

A meeting of the Richmond Tweed Regional Library will be held  
Online on May 17, 2023, 9.00am

## **Attachments Excluded From Agenda**

**Rino Santin**  
**Executive Officer – RTRL**

10 May 2023



# Attachments

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## **Reports and/or Recommendations**

### **5.1 2021/22 Special Purpose Financial Statements**

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# Richmond Tweed Regional Library

SPECIAL PURPOSE FINANCIAL STATEMENTS  
for the year ended 30 June 2022

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## Richmond Tweed Regional Library

### Special Purpose Financial Statements

for the year ended 30 June 2022

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## Richmond Tweed Regional Library

### Special Purpose Financial Statements

for the year ended 30 June 2022

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#### Statement by Richmond Tweed Library Committee and Management

**Where considered applicable the attached Financial Statements have been prepared in accordance with:**

- the Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board
- the *Local Government Code of Accounting Practice and Financial Reporting*, where considered relevant to Member Councils

**To the best of our knowledge and belief, these statements:**

- present fairly the Richmond Tweed Regional Library's operating result and financial position for the year
- accord with Richmond Tweed Regional Library's accounting and other records.

**We are not aware of any matter that would render these statements false or misleading in any way.**

**Signed in accordance with a resolution of the RTRL Committee made on 17 May 2023.**

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Cr Darlene Cook  
**Chairperson**  
17 May 2023

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Cr Simon Chate  
**Committee Member**  
17 May 2023

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Rino Santin  
**Executive Officer**  
17 May 2023

Richmond Tweed Regional Library | Income Statement | for the year ended 30 June 2022

## Richmond Tweed Regional Library

## Income Statement

for the year ended 30 June 2022

Original unaudited budget			Actual	Actual
2022	\$ '000	Notes	2022	2021
	<b>Income from continuing operations</b>			
7,410	User charges and fees	B1-1	7,280	7,375
813	Other revenues	B1-2	371	39
2	Grants and contributions provided for operating purposes	B1-3	46	12
–	Grants and contributions provided for capital purposes	B1-3	156	25
17	Interest and investment income	B1-4	12	16
–	Net gain from the disposal of assets	B3-1	–	2
8,242	<b>Total income from continuing operations</b>		<b>7,865</b>	<b>7,469</b>
	<b>Expenses from continuing operations</b>			
5,617	Employee benefits and on-costs	B2-1	5,022	5,377
2,595	Materials and services	B2-2	1,624	1,493
773	Depreciation, amortisation and impairment of non-financial assets	B2-4	598	876
30	Other expenses	B3-5	5	–
–	Net loss from the disposal of assets	B3-1	417	–
9,015	<b>Total expenses from continuing operations</b>		<b>7,666</b>	<b>7,746</b>
(773)	<b>Operating result from continuing operations</b>		<b>199</b>	<b>(277)</b>
(773)	<b>Net operating result for the year</b>		<b>199</b>	<b>(277)</b>
–	<b>Net operating result for the year before grants and contributions provided for capital purposes</b>		<b>43</b>	<b>(302)</b>

The above Income Statement should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Comprehensive Income | for the year ended 30 June 2022

## Richmond Tweed Regional Library

## Statement of Comprehensive Income

for the year ended 30 June 2022

\$ '000	Notes	2022	2021
<b>Net operating result for the year – from Income Statement</b>		<b>199</b>	<b>(277)</b>
<b>Other comprehensive income:</b>			
Amounts which will not be reclassified subsequently to the operating result			
Gain (loss) on revaluation of infrastructure, property, plant and equipment	C1-4	<b>730</b>	–
<b>Total items which will not be reclassified subsequently to the operating result</b>		<b>730</b>	–
<b>Total other comprehensive income for the year</b>		<b>730</b>	–
<b>Total comprehensive income for the year</b>		<b>929</b>	<b>(277)</b>

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Financial Position | for the year ended 30 June 2022

## Richmond Tweed Regional Library

## Statement of Financial Position

as at 30 June 2022

\$ '000	Notes	2022	2021
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	C1-1	1,866	1,737
Receivables	C1-3	143	–
<b>Total current assets</b>		<b>2,009</b>	<b>1,737</b>
<b>Non-current assets</b>			
Infrastructure, property, plant and equipment (IPPE)	C1-4	4,621	4,203
Intangible assets	C1-5	–	3
Right of use assets	C2-1	2	4
<b>Total non-current assets</b>		<b>4,623</b>	<b>4,210</b>
<b>Total assets</b>		<b>6,632</b>	<b>5,947</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Payables	C3-1	141	141
Lease liabilities	C2-1	2	5
Employee benefit provisions	C3-2	987	1,214
<b>Total current liabilities</b>		<b>1,130</b>	<b>1,360</b>
<b>Non-current liabilities</b>			
Employee benefit provisions	C3-2	6	20
<b>Total non-current liabilities</b>		<b>6</b>	<b>20</b>
<b>Total liabilities</b>		<b>1,136</b>	<b>1,380</b>
<b>Net assets</b>		<b>5,496</b>	<b>4,567</b>
<b>EQUITY</b>			
Accumulated surplus	C4-1	4,592	4,393
IPPE revaluation reserve	C4-1	904	174
<b>Richmond Tweed Regional Library equity interest</b>		<b>5,496</b>	<b>4,567</b>
<b>Total equity</b>		<b>5,496</b>	<b>4,567</b>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Changes in Equity | for the year ended 30 June 2022

## Richmond Tweed Regional Library

## Statement of Changes in Equity

for the year ended 30 June 2022

\$ '000	Notes	2022			2021		
		Accumulated surplus	IPPE revaluation reserve	Total equity	Accumulated surplus	IPPE revaluation reserve	Total equity
Opening balance at 1 July		4,393	174	4,567	4,670	174	4,844
<b>Opening balance</b>		<b>4,393</b>	<b>174</b>	<b>4,567</b>	<b>4,670</b>	<b>174</b>	<b>4,844</b>
Net operating result for the year as reported in the financial statements		199	–	199	(277)	–	(277)
<b>Net operating result for the period</b>		<b>199</b>	<b>–</b>	<b>199</b>	<b>(277)</b>	<b>–</b>	<b>(277)</b>
<b>Other comprehensive income</b>							
Gain (loss) on revaluation of infrastructure, property, plant and equipment	C1-4	–	730	730	–	–	–
<b>Other comprehensive income</b>		<b>–</b>	<b>730</b>	<b>730</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total comprehensive income</b>		<b>199</b>	<b>730</b>	<b>929</b>	<b>(277)</b>	<b>–</b>	<b>(277)</b>
<b>Closing balance at 30 June</b>		<b>4,592</b>	<b>904</b>	<b>5,496</b>	<b>4,393</b>	<b>174</b>	<b>4,567</b>

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Cash Flows | for the year ended 30 June 2022

## Richmond Tweed Regional Library

## Statement of Cash Flows

for the year ended 30 June 2022

Original unaudited budget 2022	\$ '000	Notes	Actual 2022	Actual 2021
<b>Cash flows from operating activities</b>				
<i>Receipts:</i>				
7,411	User charges and fees		7,280	7,375
17	Interest received		12	16
2	Grants and contributions		197	37
3	Other		228	39
<i>Payments:</i>				
(5,461)	Payments to employees		(5,218)	(5,266)
(1,800)	Payments for materials and services		(1,634)	(1,493)
(30)	Other		(35)	42
142	<b>Net cash flows from operating activities</b>	G1-1	<b>830</b>	<b>750</b>
<b>Cash flows from investing activities</b>				
<i>Payments:</i>				
(581)	Payments for IPPE		(279)	(611)
–	Purchase of intangible assets		(4)	(1)
(581)	<b>Net cash flows from investing activities</b>		<b>(700)</b>	<b>(610)</b>
<b>Cash flows from financing activities</b>				
<i>Payments:</i>				
(1)	Principal component of lease payments		(1)	(10)
(1)	<b>Net cash flows from financing activities</b>		<b>(1)</b>	<b>(10)</b>
(440)	<b>Net change in cash and cash equivalents</b>		<b>129</b>	<b>130</b>
1,737	Cash and cash equivalents at beginning of year		1,737	1,607
1,297	<b>Cash and cash equivalents at end of year</b>	C1-1	<b>1,866</b>	<b>1,737</b>

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

## Richmond Tweed Regional Library

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## A About Council and these financial statements

### A1-1 Basis of preparation

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#### **Principal accounting policies**

The principal accounting policies adopted by Richmond Tweed Regional Library (RTRL) in the preparation of these financial statements are set out below in order to assist in its general understanding.

Under Australian Accounting Standards (AASBs), accounting policies are defined as those specific principles, bases, conventions, rules and practices applied by a reporting entity (in this case RTRL) in preparing and presenting its financial statements.

These policies have been consistently applied to all the years presented, unless otherwise stated.

#### **Basis of preparation**

These financial statements are special purpose financial statement which have been prepared in accordance with;

- Australian Accounting Standards and Australian Accounting Interpretations,
- the Local Government Code of Accounting Practice and Financial Reporting where considered relevant to Member Councils.

RTRL is a not for-profit entity.

The financial statements are presented in Australian dollars and are rounded to the nearest thousand dollars.

#### **Historical cost convention**

These financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain infrastructure, property, plant and equipment and investment property.

#### **Significant accounting estimates and judgements**

RTRL makes estimates and assumptions concerning the future.

The resulting accounting estimates will, by definition, seldom equal the related actuals results.

The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financials year are set out below:

- (i) Estimated fair values of property, plant and equipment



**B Financial Performance****B1 Sources of income****B1-1 User charges and fees**

\$ '000	AASB	2022	2021
<b>Specific user charges</b>			
(per s.502 - specific 'actual use' charges)			
Other		19	–
<b>Total specific user charges</b>		<b>19</b>	<b>–</b>
<b>Other user charges and fees</b>			
<b>(ii) Fees and charges – other (incl. general user charges (per s.608))</b>			
RTRL Contributions by Member Councils	15 (1)	7,093	7,132
Reservation and Registration Fees	15 (1)	54	81
Lost Book Charges	15 (1)	14	13
PC Usage	15 (1)	3	7
Printouts	15 (1)	70	118
Other	15 (1)	27	24
<b>Total fees and charges – other</b>		<b>7,261</b>	<b>7,375</b>
<b>Total other user charges and fees</b>		<b>7,261</b>	<b>7,375</b>
<b>Total user charges and fees</b>		<b>7,280</b>	<b>7,375</b>
<b>Timing of revenue recognition for user charges and fees</b>			
User charges and fees recognised over time		–	–
User charges and fees recognised at a point in time		7,280	7,375
<b>Total user charges and fees</b>		<b>7,280</b>	<b>7,375</b>

**B1-2 Other revenues**

Fines – other	1058 (1)	6	18
Insurance claims recoveries		122	–
Donations – Friends of the Library	15 (1)	242	17
Other	1058 (1)	1	4
<b>Total other revenue</b>		<b>371</b>	<b>39</b>
<b>Timing of revenue recognition for other revenue</b>			
Other revenue recognised over time		–	–
Other revenue recognised at a point in time		371	39
<b>Total other revenue</b>		<b>371</b>	<b>39</b>

## B1-3 Grants and contributions

\$ '000	AASB	Operating 2022	Operating 2021	Capital 2022	Capital 2021
<b>General purpose grants and non-developer contributions (untied)</b>					
<b>Special purpose grants and non-developer contributions (tied)</b>					
<b>Cash contributions</b>					
<b>Previously specific grants:</b>					
<b>Pensioners' rates subsidies:</b>					
Library	1058 (1)	28	1	8	11
Library – special projects	1058 (1)	17	9	90	14
Diesel Rebate	1058 (1)	1	2	–	–
Local Priority Grants		–	–	58	–
<b>Previously contributions:</b>					
<b>Total special purpose grants and non-developer contributions – cash</b>		<b>46</b>	<b>12</b>	<b>156</b>	<b>25</b>
<b>Total special purpose grants and non-developer contributions (tied)</b>		<b>46</b>	<b>12</b>	<b>156</b>	<b>25</b>
<b>Total grants and non-developer contributions</b>		<b>46</b>	<b>12</b>	<b>156</b>	<b>25</b>
<b>Comprising:</b>					
– Other funding		46	12	156	25
		<b>46</b>	<b>12</b>	<b>156</b>	<b>25</b>
<b>Developer contributions</b>					
<b>Total grants and contributions</b>		<b>46</b>	<b>12</b>	<b>156</b>	<b>25</b>
<b>Timing of revenue recognition for grants and contributions</b>					
Grants and contributions recognised over time		–	–	–	–
Grants and contributions recognised at a point in time		46	12	156	25
<b>Total grants and contributions</b>		<b>46</b>	<b>12</b>	<b>156</b>	<b>25</b>

## B1-4 Interest and investment income

\$ '000	2022	2021
<b>Interest on financial assets measured at amortised cost</b>		
– Cash and investments	12	16
<b>Total interest and investment income (losses)</b>	<b>12</b>	<b>16</b>
<b>Interest and investment income is attributable to:</b>		
<b>Unrestricted investments/financial assets:</b>		
General Richmond Tweed Regional Library cash and investments	12	16
<b>Total interest and investment income</b>	<b>12</b>	<b>16</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2022

**B2 Costs of providing services****B2-1 Employee benefits and on-costs**

<b>\$ '000</b>	<b>2022</b>	<b>2021</b>
Salaries and wages	3,698	3,838
Employee leave entitlements (ELE)	754	926
Superannuation	511	516
Workers' compensation insurance	59	61
Other	—	36
<b>Total employee costs</b>	<b>5,022</b>	<b>5,377</b>
<b>Total employee costs expensed</b>	<b>5,022</b>	<b>5,377</b>
Number of 'full-time equivalent' employees (FTE) at year end	59	59

## B2-2 Materials and services

\$ '000	Notes	2022	2021
Raw materials and consumables		1,531	1,389
Audit Fees	E2-1	10	10
<b>Previously other expenses:</b>			
Electricity and heating		12	12
Insurance		32	26
Office expenses (including computer expenses)		7	–
Subscriptions and publications		7	–
Telephone and communications		9	54
Other expenses		1	–
Repairs and maintenance		15	–
<b>Total materials and services</b>		<b>1,624</b>	<b>1,493</b>
<b>Total materials and services</b>		<b>1,624</b>	<b>1,493</b>

