	$11,847	$12,084	$12,326	$12,572	$12,824
State Library Adjustment - Additional Amount				$50,000						$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000
Rate peg		Controlled by IPART	2.0%							2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Rate peg + x			2.0%							-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%
Contributing Council Rate increase			4.0%							2.00%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Minimum Contribution Rate Increase % pa			2%							2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Contributing Council Rate Per Capital			$ 19.27	$19.27						$19.66	$20.05	$20.45	$20.86	$21.28	$21.70	$22.14	$22.58	$23.03	$23.49
Interest on Investments										1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%
Wages										2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Superannuation Contribution Guarantee										10.5%	11.0%	11.5%	12.0%	12.0%	12.0%	12.0%	12.0%	12.0%	12.0%
Workers Compensation										2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%
Target Stock Number		To be increased by 12000 over the next four years (related to Yamba)	132,000																
Target Replacement Number		To be increased by 15400 over the next four years (related to Yamba)	13,200																
Rate of expenditure growth			2.00%																
Rate of book price growth			2.00%																
Population increase		Same rate used for both CVC and Bellingen. Provided by Forecast.id	0.65%	CVC						51630						53110			55523
CVC Contribution to Regional Librarians Wages & Oncosts				20%						20%	20%	20%	20%	20%	20%	20%	20%	20%	20%
Regional Librarian Wages & Overheads			$130,705	$130,705						$133,319	$135,985	$138,705	$141,479	$144,309	$147,195	$150,139	$153,142	$156,205	$159,329

SECTION 2

CONTRIBUTION CALCULATIONS

				2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget				2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
					2022	2022				2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Estimated Population	ABS 3218.0 March																		
		CVC			51730	51730				52066	52405	52745	53088	53433	53781	54130	54482	54836	55193
		BSC			13141	13141				13226	13312	13399	13486	13574	13662	13751	13840	13930	14021
		TOTAL			64,871	64,871				65,293	65,717	66,144	66,574	67,007	67,442	67,881	68,322	68,766	69,213
Council Per Capita Contribution																			
	(pop * per Capita Rate)	CVC		-$ 996,899.18	($996,899)					($1,023,447)	($1,050,701)	($1,078,681)	($1,107,406)	($1,136,897)	($1,167,172)	($1,198,254)	($1,230,164)	($1,262,923)	($1,296,554)
	(pop * per Capita Rate)	BSC		-$ 253,242.84	($253,243)					($259,987)	($266,910)	($274,018)	($281,315)	($288,806)	($296,497)	($304,393)	($312,499)	($320,821)	($329,364)
		TOTAL		-$ 1,250,142.02	($1,250,142)					($1,283,433)	($1,317,611)	($1,352,699)	($1,388,721)	($1,425,703)	($1,463,670)	($1,502,647)	($1,542,663)	($1,583,744)	($1,625,919)
Contribution to Regional Librarian	CVC @ 20%			-$ 39,112.00	($26,141)					($26,664)	($27,197)	($27,741)	($28,296)	($28,862)	($29,439)	($30,028)	($30,628)	($31,241)	($31,866)
STATE LIBRARY $2.65 PER CAPITA RATE subsidy - Transferred to CRL	CVC			-$ 34,271.13	($34,271)					$0	($74,677)	($75,162)	($75,651)	($76,142)	($76,637)	($77,135)	($77,637)	($78,141)	($78,649)
	BSC			-$ 8,705.91	($8,706)					$0	($18,970)	($19,093)	($19,218)	($19,342)	($19,468)	($19,595)	($19,722)	($19,850)	($19,979)
DISABILITY & GEOGRAPHIC ADJUSTMENT subsidy - Transferred to CRL	CVC			-$ 16,107.50	($16,108)					$0	($32,506)	($32,657)	($32,810)	($32,966)	($33,125)	($33,286)	($33,454)	($33,623)	($33,795)
	BSC			-$ 15,130.00	($15,130)					$0	($30,473)	($30,582)	($30,694)	($30,807)	($30,924)	($31,042)	($31,163)	($31,286)	($31,412)
TOTAL STATE LIBRARY FUNDING				-$ 74,214.54	($74,215)					$0	($156,626)	($157,494)	($158,372)	($159,258)	($160,154)	($161,060)	($161,975)	($162,901)	($163,836)

SECTION 3

CLARENCE REGIONAL LIBRARY (CRL) 10 YEAR FORECASTS

CRL Income	CVC Account Number	Allocations Included	Description		2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget	2021/22 CIA YTD Actuals	2021/22 - YTD Actuals - Adjusted		Budget Commentary	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
Contributions				Budget	($1,236,774)	($1,323,083)	($1,350,498)	($261,949)	($266,517)		budget variations needed not yet transacted	($1,310,097)	($1,501,434)	($1,537,934)	($1,575,389)	($1,663,973)	($1,703,655)	($1,744,372)	($1,786,151)	($1,829,022)	($1,873,011)
Other Revenue					($39,336)		($6,250)	$8,404	$13,458		revenue from Vintage Film club has not been	($6,375)	($6,503)	($6,633)	($6,765)	($6,901)	($7,039)	($7,179)	($7,323)	($7,469)	($7,619)
			TOTAL OPERATING INCOME		($1,276,110)	($1,323,083)	($1,356,748)	($253,545)	($253,059)			($1,316,472)	($1,507,937)	($1,544,567)	($1,582,154)	($1,670,874)	($1,710,693)	($1,751,551)	($1,793,474)	($1,836,491)	($1,880,630)

CRL EXPENSES

					2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget	2021/22 CIA YTD Actuals	2021/22 - YTD Actuals - Adjusted		Budget Commentary	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
50 - Salaries, Wages & Oncosts					$516,503	$570,943	$583,457	$433,433	$21,471			$599,301	$616,161	$634,182	$653,540	$674,079	$695,916	$719,183	$744,029	$770,619	$799,135
51 - Other Employee Costs					$3,757	$0	$14,816	$721	$0		covid affected	$17,812	$15,468	$15,777	$18,847	$16,470	$16,799	$19,889	$17,533	$17,884	$18,241
53 - Materials					$26,264	$12,300	$24,858	$17,908	$0			$21,173	$21,597	$22,029	$22,469	$22,919	$23,377	$23,845	$24,321	$24,808	$25,304
54 - Contractors & Consultancies					$83,022	$90,000	$90,300	$41,623	$7,731			$92,106	$118,948	$95,827	$97,744	$99,698	$129,692	$103,726	$105,801	$107,917	$110,075
57 - Insurance Expenses					$1,928	$2,222	$2,222	$0	$0		not yet due	$2,266	$2,312	$2,358	$2,405	$2,453	$2,502	$2,552	$2,603	$2,655	$2,709
59 - Administration Expenses					$34,216	$38,700	$38,700	$13,288	$8,559		advertising underspend due to Digital Engagement position being unfilled	$39,474	$40,263	$41,069	$41,890	$42,728	$43,582	$44,454	$45,343	$46,250	$47,175
60 - Operating Expenses					$105,945	$121,409	$120,430	$93,294	$3,957			$128,740	$131,315	$133,941	$136,620	$139,352	$142,139	$144,982	$147,882	$150,839	$153,856
61 - Subscriptions & Memberships					$104,274	$126,666	$106,208	$92,175	$0			$108,332	$110,498	$112,708	$114,962	$117,262	$119,607	$121,999	$124,439	$126,928	$129,466
62 - Internal Expenses					$128,520	$127,750	$127,750	$105,855	$0			$130,305	$132,911	$135,569	$138,281	$141,046	$143,867	$146,745	$149,679	$152,673	$155,727
			TOTAL OPERATING EXPENDITURE		$1,004,429	$1,089,990	$1,108,739	$798,298	$41,717			$1,139,509	$1,189,473	$1,193,460	$1,226,759	$1,256,007	$1,317,483	$1,327,376	$1,361,632	$1,400,573	$1,441,689

BOOK STOCK INFORMATION

					2020-21 Actuals	2021/22 OBUD						2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
100 - Opening stock		Number of Books Held			132,000	132,000						132,000	135,000	138,000	141,000	144,000	144,000	144,000	144,000	144,000	144,000
105 - acquisitions		New Acqutions			13,200	13,200						13,200	13,200	13,200	13,200	15,400	15,400	15,400	15,400	15,400	15,400
110 - Yamba Book Increase		Additional Books			3,000							3,000	3,000	3,000	3,000						
115 - Average item price (EX GST)					$20	$20.00						$20.40	$20.81	$21.22	$21.65	$22.08	$22.52	$22.97	$23.43	$23.90	$24.38
120 - # weeded		Annual book disposals			13,200	13,200						13,200	13,200	13,200	15,400	15,400	15,400	15,400	15,400	15,400	15,400
125 - Closing Stock		Number of Books Held			135,000	132,000						135,000	138,000	141,000	144,000	144,000	144,000	144,000	144,000	144,000	144,000

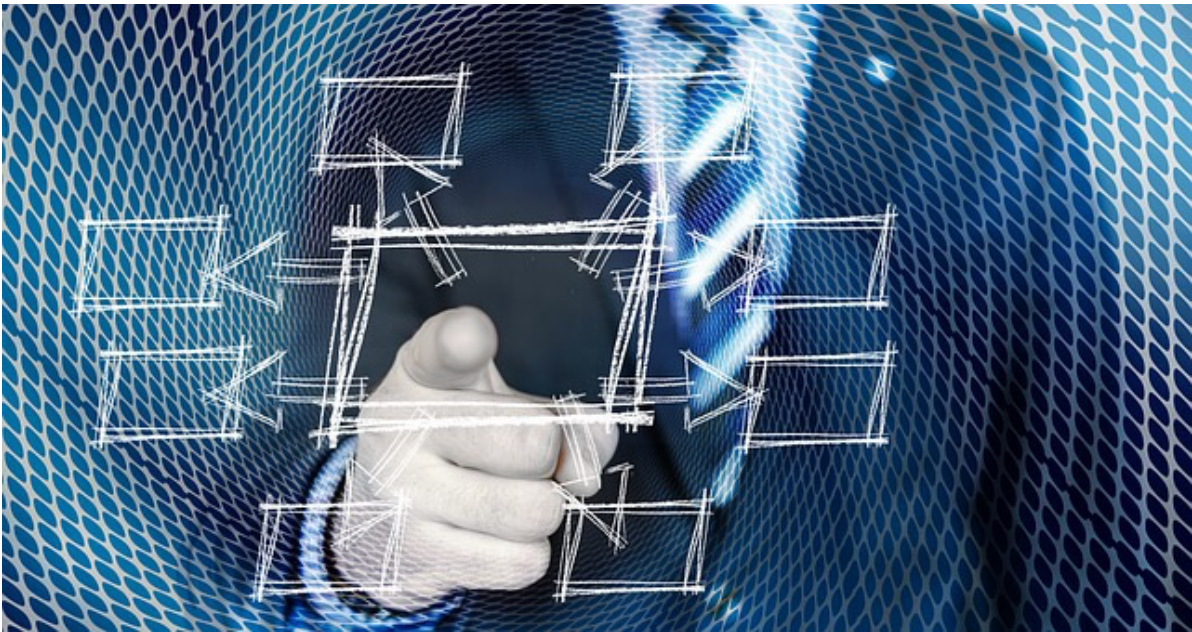| Item	Code	Description	Detail	C1	C2	C3	C4	C5	Note	C6	C7	C8	C9	C10	C11	C12	C13	C14	C15
130 - Net Funds Available before Book Vote				$271,681	$233,093	$248,009	($544,753)	$211,342		$176,963	$318,463	$351,106	$355,395	$414,866	$393,210	$424,175	$431,843	$435,918	$438,942
135 - Bookvote Required	570161-6035-6082	book vote	Acquisitions X Item Av Price	$327,720	$300,000	$300,000	$189,691		this does not incude commitments	$330,480	$337,090	$343,831	$350,708	$340,057	$346,858	$353,795	$360,871	$368,089	$375,450
137 - Capitol furniture & Equipment	570160-6535-6060	furniture & fittings/office equipment					$3,789		Urunga RFID secure External returns chute - funded from CRL Reserves										

