CLARENCE REGIONAL LIBRARY COMMITTEE	8 August 2014

Item: 5.1 No. 3 /14 – 10 YEAR FINANCIAL FORECAST FOR CRL RESERVE ALLOCATION

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 eReaders, promotional activities and the implementation and maintenance of Collection HQ.

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 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 4%.
- The CPI is 2.5%

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. As a result of the organisational restructure and down-sizing, the current staff members are relatively new and the total liability is currently small. However, if those staff members remain with the CRL, those entitlements will grow 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 this year every four years
- Replacement of eReaders to be purchased in 2014/15 every four years
- Annual promotional activities
- Implementation of Collection HQ software to better manage the collection
- Refund to council library services of $50,000.00 from the State Library Subsidy funds for use on projects within the branch 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 inclusion of CollectionHQ software annual expenditure from the Reserve is covered in detail in Item 8.6 CollectionHQ software overview.

The promotion expenditure for the 2014/15 financial year has been boosted to $17,000 from $10,000 in 2013/14 to accommodate the cost of the rate notice mail out for the DGR brochure in both Council areas and also allows for the additional printing of further DL flyers for the library service as they are developed or in need of replacement. This new 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 post boosts and Facebook page advertising in the last 6 months has seen a rise in the library's profile on Facebook from 150 likes in September to over 565 in July this year. 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 this 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. Paid radio advertising for the Youth Survey last year was also a first for the Regional Library and is an area that we could explore further when funds permit. Attached is a breakdown of the proposed expenditure for the Promotions monies for the 2014/15 financial year.

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

CRL RESERVE MANAGEMENT - with Collection HQ included (Attachment 1)
CRL RESERVE MANAGEMENT - with Collection HQ not included (Attachment 2)
CRL RESERVE MANAGEMENT - with Collection HQ included and $50,000 refund to member councils (Attachment 3)
CRL RESERVE MANAGEMENT - with Collection HQ not included with $50,000 refund for member councils (Attachment 4)

The results indicate that all of the initiatives and liabilities listed can be accommodated over a nine (Attachment 3) to ten year timeframe (attachment 1, 2, 4) minimally.

<u>OPTIONS</u>

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 eReaders and promotional activities, Collection HQ and the $50,000 State Library Subsidy refund.

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

Option 1 is the preferred option.

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 5.2 No. 3 /14 – ADDITIONAL STAFFING HOURS OF GRADE 3 POSITION AT REGIONAL HEADQUARTERS

REPORT SUMMARY

This report provides information on the result of the implementation of additional hours for completion of work tasks undertaken at CRL Headquarters without any additional cost to Clarence Valley Council.

The cost of this increase in hours is estimated at $20,000 per annum (including wage, superannuation, workers compensation and other costs) which would be diverted from Book Vote. Ten year forward estimates indicate minimal adverse impacts on the book stock.

The CRL Committee has endorsed this recommendation at the 3 May 2013 Committee meeting.

OFFICER'S RECOMMENDATION

That the permanent ongoing increase in hours for the Grade 3 Library Assistant (Acquisitions & Promotions) from 14 hours per week to 28 hours per week be noted by the Committee.

BACKGROUND

The recommended minimum number of collection items to be received each year by the CRL was approximated at 12,100 in 2008 based on the ALIA Acquisition rate formula:

Population divided by 1000 x target = acquisition rate

Target = 150 items per 1000 population (year 1 target)
= 200 items per 1000 population (year 3 target)
= 250 items per 1000 population (year 5 target)

In 2012/13 the population serviced by the CRL reduced by 23% following the departure of Nambucca Shire Council (NSC) which should also have reduced the number of items expected to be received by the CRL. It was estimated that annual items received would reduce from 12,100 to around 9,900. At the base rate of 150 items per 1000 population.

As indicated in Table 1, the base target has been exceeded each year since 2008. In 2010/11 the target was exceeded by 37%. In 2011/12 the target was exceeded by 55%, in 2012/13 it was 40%. Active purchasing for the current financial year was completed at the beginning of May, with only Standing Orders and Back Orders to be received. However, this year's target has also been exceeded.

The second target (200) from year 3, has also been exceeded from year 4. The first 4 years are based on a population of approximately 85,000 across the 3 LGAs whilst the last 2 years are based on a population of 64,000 based on CVC and Bellingen Shire populations.

Table 1: Items received annually

Year	Number of items received	% Base Target (150) Exceed	% Target (200) Exceeded
Year 1 - 2008/09	12,774	6%	-25%
Year 2 - 2009/10	12,755	5%	-25%
Year 3 - 2010/11	16,609	37%	-3%
Year 4 - 2011/12	18,761	55%	10%
Year 5 - (Nambucca exit) 2012/13	13,822	40%	8%
Year 6 - Year to date 2013/14	15,756	59%	23%

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. From 2011/12 the Regional Library has also rolled any committed and unspent Book Vote monies left at the end of the previous Financial Year over to the following year, this has meant that the full Book Vote was being spent for the first time. Previously this unspent and committed funds was being placed directly into the CRL Reserve.

This indicates significant productivity gains, but it had also been at the expense of other regular tasks and fulfilling the new direction of enhanced service delivery for the community. In 2012/13 there was a significant back log of items to be processed despite the full complement of staff under the new structure.

ISSUES

The combined effect of the number of items to be processed and the move to enhance other services delivered by the library necessitating modified roles of positions has identified the need to consider how emerging shortfalls can be addressed. It become apparent in 2012/13 that the Grade 3 Library Assistant (Acquisitions and Promotions) position needed increased hours.

Time demands on the Library Assistant (Acquisitions & Promotions) position

In July 2013 Clarence Valley Council agreed to increase the Grade 3 Library Assistant (Acquisitions & Promotions) hours to 28 hours per week for a twelve month period with a review to be undertaken after this period.

The changes in operational status after the increase in hours from July 2013 were considerable and highly effective in meeting the shortfall in service provision as specifically detailed below:

- The average number of boxes of new stock received each week at CRL Headquarters is 11. On average only six were being processed (approximately 175 items) taking seven hours per week.
    - Now all boxes received each week are opened that same week.
    - No backlog of unopened boxes
    - Items accessioned immediately
        - This now means new stock is being made available to the community faster without the previous delays meaning improved service to our customers.
- Boxing of items to be sent to the branches takes approximately three hours per week depending on the amount of new stock ready for distribution, the position was only managing to complete this once a week.
    - Boxing to branches is now regularly being completed 2x per week
        - Providing improved customer service to our borrowers.
- Processing payments for invoices each week is allocated approximately three hours. This was not keeping pace with the number we needed to process and frequently there were invoices held over to the next week for processing.
    - All invoices received in a week are now processed in that week.
        - This supports the needs of Accounts and Finance sections of council who require timely payment of all invoices received.
- Promotional support was not being provided by this position due to time limitations (Although a key part of the Position Description).
    - Now the position is working through a list of marketing collateral items that require updating to the new CVC brand format (24 DL sized flyers have been designed to date). The position has also created digital advertising for the library's in-house TV screens and promotional flyers/posters for individual events as they have occurred.
        - This supports our community by providing timely information on services and events they can source within the Library Service. Better education and information on our services means they are being more fully utilised as a result.

The additional hours to this position have had an extremely positive impact, not only on reducing the accumulation of backlogged processing but also on moving towards more proactive tasks associated with promotions, invoicing checks and process maintenance. These additional hours have been quickly absorbed into critical tasks which ultimately have resulted in more efficient operations.

This position is a key position in the workflow of the Regional Services without these additional hours, productivities would be compromised and a reduction of customer service would result.

The cost of this increase is estimated at close to $20,000 per annum (including wage, superannuation, workers compensation and other costs). It is proposed that funding this increase would come from the Book Vote each year. Reducing the book vote by this amount will have minimal adverse impacts. It is anticipated to:

- Reduce the total number of items purchased annually by 2.5% (800 items) in ten years time;
- Reduce the total book stock by 3.2% (8,000 items) in ten years time;
- Have no impact on the age of the collection; and
- Have limited impact on the number of items per capita, reducing by 0.1% in ten years time.

As our current levels of purchasing are above the required minimum and have been for the previous 6 years, it is considered that the above reduction in Book Vote expenditure that will result from the additional hours being made permanent will have a minimal impact on the overall age, and number of stock in the collection. The trade off is being able to get the new stock out to the community in a faster more timely manner that would not be possible if this position were to be reduced back to the 14 hours per week.

The CRL Committee has previously endorsed the increase in hours recommendation at the 3 May 2013 Committee meeting.

Human Resources has indicated that as it is an extension of hours with no content change to the Position Description it will not be necessary to advertise this as a new position.

At the 1 July Clarence Valley Council Executive Officers meeting this increase in hours was adopted and made permanent and ongoing.