## B2-3 Borrowing costs

## (i) Interest bearing liability costs

Interest on leases	–	–
<b>Total interest bearing liability costs</b>	<b>–</b>	<b>–</b>
<b>Total interest bearing liability costs expensed</b>	<b>–</b>	<b>–</b>

## (ii) Other borrowing costs

Fair value adjustments on recognition of advances and deferred debtors		
<b>Total borrowing costs expensed</b>	<b>–</b>	<b>–</b>

## B2-4 Depreciation, amortisation and impairment of non-financial assets

\$ '000	Notes	2022	2021
<b>Depreciation and amortisation</b>			
Plant and equipment		16	64
Office equipment		102	105
Furniture and fittings		6	6
<b>Infrastructure:</b>	C1-4		
– Buildings – specialised		29	66
Right of use assets	C2-1	–	10
<b>Other assets:</b>			
– Library Resources		438	622
Intangible assets	C1-5	7	3
<b>Total gross depreciation and amortisation costs</b>		<b>598</b>	<b>876</b>
<b>Total depreciation and amortisation costs</b>		<b>598</b>	<b>876</b>
<b>Total depreciation, amortisation and impairment for non-financial assets</b>		<b>598</b>	<b>876</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2022

**B3 Gains or losses****B3-1 Gain or loss from the disposal, replacement and de-recognition of assets**

<b>\$ '000</b>	<b>Notes</b>	<b>2022</b>	<b>2021</b>
<b>Gain (or loss) on disposal of plant and equipment</b>	C1-4		
Proceeds from disposal – plant and equipment		(417)	2
<b>Gain (or loss) on disposal</b>		<b>(417)</b>	<b>2</b>
<b>Net gain (or loss) from disposal of assets</b>		<b>(417)</b>	<b>2</b>

**C Financial position****C1 Assets we manage****C1-1 Cash and cash equivalents**

<b>\$ '000</b>	<b>2022</b>	<b>2021</b>
<b>Cash assets</b>		
Cash on hand and at bank	661	533
Cash equivalent assets		
– Deposits at call	1,204	1,204
– Other financial assets	1	–
<b>Total cash and cash equivalents</b>	<b>1,866</b>	<b>1,737</b>

**Reconciliation of cash and cash equivalents**

Total cash and cash equivalents per Statement of Financial Position	1,866	1,737
<b>Balance as per the Statement of Cash Flows</b>	<b>1,866</b>	<b>1,737</b>

**C1-2 Restricted and allocated cash, cash equivalents and investments**

<b>\$ '000</b>	<b>2022</b>	<b>2021</b>
Plant and vehicle replacement	–	–
Infrastructure replacement	–	–
Employees leave entitlement	–	–
Carry over works	–	–
Deposits, retentions and bonds	–	–
Other	–	–

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2022

## C1-3 Receivables

\$ '000	2022 Current	2022 Non-current	2021 Current	2021 Non-current
Other debtors	143	—	—	—
Capital debtors (being sale of assets)				
Accrued revenues				
<b>Total</b>	<b>143</b>	<b>—</b>	<b>—</b>	<b>—</b>
<b>Total net receivables</b>	<b>143</b>	<b>—</b>	<b>—</b>	<b>—</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2022

## C1-4 Infrastructure, property, plant and equipment

By aggregated asset class	At 1 July 2021			Asset movements during the reporting period						At 30 June 2022		
	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount	Additions new assets	Carrying value of disposals	Depreciation expense	Adjustments and transfers	Revaluation decrements to equity (ARR)	Revaluation increments to equity (ARR)	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount
<b>\$ '000</b>												
Plant and equipment <sup>2</sup>	652	(542)	110	116	(456)	(16)	369	–	–	312	(189)	123
Office equipment	593	(332)	261	33	–	(102)	–	–	–	626	(434)	192
Furniture and fittings	57	(30)	27	–	–	(6)	1	–	–	57	(35)	22
<b>Land:</b>												
– Operational land	490	–	490	–	–	–	–	360	–	850	–	850
<b>Infrastructure:</b>												
– Buildings	2,233	(1,370)	863	–	–	(29)	–	–	370	2,603	(1,399)	1,204
<b>Other assets:</b>												
– Lending and Reference Collection <sup>3</sup>	5,117	(2,665)	2,452	547	(647)	(438)	316	–	–	5,018	(2,788)	2,230
<b>Total infrastructure, property, plant and equipment</b>	<b>9,142</b>	<b>(4,939)</b>	<b>4,203</b>	<b>696</b>	<b>(1,103)</b>	<b>(591)</b>	<b>686</b>	<b>360</b>	<b>370</b>	<b>9,466</b>	<b>(4,845)</b>	<b>4,621</b>

(2) An itemised list of all Plant & Equipment in the flood from the Lismore Library and the Mobile Library, was received from the Regional Library Manager. These were matched against the relevant capital value records for disposals.

(3) An itemised list of all books lost in the flood from the Lismore Library and the Mobile Library, was received from the Regional Library Manager. These were matched against the relevant capital value records for disposals.

By aggregated asset class	At 1 July 2020			Asset movements during the reporting period			At 30 June 2021		
	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount	Additions new assets	Carrying value of disposals	Depreciation expense	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount
<b>\$ '000</b>									
Plant and equipment	687	(499)	188	–	(14)	(64)	652	(542)	110
Office equipment	3,035	(2,686)	349	17	–	(105)	593	(332)	261
Furniture and fittings	283	(249)	34	–	(1)	(6)	57	(30)	27
<b>Land:</b>									
– Operational land	490	–	490	–	–	–	490	–	490
<b>Infrastructure:</b>									
– Buildings – specialised	2,233	(1,304)	929	–	–	(66)	2,233	(1,370)	863
<b>Other assets:</b>									
– Lending and reference collection	6,757	(4,292)	2,465	609	–	(622)	5,117	(2,665)	2,452
<b>Total infrastructure, property, plant and equipment</b>	<b>13,485</b>	<b>(9,030)</b>	<b>4,455</b>	<b>626</b>	<b>(15)</b>	<b>(863)</b>	<b>9,142</b>	<b>(4,939)</b>	<b>4,203</b>



## C1-5 Intangible assets

Intangible assets are as follows:

\$ '000	2022	2021
<b>Software</b>		
<b>Opening values at 1 July</b>		
Gross book value (1/7)	26	26
Accumulated amortisation (1/7)	(23)	(21)
<b>Net book value – opening balance</b>	<b>3</b>	<b>5</b>
<b>Movements for the year</b>		
Other movements	4	1
Amortisation charges	(7)	(3)
<b>Closing values at 30 June</b>		
Gross book value (30/6)	26	26
Accumulated amortisation (30/6)	(26)	(23)
<b>Total software – net book value</b>	<b>–</b>	<b>3</b>
<b>Total intangible assets – net book value</b>	<b>–</b>	<b>3</b>

## C2 Leasing activities

### C2-1 RTRL as a lessee

RTRL has applied AASB 16 using the modified retrospective (cumulative catch-up) method and therefore the comparative information has not been restated and continues to be reported under AASB 117 and related Interpretations.

#### Vehicles

RTRL leases vehicles with term varying from 1 to 5 years; these lease payments are fixed during the lease term and there is generally no renewal option.

#### (a) Right of use assets

\$ '000	Vehicles	Total
<b>2022</b>		
Opening balance at 1 July	4	4
Depreciation charge	—	—
<b>Balance at 30 June</b>	<b>2</b>	<b>2</b>
<b>2021</b>		
Opening balance at 1 July	14	14
Depreciation charge	(10)	(10)
<b>Balance at 30 June</b>	<b>4</b>	<b>4</b>

#### (b) Lease liabilities

\$ '000	2022 Current	2022 Non-current	2021 Current	2021 Non-current
Lease liabilities	2	—	5	—
<b>Total lease liabilities</b>	<b>2</b>	<b>—</b>	<b>5</b>	<b>—</b>

#### (c) (i) The maturity analysis

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

\$ '000	< 1 year	1 – 5 years	> 5 years	Total	Total per Statement of Financial Position
<b>2022</b>					
Cash flows	—	—	—	—	2
<b>2021</b>					
Cash flows	5	—	—	5	5

#### (d) Income Statement

The amounts recognised in the Income Statement relating to leases where RTRL is a lessee are shown below:

\$ '000	2022	2021
Depreciation of right of use assets	—	10
	<b>—</b>	<b>10</b>

## C2-1 RTRL as a lessee (continued)

### (e) Leases at significantly below market value – concessionary / peppercorn leases

#### Accounting policy

##### Accounting policy – RTRL as a lessee

At inception of a contract, RTRL assesses whether a lease exists – i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration?

RTRL has elected not to separate non-lease components from lease components for any class of asset and has accounted for payments as a single component.

At the lease commencement, RTRL recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where RTRL believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises: the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration, less any lease incentives. The right-of-use is depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of asset accounting policy.

The lease liability is initially recognised at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the RTRL's incremental borrowing rate for a similar term with similar security is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is re-measured when there is a lease modification, or change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI).

Where the lease liability is re-measured, the right-of-use asset is adjusted to reflect the re-measurement.

##### Exceptions to lease accounting

RTRL has applied the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. RTRL recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

##### Leases at significantly below market value / concessionary leases

RTRL has elected to measure the right of use asset arising from the concessionary leases at cost which is based on the associated lease liability at initial recognition.

## C3 Liabilities of Council

### C3-1 Payables

\$ '000	2022 Current	2022 Non-current	2021 Current	2021 Non-current
Goods and services – operating expenditure	–	–	10	–
Accrued expenses:				
– Salaries and wages	135	–	90	–
– Other expenditure accruals	–	–	40	–
Other	6	–	1	–
Prepaid rates	–	–	–	–
<b>Total payables</b>	<b>141</b>	<b>–</b>	<b>141</b>	<b>–</b>

#### Payables relating to restricted assets

\$ '000	2022 Current	2022 Non-current	2021 Current	2021 Non-current
<b>Total payables relating to unrestricted assets</b>	<b>141</b>	<b>–</b>	<b>141</b>	<b>–</b>
<b>Total payables</b>	<b>141</b>	<b>–</b>	<b>141</b>	<b>–</b>

#### Current payables not anticipated to be settled within the next twelve months

The following liabilities, even though classified as current, are not expected to be settled in the next 12 months.

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2022

**C3-2 Employee benefit provisions**

<b>\$ '000</b>	<b>2022 Current</b>	<b>2022 Non-current</b>	<b>2021 Current</b>	<b>2021 Non-current</b>
Annual leave	392	–	432	–
Long service leave	593	6	769	20
Other leave	2	–	13	–
<b>Total employee benefit provisions</b>	<b>987</b>	<b>6</b>	<b>1,214</b>	<b>20</b>

**Employee benefit provisions relating to restricted assets**

<b>Total employee benefit provisions relating to restricted assets</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total employee benefit provisions relating to unrestricted assets</b>	<b>987</b>	<b>6</b>	<b>1,214</b>	<b>20</b>
<b>Total employee benefit provisions</b>	<b>987</b>	<b>6</b>	<b>1,214</b>	<b>20</b>

**Current employee benefit provisions not anticipated to be settled within the next twelve months**

<b>\$ '000</b>	<b>2022</b>	<b>2021</b>
The following provisions, even though classified as current, are not expected to be settled in the next 12 months.		
Provisions – employees benefits	595	780
	<b>595</b>	<b>780</b>

## C4 Reserves

### C4-1 Nature and purpose of reserves

---

#### **IPPE Revaluation reserve**

The infrastructure, property, plant and equipment (IPPE) revaluation reserve is used to record increments and decrements in the revaluation of infrastructure, property, plant and equipment.

## D Risks and accounting uncertainties

### D1-1 Contingencies

The following assets and liabilities do not qualify for recognition in the Statement of Financial Position, but their knowledge and disclosure is considered relevant to the users of Richmond Tweed Regional Library's financial report.

#### LIABILITIES NOT RECOGNISED

##### 1. Guarantees

###### (ii) Statewide Limited

RTRL is a member of Statewide Mutual, a mutual pool scheme providing liability insurance to local government.

Membership includes the potential to share in either the net assets or liabilities of the fund depending on its past performance. RTRL's share of the net assets or liabilities reflects RTRL's contributions to the pool and the result of insurance claims within each of the fund years.

The future realisation and finalisation of claims incurred but not reported to 30/6 this year may result in future liabilities or benefits as a result of past events that RTRL will be required to fund or share in respectively.

###### (iii) StateCover Limited

RTRL is a member of StateCover Mutual Limited and holds a partly paid share in the entity.

StateCover is a company providing workers compensation insurance cover to the NSW local government industry and specifically RTRL.

RTRL has a contingent liability to contribute further equity in the event of the erosion of the company's capital base as a result of the company's past performance and/or claims experience or as a result of any increased prudential requirements from APRA.

These future equity contributions would be required to maintain the company's minimum level of net assets in accordance with its licence requirements.

###### (iv) Other guarantees

RTRL has provided no other guarantees other than those listed above.

##### 2. Other liabilities

###### (i) Third party claims

The RTRL is involved from time to time in various claims incidental to the ordinary course of business including claims for damages relating to its services.

RTRL believes that it is appropriately covered for all claims through its insurance coverage and does not expect any material liabilities to eventuate.

## E People and relationships

### E1 Related party disclosures

#### E1-1 Key management personnel (KMP)

Key Management Personnel (KMP) of Richmond Tweed Regional Library (RTRL) are those persons having the authority and responsibility for planning, directing and controlling the activities of the library, directly or indirectly. KMP for the RTRL are considered to include Committee Members, RTRL Manager and staff members acting in the position of Manager. Committee members and staff other than the RTRL Manager do not receive direct benefits from RTRL.

