Richmond Tweed Regional Library

Meeting Notice

A meeting of the Richmond Tweed Regional Library will be held at the Online on Wednesday, 13 November 2024 at 10am

Members of the Committee are requested to attend.

Richmond Tweed Regional Library acknowledges the people of the Bundjalung nation, traditional custodians of the land on which we meet.

Sarah Sullivan
Head Customer Experience
8 November 2024

ETHICAL DECISION MAKING AND CONFLICTS OF INTEREST

A guiding checklist for councillors, staff and community committees

Ethical decision making

- Is the decision or conduct legal?
- Is it consistent with government policy, Council's objectives and Code of Conduct?
- What will the outcome be for you, your colleagues, the Council, anyone else?
- Does it raise a conflict of interest?
- Do you stand to gain personally at public expense?
- Can the decision be justified in terms of public interest?
- Would it withstand public scrutiny?Conflict of interest

A conflict of interest is a clash between private interest and public duty. There are two types of conflict:

- Pecuniary – an interest that you have in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to yourself or another person or entity defined in part 4 of the Lismore City Council Code of Conduct with whom you are associated.
- Non-pecuniary – a private or personal interest that you have that does not amount to a pecuniary interest as defined in the Lismore City Council Code of Conduct. These commonly arise out of family or personal relationships, or out of involvement in sporting, social, religious or other cultural groups and associations, and may include an interest of a financial nature.

The test for conflict of interest

- Is it likely I could be influenced by personal interest in carrying out my public duty?
- Would a fair and reasonable person believe I could be so influenced?
- Conflict of interest is closely tied to the layperson's definition of "corruption" – using public office for private gain.
- Important to consider public perceptions of whether you have a conflict of interest.

Identifying problems

- Do I have private interests affected by a matter I am officially involved in?
- Is my official role one of influence or perceived influence over the matter?
- Do my private interests' conflict with my official role?

Disclosure and participation in meetings

- A councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:

    a. at any time during which the matter is being considered or discussed by the Council or Committee, or
    b. at any time during which the Council or Committee is voting on any question in relation to the matter.

No Knowledge - a person does not breach this clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

Non-pecuniary Interests - Must be disclosed in meetings.

There are a broad range of options available for managing conflicts & the option chosen will depend on an assessment of the circumstances of the matter, the nature of the interest and the significance of the issue being dealt with. Non-pecuniary conflicts of interests must be dealt with in at least one of the following ways:

- It may be appropriate that no action be taken where the potential for conflict is minimal. However, councillors should consider providing an explanation of why they consider a conflict does not exist.
- Limit involvement if practical (eg. participate in discussion but not in decision making or vice versa). Care needs to be taken when exercising this option.
- Remove the source of the conflict (eg. relinquishing or divesting the personal interest that creates the conflict)
- Have no involvement by absenting yourself from and not taking part in any debate or voting on the issue as of the provisions in the Code of Conduct (particularly if you have a significant non-pecuniary interest)

Whilst seeking advice is generally useful, the ultimate decision rests with the person concerned.

Agenda

1. **Acknowledgement of Country and welcome to delegates**

2. **Apologies**

3. **Disclosure of Interest**

4. **Confirm Minutes from Previous Meetings**

5. **Reports/Recommendations**

6. **Other Business**

7. **Next Meeting**

Reports/Recommendations
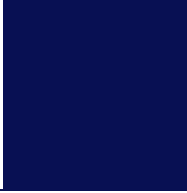
Reports/Recommendations

Subject	2025 RTRL Committee Meeting Schedule
TRIM Record No	BP24/490:EF09/74-6
Prepared by	RTRL Administration Officer
Item Number	5.1

Overview of Report

The purpose of this report is for the RTRL Committee to determine its meeting schedule for the calendar year of 2025.

It is recommended that meetings be scheduled in February, May, August and November 2025, and the Committee determine the dates, starting times and if the meetings are in-person or online.

Recommendation

That the Committee determine the meeting schedule for the February, May, August and November 2025 meetings including dates, starting times and if the meetings are in-person or online.

Introduction

The purpose of this report is for the Committee to reconsider the following to determine the preferred meeting schedule:
   a) Quarterly meetings, weekday specified,
   b) Starting time,
   c) Are the meetings to be in-person on a rotating local government area basis and online, or online only.

We propose that the Committee:

1. adopt the meeting schedule as:
   a. Wednesday 12 February 2025, online or in person in the Tweed Shire Council Area, commencing at 10:00am
   b. Wednesday 14 May 2025, online or in person in the Lismore City Council Area, commencing at 10:00am
   c. Wednesday 13 August 2025, online or in person in the Byron Shire Council Area, commencing at 10:00am
   d. Wednesday 12 November 2025, online or in person in the Ballina Shire Council Area, commencing at 10:00am

In reference to Section 7 of the 'Deed - Richmond Tweed Regional Library 1 July 2023 to 30 June 2027' the following is described for proceedings of the RTRL Committee meetings:

   7.1 The RTRL Committee is to hold not less than two (2) meetings each year.
   7.2 Subject to this clause, the Code of Meeting Practice is to govern the conduct of meetings of the RTRL Committee.

Apology process

Councillors are reminded that if they are unable to attend a meeting, an apology is requested. If a quorum (5 Councillors) is not achieved, the meeting cannot proceed and will require the meeting to be rescheduled. These situations can be minimised if an apology is emailed to rtrladmin@rtrl.nsw.gov.au as soon as a Councillor is aware they won't be able to attend, and their Member Council Alternate Councillor is notified by both the apologising Councillor and RTRL Administration.

As per section 5.4 to 5.7 of the Code of Meeting Practice: if a Councillor is absent from three (3) consecutive RTRL Committee meetings, without the request for a leave of absence from those meetings, the Councillor must regrettably vacate their civic office position on the RTRL Committee and make it available for another Councillor from the Member Council Local Government Area.

Conclusion

The previous Committee conducted their meetings consistently on Wednesdays throughout the years 2023 and 2024, but on Fridays in 2022. The meeting start time varied between 9 and 10 am. With the possibility of new elected members joining the Committee, it is recommended that the meeting schedule be reassessed to accommodate the incoming members.

Therefore, Committee members are urged to assess their availability in February, May, August, and November 2025 to determine meeting dates, start times, and preferences for in-person or online meetings, which can be decided upon during this meeting.

Attachment/s

There are no attachments for this report.

Reports and/or Recommendations

Subject	Business Manager's Report
TRIM Record No	BP24/867:EF09/74-7
Prepared by	Acting Business Manager - RTRL
Item Number	5.2

Overview of Report
This report seeks the Committee's consideration and provides information on a range of matters.

Recommendation

That the Committee receive and note the report.

1. WORKPLACE HEALTH AND SAFETY

Patron behaviour continues to present the most frequent WHS risk to staff and patrons. Richmond Tweed Regional Library (RTRL) staff have been managing these situations extremely well. RTRL Banning Patrons Procedure has been endorsed by Lismore City Council Executive Leadership Team, and update to the current banning policy is required.

Richmond Tweed Regional Library (RTRL) staff have commenced De-Escalation training. This training covers a number of topics;
- Trauma Basics, the five most important seconds of conflict
- Nonverbal tools to eliminate conflict
- Preventing conflict
- Managing your own emotions during conflict
- Verbal tools for conflict

This training is designed to prepare RTRL staff to effectively respond to incidents before, during, and after they occur within the library branches.

2. LISMORE LIBRARY REFURBISHMENT TIMELINE

The refurbishment of Lismore Library is progressing well. Michael Lewis, the Area Librarian, has been closely collaborating with the managing contractors and key stakeholders to address challenges and ensure the project remains on schedule and within budget. The main current issue is the internal lift, which requires further investigation to determine whether it can be repaired or needs to be replaced. The ground floor and level one of the Lismore Library are scheduled to reopen in February 2025.

3. GRANT APPLICATIONS

Richmond Tweed Regional Library has secured several small grants ranging from $500 to $2,000, supporting a variety of initiatives including:
- National Backyard Cricket

- The Department of Communities and Justice (DCJ), NSW Grandparents Day
- Tech Savvy for Seniors
- Find Legal Answers
- First Nations Senior Computer Classes
- Travelling Memorial Box

Additionally, member councils of RTRL receive Local Priority Grants each year to support library projects in areas such as technology, collections, infrastructure, research, and promotion. For the current year, the combined Local Priority Grants total $243,148, distributed as follows:

Tweed Heads	$61,529
Byron Bay	$59,432
Ballina	$59,432
Lismore	$62,755

Some key projects funded by these grants that library patrons and staff will benefit from include:

- $20,000 for community programs and activities to reconnect Lismore residents with their newly refurbished library
- $3,000 for the introduction of VOX Book Junior/picture book collections at Kingscliff, Murwillumbah, and Tweed Heads
- $6,032 for author and external presenter events at Kingscliff, Murwillumbah, and Tweed Heads
- $5,000 for a 24/7 Kiosk featuring popular reads within the Tweed Heads Local Government Area
- $1,000 for a patron charging station at Tweed Heads Library
- $5,500 for programs and events in Alstonville, Ballina, and Lennox Heads
- $29,600 for the installation of RFID-secure after-hours chutes at Lennox Heads and the new Alstonville Cultural Centre
- $10,000 for carpentry work in Lennox Heads foyer to enhance storage and display spaces

These investments continue to enhance the library's offerings, ensuring better services and greater access to resources for the local community.