Judy Banko
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Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 7.1 No. 3/13 – CONTRIBUTION TO CRL FOR 2013/14 FINANCIAL YEAR

REPORT SUMMARY

This report provides the per capita contribution for member Councils to the Clarence Regional Library budget for the 2013/14 financial year.

OFFICER'S RECOMMENDATION

That member Councils note their per capita contribution for the 2013/134 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 2014/15 is 2.3% resulting in a per capita contribution rate of 8.3% for the 2014/15 financial year. Last financial year it was 9.4%. This takes the amount from $12.03 per resident to $13.03 per resident for 2014/15.

Bellingen Shire Council's (BSC) Estimated Resident Population as at 30 June 2013 (released by the ABS 3 April 2014) is 12,854. This represents a growth rate of 0% from the previous year. Clarence Valley Council's (CVC) Estimated Resident Population as at 30 June 2013 (released by the ABS 3 April 2014) is 51,043. This represents a growth rate of -0.6% from the previous year.

As indicated in Table 1 below this has resulted in a contribution from:

- CVC of $672,236 and
- BSC of $169,287

These figures are similar to the highest estimated contribution with CVC being marginally less than the highest estimate and BSC's being a little more. Those differences are due to the difference in expected population growth rates with CVC having a lower rate that anticipated compared to BSC.

Table 1:

	Est Resident Pop'n (ABS 30 June 2012)	Growth Rate 2011/ 2012	**Contrib'n @ $12.03 per capita (9.4% increase)**	Actual Contrib'n 2013/ 2014	CENSUS POP'N 30 JUNE 2011	**Est Resident Pop'n (ABS 30 June 2013)**	**Growth Rate 2012/ 13**	**Contrib'n @ $13.03 per capita (8.3% increase)**
CVC	**51,285**	**0.10%**	$616,959	$621,362.08	51,252	51,043	**-0.60%**	$665,090
BSC	**12,775**	**-0.90%**	$153,683	$149,536	12,886	12,854	**0.00%**	$167,488
TOTAL	**64,060**		**$770,642**		64,138	**63,897**		**$832,577.91**

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 $4,586.18 for the 2014/15 financial year.

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

- CVC: $ 669,599.40; and
- BSC: $ 162,882.03.

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Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 8.1 No. 3/14– CIRCULATION POLICY & INTERNET POLICY UPDATE

REPORT SUMMARY

This report provides an update on the adoption of the CRL Circulation and Internet Policies by the Executive Council.

OFFICER'S RECOMMENDATION

The Committee notes that the draft Circulation Policy and the draft Internet Policy that were presented to Clarence Valley Council at the March 2014 Council meeting with the recommendation that they be placed on public display for 28 days has been adopted by the Executive Council at the July 2014 council meeting.

BACKGROUND

The draft Circulation and Internet policies were placed on 28 days public exhibition between 7 April and 5 May 2014 at all CRL libraries, the library and CVC websites. To date no written correspondence has been received. A report has been provided to Clarence Valley Council for endorsement at the July Council meeting and the two draft policies have been formally adopted.

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Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 8.2 No. 3/14 – CUSTOMER SERVICE CHARTER

ATTACHMENTS

REPORT SUMMARY

This report provides information on the development of a Customer Service Charter for the Clarence Regional Library.

OFFICER'S RECOMMENDATION

The Committee notes the draft Customer Service Charter and endorses the implementation of the Charter across the Regional Library Service.

BACKGROUND

A Customer Service Charter was first identified as a strategy in the CRL 2008- 2018 Strategic Plan it was again identified in the CRL 2012-2022 Strategic Plan as:

Item 1.4.1 Develop, document and promote a CRL library customer service charter
a) Develop feedback mechanisms for charter e.g. customer feedback forms; key performance indicators

In the CRL Strategic Action Plan 2012-2022 the key actions were to:

- Develop an agreed regional customer service charter including KPI's
- Promote the charter
- Monitor and review

The outcomes identified were:

- Common standards of service across all branches
- Common approach to customer feedback, suggestions and responses to requests

ISSUES

CONSULTATION

The attached draft Customer Service Charter, along with the Draft feedback form and KPIs was developed after reviewing a number of other library examples. Prior to the July 2013 full Regional Staff meeting a number of customer service charters from other library services were sent out to staff for comment and feedback as to which elements they preferred for a CRL customer service charter. A Draft CRL Customer Service Charter was then presented to the staff at the full staff meeting. The Staff brain stormed the draft and amendments, edits and additions were incorporated into the present draft formats.

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Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE	8 August 2014
Item: 8.3 No.3/14 – RFID IMPLEMENTATION OVERVIEW	

ATTACHMENT

REPORT 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

There have been a number of different issues since the commissioning.

1. Clarence Valley Libraries:
    a. The Data collected in the Security Gates was not accessible via the Console Manager software and the technician had to check connections, this was not fully resolved until May which meant we had no accurate figures for the first weeks of opening the new building which was very disappointing.
    a. Internal Returns Chute had not had all the parts sent through and was not commissioned during the first and second visits of the technician, this was completed 2 June.
    b. One of the DIY Loans kiosks in Grafton has had the monitor replaced and then had problems with the barcode scanner not functioning. It took several visits from the technician to resolve this issue.

2. Bellingen Shire Libraries
    a. Bellingen had their staff PCs updated without notice and all data /software loaded for RFID had to be reinstalled from backups that had not be effectively saved. Bellingen and Urunga are now working with their new PCs. Dorrigo is yet to have the PCs upgraded so are currently working with their old computers.

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 40% of the total loans has been through the DIY loans kiosks between 7/4/2014 and 4/7/2014, an above average result for this size community, while for Bellingen it has been 16% of total loans from 1/4/2014 and 4/7/2014, for Bellingen however, these figures are down on what they should be as they lost approximately 3 weeks worth of data whilst the system was down in June. If you averaged the usage for April and May then multiplied by 3 and added the July stats to date this usage figure would have been around 23% of total loans for Bellingen, this is a good result for a smaller community.

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Section: Regional Librarian
Clarence Regional Library

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 8.4 No. 3/13 – PUBLIC LIBRARY STATISTICAL COMPARISON 2012/13

REPORT SUMMARY

This report provides an overview of the performance of the Clarence Regional Library (CRL) as reported in the Public Library Statistics 2011/12 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 2010 to June 2011 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 99 is used to rank performance against other public libraries where appropriate. This represents the total number of library services for 2011/12. In previous years there were 97. 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 include the Nambucca Shire Libraries data along with Clarence Valley Council and Bellingen Shire libraries.

ISSUES

State-wide Facts:

- The proportion of the population that hold a membership card has grown from 35% in 1980 to 44% in 2011/12, but has declined from 46% in 2009/10..
- 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. The total number of visits was 35,002,039. This represents a decrease of approximately 5% fro the previous year.
- The total number of items held and borrowed has also shown a small decline.
- Local government expenditure on public libraries has grown from $27M in 1980 to $323M in 2011/12. State Government expenditure grew from $8M to $24.5M as well as a further $2M for the Country Library Fund. 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 2011/12 financial year. In 2011/12 the State funded approximately 7% 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 25% increase), as has attendance at those events (approximately 50%).

CRL Facts:

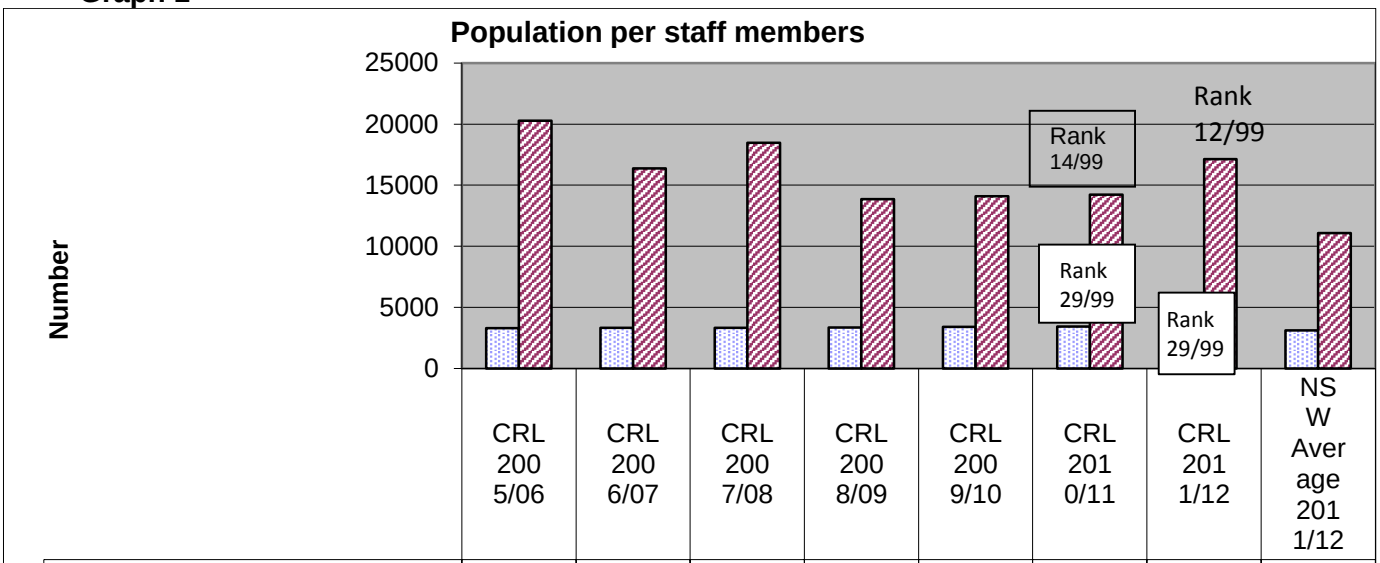
A selection of criteria has been used to provide an overview of the change in performance of the CRL over previous years and with reference to the NSW average across all public libraries. The data being reported addresses not only the collection, which is the core responsibility of the CRL Committee, 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:
The population served by the CRL is 16% larger than the NSW average. The population per staff member continues to increase, being 10% higher than the average (Graph 1). This means a greater potential workload for each staff member.

