ATTACHMENTS

REPORT SUMMARY

This report provides the per capita contribution for member Councils to the Clarence Regional Library budget for the 2015/16 financial year.

OFFICER'S RECOMMENDATION

That member Councils note their per capita contribution for the 2015/16 financial year.

BACKGROUND

The Library Service Agreement sets the per capita contributions of members as follows.

> *10.3   An agreed formula shall be used to determine the budget Contribution for each Member Council which shall be based on a per capita rate contribution.*
>
> *Contribution = Population x Per Capita Rate*
> *10.3.1 Prior to Councils' budget preparations an estimated range for the   Contribution will be provided to each Member Council. That estimate   range will be based on the previous year's population, adjusted:*
> *1) For the previous year's population growth; and*
> *2) The Average of the growth rate for the previous 5 years.*
> *Estimated Contribution Range =*
> *Between: (Previous Year's population +*
> *Previous Year's Population Growth Rate) x Per*
> *Capita Rate*
> *and: (Previous Year's population + Average of*
> *the 5 Previous Year's Population Growth Rate) x   Per Capita Rate*
> *10.3.2 A specified amount of Contribution from each Member will be   provided when the actual population figures are released by the   Australian Bureau of Statistics (ABS), generally in March of each year.*
>
> *10.5   The annual level of increase in the Per Capita Rate for member Contributions is set at:*
> *Rate peg + 6% with a minimum of 8%*

The agreement also makes provision for the agreed changes to the staffing arrangements which require 20% of the Regional Librarian's time being allocated to CVC library business. Therefore a reduction of 20% of the wage costs of the Regional Librarian are to be subtracted from Bellingen Shire Council's (BSC) contribution and paid for by Clarence Valley Council (CVC).

ISSUES

The rate peg determined for 2015/16 is 2.4% resulting in a per capita contribution rate of 8.4% for the 2015/16 financial year. Last financial year it was 8.3%. This takes the amount from $13.03 per resident to $14.12 per resident for 2015/16.

Bellingen Shire Council's (BSC) Estimated Resident Population as at 30 June 2014 (released by the ABS 30 March 2015) is 13,032. This represents a growth rate of 1.40% from the previous year. Clarence Valley Council's (CVC) Estimated Resident Population as at 30 June 2014 (released by the ABS 30 March 2015) is 51003. This represents a growth rate of -0.10% from the previous year.

As indicated in Table 1 below this has resulted in a contribution from:
- CVC of $720,162.36 and
- BSC of $184,011.84

Table 1:

	Est Resident Pop'n (ABS 30 June 2013)	Growth Rate 2012/13	Contrib'n @ $13.03 per capita (8.3% increase)	Actual Contrib'n 2014/ 2015	CENSUS POP'N 30 JUNE 2011	Est Resident Pop'n (ABS 30 June 2014)	Growth Rate 2013/14	Contrib'n @ $14.12 per capita (8.4% increase)
CVC	51,043	-0.60%	$665,090	$669,599.40	51,252	51,003	-0.10	$720,162.36
BSC	12,854	0.00%	$167,488	$162,882.03	12,886	13,032	1.40%	$184,011.84
TOTAL	63,897		$832,578		64,138	64,035		$904,174.20

A further reduction in the contribution made by BSC is required to reflect the 20% of the Regional Librarian's time being dedicated to CVC branch library operations. Bellingen's population represents 20% of the total population of the CRL. Therefore if the Regional Librarian's time was totally devoted to CRL business, BSC's contribution would pay for 20% of her time. However, of that amount of time, one fifth is expected to be dedicated to CVC business and therefore BSC's contribution to her wage (and on-costs) will reduce by one fifth. This amounts to a reduction of $4,737.12 for the 2015/16 financial year.

Therefore the total annual per capita contribution for both Councils is:

- CVC: $724,899.48
- BSC: $179,274.72

Dr Judy Banko
Executive Officer
Clarence Regional Library

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

CLARENCE REGIONAL LIBRARY COMMITTEE	7 August 2015

Item: 8.1   No.3/15 – RFID UPDATE

REPORT SUMMARY

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

OFFICER'S RECOMMENDATION

That the information on the RFID technology across the Regional Library be noted by the Committee.

BACKGROUND

RFID has continued to run across all libraries since implementation. An offline version of the DIY Kiosks was installed during February, this will greatly assist work flow during those rare periods when we are not able to access the online version.

ISSUES

- The community continues to embrace the use of the DIY Loans Kiosks in Grafton and Bellingen and the staff have found the software easy to use.

- For Grafton 45.3 % of the total loans has been through the DIY loans kiosks in the year to date. This continues to be a great result.

- For Bellingen 14.2% of total loans going through the DIY loans kiosk in the year to date, this is similar to the first, and second quarter results. It is believed this is now due to the Reservations being located behind the service desk. Borrowers need staff assistance to access these and as Bellingen is our highest Reserving population this is the explanation why the DIY Loans are low at the moment.

- The Mobile scanning units have been very successful in streamlining the stocktake and weeding process with vastly reduced timeframes for both these tasks completion. With the arrival of the second mobile scanning unit, two staff can now work through the collections based on the parameters that are pre-programmed. This provides quick identification of items which can then be further assessed for weeding or re-allocation.

- A report to the State Library is being prepared for the final signoff of the grant process this will be completed by the end of August.

Dr 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 an overview of the performance of the Clarence Regional Library (CRL) as reported in the Public Library Statistics 2013/14 Report.

OFFICER'S RECOMMENDATION

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

BACKGROUND

NSW public library statistics have been gathered and reported by the State Library of NSW since 1973.

Data has been provided by member Councils of the CRL for the period July 2013 to June 2014 and provides a significant body of data to gauge the relative performance of all the public libraries across the State. A scale of 1 to 102 is used to rank performance against other public libraries where appropriate. This represents the total number of library services for 2013/14. In previous years there were 97 and 99. Many of these library services comprise regional library services or other joint operations making the total number of branches approximately 4 times the number of services.

The figures for the CRL for this period are the second to be reported without the inclusion of the Nambucca Shire Libraries data along with Clarence Valley Council and Bellingen Shire libraries.

ISSUES

State-wide Facts:

• Many more access library resources without becoming members as they access reference collections, read newspapers and journals, use computers, research local history or access the internet. Physical visits to public libraries are significant and have increased over the past 15 years (35 million visits in 2013/14, up 30% in comparison with 2000).

• Loans of collection items are significant and have increased over the past 15 years (45 million loans in 2013/14, up 5% in comparison with 2000).

• Virtual visits to public library websites grew by 3 million to 12 million between 2012/13 and 2013/14.

• Internet bookings in public libraries doubled between 2009/10 and 2013/14 to 7.8 million sessions. Wi-Fi bookings account for most of this growth.

• While eBook loans are not a high proportion of the 45 million above, they doubled from 0.5% of total loans in 2012/13 to 1.1% of total loans in 2013/14.

• Local government expenditure on public libraries has grown from $27M in 1980 to $352M in 2013/14. State Government expenditure grew from $8M to $27.5M. This represents a significant drop in the State's proportion of the total funding over that period of time which is also true for the 2013/14 financial year. In 2013/14 the State funded approximately 7.8% of total public library funding. Funding by LGA's continues to

grow in absolute terms.

- The number of programs offered by public libraries has grown significantly over the past four years (more than 40% increase), as has attendance at those events (approximately 49%).

CRL Facts:

A selection of criteria has been used to provide an overview of the change in performance of the CRL over previous years and with reference to the NSW average across all public libraries. The data being reported addresses not only the collection, which is the core responsibility of the CRL Committee, but also staff comparisons that will be of interest to each member Council.
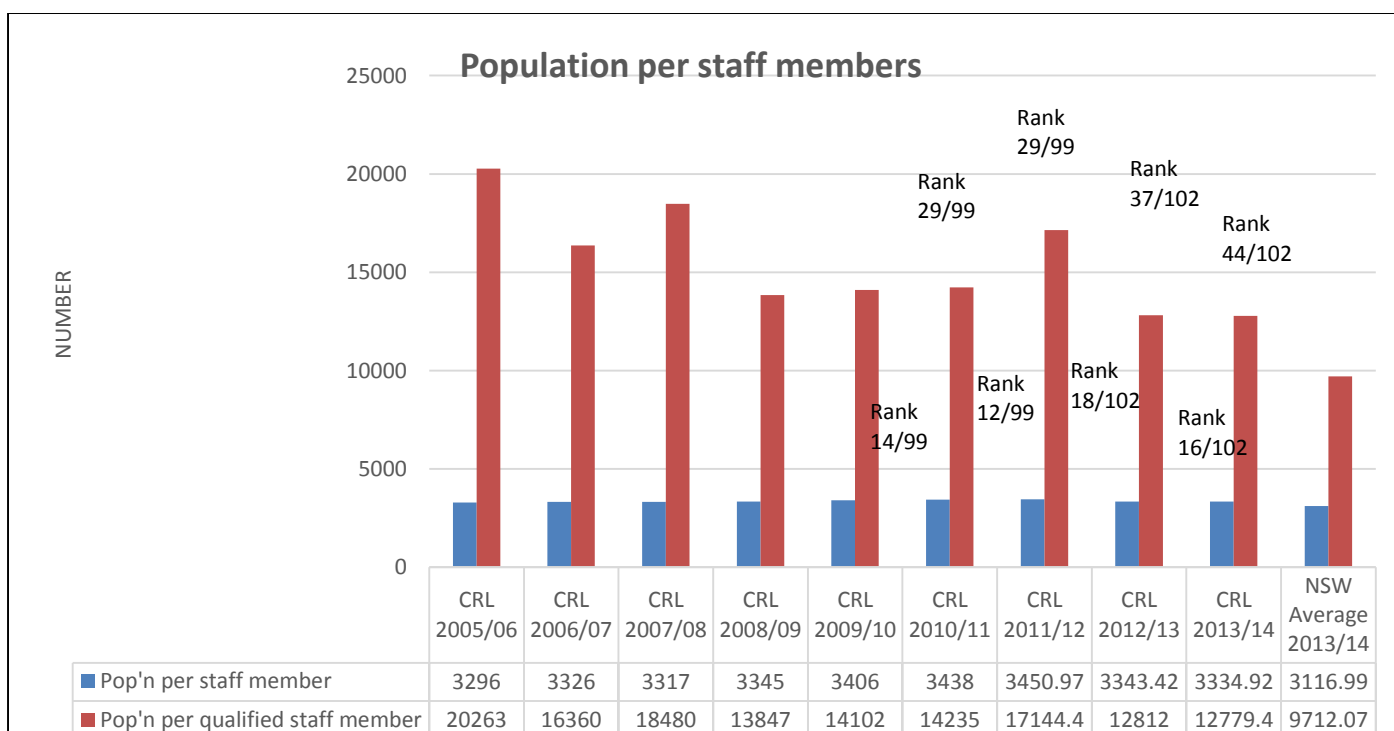
In summary, the data shows sound improvements across the CRL's collection development activities. It clearly demonstrates to the funding body that the CRL is in fact putting considerable effort into improvements, which is a key consideration when applications for grants are assessed. There is still considerable work involved in ensuring these improvements are maintained.