4. TWEED LIBRARY PUBLIC LIBRARY INFRASTRUCTURE GRANTS 2023/24

Scoping work has begun for the Tweed Library's Public Library Infrastructure Grant, titled Connect, Collaborate, Chill – Bringing the Outside In and the Inside Out. This project focuses on transforming the Tweed Heads Library Courtyard and Children's Area, with a grant funding total of $179,686. The Tweed Heads Area Librarian is collaborating closely with the relevant staff at Tweed Shire Council to ensure the successful delivery of the project.

5. BALLINA LIBRARY PUBLIC LIBRARY INFRASTRUCTURE GRANTS 2023/24

Scoping work has begun for the Ballina Library's Public Library Infrastructure Grant, titled Ballina Library Boost: creating a welcoming and versatile community place. This project focuses on transforming the front counter, and new flooring and shelving will be installed as part of the grant, with a grant funding total of $198,376. The Acting Ballina Area Librarian is collaborating closely with the relevant staff at Ballina Shire Council to ensure the successful delivery of the project.

6. STAFF UPDATES

We are proud to acknowledge and celebrate the exceptional commitment and years of service of the following team members at Richmond Tweed Regional Library (RTRL):

Andrea at Byron – 30 years of service
Catherine at Tweed – 15 years of service
Lyndall at Tweed – 15 years of service

Their dedication and hard work play a vital role in the continued success of our libraries, and we are grateful for the positive impact they have made on both our team and the communities we serve.

Thanks to David. We said thanks to David Kennedy for 45 years of service at RTRL and shared many good stories over a cuppa at Federal with former RTRL staff

As David embarks on this new chapter in life, I wanted to take a moment to express my thanks for David's 45 years of dedicated service, hard work, and commitment. Wishing David all the best for a happy and fulfilling retirement!

7. 2024/ 25 SERVICE LEVEL AGREEMENTS – PROGRESS REPORTS

The Service Level Agreement progress reports for the first quarter of 2024/25 (covering July to September 2024) for all Member Councils have been compiled and are attached for your review.

The Service Level Agreement progress reports offer a valuable opportunity for the team to reflect on their achievements within our branches, across RTRL, and in the wider library community.

8. 2024 BYRON BAY WRITERS FESTIVAL

This year, 24 members of our RTRL team attended the Byron Writers Festival. The festival provides an excellent opportunity for our library staff to connect with the community while engaging in professional development and acquiring new skills.

9. ANNUAL COMMUNITY SURVEY

Richmond Tweed Regional Library (RTRL) is undertaking its annual community survey in February 2025. The survey will be open for one week as part of Library Lovers Day celebrations across the week Monday 10 through Sunday 16 February 2025. The purpose of the survey is to measure outcomes and to understand the impact and value the library service has for our community.

A unique feature of the survey is that there are three surveys – one for the community, one for council staff, and Councillors involved or interested in the library service, and one for staff. This three-survey approach allows us to assess results across stakeholders, staff, and the community to determine if there are different opinions or understandings of the service, and implement measures to ensure a unified service offering and understanding.

The survey has been developed by the Public Library Evaluation Network (PLEN) and allows RTRL to compare community outcome performance over time, and compared to other library services across Australia who are part of the PLEN.

RTRL will invite Councillors and Council staff involved with the delivery of the library service to complete the survey in February.

10. EXECUTIVE OFFICER UPDATE

The Executive Officer has officially started with RTRL and will be focusing on several key projects that have been identified. These projects are centred around reviewing and developing operational processes and procedures for our staff. With input from the RTRL Business Manager, these initiatives are designed to address and resolve critical challenges.

11. RTRL STAFF AWARDS 2024

RTRL first Staff Awards. This is a fantastic chance for our Library Teams across RTRL to come together and celebrate all the incredible work we contribute to our communities and teams. Within the awards there are three categories;

Innovation & Creativity Award

The Innovation Award honours creativity and/or problem-solving skills that resulted in an innovative method to bring enhancements and to improve the library impacts achieved through services, resources, or events.

Extra Mile Award

This award recognises team members who have gone above and beyond their regular duties within the libraries in very specific and recognisable ways. While many employees go the extra mile all the time, this award acknowledges the service and dedication of those who take on one or more special initiatives to help others in the libraries at large through service.

Richmond Tweed Regional Library Excellence Award

Recipients of the Richmond Tweed Regional Library Excellence Award have an impeccable record of work excellence and workplace contributions. Their kindness, compassion and respect for others make them eagerly sought after to be project team members or leaders. Their innovation and creativity have a significant impact on RTRL. Their presence has made the library a better place.

Attachment/s

1.⇩   Quarter 1 SLA Report_July to September 2024 Tweed
2.⇩   Quarter 1 SLA Report_July to September 2024 Lismore
3.⇩   Quarter 1 SLA Report_July to September 2024 Byron
4.⇩   Quarter 1 SLA Report_ July to September 2024 Ballina

Richmond Tweed Regional Library
Connect. Discover. Escape.

Richmond Tweed Regional Library
Tweed Area
Quarterly Service Level Agreement Progress Report

1st Quarter
July to September 2024

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

Tweed Area

Quarter: **1st Quarter | July to September 2024**

Prepared by: Tweed Area Librarian, Alana Choice

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
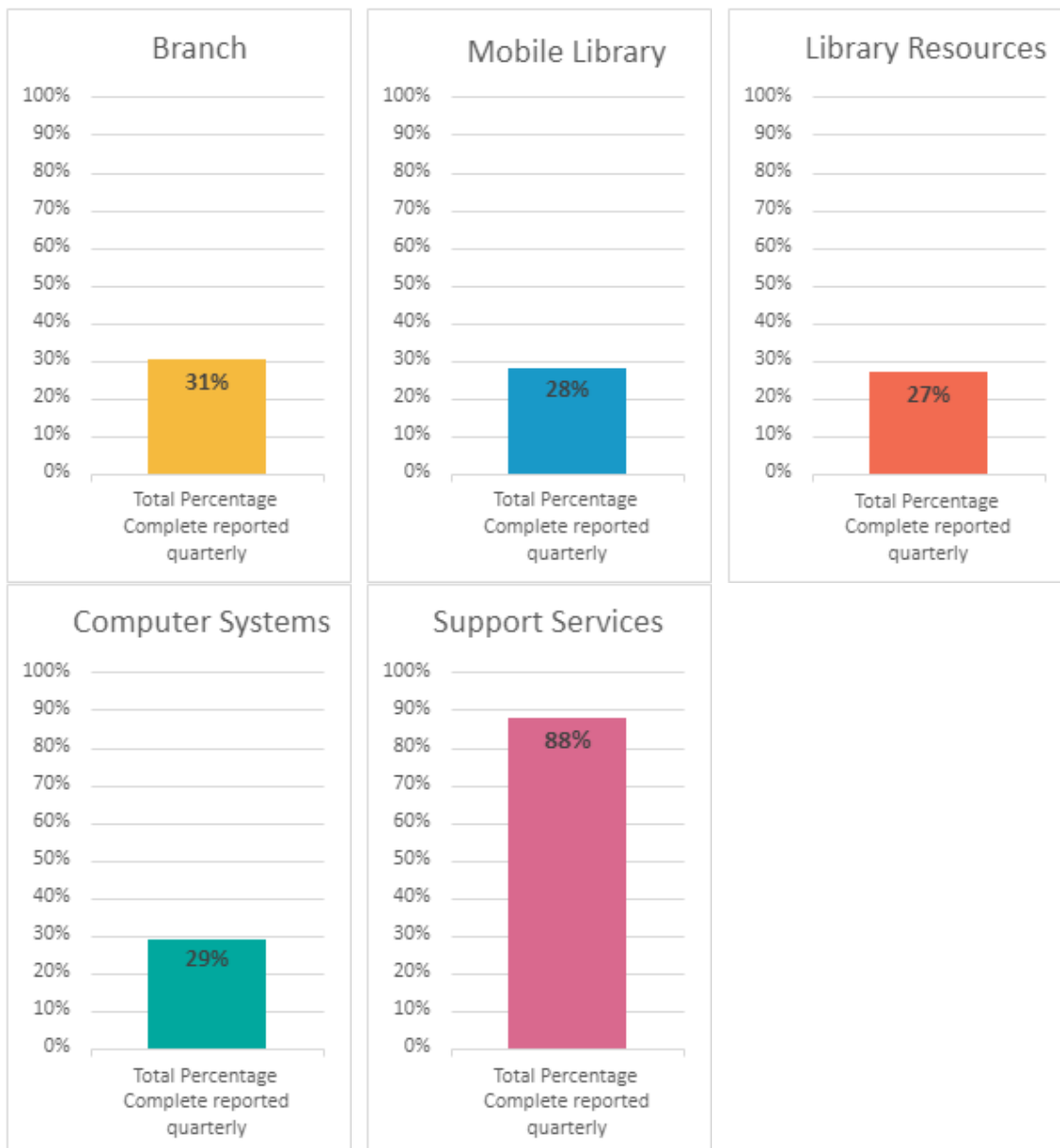- We provide anywhere, anytime access through the virtual library

The Strategic Plan is focused 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

PART 1:

