

Item: 7.1 No.4/14 – CRL COMMITTEE WORKPLAN 2012-2016 REVIEW**ATTACHMENT**REPORT SUMMARY

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

OFFICER'S RECOMMENDATION

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.

BACKGROUND

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

The Strategic Plan can only be systematically and consistently implemented by all members of the CRL through the delivery of the Action Plan. The Action Plan contains a list of 48 comprehensive strategies to be progressively implemented over ten-year period. However, only a subset (26) of these will be directly pursued by the Committee as identified in the Workplan.

While timeframes and priorities have been identified, good practice suggests there should be an annual review of progress and amendments where appropriate. .

ISSUES

An annual review is scheduled at the annual August meeting to monitor progress and make amendments as appropriate. This was overlooked in preparing the agenda for the August 2014 meeting. It is therefore timely for the review of services and operations to occur now.

Item	Activity	Performance
1.1.1	User and Non-user Survey	Not due until late 2015
1.1.7	RFID	Implementation now complete with regular reports to be provided at the 1 and 3 meetings to monitor customer take-up and staff management outcomes.
1.2.1	Collection management plan	Update provided on progress 1 st quarter – key points: reviewed Collection Development Policy, outsourcing options and processes were reviewed and updated for increased efficiency.
1.2.2	Local History strategy	Being progressed by CVC library staff member and CRL

1.2.3	Community collection needs survey	Scheduled for December 2014
1.2.4	Develop a comprehensive digital collection	Ebooks through Wheelers continues to expand – collection now 2238 titles, NAXOS music streaming introduced in March 2014
1.2.5	Develop a DVD collection	This collection commenced with donations. The current year's Book Vote has \$27,000 allocated to expand this very popular collection. Total number of DVDs in the collection is: 4559
1.2.6	Increased databases	Naxos eMusic, Ebsco Hobbies and Crafts, Find My Past are the main additions. Focus has shifted to promotion and training related to current databases. Assessment of ongoing needs continues.
1.2.7	Process streamlining and restructure	Processing changes and additional hours are proving effective in reducing processing times and getting stock to the branches. Efficiencies continue to be identified and implemented where appropriate.
1.2.8	Expand Aboriginal resources	A \$10,000 allocation kicked off the development of these resources. The current financial year has \$4,000 allocated to further resources.
1.2.9	New technologies	eReaders eBooks eMagazines iPads eReader lending trial still in research stage re legal implications and practicalities – to be scheduled for implementation in 2015.
1.2.10	Develop a corporate library service	Not within this timeframe.
1.3.1	Develop a marketing plan	CRL clients have benefited from CVC marketing approach. The focus on customers and individual LGAs negates the need for a CRL specific strategy
1.3.2	CRL identity and signage	The CVC marketing strategy consultations identified the CRL identity as having no value for library clients and therefore no specific developments will be pursued in this area. All signage will reflect the local LGAs requirements as well as contemporary library practices / standards.
1.5.1	Targeted public consultations	Youth survey completed 2013. A schedule of future targeted consultations has been prepared. Men will be targeted in the 2015 survey.
1.5.4	Annual community book selection	These are planned to be repeated annually. Currently Bellingin in September (40) and Grafton in November 2014.
3.1.1	Review policies and procedures	CVC Governance Section prompts the review policies in accordance with the agreed review timeframes identified on each policy. The August meeting saw the finalisation of the Internet and Circulation Policies. Currently a Customer Service Charter is to go before executive council and public display. The draft Local Studies Collection Development Policy is ready for the committee to review.
3.1.4	Review library management system	Due to commence end of 2015.

3.1.5	Integration of CRL staff into new library	Work spaces have been allocated to maximise efficiencies and effectiveness of a range of library processing activities. Staff have been involved in these discussions. Amalgamations of tasks and areas of responsibility has begun to streamline operations.
4.1.1	Budget informed by strategic objectives	Specific strategies have informed the allocation of the Reserve Budget, the Book Vote and annual operational allocations.
4.1.2	Annual budget workshop	The Reserve Fund is scheduled for review annually to update liabilities, income and expenditure with reference to both current and future needs.
4.1.3	Increased library income	DGR status has been secured and a pamphlet produced, a rates mail out of the brochure is scheduled for February 2015 in both LGAs.
4.1.4	Library stock appropriately insured	Ongoing, annual checks are completed.
4.1.5	Staffing levels	An increase in hours to the Administrative and Promotions position has been approved by the Executive Council on a permanent ongoing basis.
4.1.6	Quarterly balance sheet report	This is now included on the Workplan for consideration at every meeting and improvements being progressively made.
4.1.7	Annual Review	This is scheduled in August each year to ensure a major review is undertaken by the CRL Committee prior to the end of its four-year term. This first review was late to allow for a full year of activity to be undertaken under the guidance of the CRL Committee. The second review was also late due to an oversight and is being undertaken at the November meeting.