The aggregate amount of KMP compensation included in the Income Statement is:

\$ '000	2022	2021
<b>Compensation:</b>		
Short-term benefits	113	140
Post-employment benefits	9	16
Other long-term benefits	4	1
<b>Total</b>	<b>126</b>	<b>157</b>

#### Other transactions with KMP and their related parties

Richmond Tweed Regional Library has determined that transactions at arm's length between KMP and the committee and management as part of delivering public service objectives (e.g. access to library by KMP) will not be disclosed.

KMP and their related parties attend various functions from time to time as part of their position held within RTRL. Tickets, meals and small tokens of appreciation that are provided at these functions are considered immaterial and will not be disclosed.



## E2 Other relationships

### E2-1 Audit fees

\$ '000	2022	2021
<b>(i) Audit and other assurance services</b>		
Audit and review of financial statements	10	10
<b>Total audit fees</b>	<b>10</b>	<b>10</b>

## F Other matters

### F1-1 Statement of Cash Flows information

#### Reconciliation of net operating result to cash provided from operating activities

\$ '000	2022	2021
<b>Net operating result from Income Statement</b>	<b>199</b>	<b>(277)</b>
<b>Add / (less) non-cash items:</b>		
Depreciation and amortisation	598	876
<b>Movements in operating assets and liabilities and other cash items:</b>		
(Increase) / decrease of receivables	(143)	–
Increase / (decrease) in payables	(10)	–
Increase / (decrease) in other accrued expenses payable	5	73
Increase / (decrease) in other liabilities	5	2
Increase/(decrease) in employee leave entitlements	(241)	78
<b>Net cash flows from operating activities</b>	<b>830</b>	<b>750</b>

## F2 Statement of performance measures

### F2-1 Statement of performance measures

\$ '000	Amounts 2022	Indicator 2022	Indicator 2021	Benchmark
<b>1. Operating performance ratio</b>				
Total continuing operating revenue excluding capital grants and contributions less operating expenses <sup>1,2</sup>	465	6.03%	(4.08)%	> 0.00%
Total continuing operating revenue excluding capital grants and contributions <sup>1</sup>	7,709			
<b>2. Own source operating revenue ratio</b>				
Total continuing operating revenue excluding all grants and contributions <sup>1</sup>	7,663	97.43%	99.50%	> 60.00%
Total continuing operating revenue <sup>1</sup>	7,865			
<b>3. Unrestricted current ratio</b>				
Current assets less all external restrictions	2,009	3.76x	2.99x	> 1.50x
Current liabilities less specific purpose liabilities	535			
<b>4. Debt service cover ratio</b>				
Operating result before capital excluding interest and depreciation/impairment/amortisation <sup>1</sup>	1,063	1,063.00x	57.20x	> 2.00x
Principal repayments (Statement of Cash Flows) plus borrowing costs (Income Statement)	1			

## F2-1 Statement of performance measures (continued)

\$ '000	Amounts 2022	Indicator 2022	Indicator 2021	Benchmark
<b>5. Cash expense cover ratio</b>				
Current year's cash and cash equivalents plus all term deposits	<b>1,866</b>	<b>3.25</b>	3.10	> 3.00
Monthly payments from cash flow of operating and financing activities	<b>574</b>	<b>months</b>	months	months

(1) Excludes fair value increments on investment properties, reversal of revaluation decrements, reversal of impairment losses on receivables, net gain on sale of assets and net share of interests in joint ventures and associates using the equity method and includes pensioner rate subsidies

(2) Excludes impairment/revaluation decrements of IPPE, fair value decrements on investment properties, net loss on disposal of assets and net loss on share of interests in joint ventures and associates using the equity method

End of the audited financial statements

## Richmond Tweed Regional Library

### Special Purpose Financial Statements

for the year ended 30 June 2022

#### Independent Auditor's Reports:

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#### On the Financial Statements

# REPORT TO THE COMMITTEE

RICHMOND TWEED REGIONAL LIBRARY

YEAR ENDED 30 JUNE 2022



Thomas  
Noble &  
Russell

Accountants | Auditors | Business Advisers

2 MAY 2023

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## Executive Summary

### Purpose

The purpose of this closing report is to communicate significant matters arising from our audit to the Library Committee. This report has been discussed with management.

### Scope

We conducted our audit of the financial report of Richmond Tweed Regional Library (the "Library") for the year ended 30 June 2022 in accordance with the terms of our most recent engagement letter and with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free from material misstatement.

### Audit status

Our audit was conducted in accordance with Australian Auditing Standards for the year ended 30 June 2022 and is in the process of being completed. [Click here for more details.](#)

### Audit opinion

Subject to our final review of the financial report and finalisation of the outstanding matters outlined in [Section 1](#), we will be in a position to provide our audit opinion for the year ended 30 June 2022.

We expect to sign an unqualified audit report after the outstanding matters are completed.

### Significant accounting and audit issues

The risks of material misstatement we have identified along with the procedures performed and results from these procedures are detailed in [Section 2 – Significant Accounting and Auditing Issues](#).

### Summary of misstatements

We have identified misstatements during our audit. Details of corrected and uncorrected misstatements are noted in [Appendix 1](#).

### Independence

We confirm that we have complied with the ethical requirements regarding our independence as auditor of Richmond Tweed Regional Library. [More details.](#)

### Fraud

We confirm that no matters have come to our attention that indicate material misstatement in the financial statements due to non-compliance with laws and regulations or fraudulent activity. Management has confirmed that they are unaware of any fraudulent activity. [More details.](#)



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## 1. Audit Status

We have completed our audit work except for the following which are required in order to finalise the audit:

MATTER	RESPONSIBILITY
Receipt of Management Representation Letter	Management
Committee approval of financial statements	Library Committee
Receipt of signed engagement letter	Management

### Access and co-operation

We confirm that we were not restricted in any way from being able to perform our audit. We would like to express our thanks to management and accounting staff for their co-operation and assistance.

## 2. Significant Accounting and Auditing Issues

During the planning phase of the audit we identified a number of significant risks for the audit. Those matters are detailed in our audit strategy and are listed below.

The work that we performed on those matters is noted in the table below.

Certain additional matters arose during the course of our audit, which we have considered and discussed with management. These matters are also noted below.

### Natural Disasters in March 2022

The Library was impacted by floods and other weather events that caused damage to a portion of the Library's assets.

The Committee assessed the potential financial implications of these events and noted the below:

- A total of (\$530,000) in library resources were damaged and had to be disposed of during the year.
- Further damage was identified by the Committee with the mobile library semi-trailer which resulted in a loss on disposal of (\$130,000).

It is noted that some of the losses were recouped through Insurance claims (120k) and furthermore, the Committee is in the process of applying for additional grant funding to assist with the ongoing recovery and repair of the Library's assets.

SIGNIFICANT RISKS	AUDIT WORK PERFORMED	FINDINGS
Management Override of Controls	<ul style="list-style-type: none"> <li>• Tested the appropriateness of the journal entries.</li> <li>• Reviewed accounting estimates for bias.</li> <li>• Determined whether there is a need to perform other audit procedures where there are specific additional risks of management override that are not covered by the procedures above.</li> </ul>	<p>We conducted sample testing over general ledger entries and found them to be an appropriate reflection of the underlying business transactions.</p> <p>Material accounting estimates applied by the Library appear reasonable and consistent with prior years.</p> <p>Audit procedures did not identify any instances of management override of controls.</p>



SIGNIFICANT RISKS	AUDIT WORK PERFORMED	FINDINGS
<b>Fair Value Assessment of Property, Plant and Equipment</b>	<ul style="list-style-type: none"> <li>Assessed effectiveness and reliability of management's process for determining and agreeing fair value of assets.</li> <li>Reviewed methodology used.</li> <li>Tested reasonableness of useful lives and depreciation.</li> <li>Assessed whether there are any indicators of impairment.</li> </ul>	After consideration of the audit work performed, we concluded the fair value of property, plant and equipment to be reasonable.
<b>Fraud in Revenue Recognition</b>	<ul style="list-style-type: none"> <li>Updated our understanding of the major revenue streams</li> <li>Performed detailed analytics and sample testing over revenue streams to ensure that it is accurate, complete and recorded in the correct period</li> </ul>	After the testing performed over revenue, we concluded that all revenue exists and is correctly recorded in regards to accounting periods.
<b>Impact of Natural Disasters</b>	<ul style="list-style-type: none"> <li>Reviewed the impact of the flood on PPE and considered the Library's assessment of impairment and disposal of damaged PPE.</li> </ul>	Through the testing performed on PP&E, we conclude that the Library has appropriately disposed of damaged PP&E and has appropriately recognised any impairment.
<b>RTRL Deed of Agreement</b>	We note the current agreement expires 30 June 2023.	A new agreement to 30 June 2027 has been prepared and has been endorsed by the Committee. Constituent Council's are in the process of adopting. The financial statements for the year ending 30 June 2023 have been prepared on a going concern basis under the assumption RTRL as an entity will continue.

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### 3. Internal Control Findings

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During the course of our audit for the year ended 30 June 2022 we obtained an understanding of the Library's internal control structure and procedures sufficient to allow us to determine our audit procedures for the purpose of expressing our opinion on the financial report.

Our consideration of the control structure and procedures would not necessarily disclose all significant control deficiencies, as our audit is based on selective tests of accounting records and supporting data, and is not intended to provide specific assurance on the internal control structure.

Alternatively: We have identified certain matters which we consider warrant the attention of management. Management's comments on these matters have been included. We ask that you review these matters set out in [Appendix 2](#) to ensure that action has been taken or planned to be taken by the Committee. We will not be issuing a separate management letter regarding these matters.

## 4. Specific matters to be reported to those charged with Governance

### 4.1 Independence and ethics

The Partner and staff on the Library's audit engagement team for the year ended 30 June 2022 have confirmed their independence. This includes compliance with the ethical requirements of APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)*.

The firm and the Network have implemented policies and procedures to ensure compliance with independence requirements.

### 4.2 Non-audit services

No non-audit services were provided to the Entity.

### 4.3 Audit considerations in relation to fraud

Under Australian Auditing Standard ASA 240 *The Auditors' Responsibility to Consider Fraud in an Audit of a Financial Report*, the auditor is responsible for planning and performing the audit to obtain reasonable assurance about whether the financial report is free from material misstatement as a result of fraud or error.

The Library Committee have a responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error and for the accounting policies and accounting estimates inherent in the financial report.

While our audit work during the year was not primarily directed towards the detection of fraud, as part of our audit procedures, we considered the following:

- Likelihood of material misstatements arising from fraudulent financial reporting or omissions of amounts or disclosures designed to deceive financial report users; and

- Likelihood of material misstatements arising from misappropriation of assets involving theft and embezzlement of assets.

As a result of the above procedures we have not become aware of any instances of fraud or non-compliance with legislative, regulatory or contractual requirements.

### 4.4 Presentation of Audited Financial Report on the internet

It is our understanding that the Library intends to publish a hard copy of the audited financial report and auditor's report for members, and also to electronically present the audited financial report and auditor's report on its internet website. When information is presented electronically on a website the security and controls over information on the website should be addressed by the Committee to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of the audited financial information on the Library's website is beyond the scope of the audit of the financial report. Responsibility for the electronic presentation of the financial report on the Library's website is that of the Library Committee's.

### 4.5 Other matters

Apart from the issues detailed in [section 2](#), we confirm that:

- We noted no errors or irregularities that would cause the financial report to contain a material misstatement, and noted no apparent illegal acts.
- There were no difficulties encountered in dealing with management relating to the performance of the audit.
- The accounting policies selected by the Library are appropriate to the particular circumstances of the Library.



- There are no financial report disclosure issues that we wish to bring to your attention.
- We are not aware of any significant unusual transactions in controversial or emerging areas for which there is a lack of authoritative accounting guidance or consensus.
- We are not aware of any material inconsistencies or material misstatements of fact in information accompanying the financial report.
- We are not aware of any significant matters arising during the audit in connection with the Library's related parties.
- We have had no differences of opinion with management about significant auditing, accounting or disclosure matters

# APPENDICIES



Thomas  
Noble &  
Russell

Accountants | Auditors | Business Advisers

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## Appendix 1: Summary of Misstatements

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### Corrected misstatements

During our audit we identified several differences which have been adjusted by management. These mainly relate to disclosures in the financial report. We did not note any matters requiring adjustment which impacted the current year operational result or statement of financial position.

## Appendix 2: Internal Control Findings

ISSUE	OBSERVATION	IMPLICATION	RECOMMENDATION
1. Long Term Financial Plan (repeat matter)	<p>The current Deed of Agreement to 30 June 2023 requires a Long Term Finance Plan to be drafted and endorsed by the Committee.</p> <p>We note the Deed of Agreement from 1 July 2023 has removed this requirement.</p>	The Library hasn't complied with the requirements of the relevant section in the Deed of Agreement for the year ending 30 June 2023.	Nil – As the requirement has been removed from the future Deed. Noting for information purposes only.
2. Documentation of accounting treatment for Grants	Through testing in revenue, several grant fund monies received could not be matched to an external grant agreement or contract due to their size or nature.	In the absence of formal documentation as an audit trail it is difficult to ascertain the appropriate accounting treatment.	A file note on the accounting treatment should be prepared for small grants which don't have formal applications or agreements.



### Review of matters raised in prior year management letters

PRIOR YEAR ISSUES RAISED	ASSESSMENT OF ACTION TAKEN	RECOMMENDATION
1. System error in the accrual rate of Long Service Leave	Council adjusted the error to ensure that the calculation was capturing all those who are supposed to be included.	Nil as matter has been addressed
2. Service Level Agreement (repeat matter)	Service Level Agreement has been signed by all constituent councils until 30 June 2023.	Nil as matter has been addressed



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Other than our responsibility to the Library's Committee, neither Thomas Noble & Russell nor any member or employee of Thomas Noble & Russell undertakes responsibility arising in any way from reliance placed by a third party on this Report to the Committee. Any reliance placed is that party's sole responsibility.

Our Report to the Committee is for the sole use of the Library and is not to be used by any other person for any other purpose and may not be distributed, duplicated, quoted, referred to, in whole or in part, without our prior written consent.

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**Richmond Tweed Regional Library**  
Connect. Discover. Escape.

