

**MINUTES**  
**CLARENCE REGIONAL LIBRARY COMMITTEE 4 November 2022**  
**Bellingen Shire Library, Hyde Street BELLINGEN NSW 2454, & online MS Teams meeting**

**PRESENT:** *Bellingen Shire Council*

Jill Haynes Acting Manager Community & Wellbeing  
 Cllr Jo Brotherton  
 Cllr EllieTree

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 10:30am

**1. Acknowledgement of Traditional Custodians**

Cllr Karen Toms

**2. APOLOGIES**

Nil

**3. AGM - Election of Chair and Deputy Chair**

Cllr Karen Toms stood down as Chair whilst Jill Haynes acted as Returning Officer for the election of the Chair and Deputy Chair

Nominated Chair:

Cllr Karen Toms nominated by Cllr Peter Johnstone and seconded by Cllr Jo Brotherton no further nominations were received.

Carried

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



**BELLINGEN  
SHIRE COUNCIL**



Chair for 2023 is Cllr Karen Toms

Nominated Deputy Chair:  
Cllr Ellie Tree nominated by Cllr Karen Toms and seconded by Cllr Jo Brotherton no further nominations were received.

Carried

Deputy Chair for 2023 is Cllr Ellie tree

**The AGM was closed and the normal meeting commenced.**

#### **4. Disclosure of Conflict of Interest**

Nil

#### **5. CONFIRMATION OF MINUTES – 5 August 2022**

Moved: Cllr Jo Brotherton  
Second: Cllr Peter Johnstone

Adopted

#### **6. Business arising from the Minutes – Meeting held 5 August 2022**

##### **6.1 ANNUAL BUDGET 2022/23**

###### Recommendation

That the:

- Report on the Clarence Regional Library Budget for 2022/23 is endorsed by the Committee. With the following amendments to the attachment:
  - Adjust State Library Subsidy to 0% from 25% in line with the CRL Agreement item 10.3.1 (endorsed by CRLC in item 5.1 May 2022)

Moved: Cllr Ellie Tree  
Second: Cllr Peter Johnstone

Adopted

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



**BELLINGEN  
SHIRE COUNCIL**



## 6.2 CLARENCE REGIONAL LIBRARY MARKETING PLAN UPDATE

### Recommendation

That CRL Committee:

- note the progress of the implementation of the CRL Marketing Plan
- Endorse the revised Plan for 2022/23

Moved: Cllr Peter Johnstone

Second: Cllr Jo Brotherton

Adopted

## 7. Financial Papers

### 7.1 YTD INCOME AND EXPENDITURE SPREADSHEET

### Recommendation

That the Report on the Clarence Regional Library 1<sup>st</sup> quarter YTD for 2022/23 is endorsed by the CRL Committee.

- Adjust State Library Subsidy to 0% from 25% in line with the CRL Agreement item 10.3.1 (endorsed by CRLC in item 5.1 May 2022)

Moved: Cllr Peter Johnstone

Second: Cllr Ellie Tree

Adopted

## 8. Executive Officer's Reports – Nil

## 9. Regional Library Reports

### 9.1 MEETING SCHEDULE 2023

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



BELLINGEN  
SHIRE COUNCIL



Recommendation

That the CRL Committee meet:

- 3x per year in the first week of March, July and November as per item 9.1 of the CRL Agreement.

Moved: Jill Haynes  
Second: Cllr Jo Brotherton

Adopted

## 9.2 LIBRARY REVIEW

It was noted that as part of the review, consideration of the future expansion of the Mobile Library could include an additional vehicle that specifically targeted children & youth with stops located near education facilities and containing targeted collections by age.

Recommendation

The CRL Committee note the steps taken in the State Library Review of the CRL service to date.

Moved: Cllr Ellie Tree  
Second: Cllr Jo Brotherton

Adopted

## 9.3 2021/22 REGIONAL LIBRARY SERVICE HIGHLIGHTS - INFOGRAPHICS

The Infographics provide statistical information on the 2021/22 operations of the Clarence Regional Library, each Local Government Area and each individual service point within the library service. The infographics content is based on the same content the State Library Provides in their Annual Infographics for the State-wide Public Library service.

Recommendation

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



BELLINGEN  
SHIRE COUNCIL



The CRL Committee note the:

- 2021/22 operational statistics of the Clarence Regional Library services
- Comparison to the 2020/21 statistics for the CRL
- Contribution of all library staff involved in the production of the excellent infographics

Moved: Cllr Peter Johnstone  
Second: Cllr Jo Brotherton

Adopted

## 10. Correspondence

### 10.1 In-coming:

- various community comments via feedback forms and social media
- State Library Subsidy letters for Bellingen and Clarence Valley Council
- 2022/23 Public Library Infrastructure Grants – notifications for BSC & CVC

Noted

### 10.2 Out-going:

Media Releases:

CVC – 13/10/2022 – Halloween bedtime storytime at Grafton Library 2022

CRL - 11/10/2022 – EOI Live n loud 2023

CVC – 22/09/2022 - Jacaranda Storytime 2022

CVC – 16/9/2022 - Urza and the song in the Dark

CVC – 30/8/2022 – School Holiday countdown has begun

CVC – 17/8/2022 – CBCA bedtime stories at Grafton Library

CRL – 17/8/2022 – History week 2022

Noted

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



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## 11. Items for Information

### 11.1 North East Zone Public Library Meeting in Kempsey – 8 September

Cllr Toms and the Regional Librarian were in attendance and provided the CRL Committee with a brief verbal overview of the meeting.

- The NE Zone meeting resolved to provide two Notices of Motion to the NAWPLA AGM to be held in Albury at the end of the SWITCH 2022 Public Library Conference.
- Dates and location for Full NE Zone meetings for 2023:
  - 11 May 2023 – Bingara
  - 14 September – Nambucca Heads

### 11.2 NSWPLA SWITCH 2022 Public Library conference

Albury NSW 8-11 November 2022 - <https://nswpla.org.au/switch2022/>

## 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

3 March 2023 – Grafton

7 July – Bellingen

3 November – Grafton

### 12.2 RESIGNATION OF KATRINA SHILLAM TEAM LEADER (GRAFTON LIBRARY)

The CRL Committee would like to extend thanks to Katrina Shillam for her 15 years of service and dedication to the CRL and her community.

**12.3** CRL Committee enquired whether its possible to add the individual library Facebook pages (8 in total) to the corresponding individual library webpages on the CRL website. The Regional Librarian indicated that this was possible and that the links would be added as requested.

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



BELLINGEN  
SHIRE COUNCIL



**13. Items for next meeting**

- 12.1** CRL Marketing Plan report
- 12.2** Meeting Schedule for 2023
- 12.3** CRL 2022/23 Annual Budget

Justin Putze left meeting at: 12:05pm

Meeting Closed: 11:57am

Next meeting: 3 March 2023 – Grafton Library

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



BELLINGEN  
SHIRE COUNCIL



## CLARENCE REGIONAL LIBRARY ADVISORY COMMITTEE

### AGENDA & AGM

A Meeting of the **CLARENCE REGIONAL LIBRARY ADVISORY COMMITTEE** has been convened for **10:30pm** on Friday **4 November 2022** at the **BELLINGEN SHIRE LIBRARY, 29 Hyde Street Bellingen, NSW 2454**

### BUSINESS

1. Acknowledgement of Traditional Custodians
2. Apologies
3. AGM - Election of Chair and Deputy Chair

Nominated Chair:

Nominated Deputy Chair:

4. Disclosure of Conflict of Interest
5. Confirmation of Minutes – 5 August 2022
6. Business arising from the Minutes – Meeting Held 5 August 2022
  - 6.1 Annual Budget
  - 6.2 CRL Marketing Report
- 7 Financial Papers
  - 7.1 YTD Quarter Income and Expenditure Spreadsheet
- 8 Executive Officer's Reports - nil
- 9 Regional Library Reports –
  - 9.1 Meeting Schedule for 2023
  - 9.2 Regional Library Review - update
  - 9.3 2021/22 Regional Library Service Highlights - Infographics

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



## 10 Correspondence

### In-coming:

- various community comments via feedback forms and social media
- State Library Subsidy letters for Bellingen and Clarence Valley Council
- 2022/23 Public Library Infrastructure Grants – notifications for BSC & CVC

### Out-going:

#### Media Releases:

CVC – 13/10/2022 – Halloween bedtime storytime at Grafton Library 2022

CRL - 11/10/2022 – EOI Live n loud 2023

CVC – 22/09/2022 - Jacaranda Storytime 2022

CVC – 16/9/2022 - Urza and the song in the Dark

CVC – 30/8/2022 – School Holiday countdown has begun

CVC – 17/8/2022 – CBCA bedtime stories at Grafton Library

CRL – 17/8/2022 – History week 2022

## 11 Items for Information

## 12 Additional Matters:

### **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

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



Meeting Closed:

Next meeting:      Thursday      4/11/2022      Bellingen

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



**MINUTES**  
**CLARENCE REGIONAL LIBRARY COMMITTEE 5 August 2022**  
**Sir Earle Page Library & Education Centre, GRAFTON NSW & online MS Teams meeting**

**PRESENT:** *Bellingen Shire Council*

Mark Griffioen Deputy GM Corporate & Community  
Cllr Jo Brotherton

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 10:31am

**1. Acknowledgement of Traditional Custodians**

Cllr Karen Toms

**2. APOLOGIES**

Cllr Ellie Tree (Deputy Chair)

Alison Pattinson (Manager Community Wellbeing)

Welcome extended to Mark Griffioen attending for the first time

**3. Disclosure of Conflict of Interest**

Nil

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

Moved: Cllr Jo Brotherton

Second: Cllr Peter Johnstone

Adopted

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

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

### 5.1 NEW LIBRARY AGREEMENT 2022

Discussion briefly considered the frequency of CRL Committee meetings for 2023 and decisions regarding meeting dates were deferred to November CRLC meeting.

#### Recommendation

The CRL Committee note that the:

- new Regional Library Agreement is to run until the 30 June 2026
- future Regional Library Agreement renewals will remain in force for a period of 4 years.

Moved: Justin Putze

Second: Cllr Peter Johnstone

Adopted

### 5.2 DRAFT CRL CIRCULATION & MEMBERSHIP POLICY

It was noted that Bellingen Shire Council were yet to adopt the Policy. After being on display for the 28 days there were no submissions from the Clarence Valley community.

#### Recommendation

That the CRL Committee:

- Note the adoption of the Clarence Regional Library Circulation and Membership Policy by Clarence Valley Council at their July meeting.

Moved: Justin Putze

Second: Cllr Jo Brotherton

Adopted

## 6. Financial Papers

### 6.1 CONTRIBUTIONS FOR 2022/23 FINANCIAL YEAR

#### Recommendation

That:

That member Councils note their per capita contribution for the 2022/23 financial year as per the decision to continue the Library Agreement and funding formula for an additional 12 months.

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

Moved: Cllr Peter Johnstone  
 Second: Cllr Jo Brotherton  
  
 Adopted

## 6.2 UPDATED ANNUAL BUDGET 2022/23

### Recommendation

That:

The Report on the Clarence Regional Library Budget for 2021/22 is deferred to the November meeting of the CRLC

Moved: Cllr Peter Johnstone  
 Second: Cllr Jo Brotherton

Adopted

## 6.3 YTD INCOME AND EXPENDITURE SPREADSHEET

### Recommendation

That:

That:

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

Moved: Cllr Peter Johnstone  
 Second: Justin Putze

Adopted

## 7. Executive Officer's Reports – Nil

## 8. Regional Library Reports

### 8.1 OUR LITERACY FOCUS

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

The Team Leader (Regional Services) provided a verbal overview of the Dolly Parton Imagination Library.

Recommendation

That the CRL Committee note the literacy resources and programs currently available at Clarence Regional Libraries.

Moved: Justin Putze  
Second: Cllr Peter Johnstone

Adopted

## 8.2 DIGITAL COLLECTIONS

93% of our eAudio content was borrowed at least once during the last year. In recognition of how hard this collection is working an extra 284 titles were purchased to boost the collection by 38% to 2352 items.

Recommendation

The CRL Committee note the continued increase in eResource usage in 2021/22

Moved: Cllr Peter Johnstone  
Second: Justin Putze

Adopted

## 8.3 CRL MARKETING REPORT

Deferred until November CRLC meeting.