OPTIONS

That the CRL Committee

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

Judy Banko
Executive Office
Clarence Regional Library

Prepared by: Kathryn Breward
Clarence Regional Library
Attachment: CRL Committee Work Plan 2012 – 2016 Reviewed

Item: 8.1 No.4/14 – RFID IMPLEMENTATION UPDATEREPORT SUMMARY

This report provides an update on the implementation of the RFID technology across the Regional Library service.

OFFICER'S RECOMMENDATION

That the information on the update of RFID implementation across the Regional Library be noted by the Committee.

BACKGROUND

Commissioning and training was undertaken in Bellingen on Monday 31 March 2014 and Grafton Tuesday 1 April, Wednesday 2 April (with a follow up on Friday 4 April and Wednesday 23 April).

ISSUES

Early indications are that the community has embraced the use of the DIY Loans Kiosks in Grafton and Bellingen and the staff have found the software easy to use.

- Early indications are that the community has embraced the use of the DIY Loans Kiosks in Grafton and Bellingen and the staff have found the software easy to use.
- For Grafton 45% of the total loans has been through the DIY loans kiosks in the first quarter this year, this has increased by 5% on the figures for the last meeting (40% use from 7/4/2013 - 4/7/2014).
- For Bellingen this has fallen to 14% of total loans going through the DIY loans kiosk in the first quarter of this year, not sure the reason, community have all had a go and now prefer to not use it?
- Grafton has an issue with the 2 Returns chutes, in that book covers are getting caught on the internal lip of the Chute, and have the potential of causing a larger jam in the chute. We are currently looking at our options for resolving this issue.
- The Mobile scanning unit has been very successful in streamlining the stocktake and weeding process with vastly reduced timeframes for both these tasks completion. The decision to purchase a second mobile scanning unit will mean a team of 2 can visit each library and get the stocktake completed twice as fast which will also allow for some time to be spent on weeding the collection at each visit as well.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

Item: 8.2 No. 4/14 – CUSTOMER SERVICE CHARTER

REPORT SUMMARY

This report provides information on the adoption process to date of the Customer Service Charter for the Clarence Regional Library.

OFFICER'S RECOMMENDATION

The Committee notes the adoption process for the draft Customer Service Charter.

BACKGROUND

The report to the executive council for the adoption of a Customer Service Charter was presented to Clarence Valley Council at the October meeting with a recommendation that the Charter and associated documents go on 28 days public display for the purpose of community feedback.

Judy Banko
Executive Officer
Clarence Regional Library

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

Item: 8.3 No.4/14 – REPORT ON DVD COLLECTIONREPORT SUMMARY

This report provides an update on the purchasing and usage of the collection of DVD's for loan from the Clarence Regional Library.

OFFICER'S RECOMMENDATION

That the Committee continue to acknowledge the ongoing demand for a quality DVD collection in the libraries, and support the continued use of a suitable portion of the collections budget to maintain this collection.

BACKGROUND

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

During the 2011/2012 financial year Clarence Regional Library committed a portion of the collections budget to introducing a DVD collection to offer for loan to its members. At the end of the 2012 financial year there were 2060 DVD titles in the collection, with 5,767 loans being made over this period. In the 2012/13 financial year the number of titles increased to 2895, with loans increasing to 13,805.

To satisfy demand for this format the number of DVD titles held in 2013/14 was increased to 4559 with loans jumping over 245% to 33,890. The purchase of DVDs is being supplemented with noticeably more DVDs included in donations to the library.

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

Music DVD Youth	4
Music DVD Adult	4
Movie DVD New	10
Movie DVD Classic	2
World Film DVD	2
Children DVD	10
Lifestyle DVD	8
Documentary DVD	8
TV Series DVD	4
ABC/BBC/SBS	10

The same supplier also visits Regional Services on a regular basis with additional titles for selection, and is in the process of establishing a web presence which will be used for locating titles that are requested by customers.