Staffing levels have remained static during this reporting period and therefore that data does not demonstrate improvement.

Population Comparisons:

Population per staff member in the Clarence Valley Council and Bellingen Shires that make up the CRL is 7% above the NSW average. The population per staff member has fallen, but is 7% higher than the average (Graph 1). This means a greater potential workload for each staff member.

Graph 1

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Pop'n per staff member	3296	3326	3317	3345	3406	3438	3450.97	3343.42	3334.92	3116.99
Pop'n per qualified staff member	20263	16360	18480	13847	14102	14235	17144.4	12812	12779.4	9712.07

The population per qualified staff member remains at 32% higher than the average (Graph 1). This places a potential workload on the small number of staff who have formal library qualifications far greater than what is experienced generally in public library services as evidenced in our relative ranking.

This information must be considered with respect to the actual amount of lending activity undertaken by staff. Graph 2 indicates that the current amount of lending activity undertaken by our staff is 2% above average. The overall implication of this is that activities other than lending will be limited if comparable workloads are

considered. Our libraries are indeed increasing their additional activities where they can and the community is enjoying those benefits.

The new Grafton Library however, has resulted in considerably increased expectations of the community, with increased membership and increased circulation and attendance.

Graph 2

Circulation per staff member

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Rank	79/97	47/97	51/97	50/97	47/97	49/99	48/99	48/102	48/102	
Circulation	14285	19674	19431	19650	19650	19641	19816.67	19101.93	18746.87	18423.51
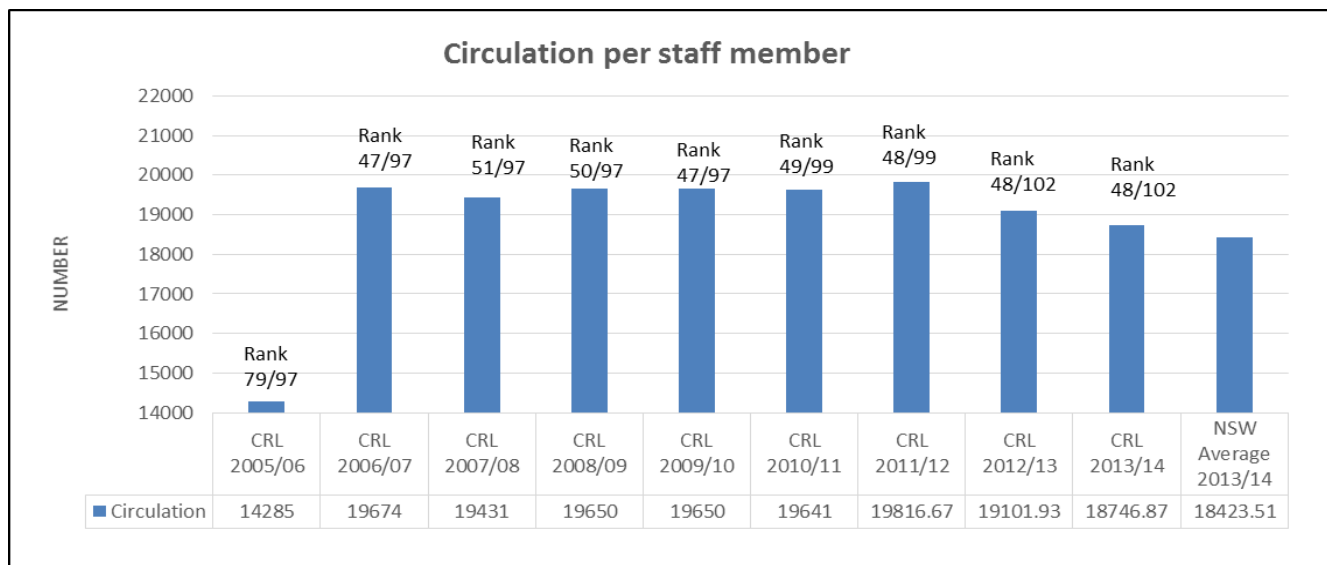
Total Expenditure on Library Services:
Our total expenditure on library services per capita has radically improved according to the results in Table 3. Our ranking amongst public library services across the State has also shown a significant improvement, we are now 120% above the State average (Graph 3).

This increase however, is a result of the capital expenditure on the construction and fit out of the new Grafton Library building during this period. Expenditure on an operational level has not significantly changed and this statistic should fall back to similar previous levels in the future.

Graph 3

Expenditure per Capita

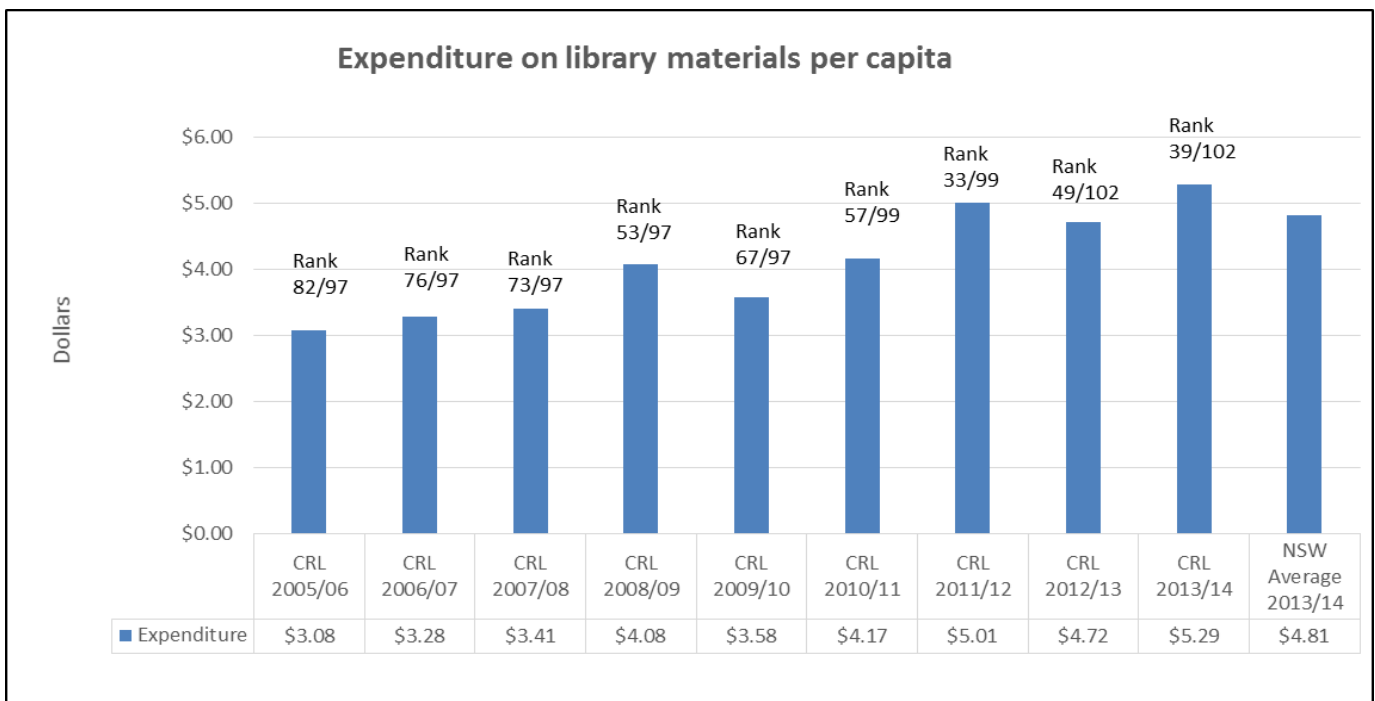|	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Expenditure	$26.10	$27.59	$28.19	$29.98	$31.78	$34.31	$37.98	$75.37	$112.53	$51.14
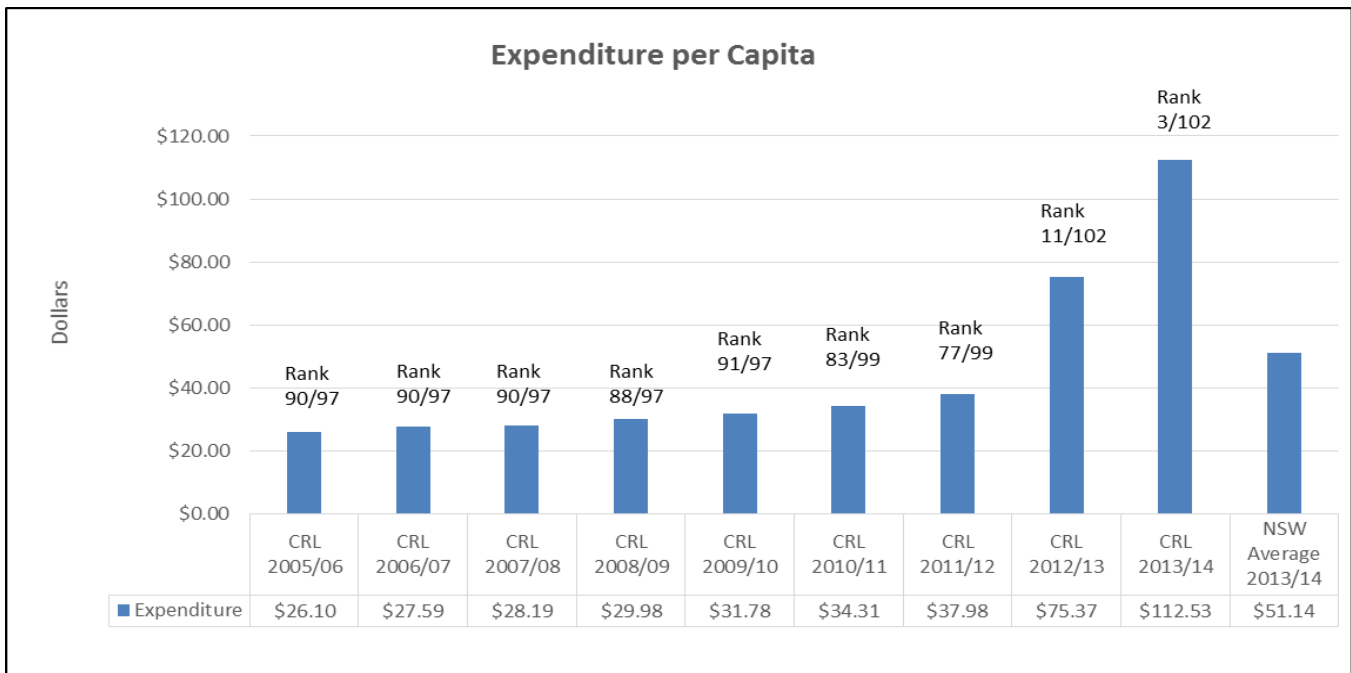
Expenditure on Library Materials:

