

**Item: 5.1      No. 2 /14 – REPORT ON THE CONSULTATION FOR SELECTION OF ABORIGINAL RESOURCES**REPORT SUMMARY

At the February 2014 Committee meeting a report was requested on the consultation for the selection of Aboriginal Resources for the region's collections.

OFFICER'S RECOMMENDATION

That the report on the consultation process for the selection of Aboriginal Resources be noted.

BACKGROUND

As of January 2013 very little of the \$10,000 allocated towards the purchase of Aboriginal materials had been spent. An intensive period of two months followed with the Team Leader – Collections and Reference identifying and ordering titles relevant to Clarence Valley and Bellingen Shire. Where these were only relevant to one council area sufficient copies were purchased for this area only. Titles relevant to both areas were purchased in sufficient quantities to supply all libraries.

Most of the titles identified through the following sources were then ordered via our major suppliers, as this provided discounts and efficient processing and delivery arrangements. The CVC Community Development Officer (Aboriginal) was consulted on a regular basis by the Team Leader (Collections and Reference) as well as with the Team Leader (Libraries West) and the Bellingen Shire Librarian. Catalogues from several suppliers were shared with the Community Development Officer (Aboriginal) who identified relevant items for purchasing.

All library Team Leaders were made aware of this allocation of funds and were encouraged to forward any information relevant to the regions of their libraries. Suggestions were received from several of the libraries in the Clarence Regional Library service.

Regional and local cultural centres were contacted:

- Yarrowarra Cultural centre was consulted by phone and in person to identify publications from and about the region as well as those published themselves.
- Muurbay Aboriginal Language and Culture cooperative website and phone contact consultation.
- Bellingen and Urunga Museums website and phone contact consultation.
- Minjungbal Aboriginal Cultural Centre, South Tweed heads consulted by phone

Print catalogues were regularly consulted from many suppliers, both in print form and online, including

- Booksdirect
- Allen and Unwin
- EDCON resources
- Beta school supplies
- CSIRO publishing

Online resources were consulted to identify titles relevant to Clarence Valley and Bellingen Shire. These included:

- Aboriginal Studies Press (ASP) - the publishing arm of the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS).

- Ngiya Institute of Indigenous Law Policy and Practice
- Jumbunna Indigenous House of Learning, University of Technology, Sydney
- State Library of NSW
- Trove (National Library of Australia)

Regular library suppliers were contacted by phone and email to source publications and their online collections were interrogated through keyword searching.

- James Bennett online
- Keith Ainsworth
- AES
- MDM and LibraryAV for audiovisual materials

The expenditure of allocated funds towards this collection is an ongoing process and the above sources are revisited on a regular basis. All Aboriginal relevant items are identified through placement of the aboriginal flag spine label during processing. This is also applied retrospectively to items found on library shelves during shelf tidying / weeding.

Executive Officer

Clarence Regional Library

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

REPORT SUMMARY

This report details the costs associated with adding the Deductible Gift Recipient brochure to the Rates Notice mail out for Clarence Valley Council

OFFICER'S RECOMMENDATION

That the costs associated with adding the Deductible Gift Recipient brochure to the Rates Notice mail out for Clarence Valley Council 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 and reported on at the February meeting. The report for the February meeting was delayed due to workloads of staff preparing to move to the new Grafton Library building, the request was forwarded to the May meeting of the Committee.

Clarence Valley Council uses the company, Forms Express to facilitate the Rates Notices mail out, they also provide a printing and folding service if needed.

Currently in each mail out is:

The Community Newsletter - this is an insert in every rate notice

The Economic Development team place a DL card in the October rates notice to promote Australia Day nominations. The Rates team place a DL brochure in the July rates notice to explain rating structures.

ISSUES

The July and the October 2014 instalment rates notice runs are full and can take no further brochures.

The May instalment notice for 2014 has already been processed and posted.

February and May 2015 are ok, at this stage they only have the Community Newsletter.

The print run required for the Clarence Valley Rates is 22,000, for which we would have to organise and fund the artwork/printing/folding. Forms Express can arrange printing/folding or we can get them printed locally and sent to Melbourne. If pre-printed we will need to have these delivered to Melbourne 4 days prior to distribution. If Forms Express are printing they need the artwork 15 days prior to distribution.

Color Perfect (Grafton) have quoted \$2,500 to have our DGR brochures printed and folded.