As a measure towards increasing the availability of DVDs for all library members, the number of DVDs that can be borrowed per library card has been reduced to 5. An additional policy change made in early 2014 has ensured that MA15+ titles can only be loaned to members of the appropriate age category.

Combined with continued purchasing and the selection of quality DVD donations, the libraries are now able to offer a regular supply of quality DVDs to our borrowers. The service has established itself as a lender of a wide variety of DVDs including Movies, Kids and Teens DVDs,

Television series, documentaries, travel, cooking and Music DVDs, and is supplementing the standing order with selections of quality titles from supplier lists and donations.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Martyn Williams
Section: Team Leader (Collections and Reference)
Clarence Regional Library

REPORT SUMMARY

This report provides information on the draft Local Studies Collection Development Policy that was to be developed as part of the Local Studies Strategic Plan.

OFFICER'S RECOMMENDATION

That the Committee endorse the draft Local Studies Collection Development Policy and its implementation across the Regional Library Service.

BACKGROUND

Under the area of Strategic Focus: Collection Management, in the CRL Local Studies Strategic Plan Objective 4. States a comprehensive Local Studies Collection Development Policy is to be developed, agreed to and implemented across the region.

A draft policy was provided by the consultant engaged to draft the CRL Local Studies Strategic Plan in 2011. The draft policy was based on current public library practice as reviewed by the consultant in 2011, and the specific needs of the CRL that were also identified at the time. A review of what was happening in policies currently was undertaken in the preparation of the final draft policy document in 2014.

The timeline for the policy to be complete was March 2014, the delay is a result of operational priorities, upgrades in technologies and the move to the new building.

The Library staff have had an opportunity to input into the policy, the Team Leaders of the libraries and the Clarence Valley Council's Library Technician Local Studies have all reviewed the document and made suggestions as to the content.

Key points covered in the policy include:

Policy objective:

The role of the Local Studies Collection is to provide materials relating to the local and family history of the [area covered by the](#) member councils of the [Clarence Regional Library](#). Such materials will be relevant to the social, physical, economical and political heritage of the region.

Scope:

- To provide a collection of current and retrospective material in various formats relating to the member councils of the [Clarence Regional Library](#).
- To promote the study and promotion of local history and family history within the areas covered by the member councils of the [Clarence Regional Library](#).
- To actively engage in the systematic selection of materials.
- To preserve historical items for posterity
- To record the ongoing developments and activities within the areas covered by the member councils of the [Clarence Regional Library](#).

Purpose:

The Clarence Regional Library (CRL) Local Studies collections are part of the heritage of the CRL Service area. The materials themselves and/or the subject areas they represent have permanent value to the community and are made available to the general public on a limited basis for research on local, genealogical and/or historical issues.

The historical and informational value of the items in the Local Studies collections is more important than visual appeal. The materials in these collections are intended for research and therefore are not usually lent. A lending copy of selected items may be provided. Preservation efforts, while attempting to conform to accepted conservation practice, will be undertaken so as not to restrict public access to the informational value of the item.

The Policy covers:

- Published Works
- Newspapers and Periodicals
- Pictorial Materials
- Unpublished Material
- Documents / Ephemera
- Maps / Plans
- Oral History
- Information relating to:
 - Materials not collected
 - Methods of collecting material
 - Access to the collection
- Method of disposal of material:
 - Deselecting the Collections
 - Deselection Criteria
 - Permanent Intrinsic Value:
 - Permanent Informational Value:
 - Temporary Informational Value:
 - Frequency Of Deselection
 - Disposal
- Donations / gifts

The CRL Local Studies Collection Disaster Management and Recovery Plan (appendix 2) is currently in preliminary draft form, the development of this document is a priority in 2015. This document will be an important companion document to the Local Studies Collection development Policy as well as form a key role in the CRL Collection Management Plan.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian
Clarence Regional Library
Attachment: CRL Draft Local Studies Collection Development Policy

ATTACHMENTREPORT SUMMARY

This report provides an update on progress towards the implementation of a Community Collection Needs Survey as identified in Strategy 1.2.3 of the CRL Strategic Plan.