Our expenditure on library materials per capita has increased on last years results, as has our rank. We are currently above the State average in expenditure on library materials (Graph 4). We are now 10% above the State average. The improvement in previous year's expenditure on library materials was a result of spending funds that were not spent in the previous financial year. Therefore, this level of expenditure was not likely to continue. The CRL is now spending a higher percentage of book vote funds in the current year so rollover amounts have reduced.

Graph 4

Expenditure on library materials per capita

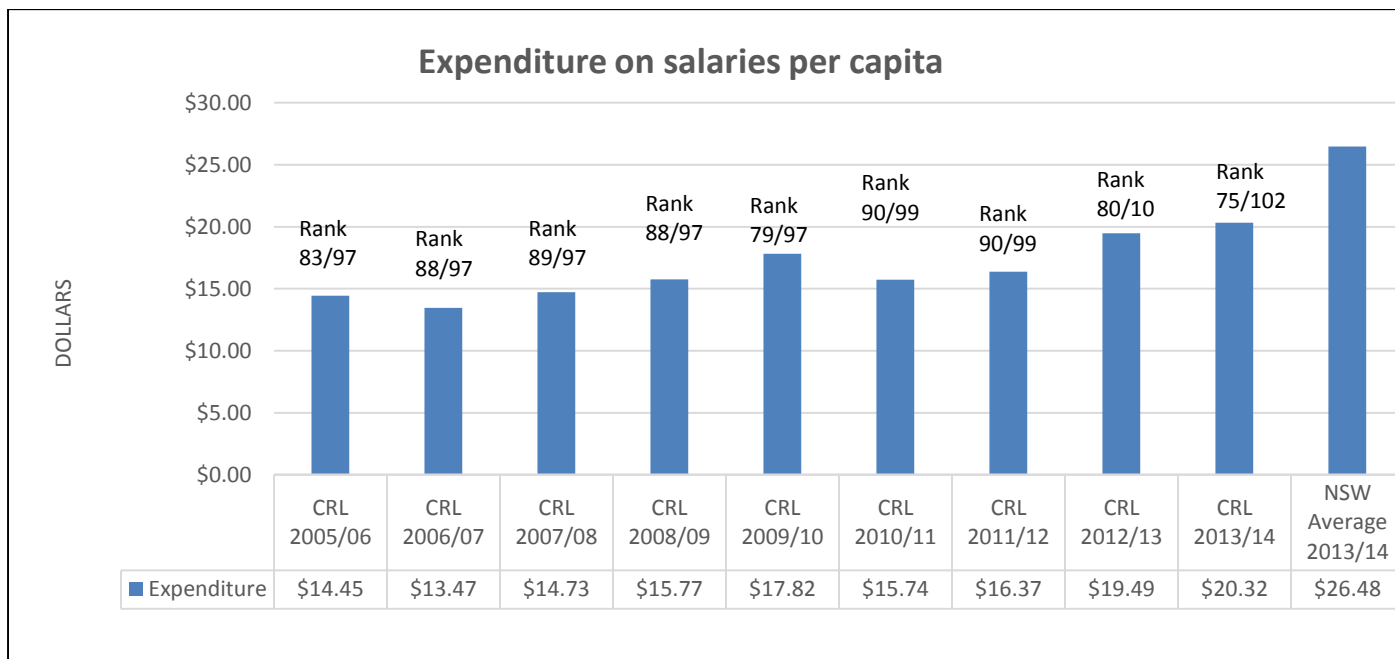|	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Expenditure	$3.08	$3.28	$3.41	$4.08	$3.58	$4.17	$5.01	$4.72	$5.29	$4.81

Expenditure on Salaries:

Our expenditure on salaries per capita has continued to increase since the previous year; we are now 23% behind the State average, an improvement from last year's 26% behind the State average. The CRL ranking has also improved by 5 places (Graph 5). This increase will be a result of staff achieving competencies at higher steps in the salary structure.
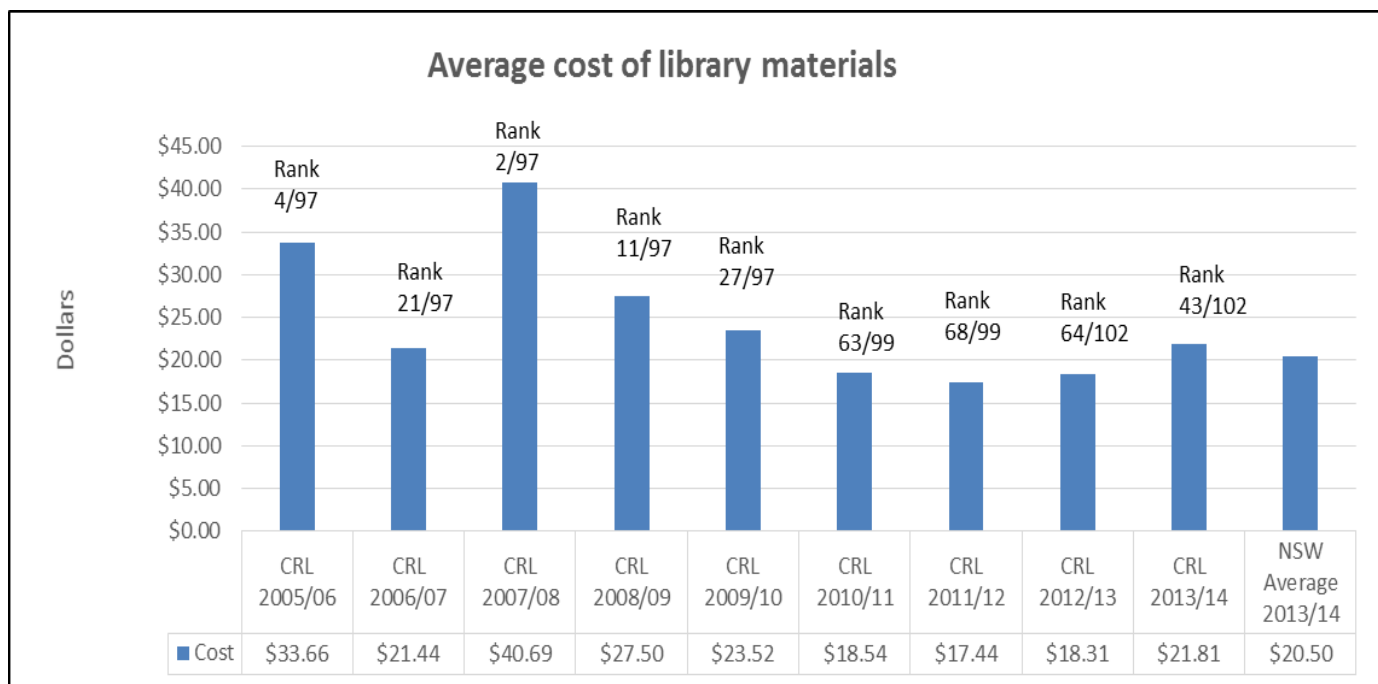
Graph 5

Expenditure on salaries per capita

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Rank	83/97	88/97	89/97	88/97	79/97	90/99	90/99	80/10	75/102	
Expenditure	$14.45	$13.47	$14.73	$15.77	$17.82	$15.74	$16.37	$19.49	$20.32	$26.48

Cost of Library Materials:
The average cost of our library materials for this financial years is 6.4% higher then the average across the state. This is likely the result of the impact of our being more selective with incorporating donations into our collection. The more donations we take (for free), the less the costs per item across the collection would be. There is also the impact of increased purchasing of more expensive collections such as large print, eBooks and DVDs as well as more identified aboriginal content materials which tend to be less commercial and therefore more expensive. This will continue to be monitored into the future.