Service Level Agreement Target Performance
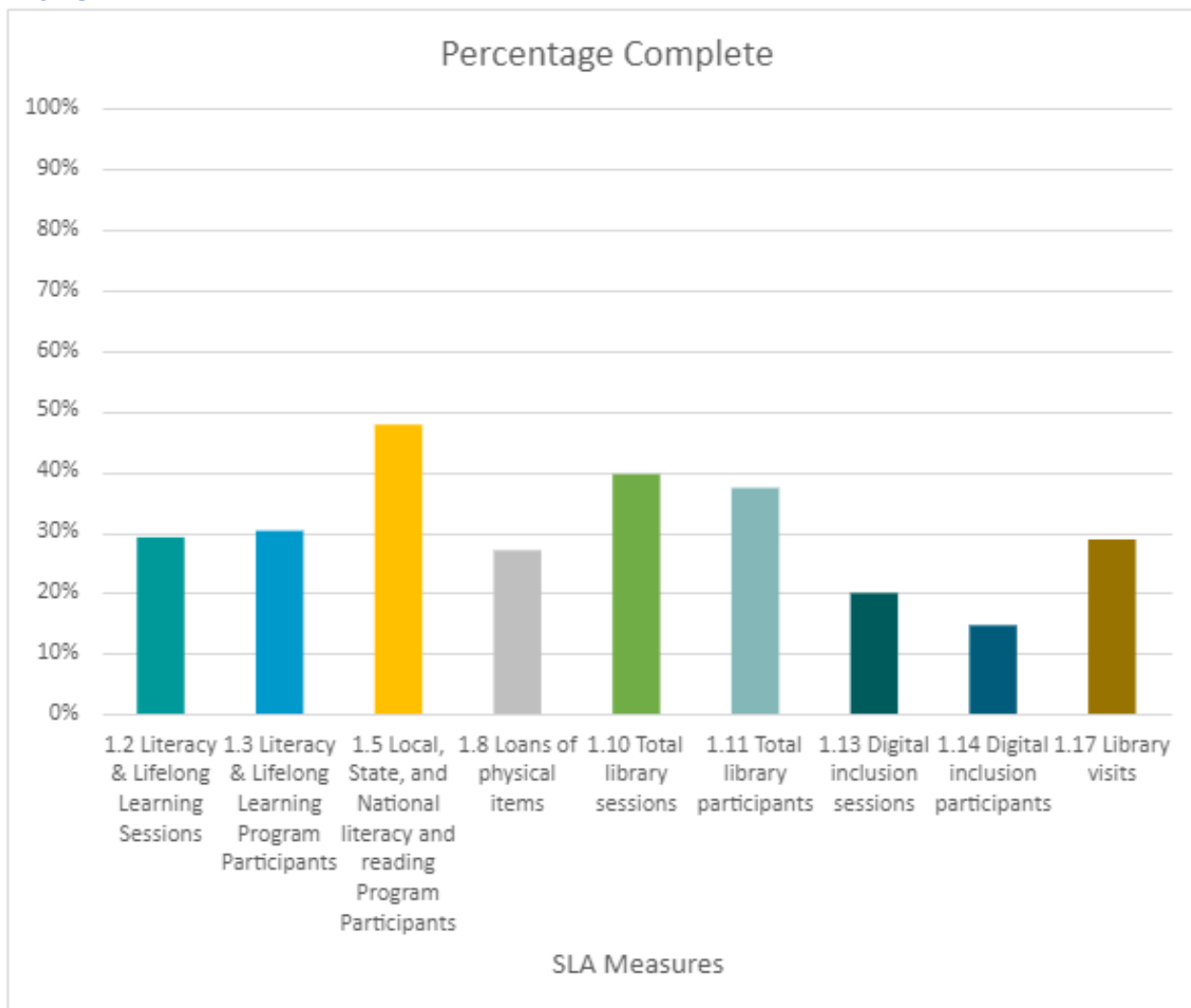
Target Performance Dashboard

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 first quarter; therefore, targets can be expected to be around 25% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

Branch

SLA targets are tracking with the majority marginally exceeding target expectations at the end of the first quarter.

1.5   Some Local, State and Nation literacy and reading Program Participants statistics were not collected in time for the report, due to inclement weather postponement of Murwillumbah Children's Book Week Author Talk. These will be input in the next quarterly report.

1.13 & 1.14 Digital inclusion sessions and participation are showing a negative variation. These targets and primarily aligned with the "Be Connected; building digital skills" program which will begin again at the Murwillumbah and Kingscliff Libraries in the next quarter.
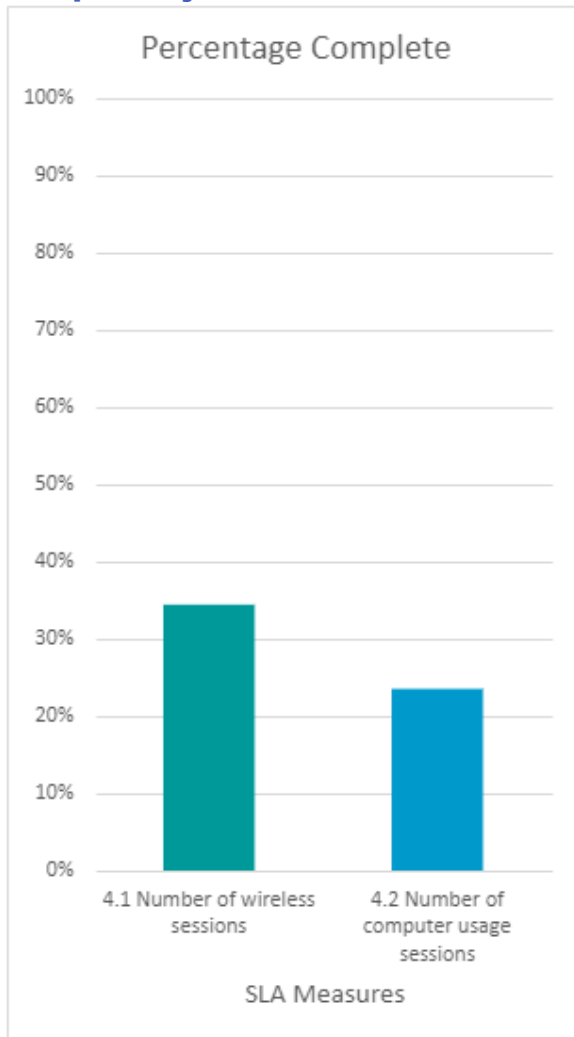
Mobile Library
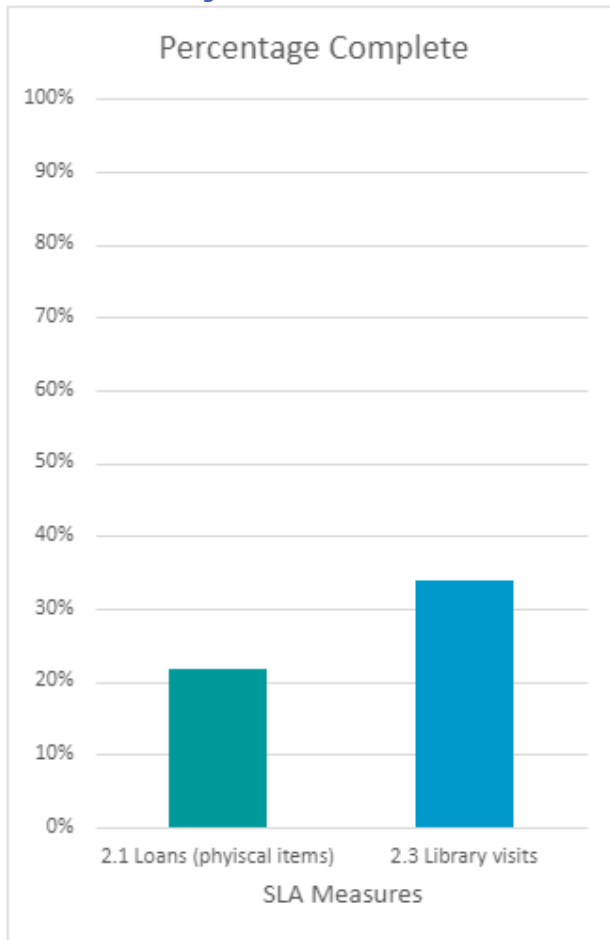
Library Resources
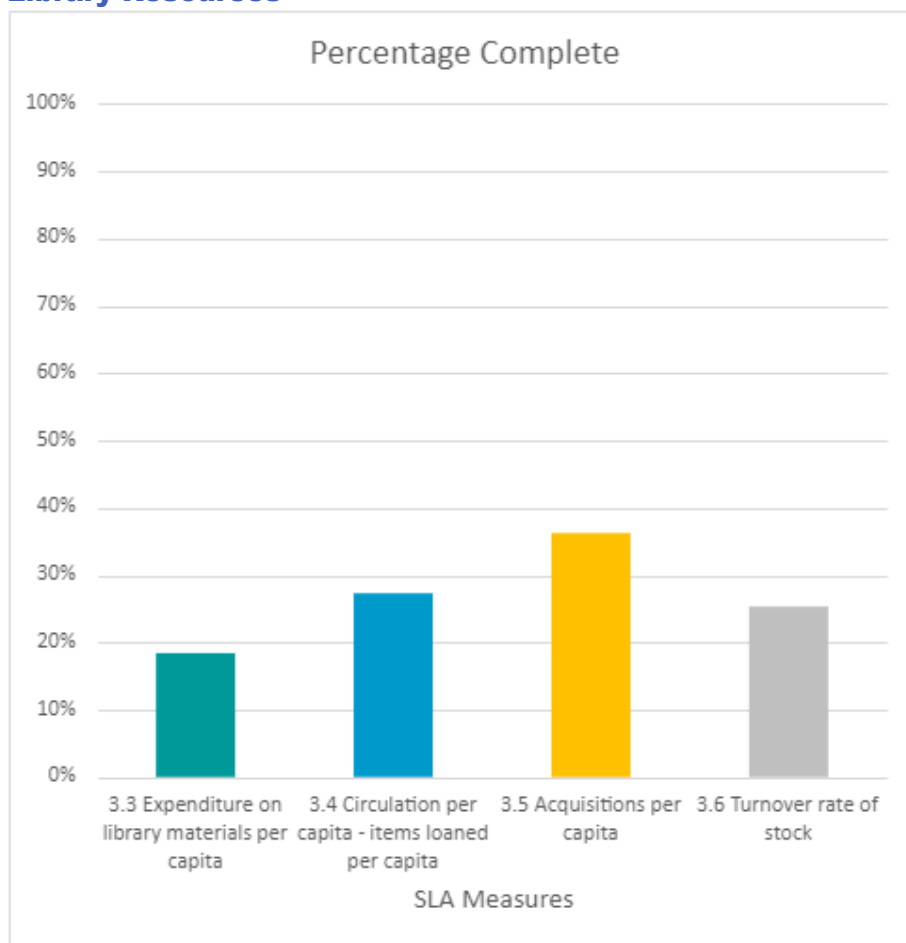
Service Level Targets are tracking or exceeding targets at the end of the first quarter.
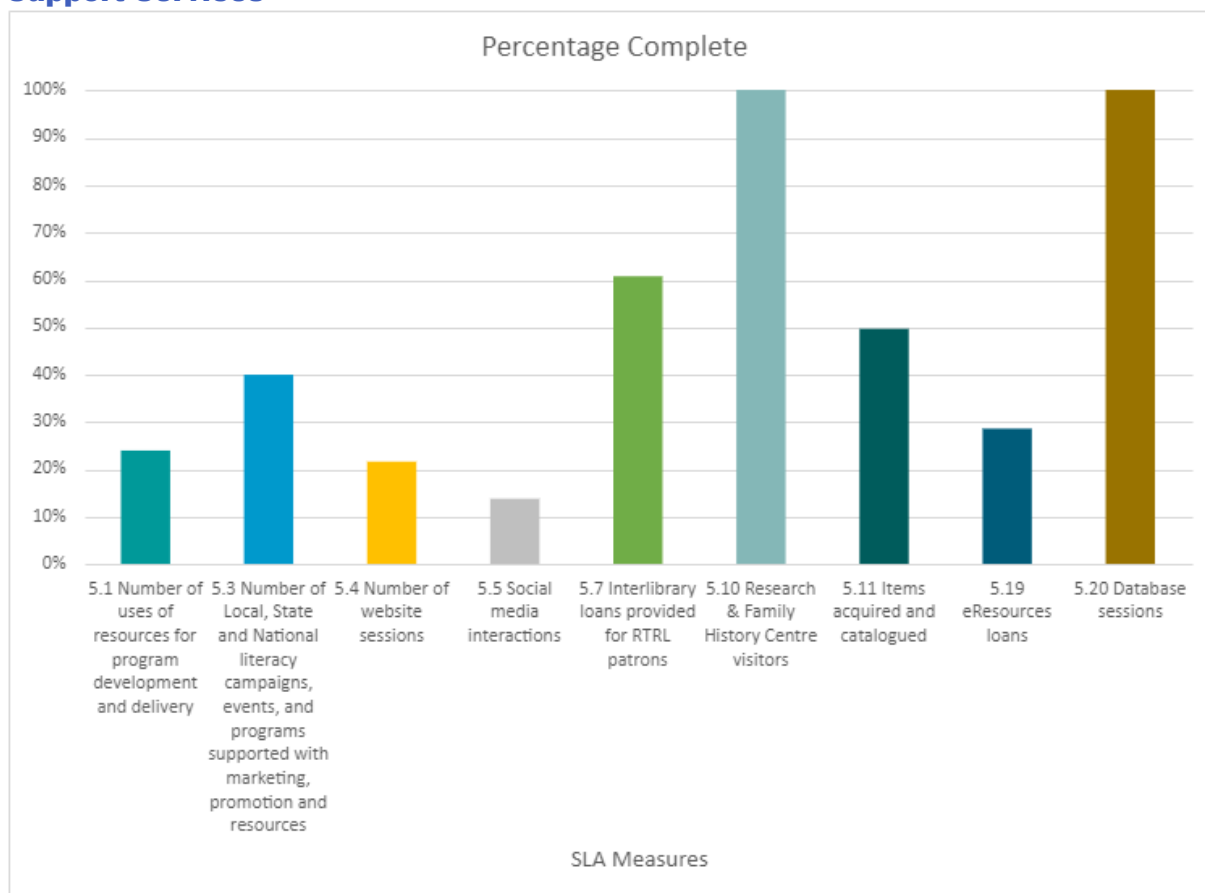
3.3   Expenditure of library resources per capita is slightly below target across the Tweed Area this quarter as staff transitioned to the updated Collections supplier model. This is expected to correcting moving forward.