ACCUMULATED RESERVES INFORMATION

Item	Code	Description	Detail	C1	C2	C3	C4	C5	Note	C6	C7	C8	C9	C10	C11	C12	C13	C14	C15
140 - Reserve Opening - RA 41125 & 41127	RA 41125 & 41127	CRL and Computer Reserve	Closing Bal Prior Yr	$825,690	$734,212	$734,212	$734,212	$734,212	this has yet to be transacted into one fund	$707,120	$580,674	$567,855	$580,808	$591,304	$672,026	$725,099	$802,730	$881,729	$958,375
145 - Movement	997435-6300-4902	Transfer to/from Reserve		($101,398)	($66,907)	($51,991)	($734,444)	$211,342		($153,517)	($18,626)	$7,275	$4,687	$74,809	$46,352	$70,380	$70,971	$67,830	$63,491
150 - Interest On Reserve Opening Balance	997435-5071-1344			$9,920	$18,320	$7,342	$0	$0		$7,071	$5,807	$5,679	$5,808	$5,913	$6,720	$7,251	$8,027	$8,817	$9,584
155 - Other Reserve Expenditure							$17,558			$20,000									
160 - Reserve Closing Balance (Positive Figure - Funds Held, Negative - Overdrawn)				$734,212	$667,305	$707,120	($232)	$945,554		$580,674	$567,855	$580,808	$591,304	$672,026	$725,099	$802,730	$881,729	$958,375	$1,031,450
165 - Minimum Reserve Balance Determined					$ 308,999.00	$310,874	$309,118	$309,118		$317,951	$327,027	$331,588	$339,162	$346,417	$356,981	$362,475	$370,495	$379,076	$387,968
170 - Staff entitlements		Leave entitlements, Restructures			$ 200,000.00	$200,000	$200,000	$200,000		$204,000	$208,080	$212,242	$216,486	$220,816	$225,232	$229,737	$234,332	$239,019	$243,799
175 - Contingency 10% of Operating Expenditure		Provided for unforeseen events, Replacement of CRL Specific Assets other than Book Stock			$ 108,999.00	$110,874	$109,118	$109,118		$113,951	$118,947	$119,346	$122,676	$125,601	$131,748	$132,738	$136,163	$140,057	$144,169

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ATTACHMENT 2

Clarence Regional Library

Library Strategic Plan: Quotation

Consultancy quotation submitted by:

April 2022

Table of Contents

Introduction

Roger Henshaw Consultancy Services (RHCS) is pleased to submit the following quotation to develop a strategic implementation and action plan for Clarence regional Library. RHCS understands that the project includes a review of the library's current services, infrastructure and programming, and the development of an overarching strategic plan for the library service, as well as communication strategies and action plans for business planning purposes.

The quotation is inclusive of all costs associated with conducting and delivering this project.

Proposed Scope of Works

RHCS proposes to provide a comprehensive review and a tailored strategic plan, aligned with key planning documents from both member councils, Clarence Valley and Bellingen Shire.

The project will be undertaken in two stages and include the following:

Stage 1: Process and Performance Analysis
Research and analysis
Stakeholder consultation

Stage 2: Develop Service Strategy and Implementation Plan

Strategic Plan – Key Elements

1. Identified themes and areas of focus
2. Identified high level goals
3. Identified strategies – including marketing / communication strategies
4. Identified actions – for budgeting and business planning purposes

Methodology

The following is an overview of a typical strategic planning project (incorporating a review of library operations and service delivery models) and will be finalised in consultation with the project team.

- Site visit/s to all branches for project meetings, stakeholder interviews and workshops or focus groups
- Consultation via telephone and video conferencing (Zoom, Teams)
- Confidential online survey of staff regarding the library's strengths, challenges and opportunities
- Stakeholder engagement with library and Council staff, and representative community members (as determined by consultants and project team) using online/print surveys, facilitated focus groups, informal meetings etc.).
- (Optional) community survey seeking feedback on library services including met and unmet needs. RHCS could also utilise Councils' engagement platforms.
- Reporting and analysis of stakeholder engagement data
- Service delivery review and analysis to review how the service operates currently, and the environment within which it operates. This can include, but is not limited to, assessment of services and programs; performance against current library standards; identification of current operational strengths, challenges and opportunities; efficacy of the organisational structure to support current service delivery; technology - capacity and accessibility; and resourcing (financial and human).
- Research and analysis including a review of current trends and innovations (local, national and international) that may impact on service delivery (positive and negative); comparative benchmarking against similar library services.
- Infrastructure review: to assess the capacity of current library buildings (branches) to deliver services.
- (Optional) detailed assessment against library building standards; location analysis etc. can also be undertaken by RHCS utilising the formulas, key criteria and public library building guidelines from *People Places*[1], and ALIA=APLA *Standards and Guidelines for Australian Public Libraries*[2]
- Preparation of draft Service Strategy and implementation / action plan
- Finalisation of strategy and action plans

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[1] https://www.sl.nsw.gov.au/public-library-services/people-places

[2] https://read.alia.org.au/apla-alia-standards-and-guidelines-australian-public-libraries-december-2020

Stage 1: Process and Performance Analysis

Background Research

This will provide information on contemporary and future library service delivery, including:

Review Existing Key Documents and Plans
RHCS will review and analyse existing and past plans to ensure continuity and improvement in library planning, and to align all future strategic planning with the Councils' planning frameworks.

Emerging Trends in Library Service Delivery
RHCS will review and summarise local, national, and international trends, practices and standards in library service delivery and facilities to develop a good practice model.

Community Profile Analysis
RHCS will conduct office-based desktop research and review of profile ID data, and other demographic resources such as SEIFA, and all relevant Council and Library planning documents. Demographic analysis will identify and segment key trend data i.e., by target group and consider the (likely) impacts of these trends on current and future service design and resourcing. This process will be used to provide clear data and analysis regarding existing and potential stakeholder groups, and how those groups are impacting or may impact in the future, on the provision of library services.

Site Visits and Branch Review
RHCS will visit all branches and selected mobile stops, and prepare a brief report on their location, condition and 'fitness' to deliver services to their communities. This will be conducted in consultation with Library staff regarding catchment areas and usage statistics. RHCS has developed a public library building audit tool to enable us to conduct detailed assessment of each service point (branch). This tool is based on both NSW and Australian public library building standards and guidelines, and Australian building standards. Building reports would be provided to the client in online (web based) and print formats (PDF and DOCX).

Library Performance Data Analysis
A comparative analysis of the Library, using current NSW (*Living Learning Libraries*[3]) and national (*Guidelines Standards and Outcome Measures for Australian Public Libraries*[4]) standards and guidelines will be undertaken. Benchmarking will be done against these evidence-based standards, and also against similar library services (as identified by the consultant and the project management team) if required.

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[3] http://www.sl.nsw.gov.au/sites/default/files/living_learning_libraries_2015.pdf
[4] https://www.alia.org.au/sites/default/files/Guidelines%20Standards%20and%20Outcome%20Measures%20for%20Australian%20Public%20Libraries.pdf

Evaluation of Current Service Delivery

RHCS proposes to consult with staff and (where appropriate) selected users. RHCS will then examine the Library's current operational model to identify gaps in service delivery and opportunities for service development. A comprehensive report will be produced detailing:

- Core and non-core business
- Procedures and workflows
- Systems, technology and automation
- Governing legislation and policies
- Fees and charges
- Opening hours
- Library infrastructure
- Shared service responsibilities
- Funding sources
- Partnership opportunities

Stakeholder Consultation

Comprehensive consultation will be conducted through surveys, workshops and focus groups to develop an understanding and support for the planning process from the key stakeholders. Internal consultations will include Councillors, Council officers, and Library staff. External consultations (to be determined after consultation with the Project Group) may include community members, and representative library users (e.g., parents, older people, CALD, young adults, family and local historians, school children etc.).

A well-designed stakeholder engagement process can:
- Broaden and test views
- Connect with and involve the community
- Lift the Library's profile in the community
- Position Council as an organisation that listens and acts
- Lead to better understanding of the goals, aspirations, and issues of the community
- Legitimise planning outcomes

Comprehensive internal stakeholder consultation with Council and Library staff will be conducted through surveys and meetings to develop an understanding and support for the planning process from the key stakeholders, and to obtain their views and vision for the library service into the future. The results will be aggregated and documented for review and further feedback from the group.

RHCS proposes a pre-workshop confidential survey of staff, regarding the library's current strengths, weaknesses, opportunities and challenges etc. Aggregated data from this survey will be distributed to staff for further discussion.

RHCS will run several meetings to ensure the inclusion of as many staff as possible. These meetings will be designed to elicit the views of all staff, and to explore possible, plausible future scenarios for the library. They will enable staff to discuss their views of the library's current state; and the impact of local trends (social, economic, educational and technological) on public library services.

NOTE: These meetings can be held via Zoom (or alternate online meeting platform) or face to face.

Consultation with external stakeholders will include the following:
- Online survey for community members (with a link on Council / Library websites)
- Informal talks with Library users during consultants' visits to branches

Additional Community Consultation

If required, RHCS can undertake additional community consultation, to canvass a wider range of both library users and non-users. This could include for example:
- An online community survey
- Facilitated focus groups at each branch – Library staff to select and invite participants (for example, U3A, community organisations, Book Clubs, service organisations etc.).
NOTE: These groups may also be conducted online.

Stage 1 - Reporting

Data from the Stage 1 research will be utilised to identify current service gaps, service areas with growth potential, additional service areas in demand and service areas in decline. This Stage 1 report will incorporate analysis of Council and Library reports and plans, demographic data, and trends and innovations in library technology, systems and services at local, state, national and international levels; and will highlight the strengths of, and challenges facing Snowy valleys Library; and identify areas for improvement.

The report will include a comprehensive summary of all engagement outcomes such as survey results and analysis and feedback from stakeholder consultation. The report will also include an ongoing communications strategy to ensure stakeholders remain informed and engaged in the planning process.

Stage 2 – Development of Service Strategy and Implementation Plan

The final plan will provide clear recommendations for optimal library service delivery, and recommended actions and performance measures.

Stage 2 - Reporting

The final report will provide a clear, realistic roadmap and suite of recommendations, including:

- Strategic goals,
- Priorities and objectives,
- Staff and resources requirements,
- Direction on current and future service provision; and
- A framework to support and improve the operational efficiency of the Library.

Example Schedule

Project commencement	July 2022
Initial project meeting with Project Management team to confirm project details, timelines, participants etc.)	July 2022
Desktop research	July 2022
Stakeholder consultation and engagement	July-Aug 2022
Stage 1 report provided	Aug 2022
Draft recommendations to Project Team (for edit and review)	Sep 2022
Final report incorporating feedback	Oct 2022
Project completion	Oct 2022

RHCS propose to conduct site visits during the course of this project, for the following purposes:

1. To visit the branch library sites
2. To undertake stakeholder consultation including staff meetings to present interim findings and examine future scenarios, and community focus groups

Note: This timetable is provisional only, dependent on the actual start date of the project. Any variations to be confirmed with Project team.

As with all our projects, we guarantee to deliver on time and on budget, a clear and realistic report, based on thorough research and consultation. RHCS have conducted many similar projects for local authorities across Australia. Our research is rigorous; our consultation, professional yet personal; and our reporting, comprehensive and thorough.

RHCS can begin work on the project within one week of advice of appointment. RHCS can commence desktop research and online consultation immediately, with site visits and face-to-face meetings and engagement conducted at a later date.

Price

RHCS will complete the project for **$19,500 ex GST.** This fee is inclusive of all costs:
- Consultants' professional hours and all insurances
- Stakeholder surveys i.e., design / development, implementation and analysis
- Site visits
- Administrative costs i.e., travel, phone, Internet, production of reports.

NOTE: We are open to discussion on our pricing if we are the preferred provider.

Task	Cost (ex GST)
Initial scoping meeting with Project team	$0
Desktop research	$4,000
Site visits, consultation, and stakeholder engagement	$6,000
Preparation of Stage 1 report	$3,500
Preparation of draft Stage 2 recommendations report	$3,500
Finalisation of report	$2,500
Total	**$19,500.00**

Quotation remains valid until April 2023

About Us

RHCS specialises in:
- Strategic planning
- Organisational review
- Service and process reviews
- Staff, customer and community engagement and consultation
- Policy development
- Cultural change management and facilitation
- Survey design and analysis
- Grant seeking
- Recruitment
- Training in strategic planning, service reviewing and marketing library services
- Provision of specialist advice on all aspects of library service delivery and management

RHCS has extensive experience with projects of this nature. Having completed many similar projects for both country and metropolitan councils throughout Australia. Some relevant examples include:

- Alice Springs Public Library
- City of Port Philip (VIC)
- Indigo Shire Libraries (VIC)
- Sunshine Cost Libraries (QLD)
- Town of Victoria Park (WA)
- City of Ryde (NSW) Library Service
- Town of Gawler (SA) Public Library
- Campbelltown City (NSW) Library Service
- Cessnock City (NSW) Library Service

More information about our experience can be found on our website:
- Case Studies: https://www.rhcs.com.au/case-studies/
- Example Projects Portfolio: https://www.rhcs.com.au/rhcs-project-examples-portfolio/
- About Us: https://www.rhcs.com.au/about-us/

Referees available on request.