## 8.4 ANNUAL STATE LIBRARY STATISTICS COMPARISON 2020/21

It was noted that considering the difficulties brought on by the Covid-19 crisis the library service continues to thrive and provide an excellent service to our communities. Careful monitoring of stock numbers acquired and deselected will continue to be prioritised to ensure the collection remains at its current standard in terms of age and size.

Recommendation

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

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

Moved: Cllr Jo Brotherton  
Second: Cllr Peter Johnstone

Adopted

## 9. Correspondence

### 9.1 In-coming:

ATTACHMENT 9.1 - Community correspondence

Noted

### 9.2 Out-going:

Media Releases:

ATTACHMENT 9.2

BSC 1/06/2022 Bellingen Library Hosts Free author events for 2022 Bellingen Readers and Writers festival

BSC 24/6/2022 Get Creative these July School Holidays at your library

BSC 21/7/2022 Winter in the West with Writers on the Road Dorrigo Library

CVC 4/4/2022 Iluka & Maclean Libraries to get a facelift

CVC 3/5/2022 Booked out meet the Author sessions with Ursula Dubosarsky

CVC 10/5/2022 Energy & Water Ombudsman Sessions at Yamba & Maclean Libraries

CVC 7/6/2022 Jen J McLeod Meet the Author visiting Maclean & Iluka Libraries

CVC 14/6/2022 NAIDOC week activities at your library

Noted

## 10. Items for Information

### 10.1 NSWPLA SWITCH 2022 Public Library conference

Albury NSW 8-11 November 2022 - <https://nswpla.org.au/switch2022/>

## 11. Additional Matters

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

## 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

4 November 2022 – Bellingen

3 February 2023 – Grafton

## 12. Items for next meeting

**12.1** CRL Marketing Plan report

**12.2** Meeting Schedule for 2023

**12.3** CRL 2022/23 Annual Budget

Justin Putze left meeting at: 12:05pm

Meeting Closed: 11:30am

Next meeting: 4 November 2022 - Bellingen

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



**ITEM: 6.1 No. 4/22 – ANNUAL BUDGET**

**Meeting:** Clarence Regional Library Committee  
**Reviewed By:**  
**Attachment:** YES

4 November 2022

**REPORT SUMMARY**

This report provides updated information on the 2022/23 Clarence Regional Library Budget.

**OFFICER RECOMMENDATION**

That the:

- Report on the Clarence Regional Library Budget for 2022/23 is endorsed by the 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 2022/23 Annual CRL Budget include:

- *Contributions* – due to the increase in estimated populations as per the ABS population statistics for each LGA published 29 March 2022
- *Item 51 – other employee costs* – the increase in the revised budget reflects the budgeted expenditure based on a non COVID-19 year of training.
- *Item 53 – Materials* - this is less this financial year as it no longer includes Materials for the Vintage film club project as this project budget from the grant has been expended last financial year.
- *Item 59 – Administration Expenses* - revised budget reflects the adjusted amount for promotions at \$20,000 the previous budget amount was based on actuals from last financial year and this was underspent due to staff vacancies. This revised budget also reflects changes in the structure to items now budgeted from this project ie) General advertising = \$2,500 Promotional advertising = \$20,000 Printing & Stationery \$9,100.
- *Item 60 – Operating Expenses* – increases due to RFID maintenance for additional equipment for Maclean & Iluka (\$5000). Adding budget amounts for SMS and the Internet fees budgets where the original budget had \$0, SMS approx. \$5500 and Internet fees approx. \$22,200. Late note: we have been recommended to increase speed at Grafton, Bellingen and Urunga Libraries to maximise accessibility for community. The internet budget element will be an additional \$7700.
- *Item 135 – Book Vote* - has increased from \$300,000 to 330,000 to accommodate the request to roll over unspent monies from the last financial year.
- *Item 137- Capitol furniture & equipment* - this capitol will cover equipment that needs replacing ie) replacement letter folder and guillotine, work station screen, data & power etc

- *Item 140 Reserves* – the Reserves have not been updated for the new financial year as yet, so this is still showing the predicted amounts.

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. 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 item 6.1: CRL Annual Budget 2022/23

**ITEM: 6.2 No. 4/22 – CLARENCE REGIONAL LIBRARY MARKETING PLAN UPDATE**

<b>Meeting:</b>	Clarence Regional Library Committee	4 November 2022
<b>Reviewed By:</b>		
<b>Attachment:</b>	yes	

**REPORT SUMMARY**

Report provides an overview of the progress undertaken in implementing the CRL Marketing Plan through July 2021 to June 2022.

**OFFICER RECOMMENDATION**

That CRL Committee:

- note the progress of the implementation of the CRL Marketing Plan
- Endorse the revised Plan for 2022/23

**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

**KEY ISSUES**

The progress of the implementation of the CRL Marketing Plan in 2021/22 has been hindered by extended staffing vacancies and recruitment processes for the Senior Library Officer (Digital Engagement). This position is the key position on the Regional library team for progressing the implementation of the Marketing Plan in a consistent and coherent manner. As a result, most of the Marketing Plan Objectives and Strategies can be held over for the next year.

Key points of action for 2022/23 year include:

- *Item 6.0 the plan* p.11 Inclusion of other sections of council in as an element of our marketing plan
- Re-do staff and community survey's to highlight changes to community needs and wants post-pandemic
- Additionally more specific/targeted surveying (to be determined) to identify further our community's needs
- *Item 8.0 Objectives and Measures of Success* p. 18 The Action Plan to be updated to reflect new information and extended to include definitions and data sources. see below the specifics of this:
  - **Deliver** a consistent look and feel and experience across all communications and promotions.

- This was actioned but remains important going forward.
- **Adhere** to the *Clarence Valley Libraries Style Guide 2013 across all marketing collateral.*
  - This was actioned but remains important going forward.
- **Increase** *membership as a proportion of population by 2%. Currently 47%.*
  - This was a target for the next 5 years
- **Increase** *participation by 2%.*
  - This was a target for the next 3 years
  - Expand as to how we will measure this specifically
  - Most statistics are up (the attendance to event has gone up by 12.3% over the CRL)
- **Increase** *library face-to -face visitation by 2%.*
  - This was a target for the next 5 years
  - Still being affected by the pandemic.
- **Increase** *in loans by 2%*
  - This was a target for the next 3 years
- **Increase** *average items borrowed per capita by 0.5%. Currently 5.37.*
  - This was a target for the next 5 years
- **Increase** *eLibrary usage by 5%.*
  - eBooks downloads have increased by 8% and eAudio has increased by 33%
  - eMagazine downloads has dropped (50%) as we changed platforms and the loaning out of new issues is no longer automatic.
- **Increase** *BorrowBox downloads by 5%.*
  - This has been achieved
- **Target** *of 300 new registrations to the Libby app.*
  - New users of the Library App have been increased by 314 in the last financial year
- **Increase** *YouTube views by 5%.*
  - This has been achieved (increased by 75%)
- **Increase** *eNewsletter open rate by 5% & click rate by 5%. Dec 2020 open rate was 21.4%/click rate was 2.6%.*
  - This was a target for the next 3 years
  - Changes to structure of the “send group” as noted in attached report
- **Increase** *social media post reach and engagement by 5% compared to the previous year.*
  - This has been achieved as Post Reach went up by 9.8% and Engagement went up by 10.3%

- **Target** of 3000 library app downloads by June 2022. That's 10% of library members. (Feb 2021 was 1600).
  - There has been 2143 user in the last year
- **Increase** engagement with target markets.
  - Review how we are measuring this to be done by Senior Officer (Digital Engagement) with consultation from CVC and BSC teams.
- CRL will activate the CRL Marketing Plan 2023 and Actions from November 2022.
- Underpinning the CRL Marketing Plan 2021 are five *Strategic Pillars* and four defined *Target Markets*. This should not change for the new Plan. How the *Pillars* and *Target Markets* are processed in internal documentation is under review in 2022/23.
- Strategic direction provided by the CRL Marketing Plan 2023 and associated Action Plan provides a framework for development of marketing for the Library's services and collections for the next 12 months. It provides clear benchmarks and direction for marketing campaigns in 2022/23.
- General information update to Marketing Plan to reflect 2021 Census data.

## BACKGROUND

The adopted minutes for the Clarence Regional Library 13 February 2020 meeting state:

### *Recommendation*

*The Committee endorse:*

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

*Moved: Cllr Karen Toms*

*Second: Anna Joy*

*Adopted*

The adopted Clarence Regional Library Strategic Plan 2012-2022 states:

*Strategic item 1.3.1 Comprehensive marketing / promotional plan.*

In the adopted Revised CRL Strategic Action Plan 2012-2022 sept 2019 reviewed:

*item 1.3.1: Key Actions include:*

- *Set context within member councils' strategic directions eg: management, social, cultural plans*
- *Identify priority target groups (now & future)*
- *Produce comprehensive marketing strategy*
- *Produce associated Action Plan*
- *Determine opportunities WER in CRL and LGAs with outcome including:*
  - *Marketing plan and associated action plan*
  - *A recognised local library identity*
  - *Increased awareness and recognition of the range of library services*

A Style Guide for marketing collateral for CVC libraries was developed in 2013 and is used across the whole region, with great success (marketing awards from NSWPLA in 2014 and also a 2015 award from Government Communications Australia).

The Regional Library Service is one of council's most popular services and it provides a positive impression to our community that can be enhanced through well presented marketing. Our public libraries are social hubs for our communities, they provide an all-accessible cultural and learning space as well as being places for enabling economic development.

This strategic plan will provide current relevant strategic marketing direction that will support library services and collections across the Regional Library Service potentially improving the library usage and increase engagement with our services and collections.

Strategic direction provided by a Marketing Plan and an associated Strategic Action Plan will provide a framework for development of marketing for the Library's services and collections. It will provide benchmarks and direction for future marketing campaigns.

As part of the development of the CRL Marketing Plan the following has been undertaken:

- Four surveys were conducted between August – October 2020 to guide the preparation of the CRL Marketing Plan.
  - SWOT analysis - 15 responses from library staff in CV and BS libraries.
  - *Let's talk about your library* public survey – 644 digital responses, 26 paper responses. Almost 30% of respondents were BSC library users and 68% were CVC library users.
  - High school survey – 211 responses from students at McAuley Catholic College, Grafton.
  - Clarence Conversations (CVC engagement) – 44 digital responses.
- We engaged with 940 community members, including library and non-library members.
- The survey results data will be used in the marketing plan:
  - To determine the wants and needs of CRL communities and staff
  - Define 4 key target markets for the Marketing Plan 2020.
  - Define strategic Marketing Plan actions such as the delivery platforms and methods for CRL marketing, delivery of CRL services and event content and delivery.

Prepared by	Georgia Wilcox
Attachment	ATTACHMENT item 6.2 change of email software for Newsletter 2022

**ITEM: 7.1 No. 3/22 – YTD INCOME AND EXPENDITURE SPREADSHEET**

<b>Meeting:</b>	Clarence Regional Library Committee	4 November 2022
<b>Reviewed By:</b>		
<b>Attachment:</b>	yes	

**REPORT SUMMARY**

This report provides updated information on the Year to Date income and expenditure for 2022/23.

**OFFICER RECOMMENDATION**

That the Report on the Clarence Regional Library 1<sup>st</sup> quarter YTD for 2022/23 is endorsed by the CRL Committee.