Graph 6

Average cost of library materials

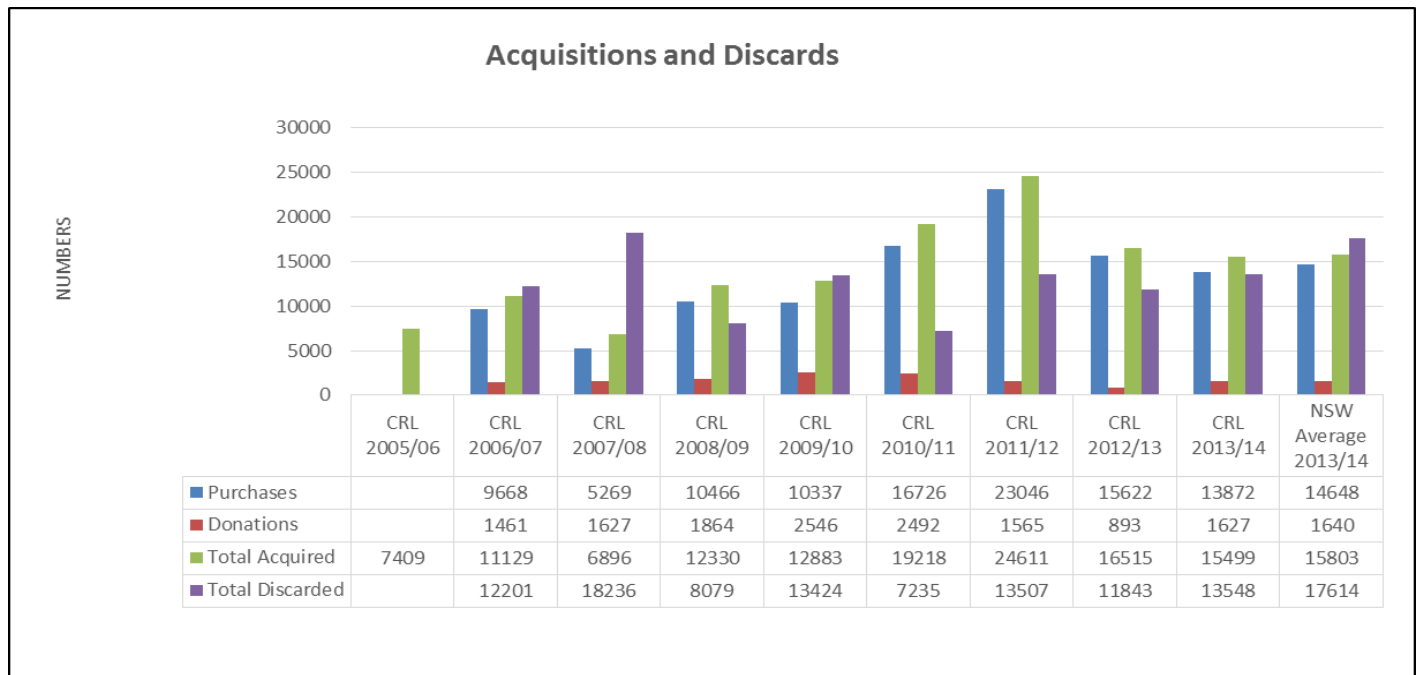|	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Rank	4/97	21/97	2/97	11/97	27/97	63/99	68/99	64/102	43/102	
Cost	$33.66	$21.44	$40.69	$27.50	$23.52	$18.54	$17.44	$18.31	$21.81	$20.50

Acquisitions and Discards:
The total number of purchased items has reduced from the previous 2 years and is now below the average (Graph 7) this is due to the book vote being more fully spent from the previous year and only a small amount

being rolled over to the new financial year's book vote. This rolled over amount has been decreasing each year as the CRL implements more effective purchasing regimes involving standing orders and content profiling. The number discarded has closely matched the number of purchases this year, however we need to more closely match the total acquired figure (an additional 14.4%) if we are to successfully manage stock in each location. We do not have the floor space to significantly increase the size of our collections.
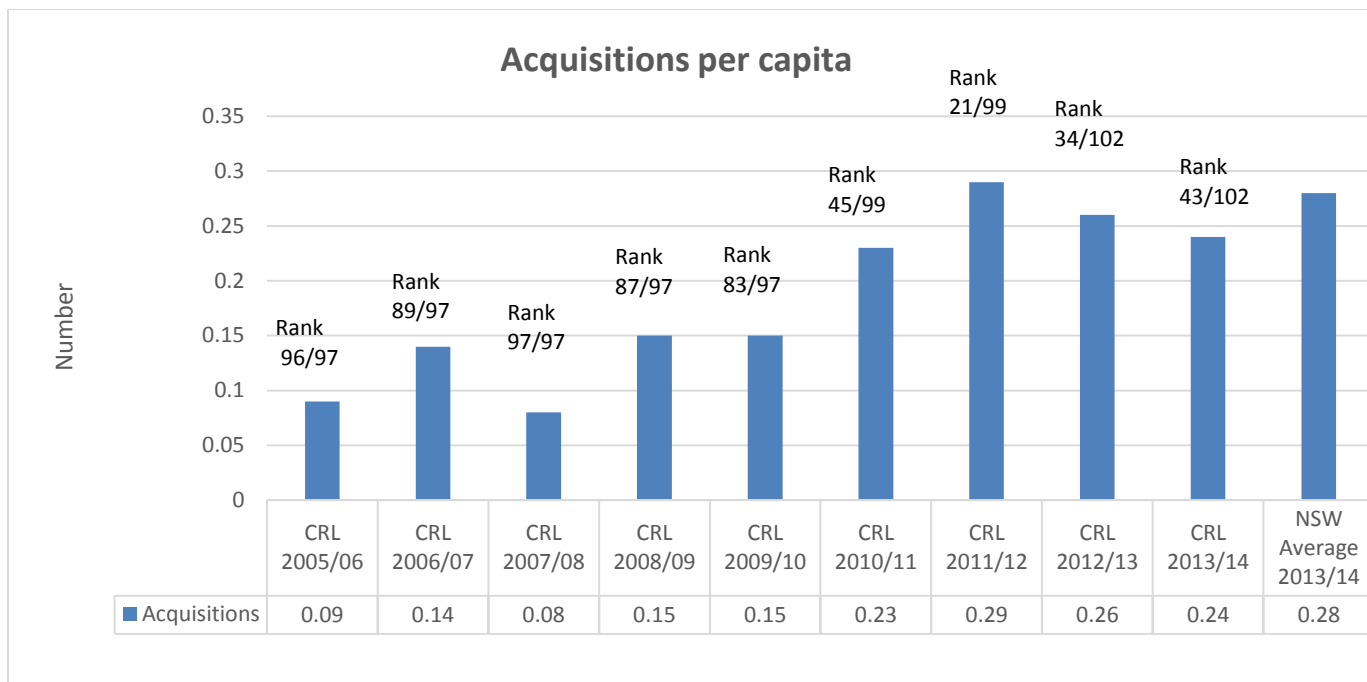
Graph 7

Acquisitions and Discards

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
■ Purchases		9668	5269	10466	10337	16726	23046	15622	13872	14648
■ Donations		1461	1627	1864	2546	2492	1565	893	1627	1640
■ Total Acquired	7409	11129	6896	12330	12883	19218	24611	16515	15499	15803
■ Total Discarded		12201	18236	8079	13424	7235	13507	11843	13548	17614

Our total acquisitions per capita is lower then the current State average which has increased from last year (0.25). Our rank as a result has also slipped 9 places from 34 to 43 out of 102. Interestingly, the medium for both years is the same at 0.23, this would seem to indicate a number of library services have increased their acquisitions substantially for the year while the rest have remained consistent.
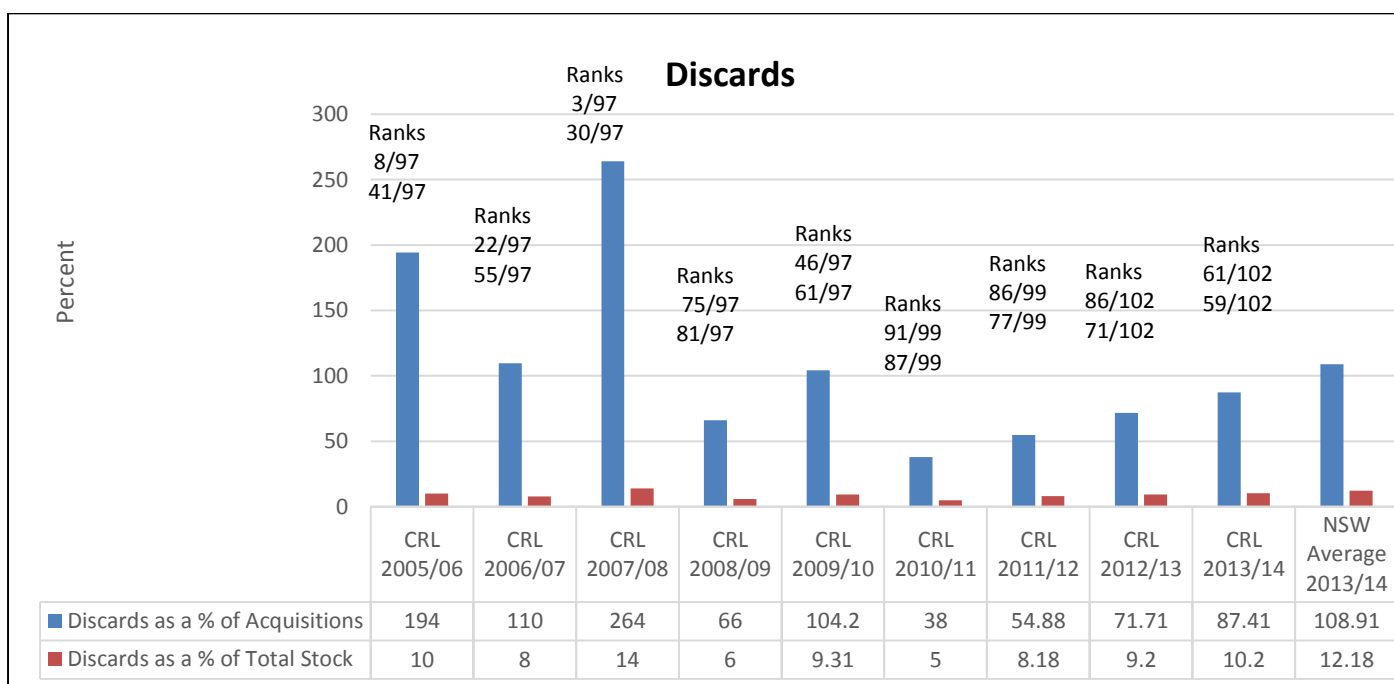
Discards should be equal to acquisitions to maintain stock levels.