Computer Systems

Service Level Targets are tracking and exceeding targets at the end of the first quarter.

Support Services

SLA targets are primarily positive at the end of the 1st Quarter.

5.7   The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10   The number of visitors to the Research and Family History Centre reached the annual target within the first quarter. This is due to increased accuracy in reporting being achieved through the installation of a footfall counter. The Centre was temporarily closed to the public at the end of this quarter and the target will be reviewed for the 2025/26 SLA.

5.19   Eresource loans have increased slightly compared to first quarter 2023/24. This may be a result of the new collection of digital newspapers purchased in July 2024.

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

- Annual collection review of Tweed Area periodical has been completed. New subscriptions were added to meet the increased demand in some subject areas popular with patrons and to replace titles that have ceased publication or moved to digital format only.
- Kingscliff Library was selected to be a pilot site for Read-a-long collection trail. The collection and pilot period will commence in October and will include junior fiction, junior nonfiction and picture books from VOX Books and Wonderbook to the value of $2000.
- Kingscliff Library expanded its board book and picture book collections, using funds remaining from the Backyard Cricket grant Story Dogs sponsorship program and encourage early literacy.
- Large print collection has been expanded for all Tweed Area Libraries. Opting into 2024/25 Large Print packaged order model to meet the growing demand of the format from home library delivery and general patrons.
- Murwillumbah Library reviewed its jigsaw collection. Weeding incomplete, damaged and unused items from the collection and cataloguing additional donated puzzles.
- Kingscliff Library exchanged 10-20 LPF Westerns with Murwillumbah Library to accommodate demand from Kingscliff and Murwillumbah patrons and keep the collections fresh.

Community Participation

- Across the Tweed Area locations there were 51 Baby Time sessions with 1223 attendees and 38 Story Times programs with 370 attendees.
- The Discovery Times sessions at Tweed Heads are maintaining a consistent attendance with 11 sessions taking place this quarter with 125 participants.
- Tweed Heads Chair yoga continues to be popular with 24 sessions and 459 participants, Namaste Yoga with 10 sessions and 80 participants, Chess Club with 13 sessions and 141 participants, Crafty Mondays 13 sessions with 176 participants and Canasta group held 9 sessions with 36 total participants.
- Following customer feedback and continued interest in the Tweed Heads Chess club a Junior Chess Club was introduced at Tweed Heads Library with 7 sessions held this quarter and 12 participants.
- Kingscliff Library held 5 Crafternoon sessions with 34 participants, hosted 10 Story Dogs sessions with 51 participants with Story Dogs team Annette and her dog Ruby. 3 Book Club meetings were attended by 9 participants with a focus on promoting this program to book numbers planned for the next quarter.
- Murwillumbah Library Lego and Junior Chess clubs continued to see steady attendance hosting 6 Lego Club sessions with 38 participants and 11 Junior Chess club sessions with 53 participants. 3 Book Club sessions with 12 participants and 13 adult Chess Club sessions with 28 participants.
- Displays across the 3 Tweed Area Libraries included: NAIDOC week, Reading is Magic – Children's Book Week, Read Around the World, Books they tried to ban, Your Local History, A Revenge Story, Stella Prize winners, The Olympics, Spring Reads and Set in Australia.
- Local artists in residence for this quarter were The Little Gallery, Uki as well as works from Tamara Binnewitt, Andrew Kapitzke and Rachel Ashby on display at Murwillumbah Library. Tamarah Egan exhibited ceramics works at Tweed Heads.
- Home Library Service was provided by each of the Tweed Area Libraries on 3 dates this quarter with deliveries being made to 76 members and 3 institutions each date.
- Kingscliff Library established a new promotional display partnership with the Kingscliff Visitor Centre. Initial feedback from customers has been positive.

Learning & Creating

- Children's Book Week – *Reading is Magic* was celebrated this year and included both outreach visits to schools by library staff as well as school visits to the libraries – a huge effort from staff that saw 23 sessions delivered to 538 participants. Due to an inclement weather event the scheduled children's author talk event to be hosted by Murwillumbah Library was postponed until November.
- Author events this quarter included Sarah Rossetti, Sandi Docker and Stella Quinn.
- National Science Week at Kingscliff Library included 2 programs with 13 participants; Rad Roller Coasters – and after school STEAM activity using paper and tape to build a roller coaster that can support a marble run and Paleontology themed Story Time included bone fossicking and fossil making.