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April 2020

Quotation remains valid until April 2023

SECTION 1

FORECAST ASSUMPTIONS AND INDEXING

			2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget					2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
State Library Contribution Rate				25%	25%					25%	50%	50%	50%	50%	50%	50%	50%	50%	50%
State Library Per Capita Rate					$2.65					$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85	$2.85
State Library Adjustment - Base	CVC	Bank 1 (POP based ABS 3218.0 March)			$14,430					$14,719	$15,013	$15,313	$15,619	$15,932	$16,251	$16,576	$16,907	$17,245	$17,590
State Library Adjustment - Base	BSC	Bank 4 (POP based ABS 3218.0 March)			$10,520					$10,730	$10,945	$11,164	$11,387	$11,615	$11,847	$12,084	$12,326	$12,572	$12,824
State Library Adjustment - Additional Amount					$50,000					$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000
Rate peg		Controlled by IPART	2.0%		2.0%					2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%	2.50%
Rate peg + x			2.0%		2.0%					-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%	-0.50%
Contributing Council Rate increase			4.0%		4.0%					2.00%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Minimum Contribution Rate Increase % pa			2%		4.0%					2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Contributing Council Rate Per Capital			$ 19.27	$19.27						$19.66	$20.05	$20.45	$20.86	$21.28	$21.70	$22.14	$22.58	$23.03	$23.49
Interest on Investments					1.0%					1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%
Wages					2.0%					2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Superannuation Contribution Guarantee					10.0%					10.5%	11.0%	11.5%	12.0%	12.0%	12.0%	12.0%	12.0%	12.0%	
Workers Compensation					2.6%					2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%	2.6%
Target Stock Number		To be increased by 12000 over the next four years (related to Yamba)	132,000																
Target Replacement Number		To be increased by 15400 over the next four years (related to Yamba)	13,200																
Rate of expenditure growth			2.00%																
Rate of book price growth			2.00%																
Population increase		Same rate used for both CVC and Bellingen. Provided by Forecast.id	0.65%	CVC	51630									53110					55523
CVC Contribution to Regional Librarians Wages & Oncosts					20%					20%	20%	20%	20%	20%	20%	20%	20%	20%	20%
Regional Librarian Wages & Overheads			$130,705		$130,705					$133,319	$135,985	$138,705	$141,479	$144,309	$147,195	$150,139	$153,142	$156,205	$159,329

SECTION 2

CONTRIBUTION CALCULATIONS

			2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget					2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
				2022	2022					2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Estimated Population		ABS 3218.0 March																	
		CVC		51730	51730					52066	52405	52745	53088	53433	53781	54130	54482	54836	55193
		BSC		13141	13141					13226	13312	13399	13486	13574	13662	13751	13840	13930	14021
		TOTAL		64,871	64,871					65,293	65,717	66,144	66,574	67,007	67,442	67,881	68,322	68,766	69,213
Council Per Capita Contribution																			
	(pop * per Capita Rate)	CVC	-$ 996,899.18	($996,899)						($1,023,447)	($1,050,701)	($1,078,681)	($1,107,406)	($1,136,897)	($1,167,172)	($1,198,254)	($1,230,164)	($1,262,923)	($1,296,554)
	(pop * per Capita Rate)	BSC	-$ 253,242.84	($253,243)						($259,987)	($266,910)	($274,018)	($281,315)	($288,806)	($296,497)	($304,393)	($312,499)	($320,821)	($329,364)
		TOTAL	-$ 1,250,142.02	($1,250,142)						($1,283,433)	($1,317,611)	($1,352,699)	($1,388,721)	($1,425,703)	($1,463,670)	($1,502,647)	($1,542,663)	($1,583,744)	($1,625,919)
Contribution to Regional Librarian		CVC @ 20%	-$ 39,112.00	($26,141)						($26,664)	($27,197)	($27,741)	($28,296)	($28,862)	($29,439)	($30,028)	($30,628)	($31,241)	($31,866)
STATE LIBRARY $2.65 PER CAPITA RATE subsidy - Transferred to CRL		CVC	-$ 34,271.13	($34,271)						($37,097)	($74,677)	($75,162)	($75,651)	($76,142)	($76,637)	($77,135)	($77,637)	($78,141)	($78,649)
		BSC	-$ 8,705.91	($8,706)						($9,424)	($18,970)	($19,093)	($19,218)	($19,342)	($19,468)	($19,595)	($19,722)	($19,850)	($19,979)
DISABILITY & GEOGRAPHIC ADJUSTMENT subsidy - Transferred to CRL		CVC	-$ 16,107.50	($16,108)						($16,180)	($32,506)	($32,657)	($32,810)	($32,966)	($33,125)	($33,288)	($33,454)	($33,623)	($33,795)
		BSC	-$ 15,130.00	($15,130)						($15,183)	($30,473)	($30,582)	($30,694)	($30,807)	($30,924)	($31,042)	($31,163)	($31,286)	($31,412)
TOTAL STATE LIBRARY FUNDING			-$ 74,214.54	($74,215)						($77,883)	($156,626)	($157,494)	($158,372)	($159,258)	($160,154)	($161,060)	($161,975)	($162,901)	($163,836)

SECTION 3

CLARENCE REGIONAL LIBRARY (CRL) 10 YEAR FORECASTS

CRL Income	CVC Account Number	Allocations Included	Description	2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget	2021/22 CIA YTD Actuals	2021/22 - YTD Actuals - Adjusted	Budget Commentary	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
						Budget													
Contributions				($1,236,774)	($1,323,083)	($1,350,498)	($261,949)	($266,517)	budget variations needed not yet transacted	($1,387,980)	($1,501,434)	($1,537,934)	($1,575,389)	($1,663,973)	($1,703,655)	($1,744,372)	($1,786,151)	($1,829,022)	($1,873,011)
Other Revenue				($39,336)		($6,250)	$8,404	$13,458	revenue from Vintage Film club has not be	($6,375)	($6,503)	($6,633)	($6,765)	($6,901)	($7,039)	($7,179)	($7,323)	($7,469)	($7,619)
			TOTAL OPERATING INCOME	($1,276,110)	($1,323,083)	($1,356,748)	($253,545)	($253,059)		($1,394,355)	($1,507,937)	($1,544,567)	($1,582,154)	($1,670,874)	($1,710,693)	($1,751,551)	($1,793,474)	($1,836,491)	($1,880,630)

CRL EXPENSES																			
50 - Salaries, Wages & Oncosts				$516,503	$570,943	$583,457	$433,433	$21,471		$599,301	$616,161	$634,182	$653,540	$674,079	$695,916	$719,183	$744,029	$770,619	$799,135
51 - Other Employee Costs				$3,757	$0	$14,816	$721	$0	covid affected	$17,812	$15,468	$15,777	$18,847	$16,470	$16,799	$19,889	$17,533	$17,884	$18,241
53 - Materials				$26,264	$12,300	$24,858	$17,908	$0		$21,173	$21,597	$22,029	$22,469	$22,919	$23,377	$23,845	$24,321	$24,808	$25,304
54 - Contractors & Consultancies				$83,022	$90,000	$90,300	$41,623	$7,731	not yet due	$92,106	$118,948	$95,827	$97,744	$99,698	$129,692	$103,726	$105,801	$107,917	$110,075
57 - Insurance Expenses				$1,928	$2,222	$2,222	$0	$0	not yet due	$2,266	$2,312	$2,358	$2,405	$2,453	$2,502	$2,552	$2,603	$2,655	$2,709
59 - Administration Expenses				$34,216	$38,700	$38,700	$13,288	$8,559	advertising underspent due to Digital Engagement position being unfilled	$39,474	$40,263	$41,069	$41,890	$42,728	$43,582	$44,454	$45,343	$46,250	$47,175
60 - Operating Expenses				$105,945	$121,409	$120,430	$93,294	$3,957		$128,740	$131,315	$133,941	$136,620	$139,352	$142,139	$144,982	$147,882	$150,839	$153,856
61 - Subscriptions & Memberships				$104,274	$126,666	$106,208	$92,175	$0		$108,332	$110,498	$112,708	$114,962	$117,262	$119,607	$121,999	$124,439	$126,928	$129,466
62 - Internal Expenses				$128,520	$127,750	$127,750	$105,855	$0		$130,305	$132,911	$135,569	$138,281	$141,046	$143,867	$146,745	$149,679	$152,673	$155,727
			TOTAL OPERATING EXPENDITURE	$1,004,429	$1,089,990	$1,108,739	$798,298	$41,717		$1,139,509	$1,189,473	$1,193,460	$1,226,759	$1,256,007	$1,317,483	$1,327,376	$1,361,632	$1,400,573	$1,441,689

BOOK STOCK INFORMATION

				2020-21 Actuals	2021/22 OBUD	2021/22 Revised Budget	2021/22 CIA YTD Actuals	2021/22 - YTD Actuals - Adjusted	Budget Commentary	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
100 - Opening stock		Number of Books Held			132,000	132,000				132,000	135,000	138,000	141,000	144,000	144,000	144,000	144,000	144,000	144,000
105 - acquisitions		New Acquitions			13,200	13,200				13,200	13,200	13,200	13,200	15,400	15,400	15,400	15,400	15,400	15,400
110 - Yamba Book Increase		Additional Books			3,000					3,000	3,000	3,000	3,000						
115 - Average Item price (EX GST)					$20	$20.00				$20.40	$20.81	$21.22	$21.65	$22.08	$22.52	$22.97	$23.43	$23.90	$24.38
120 - # weeded		Annual book disposals			13,200	13,200				13,200	13,200	13,200	13,200	15,400	15,400	15,400	15,400	15,400	15,400
125 - Closing Stock		Number of Books Held			135,000	132,000				135,000	138,000	141,000	144,000	144,000	144,000	144,000	144,000	144,000	144,000
130 - Net Funds Available before Book Vote				$271,681	$233,093	$248,009	($544,753)	$211,342		$254,846	$318,463	$351,106	$355,395	$414,866	$393,210	$424,175	$431,843	$435,918	$438,942
135 - Bookvote Required	570161-6035-6082	book vote	Acquisitions X Item Av Price	$327,720	$300,000	$300,000	$189,691		this does not incude commitments	$330,480	$337,090	$343,831	$350,708	$340,057	$346,858	$353,795	$360,871	$368,089	$375,450

| 137 - Capitol furniture & Equipment | 570160-6535-6060 | furniture & fittings/office equipment | | | | | | $3,789 | | Urunga RFID secure External returns chute - funded from CRL Reserves | | | | | | | | | | |

ACCUMULATED RESERVES INFORMATION

140 - Reserve Opening - RA 41125 & 41127	RA 41125 & 41127	CRL and Computer Reserve	Closing Bal Prior Yr		$825,690	$734,212	$734,212	$734,212	$734,212	this has yet to be transacted into one fund	$707,120	$638,558	$626,317	$639,855	$650,941	$732,260	$785,935	$864,174	$943,787	$1,021,055
145 - Movement	997435-6300-4902	Transfer to/from Reserve			($101,398)	($66,907)	($51,991)	($734,444)	$211,342		($75,634)	($18,626)	$7,275	$4,687	$74,809	$46,352	$70,380	$70,971	$67,830	$63,491
150 - Interest On Reserve Opening Balance	997435-6071-1344				$9,920	$18,320	$7,342	$0	$0		$7,071	$6,386	$6,263	$6,399	$6,509	$7,323	$7,859	$8,642	$9,438	$10,211
155 - Other Reserve Expenditure							$17,558													
160 - Reserve Closing Balance (Positive Figure - Funds Held, Negative - Overdrawn)					$734,212	$667,305	$707,120	($232)	$945,554		$638,558	$626,317	$639,855	$650,941	$732,260	$785,935	$864,174	$943,787	$1,021,055	$1,094,757
165 - Minimum Reserve Balance Determined					$ 308,999.00	$310,874	$309,118	$309,118			$317,951	$327,027	$331,588	$339,162	$346,417	$356,981	$362,475	$370,495	$379,076	$387,968
170 - Staff entitlements		Leave entitlements, Restructures			$ 200,000.00	$200,000	$200,000	$200,000			$204,000	$208,080	$212,242	$216,486	$220,816	$225,232	$229,737	$234,332	$239,019	$243,799
175 - Contingency 10% of Operating Expenditure		Provided for unforeseen events, Replacement of CRL Specific Assets other than Book Stock			$ 108,999.00	$110,874	$109,118	$109,118			$113,951	$118,947	$119,346	$122,676	$125,601	$131,748	$132,738	$136,163	$140,057	$144,169