OFFICER'S RECOMMENDATION

That the Committee support the implementation of the Community Collection Needs Survey over the December 2014 / January 2015 period.

BACKGROUND

Clarence Regional Libraries welcome continuous feedback from the communities served through face-to-face communication, feedback forms, and via email and social media. Specific requests for collection development are obtained via the Suggestions for Purchase facility and community book selection days are offered annually in both council areas.

For the delivery of relevant library services it is an industry practice to run regular surveys that collect measurable data which can feed into strategic decision making. These surveys obtain evidence based information from targeted groups in the community or on specific aspects of the library service. Clarence Regional Libraries run a major survey annually, with each year alternating between targeting specific groups and a broad collection-based focus.

In 2013 the Youth survey was delivered and valuable information gained from this demographic. The last comprehensive survey regarding satisfaction with the collection was implemented in 2009. A comparable survey has been planned for delivery over the December 2014 / January 2015 period. The questions to be asked have been prepared and will enable direct comparison with the 2009 survey.

The survey has been developed and questions produced in print as well as incorporated into the library subscription to SurveyMonkey. Promotion of the survey will be in the form of posters, flyers and a media release which are to be developed before December. As an added incentive a draw prize of an eBook reader will be offered in each council area.

ISSUES

Due to the changes in collection format since 2009, additional questions have been included with a focus on eMagazine and eBooks. These won't have any comparable data from the previous Collections Survey but all other questions will. Interpretation of the survey through comparison will also need to take account of the departure of Nambucca Shire since the 2009 survey.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Marty Williams
Section: Team Leader (Collections and Reference)
Clarence Regional Library
Attachment: Survey Questions

Item: 8.6 No.4/14 – DIGITAL COLLECTION REVIEWREPORT SUMMARY

This report provides an update on the development of the library's' collection in digital, or 'e' format.

OFFICER'S RECOMMENDATION

That the Committee continue to support the use of a portion of the book budget for maintenance of a current and relevant digital collection in the form of eBooks, eMagazine and eAudio.

BACKGROUND

Strategy 1.2.4 of the CRL Strategic Plan specifies the development of comprehensive digital collection resources eg eBooks & eAudio Books, through the following actions.

- Allocate a portion of book vote to continuous development
 - The appropriate budgets have been identified to maintain growth and currency for the eBook subscription via Wheelers, eMagazine via Zinio and eAudio via OneClick Digital. For the 2014/15 financial year, \$20,000 has been allocated to eBooks.
- Review impact on state wide statistical data
 - The number of eBook titles available to CRL borrowers increased from 415 in 2012/13 to 1738 in 2013/14, with loans increasing from 450 to 2275.
 - Over the same periods eMagazine downloads increased from 2318 to 2710 while eAudio showed a decrease from 1691 to 1400. The numbers of eMagazine and eAudio titles remained constant but the currency of actual titles was ensured.
- Continue to monitor satisfaction
 - In addition to feedback obtained through customer interaction, satisfaction with eResources has been incorporated into the Community Collection Needs Survey, as mentioned in item 8.5.
- Promote collections
 - Promotion of the digital collections is ongoing and has included media releases, posters, DL flyers and social media and website content. 'E-tea' events have commenced at Grafton Library and are planned for rollout to the other libraries. These give library members the opportunity to have informal face-to-face assistance with accessing eResources on their devices.
- Continue to monitor industry developments
 - A major reason for subscribing to Wheelers was due to the minimal subscription cost and the ability to select individual titles as required. Other eBook suppliers require large subscriptions meaning quite costly commitments to these products. By keeping the commitment manageable CRL is able to track industry trends with regard licensing and demand and adjust the collection size accordingly. Industry trends are monitored constantly via networks and professional newsfeeds in order to assess trends.

- Investigate purchase of eReaders for loading selected titles for lending purposes
 - Trial eReaders have been purchased and loading of titles is a project that is about to commence.

- Review outcomes of the purchase of retail versions of talking books
 - A Standing Order was established at the beginning of the 2014/15 financial year which ensures the supply of quality talking books in CD and MP3 format, at retail prices. This is from a new supplier and after some teething issues with marc records is running smoothly with current titles being delivered regularly.

ISSUES

The major issue here is that the increase in popularity of digital resources, and in particular eBooks, has not been shown to correspond to a decrease in demand for the printed format. With the book vote being static at best and more likely decreasing, this will mean the only way to fund these 'new' formats is to decrease spending on more traditional print. A balanced collection in terms of format will be the new goal.