**LINKAGE TO CVC COMMUNITY PLAN**

Theme	<b>1 Society</b>
Objective	<b>1.3 We will have a diverse and creative culture</b>
Strategy	<b>1.3.1 Support arts, learning, cultural services, community events and festivals</b>

**LINKAGE TO BSC COMMUNITY VISION 2030**

Theme 2:	Community Wellbeing
Objective:	<ol style="list-style-type: none"> <li>1 Our children, youth and seniors are valued, involved and supported</li> <li>2 We are a learning and creative community</li> <li>3 We value, honour and actively acknowledge our Gumbaynggirr culture and heritage</li> <li>4 we are connected, safe and healthy with a strong sense of community</li> </ol>

**KEY ISSUES**

Items of note in the YTD (12 October 2022) Income and Expenditure spreadsheet include:

- *Item 51 – other employee costs* – expenditure to date reflect SWITCH Conference registrations for library staff, the first time in 3 years this conference has been run due to Covid .
- *Item 53 – Materials* - this is less this financial year as it no longer includes Materials for the Vintage film club project as this project budget from the grant has been expended last financial year.
- *Item 57 – Insurance* – currently no transactions have been added to this line.
- *Item 59 – Administration Expenses* - revised budget reflects the adjusted amount for promotions at \$20,000 the previous budget amount was based on actuals from last financial year and this was underspent due to staff vacancies. This revised budget also reflects changes in the structure to items now budgeted from this project ie) General advertising = \$2,500 Promotional advertising = \$20,000 Printing & Stationery \$9,100.
- *Item 135 – Book Vote* - has increased from \$300,000 to 330,000 to accommodate the request to roll over unspent monies from the last financial year.
- *140 – Reserve Opening – RA 41125 & 411327* – The Reserves have not been updated for the new financial year as yet, so this is still showing the predicted amounts.
- replacing ie) replacement letter folder and guillotine, work station screen, data & power etc

## BACKGROUND

Note: The *Public Libraries in NSW Financial Reporting Manual* says it depends on whether the content 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 item 7.1: YTD Income and Expenditure spreadsheet 12 October 2022



**ITEM: 9.1 No. 4/22 – MEETING SCHEDULE 2023**

<b>Meeting:</b>	Clarence Regional Library Committee	4 November 2022
<b>Reviewed By:</b>		
<b>Attachment:</b>	nil	

**REPORT SUMMARY**

Report outlines the options for the CRL Committee to meet based on the CRL Agreement 2022

**OFFICER RECOMMENDATION**

That the CRL Committee meet:

- 3x per year in the first week of March, July and November as per item 9.1 of the CRL Agreement.

**LINKAGE TO CVC COMMUNITY PLAN**

Theme	<b>1 Society</b>
Objective	<b>1.3 We will have a diverse and creative culture</b>
Strategy	<b>1.3.1 Support arts, learning, cultural services, community events and festivals</b>

**LINKAGE TO BSC COMMUNITY VISION 2030**

Theme 2:	Community Wellbeing
Objective:	<ol style="list-style-type: none"> <li>1 Our children, youth and seniors are valued, involved and supported</li> <li>2 We are a learning and creative community</li> <li>3 We value, honour and actively acknowledge our Gumbaynggirr culture and heritage</li> <li>4 we are connected, safe and healthy with a strong sense of community</li> </ol>

**KEY ISSUES**

The CRL Committee currently schedule to meet 4x per year in the first week of February, May, August and November. The CRL Agreement 2022 in *item 9.1* states:

*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.*

The meeting dates for 2023 are set at this meeting (November 2022) for the year in order to confirm dates and days across all Committee members calendars. Consideration in reducing the number of meetings across the year is to be incorporated into the discussion of which dates to be scheduled for 2023.

Options for meeting schedule include:

- A. 3x per year in the first week of March, July and November as per item 9.1
- B. 4x per year in first week March, May, August and November

With Option A the recommended option by the Regional Librarian.

## **BACKGROUND**

In previous years there at times have been some difficulty in achieving a quorum as members have other commitments come up on the day of the scheduled meeting causing the meetings to be rescheduled at the last minute.

The February meeting so close to the first Council meetings of the year add additional reading burden to the Committee members at an already busy time.

The Regional Librarian takes the bulk of Annual Leave during December/January each year (3-4 weeks) as operationally this has the least impact on library operations. However this means that there is a very limited timeframe for completion of reports for the February meeting as Clarence Valley Council end of quarter reporting is prioritised at the same time.

Prepared by	Kathryn Breward – Regional Librarian
Attachment	nil

**ITEM: 9.2 No.4/22 – LIBRARY REVIEW**

4 November 2022

**Meeting:** Clarence Regional Library Committee**Reviewed By:****Attachment:** no**REPORT SUMMARY**

The report covers the steps taken in the State Library Review of the CRL service to date.

**OFFICER RECOMMENDATION**

The CRL Committee note the steps taken in the State Library Review of the CRL service to date.

**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

**KEY ISSUES**

Site visits were scheduled in Bellingen Shire for the 7-8 September and for Clarence Valley Shire on the 15-16 September. These site visits provided the consultant with opportunity to view all library locations and assess the physical layout, seating, collections etc as well as opportunity to speak to the permanent staff located in each about their ideas, issues and observations regarding the library services both in their location and broadly across the region.

This was followed by a Teams meeting was held on the 6 October with the Review Consultant, the Regional Librarian and the State Library Consultant responsible for liaison with NSW Corrective Services and their libraries. Discussion covered what connections the CRL service has had with the Clarence Correctional Centre to date and explored what other services could be provided.

A further Teams meeting on the 6 October with the Regional Librarian covered ideas, issues and observations. From this meeting the *CVC Libraries Management Plan* and the draft *CVC Mobile Library Service Review* was forwarded along with contact details for the Manager of Cultural, Community & Industry to provide further insights to the service and CVC vision for their Library Service. A Teams meeting has been scheduled for Friday 28 October for this discussion.

**BACKGROUND**

The Terms of Reference for the State Library Review of the Clarece Regional Library service were:

- *Efficiency and effectiveness of the services as benchmarked against NSW figures. This would be*

*looked at for region as a whole and by local government area.*

- *What are the trend for public libraries? This would look at Australian examples and may consider some international examples.*
- *The efficiency and effectiveness of the current Regional Library service and staffing ratios.*
- *Is Clarence Regional Library supplying the right balance of services:*
  - *book stock v online*
  - *evidence we are purchasing the right stock.*
- *Is Clarence Regional Library providing services for a range of people in the community including:*
  - *Youth*
  - *Adults*
  - *Aboriginal people*
  - *People with a disability*
- *How will the services need to adapt to COVID world and a post pandemic transformed world- e.g.:*
  - *More tertiary students studying online already the Country University at Grafton has 150 students.*
  - *Trend to home offices.*
- *What potential services can be provided to the Clarence Correctional Centre?*
  - *Every prisoner has online access via an individual electronic device*
- *Using the community consultation information and other data look at how the mobile library is being used, and consider opportunities which it could be used for*
- *Hours of operation of branches*

Prepared by	Kathryn Breward – Regional Librarian
Attachment	NIL

**ITEM: 9.3 No.4/22 – 2021/22 REGIONAL LIBRARY SERVICE HIGHLIGHTS - INFOGRAPHICS**

4 November 2022

**Meeting:** Clarence Regional Library Committee**Reviewed By:****Attachment:** Yes**REPORT SUMMARY**

This report provides statistical information on the 2021/22 operations of the Clarence Regional Library Service.

**OFFICER RECOMMENDATION**

The CRL Committee note the:

- 2021/22 operational statistics of the Clarence Regional Library services
- Comparison to the 2020/21 statistics for the CRL

**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

**KEY ISSUES**

Items of particular interest in the Summary comparison 2021/22 and 2020/21 include the following:

- Decreases in visit for all accept Yamba, Iluka and the Mobile
- 6% Increase in website visits
- loans down overall 24% due to COVID-19 lockdowns in latter half of 2021 – this is still higher than many other library services
- 11% overall increase in Reservations – likely also affected by the COVID-19 lockdowns
- CRL has had 11.5% increase in stock on the shelves
- 11.5% increase for programs/event and 16% increase in attendance on last year – COVID-19 affected, this result is likely due to the opening up from January 2022.
- Wi-Fi & internet continue to be down as a result of lockdowns for this period
- Information requests were mixed in the results with the overall still seeing and increase or 0.3% for the year.
- Our eBooks and eAudio and use of the Library App all saw increase on the previous year
- The eMagazines had a change of platform during this period so there was a decline in usage due to autorenewals no longer being available on the new platform (we had no choice in the change in platform as a buyout occurred)

- The reduction in catalogue access online corresponds with the uptake in using the Library App to access the catalogue as it is a more user friendly platform particularly on a mobile device.
- eResource searches and beamafilm downloads are down and we will be monitoring this over the next year
- all social media platforms saw increased engagement on the previous year as we continue to grow in this medium

## BACKGROUND

At the end of each financial year the Regional Library condenses the statistical result into infographics for the region, the two Local Government Areas and each library location including the Mobile and our eLibrary. The statistics selected for these infographics are based on the infographics the State Library develops each year for the State Public Library Network and the NSW.net eResources.

The Regional Librarian also completes the summary comparison spreadsheet that compares the result to the previous year.

Prepared by	Kathryn Breward – Regional Librarian
Attachment	ATTACHMENT item 9.3 CRL Infographics & 2021/22 summary comparison with 2020/21 infographic statistics

## FORECAST ASSUMPTIONS AND INDEXING

## SECTION 2

[illegible]

\_\_\_\_\_

## CLARENCE REGIONAL LIBRARY (CRL) 10 YEAR FORECASTS

[illegible]

CRL EXPENSES																						
50 - Salaries, Wages & Oncosts						\$546,893	\$541,158	\$540,284	\$140,865				\$555,326	\$571,378	\$588,589	\$607,138	\$626,864	\$647,887	\$670,340	\$694,374	\$720,156	\$747,873
51 - Other Employee Costs						\$2,439	\$600	\$13,526	\$1,500				\$16,497	\$14,126	\$14,409	\$17,451	\$15,046	\$15,347	\$18,408	\$16,022	\$16,343	\$16,670
53 - Materials						\$19,962	\$29,858	\$17,300	\$1,869			reflects precovid expected exp the reduction due to VFC grant monies being expended in last financial year	\$12,546	\$12,797	\$13,053	\$13,314	\$13,580	\$13,852	\$14,129	\$14,411	\$14,700	\$14,994
54 - Contractors & Consultancies						\$62,896	\$90,000	\$90,000	\$10,632				\$91,800	\$118,636	\$95,509	\$97,419	\$99,367	\$129,355	\$103,382	\$105,449	\$107,558	\$109,709
57 - Insurance Expenses						\$0	\$2,444	\$2,444	\$0				\$2,493	\$2,543	\$2,594	\$2,645	\$2,698	\$2,752	\$2,807	\$2,864	\$2,921	\$2,979
59 - Administration Expenses												revised budget reflects \$20,000 for promotions not the reduced amount spent last financial yre due to staffing vacancies										
						\$14,832	\$24,558	\$40,800	\$4,528			increases due to RFID	\$41,616	\$42,448	\$43,297	\$44,163	\$45,046	\$45,947	\$46,866	\$47,804	\$48,760	\$49,735
60 - Operating Expenses												maintenance for additional equipment for Maclean & Iluka (\$5000). Adding budget amounts for SMS and the Internet fees budgets where the original budget had \$0, SMS approx. \$5500 and Internet fees approx. \$22,200, increase speed at Grafton, Bellingen and Urunga Libraries additional \$7700.										
						\$116,159	\$121,409	\$162,835	\$57,991				\$166,118	\$169,440	\$172,829	\$176,286	\$179,811	\$183,408	\$187,076	\$190,817	\$194,634	\$198,526
61 - Subscriptions & Memberships						\$111,819	\$97,274	\$98,774	\$18,778				\$100,749	\$102,764	\$104,820	\$106,916	\$109,054	\$111,236	\$113,460	\$115,729	\$118,044	\$120,405
62 - Internal Expenses						\$117,753	\$127,750	\$127,750	\$0				\$130,305	\$132,911	\$135,569	\$138,281	\$141,046	\$143,867	\$146,745	\$149,679	\$152,673	\$155,727

### BOOK STOCK INFORMATION

### ACCUMULATED RESERVES INFORMATION



## Changing email release software Report

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Our email release software is used for our monthly eNewsletter as well as media releases. Currently we use Go4 Media to provide our eNewsletter and mail outs. charge based off credits which we buy in 100,000 lots for approx. \$2000. This system allows us to use them as we need them. We have a template that we use for our newsletter and one we use for media releases. They were created in 2014 but are still functional. They do however have room for improvement as they are very rigid. Changing to a larger provider will come with more benefits than staying with Go 4 media as currently finding the software very limiting. It is limiting in what we can create with the template available, and the analytics provided.