Graph 8

Acquisitions per capita

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Acquisitions	0.09	0.14	0.08	0.15	0.15	0.23	0.29	0.26	0.24	0.28

Ranks shown on chart: Rank 96/97, Rank 89/97, Rank 97/97, Rank 87/97, Rank 83/97, Rank 45/99, Rank 21/99, Rank 34/102, Rank 43/102

Discarded stock represented 87.41% of our acquisitions (new stock for the 2013/14 year) which is a continuing improvement on last 2 year's results of 55% and 71.71%. This is still behind the State average of 108.91% for 2013/14 (Graph 9). Our rank has continued to improve when compared to the rest of the state. Again, these figures will need to be stabilised in the future.
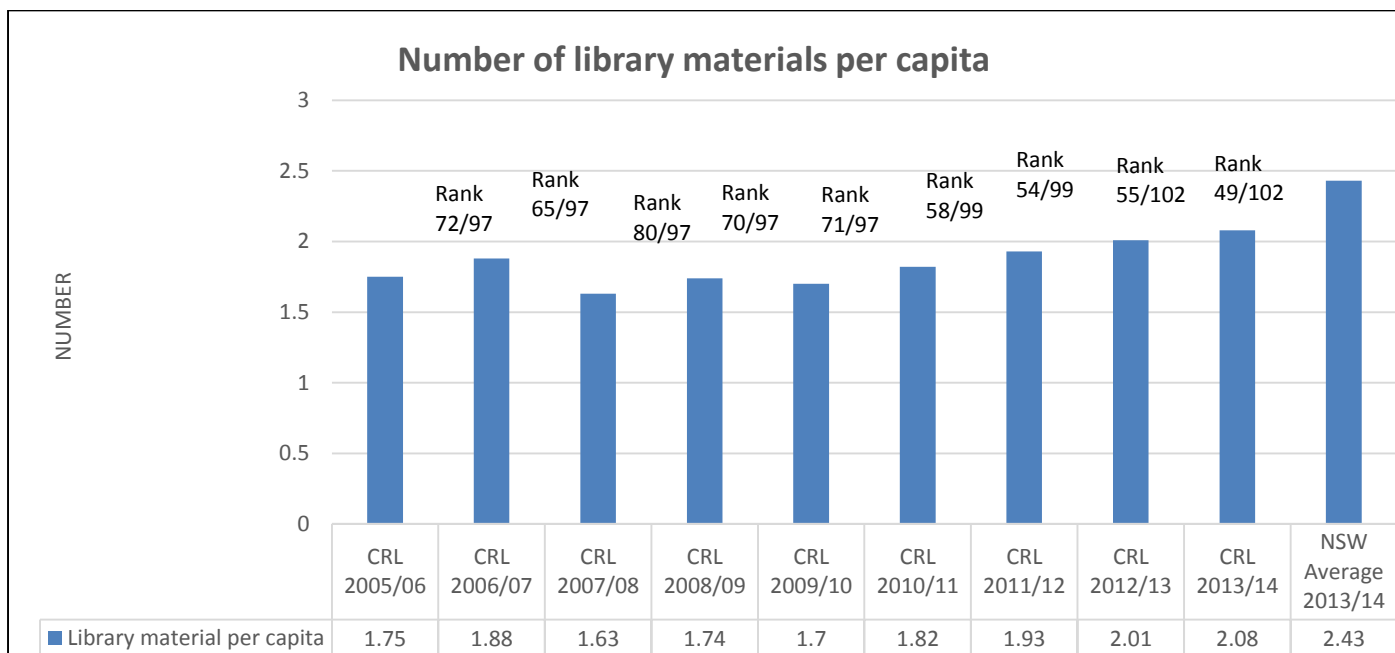
Graph 9

Discards

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Discards as a % of Acquisitions	194	110	264	66	104.2	38	54.88	71.71	87.41	108.91
Discards as a % of Total Stock	10	8	14	6	9.31	5	8.18	9.2	10.2	12.18

Ranks shown on chart: Ranks 8/97 41/97, Ranks 22/97 55/97, Ranks 3/97 30/97, Ranks 75/97 81/97, Ranks 46/97 61/97, Ranks 91/99 87/99, Ranks 86/99 77/99, Ranks 86/102 71/102, Ranks 61/102 59/102

Library Materials:

The CRL's library materials per capita has continued to improve, resulting in a jump in our ranking again (Graph 10). This means we have more items for individuals to access. However, we remain 17% below the average which is a 1% improvement on last year's result. Prior to the increase in Contributions the CRL library service was at the lower end of the ranking, improvements have occurred as a result of the increased funding levels.
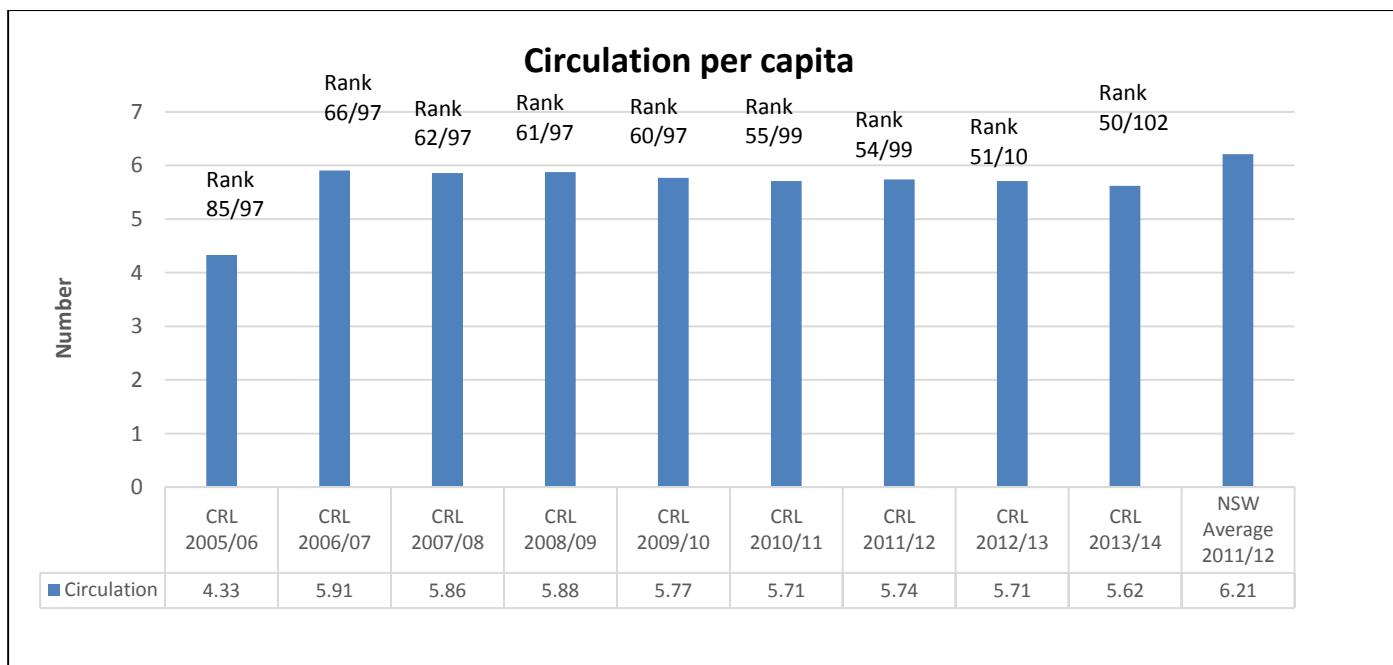
Graph 10

Number of library materials per capita

	Rank 72/97	Rank 65/97	Rank 80/97	Rank 70/97	Rank 71/97	Rank 58/99	Rank 54/99	Rank 55/102	Rank 49/102	
	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Library material per capita	1.75	1.88	1.63	1.74	1.7	1.82	1.93	2.01	2.08	2.43

Circulation / Borrowing:

Our overall circulation (borrowing) of items per capita has dropped marginally for the second year (Graph 11) but has improved from 10% below average to 9.5% below the average this year. This means that our residents have slightly reduced their borrowing on last year's result and are not borrowing as many items compared to other libraries.

Graph 11

Circulation per capita

|	Rank 85/97	Rank 66/97	Rank 62/97	Rank 61/97	Rank 60/97	Rank 55/99	Rank 54/99	Rank 51/10	Rank 50/102	
	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2011/12
Circulation	4.33	5.91	5.86	5.88	5.77	5.71	5.74	5.71	5.62	6.21

Collection Age:

The age of our collection has shown the collective improvement of the increased investment in our book stock, targeted weeding program of older stock and sourcing less expensive items (Graph 12). 2011/12 results were based on an inaccurate formula, 2012/13 saw a readjustment indicating a more accurate picture