OPTIONS

That the CRL Committee:

Continue to support the use of a portion of the book budget for maintenance of a current and relevant digital collection in the form of eBooks, eMagazine and eAudio.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Marty Williams
Section: Team Leader (Collections and Reference)
Clarence Regional Library

Item: 8.7 No.4/14 – FUNDING OF COLLECTIONHQ SUBSCRIPTIONREPORT SUMMARY

This report provides confirmation of the subscription to the CollectionHQ collection management solution, and identifies progress towards implementation. This subscription will provide many benefits to the management and promotion of the CRL collection by extracting and providing evidence based data from the Spydus Library Management System (LMS).

OFFICER'S RECOMMENDATION

That the Committee continue to support the decision to expend a portion of the Reserve budget on implementation and annual subscription to CollectionHQ to improve the management of the CRL collection and the associated budget planning.

BACKGROUND

There are two important strategies necessary to ensure that library users have access to a diverse, current and relevant collection which is developed through the efficient use of staff and budgetary resources. These are Collection Development and Collection Management.

Although these terms are often used synonymously, for our purposes Collection Management is defined as a process of information gathering, communication, coordination, policy formulation and evaluation and planning. These processes, in turn, influence decisions about the acquisition, retention, and provision of access to resources in support of the needs of the library community. Collection Development is the part of Collection Management that primarily deals with decisions about the acquisition of materials.

Clarence Regional Library seeks funding to subscribe to CollectionHQ - fully hosted, software solution for the delivery of the Evidence Based Stock Management (EBSM) methodology. This will enable us to manage our library stock effectively, improve stock performance, minimise wastage and maximise the annual book vote budget. This will ensure that we deliver increased levels of customer service to our communities.

ISSUES

At the previous Committee meeting it was decided to support the funding of a subscription to the CollectionHQ collection management solution.

CollectionHQ is a fully hosted, software solution for the delivery of the Evidence Based Stock Management (EBSM) methodology. This will enable us to manage our library stock effectively, improve stock performance, minimise wastage and maximise the annual book vote budget. This will ensure that we deliver increased levels of customer service to our communities.

Since this decision the subscription has been initiated and the implementation process is underway. This process has involved web meetings with the CollectionHQ customer services staff and technical support and the arrangement with Civica to provide CollectionHQ with weekly data extracts from the CRL Spydus LMS. Meanwhile key CRL staff have been provided with password access to the CollectionHQ web portal in order to commence familiarisation with the product.

Following this a full breakdown of CRL collection, location and status codes was developed and supplied to CollectionHQ.

The next stage will be the creation of relevant reporting by CollectionHQ technical staff, following which it will be fully accessible for evidence-based interrogation of data. This is anticipated to occur by the end of November.

OPTIONS

That the CRL Committee:

That the Committee continue to support the decision to expend a portion of the Reserve budget on implementation and annual subscription to CollectionHQ to improve the management of the CRL collection and the associated budget planning.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Martyn Williams
Team Leader (Collection & Reference)
Clarence Regional Library

Item: 8.7 No. 3/14 – INTEGRATION OF REGIONAL AND GRAFTON BRANCH SERVICES

REPORT SUMMARY

This report outlines the integration of Regional Services staff and services with Grafton Branch staff and services in the new Sir Earle Page Library and Education Centre.

OFFICER'S RECOMMENDATION

That the Committee note the integration of Regional Services and Grafton Branch services and staff.

BACKGROUND

In 2010, Clarence Valley Council was successful in gaining an \$8m federal grant to build a new library. An integral part of this proposal was the co-housing of branch and regional staff and services.

The new facility was designed to house Regional Services, Grafton Branch and the Mobile Branch. The case for the new library included cost savings, time savings, improved workflows and professional development opportunities resulting from co-location.

ISSUES

In establishing a new workplace it is important to outline some initial areas of cooperation and identify any areas of focus or redistribution of activities.

New building procedures: all staff and volunteers have been inducted into the new building

Increased patronage: with an increased demand for branch customer service, some tasks such as shelf reading have fallen behind. This makes it difficult to supply reservations to other branches. All branches suffer poor customer service if items cannot be found and requests remain unsatisfied. The impact is greater when it is the largest branch which is unable to supply.

