

Item: 5.1 No. 2/16 – PER CAPITA CONTRIBUTIONS CALCULATIONSREPORT SUMMARY

This report provides an overview of the calculations for the per capita contribution for each council in the Clarence Regional Library.

OFFICER'S RECOMMENDATION

That the Committee note the method for calculating per capita contributions for the Clarence Regional Library and agree to:

1. Make an adjustment in the per capita contribution next financial year (2016/17), spread over the 4 quarters of the financial year.
2. Transfer the adjusted amounts from CRL Reserve as a one off payment back to the member councils.
3. Note that we have already refunded monies from the CRL Reserve in 2014/15 with the \$10,000 for BSC and the \$40,000 for CVC that covers the amount that needs to be refunded, so therefore there is no need to make any further adjustment at this stage, but that going forward the Committee is now aware of the need to check for the second population release and the need to readjust the years per capita contribution levels as a result.

The preferred option is option 3.

BACKGROUND

Each year the draft CVC budget is prepared in December/January (6 months before the new financial year). The CRL draft budget is based on the previous year's LGA per capita calculations and the previous year's State Library subsidy and Disability and Geographic Adjustment Subsidy.

The per capita contribution payments are based on ABS population figures dating from June the previous year, these figures are released from ABS generally in March or April of the following year, for example the June 2014 population estimates were released by ABS on 31 March 2015. Adjustments to the draft budget would then need to be made to accommodate the changes in population numbers.

In the following 2-3 years after a Census, two sets of population figures are released each year as new data is released from the Census. Then in the final 2-3 years before the next Census there is only one release of estimated population figures each year.

According to CRL committee papers for 4th November 2011 which outlined the estimated costs for the coming financial year (2012/13):

“The exact costs are estimates only at this stage and will be amended if necessary based on the final population figures to be issued by Libraries NSW in the first half of the year.”

The final cost calculations were reported in the following 3 August 2012 CRL Committee papers.

There was no report in the following year's November 2012 CRL Meeting papers regarding the estimates of the Per Capita calculations for 2013/14 as had been the case in the previous year. Nor have reports been prepared in the years following that detailed estimates.

The report for each August meeting details the actual Per Capita costs based on the ABS published population figures (released around March/April each year). These are the same population figures the State Library uses to calculate their State subsidies and DGA allocation each year. The State Library only uses the March /April release from ABS for their calculations.

ISSUES

The date of publication of the Libraries NSW Subsidy and DGA allocations to councils (which include population figures they use), has varied as late as November (2015), so using these figures will not always be possible for the August meeting report.

The ABS have informed me that in 2012 and 2013 two sets of population figures were released with the later figures being a more accurate indication of population estimates based on the information being released from the Census data, and that there will likely be two releases of ABS (item 3218.0 Regional Population Growth, Australia) in 2017.

2011/2012

In 2011/12 it was noted at the November 2015 CRL meeting that a variation occurred and an adjustment was made to the subsequent Per Capita payment based on a second Release of population statistics from the ABS (item 3218.0 Regional Population Growth, Australia).

2012/2013

The November 2011 report to Committee on the potential contribution range was based on the two population growth levels:

- The previous year's growth only
- The average of the five previous year's growth

Once the population estimates were published from ABS in March 2012 an adjustment in the August report 2012/13 was made to determine the formula for the year.

The difference between the figures used in the report in November and the report in August are as follows:

	November 2011	ABS March 2012 – est. as at 30 June 2011	31 July 2012
CVC	53223	52816	51252
BSC	13571	13490	12886

Based on the second ABS Estimated Resident Population release on 31 July 2012 (see above) an adjustment was required for the year's Per Capita Contributions as there was an over payment of several thousands according to the more recent population estimates. This did not occur at the time.