ATTACHMENT 4

Clarence Regional Library
Regional Library

Clarence Regional Library Local Studies Strategy – progress report May 2022

Planning Hierarchy

* Goal: The overall aim (in the particular area of strategic focus)
* Objectives: the various components that need to be achieved to reach your goals
* Strategies: how you will achieve any given objectives (with time-frame).
* Actions/Activities: more specific detail on how each strategy will be achieved

Progress of items are indicated in **RED.**

Objectives	Strategies	Actions/Activities	Responsibility	Timing

Area of Strategic Focus: Partnerships and Collaboration
Goal: A collaborative local studies network for the Clarence Region (Clarence Valley & Bellingen Shire)
Description: *Working collaboratively with other individuals, groups and organizations' with commitment to the ongoing research, collection and exhibition of local studies material and information*

Objectives	Strategies	Actions/Activities	Responsibility	Timing
1. A regional Local Studies Network (LSN) is established	A regional local studies network is formally established	First meeting for CVC Network held 18 November 2013. Meetings to be held annually on the first Monday of June. This has since been changed to bi annually and meeting s are scheduled for June and November each year.	CRL / Stakeholders	12/13 Completed and discontinued 2018
2. CRL participation in the NSW Public Libraries Local Studies Working Group[1] (this group operates under the umbrella of the Reference and Information Services Group (RISG))	CRL seeks membership of the NSW Public Libraries Local Studies Working Group	BSC Shire Librarian on Listserv. Will look to attend any meetings in 2014 where possible Team leader (Regional Resources) attends online meetings of the Local Studies Working Group	CRL / LGA reps	March 2014 2022

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[1] The NSW Public Library Local Studies Working Group meets twice per year – see:
http://referenceandinformationservices.wetpaint.com/page/Local+Studies+Meetings (accessed August 2011)

Objectives	Strategies	Actions/Activities	Responsibility	Timing

Area of Strategic Focus: Collection Management
Goal: Well-developed, managed and accessible local studies collections that meet national public library local studies guidelines [i.e. G13]
Description: *The ongoing management, development and preservation of library local studies collections and information*

Objectives	Strategies	Actions/Activities	Responsibility	Timing
1. Local Studies collections are up to date	Local studies cataloguing backlog is eliminated	Note: - There's also a need to review how some LS material has been catalogued in the past i.e. to re-catalogue to a more accessible standard - Identification of catalogue records where needed better details - Cataloguing backlog is being worked on regularly and is becoming minimal. - Library Technician (local studies) to receive Cataloguing training – to help with backlog and for professional development. Due to staffing issues in Grafton Library this has not progressed.	CRL HQ	ongoing
2. Local Studies collection gaps i.e. subjects/topics are identified	- Each branch to review current local studies collection subject / information coverage to identify gaps and develop their individual local studies profile; and for inclusion in a regional local studies collection profile (this could be done in consultation with local members of the proposed LSN) - Ongoing collection and documentation of 'unanswered' local studies enquiries received at each branch, for regional collation and review	Note: - Each branch to develop a list of LS topics (collection profile) that are missing from their collections. This will inform the LS collection development policy - Gaps in the collection are being filled with additional copies being purchased - List of Bellingen Historical Society publications obtained and HQ organised purchasing copies for BSC libraries - Bellingen - Publications purchased and Regional Services notified of any new publications as they become available.	CRL / Branches	ongoing

3

Objectives	Strategies	Actions/Activities	Responsibility	Timing
		- CVC - form developed for recording LS enquiries - Local Studies items are being actively sourced by CVC Library Technician		
3. 'At risk' local studies collection material is identified for preservation purposes	- 'At risk' local studies collection materials are identified - An 'At risk' preservation schedule is developed - Preservation strategies are developed for 'at risk' items e.g. digitization, withdrawal for archival storage etc - Information and learning regarding the identification and preservation of at risk materials is shared with the proposed LSN	Note: - This project could be grant funded and involve the use of volunteers - Senior Technical Services Officer is progressing this in coordination with libraries. - Preservation materials being sourced - Preservation workshops for community undertaken in CVC and Bellingen. - Branch staff will receive basic training in the handling of 'at risk' materials. - Acid free materials used for processing. - Processing methods vary according to item. Training includes care of the collection.	CRL to coordinate	Ongoing ongoing
4. A comprehensive Local Studies Collection Development Policy	A comprehensive Local Studies Collection Development Policy is developed, agreed and implemented	Local Studies Collection Development Policy Adopted May 2015. It is due for reviewed in November and adopted in December 2020. Next due 2024.	CRL to coordinate	May 2015 Dec 2020
5. A comprehensive Local Studies Disaster Prevention and Management Plan	- A comprehensive Local Studies Disaster Prevention and Management Plan is developed, agreed, and implemented, and	Notes: - A central registry needs to be kept for insurance purposes (insurance for the region is managed by CVC) - Each branch will need to be responsible for the provision of own data for the plan - Senior Library Officer (Technical Services) is progressing this in coordination with libraries.	CRL to lead and coordinate	June 2016

Objectives	Strategies	Actions/Activities	Responsibility	Timing
		- A review of the Disaster Management document is currently underway..		December 2020
6. Online / digital local studies collections and information	- The library's current Library Management Systems online media (e.g. photographs, images, audio, and video) cataloguing and presentation capabilities are assessed, including ability to utilize Dublin Core* meta tagging schema; and library website integration - Alternative online media systems are assessed i.e. capability to allow cataloguing, storage and online access to local studies multimedia, including ability to utilize Dublin Core meta tagging schema, and library website integration - Local studies media (e.g. photos) is catalogued and added to an online database (as determined by the assessment above) * Allows the National Library of Australia's Pictures Australia and Trove to capture links to the library's photographs, thus expanding the reach of CRL collections	Notes: *Your Heritage in Pixels Project* launched November 2018 - There is a need to develop clear parameters around the collection, handling and cataloguing of photographs for inclusion in the LS collection development policy - Since the introduction of Spydus 9 in 2014 – the library team have been working through the implementation of the DAM and Archive modules that will allow better cataloguing and access to Local Studies Media (photos etc). - Scanner purchased as a part of the new Grafton Library in 2014. - Portable scanner purchased for CVC libraries in 2015. - A portable light box for taking professional images of artefacts was purchased in 2019 to use with local museums and community members to capture quality digital images of items of significance.	CRL CRL CRL to coordinate	14/16 13/14 14/16 Ongoing

Objectives	Strategies	Actions/Activities	Responsibility	Timing

Area of Strategic Focus: Learning	
Goal: Skilled and informed library staff, community and key stakeholders	
Description: *Local studies based learning (formal and informal) for library staff, the community and key stakeholders*	

Objectives	Strategies	Actions/Activities	Responsibility	Timing
1. Library staff local studies training plans	Staff training plans are developed that include, but are not limited to, the areas of: - Basic preservation - Disaster prevention and control (DPAC) - Local studies research assistance - Research skills (targeted training around the various online tools available to assist with local and family history research) - Copyright (particularly the management of digital and online copyright) - Digitization techniques Note: consider inviting interested LSN members to some of these training opportunities to strengthen collaboration and insight into the needs of each participant etc – see the next strategy; members of the LSN could also be utilized to pass on their skills, experience and knowledge)	Notes: Staff responsible for the various areas: - Senior Library Officer (Technical Services) - Senior Library Officer (Technical Services) - Team Leader (Regional Resources) - Team Leader (Regional Resources) - Team Leader (Regional Resources) - Library Officer (Library Systems)/ Team Leader (Regional Resources) / Senior Library Officer (Technical Services) - Basic preservation training outlines developed and continuing – DPAC in development - Oral history training from slnsw undertaken by CVC staff 2018 & BSC staff in 2019 -	CRL to coordinate	2014 and ongoing
2. Local studies training / learning opportunities for Community and key stakeholders (formal and informal)	Facilitate and host local studies based learning opportunities for interested community members and/or groups e.g. schools, volunteers (including members of the LSN). For example, learning opportunities	Staff responsible where appropriate: - Senior Library Officer (Technical Services) - Team Leader (Regional Resources) - BSC shire librarian provided a presentation to Camp Creative genealogy	CRL to coordinate	13/14 and ongoing

Objectives	Strategies	Actions/Activities	Responsibility	Timing
	could include but are not limited to, the areas of: - Preservation e.g. digital images, community / home archives, photographs etc - Digitization e.g. how to, cataloguing and storage etc - Disaster prevention and management basics - Research skills e.g. how to use www.ancestry.com.au, and other online resources / tools available via the Internet	workshop held in Jan 2015 on physical and online resources available. - CVC - Introductory talks (held at all branches except Yamba) in using Ancestry.com Library Edition and Trove digitised newspapers for Family History research held for Family History month (August 2013) - Training to be provided to members of the CVLSN during each annual meeting. (subject of training to be agreed upon by members of the network) - Preservation and book binding workshops have been conducted each year by Senior Library Officer (Technical Services) in various locations across the region . -		
3. Local studies activities and events for Community and key stakeholders (formal and informal)	(Optional) Local studies based events and activities plan is developed. For example, this could include planning for activities and events such as: - Guest speakers e.g. on local and family history topics - Conference / seminars (as above but on a larger scale) - Workshops e.g. recording oral histories; family history research (less formal than training)	Note: - A developmental project - Indigenous Family History research workshop - done - Jacaranda Festival Talks - Jacaranda photo identification project - WW1 Centenary project in cooperation with CVC museums network - Researching the history of your house or building (2016) – history week sept 2016 - Tree walks and talk	CRL to coordinate CVC LT (Local studies) CVC LT (Local Studies) CVC In planning CVC 2016 BSC Shire Librarian	16/17 2015 2014 2015

Objectives	Strategies	Actions/Activities	Responsibility	Timing
		- Coffs Harbour Family History Group provided workshops to the public in Bellingen and Dorrigo Library's during History Week - Oral Histories have been loaded onto the Amplify platform. Access is now available to our community to help with transcribing.		Dec 2021

Objectives	Strategies	Actions/Activities	Responsibility	Timing

Area of Strategic Focus: Service Development and Delivery

Goal: Local studies services that meet national public library local studies guidelines [i.e. G13]

Description: *How services will be delivered throughout the region and beyond the region*

Objectives	Strategies	Actions/Activities	Responsibility	Timing
1. Local studies area collections for each of regional local government area i.e. holders of main collections and services for the area	Create two main area local studies collections* within the regional network i.e. LGA based: 1. Grafton Library (area collection for Yamba, Maclean and Iluka) 2. Bellingen Library (area collection for Urunga and Dorrigo) * These libraries would hold the principle collections for each LGA, while each individual branch would hold the material etc relevant to their branch catchment area	Notes: - Completed ahead of schedule	CRL / Each LGA	14/15
2. A well-equipped local studies service	Scope and cost local studies equipment needs, including: - Microfilm reader printer (CRL HQ)* - Analogue to digital audio and video conversion hardware and software - Document scanners (A4 and A3) - Digital camera (with video function) / digital document camera mounting - Digital recording device (for oral history recordings)	Note: - Completed - Library Systems and Technology Officer to investigate - Completed - Completed for CVC/ Bellingen to do - Sound dome purchased for new Grafton Library. Oral histories will be access digitally through the sound dome at the touch of a screen. - 2x digital sound recorders purchased for oral history recording 2015. - Microfilm reader/printer purchased for Bellingen library 2019.	LGA CRL to coordinate i.e. to ensure equipment /software compatibility between LGA's	Rolling program commencing 13/14