Cooperation: staff are gaining insights into each other's work processes and some workflow and procedural improvements have been made, eg. Inter library loans collections, mobile library downtime customer service

MOBILE INTEGRATION

The Mobile Library now operates from the new building. All reserves and returns for the Mobile are put on shelving adjacent to the Mobile operator's desk. The Mobile operator reallocates items to Grafton if they can't fit on the Mobile or are not currently needed. In this way, minimal stock is out of circulation and all stock is more accessible. This should assist with the supply of reservations to other branches in a timelier manner.

STAFF INTEGRATION

Plan: improved awareness, cooperation, procedures, workflows, professional development resulting from co-location.

Cooperative Staffing: It has been proposed that Branch and Regional staff cooperate to provide additional staff for branch desk shifts and some cover for regional processes whilst staff are on leave. Currently, when Regional staff take leave, no replacement is funded and tasks are completed by other Regional staff as necessary. This has an effect on service delivery at all branches. In some cases, services have been suspended until staff return from leave. It is proposed that Regional staff build up an amount of time working in the branch which will be returned by Branch staff at the time needed. It is not proposed that this is a complete staff relief system, simply a way of achieving a few hours of key tasks being executed. In return, Branch staff gain time away from desk shifts and variety in the form of largely seated tasks. All staff gain professional development. This is seen as a proactive method of dealing with CRL's inability to fund casuals for regional staff leave and still provide a level of service.

Cost balance: to ensure equity, cooperative staffing should occur at level or similar level. The method of recording amounts of cooperative staffing still needs to be refined.

SHARED PROCESSES

A number of functions are carried out at both branch and regional services levels. Where possible, the intention has been to combine these functions both in physical location and through workflows.

Mail: all mail is delivered daily to a central location and then sorted by Branch staff. Outgoing internal mail is via the existing CVC courier system daily. External mail is taken to the CVC mail room for franking and to the Post Office by Regional staff. Branch staff take mail to the CVC mail room when the relevant regional Staff member is not available.

Donations: the CRL collection is the responsibility of the Team Leader (Collections and Reference). The processing of donations falls within this area and as such it is proposed that the Team Leader (Collections and Reference) deal with all donations in the new location. This avoids the double handling that previously occurred when both branch staff and regional services staff checked items for inclusion in the collection.

Courier access: Regional staff are monitoring the access of couriers and visitors to the building via the roller door at ground level. Regional staff are the only staff at a single location for their daily work and always able to respond to the entry buzzer and view the security camera. The majority of deliveries via this door are for regional services. Branch volunteers also use this door, in particular for Home Library deliveries.

Boxing: A central boxing area has been set up in the Branch workroom space. All boxes from other branches are delivered to the Branch area. Boxes for Regional Services are put aside for collection. All material being forwarded on to branches via the central sorting area is now coming in the Grafton Branch boxing. Branch staff unpack all incoming boxes and sort accordingly. Regional Services staff and volunteers then pack and label outgoing boxes for the other branches.

Shelf reading: Regional services staff spend 30 min per week shelf reading with branch staff on a wednesday morning. This exercise has several advantages: informal staff conversation

around work issues, staff socialisation, regional services familiarisation with the collection in situ, ie developing an awareness of how the collection is placed on the shelves, how easy/difficult it is to retrieve items and how access is affected by labelling and end processing. It should be noted that Branch staff also shelf read on two other mornings during the week and for 60 min at a time. It should also be noted that RFID technology and the implementation of additional wands may have an impact on this process in the near future.

Repairs/mending:

Notices: All postage for reservation/overdue/long overdue notices are funded by CRL. Regional Services staff will run all notices on weekdays and print and post all CVC notices. BSC may continue to print and post notices locally but will be reimbursed by CRL.

COST BREAKUP

Ongoing building costs have been divided on a 70/30 % split for the first year. This reflects the perceived usage of the building based on previous year's costs with an allowance made for the increased public usage of the new library space. The contribution amount for SCU's use is still to be determined (a CVC executive decision).

Initially, all proposed costs were evaluated separately but the amounts concerned do not warrant the ongoing adjustments this would involve. Advice from finance is that a basic percentage split for all costs would be fair and simple to administrate.

It is proposed that all costs and contributions are re-evaluated at the end of the next financial year.