of the age of our collections. This year we are again close to the State average in the: *Collection 5 years or less in age* and in the *Collection 10 years or less in age.* Continued weeding at current levels should continue to improve this along with our increased levels of acquisitions.
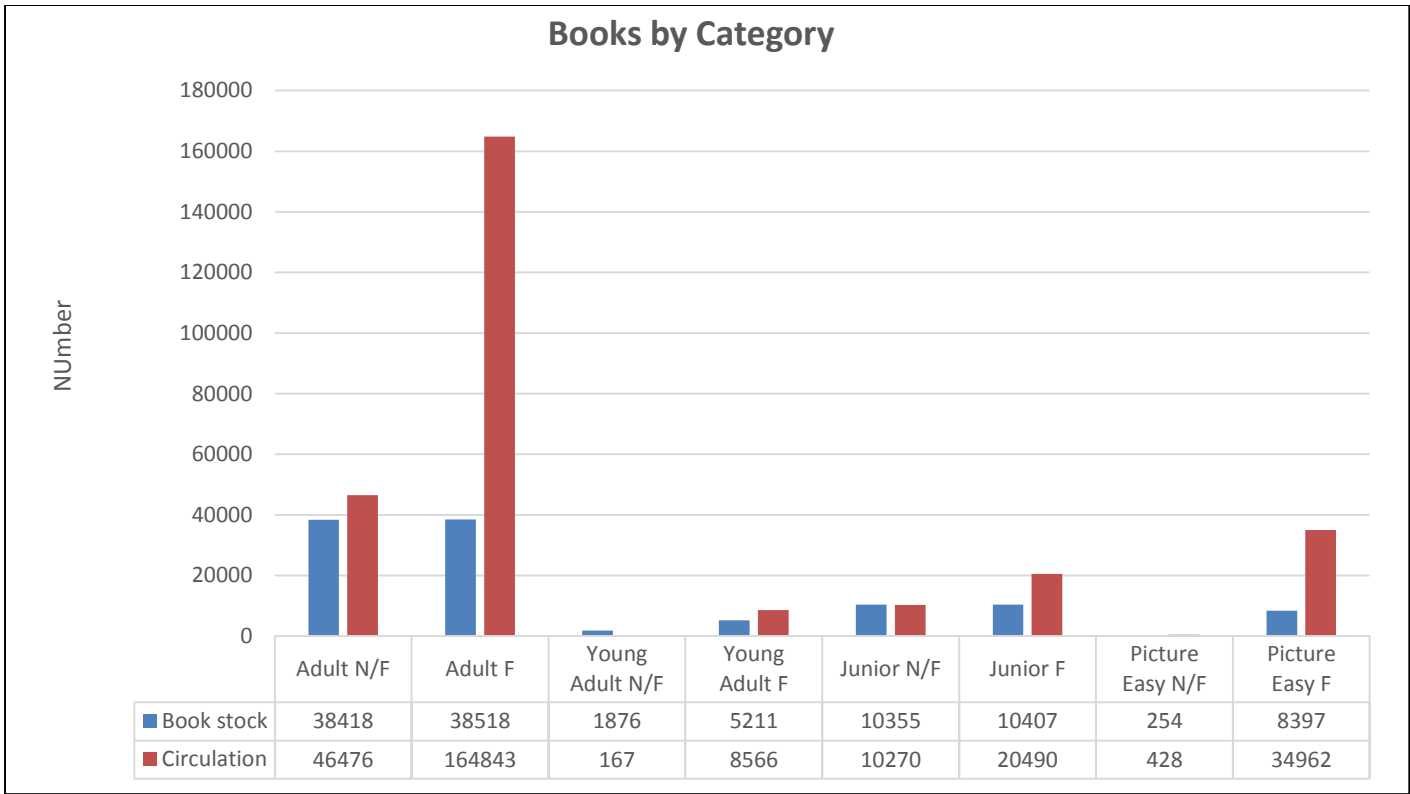
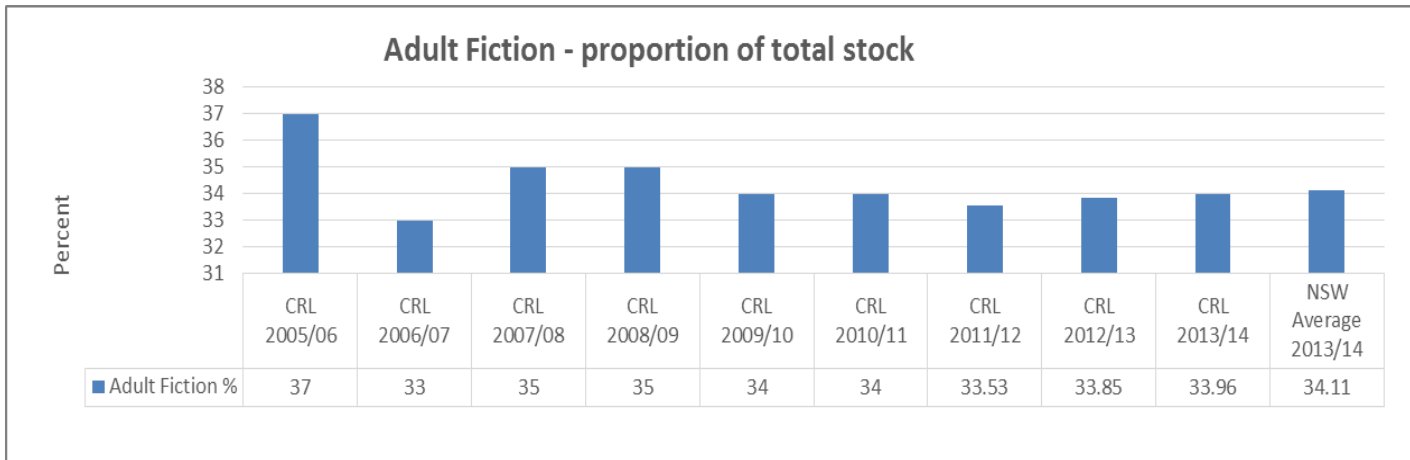**Graph 12**
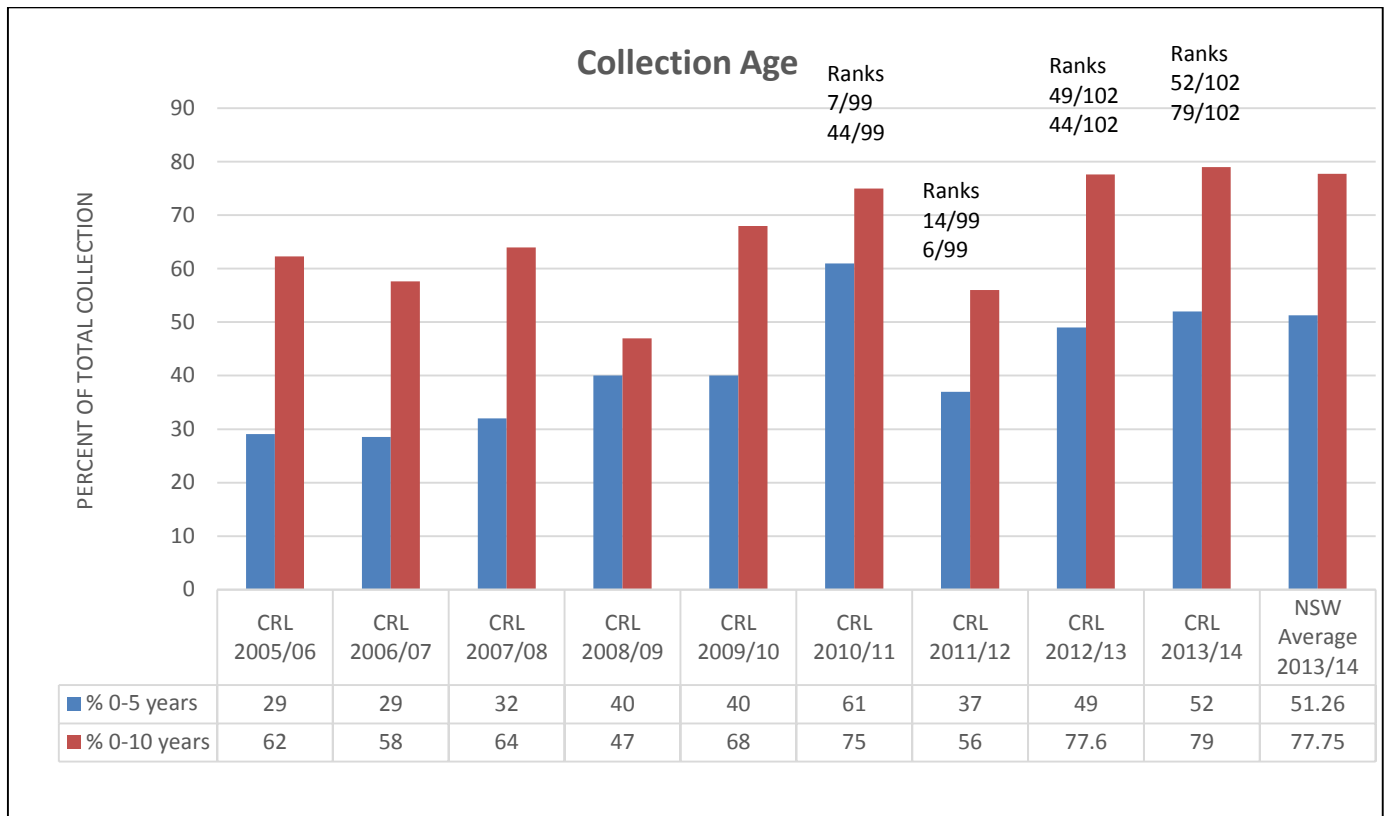
Book Categories:
The adult collections are the largest portion of our book stock and have correspondingly high rates of circulation/borrowing (Graph 13). Adult Fiction items are in the highest demand.

Graph 13

Books by Category

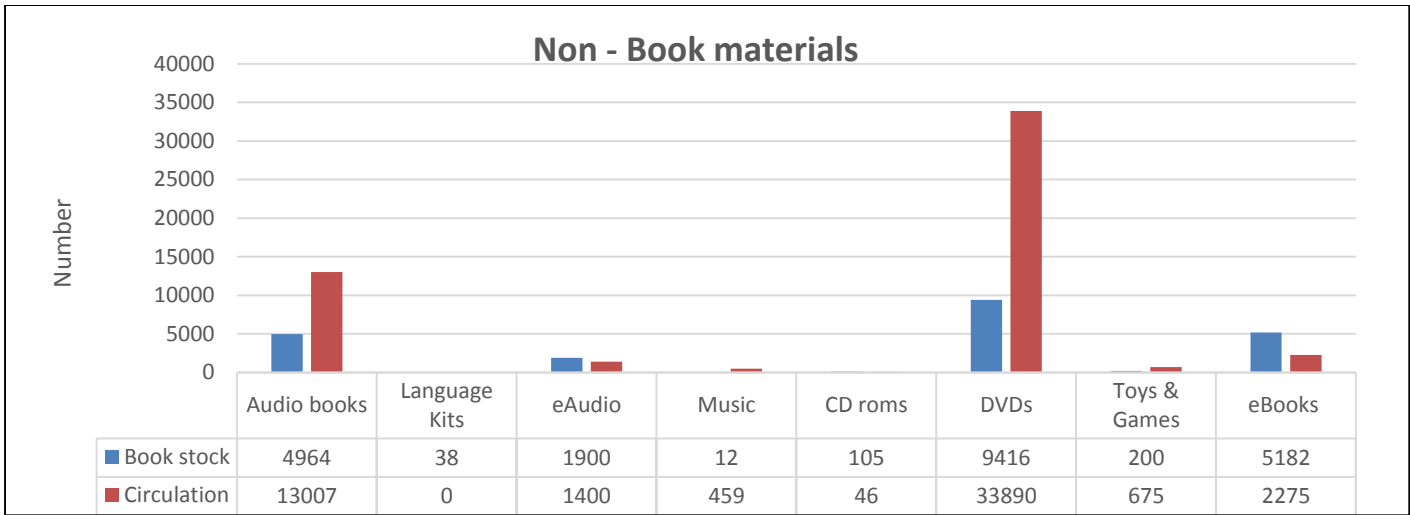|	Adult N/F	Adult F	Young Adult N/F	Young Adult F	Junior N/F	Junior F	Picture Easy N/F	Picture Easy F
Book stock	38418	38518	1876	5211	10355	10407	254	8397
Circulation	46476	164843	167	8566	10270	20490	428	34962

The proportion of our stock which is Adult Fiction is also slightly lower than the State average (Graph 14). While this probably reflects our local demand, it also provides a warning about managing other categories.