**Richmond Tweed Regional Library**  
**Ballina Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**3rd Quarter**  
**January to March 2023**



Richmond Tweed Regional Library acknowledges the traditional custodians of the land on which we work

## Ballina Area

**Quarter:** 3rd Quarter | January to March 2023

**Prepared by:** Ballina Area Librarian, Taryn Kelly

### INTRODUCTION

The following service level agreement (SLA) report details quarterly progress for the Ballina Area Libraries. The report is presented in two parts; Part 1: Service Level Agreement Target Performance, which details progress against quarterly reportable SLA targets; and Part 2: Additional Commentary, which provides an account of library activities for the quarter based on the key themes defined in the RTRL Strategic Plan, along with commentary for Support Services and Mobile Library activities. Progress against all SLA targets will be reported in the RTRL Annual Report.

To realise RTRL strategic outcomes, SLAs define targets to be achieved in relation to the six RTRL cost drivers:

- Branch
- Mobile Library
- Library Resources
- Computer Systems
- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

### RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

- We champion and support literacy and the joy of reading
- We continue to extend the reach of our library services into the community
- We provide accessible engaging spaces at the heart of the community
- We support and provide inclusive collections, programs and services that inspire learning and creating
- We support and encourage active participation in the digital world
- Our staff are engaged, knowledgeable, responsive, and friendly
- We provide anywhere, anytime access through the virtual library

The Strategic Plan is focussed around six key themes in which RTRL delivers services to the community:

- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

**PART 1:****Service Level Agreement Target Performance****Target Performance Dashboard**

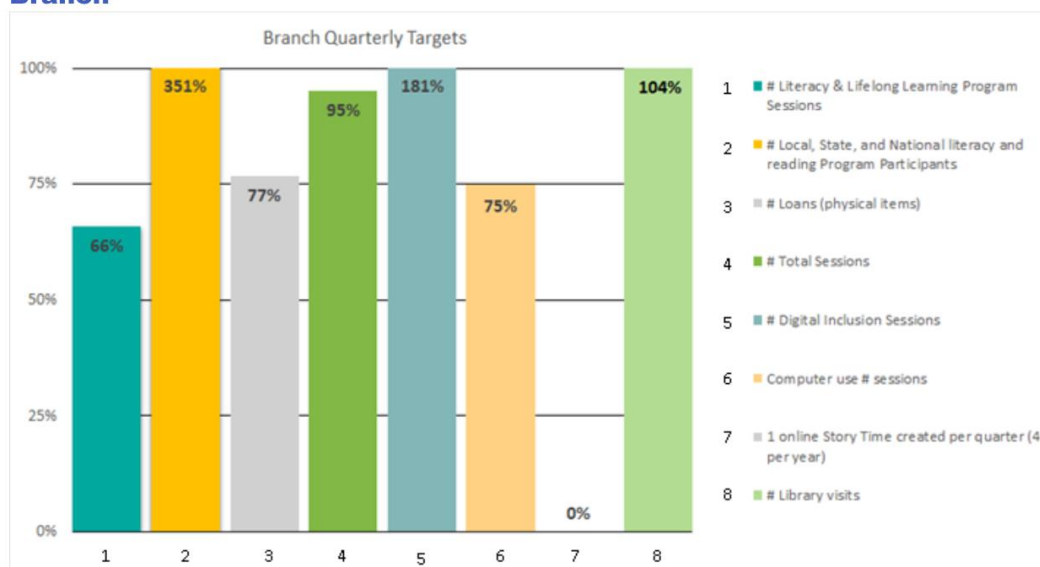
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



## Detailed Commentary

The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the third quarter, therefore targets can be expected to be around 75% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

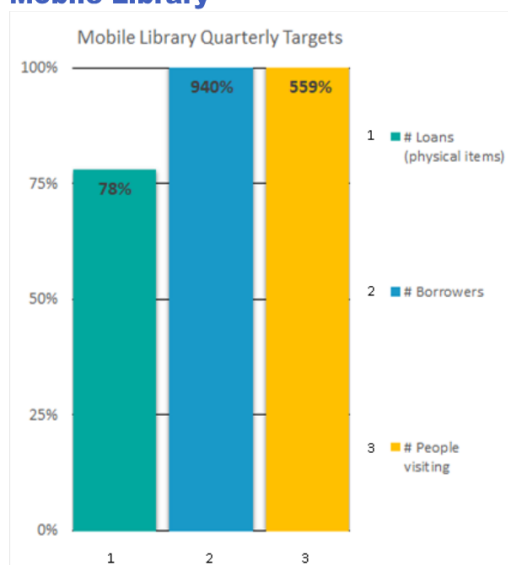
### Branch



SLA targets are primarily positive at the end of the 3rd Quarter.

1. Literacy and Lifelong Learning programs were paused during January, resulting in the number of sessions being below target.
2. Local, State and National Literacy program participants are exceeding target. It is recommended that this target be reviewed for the following year.
4. Total sessions are above target. Increased program capacity has been possible through grant funding for Tech Savvy Seniors and Social Circle.
5. Digital Inclusion sessions are significantly above target. This reflects a high community demand for technology related programs, and the availability of grant funding for Tech Savvy Seniors.
6. Computer use sessions are meeting target.
7. The Online Story Time target has not been met. This ALIA project ceased during the 2<sup>nd</sup> Quarter and therefore it is recommended that the target be removed.
8. Library Visits are exceeding target as a result of increased program sessions and promotion.

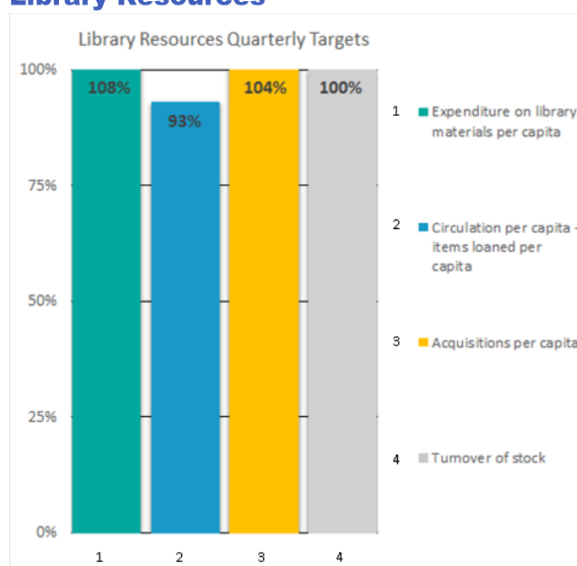
### Mobile Library



SLA targets are positive at the end of the 3rd Quarter.

1. Loans are meeting target.
2. Borrower numbers are far exceeding target. It is recommended that this target is reviewed.
3. Visitor numbers are far exceeding target. It is recommended that this target is reviewed.

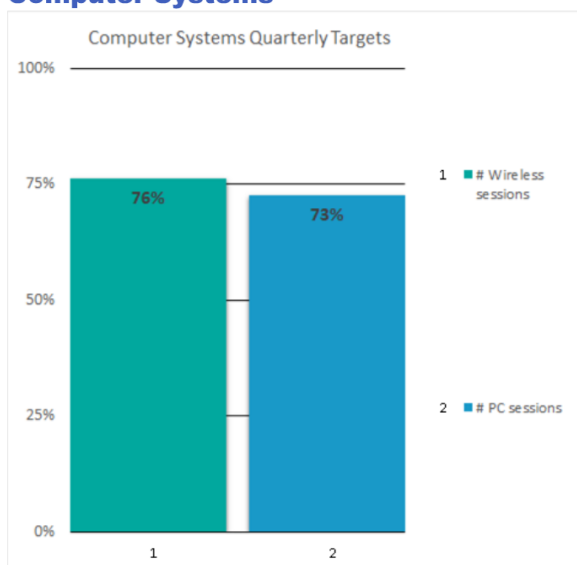
### Library Resources



SLA targets are positive at the end of the 3rd Quarter.

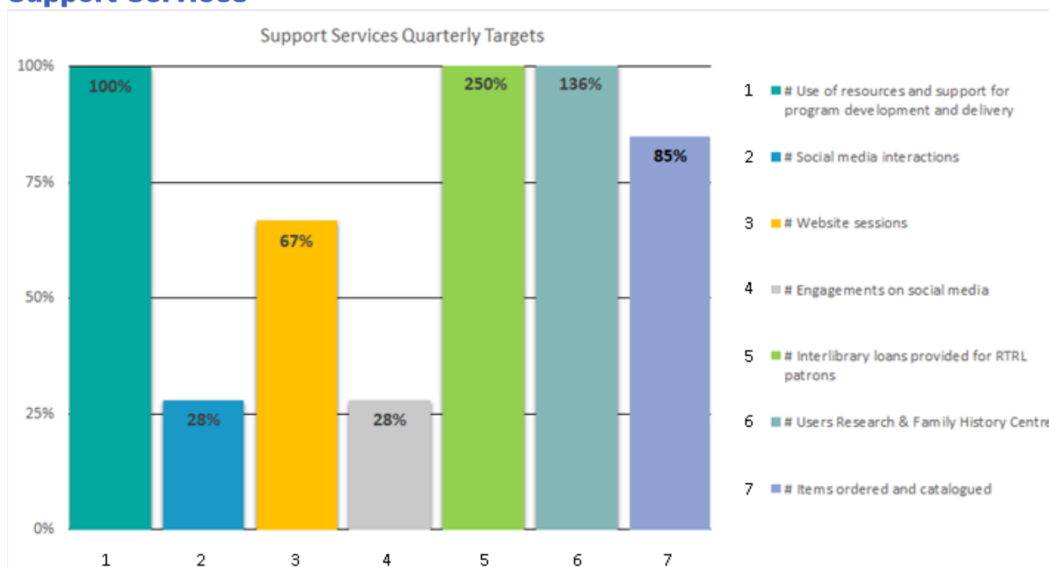
1. Expenditure on library materials is exceeding target, as orders are placed 2 months in advance.
2. Circulation per capita is exceeding target, correlating with the noted increase in library visits.
3. Acquisitions per capita are exceeding target, as orders are placed 2 months in advance.
4. Turnover of stock is exceeding target. Use of CollectionHQ software to manage stock has contributed to this positive result.

## Computer Systems



SLA targets are primarily positive at the end of the 3rd Quarter.

## Support Services



Progress toward SLA targets is primarily positive at the end of the 3rd Quarter.

1. There has been a return to pre-COVID-19 demand for branch kits and resources
2. & 4. There has been less demand for information sharing with the community through our social media channels as people return to face-to-face services. We continue to improve our social media channels and to work with everchanging algorithms that limit what people are offered to their newsfeeds.
5. Progress against the interlibrary loans target is well above the target, a revised target should be set for next year. It does, however, show a reflection in a return to normal service and that it is a service in high demand. This would be impacted by restricted access to the collection at Lismore Library.

6. An increase of visitors from Lismore Area due to some programs still being run from the Research & Family History Centre continues to positively contribute to the number of users of the Centre.
7. Progress against this target is tracking well, showing a healthy growth to the collection.



## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Ballina Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

The Area Librarian met with RTRL's DVD supplier. A noted reduction in the number of new children's DVDs being released was discussed and will be taken into account when finalising standing orders for the next financial year.

A new collection maintenance schedule was implemented at Ballina Branch to make the weeding process more efficient. Processing procedures for new books were updated at all branches with Quick Reads, Large Print and selected fiction titles now being covered in Contact. Donated items from the flood appeal continued to be catalogued by staff at Ballina and Alstonville.

### Community Participation

Sadly, the Friends of Ballina Shire Libraries Association was wound up in February after many years of wonderful support for our library service. The Association's remaining funds were donated to Ballina Library to be used to refurbish the Reference Room and to continue providing Welcome Packs for all new members aged 0-5 years.

Many library staff agreed to participate in the 'Purple Friday' campaign organised by the Rotary Club of Ballina-on-Richmond. Each Friday during 2023, these staff will join local businesses who are wearing purple t-shirts saying NO to domestic and family violence and YES to respectful relationships.

Ballina hosted a travelling exhibition from Questacon during February and March and local schools brought groups of students along to visit and complete the various science activities on offer. Library staff made outreach visits to Bright Horizons at Tintenbar and Ballina Playgroup for Story Time. Lennox Head staff also offered a fun pop-up Story Time in the newly upgraded Ross Park that drew a large audience during the Summer school holidays.

Ballina Social Circle began the year with guest speakers from various community organisations such as Rotary, Mary's Place and the RSL sub-branch. The Area Librarian attended the Ballina VIEW Club meeting in March as a guest speaker for International Women's Day. Children at all branches took part in nominating books for the Kids Own Australian Literature Awards (KOALA), and in Ballina they were also able to vote on their favourite names for our new Library Pets. We officially welcomed Pixie and Alexandria the stick insects in February.

### Learning & Creating

The Summer Reading Club attracted great numbers of children this year with 160 registrations across the three branches. We held a huge party to celebrate with pizza and cake, and the lucky winner of the Samsung Tablet drawn on the day was Molly from Alstonville. The Friends of the Library kindly donated gift vouchers for all participants to use at the Book Warehouse in Ballina. Staff presented an amazing range of school holiday activities in January which included tie dyeing, scavenger hunts, Dinorama, Scratch Jr coding, Claymation, sand art, under the sea craft, and photo frame decorating. In addition, the Bollywood Sisters held dance workshops at each branch and a local instructor held children's yoga at Lennox Head.

All branches hosted very popular author talks during the quarter with authors including Helen Burns, Ben Hobson, Karly Lane, Kayte Nunn, Hilton Koppe, Nikki Mottram, Peter Watt, Bill Silvester, and Sally Warriner. For Library Lovers' Day in February, Lennox ran a Bookish Trivia session and Ballina a Library Lovers' Quiz, with the winners receiving chocolates and book packs. Lennox also held a 'blind date with a book' promotion.

During NSW Seniors Festival in February, Lennox library offered Brain Training packs for our Senior members, while Alstonville invited all Seniors to join our preschoolers at Story Time. All regular library programs recommenced after the holiday break. Lots of happy toys explored the library after dark at the Lennox Head Toy Sleepover, and a new weekly Toddler Time session was introduced at Alstonville branch with excellent attendance. Adult literacy one-on-one lessons were once again offered at Ballina with the help of a volunteer tutor.