Other costs

Staff amenities: CVC provides staff with milk, sugar, tea and instant coffee. These costs are to be taken from existing budgets. To avoid confusion regarding kitchen consumables, it is felt that all items will be funded from the CVC budget with regional services to make an appropriate contribution of 50%. This reflects similar amounts of staff (6/7) and volunteer (branch volunteers have shorter hours and branch deliverers do not use the kitchen) use.

Photocopying/Printing: CVC IT staff have provided reporting on the use of the workroom photocopier/printer. This initial report is a little unclear due to all staff using the same logins when initially using the building. The cost breakdown for copier/printer use will become clearer in the next report but initially a 50/50 split seems appropriate. This will apply to all consumables. Branch will continue to maintain and supply consumables for the library copier/printer.

Furniture: small savings have been made in areas where tasks are performed cooperatively, eg boxing tables, mending/repairs tables

Courier: savings will occur as there is no transfer cost for material between CRL and Grafton Branch, the biggest branch.

Moving: Regional Services have a history of assisting branch libraries with collection movement and relocation. For example, Regional Services staff assisted in the Bellingen Library relocation and in collection moves at Yamba Library. As the funding for the new Grafton Library included moving costs, an external removalist was utilised and a saving of Regional Services staff time has occurred. Additionally, Regional Services moving costs were covered by the project resulting in savings of both staff time and financial cost.

DOWNSIDE/ PROBLEMS

Too frequent interruptions

Lack of consideration for others in workplace

Untidy kitchen

General issues that arise when a larger number of staff share workplace facilities

Small misunderstandings between staff now interacting on a daily basis

Some confusion over now shared practices/procedures

ONGOING ISSUES

Communication issues around who, when and how - Building elist

General issues that arise when a larger number of staff share workplace facilities

Some confusion over now shared practices/procedures

BUILDING ISSUES

SCU: the upcoming Southern Cross University use of the new facility necessitates an ongoing contact person for liaison. To date, this role has been filled by the Team Leader (Libraries West) but it is proposed that this tertiary liaison role better falls within the duties of the Team Leader (Collections and Reference).

Ongoing new building issues: issues pertaining to the new building project continue to be dealt with by the Regional Librarian and the Team Leader (Libraries West).

Meeting Rooms and bookings of spaces: these are Branch responsibilities and all enquiries are directed to Grafton Branch

Technology: video conferencing is now possible. This may be used for training and inter-branch meetings. This may save time and costs for staff otherwise unable to attend team leader meetings and staff meetings. It may also be a way of including casuals who are unable to attend annual staff meetings but may be able to tune in for live, eg casuals

Spaces: event and activity space for both branch and regional, no travel time for regional staff delivering events in Grafton branch, more staff able to attend author talks etc

Equipment: all using same equipment makes Spydus and RFID problem solving easier

UPSIDE/ADVANTAGES

improved awareness, cooperation, procedures, workflows, professional development resulting from co-location.

Still to be determined:

Location of Book Club kits:
Technology plan.

Additional:

SCU: the upcoming Southern Cross University use of the new facility necessitates an ongoing contact person for liaison. To date, this role has been filled by the Team Leader (Libraries West) but it is proposed that this tertiary liaison role better falls within the duties of the Team Leader (Collections and Reference).

Building issues

Ongoing new building issues: issues pertaining to the new building project continue to be dealt with by the Regional Librarian and the Team Leader (Libraries West).

Meeting Rooms and bookings of spaces: these are Branch responsibilities

Building elist

Washing up, kitchen tidying

RFID, new tech, easy to fix/determine probs

Chain of communication

Building services costs

Repairs

Tracking time for tasks: new procedures and workflows have necessitated a re-evaluation of task times

Utilisation of new building

Technology: video conferencing possible for team leader meetings and staff meetings, including those who are unable to attend live, eg casuals

Spaces: event and activity space for both branch and regional, no travel time for regional staff delivering events in Grafton branch, more staff able to attend author talks etc

Equipment: all using same equipment makes spydus and RFID problem solving easier

IT upgrades

le8: challenges for staff, existing systems.

ATTACHMENTS

Judy Banko

Executive Officer

Clarence Regional Library

Prepared by: Katrina Shillam

Section: Team Leader – Libraries West

Item: 8.8 No.4/14 – PROCESS STREAMLINING AND RESTRUCTUREREPORT SUMMARY

This report offers an update to the detailed Process Streamlining and Restructure report, to be submitted in full in May 2015.