Graph 1



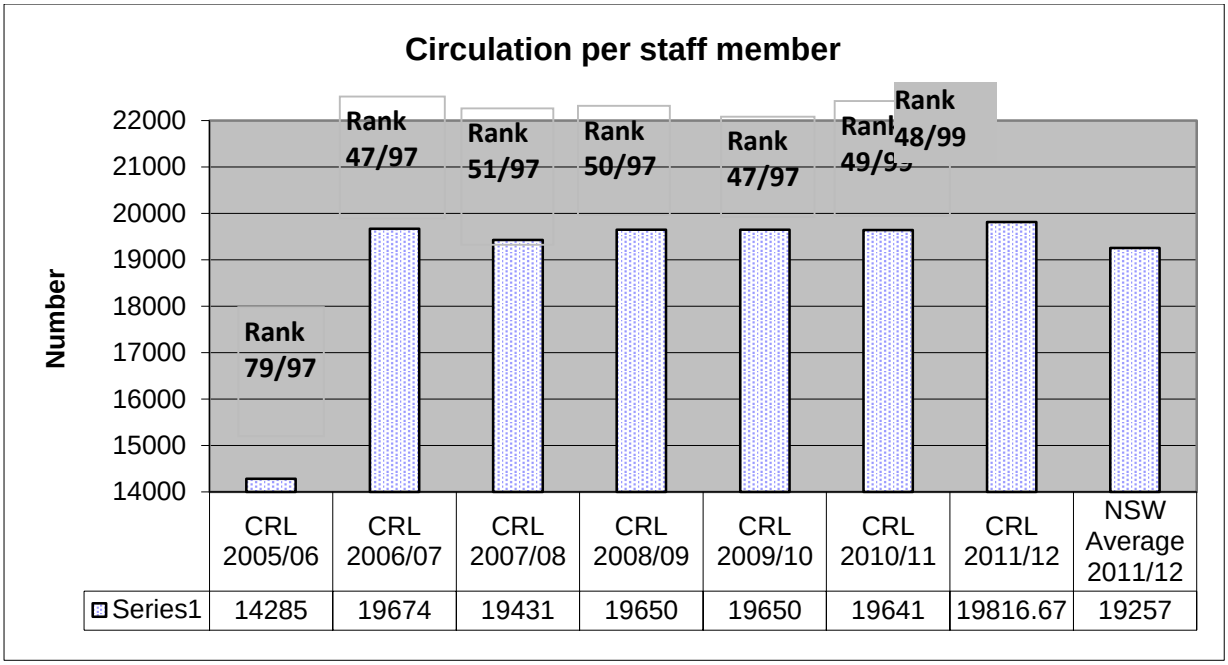
	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2011/12
Pop'n per staff member	3296	3326	3317	3345	3406	3438	3450.97	3109.52
Pop'n per qualified staff member	20263	16360	18480	13847	14102	14235	17144.4	11077.8

The population per qualified staff member is again on the increase and is 54% 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 close to the 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.

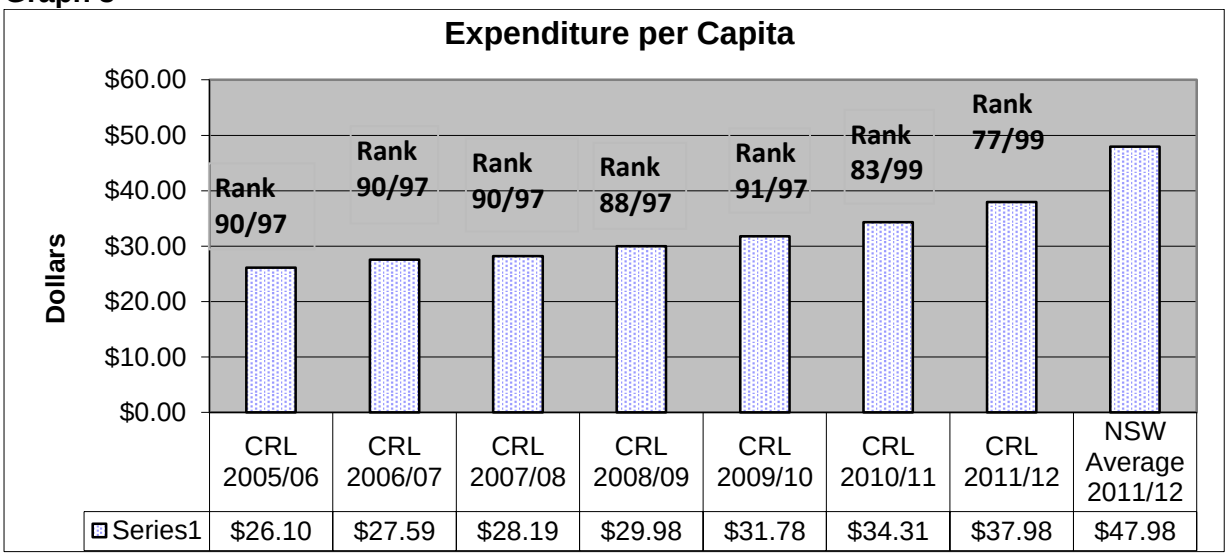
The new Grafton Library however, is expected to result in considerably increased expectations of the community, increased membership and increased circulation.

Graph 2



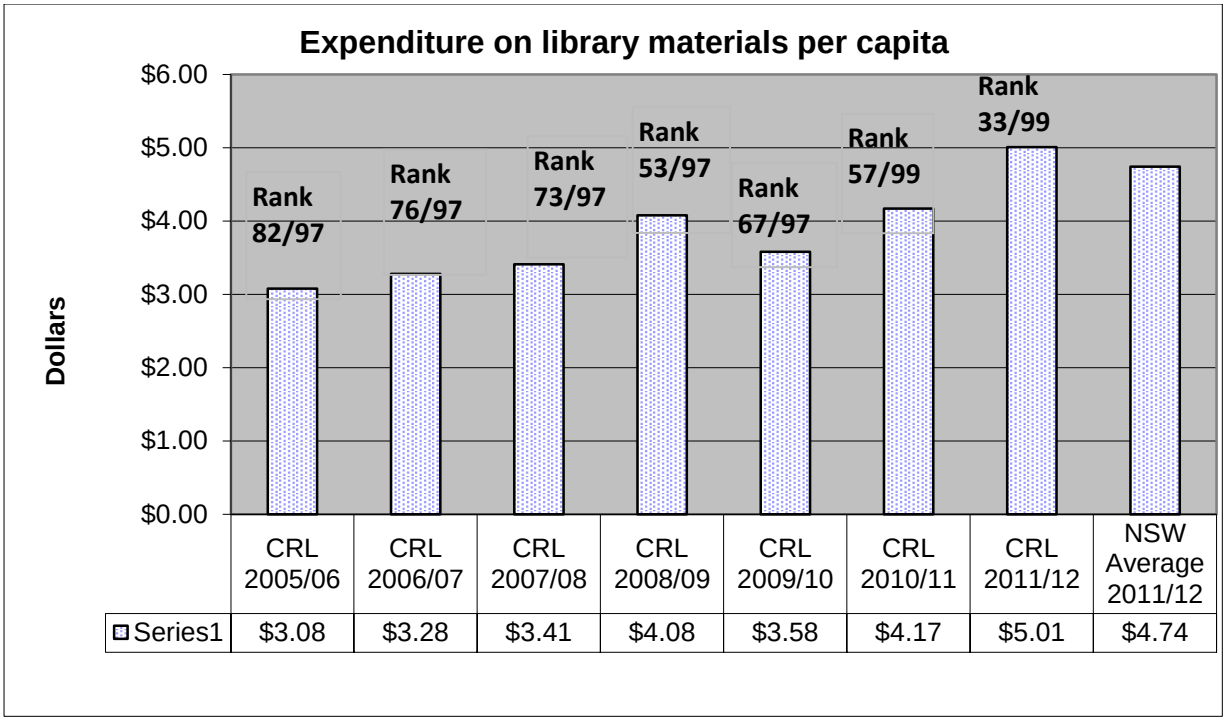
Total Expenditure on Library Services:
Our total expenditure on library services per capita has improved again, and while our ranking amongst public library services across the State has shown a further improvement, we still remain 21% below the State average (Graph 3).