The difference to be refunded for the 2012/13 financial year for each council is:

CVC = \$17,210.00

BSC = \$ 6,646.32

2013/2014

ABS released the Estimated Resident Population report (3218.0) on 30 April 2013. The August report to the Committee used these figures to determine the per capita contributions for the 2013/14 financial year. A second ABS report on Estimated Population was released on 30 August 2013. The difference between the two population releases from ABS are as follows:

	30 April 2013	30 August 2013
CVC	51285	51346
BSC	12775	12819

Based on the 30 August 2013 release of population estimates there will need to be an additional payment of the following for the 2013/14 financial year.

CVC = **-\$743.83**

BSC = **-\$521.59**

2014/2015 - no adjustments needed based on population as only one release of ABS report 3218.0 occurred this year.

2015/2016 – no adjustments needed based on population as only one release of ABS report 3218.0 occurred this year.

Options to adjust the per capita contributions for 2012/13 and 2013/14

1. Make an adjustment in the per capita contribution next financial year (2016/17), spread over the 4 quarters of the financial year. This option will mean either reduced Book Vote allocation of \$22,590.90 or a cut in operational expenses for 2016/17 or a combination of both.
2. Transfer the adjustment amount (\$22,590.90) from CRL Reserve as a one off payment back to the member councils.
3. Note that we have already refunded monies from the CRL Reserve in 2014/15 with the \$10,000 for BSC and the \$40,000 for CVC that covers the amount that needs to be refunded, so therefore there is no need to make any further adjustment at this stage, but that going forward the Committee is now aware of the need to check for the second population release and the need to readjust the years per capita contribution levels as a result.

The preferred option is 3. As it acknowledges that the adjustment to the Per Capita Contributions from CVC and BSC occurred with the 2014/15 CRL rollback of funds, and there would be not impact on current or future budgets.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

Item: 7.1 No. 2/16 – TRANSITION OF COMMITTEE AFTER LOCAL GOVERNMENT ELECTIONSREPORT SUMMARY

This report provides a proposed course of action for the transitioning of the current Committee to the new Committee after the Local Government Elections in September 2016.

OFFICER'S RECOMMENDATION

That the Clarence Regional Library Committee adopts:

1. The proposed actions to transition from the current Committee to the new Committee following Local Government elections in September 2012 in relation to the Strategic Plan, Action Plan and Work Plan.

BACKGROUND

An annual review of progress against the CRLC Work Plan was undertaken at the November Committee meeting. It was recommended that the amended Clarence Regional Library Committee Work Plan 2012 – 2016 be adopted by the Clarence Regional Library Committee to guide its operations over the remainder of its term.

In 2012 a process of transition from the current CRL Committee to the new Committee was established as a consequence of the Local Government elections to be held in September 2012.

The current CRL Committee collaboratively undertook the User and Non-User Survey 2012 and the subsequent development of the Strategic Plan and Work Plan with staff in order to provide strategic direction for the development and management of the CRL through to 2018. The termination of each Committee triggers the need for review of the Strategic Plan and its Action Plan with feedback from both internal and external stakeholders. The latter is achieved through the User and Non-User Survey 2016 which will be discussed later in this meeting. The new Action Plan will then guide the preparation of the Work Plan for the Committee. The Work Plan identified topics for discussion, reporting and investigation for each meeting during the life of the Committee.

ISSUES

The current Strategic Plan, Action Plan and Work Plan was developed by the current Committee and staff. It is proposed that the current Committee, through the process of review and the User and Non-User Survey, provide a draft updated Strategic Plan, Action Plan and Work Plan for consideration by the new Committee. This will provide guidance gained by the experience from the existing Committee members and staff to the new Committee members, whilst still enabling their ability to amend the plan as they deem appropriate.

The following table captures the proposed actions and timeframe to facilitate that process:

ACTION	TIMING	NOTES
Survey implemented, results analysed and reported	May 2016	Survey to be undertaken over a 2 week period.
Review the results	17 June 2016	Results available for 17 June Committee meeting and made available to staff.
Staff to identify implications for the review of the Strategic Plan	27 June 2016	RL to schedule a staff workshop to review the results at the same time as developing the amendments to the Strategic Plan.
Committee to identify implications for the review of the Strategic Plan	July 2016	EO to convene a special Committee workshop be held to review the results as the same time as developing the amendments to the Strategic Plan.