OFFICER'S RECOMMENDATION

That the Committee recognise the work to date and the ongoing nature of process streamlining and restructuring, and recognise the benefits that have been gained to date from this work.

BACKGROUND

The review began as a matter of necessity, initially in order to identify strategies for reducing the backlog of items awaiting processing in Regional Services. On investigation the review expanded to include all aspects of collection development from identification of vendors through establishment of standing orders and selection processes, outsourcing of physical book processing and cataloguing and the critical customer service factor in turnaround times from order to shelf.

As mentioned in CRL Committee papers from August 2014 the cost of both book and non-book items has decreased over the last couple of years which has resulted in the CRL being able to purchase more items for the same dollar value. The combined effect of the increased number of items to be processed and the need to enhance other services delivered by the library requires a focus on removing shortfalls. A two-pronged approach for addressing this was implemented for the 2013/14 financial year. The combination of increased hours for the Grade 3 Library Assistant (Acquisitions and Promotions) position and increased levels of outsourcing of the overall stock processing are only recent strategies, but have already shown impact on the movement of the collection and availability of staff time for proactive tasks.

Adult Fiction

For example, prior to the 2013/14 financial year it was decided that rather than commit to an 'all of stock' outsourced model, we would trial the outsourcing of all processing of the adult fiction collection. This collection is the largest component for purchasing (37%) and has the greatest demand for timely delivery of new titles by library members.

Attempts have been made to measure improvements in the turnaround time between ordering individual titles and their 'shelf-readiness' for allocation to branches. This has proven misleading due to the variation in supply for different titles depending on availability from publishers. Despite this, the combination of Adult Fiction titles arriving 'shelf-ready' and the additional assistance of the Grade 3 Library Assistant in accessioning has led to these reaching customers much faster than previously. In the accessioning stage those titles with reservations on them will be processed and moved to branches within less than a week. All titles still receive some processing, including application of genre labels and those without reservations are reaching the shelves in 2-3 months, or half the time taken prior to this review. This has recently been further improved with changes to workflow practices.

Other collections are also receiving attention to determine methods of streamlining their delivery to customers with a strong awareness of maintaining local control of collection content and diversity.

The recent subscription to CollectionHQ will also feed into this process in providing evidence-based data on the movement and demand for different collections, genres and subjects between the different branches of CRL. This will inform the ongoing selection decisions which are then negotiated with our suppliers.

ISSUES

Due to changing demands from customers, changing technologies, changing publishing formats, staffing priorities and the competitive nature of the book supply market, this review is 'organic' and open ended. In other words there is no completion of the review process, rather it is subject to ongoing analysis and adjustment through negotiation.

The review document is therefore a summary of the process to date since the review initiated in November 2012. It will include a timeline of major decisions made in relation to both negotiations with suppliers and internal workflows that result in efficiencies in stock movement.

OPTIONS

That the CRL Committee:

That the Committee recognise the work to date and the ongoing nature of process streamlining and restructuring, and recognise the benefits that have been gained to date from this work.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Martyn Williams
Team Leader (Collection & Reference)
Clarence Regional Library

REPORT SUMMARY

This report provides information on the progress of the Budget for the year to date and an indication of unspent monies and the projected amount that will go into Reserve at the end of the Financial Year.

OFFICER'S RECOMMENDATION

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

BACKGROUND

Note, the spreadsheet only includes expenditure; it does not include commitments as the budgeted amount for the book stock would show as more than 90% spent as it has been committed for purchases that will flow to the library throughout the year.

The Contributions for Bellingden are down compared to the expected budgeted amount; this is possibly due to inaccurate level in the budget for Bellingden's contribution, all invoicing is currently up to date.

The computer systems percentage spent also includes the database subscription amount; this is why the percentage is higher than it appears it should be. - $\$39,633.88 + \$8,295.75 = 46\%$ of $\$104,960.00$.

Overall budget spending is tracking well in all areas.

Anne D'Arcy

Executive Officer

Clarence Regional Library

Prepared by: Kathryn Breward

Section: Regional Librarian

Clarence Regional Library

Attachment: 1st Quarter Income and Expenditure Spreadsheet 2014/15