Library Team

- Janelle resigned from her part time position this quarter. We are pleased that Nelle has decided to stay on as a Casual employee from October.
- Tweed Area Trainee Lauren successfully completed the LEAP traineeship and Certificate 3 in Library and Information Studies through NSW TAFE and transitioned to casual employment with RTRL in September.
- Lauren, Trainee Library Assistant, has also been recognised for exceptional dedication and achievement in both their studies and professional role as the recipient of the 2024 USU New Gen Committee and Active Super Apprentice/Trainee of the Year Award. We are all pleased to congratulate Lauren on her wonderful achievement.
- Tweed Area staff participated in training for Spydus Events Online, Monitor print management, James Bennet and Collection HQ refresher training online as well as completing scheduled Phished Academy modules.
- 2 Tweed Area staff are undertaking Inclusion and Cultural Diversity Training by State Library NSW.
- Ongoing dealing with difficult behaviours and homelessness training for all staff.
- Recruitment undertaken for 2 part-time vacancies, with successful applicants commencing in the second quarter.
- Student work experience hosted by Tweed Heads and Kingscliff Libraries throughout the first quarter and continuing until November.

Sustainability

- Tweed Heads Library was successful in it's application for a 2023/24 Public Library Infrastructure Grant of $179686 – *Connect Collaborate Chill – Bringing the Outside in and the Inside our – Tweed Heads Library Courtyard and Children's area Transformation Project.*
- Kingscliff Library Partnered with *1,2,3 Read with Me* for boxes of donated books to the Guyahyn Playgroup, a weekly playgroup where children aged under 5, and their families, can connect with each other and the Ngunya Jarjum Aboriginal Child and Family Network. This donation was for distribution at their Indigenous Literacy/ Book Week parade.
- *1,2,3 Read With Me* donations were distributed to childing visiting Murwillumbah Library during Children's Book Week.
- The Seed library's popularity continues to increase with our community, with 3334 issues this quarter.
- 72 donated items catalogued to be included in the collection at Tweed Heads.
- In-house branch book sales continue at Tweed Heads and Murwillumbah libraries.
- Display for Medicare's 40th Anniversary, distributed by Australian Library and Information Association. Displayed for three weeks at Kingscliff Library where over 2,215 visitors viewed it. Kingscliff Library is granted $2000 (excluding GST) on completion of display.

Spaces

- Kingscliff Library
  - 2 height adjustable desks installed in staff workroom.
  - Circulation desk moved, 1 day closure in August to allow for addition power and date point installation, desk move, and workstation set up. New desk location addressed WH&S concerns and allowed for a second workstation to be added providing an additional service point.
  - Snake removal from staff kitchen.
  - Meeting Pod bookings totalled 127 this quarter.
- Murwillumbah Library
  - Addition of new outdoor Funiture in library courtyard, purchased and installed as part of the SLNSW Local Infrastructure Grant.
  - Shade sails and concreate cleaned in library courtyard.
  - Quiet Room space was utilised by the local Creative Writers Group who held 11 sessions with 158 attendees this quarter.
- Staff PCs, laptops and monitors were replaced as scheduled (on a 3 year cycle) and included 4 laptops, 9 monitors and 4 all-in-one PCs this quarter.

Mobile Library

Book Week was celebrated throughout August and September with the Mobile Library visiting various schools across the four member councils, including popular stops like Harmony, Bangalow, and Richmond Hill.

We are pleased to announce the recruitment of a new casual driver, Chris, who will assist with both the Mobile Library and Courier services delivering resources to all branches. His induction into the Mobile Library stops and Courier routes enhances our capacity to manage planned and unplanned leave effectively.

To keep our resources fresh, the Mobile Library has added more popular titles to its collection. A review is currently underway to ensure a regular rotation of resources, keeping our selection up to date.

Additionally, Wi-Fi is now available on the mobile library, providing guests and patrons with free internet access. During the recent school holidays, we observed an increase in Wi-Fi usage.

Thanks to the support of our member councils, we have been able to conduct ongoing maintenance at specific stops to ensure the health and safety of patrons using the Mobile Library service. We appreciate the continued commitment from our member councils.

We would also like to extend our heartfelt gratitude to David Kennedy for 45 years of dedicated service with RTRL, particularly in the Mobile Library. Thank you, David, for your invaluable contributions.

Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, experienced persistent water damage due to heavy rains and storms in August. A subsequent health assessment of the building identified microbial contamination at levels deemed unsafe in certain areas. These findings prompted RTRL Management to take immediate action by relocating staff from the building to ensure health and safety. This transition was a significant effort, successfully managed by the team, who maintained service continuity to branches and the community during this period. Staff are now operating from various temporary locations while continuing normal business activities.

With the challenges presented by relocating the Acquisitions and Cataloguing staff, it was decided to engage our library supplier James Bennett temporarily for full cataloguing services and direct to branch delivery for all titles ordered (previously this service was limited to Adult Fiction titles).

Some Support Services staff participated in the Byron Writer's Festival, providing them with opportunities to engage with literature, authors, and writing. This event allowed the team to broaden their perspectives and insights through interactions with various experts and their passions. Attendees found this experience to be both professionally relevant and personally enriching, contributing to a fulfilling day for all involved.

Significant enhancements have been made to the Library App to ensure seamless access across all devices and platforms, as well as to introduce new features. Recent updates allow users to add their library card to their digital wallet and to utilize biometric login options. Future improvements will enable the library to send push notifications regarding expiring loans, available reservations, and other important communications, thereby further enhancing interaction opportunities for library users.

Children's Book Week is celebrated annually in August. The Support Services team plays a vital role in ensuring that all libraries have access to the nominated titles for the Book of the Year Awards. Additionally, they facilitate collaborative idea sharing for displays, activities, events, and promotional materials in support of Children's Book Week.

Richmond Tweed Regional Library
Connect. Discover. Escape.

Richmond Tweed Regional Library
Lismore Area
Quarterly Service Level Agreement Progress Report

1st Quarter
July to September 2024

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Lismore Area

Quarter: **1st Quarter | July to September 2024**
Prepared by: Lismore Area Librarian, Michael Lewis

INTRODUCTION

The following service level agreement (SLA) report details quarterly progress for the Lismore 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 focused around six key themes in which RTRL delivers services to the community:

- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
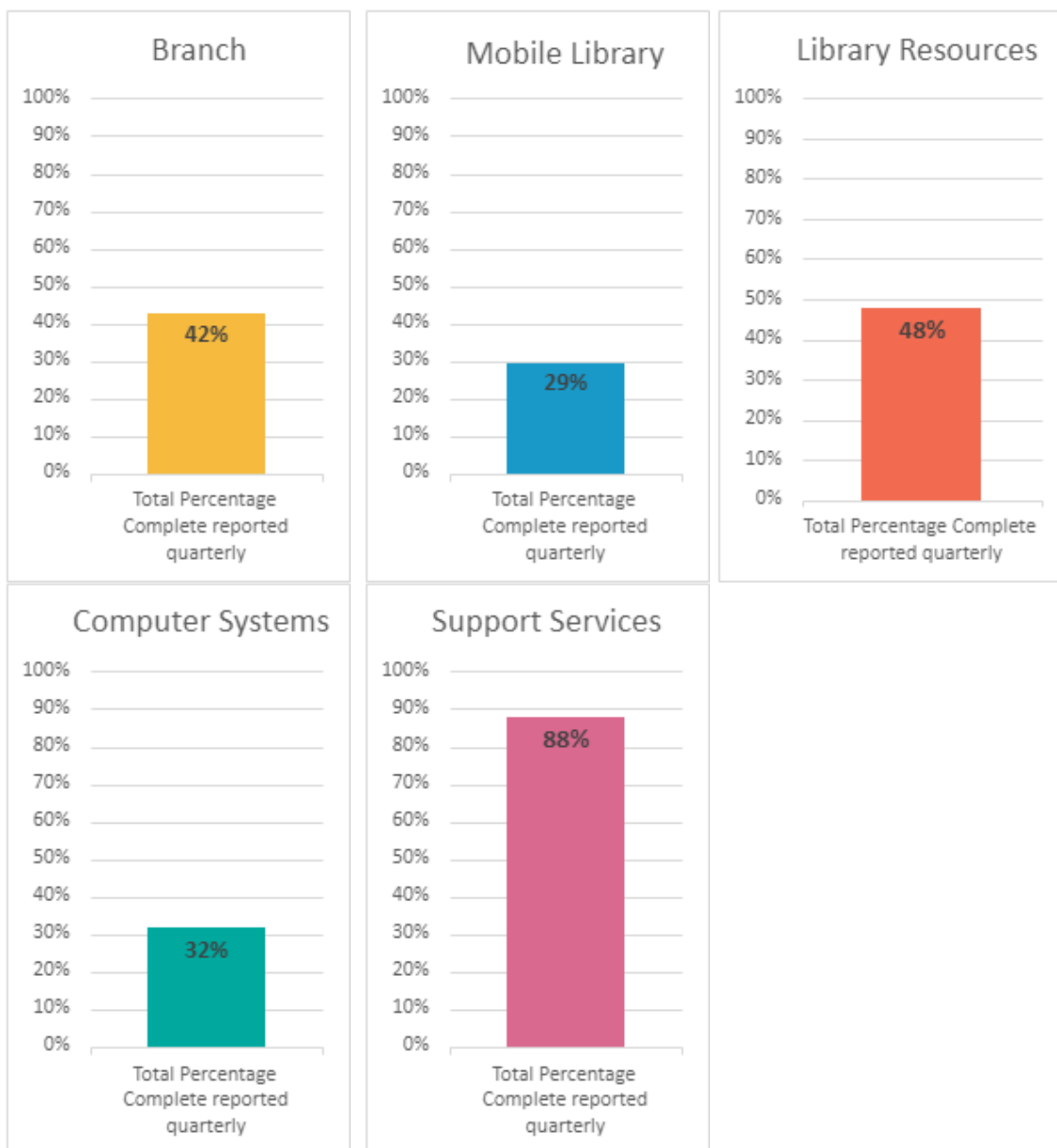
Richmond Tweed Regional Library