Draft amendments to the Strategic plan, Action Plan and preparation of a new Draft Action Plan	5 August 2016	Adoption of draft updated Strategic Plan, Action Plan and Work plan by CRL Committee.
Adoption of amended Strategic Plan, Action Plan and Work Plan by new CRL Committee.	November 2016	First meeting of the new CRL Committee to consider the draft amended documents of the current Committee for adoption to guide their work over the life of the new Committee.

OPTIONS

That the Committee:

1. Adopt the proposed actions to transition from the current Committee to the new Committee following Local Government elections in September 2012 in relation to the Strategic Plan, Action Plan and Work Plan.
2. Amend the proposed actions to transition from the current Committee to the new Committee following Local Government elections in September 2012 in relation to the Strategic Plan, Action Plan and Work Pan.

Options 1 is the preferred option.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

Item: 8.1 No. 2/16 – USER AND NON USER SURVEY 2016REPORT SUMMARY

This report provides an update of the development of the Library User and Non-User Survey 2016 used to support the development of the Strategic Plan for the Clarence Regional Library network.

OFFICER'S RECOMMENDATION

That the committee note the progress of the user/ non user survey project.

BACKGROUND

The 2016 User and Non-User is planned for April/June 2016. Council elections are due in September 2016 at which time a new CRL Committee will be established. The results of this survey will provide valuable external feedback for the existing committee in its review of the current Library Strategic and Actions Plans.

This will result in the new committee members having a plan to work with during their terms and allow for them to similarly use their experience gathered over time to provide guidance for future committees.

The *Request for Quote* was submitted via Vendor Panel and was open between: the 18 February – 10 March for responses to be submitted. Two proposals were received and were assessed according to the same matrix used in 2012.

ISSUES

An initial meeting was scheduled to discuss process and draft survey questions have been submitted to the contractor for assessment. The contractor has forwarded amended draft survey questions to the Regional Librarian, which have been finalised.

Survey commenced to schedule and was completed on the 26 May, the next step is the data analysis.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

Item: 8.2 No. 2/16 – LOCAL STUDIES STRATEGIC PLANREPORT SUMMARY

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

OFFICER'S RECOMMENDATION

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

BACKGROUND

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

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

Key actions to date

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

Two Digital Audio Recorders have been purchased for the purpose of oral history recording and have been used in conjunction with Jacaranda Festival events within Grafton Library. These are available for all libraries to access for the purpose for oral history recording. It is planned to send nominated staff to State Library Oral History training to be held in Grafton Library later this year in order to refine our techniques in the use of these devices.

The transcription of our collection of Oral Histories from the Grafton U3A (150 interviews) is currently underway and is being completed by volunteers.

Ancestry.com Library Edition was made available to the public from September 2012. For the last 12 months (February 2015 – February 2016) there has been a total of 31,208 individual searches conducted, of these 3,442 related to images and 15,289 specifically related to text.

The meetings of the Clarence Valley Local Studies Network (CVLSN) continue to be held in the Grafton Library, nine organisations from across the Clarence Valley have participated in the meetings, and the group meets in June and November each year.

Preservation workshops were popular with the attendees, they were scheduled:

September 2015 (History Week):

Maclean: 7 September - Caring for medals and trophies - 5 attendees

Yamba: 9 September - Caring for family history documents - 7 attendees

Iluka: 14 September - Caring for water colours and paintings - 4 Attendees

Planned workshops for August 2016:

Bellingen: 2 August

Urunga: 9 August
Dorrigo: 16 August

Each location will cover the follow topics:

- Storage solutions for digital & physical collections (1 hour)
- Safe handling for fragile materials & objects (1 Hour)

Staff training 2016:

CVC Library staff: 8 & 9 March 2016 Care & Repair of books -
BSC Library Staff 2 & 9 August 2016 - Caring for digital collections & Safe handling for fragile materials & objects – Dorrigo & Bellingen

Preservation materials have been sourced for use on “at risk” items as they are identified in the collection.