Graph 3



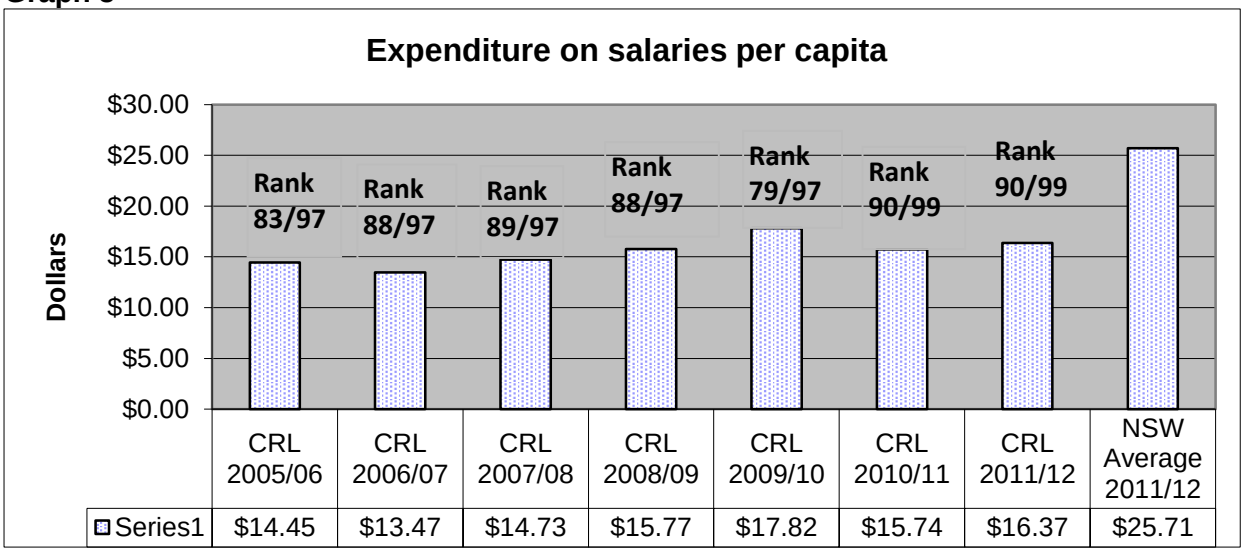
Expenditure on Library Materials:
Our expenditure on library materials per capita has continued its trend to increase each year, this has improved our rank across the State (Graph 4). We are now 5.4% above the State average. The improvement in this year's expenditure on library materials is as a result of spending funds that were not spent in the previous financial year. Therefore, this level of expenditure is not likely to continue.

Graph 4



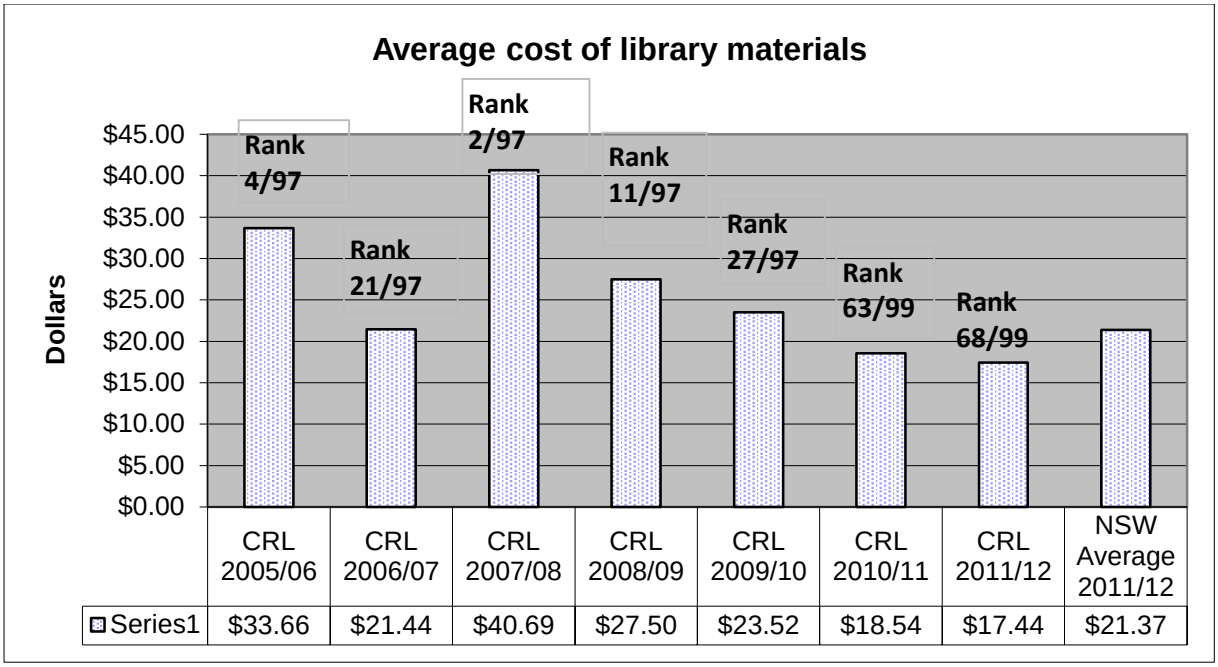
Expenditure on Salaries:
Our expenditure on salaries per capita has increased since the previous year; however we are still 36% behind the state average and ranked the same as last year (Graph 5). This may be partly due to the unfilled/backfilled positions in the Regional Library Headquarters in the 2011/12 year. It was predicted that this trend would continue into the 2011/12 reporting year. The next year (2012/13) is likely to see an improvement as all positions are now filled.

Graph 5



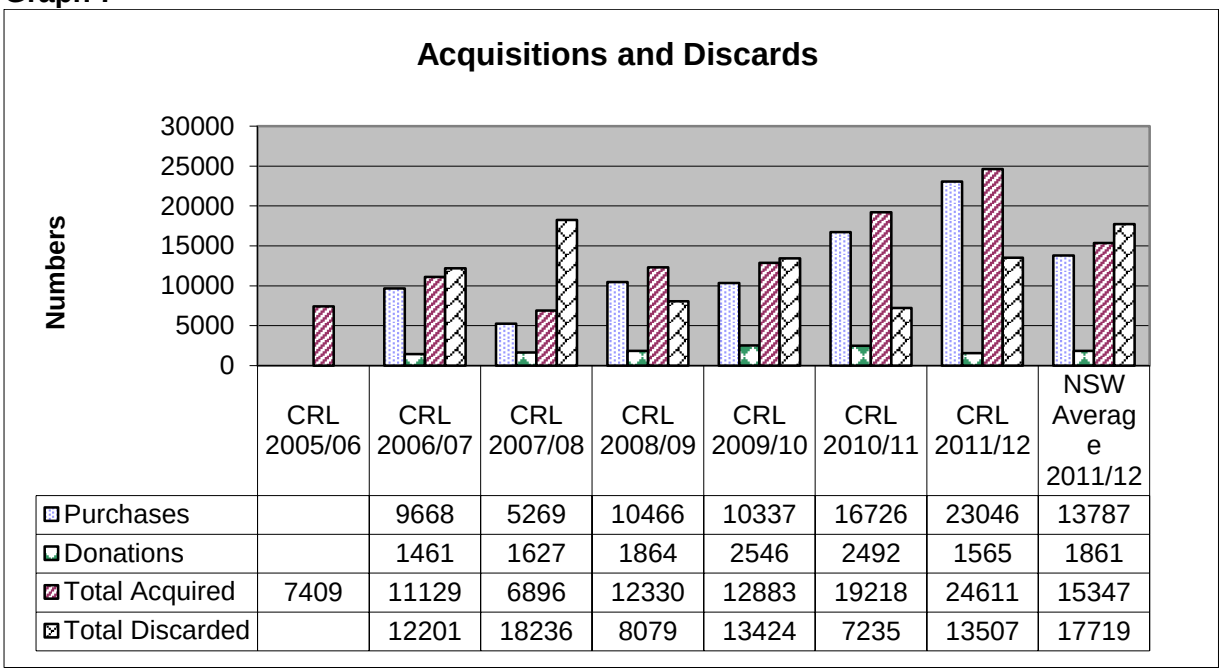
Cost of Library Materials:
The average cost of our library materials has continued to be lower than the average. There has been success in sourcing lower cost versions of talking books and soft covered books. Increased purchasing of Junior Fiction as a result of Grant money will have brought the average material costs down as these titles tend to be lower priced then other materials purchased. The trend may change in the future with our ageing population and the increasing demand for large print which is generally more expensive.