The main contender has been Mail chimp as it is the industry standard. CVC use it for example. It has many templates and more back-end tools that would allow us to create, analyse and evaluate our email correspondence. Using mail chimp would also allow us to provide more things such as surveys and smaller email blasts for key events or services.

The other change would be with the group that we email. Currently the group that we send to has between a 30 and 40 percent open rate which is not too bad but as the price increases with every email it would be good to aim for higher numbers. The proposed change in target from the current list to just being active members will increase the percentage of opened emails, then we can have room to build the list with more loyal patrons who enjoy the service.

Mail chimp has a more complicated payment structure with 4 tiers and 2 separate systems. The first is a subscription service you sign up to pay monthly. This is then divided into price for access to different tools and services. The two options that are viable for us are the essentials and the standard pack (this is what mail chimp recommends) the price also changes based on how many contacts you have on the system. We would have two price brackets depending on which contact list we use (the current list or the active user list) the other option is buy credits through mail chimp. These expire after 12 months and can be bought in different amounts, the more you buy the cheaper each unit is. The two main options to consider are the 75,000 and 200,000 packs. The 70,000 would only let us release the newsletter and the 200,00 would likely mean that we would not be able to use all the credits before they expire. Though they do allow us to pay in one go making the accounting side easier. This also provides with the same tool as the essential package.

**Below is a break down of the pricing.**

### Options with numbers -

- current newsletter email list (approx. 12k)
- members that have been active in the last 2 years (approx. 7k)

### Options with provider –

- stay with Go4 media
- mail chimp credits
- mail chimp monthly

### Cost for one year if we do just one newsletter per month

	Go4 Media	Mail chimp monthly option 1- essential	Mail chimp monthly option 2-recommended	Mail chimp credits
Current list	\$2784	\$2800	\$3636	\$2540

Active list	\$1120	\$1680	\$2208	\$1897
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After considering all the information on offer the 10k recommended monthly plan (\$2208 yearly with tax) seem to be the best solution. It provides enough flexibility and tools to validate the change.

This report and plan are to be Reviewed in 12months (august 2023)

ATTACHMENT item 9.3 Infographics Summary

2021/22 : at 30 june 2022																						
	members	% increase or decrease	visits	% increase or decrease	website visits	% increase or decrease	loans	% increase or decrease	reservations	% increase or decrease	items	% increase or decrease	programs	% increase or decrease	attendees	% increase or decrease	wifi sessions	% increase or decrease	internet sessions	% increase or decrease	info requests	% increase or decrease
CRL	30476	-0.4%	164661	-8.0%	114438	6%	295045	-24%	51276	11%	218470	11.5%	1059	16%	11253	12.3%	23,484	-16.5%	13072	-24%	95662	0.3%
BSC	7235	-0.6%	75300	-11.0%			74659.2	-23%	15607	2%	35548	3%	326	16%	5993	131%	13,729	-21.3%	6588	-13%	21990	-16%
Bellingen	4121	-0.5%	31338	-13.3%			27086	-12%	6628	4%	15924	6%	130	48%	1192	-1.2%	7,861	-33%	3233	-14%	10251	-17%
Dorrigo	1234	-1%	20656	-9%			14425	-13.0%	4666	1%	9458	2%	84	-26%	535	-38%	3,726	-16%	2134	-6%	5512	-15%
Urunga	1880	-0.6%	23306	-9%			16975	-9%	4313	-1%	10166	1%	112	38%	4266	708%	2,142	-16%	1221	-19%	6227	-13%
CVC	23241	-0.3%	89361	-5.0%			220385.8	-24%	35669	15.2%	90072	4%	733	16.0%	5260	-29%	9,755	-9%	6484	-33%	73672	6.2%
Grafton	14102	-2%	41592	-12%			79181	-9%	14586	15%	53177	5%	343	-18%	2496	-56%	6,350	-7%	3888	-30%	27902	-3%
Maclean	3519	2.2%	14477	-5.2%			23273	-4.0%	6853	11%	13603	0.7%	78	60%	637	4%	1,230	-14.5%	1005	-14%	17468	27%
Yamba	3494	5%	24270	4%			33283	-0.03%	7410	6%	13163	3.4%	115	140%	1067	74%	1,160	-18.4%	1363	-43%	18156	0.4%
Iluka	1438	0.6%	6673	12%			12741	-11%	4281	12%	7487	1%	171	69%	875	45%	1,015	0.2%	213	-60%	8522	32%
Mobile Library	688	-12%	2349	15%			7215	-5.0%	2539	91.0%	2642	16%	26	100%	185	230%	0	0	15	-17%	1624	30%

	population	members	% of pop.
CRL	67377	30476	45%
BSC	13197	7235	54.8%
Bellingen	6142	4121	67%
Dorrigo	2172	1234	57%
Urunga	4883	1880	39%
CVC	54180	23241	43%
Grafton	23482	14102	60.1%
Maclean	5696	3519	61.8%
Yamba	7973	3494	43.8%
Iluka	2604	1438	55.2%
Mobile Library	14425?	688	

ebooks holdings	issues	% increase or decrease	eaudio holdings	issues	% increase or decrease	emags holdings	issues	% increase or decrease	library App launches	% increase or decrease	library catalog searches	% increase or decrease	library website visits	% increase or decrease	eResource searches	% increase or decrease	BeamaFilm downloads	% increase or decrease
6716	30949	8.0%	2794	29658	33%	4065	11370	-51%	29920	65%	73142	-10%	116,348	-8.0%	21727	-24%	2534	-6%

		% increase or decrease
Instagram followers	1189	0.5%
FaceBook followers	2893	3.3%
Pinterest audience	709	100%
Youtube views	14988	75%
Flickr images	1287	41%
Flickr views	54.7 k	65.30%
library app users	2143	19%

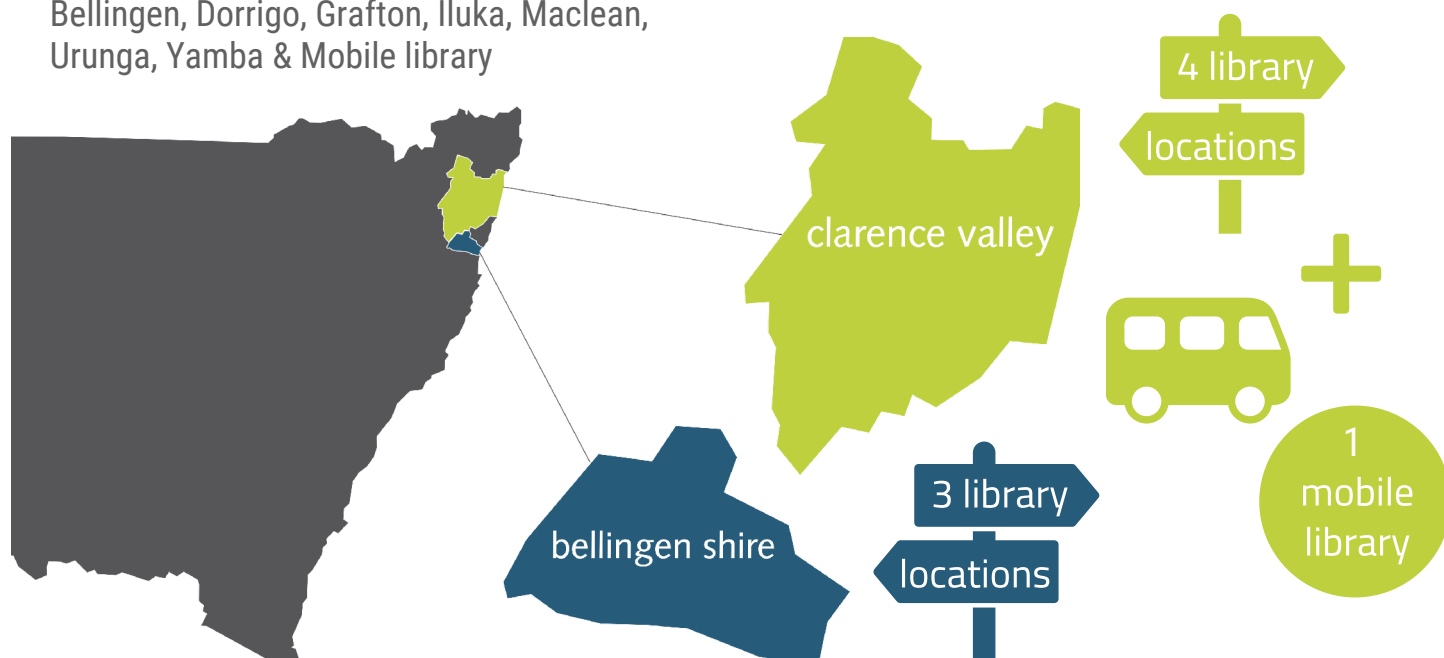
# Clarence Regional Library

## Highlights 2020/21

Bellingen, Dorrigo, Grafton, Iluka, Maclean,  
Urunga, Yamba & Mobile library



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



**30,476**  
library members

**45%**

**164,661**  
visits in person

of the population of the  
clarence valley & Bellingen  
Shires are library  
members

### downloads

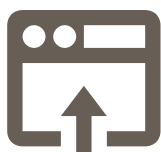


30,949 eBooks

29,658 eAudio

11,370 eMagazines

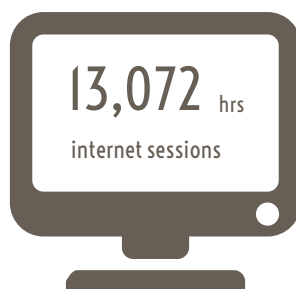
29,920 Library App



public library website  
**114,438** visits



**23,484**  
wi-fi sessions



**13,072** hrs  
internet sessions



**95,662**  
information requests



**218,470** items

**51,276** reserves

**295,045** loans

### programs & events



**11253**  
attendance



**1059**  
programs & events

# Clarence Regional Library

eLibrary highlights 2021/22

Bellingen, Dorrigo, Grafton, Iluka,  
Macleay, Urunga, Yamba  
& Mobile library

## Social Media



1,189 followers



2,893 followers



709 audience



14,988 views



1287 images  
54.7k views

21,727  
eResource  
searches

### top 5 eResources

13,588 - Ancestry.com  
1,972 - Gale  
1,832 - Ziptales  
1,621 - Find My Past  
1,217 - StoryBox

### downloads



30,949 eBooks  
29,658 eAudio  
11,370 eMagazines  
29,920 Library App

73,142  
library catalogue  
searches



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

library website  
116,348  
visits

library app  
2,143  
users

# Bellingen Shire Libraries

highlights 2020/21



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



BELLINGEN  
SHIRE COUNCIL

Bellingen

Dorrigo

Urunga



7,235

library members

54.8%

of the population of the  
Bellingen Shire are  
library members

75,300

visits in person



74,659 loans

15,607 reservations

35,548 items

programs & events

programs  
& events 326

attendance 5,993

information  
requests

21,990

public internet access



13,729

wi-fi sessions



6,588 hrs  
internet sessions

# Bellingen Library 2021/22 highlights

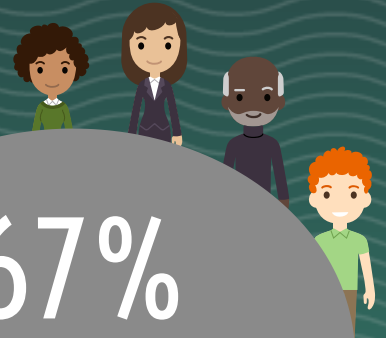


[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



population = 6,142

library membership = 4,121



67%

of the Bellingen valley population are library members.

## programs & events



1192  
attendance



130  
programs &  
events

31,228  
library visits



15,924 items  
6,628 reserves  
27,086 loans

3,233 hrs  
internet  
sessions

7,861  
wifi sessions



information  
requests

10,251



BELLINGEN  
SHIRE COUNCIL

# Dorrigo Library 2021/22 highlights

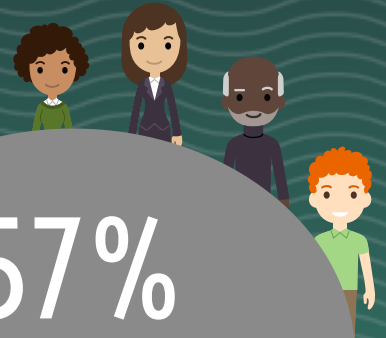


[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



population = 2,172

library membership = 1,234



57%

of the Dorriggo plateau population are library members.