A Disaster Prevention and Management Plan is in draft and a report is following.

Polypropylene (PP) materials have been sourced and now used in house for Local Studies items:

- There are significant intrinsic differences between polyvinyl chloride (PVC) and polypropylene (PP). Polypropylene is one of the most neutral plastics, containing only two elements: carbon (C) and hydrogen (H). PVC by comparison contains about 30% by weight, of the element Chlorine (Cl) in its basic structure. It is well documented that chlorine, like all halogens, is a dangerous substance in the environment.
- NB* Polypropylene (PP) is acid free and doesn't shrink resulting in less damage to items and a longer shelf life. PVC is acidic and shrinks causing damage and a shorter life for the item. This is of particular concern for items that are meant for a longer term of retention, i.e. Stack, Local Studies and 'Special Collection' items benefits. Price wise it is only a little more expensive but has a longer shelf life.

In Spydus 9 we were provided with 2 additional modules that the library had not previously had access to (due to the expense of implementation and annual maintenance costs for each). These were the Digital Assets Management (DAM) module and the Archives module. The DAM is where we store any digital stock items such as digitised documents, books, images etc the Archives is the front end that provides community access to the items in the DAM via our catalogue.

Staff have been working with volunteers to determine process, procedure and policy around handling donated items for digitisation within the framework of our collection development and local studies policies.

Dr Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian
Clarence Regional Library
Attachment: CRL Local Studies Strategic Plan progress report March 2016

REPORT SUMMARY

This report provides an overview of the Clarence Regional Library Disaster Management and Recovery Plan.

OFFICER'S RECOMMENDATION

That the Committee endorse the CRL Disaster Management Plan for adoption by the Executive Council.

BACKGROUND

The development and implementation of a CRL Disaster Management and Recovery Plan was an objective in the CRL Local Studies Strategic Plan. A Draft Disaster Management and Recovery Plan was provided to the Regional Library by the consultant who developed the CRL Local Studies Strategic Plan, this draft has been used as the basis of the plan that has been developed (see attachment).

Library staff have been consulted in the formulation of the Plan and in providing the appropriate and specific library information that make this Plan a working and usable document. The *Business Continuity Plans* for both CVC and BSC have also been consulted and utilised as a reference. The CRL Disaster Management and Recovery Plan sits underneath the overarching *Business Continuity Plan* for CVC.

Key Features include:

- Identification of immediate response contacts for various emergency situations – flood, water, fire, electrical, personal injury, building, and equipment and collection damage.
- Identification of library emergency teams in each location.
- Location of emergency systems for each location with floor plans for each ie) extinguishers, hose reels, electrical mains switch board, keys, fire and water detectors etc.
- Emergency services contacts – cleaning, gas, electrician, carpenter, plumber, locksmith, insurance, conservation specialists
- Responsibilities for collections disaster response and recovery for each LGA.
- Collection salvage priorities and supplies.
- Staff emergency procedures for:
 - medical – staff
 - medical – visitors
 - Threat procedures – for telephone, written threat, suspicious package, fire, toxic events, earthquake, explosion, power outage, flooding and water damage.
 - Staff and visitor evacuation procedure.
 - Salvage procedures for different types of resources, books photos, documents etc.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

Item: 8.4 No. 2/16 – INTEGRATION OF GRAFTON LIBRARY AND REGIONAL LIBRARY – BUILDING OPERATIONAL COSTS

REPORT SUMMARY

This report provides an update on the integration of Regional Services staff and services with Grafton Library staff and services in the Sir Earle Page Library and Education Centre.

OFFICER'S RECOMMENDATION

That the Committee note the update on the integration of Regional Services and Grafton Library services and staff.

BACKGROUND

The Sir Earle Page Library and Education Centre facility was designed to house Regional Services, Grafton Library and the Mobile Library.