Graph 6



Acquisitions and Discards:
The total number of purchased items has jumped and was above the average (Graph 7) this is due to the full book vote being spent by rolling over unspent monies into the next financial year. The number discarded has improved considerably (as a result of regional staff focus on this area). In the future we need to stabilise these figures.

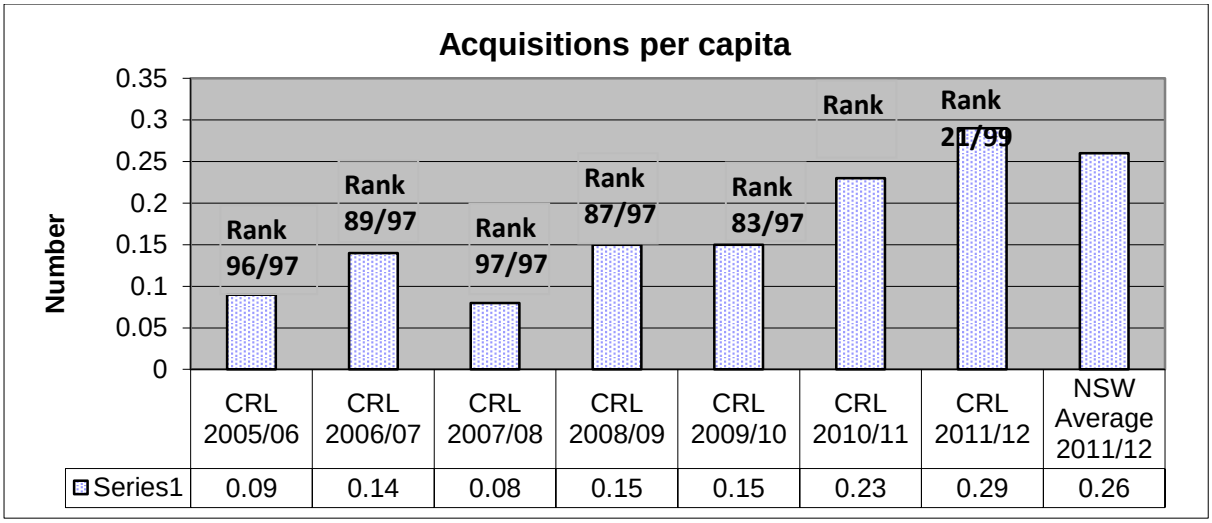
Graph 7



	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2011/12
Purchases		9668	5269	10466	10337	16726	23046	13787
Donations		1461	1627	1864	2546	2492	1565	1861
Total Acquired	7409	11129	6896	12330	12883	19218	24611	15347
Total Discarded		12201	18236	8079	13424	7235	13507	17719

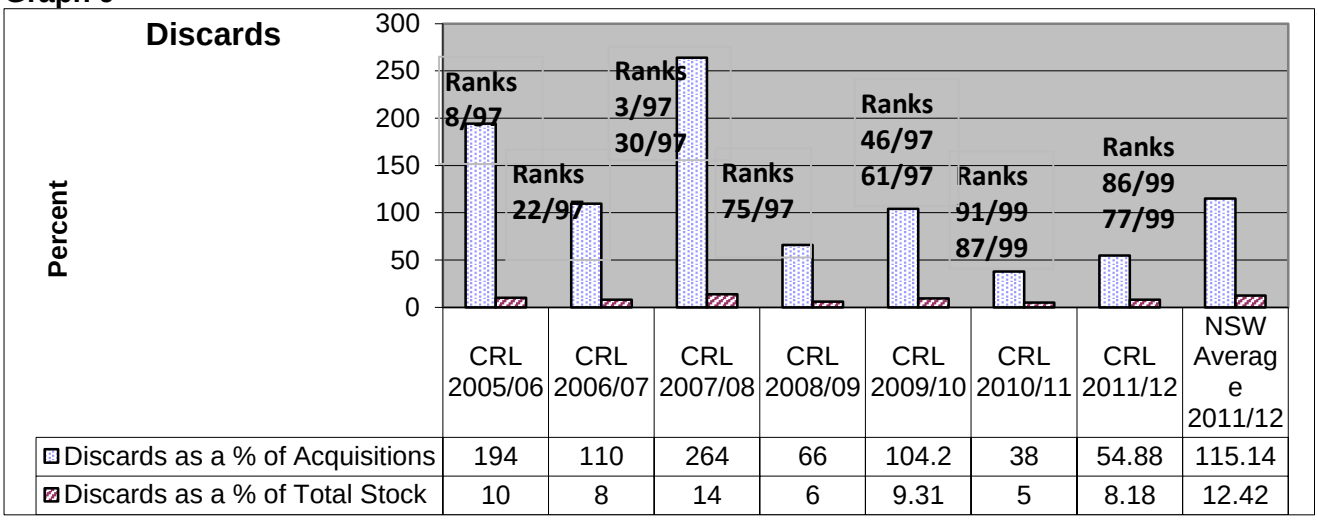
Our total acquisitions per capita improved considerably as reflected in our jump in raking for a second year in a row (Graph 8). Our acquisitions per capita were 11% ahead the State average for 2011/12 a jump from 11% behind the average in 2010/11.

Graph 8



Discarded stock represented 55% of our acquisitions which is considerably behind the state average for the 2011/12 year, but is an improvement on the previous level for the region. (Graph 9). Again, these figures will need to be stabilised in the future.