- Sustainability

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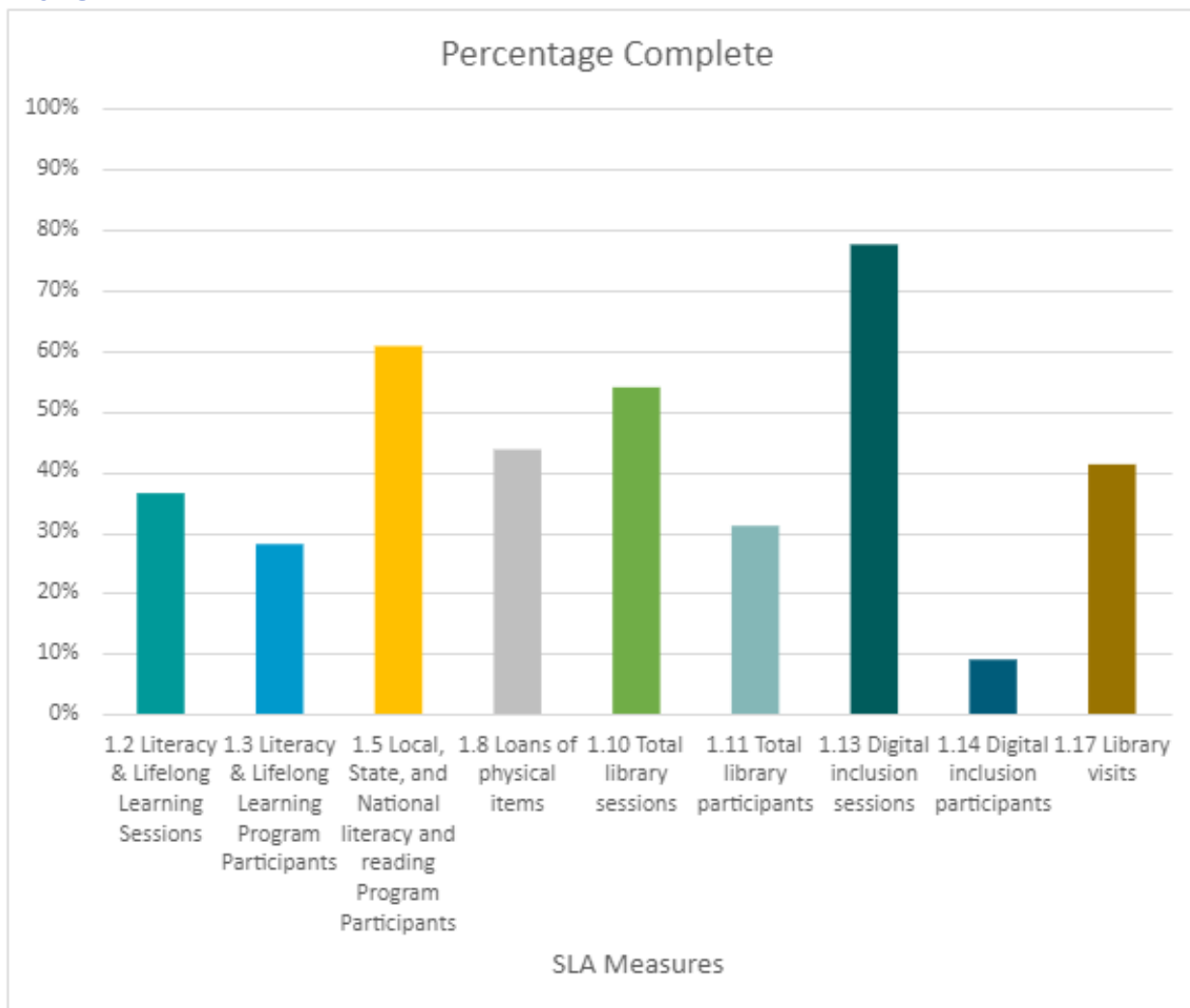### Target Performance Dashboard

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.

Branch — 42% — Total Percentage Complete reported quarterly

Mobile Library — 29% — Total Percentage Complete reported quarterly

Library Resources — 48% — Total Percentage Complete reported quarterly

Computer Systems — 32% — Total Percentage Complete reported quarterly

Support Services — 88% — Total Percentage Complete reported quarterly
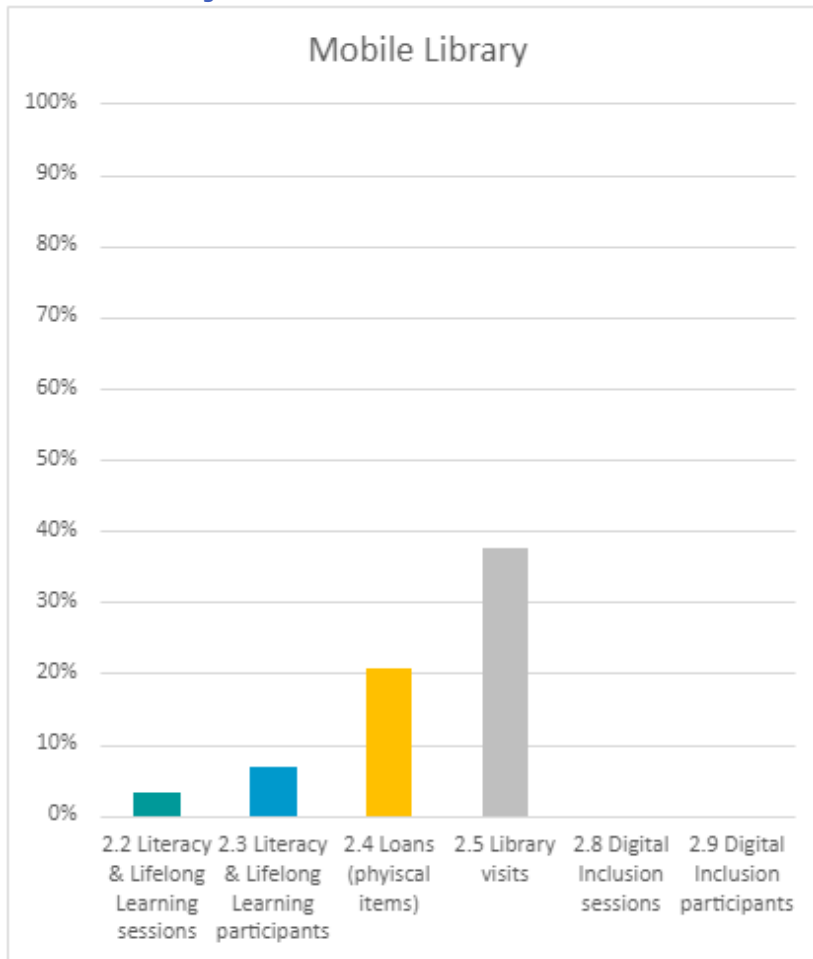
Detailed Commentary

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 first quarter; therefore targets can be expected to be around 25% of the total annual target. Any large positive or negative variations will be highlighted and discussed.
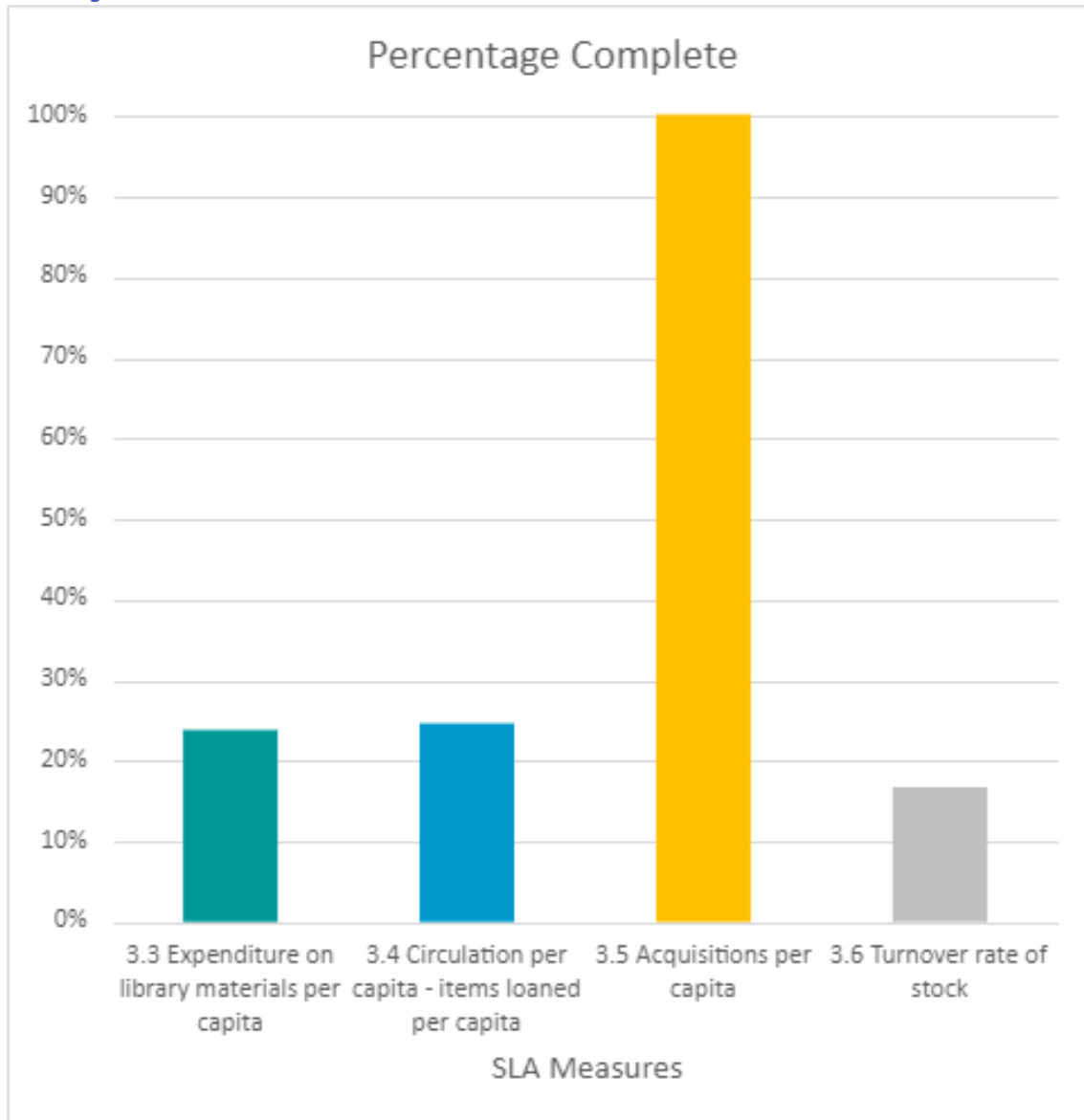
Branch