### Library Team

During this quarter three Ballina Area staff accepted casual conversion under the National Employment Standards to become permanent part-time employees. The team welcomed this addition of support particularly for our preschool programs and provision of Tech Savvy Seniors lessons. Ballina branch also welcomed a new volunteer for the Home Library service in February, and hosted a local high school student for work experience in March.

The Ballina Branch Technician took annual leave in January and was relieved by one of our Library Assistants who is currently completing a Master of Information Studies (Librarianship).

### Sustainability

The RTRL file network was moved during the quarter with all documents now accessed through Microsoft Teams and SharePoint. The Systems and Resources Librarian supported staff throughout this process and visited each branch to provide individualized training.

### Spaces

The annual test and tag took place at Lennox Head library, and the carpets were cleaned at Ballina. Ballina continued to experience problems with the automatic doors.

### Mobile Library

Alstonville Branch Technician presented a school holiday activity in conjunction with the Mobile Library for children at Wollongbar, and Story Time for preschoolers at Tintenbar.

The Mobile Library is tracking well above target which is understandable as the community recovers from the many losses of the past few years. Targets will be reviewed when the Mobile Library fulfils a whole year of service, in its return to service.

### Support Services

The Summer Reading Club Challenge concluded at the end of January with the wrap up parties being held in each Area to celebrate a successful challenge and to draw the major prize of a Samsung tablet. The Samsung tablet prize both attracts a wide age group of participants and provides opportunities to promote the online reading and study collections. Almost 400 participants across RTRL read through over 2,000 books during the Challenge period.

Use of Community Engagement program support kits and event delivery resources is returning to pre-COVID-19 use as all libraries can now offer a full range of programs and activities. The program support kits and event resources continue to be expanded to support branch staff to deliver dynamic, engaging library services and programs to their communities.

An online booking system was trialed in the Lismore Area libraries throughout the summer holiday period. This allowed people to book online for events and activities at a time that was convenient to them. It reduces the volume of phone enquiries for activity bookings and provides an easy way for staff to contact and manage attendees. The trial was successful with online booking options being rolled out across RTRL over the year. There is no cost to using the Humanitix online booking platform as our activities are offered to the community free of charge.

Two trainee library assistants started in late January with the Support Services team. The trainees will provide much needed assistance and additional capacity to the Support Services teams throughout their traineeships. The positions are funded by Lismore City Council's LEAP program. The trainee positions provide employment opportunities for our community and for trainees to gain a deeper understanding of how library services are designed and delivered.

RTRL ended this quarter in second place for loans within the state of NSW on IndyReads with 1,854 loans this quarter. The library continues to push towards first place in usage on IndyReads. This reflects how popular eBooks and eAudiobooks are within the region.

The staff desks and resources within the Research and Family History Centre have been shifted around to create a more customer-centric focus and to move staff closer to the exit in case of an emergency.

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**Byron Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**3rd Quarter**  
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## Byron Area

**Quarter:** 3rd Quarter | January to March 2023

**Prepared by:** Acting Byron Area Librarian, Stacey Shepherd

### INTRODUCTION

The following service level agreement (SLA) report details quarterly progress for the Byron Area Libraries. The report is presented in two parts; Part 1: Service Level Agreement Target Performance, which details progress against quarterly reportable SLA targets; and Part 2: Additional Commentary, which provides an account of library activities for the quarter based on the key themes defined in the RTRL Strategic Plan, along with commentary for Support Services and Mobile Library activities. Progress against all SLA targets will be reported in the RTRL Annual Report.

To realise RTRL strategic outcomes, SLAs define targets to be achieved in relation to the six RTRL cost drivers:

- Branch
- Mobile Library
- Library Resources
- Computer Systems
- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

### RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

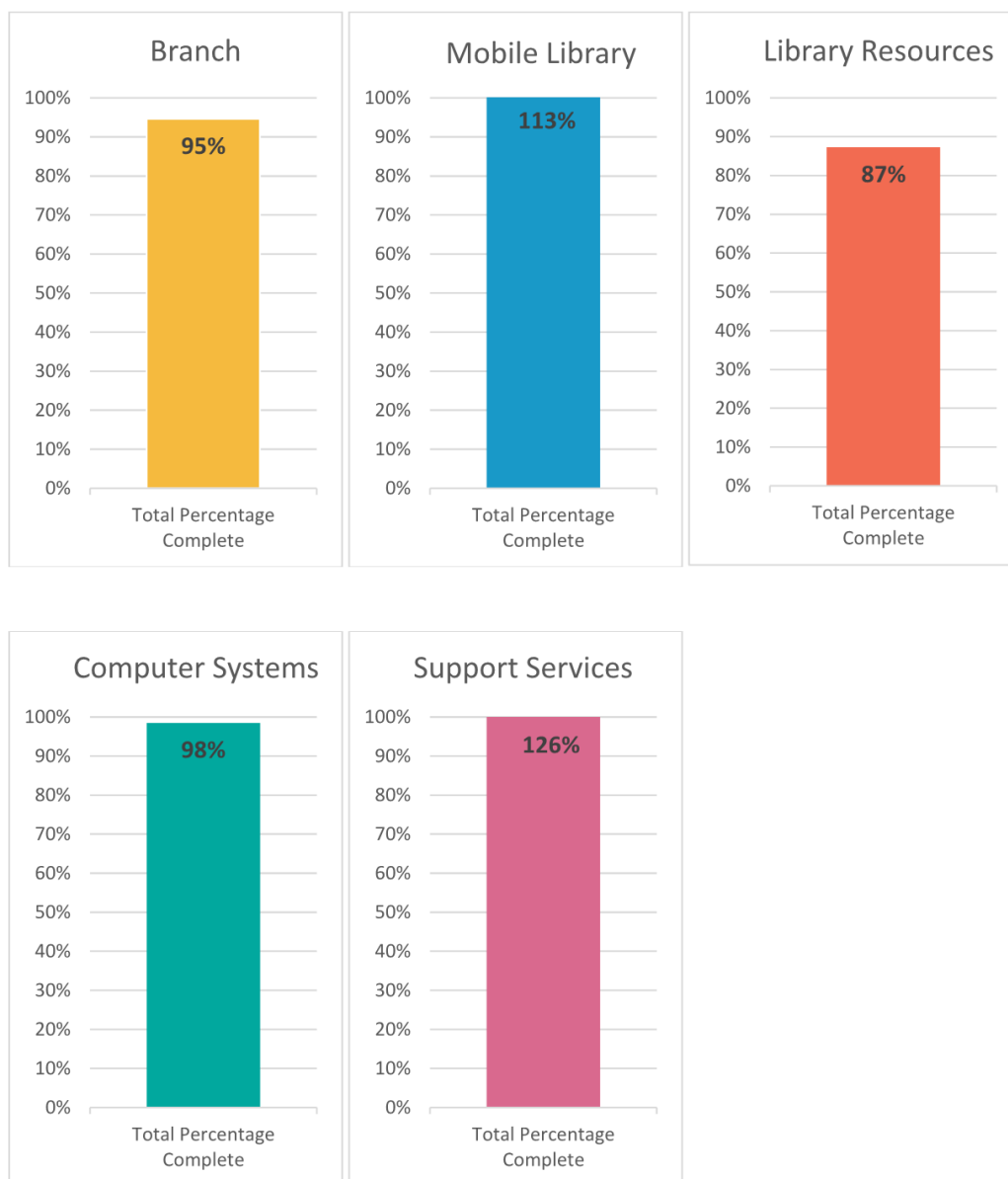
- We champion and support literacy and the joy of reading
- We continue to extend the reach of our library services into the community
- We provide accessible engaging spaces at the heart of the community
- We support and provide inclusive collections, programs and services that inspire learning and creating
- We support and encourage active participation in the digital world
- Our staff are engaged, knowledgeable, responsive, and friendly
- We provide anywhere, anytime access through the virtual library

The Strategic Plan is focussed around six key themes in which RTRL delivers services to the community:

- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

**PART 1:****Service Level Agreement Target Performance****Target Performance Dashboard**

The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.

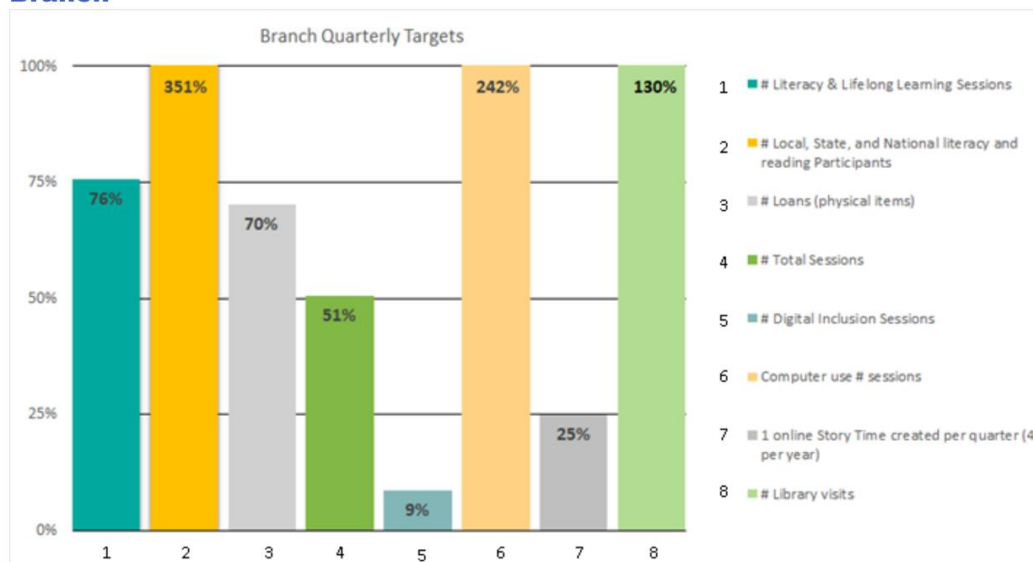




## Detailed Commentary

The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the third quarter, therefore targets can be expected to be around 75% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

### Branch



SLA targets are varied for the 3<sup>rd</sup> quarter.

2. Local State and National Literacy participants are exceeding targets. It is recommended that a regional average increase be set for next financial year.

3. Loans reflect a 34% increase in circulation compared to the same quarter last year and are exceeding the target.

4. Total sessions are below target. This measure will increase as Byron Area are preparing to deliver a technology support program during the fourth quarter. It is recommended that new targets are set for next year.

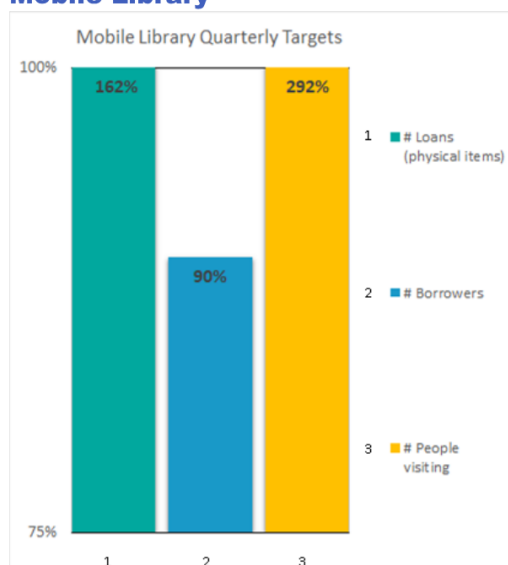
5. Digital inclusion sessions are significantly below target. This measure will increase as Byron Area has been successful with grant funding to deliver a technology support program during the fourth quarter.

6. Computer sessions are up by 34% this quarter in comparison to the previous financial year. Exceeding target, which may have been set too low.

7. Byron staff created and provided one AUSLAN online Story Time session, as part of a successful region wide ALIA grant for the production and delivery of inclusive online Story Time. ALIA have announced this program will now cease. Target to be removed.

8. Library visits are up by 53% since the last financial year, reflecting a return to business continuity post COVID-19 lockdowns.

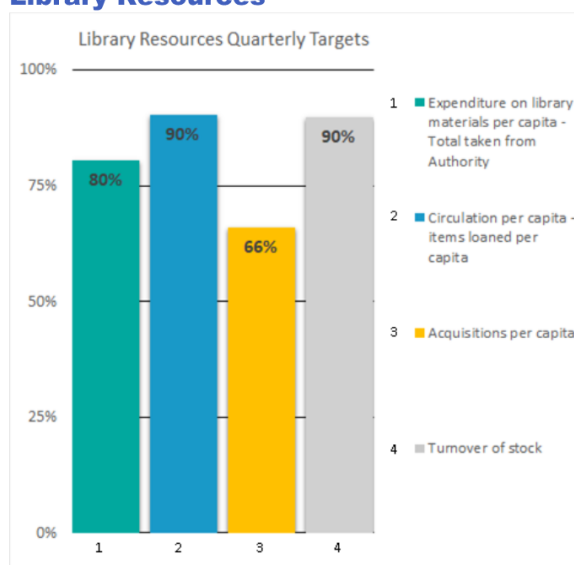
## Mobile Library



SLA targets are exceeding at the end of the 3<sup>rd</sup> Quarter. New targets are recommended to be set for next year.

1. Loans are up by 72% in comparison to the previous financial year. Mobile Library has returned to full operational capacity and is exceeding targets. There is a recommendation to increase targets next year.
3. People visiting the Mobile Library are exceeding targets due to a return of the full service this financial year. New targets are recommended to be set for next year.

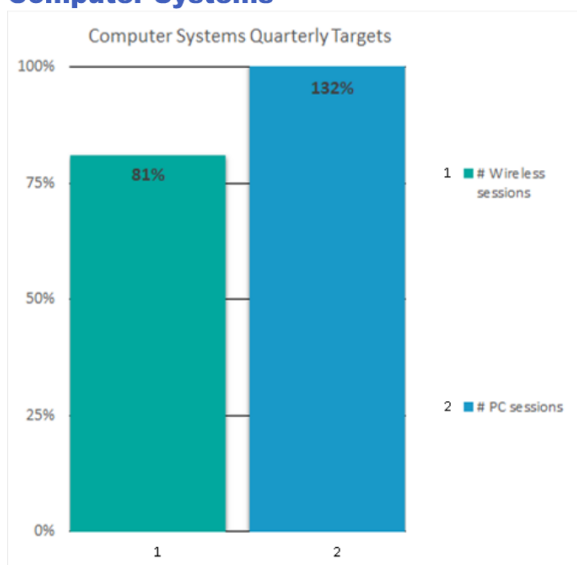
## Library Resources



SLA targets are positive at the end of the 3<sup>rd</sup> Quarter.