The 3rd instalment notice due 28 February 2015 will be posted 15 January – if printing flyers by Color Perfect they need to be at Forms Express no later than 8 January. If printing by Forms Express the artwork will need to be sent to Forms Express before Christmas (approx. 21 Dec).

The 4th instalment notice due 31 May 2015 will be posted 15 April - if printing flyers by Color Perfect they need to be at Forms Express no later than 8 April. If printing by Forms Express the artwork will need to be sent to Forms Express by 30 March.

Executive Officer

Clarence Regional Library

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

**Item: 8.1 No. 2 /14 – PROCESS STREAMLINING AND STAFFING**REPORT SUMMARY

This report provides an update on the process streamlining being undertaken at CRL Headquarters and updates the benefits of the additional hours for completion of work tasks.

OFFICER'S RECOMMENDATION

That the CRL Committee

1. Note the need for and progress of the Outsourcing Review, the results of which will be reported to a future meeting.
2. Note the increase in hours for the Grade 3 Library Assistant (Acquisitions & Promotions) from 14 hours per week to 28 hours per week.

BACKGROUND

The recommended 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**

**Table 1:** ALIA's target rates for additional stock

<b>Per Year</b>	<b>Short Term Target 1 Year</b>	<b>Medium Term Target 3 Years</b>	<b>Long Term Target 5 Years</b>
Material additions per 1000 population (excluding donation)	150	200	250

Since 2010/11 the Book Vote funds have been fully expended on resources with unspent monies from each year moving to the next financial year's budget for expenditure. To date this has led to an increasing amount available for expenditure. Previously unspent funds would be transferred to the Reserve at the end of a financial year and any outstanding commitments from the year would either be cancelled or would be paid for from the new financial year's budget.

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.

As indicated in Table 2, the 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 the target was exceeded by 40%. Active purchasing for the current financial year is slowing down since the beginning of April, with primarily Standing Orders and Back Orders to be received. However, this year's target has already been exceeded by 19%.

**Table 2: Items received annually**

Year	Number of items received	% Target Exceed
2008/09	12,774	6%
2009/10	12,755	5%
2010/11	16,609	37%
2011/12	18,761	55%
2012/13	13,822	40%
Year to date 2013/14	11,817	19%

The cost of both book and non-book items has decreased over the last few years which has resulted in the CRL being able to purchase more for the same dollar value. There has also been a new expenditure on ebooks and emagazines since the beginning of the 2013/14 financial year. This format requires nil processing and has found an enthusiastic market amongst the community.

While the increased purchasing power indicates significant productivity gains, keeping on top of processing has been at the expense of other regular tasks and fulfilling the new direction of enhanced service delivery for the community. There is an ongoing 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 has now become apparent that the Grade 3 Library Assistant (Acquisitions and Promotions) position needs increased hours and processing of stock needs to be addressed to enable other staff to fulfil their position descriptions. The latter can be addressed through increased levels of outsourcing of the overall stock processing.

### **Outsourcing Review**

Headquarters increased the outsourcing of processing with their suppliers in 2008/09 in order to streamline the provision of new items. Further outsourcing was considered two years later but the cost was similar to in-house processing and it was considered desirable to maintain local employment opportunities.

In the lead up to the 2013/14 financial year it became obvious that it was time to reassess the nature and extent of the CRL's outsourcing in light of changes in staffing levels, increased demands for assistance in staff training, the need for a greater focus on event and promotional activities and reducing costs of outsourcing.

The Outsourcing Review was initiated considering: current services from suppliers and costs; the value of those services; and additional services and their costs. Increasing the level of outsourcing of processing items was considered necessary to enable staff to devote more time to developing and delivering programs as outlined in the Strategic Plan 2012-2022. The intention was also to decrease the time taken for delivery of new items to the branches, leading to an anticipated increase in customer satisfaction.

Negotiations with current and potential suppliers were worked through in order to determine cost effective levels of service for outsourcing the processing of the range of collections. Different pricing models between different suppliers made comparison difficult, but after negotiations it was decided to trial full outsourcing of processing and cataloguing for the adult fiction collection, including standing orders. This collection was targeted as these titles are in highest demand by customers.

In terms of turnaround from order to shelf, and decreased backlog of processing this increase in outsourcing has shown efficiencies and improved customer service with more staff time being utilised for promotions and marketing.

With the 2014/15 financial year approaching, the degree and efficiency of outsourcing is being revisited with potential for other collections being included in this strategy.