## programs & events



535  
attendance



84  
programs &  
events

20,656  
library visits



9,458 items  
4,666 reserves  
14,425 loans

2,134 hrs  
internet  
sessions

3,726  
wifi sessions



information  
requests

5,512



BELLINGEN  
SHIRE COUNCIL



# Urunga Library 2021/22 highlights

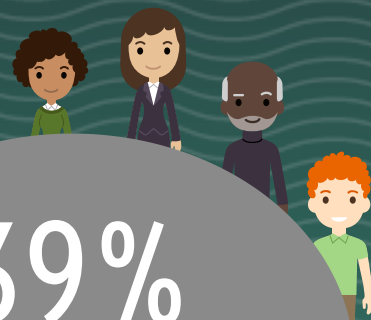


[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



**population = 4883**

**library membership = 1880**



**39%**

of the Urunga seaboard population are library members.

## programs & events



**4266**  
attendance



**112**  
programs & events

**23306**  
library visits



**10,166** items  
**4,313** reserves  
**16,975** loans

**1221 hrs**  
internet  
sessions

**2,142**  
wifi sessions



**information  
requests**

**6,227**



**BELLINGEN  
SHIRE COUNCIL**

# Clarence Valley Libraries

highlights 2020/21



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



clarence  
VALLEY COUNCIL

Grafton Iluka Maclean Yamba

plus the  
mobile library



23,241

library members

43%

of the population of the  
Bellingen Shire are  
library members

89,361

visits in person



220,386 loans

35,669 reservations

90,072 items

programs & events

programs  
& events 733

attendance 5,260

information  
requests

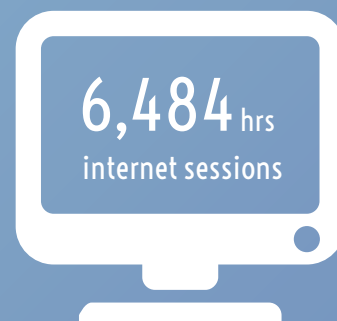
73,672

public internet access



9,755

wi-fi sessions



6,484 hrs  
internet sessions

# Sir Earle Page Library and Education Centre 2021/22 highlights

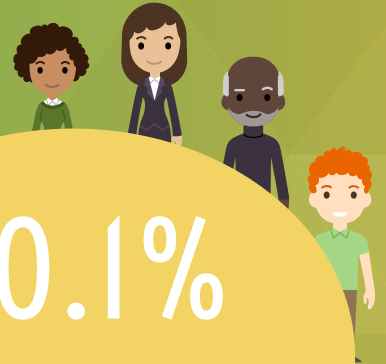


[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



**population = 23,482**

**library membership = 14,102**



**60.1%**

of grafton, south grafton, waterview heights, seelands, junction hill & southgate population are library members.

## programs & events



**2496**  
attendance



**343**  
programs &  
events

**41,592**  
library visits



**53,177** items  
**14,586** reserves  
**79,181** loans

**3,888 hrs**  
internet  
sessions



**information  
requests**

**27,902**

**6,350**  
wifi sessions



# Iluka Library 2021/22 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

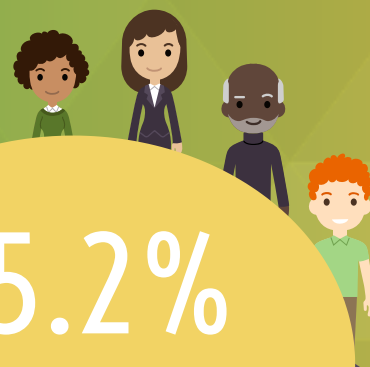
**population = 2,604**

**library membership = 1,438**



**55.2%**

of iluka & woombah population  
are library members.



## programs & events



**875**  
attendance



**171**  
programs &  
events

**6,673**  
library visits



**7,487** items  
**4,281** reserves  
**12,741** loans

**213 hrs**  
internet  
sessions



**information  
requests**

**8,522**

**1,015**  
wifi sessions



# Maclean Library 2021/22 highlights

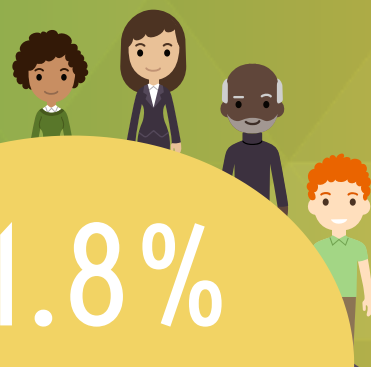


[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



**population = 5,696**

**library membership = 3,519**



**61.8%**

of the maclean, gulmarrad & townsend population are library members.

## programs & events



**637**  
attendance



**78**  
programs & events

**14,477**  
library visits



**13,603** items  
**6,853** reserves  
**23,273** loans

**1,005 hrs**  
internet  
sessions



**information  
requests**

**17,468**

**1,230**  
wifi sessions



**clarence**  
VALLEY COUNCIL

# Yamba Library 2021/22 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

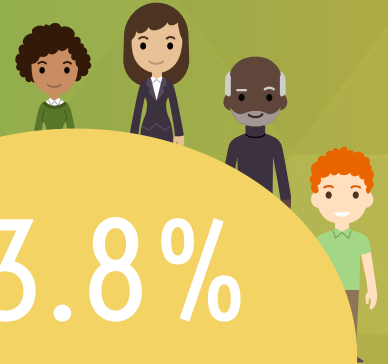
**population = 7,973**

**library membership = 3,494**



**43.8%**

of yamba, angourie & palmers  
island population are library  
members.



**24,270**  
library visits



**programs & events**



**1067**  
attendance



**115**  
programs &  
events



**13,163** items  
**7,410** reserves  
**33,283** loans

**1,363 hrs**  
internet  
sessions



**information  
requests**

**18,156**

**1,160**  
wifi sessions





# Mobile Library 2021/22 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

library membership = 688  
distance traveled = 12,012kms



visiting the villages of  
Tucabia, Coutts Crossing, Brushgrove,  
Nymboida, Copmanhurst, Lawrence,  
Baryulgil, Wooli, Minnie Water,  
Brooms Head, Glenreagh,  
and Halfway Creek.

## programs & events



185  
attendance



26  
programs &  
events

2,349  
library visits



2,642 items  
2,539 reserves  
7,215 loans

information  
requests

1,624

village  
locations

12



clarence  
VALLEY COUNCIL

ATTACHMENT: item 10 2022/23 Public Library Infrastructure Grants

**From:** Samantha Mantakoun <Samantha.Mantakoun@sl.nsw.gov.au>  
**Sent:** Friday, 9 September 2022 9:36 AM  
**To:** council@bellingen.nsw.gov.au  
**Cc:** Kathryn Breward  
**Subject:** 2022/23 Public Library Infrastructure Grants

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear General Manager,

NSW councils are now invited to apply for the 2022/23 Public Library Infrastructure Grants program managed by the State Library of NSW.

The Grant Guidelines and details of the application process are available on the State Library of NSW website at <https://www.sl.nsw.gov.au/public-library-services/subsidies-and-grants/public-library-grants>

The forms will be live from 9am on 9 September. Please contact us for information and advice on your application <https://www.sl.nsw.gov.au/public-library-services/public-library-grants-inquiries>

Applications are due by 28 October 2022, 5pm.

Information Sessions for Grant Applicants

In September and October the State Library is hosting a number of online grants Q&A sessions. During the sessions we will provide an overview of the grants program and answer your questions. Each session will include the same introductory presentation, so you only need to attend one session. We will record this part of the session for those who cannot attend. We will not record the discussion part of the sessions.

We also strongly encourage you to schedule a time to talk to your consultant about your specific grant project and application.

Please book through the links below.

Tuesday 13 September 2.30 to 3.30 pm  
<https://sl-nsw-gov-au.zoom.us/j/84529563658?pwd=Nm1uRzVZNFRHYUNHaFpobXdLbFA5UT09>

Tuesday 27 September 2.30 to 3.30 pm  
<https://sl-nsw-gov-au.zoom.us/j/87985208008?pwd=MXhwaU84OU1JOUk2N0hpQ29OOGszdz09>

Tuesday 11 October 2.30 to 3.30 pm  
<https://sl-nsw-gov-au.zoom.us/j/89121337608?pwd=aDZKb3dKaWZNTFc3QVJFK2ZtSkxMUT09>

Tuesday 25 October 2.30 to 3.30 pm  
<https://sl-nsw-gov-au.zoom.us/j/86227051020?pwd=SlRsTHhjVTVqd2RKN25ZRks3cjFWZz09>



Yours sincerely,

Cameron

—

**Cameron Morley**

Manager, Public Library Services  
[cameron.morley@sl.nsw.gov.au](mailto:cameron.morley@sl.nsw.gov.au)  
+61 2 9273 1483

1 Shakespeare Place, Sydney NSW 2000, Australia  
[www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)

—

**Samantha Mantakoun**

Administrative Officer  
[Samantha.Mantakoun@sl.nsw.gov.au](mailto:Samantha.Mantakoun@sl.nsw.gov.au)  
+61 2 9273 1624

1 Shakespeare Place, Sydney NSW 2000, Australia  
[www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)

We acknowledge the Gadigal people, the First Peoples and custodians of the land on which the Library stands and whose skies and waters surround us. We offer our respects to Elders past and present.

*This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender. Views expressed in this message are those of the individual sender, and are not necessarily the views of their organisation.*

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Yours sincerely,

Cameron

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**Cameron Morley**

Manager, Public Library Services

[cameron.morley@sl.nsw.gov.au](mailto:cameron.morley@sl.nsw.gov.au)

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**Samantha Mantakoun**

Administrative Officer

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## MEDIA RELEASE

*For Immediate Release*

26/09/2022

Jacaranda storytime at your library!

Join us for a special Jacaranda storytime at Grafton library these school holidays!

To help us celebrate Jacaranda we are welcome some very special visitors... the 2022 junior jacaranda candidates!

We'll have jacaranda stories, songs and rhymes as well as a fun craft activity to suit children of all ages.

Make sure you come dressed in purple!

When: 10:30am-11:30am, Thursday 6th of October

Jump onto our website and book a spot today!

<https://clarence.spydus.com/cgi-bin/spydus.exe/ENQ/WPAC/EVSESENQ?SETLVL=&RNI=356846>

# URZA AND THE SONG IN THE DARK

PRESS RELEASE  
FOR IMMEDIATE RELEASE



## **An Epic Adventure for Families Awaits this School Holidays! -- URZA AND THE SONG IN THE DARK --**

*"a wonderful production bursting with humanist joy"*  
*Sydney Arts Guide*

After an award-winning, sell-out season at Sydney Fringe Festival, Matriark Theatre Company's *Urza and the Song in the Dark*, returns for a strictly limited tour through regional NSW during the July school holidays. See it at both the Grafton Library and the Yamba Bowling Club on Tuesday the 4<sup>th</sup> of October 2022.

*Urza and the Song in the Dark* is a shadow adventure story for children and adults 7+ created & performed by Matriark Theatre. In a subterranean wonderland of complex caves, underground lakes, and fantastical creatures, a mysterious song will lead a young girl named Urza on an epic adventure deep into the depths of the earth.

Brought to life using Matriark's critically-acclaimed combination of shadow puppetry, live music and physical theatre, the show has been created for intimate performance spaces that lets every audience member experience every inspiring detail.

Matriark Theatre is a Sydney-based theatre maker creating extraordinary, and visually stunning, original theatre for audiences of all ages. Previous shows by Matriark have been presented in libraries, historic buildings, warehouses, blanket forts, foyers, bars and living rooms across the country. In Grafton it will be held in the library itself at 10:30am with the Yamba performance held at Yamba Bowling Club at 4:30pm.

Performer Kathryn Roberts-Parker grew up in Maclean and is excited to be bringing this show home. "I got my start being taught by Gwen Berman, Sister Anne Gallagher and Connie de Dassel in Maclean. I remember my first time playing violin for a local musical theatre production of *Oliver Twist* at the Maclean Civic Hall. It feels surreal and really exciting to be returning and performing locally all these years later and I hope that young performers like myself can be inspired".