1. Expenditure on library materials per capita is exceeding target due to a positive budget adjustment from the previous financial year.
2. Items loaned per capita have a positive variation and exceed local and statewide benchmarks. The positive variation reflects the collection meeting the needs of the community.
4. Turnover of stock is reflecting a positive variation which reflects the overall appeal of the current collection to the users.

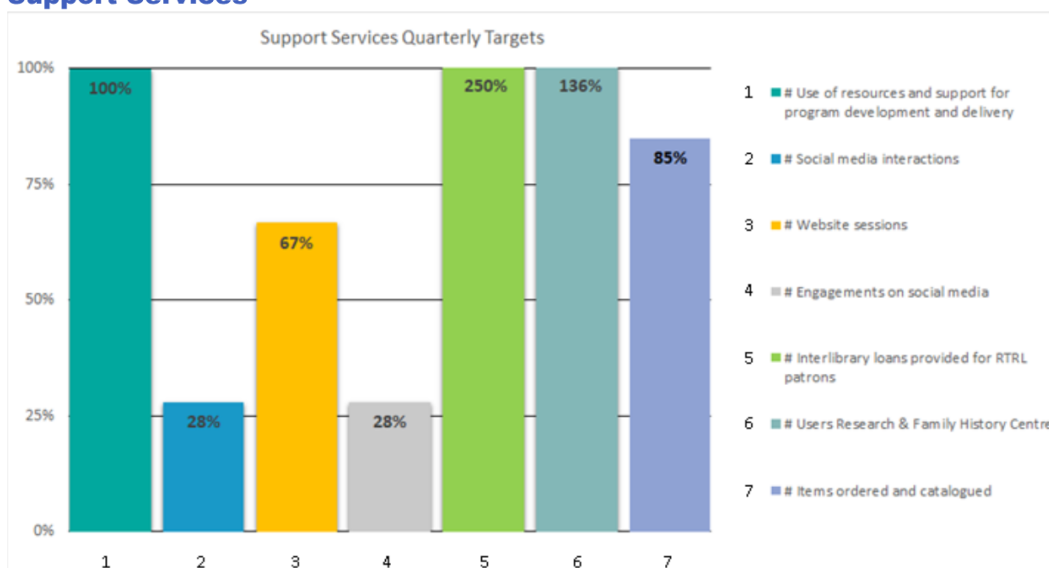
## Computer Systems



SLA targets are positive at the end of the 3<sup>rd</sup> Quarter

1. Wireless computer sessions are increasing due to user preference in BYO devices.
2. PC sessions are up by 34% in comparison to the previous financial year and are subsequently exceeding target. New increased targets are recommended for next year.

## Support Services



Progress toward SLA targets is primarily positive at the end of the 3<sup>rd</sup> Quarter.

1. There has been a return to pre-COVID-19 demand for branch kits and resources
2. & 4. There has been less demand for information sharing with the community through our social media channels as people return to face-to-face services. We continue to improve our social media channels and to work with ever-changing algorithms that limit what people are offered to their newsfeeds.
5. Progress against the interlibrary loans target is well above the target, a revised target should be set for next year. It does, however, show a reflection in a return to normal service and that it



is a service in high demand. This would be impacted by restricted access to the collection at Lismore Library.

6. An increase of visitors from Lismore Area due to some programs still being run from the Research & Family History Centre continues to positively contribute to the number of users of the Centre.

7. Progress against this target is tracking well, showing a healthy growth to the collection.

## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Byron Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

A local history donation of Byron Bay Ambulance history and memorabilia was donated to Byron Bay Library Local Studies for scanning and copying. Further to this, a Local History Donation relating to the history of the Byron Bay Fire Brigade and The Byron Bay Surf Lifesaving Club have been scanned and copied and added to our Local Studies along with a donation of the Byron Beacon Newspaper from 1951. A lengthier Local Studies project to preserve information on the Patterson Hill protest continues. A new Jigsaw puzzle collection for children has been added to Mullumbimby Library. Adult Fiction and Junior Fiction collections remain the highest circulated collections in the Byron Area. The Premier's Reading challenge has begun with NSW students from Kindergarten to Year 10. As a result, titles in this list have been identified with stickers to support student access to these resources.

### Community Participation

A new Indigenous artwork by Arakwal Custodian Nickolla Clark is now displayed in the Byron Library. The artwork depicts the beautiful Bundjalung environment and cultural stories that have been embedded here for thousands of years. The painting, along with the artist's statement is available for viewing in the Byron Bay Library. The Home Library Service continued to deliver to Aged Care Facilities and Home Library residents across Byron Area. With the recent announcements of the Feros aged care facility closure we have lost four Home Library patrons who are moving to new locations. Our aim will be to support those who are able to settle locally. A \$5,000 grant through BeConnected was successful with plans to use the funds to deliver an educational digital program across Byron Shire. The program will support Seniors in the community with digital technology skills by offering one on one sessions throughout our branches. The Byron Bay Library 10-year anniversary event was a successful family fun day with an opening and Welcome to Country by Uncle Brian Kelly, followed by stories of the land. The event included the unveiling of the new Arakwal artwork for the Byron Library which was generously purchased by the Byron Shire Friends of the Libraries. Nickolla Clark shared story and culture through pre-recorded media. Speakers included community leaders Beryl Main, president of Friends of the Libraries Byron Shire, Former Byron Area Librarian Brenda Anderson and Byron Shire Mayor, Michael Lyon. The children's events included a show by local entertainer Shorty Brown along with facepainting. The Author Event with writer Helen Burns was our most successful author talk post COVID, with 40 attendees at the event. A local youth group visited the Mullumbimby branch and provided bookmarks with information relating to local points of interest. The group plans to be a part of further library activities. Adult book clubs continued to run in Byron Bay and Brunswick Heads, along with opportunities for local artists and community groups to display their art works in our community exhibition spaces.

### Learning & Creating

Byron Bay Library started a social scrabble club for members of the community. The program is attended independently by the community and facilitated at a resource level by the library. Participants are supported through social inclusion and personal development. Summer Reading Club, our school holiday recreational reading program finished at the end of the school holidays with a Summer Reading Club party at Mullumbimby Library. Story Dogs literacy program is running at the Byron branch with an article in relation to the program available in the March Byron Wave. Collaborations have begun with local schools who are also running the program to create an avenue for children who miss out on the school-based Story Dogs program. Questacon - The Summer Youth Holiday Break funding granted us the opportunity to bring travelling Questacon exhibitions from the National Science and Technology Centre in Canberra to the Byron Shire. Over the holiday period 1,300 young people visited Byron Bay Library to explore the challenging world of mathematics and computer science under topics such as logic and problem solving. The STEM exhibits were bright, interactive and hands on, encouraging engagement in code breaking puzzle logic but also an opportunity to connect and participate in our community.

### Library Team

Staff participated in training through BeConnected in preparation to facilitate and deliver the BeConnected digital support program across Byron Bay and Mullumbimby Libraries. Recruitment took place for a part-time Library Assistant position. Staff continued online training through Niche Academy, with a focus on core customer service along with dealing with difficult behaviors.

### Sustainability

In late February, our libraries underwent an upgrade to our print management system to improve the functionality in access to Wi-Fi printing services. Staff worked closely with Monitor IT staff to repair ongoing anomalies in the system, ongoing evaluations are taking place. Byron Area merged our file network to the Teams application and subsequent cloud-based filing structures. Staff participated in training related to managing Teams and SharePoint filing systems to create efficient, accessible document use.

### Spaces

Brunswick Heads Library underwent a demolition and refurbishment of the bathroom and workroom space in the building to improve the Work Health and Safety practices in terms of staff and workflow. Two new and expansive storage rooms were added, along with new courier benching in the workroom. Additionally, Byron Bay Library has new laptop stands and coffee tables placed throughout the branch for the community to use and more COVID-19 safe screens were placed in computer areas for the safety of staff and patrons.

The Local Studies room at the Byron branch underwent some wall repairs and paint work in preparation to display a new Indigenous Artwork by Nickolla Clark.

### Mobile Library

Mobile Library is tracking well above targets. Which is understandable as the community recovers from the many losses of the past few years.

Foot traffic through the Mobile Library has increased with a new location in Suffolk Park being utilized, adjacent to the skate park. Suffolk Park's Mobile Library timetable also contributes, operating after school, more families utilizing the service.

Bangalow stop always benefits from other community activities being run at Heritage Park, within Mobile Library hours

Targets will be more realistic when the Mobile Library fulfils a whole year of service, in its return to service.

### Support Services

The Summer Reading Club Challenge concluded at the end of January with the wrap up parties being held in each Area to celebrate a successful challenge and to draw the major prize of a Samsung tablet. The Samsung tablet prize both attracts a wide age group of participants and provides opportunities to promote the online reading and study collections. Almost 400 participants across RTRL read through over 2,000 books during the Challenge period.

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## Lismore Area

**Quarter:** 3rd Quarter | January to March 2023

**Prepared by:** Lismore Area Librarian, Michael Lewis

### INTRODUCTION

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To realise RTRL strategic outcomes, SLAs define targets to be achieved in relation to the six RTRL cost drivers:

- Branch
- Mobile Library
- Library Resources
- Computer Systems
- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

### RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

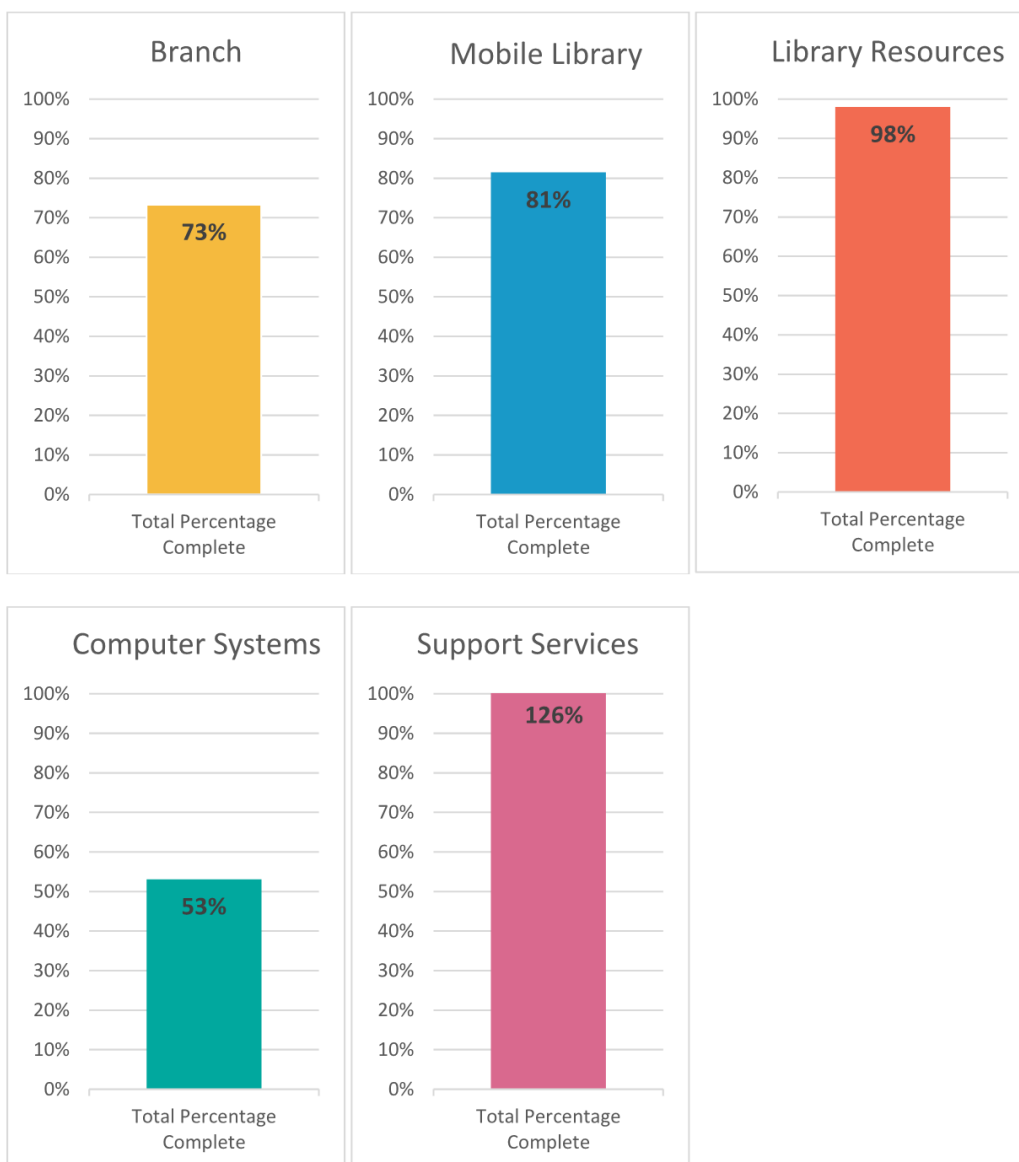
- We champion and support literacy and the joy of reading
- We continue to extend the reach of our library services into the community
- We provide accessible engaging spaces at the heart of the community
- We support and provide inclusive collections, programs and services that inspire learning and creating
- We support and encourage active participation in the digital world
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The Strategic Plan is focussed around six key themes in which RTRL delivers services to the community:

- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

**PART 1:****Service Level Agreement Target Performance****Target Performance Dashboard**

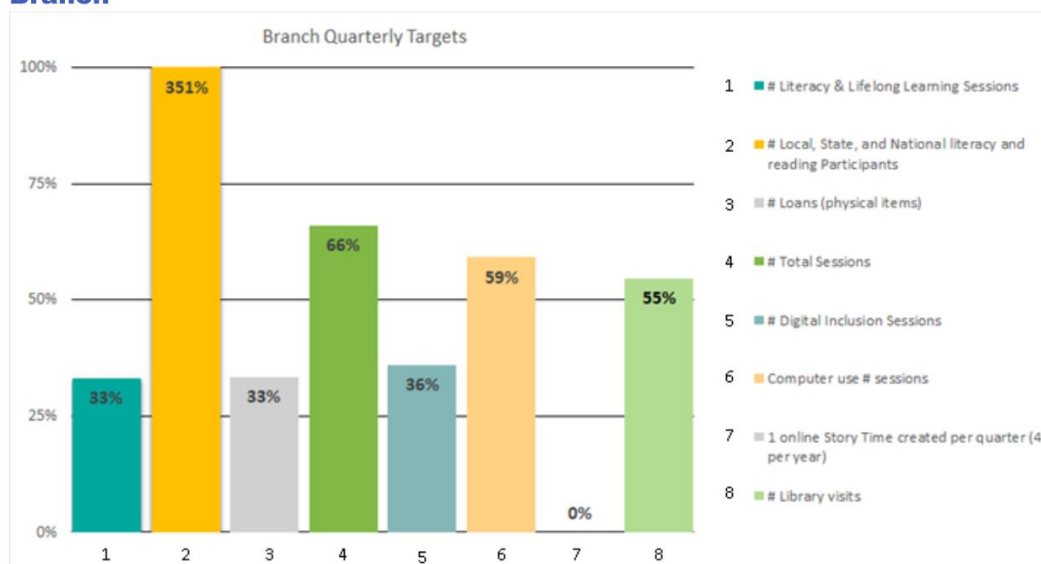
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



## Detailed Commentary

The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the third quarter, therefore targets can be expected to be around 75% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

### Branch

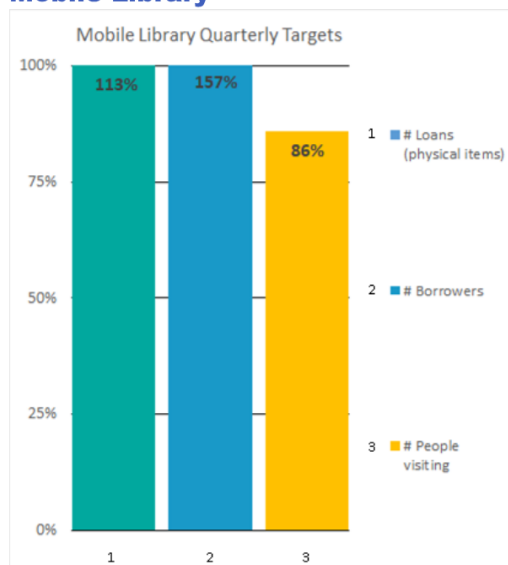


SLA targets are progressing well in quarter 3. This has been due to the Lismore Pop-Up Library operating for a full quarter.

- (1) Literacy and lifelong learning targets is tracking below expectations. Further promotion and engagement is required to improve.
- (2) Local, State and National Literacy targets are above expected targets, due to the success of the Summer Reading Club. A target increase will be made in next years SLA to correctly capture this target.
- (3) Loans are below targets; however these targets are based on targets in the Magellan Street building, and not in the current circumstances. Loan targets will be reviewed for next year to reflect Lismore Library's current situation.
- (4) Lismore Area's total session attendance has shown steady progress due to successful program delivery.
- (6) Computer usage has improved due to an increase in accessible computers.
- (8) Library visitation has improved.



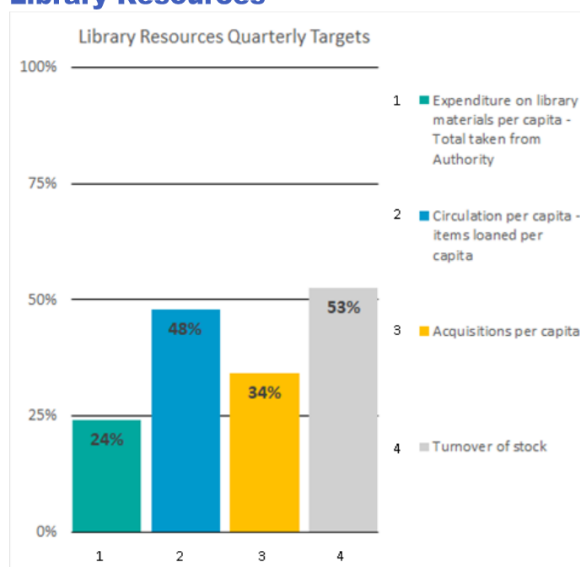
### Mobile Library



SLA targets are positive at the end of the 3rd Quarter.

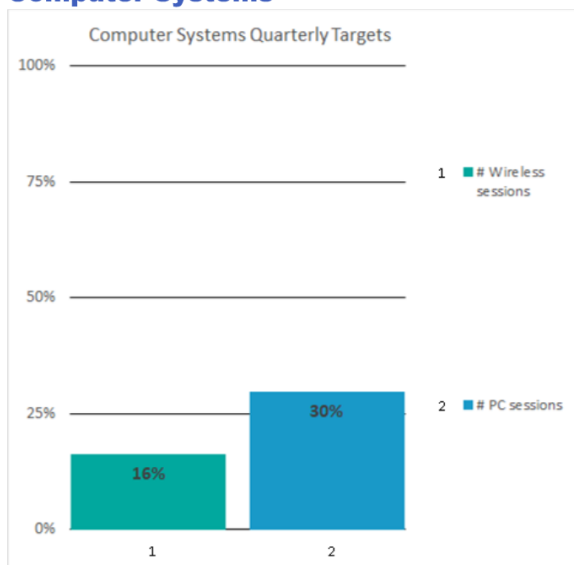
Indicates are tracking above targets, considering the last few years of operation or lack of.

### Library Resources



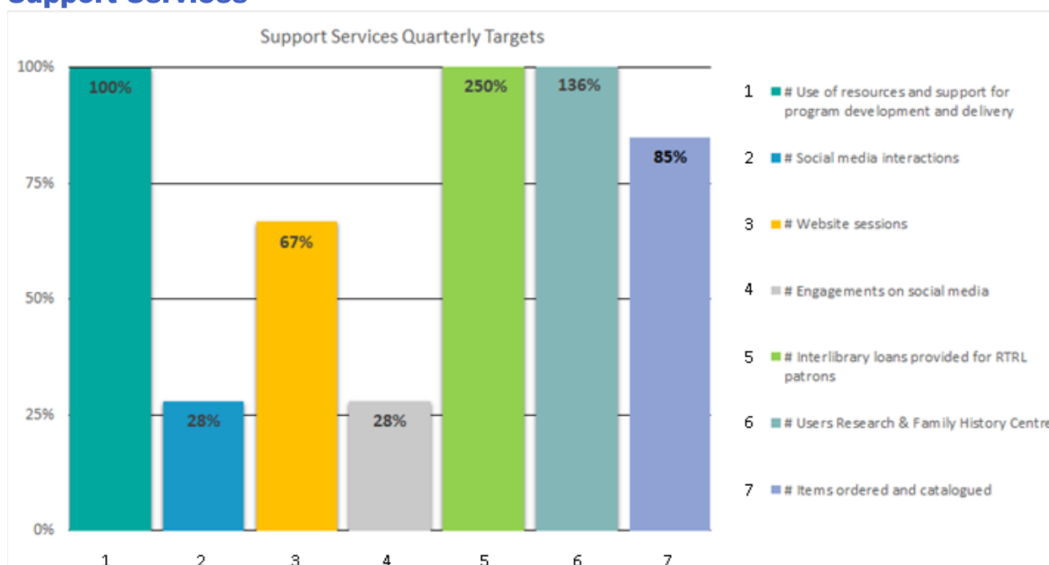
- (1) Expenditure is still low due to community donations.
- (2) Positive improvement in circulation from last quarter, due to Lismore's pop-up branch.

## Computer Systems



- (1/2) There has been slight improvement in PC use after the pop-up library's opening. Targets are still lower than expected. These will be revised for next year.

## Support Services



Progress toward SLA targets is primarily positive at the end of the 3rd Quarter.

1. There has been a return to pre-COVID-19 demand for branch kits and resources
2. & 4. There has been less demand for information sharing with the community through our social media channels as people return to face-to-face services. We continue to improve our social media channels and to work with everchanging algorithms that limit what people are offered to their newsfeeds.
5. Progress against the interlibrary loans target is well above the target, a revised target should be set for next year. It does, however, show a reflection in a return to normal service and that it is a service in high demand. This would be impacted by restricted access to the collection at Lismore Library.

6. An increase of visitors from Lismore Area due to some programs still being run from the Research & Family History Centre continues to positively contribute to the number of users of the Centre.
7. Progress against this target is tracking well, showing a healthy growth to the collection.

## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Ballina Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

Lismore area continues to inject community donations into its collections. This has allowed for targeted collection purchases which support library events and programs.

### Community Participation

Lismore Area successfully delivered a large range of creative, STEM, and literacy related holiday programs in January. This was well received, as there were few activities available in the community for children and youth.

Lismore Library with grant funding from the Office of Regional Youth successfully delivered events targeting local youth. This included workshops from the Sydney Puppet Theatre, and a local organization Heartworks.

In February and March, Lismore Area hosted the National Science Institutes Questacon Bytewise exhibition. This provided some excellent promotion for the pop-up library, and attendance in the space increased. Questacon acknowledged the Northern Rivers was a growth area, and we have resolved to explore future opportunities.

### Learning & Creating

The Summer Reading Club was delivered in the January school holidays, with 66 children registering and 1010 books being read over the holidays.

The Goonellabah Craft Group and Lismore Social Circle, continue to grow, with the social circle hosting local community group speakers, participating in digital and STEM related activities, while reducing the impact of social isolation in the community.

### Library Team

Lismore Area is participating in the LEAP program, with a new trainee library assistant working with the team. Staff who received permanent work last quarter have now passed their probationary period and have also completed training on a librarians guide to homelessness and reader advisory training. Staff morale is positive given the situation in Lismore area.

### Sustainability

The RTRL file network was moved during the quarter with all documents now accessed through Microsoft Teams and SharePoint. The Systems and Resources Librarian supported staff throughout this process and visited each branch to provide individualized training.

### Spaces

The Lismore Pop-Up Library space has settled in this quarter, with many community members now finding the space. Feedback from the community has been positive, and we are continuing to look for ways to improve the service.

### Mobile Library

Mobile Library is tracking well above targets. Which is understandable as the community recovers from the many losses endured, of the past few years.

Visitors coming through the Mobile Library are a little flat. More than likely due to so many people being relocated and the lack of services available in the Lismore area after the floods. Other targets are understandably higher.

Targets will be more realistic when the Mobile Library fulfils a whole year of service, in its return to service.

### Support Services

The Summer Reading Club Challenge concluded at the end of January with the wrap up parties being held in each Area to celebrate a successful challenge and to draw the major prize of a Samsung tablet. The Samsung tablet prize both attracts a wide age group of participants and provides opportunities to promote the online reading and study collections. Almost 400 participants across RTRL read through over 2,000 books during the Challenge period.

Use of Community Engagement program support kits and event delivery resources is returning to pre-COVID-19 use as all libraries can now offer a full range of programs and activities. The program support kits and event resources continue to be expanded to support branch staff to deliver dynamic, engaging library services and programs to their communities.

An online booking system was trialed in the Lismore Area libraries throughout the summer holiday period. This allowed people to book online for events and activities at a time that was convenient to them. It reduces the volume of phone enquiries for activity bookings and provides an easy way for staff to contact and manage attendees. The trial was successful with online booking options being rolled out across RTRL over the year. There is no cost to using the Humanitix online booking platform as our activities are offered to the community free of charge.

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RTRL ended this quarter in second place for loans within the state of NSW on IndyReads with 1,854 loans this quarter. The library continues to push towards first place in usage on IndyReads. This reflects how popular eBooks and eAudiobooks are within the region.

The staff desks and resources within the Research and Family History Centre have been shifted around to create a more customer-centric focus and to move staff closer to the exit in case of an emergency.

**Richmond Tweed Regional Library**  
Connect. Discover. Escape.

**Richmond Tweed Regional Library**  
**Tweed Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**3rd Quarter**  
**January to March 2023**



Richmond Tweed Regional Library acknowledges the traditional custodians of the land on which we work

## Tweed Area

**Quarter:** 3rd Quarter | January to March 2023

**Prepared by:** Tweed Area Librarian, Karen Joc

### INTRODUCTION

The following service level agreement (SLA) report details quarterly progress for the Tweed Area Libraries. The report is presented in two parts; Part 1: Service Level Agreement Target Performance, which details progress against quarterly reportable SLA targets; and Part 2: Additional Commentary, which provides an account of library activities for the quarter based on the key themes defined in the RTRL Strategic Plan, along with commentary for Support Services and Mobile Library activities. Progress against all SLA targets will be reported in the RTRL Annual Report.

To realise RTRL strategic outcomes, SLAs define targets to be achieved in relation to the six RTRL cost drivers:

- Branch
- Mobile Library
- Library Resources
- Computer Systems
- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

### RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

- We champion and support literacy and the joy of reading
- We continue to extend the reach of our library services into the community
- We provide accessible engaging spaces at the heart of the community
- We support and provide inclusive collections, programs and services that inspire learning and creating
- We support and encourage active participation in the digital world
- Our staff are engaged, knowledgeable, responsive, and friendly
- We provide anywhere, anytime access through the virtual library

The Strategic Plan is focussed around six key themes in which RTRL delivers services to the community:

- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

**Richmond Tweed Regional Library**  
SLA Quarterly Report | 3rd Quarter 2022/23

2

**PART 1:****Service Level Agreement Target Performance****Target Performance Dashboard**

The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.