Objectives	Strategies	Actions/Activities	Responsibility	Timing
		- Microfilm storage cabinet purchased for Bellingen library 2019. - Light box purchased 2019. - Surface table (for viewing photos etc) purchased for Grafton Library 2019 - BSC libraries received oral history recording kits from the State Library in 2019.		
3. A local studies service that meets archival standards	Scope and cost archival quality storage materials, equipment and furniture (as required) e.g. - Archive storage boxes and folders - Archival quality paper - Polyester film sleeves (e.g. Mylar) for photographs and single documents - Polyester film sealing equipment (heat sealer) - Fire rated storage (if required i.e. to house rare and irreplaceable items)	Notes: - Need to review current practice, and identify materials that would benefit from better archival storage (materials to be purchased by CRL i.e. from stationery budget on behalf of the region) - Equipment (capital expenditure) is the responsibility of each LGA - Senior Library Officer (Technical Services) to assist in identification of material etc and source suppliers. - Alternative materials in use ie) PP sleeves - CVC fire rated storage included in new Grafton Library	CRL LGA done	12/13 14/15 Ongoing
4. Public access to a quality range of online resources	- Purchase regional subscription /licenses to www.ancestry.com.au for initial product pilot - Train staff and public on how to use www.ancestry.com.au (See also Learning section above)	Note: - Completed - Completed	CRL to coordinate	12/13
5. A Regional Library Local Studies Website	Further develop the CRL website to include more local studies content; and easier access to content*	In progress – as part of website review and update undertaken 2013/14	CRL with input from each LGA and the LSN	2013/14 ongoing

Objectives	Strategies	Actions/Activities	Responsibility	Timing
	* Example sites are provided in this document, and as a guide include blog entries, document libraries, access to photos, audio and video files, answers to frequently asked questions, links to key resources (with how to guides) and to other local groups and organisations, moderated input mechanisms that allow users to make contributions e.g. add information, make comments etc, database access, publications for download and/or sale etc			
6. Development and publication of local studies topical fact sheets	- Capture frequently asked questions with and without answers for collation and where applicable, for further research by the library, and in collaboration with the LSN - Publish frequently asked question fact sheets – in print, and online (text and audio)	In progress in CVC - Library Technician (Local Studies) to develop specific resources for CVC. - Guide to local newspapers on microfilm. - Guide to family history websites In development, complete by end June, - - - planning Houses FAQ for Sept, need to update 2 existing (CVC orgs, collection resources) due to changes in library structure and the Mackey Archive acquisition process, this has been delayed to date. Note: - Fact sheet development could be project based and involve the use of volunteers and the LSN Wikipedia project	CRL to coordinate with each LGA	12/13 and ongoing
7. Community input into local studies collections	Engage the community in local studies collection development For example:	Note - Transcription of CVC oral histories has begun utilising Volunteers.	CRL / LGA	2014/15 and ongoing

Objectives	Strategies	Actions/Activities	Responsibility	Timing
	- Engaging the community to help fill information / knowledge gaps in the library's collection e.g. to help answer 'unanswered questions' - Holding open days where people can bring in their 'historic' or locally significant photos for copying and/or donation e.g. during heritage week - Contributing stories and other items (e.g. photos) via the proposed website - Engaging schools and other educational institutions to contribute to any given local studies research projects	- BSC Council planning staff had Heritage photos day in April 2015 asking members of the community to bring in photos – disc of photos will be provided to BSC libraries once produced. . Photos stored on network drive, unsure how to retrieve them due to limited access to the network. - Oral Histories have been loaded onto the Amplify platform. Access is now available to our community to help with transcribing.		
8. A regional local studies operational and capital budget planning	Pending the outcomes of the costing associated with the above service delivery and development initiatives / objectives, develop a: - 3 to 4 year financial plan that includes phase up of operational budgets, capital budget (bids with business cases) - A grant application strategy, that includes but is not limited to State Library of NSW service development grants, NSW Heritage grants[2], including joint applications with other organisations / agencies - Sponsorship / in-kind opportunities i.e. through approach to local businesses, educational institutions etc	Note: - Need to align the financial plan with the current length of the CRL agreement - Each member Council has DGR status	CRL	2014/15

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[2] Information regarding NSW heritage Grants can be found at: http://www.heritage.nsw.gov.au/02_subnav_01.htm (accessed August 2011)

Objectives	Strategies	Actions/Activities	Responsibility	Timing

Objectives	Strategies	Actions/Activities	Responsibility	Timing

Area of Strategic Focus: Marketing

Goal: Well-marketed and communicated local studies collections and services

Description:

Objectives	Strategies	Actions/Activities	Responsibility	Timing
1. Visible and accessible local studies collections	Local studies signage is developed and installed - Directional signage - Shelf signage	Note: CRL to coordinate style guide (to ensure consistency) in progress signage using unique Local Studies branding in use in all CVC Libraries - Library Technician to tour CVC branches first half 2016	LGA	14/15
2. Targeted local studies promotional and communication strategies (includes cross promotion of events, activities etc of LSN members)	- Create a communication template for local studies promotion and delivery of key information / messages Need to considers the message (what you want to deliver), type of message (informational, promotional), the target audience (i.e. young people, students, schools, local business, the media, general community), the delivery method (best method/s for given target group/s), when the message is to be delivered and how often, who is responsible - Capitalize on the current CRL Facebook page to promote local studies activities e.g. run local	In progress Local studies information flyers using new branding completed. - CVC pull-up banners for library and historical societies produced - signs and posters and fliers for family history help -	CRL / LGA CRL	14/15 12/13 and ongoing

Objectives	Strategies	Actions/Activities	Responsibility	Timing
	studies based competitions such as submitting the best local photo; utilize Facebook to issue invitations to 'friends' to events and activities; provide links to CRL local studies website an visa versa - Evaluate other social media such as Twitter to communicate activities events, and to gather information e.g. twitter comments on local events such as flooding		CRL	

Policy

Circulation & Membership Policy

Responsible Manager (Title)	Regional Librarian		
Adopted by Council	Date:		Minute Number:
File Reference Number	DWS	Version:	Review Due: 2026
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 policy has a number of aims to
- promote freedom of information
- to ensure equal access to the Library's materials and information for members for the Clarence Regional Library
- It ensures the member understands his/her responsibilities when using the Library's resources
- Safeguards the Library's resources.

2. Definitions

Membership – as defined in *item 5.8 Membership Categories.*
Registration – the process of providing identification details to access library services.
Overdues – library items that have not been returned by the due date.
Loan Periods – length of time an item can be borrowed.

3. Background/legislative requirements

Library Act 1939: Section 10(5) sets out that the Library Council of NSW may issue guidelines to local authorities for the purposes of Section 10.

Section 10(1)(a) "Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the Library free of charge."

The intention of this provision is to ensure that membership of the library for residents and ratepayers is provided free. free membership is membership of a local authority library, including if required, provision of a library card for residents of that local authority's area and

for residents of other local authorities who are signatories to *Reciprocal Membership Agreements*. **Reciprocal membership is enabled by s10(3) of the Act**

Section 10(1)(b) "Any person (whether or not a member of the library) is entitled free of charge to access to any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises."

The intention of this provision is to ensure that no charge is made for the use of library materials or access to the information services of the library by any person on the library premises, other than information excepted from free access by guidelines issued by the Council.

The *Library Act 1939* defines library material:

Library material includes book, periodical, newspaper and any other printed matter and also includes map, music, manuscript, picture, photographic plate and film and any other matter or thing on or by which words, sounds or images are recorded or reproduced.

This definition includes electronic publications and information that is accessible via the internet, and it means that members of the public can enter a public library and access information, regardless of its format, free of charge (other than information excepted from free access by guidelines issued by the Council).

Section 10(1)(c) "Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative, or educational value or as being fiction."

4.   Policy statement

Clarence Regional Library is committed to serving the information and recreation needs of the communities of Clarence Valley and Bellingen Shire Councils. The library strives to provide access to resources free of charge to its communities, these resource can include:
- Fiction and non-fiction (study and recreational books)
- Magazines
- Non-Print resources ie) DVD's, eResources, eAudio, eBooks, eMagazines
- Console Games
- Internet access
- Assistance from staff in accessing collections and information
- Public access computers, including Internet access
- Pre-school storytime
- Space for activities and study.

5. Implementation

5.1 Registration of Borrowers

An individual who applies for a library card is required to sign the application (in blue or black pen) and accept responsibility for all items borrowed. If a person is unable to sign his/her name then another person may sign on their behalf.

Individuals under the age of 15 require a parent or guardians signature and proof of the guardians address must also be provided.

Cardholders and parent/guardians of junior and young adult members are responsible for all the items borrowed by that member.

Members are required to present their library cards at the service counter for the most efficient service. If an individual has forgotten his/her library card Library staff may ask to see some identification before issuing items if that person is not personally known to them.

Members details will be checked at regular intervals to ensure records are accurate. Inactive cards are deleted every 2 years from the Library's records.

A library card will be issued upon membership; individuals that have lost or damaged their cards are responsible for paying for a replacement card (See Clarence Regional Library Schedule of Library Fees & Charges).

> **5.1.1** All permanent residents and ratepayers of the Clarence Valley Council and Bellingen Shire Council are eligible to register for membership to the Clarence Regional Library service (Proof of residency or rate payment is required).
>
> **5.1.2** Individuals who are not permanent residents but are current members of another public library service may also join as a reciprocal member (Proof of reciprocal membership is required).
>
> **5.1.3** Non-permanent residents who are not registered with another library service may also join as a temporary member, provided suitable identification is provided and the payment of a partly refundable deposit is made (See Clarence Regional Library Schedule of Library Fees & Charges). A driver's license or other photo identification along with proof of current address is required for verification of residency.

5.2 Loan Periods and Renewals

All material available for borrowing has a loan period of 28 days. Items with 5 or more reservations are classified as high demand and will have the loan period adjusted to 14 days in order to provide fair access. Additional copies of these items are usually purchased.

Renewals may be made by phone, through the online catalogue or in person.

Items will be automatically renewed after 28 days and then again, after further 28 days unless they have Reservations from other borrowers placed on them.

The loan limit is 30 items per card.

In addition to catalogued/barcoded stock the library also holds a selection of uncatalogued donated material that is also available for loan.

Borrowing rights may be adjusted to meet individual needs on a case by case basis at the discretion of the Library Staff or the Regional Librarian.

5.3   Overdue Material

It is the responsibility of members to be aware of the due date for items borrowed. The late return of library material prevents other users from accessing the material.

Borrowing privileges will be temporarily suspended when items are not returned after 28 days.

Items not returned after 28 days past the due date will be considered lost and a letter of demand may be sent as a result.

5.4   Lost or Damaged Material

Materials that are lost or damaged beyond repair must be paid for by the borrower. Payment for lost books includes the replacement cost (incl. GST) and processing fee per item.

In cases where there may be grounds for waiving fees, the matter should be referred to the Supervisor or the Regional Librarian.

5.5   Reservations

Individuals may reserve 20 items that are currently on loan, held at the various library service locations or on order. Reserves may be placed in person, over the phone or via the online catalogue.

Notification of availability of reserved material will be made either by written correspondence, email, or by SMS. Material awaiting collection will be held for 10 days at the on the Reservation shelves in each library.

Uncollected material will be made available to the next reserve request or placed back on the shelves.

A client may cancel a reservation request at any time by contacting the Library or through the clients account on the online catalogue.

Clients that no longer require a reservation for a particular item are requested to contact the Library as soon as possible. This will enable the Library to forward the item on to the next client on the reservation list or return it to the shelves and made available for general lending.

5.6   Inter-Library Loans

Material not available within the Regional Library Service may be requested through interlibrary loan (ILL). Members receiving ILL must abide by the due dates and any other restrictions that are set by the lending library. An administration fee is applied to each request. Any additional charge applied by the lending library will be passed on to the borrower. An outline of the inter-library loan fees can be found in the Clarence Regional Library Schedule of Library Fees and Charges.

Should a client no longer require an inter-library loan request, the client may cancel it at any time prior to that request being processed by the Reader Services Officer without a charge.

However, once the request is processed the standard administration fee does apply to each request.

Cancellations of an inter-library loan request can be made by contacting the library by phone, email, in person or through the clients account on the online catalogue.

The loan conditions for inter-library loans are largely determined by the lending library. Extensions to the loan period must be approved by the Reader Services Officer before the due date.

5.7   Return of Library Materials

The return of library materials can be made at any of the Clarence Regional Libraries: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga and Yamba including the mobile library either in person or via the post.