### **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.

Operational status prior to the increased hours and after the increase from July 2013:

- The average number of boxes of new stock received each week at CRL Headquarters is 11. On average only six are 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
- 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.
  - Boxing to branches is 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.
- Promotional support was not being provided by this position due to time limitations.
  - Now working through a list of collateral items that require updating to new brand format

The additional hours to this position have had a 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 has also allowed more detailed consideration of workflows in preparation for the move of headquarters staff into the new Grafton library facility.

### OPTIONS

That the CRL Committee

1. Note the progress of the Outsourcing Review.
2. Note the results of the increase in hours for the Grade 3 Library Assistant (Acquisitions & Promotions) from 14 hours per week to 28 hours per week.

### Executive Officer

Clarence Regional Library

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

**Item: 8.2 No. 2/14– 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 was presented to Clarence Valley Council at the March 2014 Council meeting with the recommendation that they be placed on public display for 28 days.

**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 will be written and provided to Clarence Valley Council for endorsement at the next immediate opportunity.

**Executive Officer**

Clarence Regional Library

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

## 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

All retrospective Tagging was concluded by the end of November 2013.

All libraries received their Circulation Assistant hardware and the tagging software was installed with staff instructions on operation to continue the tagging process once the tagging trolley was returned. This will accommodate those items that have been returned from loan after the trolley is gone from the library.

The External Returns Chute and Internal Returns Chute were delivered to 126 Pound Street Grafton for installation by the builders. Artwork for equipment was completed in December (Grafton) and January (Bellingen).

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 relating to the commissioning.

### 1. Clarence Valley Libraries:

- a. External Returns Chute had no power pack with it (one had to be express posted)
- b. Height of External Returns Chute was too low and had to be raised by the builder.
- c. External Chute not connecting to Library management System so it is not returning items – technician to check on 23 April.
- d. Installation of Security Gates meant the glass doors were no longer wheelchair accessible – doors had to be adjusted by builder to open further than previously allowed.
- e. The Data collected in the Security Gates was not accessible via the Console Manager software and the technician had to check connections.
- f. DIY Loans kiosks had to have their hard drives replaced as both had not been configured properly – this was complete on Friday 4 April
- g. Internal Returns Chute had not had all the parts sent through and was not commissioned during the first and second visits of the technician, to be completed on the 23 April.
- h. No “blasting” was initially undertaken to make all the collection tags “live” as the Portable Scanning Unit was not provided initially – one was sent through the following week and staff are working their way around the collections as time permits. With Grafton and Bellingen the priority due to the security gates.
- i. Small libraries still need software for Circ Assists to be downloaded.

### 2. Bellingen Shire Libraries

- a. Security Gate cabling issues – alarm not working at all.
- b. Tagging module was temporarily made not available and had to be reinstated



Overall 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 once training has occurred.

Executive Officer

Clarence Regional Library

Prepared by: Kathryn Breward

Section: Regional Librarian

Clarence Regional Library

**Item: 8.4 No.2/14– NEW TECHNOLOGIES**REPORT SUMMARY

This report provides information relating to new technologies being implemented across the Clarence Regional Library Service.

OFFICER'S RECOMMENDATION

That the new technologies implemented across the Clarence Regional Library Service be noted.

BACKGROUND

The CRL Strategic Plan Key Action Item 1.2.9 New Technologies Introduced includes:

- Investigation of the purchase of eReaders with loaded titles for a lending trial;
- Ipad use at branch and regional level;
- Other technologies; and
- Electronic gaming technologies.

**eReaders**

A selection of eReaders from different manufacturers have been purchased and distributed to library branches. The purpose of these is to give staff the opportunity to trial different devices and interfaces in order to assist their dealings with library users. As well as the ipads purchased for numerous uses, CRL has distributed a Kobo, Kindle, Kindle Fire, mini Ipad and Sony eReader. These have not been pre-loaded with any eBooks, but staff are encouraged to setup their own account with our eBook and eMagazine platforms, and trial access through these varied devices.

**eBooks**

CRL Collections staff monitored the volatile eBook market for some time, comparing pricing models and publisher quality between different suppliers. On 1<sup>st</sup> July 2013 a subscription to the Wheelers eBook platform was launched via the CRL website. This supplier has a very reasonable one-off setup cost and titles are selected for the collection when required, as opposed to others who require large annual commitments. An initial collection of 500 titles was offered to CRL library members and in the ensuing 10 months this has been increased to 1,134 from a range of genres. This is proving increasingly popular with the number of monthly loans increasing from 56 in August 2013 to 344 in March 2014. A total of 1680 eBooks have been borrowed in the first 10 months, with 407 library members registered for eBook usage. This collection is now treated as one needing regular updating and weeding, and negotiations are complete to have standing order authors flagged for selection.