ISSUES

Cooperation: staff continue to gain insights into each other's work processes and workflow and procedural improvements continue to be made.

Cooperative Staffing: Larger blocks of time (2-3 hours) have been implemented as a more efficient means of using staff time effectively in the swapping of roles and responsibilities.

Cost balance: The spreadsheet attached records the date and hours spent by each staff member in the alternate role, so individuals can "bank" time in advance.

Shared Volunteers:

Volunteers are working cooperatively across both work sections as needed, usually spending part of each of their day in both sections. This provides much needed assistance when and where it's needed most, and enable variety in the volunteers' day as much of their tasks tend to be repetitive.

COST BREAKUP

It was proposed that all costs and contributions will be re-evaluated at the end of the financial year,

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

Item: 8.5 No. 2/16 – LIBRARY MANAGEMENT SYSTEM REVIEWREPORT SUMMARY

This report updates the progress of the Review of the Library Management System (LMS).

OFFICER'S RECOMMENDATION

That the Review of the Library Management System (LMS) is noted. From this Review it is recommended that the committee endorse:

1. The Clarence Regional Library's continued use of the current Library Management System.
2. The implementation of the E- Content Interfaces, the Comprehensive Data Health Check and clean-up
3. The implementation of the Events Module.
4. The contract extension for Managed Services by 2 years to include the addition of Collections HQ interface, Desktop PC Management, E-Content Interfaces and Events Management Module.

And note:

5. The ongoing investigation of the use of ePayments.

BACKGROUND

In the Regional Library Strategic Action Plan 2012-2022 item 3.1.4 states: Review of Library Management System, the outcome of this action is to provide a user friendly comprehensive Library Management System that will address future growth and changing needs.

In order to facilitate a review of the Library Management System a detailed checklist was developed. Over 800 separate items were identified by staff and the literature review as being necessary for a well developed LMS. Staff were then provided copies of this checklist to work through and complete.

Key findings from the review:

- Over 95% of questions were answered with a positive "YES, the system does this" by staff.
- 1-2% answered with a *not on use* or it is *in development* by our supplier.
- Overall, staff were happy with the current level of functionality, with the feedback that great improvements had occurred in the last 2 years with the new Spydus 9 version and were anticipating the further developments in the soon to be released Spydus 10.
- The OPAC (online Public Access Catalogue) looked good and was easy for the public to access.
 - The hard coding needed to make changes was a little frustrating, difficult and time consuming for staff.
 - Civica (the supplier) is aware of this feedback from all library services and is looking at providing an easier means to edit the OPAC website in the near future. They are specifically looking at a product called Wordpress which we use already for the CRL website development.
- Updates to software across the library service have become increasingly easier to administer with the more recent upgrades.
 - Previously any updates meant a staff member had to visit each library site and physically install the update on each PC.

- The LMS is moving to a wholly CLOUD/internet based service where access is via a web address, for the staff modules as well as the OPAC, this will mean future updates can be loaded from one location to all locations and PCs. This is a considerable time saver.
- Our data is already backed up externally in servers in Melbourne and also in the CLOUD.
- Service Requests are being tracked and fulfilled in a more user friendly and efficient way since the Spydus 9 upgrade.
- A newsletter is being provided covering latest developments, new sites, new modules, enhancements and training information, staff movements/profiles. All this provides a snapshot of where the LMS is going into the future and what the focus of the supplier is in terms of development.
 - This provides a really useful overview for planning future solutions to changing needs of the community and the library service.
- There is regular contact with the account manager to discuss changes and improvements in different aspects of the system, this is a new development in the last 2 years.
- Listing of 6 monthly scheduled training - face to face, webinars ranging from quick *45 minute Coffee Sessions* on webex online to *Skill Refresher sessions* on webex lasting 3 hours. Staff have found these useful in enhancing their use of different modules.
- The addition of the Digital Asset Management and the Archive Module was part of the Spydus 9 upgrade in 2014 has meant we are now able to offer digitisation services for our Local Studies Collection. These are still very new modules and staff are in the process of understanding their application for local studies acquisition of images and other digital resources. It is our intent to continue to develop our digitisation capabilities with the use of staff and volunteers in the process.
- The Cash Management module went live on the 1 March this year. This was introduced to provide a streamlined and consistent way to track financial payments such as fines, and fees within the LMS system across the 2 LGAs. To date, this has been a smooth transition for staff.