SLA targets are positive at the end of the 1st Quarter.
1.11 & 1.14: Library participants and digital inclusion sessions are being attended consistently. The reporting module has incorrectly displayed the results.

Mobile Library

Library Resources

Percentage Complete — bar chart of SLA Measures:
- 3.3 Expenditure on library materials per capita
- 3.4 Circulation per capita - items loaned per capita
- 3.5 Acquisitions per capita
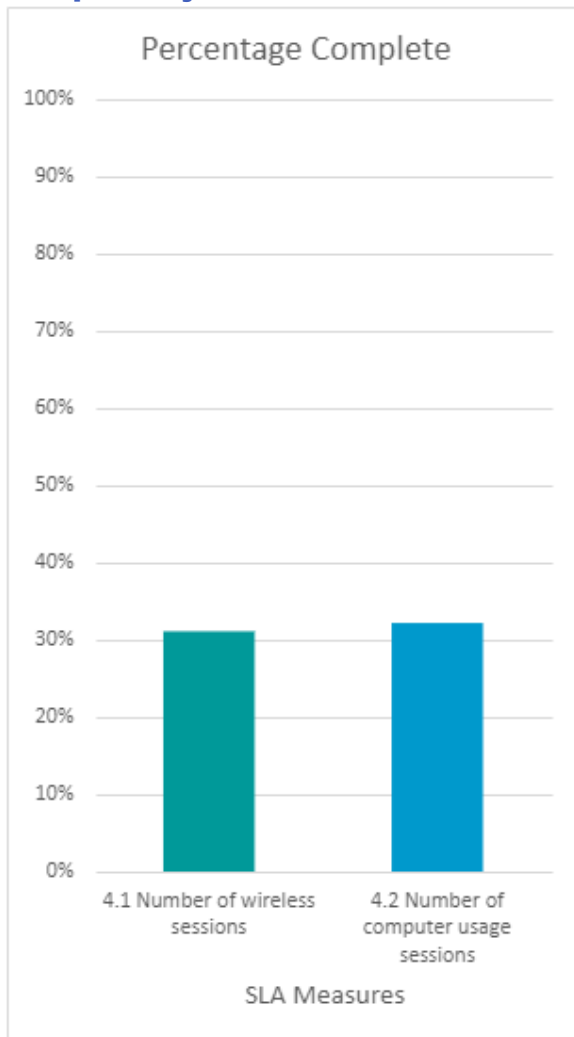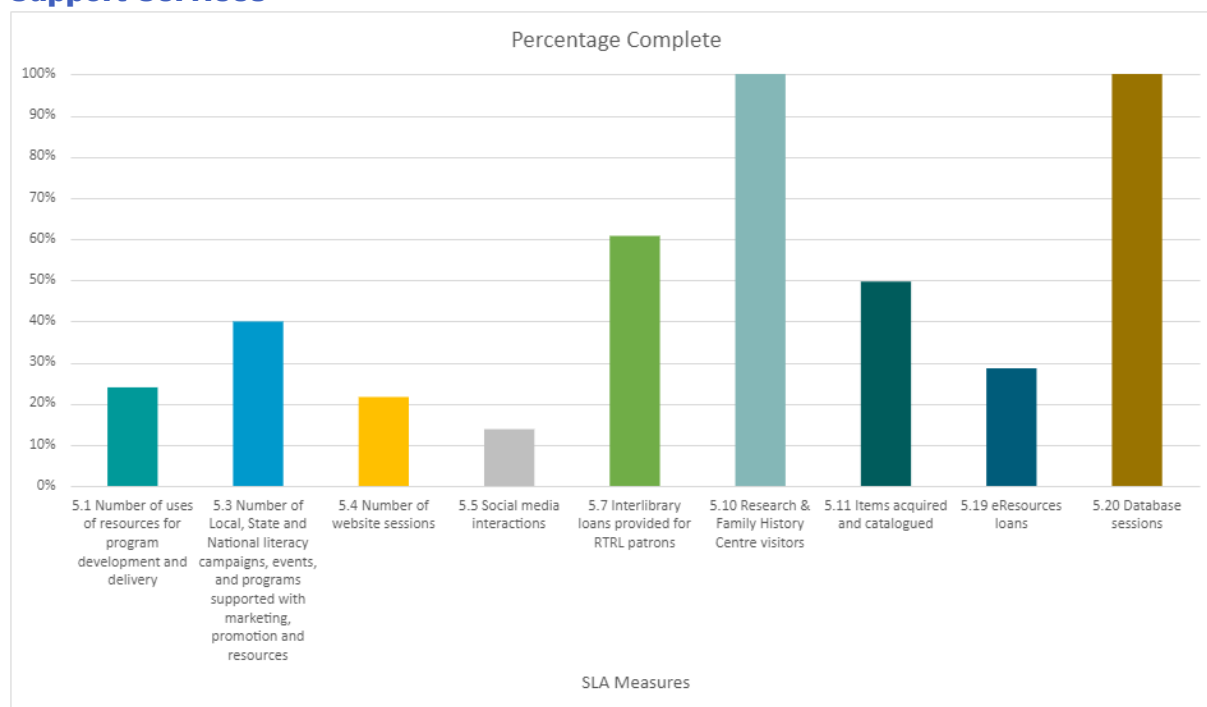- 3.6 Turnover rate of stock

Computer Systems

Support Services

SLA targets are primarily positive at the end of the 1st Quarter.

5.7   The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10   The number of visitors to the Research and Family History Centre reached the annual target within the first quarter. This is due to increased accuracy in reporting being achieved through the installation of a footfall counter. The Centre was temporarily closed to the public at the end of this quarter and the target will be reviewed for the 2025/26 SLA.

5.19   Eresource loans have increased slightly compared to first quarter 2023/24. This may be a result of the new collection of digital newspapers purchased in July 2024.

Part 2: Additional Commentary

The following provides an account of activities undertaken at the Lismore 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

- **Large Print Collection:** Lismore and Goonellabah Library has expanded its large print collection to meet the growing demand for home delivery services.
- **Magazine Subscriptions:** To meet the increasing popularity of magazines, we've expanded our 2024 subscription offerings.
- **Children's Board Book Collection:** The Children's Library has expanded its board book collection to meet increased demand.
- **Premier's Reading Challenge:** The Children's and Goonellabah Libraries have updated the Premier's Reading Challenge titles to 2024.
- **Adult Non-Fiction Collection:** We've reviewed the adult non-fiction collection on the second floor of the Lismore Library main building. This review and reduction aims to support dust cleaning and ensure the collection remains relevant after its two-year stay in the building.

Community Participation

- **Teen Events:** Local young creatives showcased their talents at the July SHA Teen Events, hosting a pottery workshop and Poetry SLAM.
- **NAIDOC Week:** The Social Circle joined in the NAIDOC Week festivities with a weaving workshop, exhibition tour, and morning tea at Amarina Art Gallery.
- **Orchid Society:** The Orchid Society shared their expertise with library patrons at the Lismore Social Circle through an informative session, tour, and morning tea.
- **Southern Cross University Artwork:** First-year Bachelor of Art and Design students from Southern Cross University added a vibrant touch to the Lismore Library with their artwork on display.
- **Children's Book Week:** Children's Book Week was celebrated with school visits to the library and outreach to local schools and preschools. Staff connected with over 700 students.
- **Nimbin Central School Training:** Staff delivered an online library training to students at Nimbin Central School.
- **Regular Library Events:** Regular library events, including Baby Time, Toddler Time, and Story Time, continue to be popular. Five book clubs (Juniors, Seniors, Youth, First Monday Book Club, and Reading for Reconciliation) are well attended.
- **First Nations Community:** We've been actively working to strengthen our connections with the First Nations community. Increased participation in NAIDOC and NATSIC Week events has enhanced our visibility and engagement.
- **Youth Engagement:** Our presence at High School Haven aims to foster stronger ties with our youth community. We're eager to gain insights into potential youth programs and identify any barriers to access.
- **Author Event:** The author event featuring local nature sound recordist Andrew Skeoch was a great success, with over 80 people in attendance.