**eMagazines**

eMagazines continue to receive high usage by members of the Regional Library Service, and titles are being maintained despite a sizeable increase in costs which have been imposed by the magazine publishing houses. To offset this price increase, the vendor, Wavesound, has now provided access to back issues of subscribed titles. Multiple downloads are available of the latest issue of a selection of magazines. These titles are an addition to the paper subscriptions, not a replacement to them and are primarily Australian content. The eMagazine subscription is cheaper than the printed copy. As of writing, a total of 323 library members access the eMagazines and a total of 4,309 issues have been accessed since the launch on 2 January 2013.

**Other eCollections**

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 as by music students. The number of online information resources offered has also increased with the addition of World Book Web, Find my Past and EBSCO Hobbies and Crafts.

**IPads**

The CRL has purchased nine I pads. These are loaded with Apps for: interactive Storytime for preschoolers and their parents; and eGames for kids 5-14yrs. These have been distributed, with three going to Bellingen Shire libraries and the remaining 6 currently in use at the Lower River branches. Staff have been encouraged to familiarise themselves with these devices and to develop youth activities around them, as they were purchased as part of the Junior Resources Grant.

## **RFID**

With the conversion of the entire CRL collection to RFID came the opportunity to install self serve checkout kiosks to Bellingen and Grafton libraries that are proving very popular with the community. They also have security gates and enhanced circulation functionality through the use of RFID Circ Assist Pads at the service desks. These pads are located in each of the libraries allowing staff to borrow up to 5 items in one go

## **New Grafton Library**

As part of the strategy to include state of the art informational and recreational resources in the federally funded Grafton Library an additional 10 ipads and 10 eReaders have been purchased for this facility. These will be used for library programs, educating staff and customers on e-resources and for eBook access by Home Library users. The new facility itself incorporates various new technologies to enhance the library experience of customers and facilitate learning and community involvement. A sound dome has been installed with touch screen interface for accessing oral history recordings within the library. The youth area incorporates Xbox and Playstation gaming which is succeeding in attracting teens to the library. The childrens area has an interactive floor which is also facilitating play and attracting younger members and their parents.

The new library has 3 times the number of public access computers, and state of the art microfiche/microfilm reader printers have been included to compliment the Local / Family history collection.

Touch screen catalogues have been added to Grafton library and will also be added to the libraries in Maclean, Yamba and Iluka libraries as part of the rollout of new PCs to these libraries.

## Executive Officer

Clarence Regional Library

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

**Item: 8.5 No.2/14 – MARKETING PLAN**REPORT SUMMARY

This report provides an update on the development of a five point marketing strategy for Clarence Valley Libraries and the adaptation for the Clarence Regional Library (CRL) service.

OFFICER'S RECOMMENDATION

That the Committee note the update on the development of a five point marketing strategy for Clarence Valley Libraries and the adaptation for the Clarence Regional Library (CRL) service.

BACKGROUND

At its August 2013 meeting the committee was provided with an overview of the marketing strategy project and the results of community engagement undertaken in Clarence Valley by The Library Project consultants. The recommendation adopted by the CRL Committee was:

*That the Committee note the key elements of the marketing / promotional strategy for Clarence Valley Libraries which will be pursued and subsequent amendments to be explored for the Clarence Regional Library website, marketing collateral and other branded materials.*

The 5 point marketing strategy for CVC included:

1. Brand identity
  - a. establish an emotional connection between the library and the community – a work in progress
2. Market positioning
  - a. develop a branded collateral package that works for each LGA
  - b. De clutter libraries – Iluka, Yamba and Maclean libraries have been the focus
  - c. Apply “shop science” to product and experience zones within each floor plan of each library using low cost initiatives – Maclean has been the target library to start with. Grafton’s new building has had these principles incorporated into the interior layout of the public spaces.
  - d. Development of a branded book carrier
3. The Internal Campaign
  - a. Create a YouTube video demonstrating the library experience using community testimonials - done
  - b. Create bookmarks, screensavers etc for internal use to inspire, create knowledge of the library – this has begun with book marks and screen savers on public PCs in libraries
4. Mini campaign portfolio
  - a. Give the library brand a social life through a Facebook campaign
    - i. New approach to our Facebook posts have increased our likes to 378 to date
    - ii. Boosting Facebook posts have also contributed to the raise in likes over the last 6 months (our aim is 2,000 likes by end September)
5. The Library Voice
  - a. Develop a training package for staff that provides the skills and support for staff to tap into their marketing capability