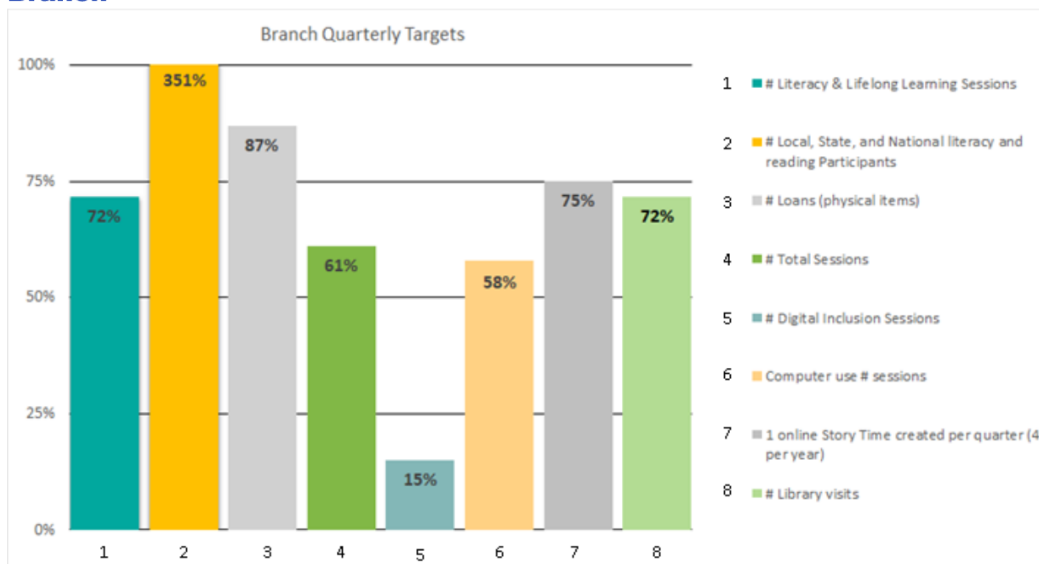




## Detailed Commentary

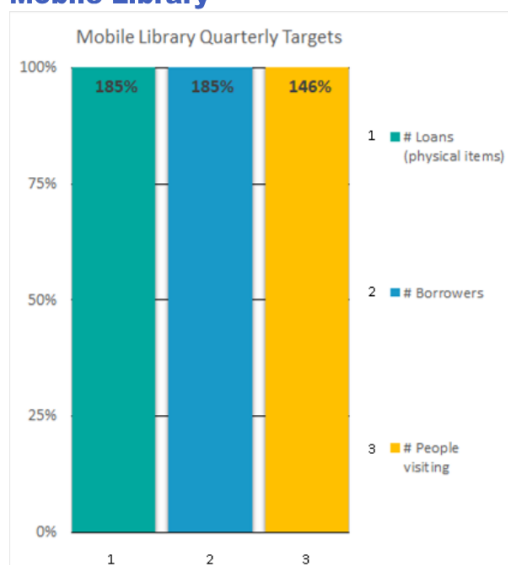
The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the third quarter, therefore targets can be expected to be around 75% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

### Branch



1. Literacy and Lifelong learning sessions are on target and this target.
2. Local, State, and National Literacy programs are exceeding targets this quarter due to 3 of the 4 major programs such as book week, taking place in the first half of the year.
3. Loans are currently exceeding targets, and this could be due to implementing more display shelving at all three locations
- 4 & 5. Total sessions are on target for this quarter; with an increase next quarter due to the commencement of our Tech Savvy Senior program at Kingscliff,
7. Online Storytime sessions are above target as the Tweed Area has delivered 3 of its 4 sessions in the first two quarters.
8. Library visits are increasing, and it is expected this trend will continue next quarter.

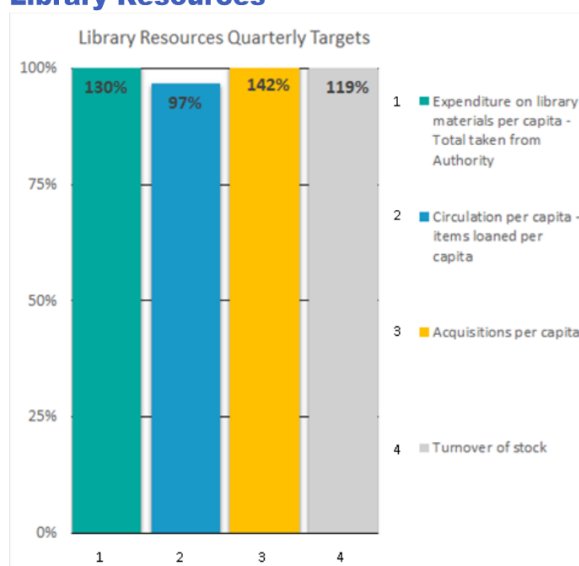
### Mobile Library



SLA targets are positive at the end of the 3<sup>rd</sup> Quarter.

- 1 & 2. Loans and Borrower numbers far exceed the target. It is recommended that this target is reviewed.
3. Visitor numbers are exceeding the target. It is recommended that this target is reviewed.

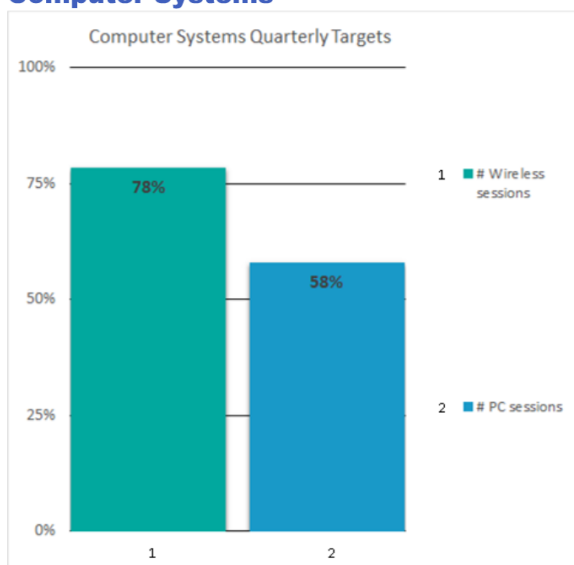
### Library Resources



All SLA targets are exceeding expectations at the end of the 3<sup>rd</sup> Quarter.

1. Expenditure of library resources per capita is above target, this is due to Tweed Heads Library receiving \$18,000 from insurance to replace flood damaged items in the junior collections.
2. Circulation per capita is higher than target this quarter, we have worked extremely hard on increasing circulation in the Tweed Area, introducing targeted collections and more display shelving as well as introducing a new reading challenge for the Area
3. Our turnover of stock for this quarter is well above target, which we believe is due to the new layout of the collection at all three locations.

### Computer Systems

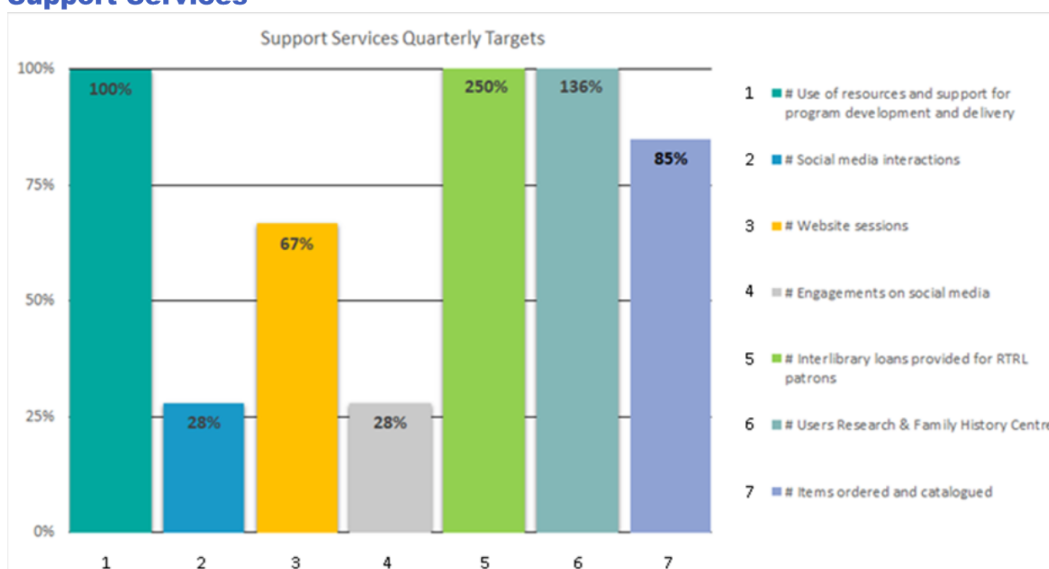


SLA targets are primarily positive at the end of the 3<sup>rd</sup> Quarter.

The Tweed Area continues to have lengthy outages and teething problems with our new print management system during this quarter and this is evidenced in our targets.

1. Wireless sessions are slightly above target for this quarter
2. PC Usage is under target this quarter, however, many of our customers now bring their own devices. Kingscliff Library on most days is at full capacity and with nowhere for customers to sit, this could be contributing to this target not being met as this could also be due to the PC reservation system which records sessions different to the previous software.

### Support Services



Progress toward SLA targets is primarily positive at the end of the 3<sup>rd</sup> Quarter.

1. There has been a return to pre-COVID-19 demand for branch kits and resources
2. & 4. There has been less demand for information sharing with the community through our social media channels as people return to face-to-face services. We continue to improve our

social media channels and to work with everchanging algorithms that limit what people are offered to their newsfeeds.

5. Progress against the interlibrary loans target is well above the target, a revised target should be set for next year. It does, however, show a reflection in a return to normal service and that it is a service in high demand. This would be impacted by restricted access to the collection at Lismore Library.

6. An increase of visitors from Lismore Area due to some programs still being run from the Research & Family History Centre continues to positively contribute to the number of users of the Centre.

7. Progress against this target is tracking well, showing a healthy growth to the collection.

## Part 2: Additional Commentary

The following provides an account of activities undertaken at the Tweed Area Libraries in the quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

### Collections

At Murwillumbah library all large print non-fiction was relocated to make the books more viable to customers, also new display shelves were installed throughout the library to promote readers advisory. The seed library at Murwillumbah continues to be popular with 882 seeds being issued. Kingscliff library also installed new display shelving as well as new white collection ends which enabled extra display too.

### Community Participation

Across the three locations there were 33 Baby time sessions with 831 attendees and 27 Story Times programs with 322 attendees. The Discovery Room at Tweed Heads continued to be popular with 9 sessions taking place this quarter with 188 participants; so too was Chair Yoga (17 sessions, 320 participants) and Yoga (8 sessions, 87 participants) and Chess club with 79 participants, as did Crafty Mondays.

Afternoons at Kingscliff library has 107 participants for this quarter. The children's book club at Murwillumbah has 21 participants whilst the adult book club has 12 participants.

Displays this quarter across the Tweed Area libraries included: Summer reads, books to movies, koala awards, what would Wednesday read, International Women's Day, Books are like a box of chocolates, TikTok made me read it

Our local artists in residence for this quarter included Guna Mani Nitai-Lovela from Murwillumbah Pottery Group and Holly Scott-White who also displayed Pottery.

Home Library services were provided to 106 members this quarter.

Kingscliff Library has established a new partnership with Story dogs with fortnightly sessions beginning in May.

Blooms Hearing continues to hire the Quite Room at Murwillumbah library fortnightly.

### Learning & Creating

School holiday activities were all well attended with 177 participants. At Murwillumbah there was a children's craft morning, The Wildlife Twins, and The Very Hungry Caterpillar party; at Kingscliff activities included: Foam painting workshop, zentangle art, lunch in the library; and at Tweed heads Library we hosted a Harry Potter Party, Makers making, very Hungry Caterpillar party and the Wildlife Twins.

Kingscliff Library hosted Ben Hobson talking about his book The Death of John Lacey (with 12 participants), as well as Nikki Mottram promoting her book Crow's Nest with 21 participants attending.

Kingscliff Library held 9 Tech Savvy Senior Sessions with 36 participants.

### Library Team

In January at Murwillumbah library, we welcomed our new Trainee Library Assistant Lauren Tearle, she will be gaining both on the job training experience and studying a Certificate III in Library and Information Studies through NSW TAFE.

Rita Chilcott celebrated her sterling silver anniversary of 25 years of service, and Michelle Harper celebrated 35 years of service to RTRL.

Two staff members in the Tweed Area changed their employment status from casual to permanent part-time under the NES casual conversion agreement.

### Sustainability

With the redesign and layout at Tweed Heads Library, staff gained extra relaxation space for customers due to removing some of the shelves. All the extra white shelf ends were moved to Kingscliff library to change out the tired and too high blue shelf ends. All ends facing customers at Kingscliff library are now white, which makes the library look bigger and much more welcoming.

### Spaces

The tender for the works for the new roof at Tweed Heads Library was awarded, and it will be repaired in April and May. The request for quotes for the internal furnishing for the children's area and quiet room as well as the new customer service area at Murwillumbah library were awarded to Quantum Library Suppliers the Murwillumbah Refurbishment project which is being funded by SLNSW Public Library Infrastructure Grant.

All three libraries received new SMART EFTPOS devices; customers can now pay for items at the circulation desk via EFTPOS.

The air conditioning unit at Murwillumbah was upgraded so the library has to close on 5<sup>th</sup> January. We also had flooding through the walls at Murwillumbah again due to the gutters not being cleaned leaving the carpet wet and the library had to close until lunchtime for the carpet to dry out.

### Mobile Library

Mobile Library is tracking well above targets. Which is understandable as the community recovers from the many losses of the past few years.

Pottsville continues to prove challenging with increased numbers using the Mobile Library, each Friday. Baby Time and Story Time activities continue to gather strength as we stabilize, after the losses of recent years.

Story Time and Craft activities at Bilambil were well patronized and the benefit are being realized, at that stop.

More patrons are opting to utilize the Bogangar stop more, due to how busy Pottsville stop is.

Targets will be more realistic when the Mobile Library fulfils a whole year of service, in its return to full service.

### Support Services

The Summer Reading Club Challenge concluded at the end of January with the wrap up parties being held in each Area to celebrate a successful challenge and to draw the major prize of a Samsung tablet. The Samsung tablet prize both attracts a wide age group of participants and provides opportunities to promote the online reading and study collections. Almost 400 participants across RTRL read through over 2,000 books during the Challenge period.

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