5.8   Membership categories

Within our membership a number of different categories exist, these include the following:

- Adult
- Junior
- Reciprocal
- Visitor
- School
- Book Club
- Institutional
- Home Library Service
- No fixed address
- Online

Adult and Junior and Reciprocal memberships are the most common form of membership for the library service.

- Adult Membership:
    - o Must be over 15 years of age

- Junior membership:
    - o Is under 15 years of age

- Reciprocal
    - o Must belong to another public library service
    - o Proof of reciprocal membership required
    - o Maximum of 6 items to borrow

The other categories differ in the following ways:

- Visitor
    - o For computer use only

- School membership:
    - o This is a membership organised by a school or preschool for a whole class group of children on the Mobile Library service stops.

- Book Club membership:
    - o This membership is set up for the facilitators of Book Clubs and is used for borrowing and reserving Book Club Kits for the Book Club members only. This membership is in addition to their own individual membership.

- Institutional membership:
    - o Institutional membership is for the use of schools, preschools, nursing homes etc where the institution is prepared to cover the costs of membership ie) lost and damaged items. Institutional membership can provide an extended borrowing period with a maximum of 100 items.

- Home Library Service membership:
    - o A signature from a health professional recommending the service is required on the membership form.
    - o A secondary contact is required

- No fixed address membership:
    - o Maximum 2 items to borrow
    - o Must provide a phone and/or email contact point

- Online member
    - o only access to eLibrary provided
    - o must provide identification in a digital format

6. Appeal/objections process

N/A

7. Related Documents

Access to Information in NSW Public Libraries: Library Council Guideline -

https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf

ALIA Statement on Free Access to Information -

https://www.alia.org.au/about-alia/policiesstandards-and-guidelines/statement-free-access-information

Library Act 1939 (NSW)

Library Regulation 2018 (NSW)

CRL Membership brochure

8. Attachments

Impact of COVID on Libraries in NSW and QLD

Findings from a survey of NSW and QLD public libraries

January 2022

Introduction

The COVID pandemic has had a great effect on libraries since March 2020. Most recently the Omicron variant has resulted in library closures and reduced hours, programming changes and increased staffing shortages.
As a result, traditional services continued to be provided differently. Libraries across NSW and QLD adapted to the needs and local situations, changing, adjusting and importantly, continuing to provide services to their communities.
In September 2021, the Queensland Public Libraries Association (QPLA) presented a submission to Queensland Health to recognize public libraries as an essential service, specifically identified within public health directions. This request was subsequently approved.

The Survey

The survey was designed to capture how COVID was impacting individual library services at the time to gain an understanding of the effects and capture information to share across both networks during the January 2022 period.

Survey Method

The survey was hosted in Survey Monkey. There were 25 questions asked with a mix of multiple choice and extended response questions.
(Appendix 1)
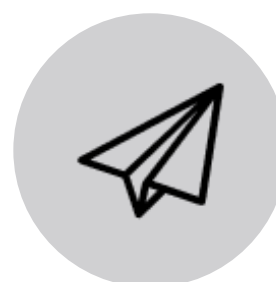
Survey Distribution and Promotion

The survey link was distributed via email.
NSW
Enewsletters and email lists
QLD
Regional representatives and Enewsletter

Sample Response

Public Library Managers or their delegates. Where more than one response was received from a service, only one response was utilised.

The Survey

Analysis

The analysis tool with Survey Monkey was utilised, the responses were adjusted to reflect one response per library and anonymity was ensured.

Survey responses

31 Library Services responded

77 Library Services responded

Effects on Staff

As COVID spread throughout the community, both Queensland and NSW libraries found staff were being affected; whether by contracting COVID and being unable work, family responsibilities, managing staff and minimalizing spread within the workplace. Changes in rostering were required along with the way rosters were developed.

" We made changes at earlier stages of the pandemic but as of December 2021 we are trying to keep to a more "normal" and regular schedule."

01 Required to make changes to rosters

57%

- Less travel between branches
- Team members working from home
- Restricting capacity in work areas to ensure social distancing (1.5m)
- Concierge shifts rostered
- Additional staff rostered for cleaning
- Hiring of Security guards
- Increased housebound services
- Staff Bubbles

"Some casual staff have asked to be left off the roster due to personal reasons and the impact that catching COVID"

43%

- Less travel between branches
- Team members working from home
- Only coming in to work when on desk shifts, working from home on the other days
- Rostering staff so that there is limited movement between branches
- Reduced face to face hours to lessen chance of exposure
- Additional staff rostered for cleaning
- Trying to keep a 'normal' and regular schedule
- Minimal staff in backroom
- Split staff into work teams

"Back up team of 6 working from home to be sent in if main branch has a positive case"

02 Planning for staff absenteeism

73%

- Suspended Inter library loans and face to face programs
- Utilise staff from other departments
- Skeleton staffing
- Reduced services closing smaller branches
- Increased click and collect, loan limits, online services
- Reduction in days/hours if required
- Rely on casual workers
- Close at lunch time

"Library circulation and public service areas have priority over operational needs at the moment in order to keep the libraries open."

68%

- Reduce operational hours
- Reduced programming
- Back up team working from home
- Additional casual staff
- Close branch to utilise staff elsewhere
- Increase click and collect, reduced face to face programming
- Reduce opening hours
- Reduced event numbers
- Ticketed event to control numbers
- Focus on front of house activities
- Vary library hours if required
- **Planned levels of operation depending on staffing**
- **Redeploy staff**
- **Reduced hours, longer shifts**

"The plan is flexible……"

03 Directly impacted by COVID

51.6%

- Reduced staff
- Deep clean
- Follow Covid procedures and QLD Health Orders
- Implement corporate self-reporting and self-isolation requirements

"There is a 5-page document listing all the things we need to do when closing for the clean and who is responsible."

48.7%

- Reduced staff
- Support offered to all staff
- Deep clean / Frequent cleaning
- Follow Covid procedures and NSW Public Health Orders
- Communication Important

"Staff expected to monitor for symptoms."

04 Increased Staff Safety Measures

90%

- Usage of gloves in high contact areas
- Social distancing
- Increased PPE including sanitiser, screens, etc
- Counter screens
- No shared food
- Provide masks for public
- Online meetings
- Reduced contractors and couriers

"Gloves, additional PPE, counter screens, wearing masks, windows down in work vehicles, increased hand washing, ...sanitiser, bollards and barricades."

71%

- Social distancing
- Counter screens
- No group programming
- Masks available for staff and public
- Increased PPE including sanitiser, screens, etc
- Increased cleaning regimes
- Reduced furniture available to encourage social distancing
- Service points expanded for social distancing
- KN95 / P2 masks for frontline staff
- Work travel suspended
- Mandatory vaccine requirements

"Reduction in room capacities, counter screens, regular sanitising ...., sanitiser provided....., alcohol wipes located near PC's, Commercial cleaners attended twice a day ....."

Effects on Programming and Services

Many of the responding libraries reported ceasing or reducing programming within the library. Online offerings including the creation of kits, the use of Facebook, YouTube, Zoom, etc were high. Increased Home Library Services, and click and collect were reported with many reducing eligibility criteria to ensure members remained connected.

"In a way… We have put a hold on face-to-face sessions and created takeaway packs with activities. Some of these packs have QR Codes directing people to an instructional video our team has created, to ensure our team is still supporting people through the activity."

05 Reduced or cancelled planned programs

90%

- Face to face programming cancelled
- Creation of activity packs
- Increased online offerings
- Limit numbers to activities
- Ticketing events to control numbers
- Outdoor activities continue
- No staff assistance on public/personal computers

"In a way... We have put a hold on face-to-face sessions and created takeaway packs with activities. Some of these packs have QR Codes directing people to an instructional video our team has created, to ensure our team is still supporting people through the activity."

70%

- Reduced programming
- Online programming
- Limited numbers to activities
- Craft kits replacing programming
- Ticketing events
- Outdoor activities increased
- Decreased external providers
- Reduced or suspended JP services
- Members/public hesitant to attend group activities

"We are limiting the number of programs and reducing capacity limits,....have not cancelled any programs at this stage. We are watching case numbers in our LGA and hoping that planned programs can continue"

06 Reduced member services

45%

- No one on one assistance (reference, PC's, readers advisory, photocopying, etc)
- Reduced assistance

"Depending on our staff calculator, it is differs for each branch."

16.8%

- Reduced/limited staff assistance
- We are pushing ahead in 2022 to ……..get back to normality.
- Reduced/limited staff assistance, particularly with IT

"We are limiting the number of programs and reducing capacity limits,….have not cancelled any programs at this stage. We are watching case numbers in our LGA and hoping that planned programs can continue"

07 Access to equipment
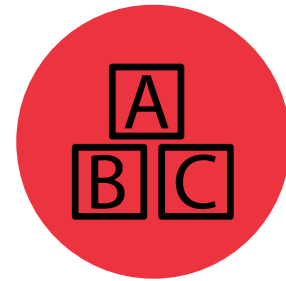
Access to equipment

60%   30%

- Disinfecting
- Thoroughly cleaning
- If public wish to use, their responsibility to clean. Cleaning equipment provided
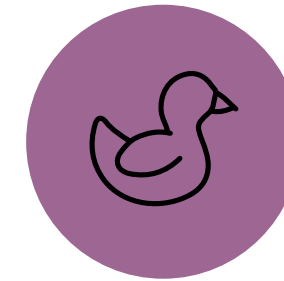
Ceased loaning equipment

64%   81%

- Disinfect following use
- Hand sanitiser available
- Public responsibility
- Signage and availability of sanitiser/cleaning goods
- Available as usual
- Not inhouse by may be borrowed. Cleaned on return

08 Effects on the day-to-day

Quarantining Stock

6%   4%
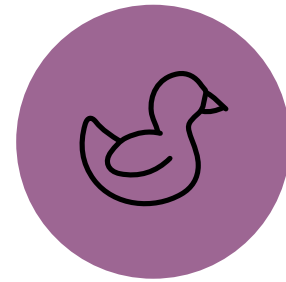
Operating usual hours

91%   74%

Introduced Concierge Services

36%   31%

09 Reaching out

Home Library Services

91%   92%
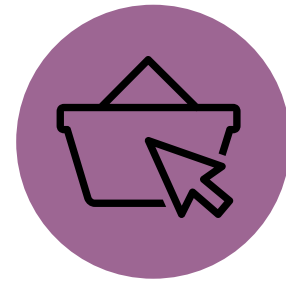
Click and Collect

37%   54%

Click and Deliver

16%   15%

10 Issues with Masks

80%

64%

Left chart:
- Library Staff request mask to be worn 100%
- Security request mask to be worn 21.05%
- Request customer to leave library 52.63%
- Call police 47.37%