## ISSUES

It was previously identified that the key issues arising from this project for the CRL related to:

1. *The Brand Identity created for CVC is based on its feedback from its users and non-users. The messages from BSC's community may be different.*
2. *The Website is focused on the CRL entity and needs to be more LGA specific.*
3. *Marketing Collateral for CRL activities needs to allow for individual LGA branding.*

As the 'Clarence Regional' continues to take a back seat to 'Library' to allow each individual LGA to take the dominant role, more of the collateral is being replaced with LGA specific collateral.

So far 11 DL sized flyers have been developed for advertising the different services and collections of the library service, these have been printed and distributed to all libraries. The Bellingen Shire libraries have the Bellingen Shire logo while the CVC libraries version has both the CVC logo and the CVC library logo. For CVC libraries associated TV advertising slides have been developed for viewing on each library's advertising TV screen. A number of 3 panel brochures have also been revamped into the new branding style and will be distributed as they are finalised.

Staff are gradually working their way through the rest of the collateral the libraries use and revamping and updating as needed to reflect the style guide and adding the new logo or replacing with the Bellingen Shire logo as appropriate.

It was recognised that cost implications for the CRL relate to modifications to the website for which funding has been allocated. Achieving the desired outcomes requires further investigations, discussions have been undertaken with our website contractor to determine how best to reflect the individual LGAs on the Web. It was also recognised that collateral produced for shared activities will need to enable BSC branding to replace the CVC components.

A generic book carrier has been developed and they were given away free during Library Lovers Day 2014 with great success. We are planning to order more of these in the new financial year and charge \$5.50 per bag.

3 different Pull-up signs are being developed for distribution to each library service featuring:

1. Our Facebook page and encouraging the community to "like" us
2. Signing up to our email services
3. Discovering our eResources

New library cards have been designed for each Local Government area and have now be distributed for use.

New staff badges with the CVC library logo are now being worn by all CVC staff, Grafton Library security access cards also have the new Library logo on the front, Grafton staff need these with them at all times in order to access the staff area. Mouse pads with the CVC library logo are now in place at all CVC libraries for the public access PCs. All CVC public Access PCs and library catalogues will have the CVC library Logo as a screensaver.

The overall approach that is being adopted in our communications is a relaxed conversational style which is less formal than the corporate approach we have become accustomed to, more welcoming and more inclusive of all types of library users. CVC Libraries have set a target of increasing our membership from 43% to 60% of our population. Staff are proud of the services they offer and now feel more confident in getting the appropriate messages out to the right target groups in order to achieve that goal.

### Executive Officer

Clarence Regional Library

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

**Item: 8.6 No.2/14 – REVIEW OF LIBRARY MANAGEMENT SYSTEM**REPORT SUMMARY

This report updates the timing for the Review of the Library Management System

OFFICER'S RECOMMENDATION

That the postponement of Review of the Library Management System be noted.

BACKGROUND

In the Regional Library Strategic Action Plan 2012-2022 item 3.1.4 Review of Library Management System includes:

- Evaluate current LMS system
- Identify alternative systems and their adoption
- Assess alternative systems suited to our library service
- Evaluate and cost options
- Recommend option
- Implement

The outcome is to provide a user friendly comprehensive Library Management System that will address future growth and changing needs.

As indicated in the February Committee report on Spydus 9 we will be upgrading to this enhanced version of the LMS through July/August this year.

This upgrade involves a 3 year contract extension at \$48,950 ex GST per year.

This will extend the contract from 30 June 2015 to 30 June 2018.

The current contract price of \$44,667 ex will remain unchanged up until 30 June 2015.

No additional one off payment required.

All training, managed services and help desk support are included.

In addition to the Spydus 9 upgrade, one more additional major upgrade will be provided.

After the upgrade occurs we will allow a few months for staff to become familiar with the new improved functionality of this major upgrade and we will then be in a better position to review the best system Civica has available to us in 2015. We would look at this review happening in the latter half of 2015.

Executive Officer

Clarence Regional Library

Prepared by: Kathryn Breward

Section: Regional Librarian

Clarence Regional Library

**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 3<sup>rd</sup> 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.

Executive Officer

Clarence Regional Library

Prepared by: Kathryn Breward  
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Clarence Regional Library