"Matriark has a long history of performing for families across NSW," said Director Scott Parker. "Urza is fast-paced and highly visual storytelling, and it's a joy to be presenting it to communities in some of our favourite places. Whether they're in Sydney's metro, or the towns we call home, Urza will be a special experience for everyone."

When: Tuesday 4<sup>th</sup> October 2022

Where:

- Grafton Library (10:30am)

- <https://clarence.spydus.com/cgi-bin/spydus.exe/ENQ/WPAC/EVSESENQ?SETLVL=&RNI=355802>
- Yamba Bowling Club (4:30pm)
- <https://clarence.spydus.com/cgi-bin/spydus.exe/ENQ/WPAC/EVSESENQ?SETLVL=&RNI=355803>

## MEDIA RELEASE

Clarence Valley Council



# MEDIA RELEASE

*For Immediate Release*

31/08/2022

Title: The School Holiday countdown has begun!

We have lots of exciting activities planned at your library for these September/October school holidays!

Drop in and join us in playing on our new Nintendo Switches, sit in on a limited time only theatre production “*Urza and the Song in the Dark*” by Matriark Theatre or get involved in a DIY beeswax wrapper workshop facilitated by North East Waste!

We also have a number of craft activities and fan favourites across our Clarence Valley locations

Spread the word, tell your friends, get in quick!

See below for our school holiday program listing all events from 26<sup>th</sup> September through to the 7<sup>th</sup> of October 2022.

Bookings are essential so please visit our website at “whats on” or pop into your local library to book your spot!

Book here: <https://clarence.spydus.com/cgi-bin/spydus.exe/MSGTRN/WPAC/EVENTS?HOMEPRMS=EVSESPARAMS>



# school holiday program

@ your library

26th september - 7th october 2022



all events at  
your library  
are FREE

places are  
limited so book  
in quick!



## grifton

**tuesday 27th september**  
**DIY beeswax wrappers**  
10:30am to 11:30am  
ages 5+

**wednesday 28th september**  
**nintendo switch**  
session 1: 10:30am to 11:30am  
ages 8+  
session 2: 1:30pm to 2:30pm  
ages 8+

**tuesday 4th october**  
**Urza and the Song in the Dark**  
10:30am - 11:30am  
ages 7+

**thursday 6th october**  
**jacaranda storytime**  
10:30am - 11:30am  
all ages



## maclean

**tuesday 27th september**  
**DIY beeswax wrappers**  
2:00pm to 3:00pm  
ages 5+



**tuesday 4th october**  
**nintendo switch**  
session 1: 10:30am to 11:30am  
ages 8+  
session 2: 1:30pm to 2:30pm  
ages 8+

bookings essential



## yamba

**wednesday 28th september**  
**dream catchers**  
session 1: 10:30am to 11:30am  
ages 5-8  
session 2: 2:00pm to 3:00pm  
ages 8+



**tuesday 4th october**  
**Urza and the Song in the Dark**  
4:30pm - 5:30pm  
ages 7+  
@ Yamba Bowling Club



**wednesday 5th october**  
**catapult construction**  
session 1: 10:30am to 11:30am  
ages 5-8  
session 2: 2:00pm to 3:00pm  
ages 8+

## iluka

**friday 30th september**  
**lego legends**  
session 1: 10:30am to 11:30am  
ages 5-8  
session 2: 2:00pm to 3:00pm  
ages 8+

**thursday 6th october**  
**kids movie club**  
10:30am - 12:00pm  
ages 5+  
watching Blinky Bill



**friday 7th october**  
**lego legends**  
session 1: 10:30am to 11:30am  
ages 5-8  
session 2: 2:00pm to 3:00pm  
ages 8+



## mobile

**funky collage bookmarks**  
@ all locations  
ages 5+

**tuesday 27th september**  
session 1: wooli  
10:30am to 11:30am  
session 2: minnie water  
2:30pm to 3:30pm

**wednesday 28th september**  
session 1: halfway creek  
10:30am to 11:30am  
session 2: glenreagh  
2:30pm to 3:30pm

**thursday 29th september**  
session 1: brushgrove  
10:30am to 11:30am  
session 2: tucabia  
2:30pm to 3:30pm

**tuesday 4th october**  
session 1: baryulgil  
10:30am to 11:30am  
session 2: copmanhurst  
2:30pm to 3:30pm

**wednesday 5th october**  
session 1: nymboida  
10:30am to 11:30am  
session 2: courtts crossing  
2:30pm to 3:30pm

**thursday 6th october**  
session 1: brooms head  
10:30am to 11:30am  
session 2: lawrence  
2:30pm to 3:30pm





## MEDIA RELEASE

Clarence Valley Council



### Bedtime stories at your library!

Join us for a special children's book week storytime at Grafton library – after dark!

Come along in your pyjamas and bring your favourite soft toy. We'll have stories, craft, a scavenger hunt and a bedtime snack for everyone.

As part of your library's celebration of Children's Book Week 2022, *Dreaming with eyes open*, Grafton Library is holding a special bedtime storytime. Each year since 1945 the CBCA has brought children and books together across Australia through CBCA Book Week. During this time public libraries spend one glorious week celebrating books and Australian children's authors and illustrators.

If you are aged 5+ and enjoy children's stories, book now (no pun intended!) and come along to Grafton Library for an evening celebrating Australian children's books.

When: 6pm-7pm, Wednesday 24<sup>th</sup> August

The library is opening just for you!

## **Calling Local Musos**

### **Expressions of Interest for Live 'n' Loud at the library now open!**

For immediate release

10/10/2022

Live 'n' Loud at the library is coming back to your library in 2023! We are currently calling for expressions of interest from local, young musicians or bands to play at Live 'n' Loud at the library to celebrate NSW Youth Week in April.

Selected bands will perform and be part of an exciting line-up of musicians and bands playing to a local audience right here at your library!

Live 'n' Loud at the library is a drug and alcohol-free event, held in the undercover carpark of Grafton Library from 5 to 8pm on Thursday 20th of April. It's free, but bookings are recommended. On the night there will be food, drinks, stalls and live music.

'We can't wait to see who will be in the line-up at Live 'n' Loud at the library in 2023' says Regional Librarian, Kathryn Breward. 'This is an unmissable opportunity for local young muso's and bands to connect with a local audience, so if you are interested, please get in touch.'

Interested bands or musos should contact Allira Newton by email [Allira.newton@clarence.nsw.gov.au](mailto:Allira.newton@clarence.nsw.gov.au) or mobile 0428 420 908 before 3<sup>rd</sup> February 2023.

## MEDIA RELEASE

Clarence Valley Council



## MEDIA RELEASE

SPOOKY! But not Scary stories at your library!

Join us for a spooky Halloween Storytime at Grafton library – after dark!

Come along in your favourite Halloween costume and join us for some scary stories, creepy craft and a horrifying trick or treat scavenger hunt.

The library is opening just for you!

When: 6:00pm to 7:00pm, Monday 31<sup>st</sup> October

All ages welcome (parental supervision required).

Book now and come along to Grafton Library for a spooktacular evening.

Bookings essential:

<https://clarence.spydus.com/cgi-bin/spydus.exe/ENQ/WPAC/EVSESENQ?SETLVL=&RNI=358700>



Ms Elizabeth Jeremy  
General Manager  
Bellingen Shire Council  
PO Box 117  
BELLINGEN NSW 2454

Dear Ms Jeremy

### Public Library Funding Strategy 2022/23

The State Government has allocated \$40.468M to the provision of public library services in 2022/23. Your council is now invited to apply for the 2022/23 Library Subsidy and Local Priority Grant.

Under the Public Library Funding Strategy 2022/23 Council will receive:

Subsidy @ \$2.85 per capita	\$37,757
Subsidy adjustment	<b>\$60,520</b>  <b>Note: at least 30%</b> of the Subsidy adjustment payment listed above is to be allocated to Local Priority Grant Project(s).

Please go to the State Library website at <https://www.sl.nsw.gov.au/public-library-services/subsidies-and-grants/financial-reporting-and-subsidy-applications> to find links to the forms for your council.

Please note, for the Application for Library Subsidy councils need to state the voted expenditure on library services for 2022/23.

## STATEMENT OF LIBRARY OPERATIONS

**All councils are required to submit a Statement of Library Operations.**

Council is to provide a statement of library operations for the period July 2021 to June 2022 for the 'provision, control and management of libraries, library and information services in its area'.

The *Public Libraries in New South Wales Financial Reporting* manual defines the information required for the Statements of Library Operations and associated application forms. The manual is available on the State Library website at:

<http://www.sl.nsw.gov.au/public-library-services/financial-reporting-subsidy-applications>

## SUBMISSION OF FORMS

All forms are on the State Library website at <http://www.sl.nsw.gov.au/public-library-services/financial-reporting-subsidy-applications>

Forms to be submitted via email to [subsidies@sl.nsw.gov.au](mailto:subsidies@sl.nsw.gov.au) by **Friday 7 October 2022**.

- **Application for Library Subsidy**  
To be completed, signed and returned by email
- **Local Priority Grant application form**  
To be completed, signed and returned by email
- **Statement of Library Operations**  
To be filled out in excel, saved and returned by email
- **Narrative statement form**  
To be filled out in word, saved and returned by email

Please note for the **2022/23 reporting year** the *Statement of Library Operations* and *Narrative Statement* require reporting on how the 2021/22 increase in State Government funding has improved your library service.

If you have any enquiries about the manual, application forms or the funding arrangements please contact Samantha Mantakoun, Administrative Officer, Public Library Services on (02) 9273 1624 or Kate O'Grady, Consultant, Public Library Services on (02) 9273 1699.

Yours sincerely



Cameron Morley  
**Head of Public Library Services**  
11 August 2022



Ms Laura Black  
General Manager  
Clarence Valley Council  
Locked Bag 23  
GRAFTON NSW 2460

Dear Ms Black

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Under the Public Library Funding Strategy 2022/23 Council will receive:

Subsidy @ \$2.85 per capita	\$151,030
Subsidy adjustment	<b>\$64,430</b>  <b>Note: at least 30%</b> of the Subsidy adjustment payment listed above is to be allocated to Local Priority Grant Project(s).

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Yours sincerely



Cameron Morley  
**Head of Public Library Services**  
11 August 2022



**BOOK HERE**



**date has changed to the 7th of september**

date: wednesday 7th september  
time: 2:30pm to 3:30pm  
place: iluka library

**bookings essential**

Peter Watt's best known titles include the silent horror, the black dragon, the frozen circle, the paper froggy and the intergalactic epic, the wonder series. All of these can be borrowed from your library. Knowing his latest novel, the catbird's part.

He also has a rich and varied employment history, he has spent time as a scholar, grant writer, educator, labourer, soldier and private investigator.

Peter is not only a local legend, but beloved Australia wide, so don't miss this opportunity to see him in person.

Clarence Regional Library | clarencepubliclibrary@clarence.nsw.gov.au | www.clrwa.gov.au | (02) 6641 0121

5 Likes 3 Comments 6 Shares

Like Comment Share

Most relevant

Comment as Clarence Regional Library

**Rick Murray**  
Has your graphic artist lost their way to the shift key? Not using capital letters where they should be uncomfortable for the reader and very un-librarylike!

Like Reply 7w Edited

**Clarence Regional Library**  
Rick Murray hey thanks for noticing and interacting with our post hope we will see you in Iluka to see Peter!!

Like Reply Commented on by georgia wilcox 6w

**Rick Murray**  
Clarence Regional Library likewise, maybe I'm old fashioned but grammar is important and capital letters are part of the deal. Have a lovely day.

Like Reply 6w

**Clarence Regional Library**  
Published by Hootsuite • 5d •

Don't forget to show off your best odd socks today at your library!!



**#OSD2022**

**ODD SOCKS DAY**

**Friday 7th October 2022**

2 Likes 1 Share

Like Comment Share

All comments

Comment as Clarence Regional Library

**Celia Schafer Wilson**  
Jo this makes me think of you

Like Reply Send Message 5d

**Jo Drummond**  
Celia Schafer Wilson it's killing

Like Reply Send Message 5d

Reply as Clarence Regional Library

Write a comment...