Right chart:
- Library Staff request mask to be worn
- Security request mask to be worn
- Request non compliant customer to leave library
- Call police
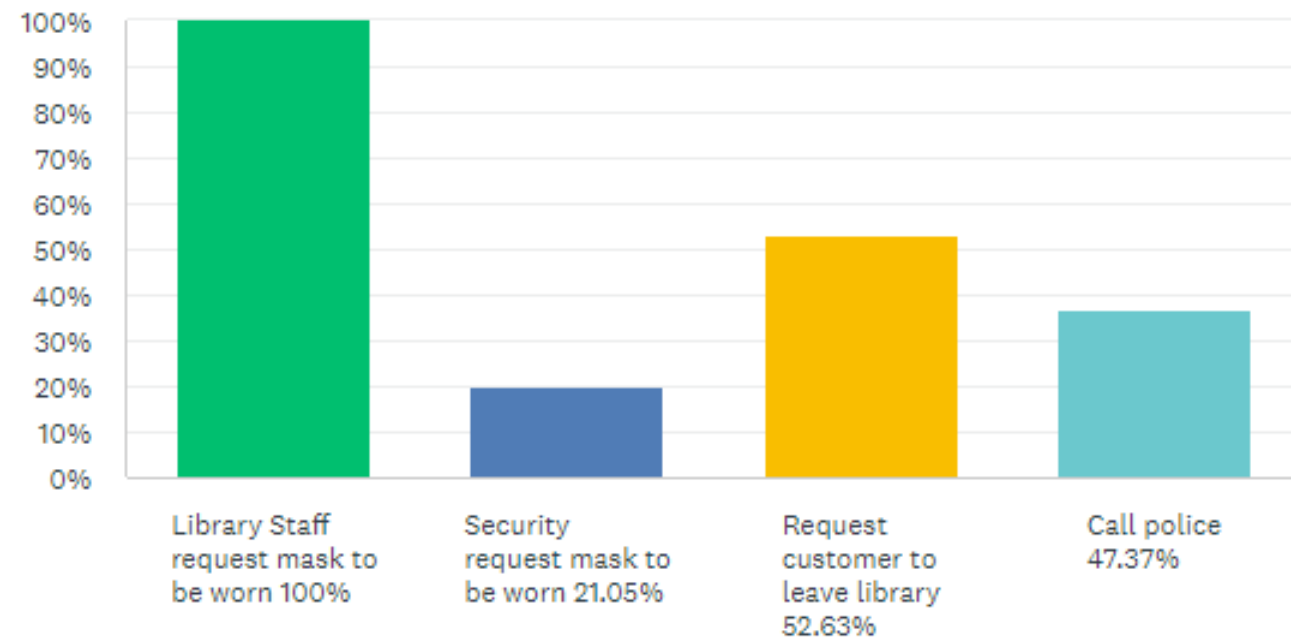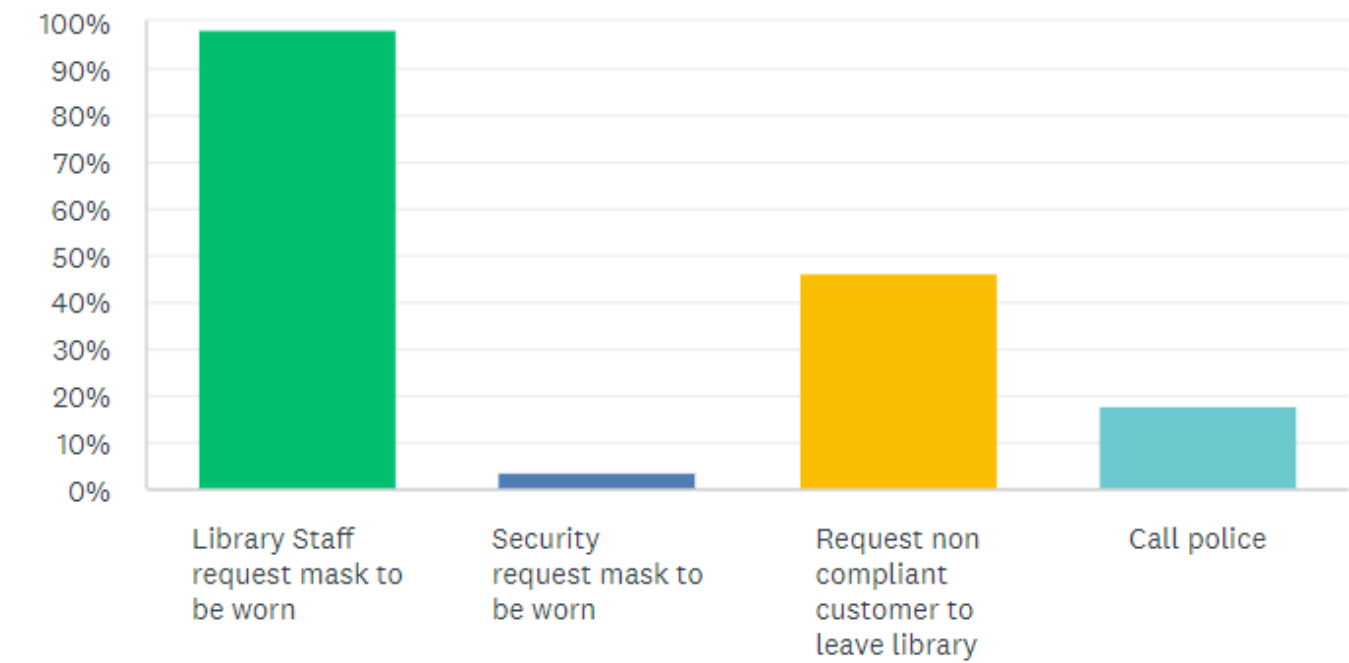
Appendix 1

1. In the current climate, has your library made any changes to staff rosters to prevent the spread of COVID?
2. If yes, please describe the changes implemented.
3. Does your library service have a plan or strategy to support high absenteeism and insufficient staff to deliver services?
4. If yes, what plan or strategy is in place?
5. Has your library service been directly impacted by a positive COVID case?
6. If yes, what actions were undertaken?
7. Has your library service reduced or cancelled planned programming?
8. If yes, what programs are being reduced or cancelled?
9. Has your library service reduced or ceased member services?
10. If yes, what member services are being reduced or ceased?
11. Are you quarantining stock on return?
12. If yes, what time frame are you quarantining items for?
13. Does your library service have play equipment such as lego, toys, etc currently available for use within the library?
14. Does your library service have play equipment such as lego, toys, etc currently available for loan?
15. If you responded yes to either question 13 or 14 above, or both, what are your library's protocols following use?
16. Does your library service have a concierge function as a result of COVID?
17. Does your library have security in place as a result of COVID?
18. Has your library experienced problems with mandated mask wearing?
19. If yes, how does your library service respond?
20. Are you providing any of the following? Home Library Service, Click and Collect, Click and Deliver or/and Click and Post
21. Is your library service operating at ..?   Usual Hours, Increased Hours, Reduced Hours
22. If your operating hours have changed please outline below.
23. Are there any other restrictions your library service has in place to minimise the risk of COVID. Eg. Limited use of shared tearoom facilities, restricting movement between teams, additional PPE, counter screens?
24. If yes, what further strategies have you put in place?
25. For statistical purposes, could you please provide the name of the library service you are from.

Appendix 2

Survey Summary distrbuted to association members.

IMPACT OF COVID ON QLD LIBRARIES

57% HAVE MADE CHANGES TO ROSTERS
31 LIBRARY SERVICES RESPONDED
73.3% PLANNING FOR STAFF ABSENTEEISM
51.6% DIRECTLY IMPACTED BY COVID
90% REDUCED OR CANCELLED PLANNED PROGRAMS
45% REDUCED MEMBER SERVICES
94% NOT QUARANTINING STOCK
91% OPERATING AT USUAL HOURS
91% PROVIDING HOME LIBRARY SERVICES
37% PROVIDING CLICK AND COLLECT
90% INCREASED STAFF SAFETY MEASURES

IMPACT OF COVID ON NSW LIBRARIES

43% HAVE MADE CHANGES TO ROSTERS
77 LIBRARY SERVICES RESPONDED
68.4% PLANNING FOR STAFF ABSENTEEISM
48.7% DIRECTLY IMPACTED BY COVID
70% REDUCED OR CANCELLED PLANNED PROGRAMS
16.8% REDUCED MEMBER SERVICES
96% NOT QUARANTINING STOCK
74% OPERATING AT USUAL HOURS
92% PROVIDING HOME LIBRARY SERVICES
54% PROVIDING CLICK AND COLLECT
71% INCREASED STAFF SAFETY MEASURES

NSW Public Libraries Association

IMPACT OF COVID ON NSW LIBRARIES

43% HAVE MADE CHANGES TO ROSTERS

77 LIBRARY SERVICES RESPONDED

68.4% PLANNING FOR STAFF ABSENTEEISM

48.7% DIRECTLY IMPACTED BY COVID

70% REDUCED OR CANCELLED PLANNED PROGRAMS

16.8% REDUCED MEMBER SERVICES

96% NOT QUARANTINING STOCK

74% OPERATING AT USUAL HOURS

92% PROVIDING HOME LIBRARY SERVICES

54% PROVIDING CLICK AND COLLECT

71% INCREASED STAFF SAFETY MEASURES

Easter long weekend public holidays

Our Grafton and Maclean customer service centres will be closed Friday 15 April and Monday 18 April.
The centres will re-open 8:30am Tuesday 19 April.
If you have an emergency such as a water main break during the weekend, contact our after hours team on 02 6626 6858

Home (https://www.clarence.nsw.gov.au/Home) / **Live 'n' Loud 2022 rocks Grafton for Youth Week**

Live 'n' Loud 2022 rocks Grafton for Youth Week

Published on 13 April 2022

Live 'n' Loud had its most successful year on record with more than 300 people attending the Clarence Valley Youth Week event at Grafton Library.

Live 'n' Loud 2022 on April 7 featured performances from an array of the region's up and coming musical talent.

Attendance was up by 100 on last year and shows how much Clarence Valley's youth enjoyed rocking out in the library's undercover carpark.

"What an awesome night, and counting down 'til next year's event already," Clarence Regional Library Regional Librarian Kathryn Breward said.

"All those young musos out there should get practicing now and put their hand up when next year's expression of interest is released. There are plenty of music fans in the Clarence Valley who want to hear from you."

Following a traditional welcome to Bundjalung Country by Uncle Ken Gordon and proud Bundjalung youth Lennox Monaghan, the featured artists for Live 'n' Loud 2022 included Ellie Metcalfe, Brooklyn Paget, Purple Disturbance, Killswitch, The Enns of the Earth, Ariel Ivy and PVCS (Pacific Valley Christian School).

"There was so much great feedback from everyone," CVC Community Services Development Officer Allira Newton said.

"We enjoyed great performances from all the bands, duos and soloists, plus a bunch of other activities aimed at engaging youth including a handball

competition, driving simulator, bees wax making workshop and plenty of giveaways.

"In total 315 people joined in the festivities of the family-friendly free event with a big mix of ages represented, which is what it's all about - getting the whole community to come along and celebrate young people.

"One of the highlights was a really huge rendition of the Macarena and Nutbush."

View all the photos from Live 'n' Loud 2022 on **Clarence Regional Library's flickr page** (https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnsw.us10.list-manage.com%2Ftrack%2Fclick%3Fu%3D32babd04f807b60b61497541e%26id%3Db8f0007b4e%26e%3D41dc21e38b&data=04%7C01%7Cwilliam.north%40clarence.nsw.gov.au%7Cd6cd74b77d744ff9664008da1d02a88c%7C4a05d9eb03654b92bae73d552077d2e7%7C0%7C0%7C637854194505969249%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=fRpF1C6iS7IA9RFnJmLLeQ8M%2FFg6Aljnmhu0lgWGrVE%3D&reserved=0).

And check out **this video** (https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnsw.us10.list-manage.com%2Ftrack%2Fclick%3Fu%3D32babd04f807b60b61497541e%26id%3D6568c104f5%26e%3D41dc21e38b&data=04%7C01%7Cwilliam.north%40clarence.nsw.gov.au%7Cd6cd74b77d744ff9664008da1d02a88c%7C4a05d9eb03654b92bae73d552077d2e7%7C0%7C0%7C637854194505969249%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=dNs%2BUahi2bdxc6vCvEVdL8ePTq1d86qqUF%2FAHsOC7Hc%3D&reserved=0) taken on the night of a incredible drum solo from band Killswitch.

Many other Clarence Valley Youth Week events have had to be postponed due to the floods and wet weather, including the Colour Fun Run at Jabour Park, which will now be held from 9am to 12pm on Sunday, May 22.

Check out all the latest Youth Week news and updates on the **Clarence Valley Youth Facebook page**

(https://aus01.safelinks.protection.outlook.com/?
url=https%3A%2F%2Fnsw.us10.list-
manage.com%2Ftrack%2Fclick%3Fu%3D32babd04f807b60b61497541e%26
id%3D8a823c36dd%26e%3D41dc21e38b&data=04%7C01%7Cwilliam.north
%40clarence.nsw.gov.au%7Cd6cd74b77d744ff9664008da1d02a88c%7C4a0
5d9eb03654b92bae73d552077d2e7%7C0%7C0%7C637854194505969249
%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMz
IiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=gpbtfjuwGxQzh7l3
mXM5DsoM%2Fm3oG0nmvCKYlc43pKk%3D&reserved=0).

Council has also organised a bunch of activities during both weeks of the school holidays as part of the Clarence Youth School Holiday Program.

CLARENCE YOUTH
SCHOOL HOLIDAY PROGRAM
FREE ACTIVITIES FOR YOUNG PEOPLE 12-18!