New developments in 2015/16 for Spydus across the Regional Library Service:

- The Bookings module has been implemented for the first time. This module enables the community to be able to book a PC from home or their own mobile device at any time, they don't need to come to the library to book or phone staff. The Booking module was included in the last major upgrade at no additional cost. This module is also needed for the implementation of the PC Management module that is being rolled out over the next couple of months to all locations.
- The PC Management module, controls the booking of the public PCs across all the libraries in the region and statistics are provided on number of bookings and hours in a consistent way that will make reporting to the State Library uniform across the region. This module provides staff with the ability to lock out users at the end of their session or during their session if they breach our code of conduct in their use of the PCs. The cost of this module for all 8 locations is similar to what CVC libraries were paying annually for 3 locations with a different supplier. It will be the first time BSC libraries have this level of control and functionality over their PC Bookings and Management.
 - Costs for the implementation of this module have been budgeted for in the 2015/16 CRL Operational Budget.
- New Spydus App will be available from early May at no additional cost to us.
 - It is a completely new user interface
 - Supports android devices
 - What are the key features of this App?
 - Search for items, and reserve the ones that interest you
 - View your loans, reservations, and payments
 - Update your personal details
 - Manage multiple library memberships

- Download e-books, e-audio books, and magazines
- Save lists of favourite items for later
- “Discover” – reading lists, featured items, recommendations for you
- Use your camera to scan an ISBN in a bookstore to check if your library has copies
- Issue your own items within the library by scanning the library barcode - if your library allows (not sure we are able to do this due to RFID and security issues, we will need to investigate this option further)

Future directions for the Library Management System:

- Currently we are billed separately on an annual basis for our Collection HQ interface and for the Desktop PC Management module. The E-Content interfaces and the Events Module can be billed separately also (see costings below). However, an extension of our current contract by 2 years has been advised by our Civica Account Manager as an economical option for implementing additional services. It will mean savings of up to \$14,500 if we extend the Managed Services Contract to include the Collection HQ Interface, PC Management Module, E-Content Interfaces and the Events Module for 2 years. In order to do this we would need to undertake a Vender Panel procurement process in order to comply with Council’s procurement policy. Further investigations as to process will undertaken.
- Spydus 10 major upgrade is scheduled for the second half of the year and will provide increased functionality ie) search function in Borrower History and notification at time of Reservation of previous loans, responsive OPAC, geolocation field for archive materials, and some general enhancements to circulation including join online.
- E- Content interfaces - The introduction of E- Content interfaces from our eResource providers to our LMS will provide an additional link through our catalogue directly to our eBooks, eAudio reads, and eMagazines which we did not have before. This is providing the community with another alternative for accessing these resources, and enables our catalogue to list all the resources we hold no matter the format or access needs.
 - The costs for these connectors is - \$3,400 annually and have been budgeted for in the draft CRL 2016/17 Operational Budget
 - Installation costs will be waived if included in the Spydus 10 upgrade.
- Comprehensive Data Health Check: - this is a service offered by our LMS supplier, Civica and comes recommended now that some time has past since the removal of Nambucca Shire Council data from our catalogue, this check will identify any ongoing issues with the data in the catalogue and identify’s items that need to be cleaned from our database.
 - Costs for diagnosis - \$1,875.00 has been budgeted in the draft CRL 2016/17 Operational Budget.
 - Cost for cleanup will range from \$1,800 - \$4,500 depending on what the diagnosis reveals. This amount has as yet not be budget for.
- Events Module – It enables us to track and promote library events and integrates with the Spydus LMS for additional reporting and analysis. It appears as an additional page on our library OPAC (Online Public Access Catalogue) dedicated to coming events. It has a built-in survey functionality that can be sent to attendees for post-event evaluation. It has a capability to collect payment for events using PayPal for processing online payments with other options currently in development. Events can be single or recurring, images and banners can be easily added by staff to promote interest.
 - Cost for implementation - \$2,500.00 once only costing
 - Annual fee – \$3,000.00
- ePayments – online payment through the LMS for library fines and fees is a module we are currently reviewing to enable an increased fee payment from our borrowers and community. Other libraries have reported up to a 20% increase in payment of fines and fees if it could be completed electronically