Graph 14

Adult Fiction - proportion of total stock

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Adult Fiction %	37	33	35	35	34	34	33.53	33.85	33.96	34.11

Graph 15 demonstrates the popularity of audio books and our DVD collection and the emerging eBook collection.

Graph 15

Non - Book materials

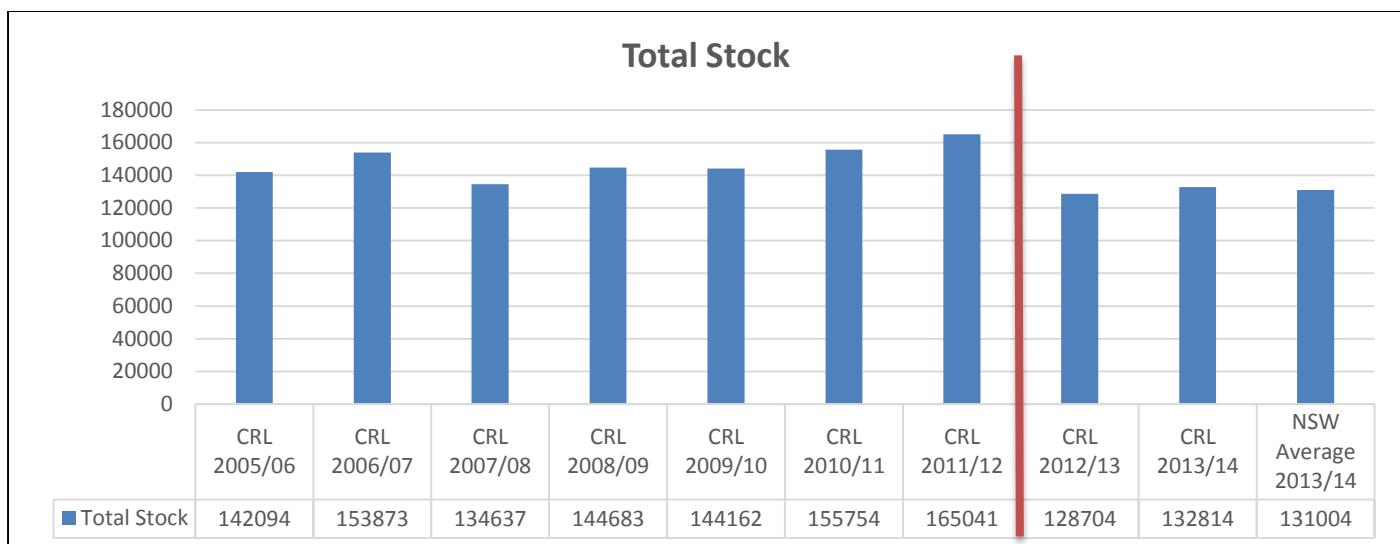|	Audio books	Language Kits	eAudio	Music	CD roms	DVDs	Toys & Games	eBooks
Book stock	4964	38	1900	12	105	9416	200	5182
Circulation	13007	0	1400	459	46	33890	675	2275

Similarly Graph 16 demonstrates the popularity of the large print collection, this is anticipated to continue growing in the future. For the ESL/Literacy and Family History collections we currently have no way of capturing their individual circulation data.

Graph 16

Separate Collections

	Reference	ESL/Literacy	Large Print	Family History	Local Studies	Graphic novels	Online collections
Book stock	4387	52	13472	642	3231	1116	12521
Circulation		0	39424	0	624	2562	6843
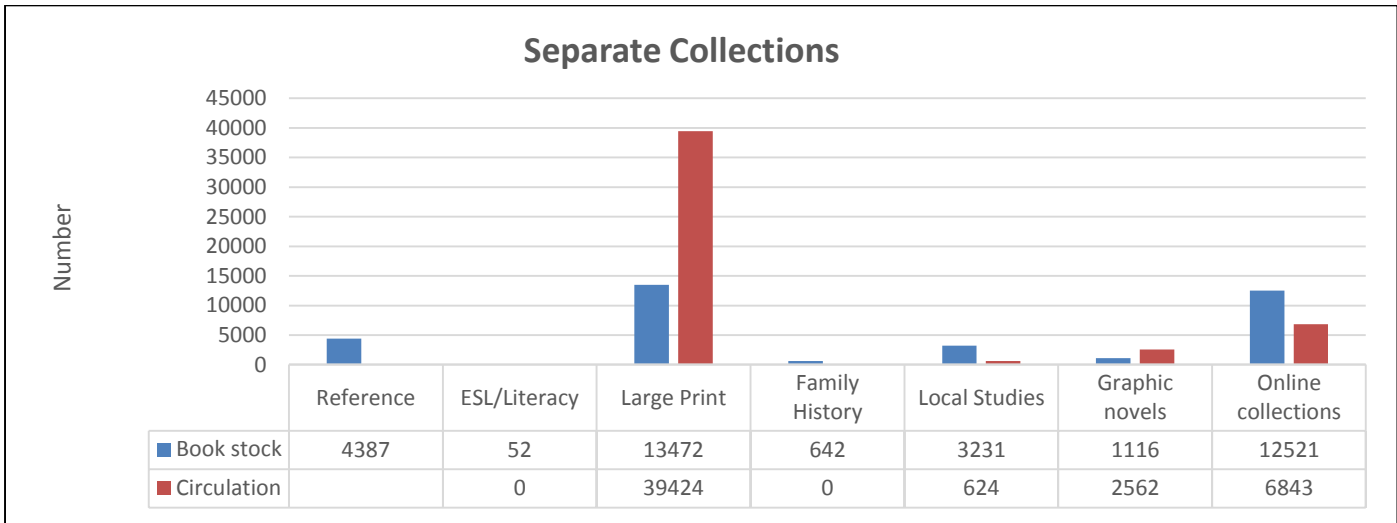
The red line on Graph 17 denotes the year when our stock was reduced by Nambucca Shire leaving the Regional Service. Our collection size is regularly reviewed in terms of the space we have available, for some of our collections the space is restrictive for additional titles: for example, YA Fiction, deselection schedules are planned and regularly updated on advice from staff. It is in the eResources where our collections have potential to grow in the future. These include eBooks, eMagazines, streaming music options, local images catalogued and digitised into the collection etc.

Graph 17

Total Stock

	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	CRL 2012/13	CRL 2013/14	NSW Average 2013/14
Total Stock	142094	153873	134637	144683	144162	155754	165041	128704	132814	131004

Table 1: Summary of Performance 2013/14

Criteria	2013/14 compared to previous year	2013/14 compared to State-wide average	Comment
Population per staff member	✔	👎	The number of residents per staff member is decreasing but is still higher then the State average.
Population per qualified staff member	✔	✔	The number of residents per qualified staff member is decreasing and is improving against the State average as well.
Circulation per Staff member	👎	✔	Decreasing, but above State average.
Circulation per capita	👎	✔	Decreasing slightly, but improving on the State average.
Expenditure per Capita	✔	✔	Improving, 120% above State average due to construction expenditure of Grafton Library.
Expenditure on Library materials per capita	✔	✔	Improving, 10% above the state average.
Expenditure on salaries per capita	✔	✔	23% below average, but has improved on last year.
Library material per capita	✔	✔	Improving, now 17% below State average.
Average cost of library materials	👎	👎	Increasing, 6.4% above State average.
Acquisitions per capita	👎	👎	Decreased on last year and compared to State average.
Discards as a % of Acquisitions	✔	👎	Overall good outcome behind in State average but has improved on previous years.
Discards as a % of Total Stock	✔	👎	Overall good outcome behind in State average but has improved on previous years.
Number of library materials per capita	✔	✔	Improved from last year but still 17% below state average.
Age of library Materials	👎	👎	Close to State averages but need to increase weeding levels.
Total stock	✔	✔	Total stock is up from previous year

Dr Judy Banko
<u>Executive Officer</u>
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

Item: 8.3   No.3/15 – NEW DATABASES/eRESOURCES

REPORT SUMMARY

REPORT SUMMARY

This report provides information relating to adjustments to online database subscriptions that have been purchased by the Clarence Regional Library Service.

OFFICER'S RECOMMENDATION

That the online database subscriptions that have been purchased and deselected by the Clarence Regional Library Service be noted.

BACKGROUND

The CRL Strategic Plan Key Action Item 1.2.6 Increased Databases includes:

- Determine growth areas and unmet needs
- Purchasing reflects current needs and perceived future needs

Item 1.1.3 states: Online access to services is reviewed for relevance in meeting the needs of current and future users

On the basis of usage statistics which reflect the demand for online information on various subjects and changes to pricing for some of these products the following changes to online database subscriptions have been made.

EBSCO Hobbies and Crafts
On receiving a renewal notice for the subscription to this product in late February the usage statistics were consulted to determine the demand. Despite a media release, promotion through social networks and from desk staff, over 12 months there were a total of 78 searches carried out, which would equate to $72 per search at the new US dollar adjusted subscription cost of $5600. In comparison ANZ Reference Centre received 3117 searches, which would cost out at 60c each – Britannica 1721 searches, or $1.50 each.

Much of the information on Hobbies and Crafts is now available on the free internet or through print, so it was determined that this wasn't efficient use of the budget and therefore the subscription wasn't renewed.

Grove Art and Music
Similarly an increase in price for the renewal of subscription to this database triggered consultation of usage statistics. These showed that despite promotion, there were only 24 searches carried out over a 15 month period. Again it was determined that the budget could be better spent on other more popular resources and the subscription was allowed to lapse.