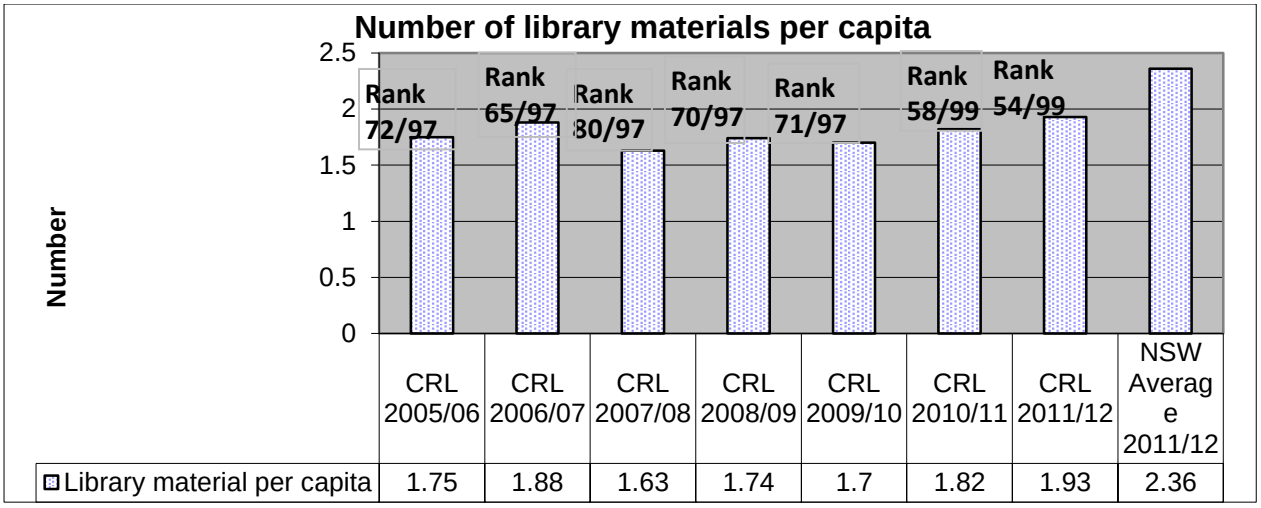
Graph 9



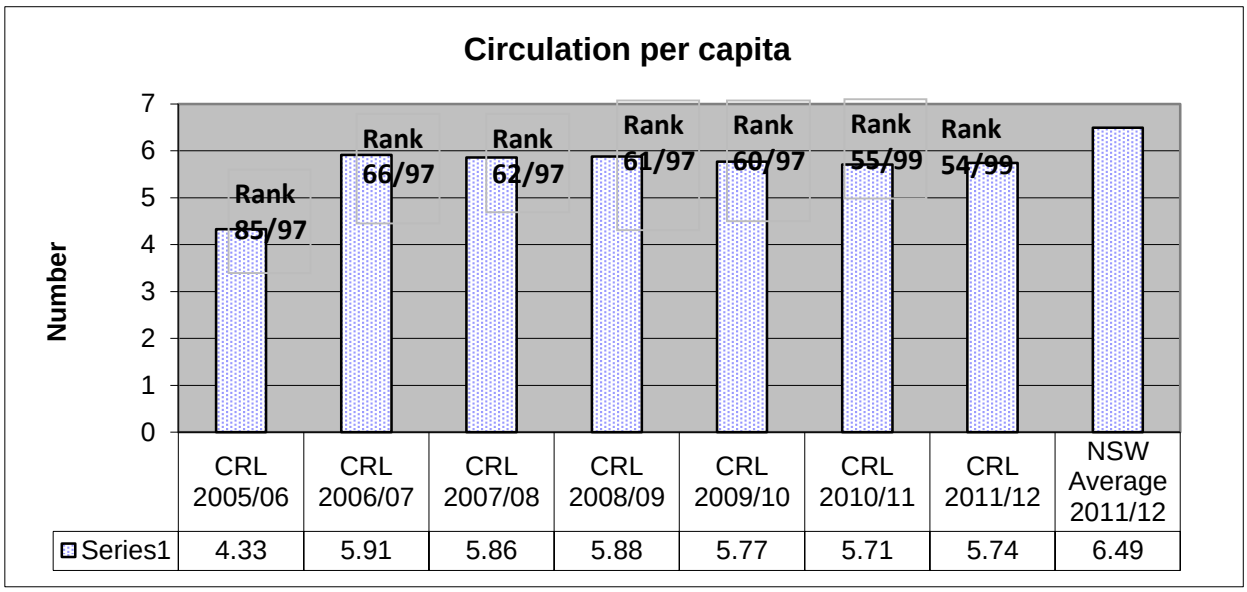
Library Materials:

The CRL's library material 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 18% below the average which is up from 23% below average from last year.

Graph 10



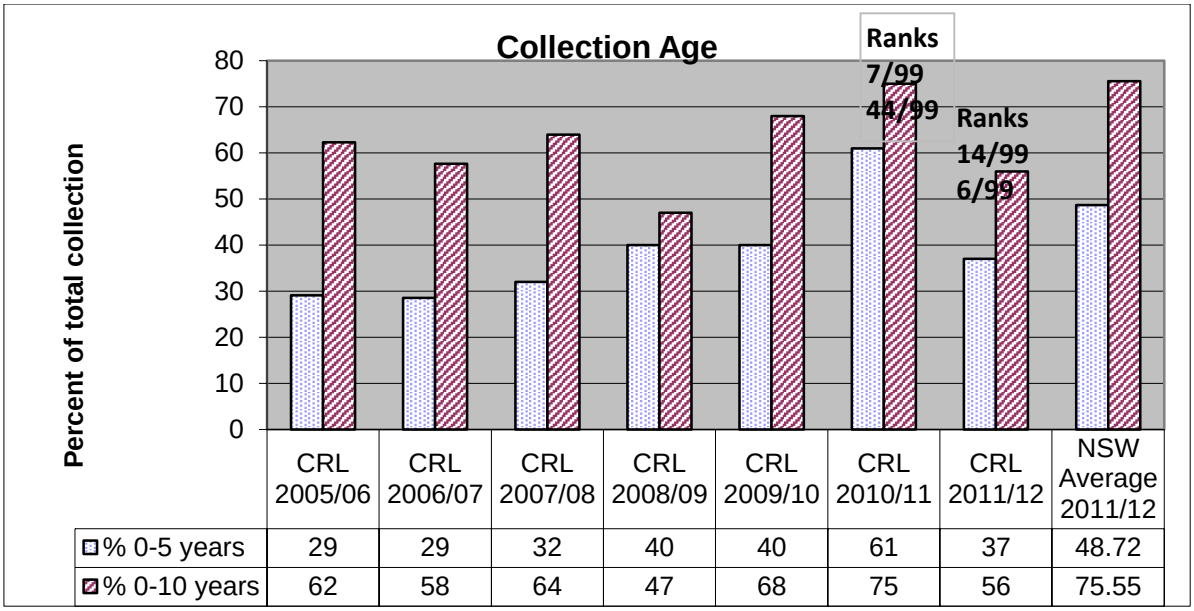
Circulation / Borrowing:
Our overall circulation (borrowing) of items per capita has risen marginally (Graph 11) and has improved to 12% below the average. This means that our residents have increased their borrowing on last year's result but are not borrowing as many items compared to other libraries.



Graph 11

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). Last year's results were based on an inaccurate formula. The current year is a readjustment indicating a more accurate picture of the age of our collections. We are still 24% (collection 5 years or less in age) and 26% (10 years or less in age) lower in our collection age than the state average. Continued weeding at current levels should continue to improve this along with our increased levels of acquisitions.

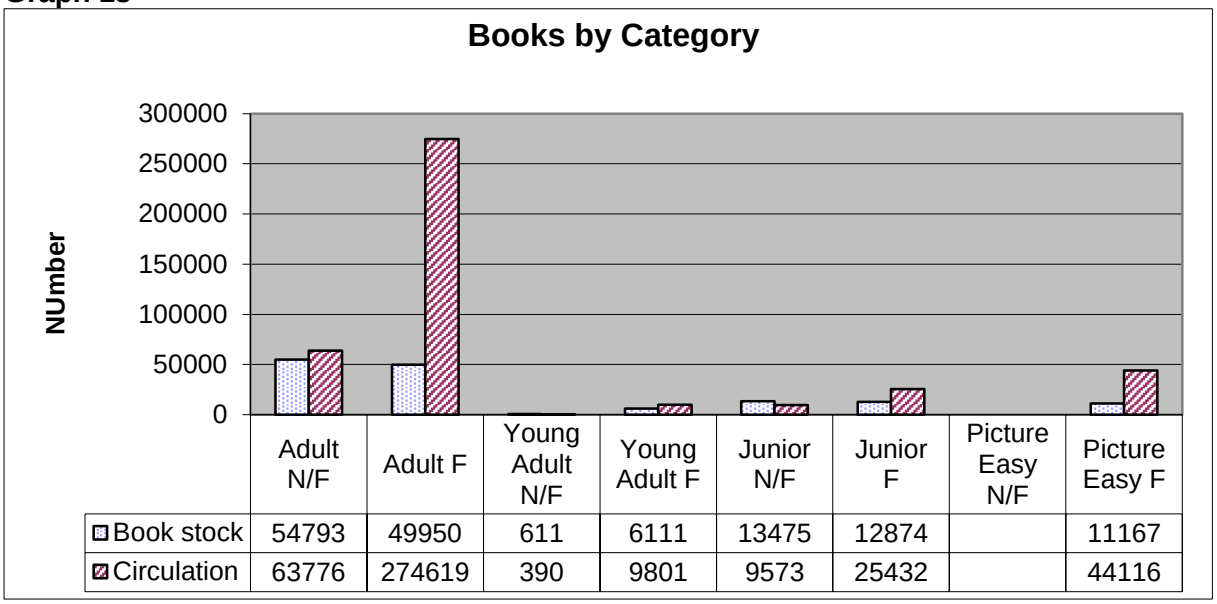
Graph 12



	CRL 2005/06	CRL 2006/07	CRL 2007/08	CRL 2008/09	CRL 2009/10	CRL 2010/11	CRL 2011/12	NSW Average 2011/12
% 0-5 years	29	29	32	40	40	61	37	48.72
% 0-10 years	62	58	64	47	68	75	56	75.55

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.

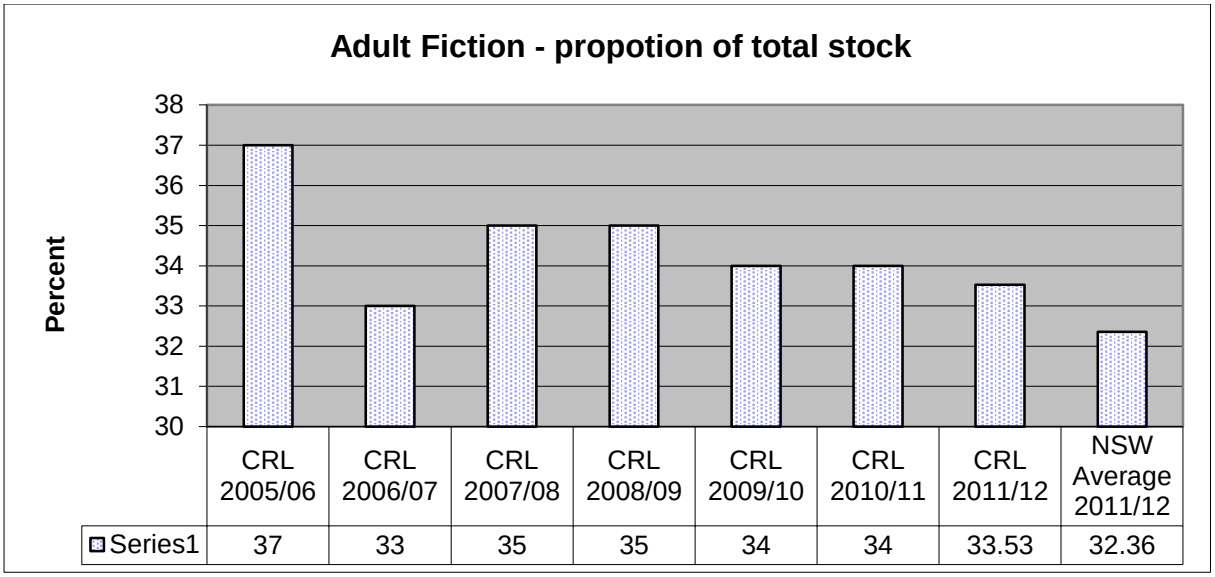
Graph 13



	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	54793	49950	611	6111	13475	12874		11167
Circulation	63776	274619	390	9801	9573	25432		44116