without the need for staff interaction. In the table below you can see how much we have received as income from fine and fees against how much is actually owed for the year.

Table 1: overdue fines & lost and damaged charges

Financial year	Fines & charges received	Total fines & charges owed
2015/16	\$7,577.99 (to Date)	\$25,270.21
2014/15	\$9,070.51	\$32,645.81
2013/14	\$10,368.79	\$19,663.07

NOTE: Borrowers are able to continue using their membership whilst they have under \$10.00 in fines and charges attached to their membership card and can pay off any amounts owing according to their capacity to pay.

Issues:

- The cost of the ePayment module for Spydus:
 - installation \$1,450.00
 - annual fee if contracted over 3 years is \$2,061.00
- To implement ePayments we would need to sign up to a gateway provider, Spydus provides links to the following gateway providers:
 - Eway
 - Paypal
 - SecurePay
 - Payment Express (available soon)
- Additional costs for the gateway interface will vary between the providers Regional Library staff have reviewed the options and SecurePay provides us with the best pricing: 2.4% on MasterCard or visa, no setup fees and no monthly or annual fees.
- If we conservatively increase revenue by 20% through the ePayment module we are still ahead after costs and we provide easy and convenient payment options to all our members.
- CVC has not as yet developed a method for ePayments.
- A gateway provider has not yet been selected by CVC.
- It is possible CVC's bank will not accept any of the above gateway providers.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

**Item: 8.6 No. 2 /16 – 10 YEAR FINANCIAL FORECAST FOR CRL RESERVE ALLOCATION
ATTACHMENT**REPORT SUMMARY

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

OFFICER'S RECOMMENDATION

That the Committee adopt the expenditure of the Reserve budget on maintenance of RFID, the four-yearly User and Non-User Survey, four-yearly replacement of laptops and iPads, purchase and four-yearly replacement of mini tablets, promotional activities and the implementation and maintenance of Collection HQ and a \$50,000 rollback from the State Library Subsidy for library infrastructure in each council..

BACKGROUND

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

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

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

ISSUES

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

- Only current staffing levels can be considered – a change in the number of staff and the length of time they have been employed will impact on funds required to pay staff entitlements should the need for redundancies arise.
- Current staff will continue to work for the CRL – if new staff replace existing officers, staff redundancy entitlements will reduce.
- There will be no redundancies during that time.
- Interest rates are based on a conservative rate 3.5%.
- The CPI is 1.5%

Restricted Reserve

The portion of funding that must be retained each year is determined by potential redundancies. As staff entitlements grow each year, the portion of the fund that must be restricted for this purpose needs to be reviewed annually. The current staff members are relatively new, but the total liability is growing each year.

Expendable Reserve

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

Most liabilities are annual and are addressed through the annual recurrent budget. While some have a longer life, such as contracts entered into for the provision of the Library Management System which span three to

five years, those systems will be required by the Executive Council regardless of whether the CRL entity survives. Any potential reduction in the fee due to the reduced size of the membership is not able to be determined at this stage for inclusion in the calculations. While a reduced fee was negotiated for the current contract, this was due to factors other than the size of the membership. The fee for work associated with the withdrawal of Nambucca Shire Council was \$1,000 and while it has been charged to that Council in this instance, dissolution of the CRL resulting from forces outside its control would require a similar cost that would be funded from the reserve.