**Clarence Regional Library added a new photo.**  
Published by Hootsuite • August 24 •



Someone asked me, if I were stranded on a desert island what book would I bring... 'How to Build a Boat.'

**Steven Wright**

6 Likes 1 Comment 5 Shares

Like Comment Share

Most relevant

Comment as Clarence Regional Library

**Tara Tara**

Like Reply 6w

**Clarence Regional Library**  
Published by Hootsuite • August 24 •

What are you dressing up as this year??



**Grafton Library**  
August 23 •

if you go down to the library today... you might see us dressed up as Book Week characters! 🤖

10 Likes 1 Comment 1 Share

Like Comment Share

Most relevant

Comment as Clarence Regional Library

**Tara Tara**  
Brilliant 💖 love our library

Like Reply 6w

If you're looking for a movie about a kid and an old man in the woods, then you should definitely check out **Hunt for the Wilderpeople**.

This movie is based on a book called **Wild Pork and Watercress**, which tells the story of an overweight Maori boy and his cantankerous uncle who flee into the remote bush after social services threatens to put Ricky in care. Things get pretty rough as they face hunger, wild pigs, and weather—but they also start to build a bond of trust and love... See more



**now available**

**your pick**  
the book & its movie

**WILD PORK AND WATERCRESS**  
BARRY CRUMP

**Hunt for the Wilderpeople**

You and 5 others 1 Comment 7 Shares

Like Comment Share

Most relevant

Comment as Clarence Regional Library

**Maureen Rigg**  
One the funniest movies !! Everyone should see it

Like Reply 10w

**Clarence Regional Library**  
Published by Hootsuite • July 22 •

The future is here!

Grafton Library has a Makerbot Replicator+ 3D printer. And the future is awesome.

So what can you do with it? Well, if you're anything like us, your mind is already racing with possibilities. But to get started, here are the basics... See more



**3D printing is here!**

Grafton library now has a Makerbot Replicator+ 3D printer



for more information scan this QR code

8 Likes 2 Comments 6 Shares

Like Comment Share

All comments

Comment as Clarence Regional Library

**One Goat Storytime** Follow  
This is so cool, well done guys

Like Reply 11w



0:23 / 1:29 6 Comments 1 Share

Like Comment Share

Most relevant

Comment as Yamba Library

Alice Fazio  
Storytime today was absolutely incredible!!! The amount of effort, patience and passion you have is mind blowing! Thank you so much for all you do for the kids but for us adults too!!

Author Yamba Library  
Alice Fazio we had so much fun today too. And the caterpillar / cocoon is still producing 🐛

Alice Fazio  
Yamba Library hooray!!!

Cheryl Christopher  
Always something special happening at this amazing library

Author Yamba Library  
Cheryl Christopher thanks 🙏

Top fan Susan Hillery  
Good one 🙌

Write a comment...

0:09 / 0:33 6 Comments 1 Share

Like Comment Share

Most relevant

Comment as Yamba Library

Aimee Bennett  
Unreal! How good does it look in slow mo!

Author Yamba Library  
Aimee Bennett we love it 🥰

Donna Farlow  
Look at those beautiful faces, so in the moment, love it 🥰

Author Yamba Library  
Donna Farlow we love it too 🥰 we did need about 10 takes to get everyone catapulting at the same time though 🤔

Linda Toth  
Awesome 🥰🥰🥰🥰

Author Yamba Library  
Linda Toth we think so too 🥰🥰

Write a comment...

0:09 / 0:33 3 Comments 8 Shares

Like Comment Share

Most relevant

Comment as Yamba Library

Katrina Wotton  
I have a copy of this book if any of your members would like it 🙌

Aimee Bennett  
How long does the club chat go for? Might pop in on my lunch break as I have just finished this book recently and would love to have a yarn about it!

Author Yamba Library  
Aimee Bennett they usually stay for about an hour, but a short pop in is welcome 🙌

Write a comment...

Iluka Library  
Published by Tracy Natalie Sowell • September 30 at 12:03 PM •

Building fabulous magical Lego worlds at Iluka library today - join us for our 2pm afternoon session and book in for next Friday 🙌



You and 9 others 1 Share

Like Comment Share

All comments

Comment as Iluka Library

Charlene Buzzolan  
Kirsty Harland  
Charlene Buzzolan cute Kurtis King

Kirsty Harland  
Charlene Buzzolan cute Kurtis King

Write a comment...

Maclean Library added a new photo.  
Published by Hootsuite • September 28 at 9:49 AM •



Like Comment Share

All comments

Comment as Maclean Libr...

Elie Shirren  
Jessica Moore getting into it haha

Write a comment...

baryulg (mobile library) • grafted library

Thursday 14th July  
10:30am - 11:30am  
maclean library

2 6 Comments

Like Comment Share

All comments

Comment as Maclean Libr...

Author Maclean Library  
Book Here  
<https://clarence.spydus.com/.../spy.../MSGTRN/WPAC/EVENTS...>

CLARENCE.SPYDUS.COM  
Events | Clarence Regional Library

Sasha Martin  
Belinda Ryan Nellie Marie Jesika Hughes Jane Gosper

Nellie Marie  
Sasha Martin lets do it !!

Sasha Martin  
Nellie Marie sounds like a plan

Belinda Ryan  
Sasha Martin Yes!

Nellie Marie  
Lindz N Holly jump on and book on the library website 🙌

Write a comment...

We're listening.... See more

Let's talk about  
your library!!

Survey

A screenshot of a Facebook post from the 'Urunga Library' page. The post is published by Alison Pope on August 2nd. The text of the post reads: 'The Scheib Legal team will be at the library this morning.' Below the text is a photo of a person, identified as Natasha Nadj, with the caption 'Urunga NoticeBoard August 1'. The post has 4 comments. The visible comments are: 'Hello Urunga Community, just a reminder that Scheib Legal will be at the Library in Urunga tomorrow from 10am to 1pm. This is a free drop in legal service so all... See more' by Melanie McLean; 'Do they still go there' by Sherrie N Jay; and 'Urunga Library has changed to Tuesday's for now and the next date is Tuesday 30 August.' by Sherrie N Jay. The post also has a 'Like' button and a 'Share' button.

**Clarence Regional Library**  
Published by HoosierLife • August 29, 2015

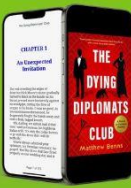
Have you discovered the BorrowBox app? Not only is it free with your library card, but it also makes browsing, reading or listening to your library's eBooks and eAudiobooks an absolute breeze.

You'll find the latest releases, the classics and more, plus titles that can be borrowed without the wait!

Download the BorrowBox app from the App Store or Google Play and sign up with your library card NOW!!!

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**BorrowBox**  
Borrow eBooks and Audiobooks from your local library.

Available on the App Store and Google Play

2 5 Shares

Like Comment Share

All comments ▼

Comment as Clarence Re...


Stephanie Moore  
I love it!

Like Reply


Write a comment...

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Your local library in your pocket.



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**BorrowBox**  
Borrow eBooks from your local library



Get it on Google Play

2 Shares

Like Comment Share

All comments ▼

Comment as Clarence Re...

Stefanie Moore  
I love it ♥

Like Reply ...

Write a comment...



**Clarence Regional Library**  
20 · View on Instagram

This exhibition is brought to you in partnership by the 2022 Clarence Valley Citizen of the Year, Barbara Lintley, the Natural Resource Management team (CVC) and Maizie Monaghan, Winner of the NAIDOC 2022 Art competition (Junior 5-17 years).

Available for viewing at the Grafton Library from Monday the 1st until Monday the 22nd of August 2022.

If you would like to know more about this exhibition, Barbara's mission or what your council is actively doing to protect the Coastal Emus please come along to our open event at 1:00pm Thursday the 11th of August 2022

exhibition on now!  
**COASTAL EMU**  
@ grafton library

displaying  
1 - 22 aug  
2022

Grafton Library · <https://www.clarance.nsw.gov.au/> · [www.clarance.nsw.gov.au/1102166411000](https://www.clarance.nsw.gov.au/1102166411000)

Comment as Clarence Regional Library

**Justinemcclymont** We loved the exhibition! Fabulous. My 4 year old has been talking about it since. 🥰

1d · Reply · Message · Tag

26 · 5 Comments

Like · Comment · Share

Most relevant

Comment as Yamba Library

**Alice Fazio**  
Thank you so much Yamba Library for such incredible engagement every single week with the community. Storytime is a highlight of our week every week. I love it just as much as the kids do. You've outdone yourselves this week for sure 🥰🥰🥰

Love · Reply · 1w · 2

**Yamba Library**  
Alice Fazio thanks you know how much we love storytime 🥰 it's our favourite day of the week 🥰

Like · Reply · Commented on by Jacqui Hinshaw · 1w

**David Mary-Anne Ford**  
How creative, wonderful for young readers.

Love · Reply · 1w

Most Relevant is selected, so some comments may have been filtered out.

Write a comment...

**Yamba Library added a new photo.**  
Published by Jacqui Hinshaw · August 25 at 12:07 PM · 0

1 · 1 Comment

Like · Comment · Share

Most relevant

Comment as Yamba Library

**Linda Toth**  
❤️❤️❤️

Like · Reply · Send Message · 5d

**Yamba Library added a new photo.**  
Published by Jacqui Hinshaw · August 25 at 12:07 PM · 0

2 · 1 Comment

Like · Comment · Share

Most relevant

Comment as Yamba Library

**Ester Dockery**  
So sweet.

Like · Reply · Send Message · 5d

**Yamba Library**  
Published by Jacqui Hinshaw · August 18 at 8:54 AM · 0

thrills and spills at lego club this week

10 · 2 Comments

Like · Comment · Share

Most relevant

Comment as Yamba Library

**Cris Av**  
The slow motion adds so much emphasis! Love it!

Love · Reply · 1w

**Yamba Library**  
Cris Av we love it too 🥰

Like · Reply · Commented on by Jacqui Hinshaw · 1w

**Yamba Library**  
Published by Jacqui Hinshaw · July 29 · 0

celebrating our wonderful volunteers this week (and every week) 🥰

#nswpubliclibraries #LIW2022

34 · 2 Comments 1 Share

Like · Comment · Share

Most relevant

Comment as Yamba Library

**Top fan Jenny Gleeson**  
Lots of good volunteers at Yamba Library

Like · Reply · 4w

1 Reply

**Clarence Regional Library**  
Published by Hootsuite · 23h · 🌐



👍👍👍 9 1 Comment

Like Comment Share

Most relevant ▾

Comment as Clarence Re...

Asha Chi Mai Vũ  
Oooooohhhh I'd love some fantasy books this week, Shirley Barber, Enid Blyton....

Like Reply Send Message 20m


**Yamba Library**  
Published by Jacqui Hinshaw · September 24 at 8:33 AM · 🌐

📢📢📢 saddened to hear about the death of Hilary Mantel. She was a four-time Booker Prize nominee and winner in 2009 and 2012.

**The Booker Prizes**  
September 23 at 11:54 PM · 🌐

Celebrating Hilary Mantel: how the Wolf Hall author rewrote history.

Read here:  
<https://thebookerprizes.com/.../celebrating-hilary-mantel>..... See more



THEBOOKERPRIZES.COM

Celebrating Hilary Mantel: how the Wolf Hall author rewrote history | The Booker Prizes

👍👍👍 4 1 Comment

Like Comment Share

Most relevant ▾

Comment as Yamba Library

Top fan  
Jenny Gleeson  
So sad

Like Reply 1w

**Yamba Library**  
Published by Jacqui Hinshaw · September 13 at 1:16 PM · 🌐

📢 wrap with love afternoon tea on at your library 1.30pm today

- celebrating 30 years of work from this amazing charity
- come along & join us



www.wrapwithlove.org

👍👍👍 13 2 Comments 2 Shares

Like Comment Share

Most relevant ▾

Comment as Yamba Library

Melanie Colling  
I really wanted to get there today but life... Well done to all the Wrap With Lovers - they are amazing

Love Reply 3w

Lois Jean Anderson  
I must remember to open my computer

Most relevant ▾

Comment as Yamba Library

Cris Av  
Where is the green sheep?



Love Reply 5w

2 Replies

Aimee Bice  
Thelma the Unicorn is the favourite in our house!