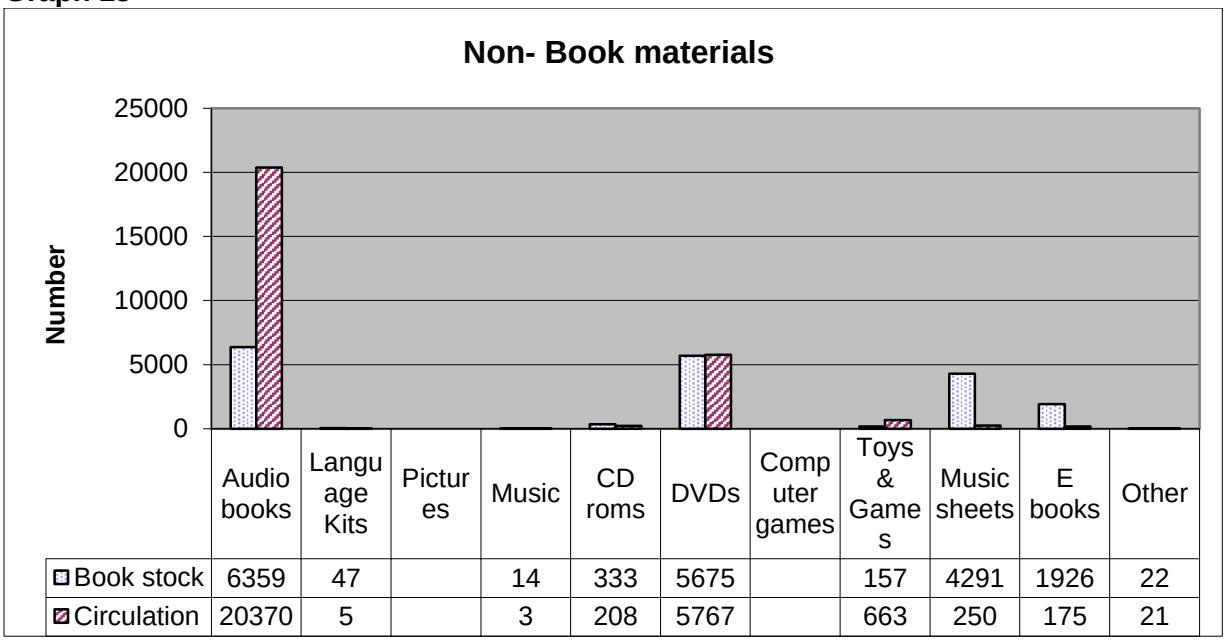
The proportion of our stock which is Adult Fiction is also much higher than the State average Graph 14). While this probably reflects our local demand, it also provides a warning about managing other categories.

Graph 14



Graph 15 demonstrates the popularity of audio books and the rising popularity of our new DVD collection (6 months old at the time of gathering this data).

Graph 15



Similarly Graph 16 demonstrates the popularity of the large print collection, anticipated to continue growing in the future.

Graph 16

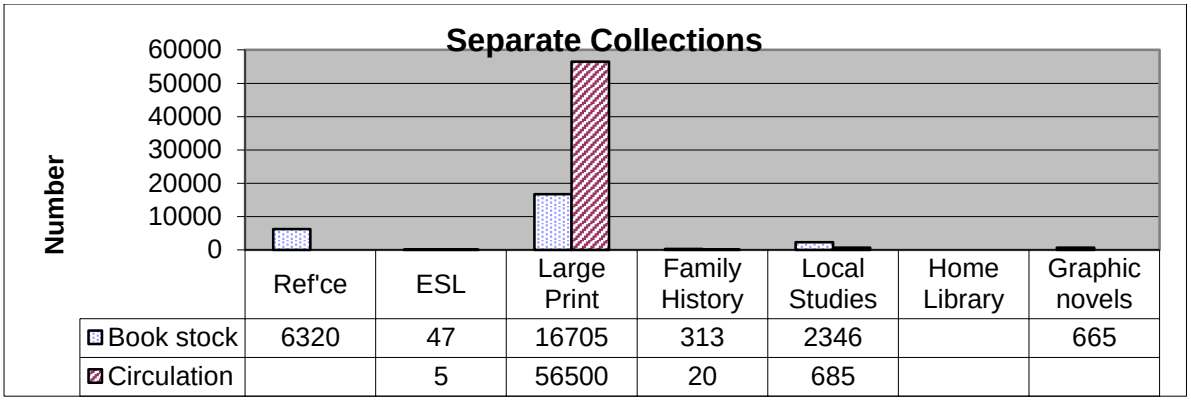


Table 1: Summary of Performance 2011/12

Criteria	2011/12 compared to previous year	2011/12 compared to State-wide average	Comment
Population per staff member	👎	👎	The number of residents per staff member is increasing
Population per qualified staff member	👎	👎	The number of residents per qualified staff member is increasing
Circulation per Staff member	👍	👍	Increasing, but below State average
Expenditure per Capita	👍	👎	Improving , but 21% below State average
Expenditure on Library materials per capita	👍	👍	Improving , 5.4% above the state average
Expenditure on salaries per capita	👍	👎	Still 36% below average, but will improve
Library material per capita	👍	👎	Improving , now 18% below State average
Average cost of library materials	👎	👎	Decreasing, 10% below state average
Acquisitions per capita	👍	👍	Improved, 11% above the state average
Discards as a % of Acquisitions	👍	👎	Overall good outcome – significant improvements in previous years
Discards as a % of Total Stock	👍	👎	Overall good outcome – significant improvements in previous years
Number of library materials per capita	👍	👎	Improved from last year but still 18% below state average
Circulation per capita	👎	👎	Marginal decline, 12% below state average
Age of library Materials	👎	👎	Still below state averages need to increase weeding levels.
Total stock	👍	👍	Total stock is growing and compares well state-wide
Turnover of stock (average number of borrowings per item)	👎	👎	Small decline, 10% below State average
Library visits	👍	👍	Marginal increase, 19% above State average

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Kathryn Breward
Section: Regional Librarian

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 8.5 No.3/14 – NEW DATABASES/eRESOURCES

REPORT SUMMARY

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

OFFICER'S RECOMMENDATION

That the new online database subscriptions that have been purchased 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, responses from the youth survey and demand for information on family history and further collections in the subjects of crafts and hobbies the following online databases were assessed and subscriptions subsequently purchased.

Find my Past

As a further response to the demand for family history resources, the Find my Past Australasia online resource was trialled for its suitability as an addition to the CRL suite of databases. Findmypast.com.au is a family history and genealogy website, which launched in May 2010. It contains millions of records covering Australia, New Zealand, Papua New Guinea and the Pacific Islands. The Australasian collection includes cemetery records, death records, probate, land & court records, migration records, directories, criminal reports, electoral rolls, almanacs, military records and government gazettes.

The supplier has yet to offer usage statistics, but qualitative information from users indicate this is a useful companion to the information available on Ancestry.com.

EBSCO Hobbies and Crafts

The popularity of the non-fiction print collection related to all forms of crafts and hobbies led to the investigation of the EBSCO Hobbies and Crafts online resource. Under the key action item of 'determine growth areas and unmet needs, this resource was determined to have good potential to provide information on popular topics in an alternative format. Ebsco's Hobbies and Craft Resource Centre offers detailed "how-to" instructions and creative ideas on a wide range of hobbies. Full text is provided from leading hobby and craft magazines, including Bead & Button, Creative Knitting, FineScale Modeller, Quilter's World, and many more.

As of 1st July take up has been slow, with 70 searches being performed on this resources since it was offered in late February. Hopefully with recent media release and more promotion from desk staff, this figure will show an increase in the oncoming months.

World Book Online

As an added resource for school students of all ages, the suite of World Book Online resources were reviewed and determined to be a useful addition for the Clarence Regional Libraries. These consist of World Book

Online for Kids, Info Finder, Online Reference Centre and Timelines and has been ranked the number one reference site for schools and libraries by a recently published K-12 report.

Since offering this resources via the CRL website in March 2014, there have been 133 searches carried out resulting in 10,500 'hits'.

NAXOS music collection

In response to the popularity of the eBook, eMagazine and eAudio collections offered by CRL, in March 2014 the NAXOS streaming music library was added to the resources available via the CRL website. This is currently under promotion to staff and customers and it is hoped that there will be take-up for general listening as well and by music students.