Standards Australia
Standards Australia is an online document collection of specifications and procedures designed to ensure quality and establish safety criteria, it provides full web-based access to over 6,800 national Australian Standards.

This product was previously provided to us through the State Library at no charge, however due to falling use across the state network of libraries the decision was made to no longer offer it as part of their database support to public libraries. Due to the importance to small business and private use, the library however has decided to maintain our access to this database, the subscription at $3850 Australian dollars means we can

continue to provide our communities with a service that many would not otherwise be able to access due to the pricing constraints.

Book House book vote tool
While not strictly an informational database, this tool was trialled as a potentially useful means of providing community input into book purchasing decisions. The product exists as a link on our website and OPAC that gives monthly graphical displays of new titles in a range of genres and collections. Library members can then vote for the titles they would like to see purchased. A list of the voted titles is then received by the library each month and selected items can be purchased.

The decision was made to subscribe for 12 months and assess the impact on the collection and user satisfaction. This went live on the 1st July 2015.

This online selection tool helps fulfil 1.5.4 Annual target group "book Selection" activities of the CRL Strategic Action Plan by allowing our communities to vote/select online the new titles they would like to see us purchase.

Dr Judy Banko
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Clarence Regional Library

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                Clarence Regional Library

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

Increased patronage: the greatly increased demand for branch customer service has impacted enormously on staff workloads. The larger building has resulted in additional staffing requirements which have been temporarily filled by casuals. A business case for additional staffing will be developed.

A significant increase in more challenging client behaviours is also impacting on staffing. As a result the staff have undertaken Library Customer Service Training from across the region, CVC staff have also had a session (1 Hour) with Dave Fish Senior Constable for Crime Prevention, Coffs /Clarence Command, his details have been forwarded on to the Bellingen Shire Librarian to organise a similar session for Bellingen staff.

Challenging behaviours from our public have settled in recent weeks, the use of exclusion forms has been successful in combatting poor behaviour, particularly with the youth.

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

STAFF INTEGRATION

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.

The Team Leader (Collection & Reference) and the Team Leader (Libraries East) have begun swapping roles whilst the Team Leader (Libraries West) has been on extended leave. The times and dates have been recorded in a spreadsheet to keep track of the amount of time each is spending in the other's role. This has been working well to date. Each fitting the swap into their work schedule based on needs of the overall organisation.

The Regional Services part time Library Assistant (Acquisitions and Promotions) has continued working an additional day per week with Grafton Library staff, covering branch staff leave. This has enabled further familiarisation with branch workflows and customer service for the Regional Services staff member whilst providing much needed support to branch rostering.

Shared Volunteers:

Work for the Dole Volunteers are working cooperatively across both work sections as needed, usually spending part of each of their day in both sections. For example, first thing each morning they assist with event setup or pack from the night before, shelving and library tidying. They then work in the Regional Services on an identified Volunteer Project until lunch, after which they spend some time shelving back in the branch before finishing in Regional Services for the day. 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.

We are beginning to roll this format for our regular volunteers as new people come on board with the service.

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

COST BREAKUP

It was proposed that all costs and contributions will be re-evaluated at the end of the financial year, this is scheduled for review in August/September once the EOFY commitments are complete.

BUILDING ISSUES

SCU: Currently SCU plans to offer use to UNE students as soon as practicable.

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: This process has been working well, however changes are needed in the management of the bookings as the current use of Outlook scheduling is to be discontinued I the near future. We are investigating the Spydus options we have access to and should be migrating the booking setup to our Library Management System in the next few months.

Technology: video conferencing has been tested at the last CRL Committee meeting and needs some adjustments. The interactive floor projector has now been repaired and is fully operational. The meeting room projector setup is still not performing satisfactorily and discussions are continuing. Other aspects of technology are mainly working well. Speakers and a sound system to play classical music have been scheduled for installation by the end of July in the library forecourt to discourage youth loitering in this space with scooters, skateboards, and bikes etc.

Multifunction rooms will shortly be supplied with a speaker selector and cabling to allow for separation of the audio zones; also to be supplied and installed are a wireless media transceiver that will allow media streaming from a device (iPad, laptop, iPhone etc) onto the Projector for both sound and video that will negate the need for cabling.

Dr Judy Banko
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                Clarence Valley Libraries

CLARENCE REGIONAL LIBRARY COMMITTEE	7 August 2015
Item: 8.5 No.3/15 – **REPORT ON DGR BROCHURE MAIL OUT IN CVC RATES NOTICES**	

REPORT SUMMARY

This report provides information on the result of the Deductible Gift Recipient (DGR) brochure mail out that went out with Clarence Valley Council's (CVC) rates notices in February 2015.

OFFICER'S RECOMMENDATION

That the report on the mail out for the DGR brochure be noted.

BACKGROUND

At the November 2013 meeting of the Clarence Regional Library Committee (CRLC) it was requested that the possibility of adding the Deductible Gift Recipient brochure to a Rates Notice mail out be investigated.

The DGR brochure was scheduled for mail out in February 2015 CVC rates mail out. Color Perfect in Grafton printed and folded the 22,000 brochures at a cost of $2,500. The brochures were successfully inserted into the rates mail out in February.

ISSUES

As a direct result of the mail out of the DGR brochure we have had 5 responses in the last 6 months.

From these responses we have received $155.00 in donations.

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                     Clarence Regional Library

Item: 8.6   No.3/15 – DRAFT BOOK VOTE 2015/16

REPORT SUMMARY

This report provides an overview of the Draft Book Vote for the 2015/16 financial year.

OFFICER'S RECOMMENDATION

That the report of the Draft Book Vote for 2015/16 be endorsed.

BACKGROUND

The annual budget for the CRL is developed each year by the Executive Council in accordance with its standard procedures adopted in developing budgets across all activity areas.

Annual increases are determined, in most part, by the CPI increase adopted by the Department of Local Government. The current rate peg is 2.4%, with a per capita contribution rate of 8.4% for the 2015/16 financial year.

The total income is allocated firstly to the estimated operating expenses with the remaining amount being allocated to the book vote.

ISSUES

The total anticipated budget for the 2015/16 financial year is approximately $1,109,945 (excluding project grants).

Programmed expenditure on book stock at this stage is approximately $300,800 and a further $12,300 in committed funds from 2014/15 will be rolled over from the CRL Reserve fund to pay for stock on order from 2014/15 financial year to boost this year's expenditure.

So there will be a an approximate total book vote of $313,100 for the 2015/16 financial year

Due to the nature of book stock ordering there will always be an amount of funds at the end of a financial year that is 'committed' for expenditure but is not technically spent while awaiting receipt of that ordered stock. Purchases of items through standing orders with suppliers often include pre-published items for which we must await publication. These orders will generally be fulfilled in the new financial year and the committed funds will be used from the previous year's budget.

The Draft 2015/16 Book Vote allocations are as follows, this will be adjusted once the final figures are known:

CRL Draft Budget 2015/16
Book purchasing and book
maintenance

Note - book maintenance costs vary between collections due to supplier variations and additional requirements for collections with rapid shelf-readiness required - ie Adult Fiction and Young Adult Fiction.

Description	Materials Budget Allocation	# approx. titles	processing per title	total processing cost
Adult Fiction	$68,500.00	3425	$5.37	$18,392.25

Adult Non Fiction	$35,000.00	1750	$3.52	$6,160.00
Junior Easies	$12,000.00	600	$3.19	$1,914.00
Junior Fiction	$12,000.00	600	$4.06	$2,436.00
Junior Non Fiction	$12,000.00	600	$4.06	$2,436.00
Young Adult Fiction	$15,000.00	750	$5.60	$4,200.00
Large Print	$44,462.00	2223	$4.00	$8,892.00
Adult Talking Book on CD	$27,286.00	1364	$5.00	$6,820.00
Junior Talking Book on CD	$0.00			
Young Adult Talking Book on CD	$0.00			
Local Studies/family history	$3,000.00	150	$3.52	$528.00
Adult & Junior reference	$7,000.00	350	$3.52	$1,232.00
Magazines - Adult	$10,300.00	515	$0.00	$0.00
Magazines - Junior	$600.00	30	$0.00	$0.00
Magazine - Young Adult	$1,100.00	55	$0.00	$0.00
eMagazines	$6,000.00	300	$0.00	$0.00
eBooks	$5,000.00	250	$0.00	$0.00
aboriginal resources	$5,000.00	250	$3.52	$880.00
DVDs	$27,500.00	1375	$6.20	$0.00
eAudio	$9,000.00	450	$0.00	$0.00
Total	**$300,748.00**	**15037**		**$53,890.25**

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                      Clarence Regional Library

Item: 8.7   No.3/15 – QUARTERLY INCOME AND EXPENDITURE SHEET

ATTACHMENT

REPORT SUMMARY

This item reports on the fourth quarter income and expenditure for the 2014/15 financial year and the operational budget for 2015/16 financial year.

OFFICER'S RECOMMENDATION

That the report on the 4th Quarter Income and Expenditure Sheet for 2014/15 for the Regional Library and the budget for 2015/16 financial year is noted by the Committee.

BACKGROUND

Please note the following, end of year project reconciliations are not finalized, however the 4th Qtr estimates represent a fairly accurate figure of the final position of the CRL. Finalized figures will be reported to the November Quarter Committee meeting. 2015/2016 Operational Budget figures are preliminary, and some variations to the grouping of transactions will need to occur once the new Zero Based Budgeting (ZBB) and ledger structure are being utilized.

With the new ZBB process items have been missed in the 2015/16 budget draft ie) CRL Promotions. Some items will need their budgets adjusted, for example Computer Systems and Databases costs, Freight and Cartage and Book Maintenance, these will be adjusted in the budget for the November meeting. The final review may be different but it should not be substantially different.

In the 4th quarter report a number of items are over budget as a result of the budget not being adjusted through out the year as a result of a number of pressing priorities and new processes.

In the Computer Systems costs this over spend is the result of the new subscription to Collection HQ, the funds for this item was agreed to in the December 2014 meeting for transfer from the CRL Reserve.

The over spend in the Administration Expenses is possibly due to the budget not reflecting accurately the expenses for the year.

The over spend in Operating Expenses was a result of the over run of the CRL website revamp expenses and the necessary purchase of additional library cards to cater to the increase in borrower registrations in the previous 12 months.

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