Love Reply 5w

Donna Farlow  
Aimee Bice and what a Thelma she was

Like Reply 6w

**Iluka Library**  
Published by Tracy Natalie Sowell · August 25 · 🌐

we had so much fun "Dreaming with our eyes wide open" for CBCA book week



👍👍👍 18 2 Comments 1 Share

Like Comment Share

Most relevant ▾

Comment as Iluka Library

Margaret Friend  
This looks awesome, well done.

Like Reply 5w


Aleatha Convery  
Fantastic pictures of you all 🌟 Love them 🥰

Like Reply 5w

Write a comment...

Comment as Iluka Library

Aleatha Convery  
So nice A lovely place to visit Colourful A lovely welcome every visit 🌟



Like Reply 5w

Sandra Porter  
That looks fantastic Brenda

Like Reply 5w

Brenda Brown  
Sandra Porter the library is where I volunteer on Friday. It's been given a total revamp.

Like Reply 5w

Sandra Porter  
Brenda Brown it looks fantastic Brenda

Like Reply 5w

Brenda Brown  
Sandra Porter it is going to be a much nicer place to work

Like Reply 5w

Reply as Iluka Library

Brenda Brown  
The changes look great.

Like Reply 5w

Bellingham Library

Published by Rowena Sierant · July 7 · 🌐

Wearable art school holiday program for the teens was a huge hit today! Thanks Abbey!



7

5 Comments 3 Shares

Like

Comment

Share

Most relevant ▾

Write a comment...

Michelle Bowling

It's was amazing!! Thank you 🙌

Like Reply · 12w

Nicole Ruigrok

So good! Jasper is super happy with his hand drawn tshirt.

Like Reply · 12w

Karen Dawson

This looks fantastic! Fingers crossed it's on again, my daughter would have loved it! 🙌

Like Reply · 12w



Jolana  
9- Clarence Regional Library  
Pound St  
Grayton

2466

DOC #	
DOC LOC	
09 AUG 2022	
CLARENCE REGIONAL LIBRARY COUNCIL	

21 McHugh St  
Grayton  
6/8/2022

Dear Jolana,  
I rang you recently when  
I was quarantined at  
Kununurra.

You amazingly organised  
borrowbox for me and saved  
my sanity during our week of  
isolation

Thanks  
Lyn Harris.



# your library your place

CLARENCE VALLEY

## customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

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

name: \_\_\_\_\_

borrower no \_\_\_\_\_

phone: \_\_\_\_\_

email: \_\_\_\_\_

[reglibn@crl.nsw.gov.au](mailto:reglibn@crl.nsw.gov.au)



# your library your place

CLARENCE VALLEY

## customer feedback

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name: \_\_\_\_\_

borrower no \_\_\_\_\_

phone: \_\_\_\_\_

email: \_\_\_\_\_

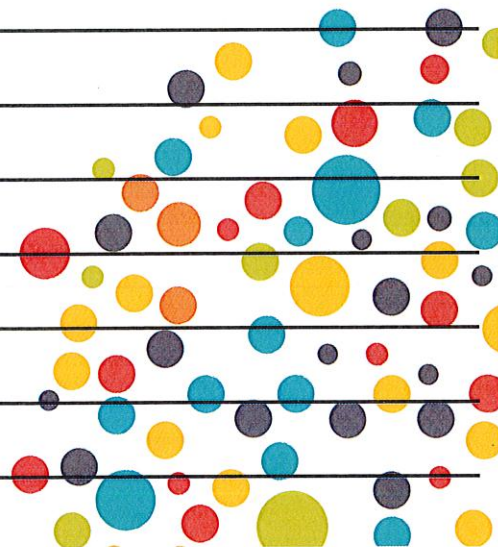
[reglibn@crl.nsw.gov.au](mailto:reglibn@crl.nsw.gov.au)



## event feedback

I really enjoyed the book talk by Jenn. McLeod on Wednesday afternoon. Thanks so much to Tracy for cheerfully doing all the work necessary to arrange for and communicate to us this special event. at Illuka.

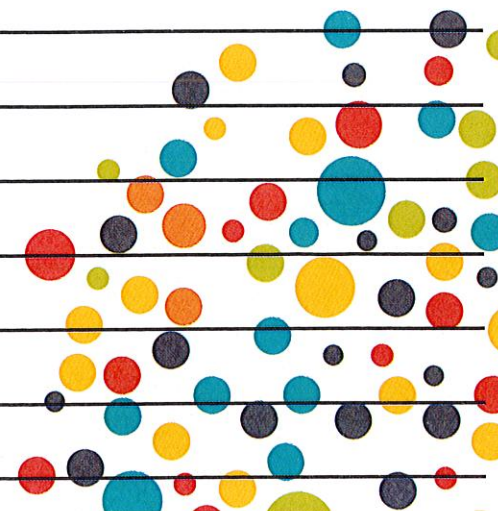
Jane Bysshe.



## event feedback

I really enjoyed the author talks in the bowls club. It was great not having to leave Illuka to access this interesting talk. Thank you to Tracy.

Betty Lewis.





# your library your place

CLARENCE VALLEY

## customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

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

name: JOCELYN WRENCH

borrower no                     

phone: 0497 026 772

email: jocelynwrench@gmail.com

[reglibn@crl.nsw.gov.au](mailto:reglibn@crl.nsw.gov.au)



# your library your place

CLARENCE VALLEY

## customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

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

name:                     

borrower no                     

phone:                     

email:                     

[reglibn@crl.nsw.gov.au](mailto:reglibn@crl.nsw.gov.au)



## event feedback

AUTHOR TALK ARRANGED  
BY ILUKA LIBRARIAN  
TRACY.

THANKS SO MUCH TO TRACY FOR  
ARRANGING FOR THE AUTHOR TALK  
FROM JENN J McLeod. IN ILUKA  
THERE ARE NOT MANY DIVERSIONS AND  
TRACY HAS BEEN INSTRUMENTAL IN  
ARRANGING MANY EDUCATIONAL  
ENTERTAINMENTS SUCH AS THE TALK  
AND THE THURSDAY  
CINEMA EVENTS.  
THE BOOK CLUB  
LOVES THE EVENTS  
AND SUPPORTS THEM  
WHOLEHEARTLY.  
JOCELYN WRENCH.

## event feedback



# your library your place

CLARENCE VALLEY

## customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

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

name: Jane Bysher.

borrower no \_\_\_\_\_

phone: \_\_\_\_\_

email: \_\_\_\_\_

[reglibn@crl.nsw.gov.au](mailto:reglibn@crl.nsw.gov.au)



# your library your place

CLARENCE VALLEY

## customer feedback

what would you like to tell us?

we welcome feedback on any aspect of our events.

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

name: Jodi

borrower no \_\_\_\_\_

phone: \_\_\_\_\_

email: \_\_\_\_\_

[reglibn@crl.nsw.gov.au](mailto:reglibn@crl.nsw.gov.au)



## event feedback

Very interesting Author  
Jenn J. McLeod. Loved  
having an "actual" author.

## event feedback

I really enjoyed learning  
about the different styles  
of narrating a book, & the  
different styles & genres Jenn  
spoke about.

I liked that it was a blend  
of publishing hints and  
Jenn's personal  
story.

Inspiring, fun  
& informative,  
Thankyou!



# Understanding Grief – free author talk at the Library

By ADAM NORRIS

On Friday October 14th, the Bellingden Library will host a free author talk with Su-Rose McInyre.

A local grief counsellor and author of 'The Grief Kaleidoscope: Metaphors for Grief', Su-Rose will discuss her experiences in dealing with grief and share insights from the book.

"Our culture is often about fighting the ageing process and warding off death, as though it's some bogey," Su-Rose explained. "And yet, it's a gate we all have to go through, so why don't we start preparing for that by discussing it?"

"That's really what it's all about. Breaking down the stigma. People do have anxieties about dying, about what's going to happen, is there an afterlife, are my beliefs correct."

"They start examining all those sort of things. We all want a good death, an acceptance. So it's leading to that, that we feel comfortable about talking about death and dying. Not in a gruesome way, but with our natural curiosity."

Having been on display at the library front counter, The Grief Kaleidoscope has already generated some strong reactions. Some visitors have been drawn to examine the book, while others have shied away from acknowledging the subject matter.

"Yes, it can make some people

feel uncomfortable immediately. But a person who's in grief sometimes wants to talk about the deceased person, and if they do, it's often the people around them don't know how to respond.

"That was one of my aims in writing the book. We need to just realise with this topic, it's going to affect all of us in one way or another, and try to know what to say."

Su-Rose draws not only from her work as a grief counsellor, but from her own experiences of the death of a loved one.

It allows the book to have a variety of voices and perspectives on death and grieving, and has helped shape some practical advice when trying to comfort the bereaved.

"So many people say the wrong thing, and come out with clichés that really hurt. Like, they're in a better place now, or, it's a blessed relief that they're gone now, which are really awful things."

"When someone is in deep grief, you need to watch what you say to them. I still remember some comments that were said to me when I was in grief, and they still sting."

"But I think you often have to forgive the person before they even open their mouth, because we don't know what to say to someone in grief."

"So my talk will be to try and help people with that, and also give the person who is the griever some strategies for helping them

along their journey."

The author talk will present an open and respectful opportunity for people to learn more about navigating grief – either their own, or someone else's.

"Once you start talking about your grief experience, or the death experience you've been through with someone, [people] see they can tell their story now. Everyone has a story, and once you start talking about yours, they begin theirs. And it's usually sitting there, ready to go. They want to tell you, but they need to feel comfortable and in safe hands."

## THE GRIEF KALEIDOSCOPE



*Understanding Grief will be held at the Bellingden Library at 11am on October 14th.*

## Report- changing email release software

---

Our email release software is used for our monthly eNewsletter as well as media releases. Currently we use Go4 Media to provide our eNewsletter and mail outs. charge based off credits which we buy in 100,000 lots for approx. \$2000. This system allows us to use them as we need them. We have a template that we use for our newsletter and one we use for media releases. They were created in 2014 but are still functional. They do however have room for improvement as they are very rigid. Changing to a larger provider will come with more benefits than staying with Go 4 media as currently finding the software very limiting. It is limiting in what we can create with the template available, and the analytics provided.

The main contender has been Mail chimp as it is the industry standard. CVC use it for example. It has many templates and more back-end tools that would allow us to create, analyse and evaluate our email correspondence. Using mail chimp would also allow us to provide more things such as surveys and smaller email blasts for key events or services.

The other change would be with the group that we email. Currently the group that we send to has between a 30 and 40 percent open rate which is not too bad but as the price increases with every email it would be good to aim for higher numbers. The proposed change in target from the current list to just being active members will increase the percentage of opened emails, then we can have room to build the list with more loyal patrons who enjoy the service.

Mail chimp has a more complicated payment structure with 4 tiers and 2 separate systems. The first is a subscription service you sign up to pay monthly. This is then divided into price for access to different tools and services. The two options that are viable for us are the essentials and the standard pack (this is what mail chimp recommends) the price also changes based on how many contacts you have on the system. We would have two price brackets depending on which contact list we use (the current list or the active user list) the other option is buy credits through mail chimp. These expire after 12 months and can be bought in different amounts, the more you buy the cheaper each unit is. The two main options to consider are the 75,000 and 200,000 packs. The 70,000 would only let us use the newsletter and the 200,000 would likely mean that we would not be able to use all the credits before they expire. Though they do allow us to pay in one go making the accounting side easier. This also provides with the same tool as the essential package.

**Below is a breakdown of the pricing.**

### Options with numbers -

- current newsletter email list (approx. 12k)
- members that have been active in the last 2 years (approx. 7k)

### Options with provider –

- stay with Go4 media
- mail chimp credits
- mail chimp monthly

### Cost for one year if we do just one newsletter per month

	Go4 Media	Mail chimp monthly option 1- essential	Mail chimp monthly option 2-recommended	Mail chimp credits
Current list	\$2784	\$2800	\$3636	\$2540

Active list	\$1120	\$1680	\$2208	\$1897
-------------	--------	--------	--------	--------

After considering all the information on offer the 10k recommended monthly plan (\$2208 yearly with tax) seem to be the best solution. It provides enough flexibility and tools to validate the change.

This report and plan are to be Reviewed in 12months (august 2023)