Judy Banko
Executive Officer
Clarence Regional Library

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

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 8.6 No.3/14 – FUNDING OF COLLECTIONHQ SUBSCRIPTION

REPORT SUMMARY

This report outlines the benefits of utilising funds for implementation and ongoing subscription to the CollectionHQ collection management solution. 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 adopt the expenditure of 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

Within the Clarence Regional Libraries, the information gathering required for quality Collection Management tends to be more reactive than proactive, using a combination of direct requests from library staff and customers and occasional reports generated from the Spydus LMS system. There is a shortage of the evidence based information necessary for efficient management of the collection over the entire service. Processes such as selecting against holdings, collection performance measurement, identification of missing stock, stock weeding, library rotation and identification of library collection gaps are currently carried out on an ad hoc basis and decisions are made largely on intuition.

The lack of informed processes means that inefficient decisions can be made. For example a gap in the non-fiction collection in one library may be filled through a purchase request, where it would be more timely and cheaper to identify items in other libraries that could be reallocated.

The CollectionHQ solution provides the means to extract the relevant information from the Spydus LMS in order to make evidence based decisions for these and other important processes.

WHAT IS COLLECTIONHQ?

CollectionHQ is a software solution which can be accessed via any internet enabled PC. It uses Evidence Based Stock Management (EBSM) to perform as a complete library stock improvement methodology which takes historical and current information about stock use from the Library Management System database.

This information is loaded into a stock performance management framework and used along with local target setting as its evidence base, to assist staff in making the acquisition, management and promotion of stock more effective, more customer focused, less wasteful, and more measured and performance based.

COLLECTIONHQ COSTS

A subscription to CollectionHQ is a long-term investment in adding efficiencies to the management of the collection.

As can be seen from the attached offer, there is a one year and three year option, with one years subscription costing $12,500 with a current implementation and training fee of $1,000 (usually $5,000). The three year option would require a commitment of $10,850 per annum on top of the one off $1,000 implementation and training fee.

Savings were incurred in the RFID project when Civica reduced their licence fees from an annual $12,295.00 per year to a couple of hundred dollars per year for the connections through to the LMS. This means that funding originally marked for the ongoing RFID cost could be moved to cover the CollectionHQ costs with little change in forecasted future sustainability of the CRL Reserve. See attached revised long term forecast for expenditure of the CRL Reserve monies.

COLLECTIONHQ BENEFITS

The adoption of CollectionHQ will allow Clarence Regional Library to improve the performance of the stock, and help to achieve significant time and financial savings around the whole area of stock acquisitions and management. In turn, this will allow us to meet our most important objective of delivering an outstanding level of service to our community.

The key benefits brought about by subscribing to CollectionHQ are:

- Save valuable staff time

  Usage of CollectionHQ will allow us quickly and efficiently perform tasks that currently take considerable staff time. This could include running action plans to support the identification of missing items in a service wide stock check or removing non-issuing or poor condition stock.

- Align our stock to customer demand

  Our customers expect to find a good selection of works by their favourite authors and popular subjects on the shelf when they visit our library. If we do not supply what our customers want, then they are less likely to visit us again. CollectionHQ monitors customer demand which will allow us to make decisions on what titles we should be supplying.

- Purchase confidently

  Currently we buy books based on history, intuition or what we think our customers are demanding, which may lead to us making unnecessary purchases in subject areas that are under or overstocked. Given the current pressure on budgets, and the current economic climate, we have to be smart in the way that we use our budget, so it is sensible to use evidence to ensure what we are buying meets the demands of our customers.

- Revive borrowing and customer interest

  CollectionHQ will allow us to refresh our stock and suggest titles only where there is a proven demand. This approach ensures that inter-branch stock rotation will occur based on hard evidence and maximise the performance of titles as customers will not be required to look elsewhere.

- Avoid waste through experimentation

  Proactively marketing areas of our collection which are not performing as we would like is crucial in our bid to minimise wastage across our library service. CollectionHQ provides a number of tools which will enable campaigns to be put in place, which include success criteria and performance metrics.

- Use with RFID to save time and improve stock weeding

Handheld RFID devices, used in conjunction with CollectionHQ, have the ability to save considerable staff time and resource in the area of stock management. Staff can quickly and easily generate a flexible CollectionHQ data extract and download this directly into a handheld RFID scanner. Staff are then able to locate stock on shelves that satisfy predetermined criteria in a fraction of the time that it would normally take. Examples may be items that are underutilised and require promotion, items that have been reported as missing or items that require spine genre labelling / subject headings (eg aboriginal relevant materials).

- Improvement in customer satisfaction

  This is gained through evidence based identification of local demand and suggestion of action plans for addressing this demand.

- Enhancement of staff focus on collection management and development and greater sense of purpose.

See the attached case studies from Geelong Regional Library and Wyndham City Library Service for more information on the benefits of implementation of this product.

OPTIONS

That the CRL Committee:

1. Adopt the expenditure of a portion of the Reserve budget on implementation and maintenance of CollectionHQ over the three year option.

2. Adopt the expenditure a portion of the Reserve budget on implementation and maintenance of CollectionHQ over the one year option.

3. Not subscribe to this service.

Option 1 is the preferred option.

ATTACHMENTS

CollectionHQ offer for Clarence Regional Libraries, with Terms and Conditions
CollectionHQ data sheet
Case study – Geelong Regional Library
Case study – Wyndham City Library

Judy Banko
Executive Officer
Clarence Regional Library

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

CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

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

Areas of cooperation
swaps
Areas of focus
Redistribution of activities
New building procedures: all staff and volunteers have been inducted into 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

MOVING COSTS

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.

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.

Boxing
Repairs
Donations

Mail

COST BREAKUP

MOBILE INTEGRATION

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

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 Mobile Scanning Units may have an impact on this process in the near future.

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 in the public area.

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.

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

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 fro 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
Ie8: challenges for staff, existing systems.

ATTACHMENTS

Judy Banko
Executive Officer
Clarence Regional Library

Prepared by: Katrina Shillam
Section: Team Leader (Libraries West)
Clarence Valley Libraries

CLARENCE REGIONAL LIBRARY COMMITTEE	8 August 2014
Item: 8.8 No.3/14 – DRAFT BOOK VOTE 2014/15	

REPORT SUMMARY

This report provides an overview of the Draft Book Vote for the 2013/14 financial year.

OFFICER'S RECOMMENDATION

That the report of the Draft Book Vote for 2013/14 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 2.3%. The per capita rate of contribution for each member is 8.3% for the 2014/15 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 2014/15 financial year is approximately $996,142.30 (excluding project grants).

Programmed expenditure on book stock at this stage is approximately $267,816.52 A further $48,000.00 in committed funds from 2013/14 will be rolled over from the reserve fund to pay for stock on order from 2013/14 and a further $20,000.00 unspent book vote funds will also be rolled over from the 2013/14 financial year to boost this year's expenditure.

The book vote in the 2012/13 financial year was more fully expended than in previous years. The aim is to continue to keep this level of expenditure into the future.

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 2014/15 Book Vote allocations are as follows:

Draft 2014/15 Book Vote

Collection Description	2014/15 total budget
Adult Fiction	68,500
Adult Non-fiction	35,000
Reference	7,000
Large Print	44,462
Junior easy	12,000
Junior fiction	12,000
Junior non-fiction	12,000
Young adult fiction	15,000
Adult talking book	27,286
Local studies	3,000
Aboriginal	5,000
DVD	27,500
Adult magazines	10,300
Junior magazines	600
Young adult magazines	1,100
eBooks	5,000
eMagazines	6,000
eAudio	9,000
TOTAL STOCK BUDGET	300,748

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CLARENCE REGIONAL LIBRARY COMMITTEE 8 August 2014

Item: 8.9 No.3/14 – QUARTERLY INCOME AND EXPENDITURE SHEET

ATTACHMENT

REPORT SUMMARY

This item reports on the third quarter income and expenditure for the 2013/14 financial year.

OFFICER'S RECOMMENDATION

That the report on the Quarterly Income and Expenditure Sheets for the 3rd quarter 2013/14 is noted.

BACKGROUND

The slightly higher (77%) for salaries and employment has come about due to back pay for the Regional Librarian and for the short period to time the Regional Librarian was acting as Manager of Social and Cultural Services.

Computer system costs is higher (80%) as the database subscriptions which are part of this total, have all been paid for the year.

Freight and Cartage continues to be under budget for this quarter and will look at changing the budget for this for the new financial year.

Book Maintenance expenditure is at 38% but there is $21,000 in commitments in the finance system so the expended amount including the commitments is a more realistic figure.

The Administrative Expenses is slightly lower at present as the Seminars and Conferences and subscriptions are down a little on what was budgeted.

We have slightly exceeded our budget this year for Marketing and Promotions, however overall the budget is on track.

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