WEEK 2

SKATE WORKSHOP
Tuesday 19th April – 10am – 12noon
Wooli Skate Park, Wooli
Bookings essential – 0428 420 908

DROP IN & DREAM CATCHERS & SLIME
Tuesday 19th April – 4pm to 5:30pm
Townsend Park, Townsend
For more info - 6640 3800

GRAFITTI ART WORKSHOP
Wednesday 20th April, 2pm – 4pm
Copmanhurst Skate Park, Copmanhurst
Bookings essential – 0428 420 908

DRAMA MONARCHS
Wednesday 20th April, 4pm – 5pm
Headspace, Grafton
For more info – 0428 420 908

DROP IN & DREAM CATCHERS & SLIME
Wednesday 20th April – 3:30pm to 5pm
Grafton Skate Park, Grafton
For more info - 6640 3800

WEARABLE ART WORKSHOP
Thursday 21st April, 10am – 12noon
Dundurrabin Hall, Dundurrabin
Bookings essential – 0428 420 908

SURF LESSONS
Thursday 21st April, 9am – 12noon
Brooms Head Beach, Brooms Head
Bookings essential – 0428 420 908

DROP IN & DREAM CATCHERS & SLIME
Thursday 21st April – 4pm to 5:30pm
Iluka Skate Park, Iluka
For more info - 6640 3800

LGBTQI+ YOUTH DROP IN & PIZZA
Thursday 21st April – 4pm to 5pm
Changing Lanes Shed, Grafton
For more info – 6640 3800

WEARABLE ART WORKSHOP
Friday 22nd April, 2:30pm – 4:30pm
Lawrence Hall, Lawrence
Bookings essential – 0428 420 908

DROP IN & DREAM CATCHERS & SLIME
Friday 22nd April – 4pm – 5:30pm
Turners Beach, Yamba
For more info - 6640 3800

For more information and updates, check out our Facebook pages 'Clarence Valley Youth Hubs' or 'Clarence Valley Youth'. The current COVID-19 situation has limited our capacity for numbers, so these activities will have restrictions. Please call 0428 420 908 for more details and to make a booking. Outdoor activities will be postponed in the case of wet weather. Programs proudly sponsored by:

Live 'n' Loud 2022 was an official event of the 2022 Plunge Festival. Check

out the full program for the month-long festival **here** (https://aus01.safelinks.protection.outlook.com/? url=https%3A%2F%2Fnsw.us10.list-manage.com%2Ftrack%2Fclick%3Fu%3D32babd04f807b60b61497541e%26 id%3D1ce56a420a%26e%3D41dc21e38b&data=04%7C01%7Cwilliam.north %40clarence.nsw.gov.au%7Cd6cd74b77d744ff9664008da1d02a88c%7C4a0 5d9eb03654b92bae73d552077d2e7%7C0%7C0%7C637854194505969249 %7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMz IiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=gV8O7cZ%2BkVB pmXYtctjoh9S28CxErNvIWv5IkQ1cOzA%3D&reserved=0).

Live 'n' Loud is a collaboration between Clarence Regional Library and Clarence Valley Council's Community Development team, with support from a range of community partners including Country University Centre (CUC), North East Waste (NE Waste), Clarence Valley Youth Hubs, Changing Lanes Changing Lives, Clarence Regional Library's Mobile Library, Clarence Valley Culture, Grafton headspace and Grafton Midday Rotary who kept guests fed with a stellar sausage sizzle.

Live 'n' Loud 2022 images courtesy of Simon Hughes Photography.

Tagged as:

Media Releases   Arts & Culture   Events & Activities

MEDIA RELEASE

For Immediate Release

21 March 2022

In acknowledgement of Harmony Week 2022, your local libraries have teamed up with preschools throughout the Clarence Valley in an outreach craft program that encourages conversation around what Harmony Day means and the importance of celebrating cultural diversity.

With a nod to what our Libraries aim to promote and in dedication to what a significant message this week symbolises we have coined this collection of temporary art as 'Everyone Belongs at your Library'.

We invite any and all of our community to drop in and view these beautiful artworks on display during the period of Monday the 21st of March until Friday the 25th of March 2022.

We thank the Preschools, Students and Teachers alike, who were kind enough to work with us on this project.

Media Release - Immediate

5th April 2022

'Our Clarence Valley' – By the Grafton Art Club

Exhibition on now @ Grafton Library

If you didn't know already your library is so much more than books!

From the 5th of April until the 3rd of June 2022 your library is sharing 'Our Clarence Valley', a collection of local artwork, curated into an exhibition for a limited time only.

In celebration of the Plunge Art & Culture Festival 2022, the Grafton Art Club have focused on aspects of our region and highlighted the beauty it has to offer. Utilising mediums such as watercolour, oil paint, acrylic and more – this is a uniquely beautiful exhibition that perfectly captures what it means to visit the Clarence valley.

The Grafton Library invites you to view the artworks this exhibition holds.

Release ends.

ATTACHMENT 8

your library your place
CLARENCE VALLEY

customer feedback
what would you like to tell us?

we welcome feedback on any aspect of our services.

your thoughts, comments, concerns and suggestions are important to us.

please use this form to let us know what you think about our services.

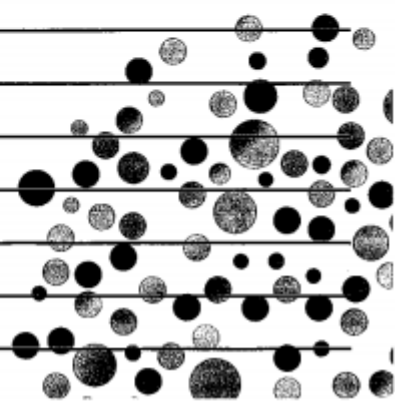fill in the details over the page including an email address, so we can reply to you.

we will respond to you within 10 working days.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

reglibn@crl.nsw.gov.au

feedback/suggestion

No-sew bookmaking
Great session, love the crafts and learning something new, great way to meet new people.
Thankyou,
very appreciated.

---
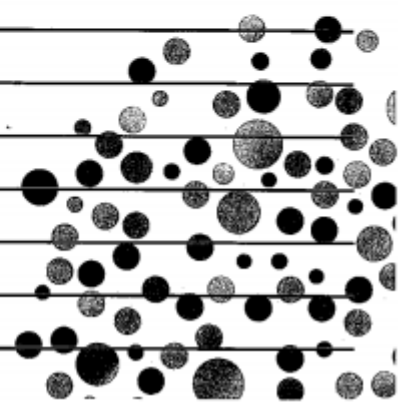
date: _____ borrower no: _____

name: Kelly George

phone: XXXXXXXXXXX

email: _____

address: _____

what is your preferred method of contact?

please circle :

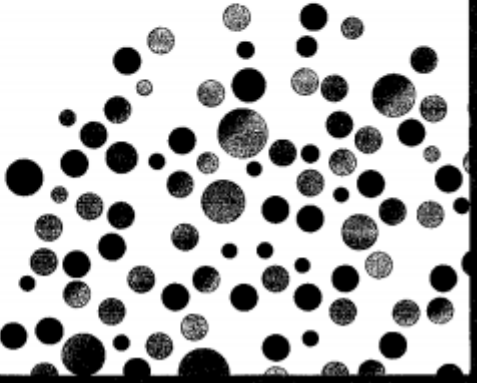phone

written

email

your library-your place
CLARENCE VALLEY

clarence
VALLEY COUNCIL

your library your place
CLARENCE VALLEY

customer feedback
what would you like to tell us?

we welcome feedback on any aspect of our services.

your thoughts, comments, concerns and suggestions are important to us.

please use this form to let us know what you think about our services.

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we will respond to you within 10 working days.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

reglibn@crl.nsw.gov.au

feedback/suggestion

I really enjoyed Monique's session. I'm not crafty but it was fun. A regular craft group would be great?

---

date: 1-4-22   borrower no: 61596 201

name: Sharon Moutey

phone: XXXXXXXXX

email: XXXXXXXXXXXXXXXXXXXXXXXXXXX

address: XXXXXXXXXXXXXXXXXXXXXXXXXXXXX

your library–your place
CLARENCE VALLEY

what is your preferred method of contact?

please circle :

phone

written

(email)

clarence
VALLEY COUNCIL

your library
your place
CLARENCE VALLEY

customer feedback
what would you like to tell us?

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reglibn@crl.nsw.gov.au

feedback/suggestion

Loved the "no sew book" event
Monique was loads of fun and
instructed the group through
some tricky procedures
We finished well ahead
of schedule and I
learnt something
new. Well done!!

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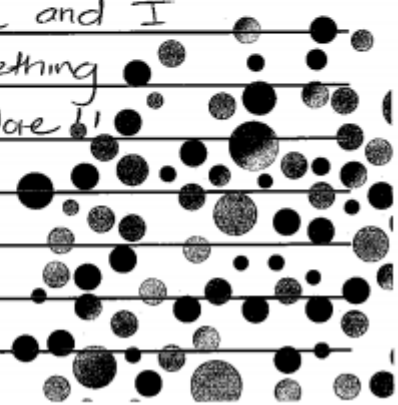
date: _____ borrower no: _____

name: __Annette Schofield__
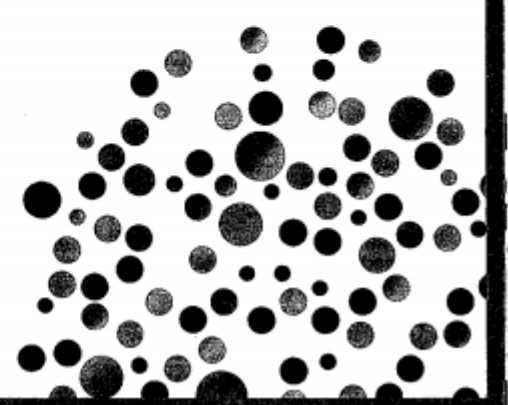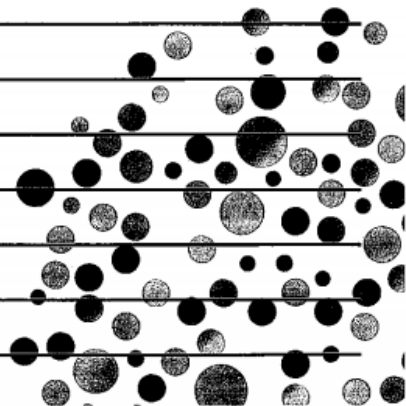
phone: _____

email: _____

address: _____

your library-your place
CLARENCE VALLEY

what is your preferred method of contact?

please circle :

phone

written

email

clarence
VALLEY COUNCIL

3D Printing – feedback:

your library your place
CLARENCE VALLEY

customer feedback
what would you like to tell us?

we welcome feedback on any aspect of our services.

your thoughts, comments, concerns and suggestions are important to us.

please use this form to let us know what you think about our services.

fill in the details over the page including an email address, so we can reply to you.

we will respond to you within 10 working days.

all customer feedback is confidential and is only used within our services. Your name and contact details will never be published.

reglibn@crl.nsw.gov.au

feedback/suggestion

Very interesting new technology – will need to think about how it might be a benefit to me.

date: 29/3/22 borrower no: 61746764

name: B GAZZARD

phone: XXXXXXXXXXXXXXXX

email: XXXXXXXXXXXXXXXXXXXXXXXXXXX

address: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

your library–your place
CLARENCE VALLEY

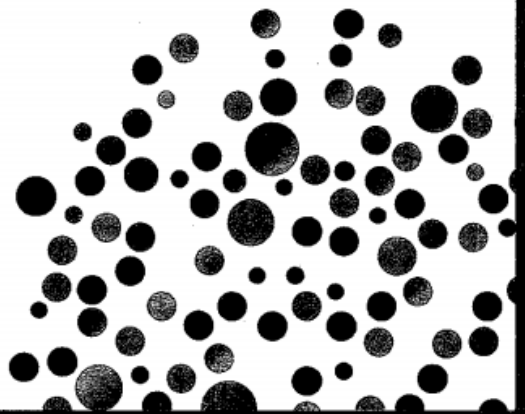what is your preferred method of contact?

please circle :

phone

written

(email) ✓

clarence
VALLEY COUNCIL

3d printing @your library

How did you find out about this event?

The library website & what is sent out in the emails.

How would you rate this event?

Excellent   (very good)   good   poor

Did you learn what you wanted to learn today?

(Yes)   No   some of it

What comments/feedback you would like to give?

Very helpful & approable. Instructor. what is an stl. file? Would like to learn more. One of these days, I will come into use the printer.

Ling Gazzard

Thank you

clarence
VALLEY COUNCIL

Iluka Library

16/3/2022

I love coming to the library as Tracy is always, helpful, happy and ready to assist in anyway she can.

I wish there were more people like her.

Rhonda M. Cam.