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

- RFID Annual Maintenance, recurrent tags and Sip2
- Replacement of laptops every four years – used for staff training and customer activities
- Replacement of iPads purchased every four years
- Replacement of mini tablets to be purchased in 2015/16 replaced every four years
- Annual promotional activities
- Subscription to Collection HQ software to manage the collection using quantifiable evidenced based data
- Refund to council library services of \$50,000.00 from the State Library Subsidy funds for use on library infrastructure projects within the council level of the service.

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

The promotion expenditure for the 2015/16 financial year is \$17,500 this accommodates marketing opportunities and projects across the region. This amount has been rolled over each year with the CPI increase as it is envisioned that there will be other projects that this money could be directed to for promotional purposes.

The use of Facebook page advertising in the last 12 months has seen a rise in the library's profile on Facebook from 1314 likes 30 June 2015 to 2550 22 February 2016. These increases very closely correspond to each time paid advertising has been used on the Facebook page.

The use of paid advertising in the local papers in the previous year has also seen the local library profile rise as we have taken advantage of the News In Education (NIE) lift outs in each of the Local APN papers.

Analysis of the CRL Reserve's capacity to fund agreed expenditure has been undertaken under two scenarios:

CRL RESERVE MANAGEMENT - with \$50,000 rollback for library infrastructure projects included (Attachment 1)

CRL RESERVE MANAGEMENT - with \$50,000 rollback for library infrastructure projects not included (Attachment 2)

The results indicate that all of the initiatives and liabilities listed can be accommodated over a seven to eight year timeframe.

OPTIONS

That the CRL Committee:

1. Adopt the expenditure of the Reserve budget on implementation and maintenance of RFID, the four-yearly User and Non-User Survey, four-yearly replacement of laptops, four-yearly replacement of iPads,

purchase and four-yearly replacement of mini tablets and promotional activities, Collection HQ and the \$50,000 State Library Subsidy refund for library infrastructure projects.

2. Determine an alternative combination of items to be funded by the Reserve budget.

Option 1 is the preferred option.

Dr Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

Item: 8.7 No. 2/16 – QUARTERLY INCOME AND EXPENDITURE SHEET**ATTACHMENT**REPORT SUMMARY

This report provides information on the progress of the Budget for the year to date. It will also report on overview of the potential allocation of the Reserve Funds accumulated.

OFFICER'S RECOMMENDATION

That the report:

- On the 3rd Quarter Income and Expenditure Sheet for 2015/16 for the Regional is noted by the Committee, and

BACKGROUND

In summary most items are travelling according to schedule. Items of note are:

- Contributions BSC at 82% - this is now up to date, with the issues reflected at the last quarter being rectified
- Computer system costs at 116% - this is due to payment of software licences up front (mostly at the beginning of the year).
- Subscriptions/databases at 94% - computer system costs have been mostly paid at the beginning of the year.
- Building maintenance at 93% - building costs are now in alignment with ABC Distribution (overall building cost distribution), which means that CRL is only charged as per other services for its share of the building costs and this is now aligned with the budget which was adjusted last Qtr. As identified last quarter - based on the initial formula determined for the split between Grafton Library and Regional Services, we would need a budget variation of \$40,000 to cover the Regional Services contribution to the building maintenance costs for the year.
- Insurance at 102% - a minor budget variation is still required to cover the increased cost for this item.
- Freight and cartage 228% - while an increase in this area has been anticipated due to increased stock movement and increased charges this figure will need to be further investigated
- Admin/operating at 31% – once again this looks too low, telephones had previously been bundled into this budget, will need to investigate further why this is low, it is possible other budget items have also not been included here that should be.
- Bookstock at 103% - this is on track as we endeavour to commit this budget prior to the end of financial year to allow for full receipt and payment before the new financial year.

Dr Judy Banko
Executive Officer
Clarence Regional Library

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