Learning & Creating

- **Creative Workshops:** Library staff have developed and hosted creative workshops for the Social Circle, including textile craft and quilling sessions.
- **Storyboard Masterclass:** The Byron Writers Masterclass for Junior and Youth continues into Term 3.
- **Staff Training:** Staff have participated in safety, customer service, and technology training.

- **Goonellabah Library Craft Group:** The weekly creative craft group at Goonellabah Library has seen increased attendance, with 23 people participating each week.
- **School Holiday Activities:** School holiday activities were below expected attendance this quarter. Staff will review current plans for these activities.

Library Team

- **Farewell to Sarah King:** We wish Sarah King well as she departs after many years of service. Before her departure, she shared details about her Sierra Learners library project.
- **New Library Assistants:** The Lismore Area has welcomed five new casual library assistants to the team.
- **Impact of Support Services Closure:** The closure of Support Services in Goonellabah has affected the Lismore team. Staff have been reassigned to handle home delivery, cataloguing, and acquisition tasks.
- **Charles Sturt University Placement:** This quarter, we supported a Masters student placement from Charles Sturt University. A teacher librarian from Nimbin Central School joined our team.
- **Community Engagement:** Lismore Area staff participated in the Byron Writers Festival and Lismore's annual Careers Expo.
- **Staff Training:** Staff completed an updated First Aid training. Ongoing training with Phished Academy and Homelessness training aims to equip our team with the skills to provide excellent customer service to all community members and raise awareness of online threats and scams.
- **Family History Professional Development:** Staff participated in Family History professional development through the State Library of NSW.
- **Early Childhood Program Mentorship:** Early childhood program staff were mentored by a new member of the RTRL community engagement team. This mentorship focused on early literacy program delivery and achieving strong library and literacy outcomes.

Sustainability

- **Lismore Pop-Up Flood Plan:** The Lismore Pop-Up Flood Plan has been reviewed, with further development done on the Lismore Area flood response.
- **Community Partnerships:** The Lismore and Goonellabah Library has strengthened relationships with organizations such as the Australian Breastfeeding Association, Jarjums Preschool, Wilson's Park Special School, Jagun Alliance, and the YWCA. These groups have visited the library, partnered with us for events, or participated in our regular programs.

Spaces

- **Lismore Pop-Up Transition:** The Lismore Pop-Up is preparing to transition back into the Main Library. This process involves relocating items to storage or recycling.
- **Goonellabah Library Redesign:** Goonellabah Library is working on plans to redesign the entrance window, circulation area, and workroom areas. These changes aim to create a more welcoming atmosphere and improve efficiency.
- **Increased Meeting Room Usage:** The Lismore Meeting Room has been used more frequently to develop and sustain new groups for social and supportive purposes.

Mobile Library

Book Week was celebrated throughout August and September with the Mobile Library visiting various schools across the four member councils, including popular stops like Harmony, Bangalow, and Richmond Hill.

We are pleased to announce the recruitment of a new casual driver, Chris, who will assist with both the Mobile Library and Courier services delivering resources to all branches. His induction into the Mobile Library stops and Courier routes enhances our capacity to manage planned and unplanned leave effectively.

To keep our resources fresh, the Mobile Library has added more popular titles to its collection. A review is currently underway to ensure a regular rotation of resources, keeping our selection up to date.

Additionally, Wi-Fi is now available on the mobile library, providing guests and patrons with free internet access. During the recent school holidays, we observed an increase in Wi-Fi usage.

Thanks to the support of our member councils, we have been able to conduct ongoing maintenance at specific stops to ensure the health and safety of patrons using the Mobile Library service. We appreciate the continued commitment from our member councils.

We would also like to extend our heartfelt gratitude to David Kennedy for 45 years of dedicated service with RTRL, particularly in the Mobile Library. Thank you, David, for your invaluable contributions.

Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, experienced persistent water damage due to heavy rains and storms in August. A subsequent health assessment of the building identified microbial contamination at levels deemed unsafe in certain areas. These findings prompted RTRL Management to take immediate action by relocating staff from the building to ensure health and safety. This transition was a significant effort, successfully managed by the team, who maintained service continuity to branches and the community during this period. Staff are now operating from various temporary locations while continuing normal business activities.

With the challenges presented by relocating the Acquisitions and Cataloguing staff, it was decided to engage our library supplier James Bennett temporarily for full cataloguing services and direct to branch delivery for all titles ordered (previously this service was limited to Adult Fiction titles).

Some Support Services staff participated in the Byron Writer's Festival, providing them with opportunities to engage with literature, authors, and writing. This event allowed the team to broaden their perspectives and insights through interactions with various experts and their passions. Attendees found this experience to be both professionally relevant and personally enriching, contributing to a fulfilling day for all involved.

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Children's Book Week is celebrated annually in August. The Support Services team plays a vital role in ensuring that all libraries have access to the nominated titles for the Book of the Year Awards. Additionally, they facilitate collaborative idea sharing for displays, activities, events, and promotional materials in support of Children's Book Week.

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Richmond Tweed Regional Library
Byron Area
Quarterly Service Level Agreement
Progress Report

1st Quarter
July to September 2024

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

Byron Area

Quarter: **1st Quarter | July to September 2024**

Prepared by: Byron Area Librarian, Stacey Shepherd

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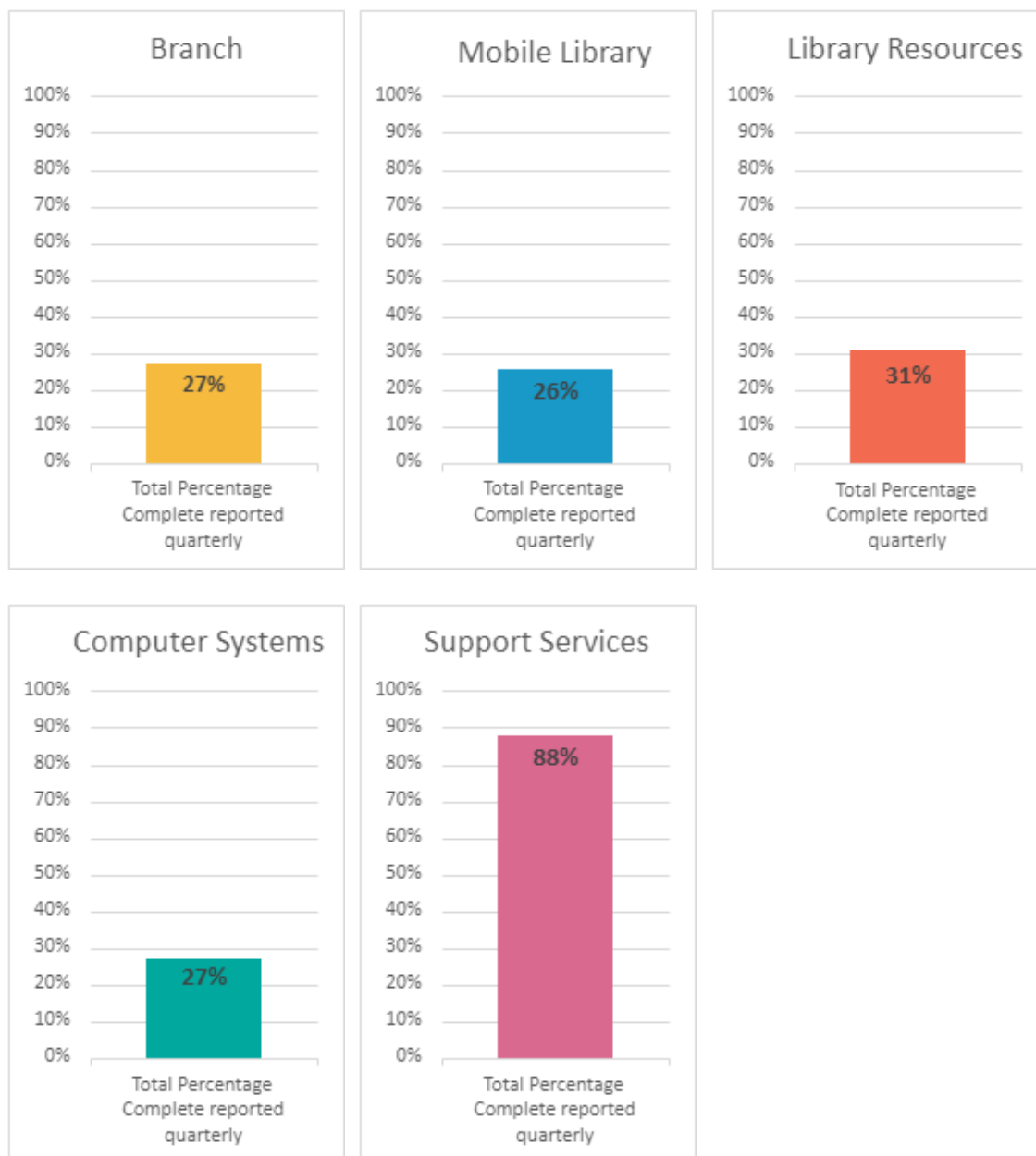- We provide anywhere, anytime access through the virtual library

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Richmond Tweed Regional Library

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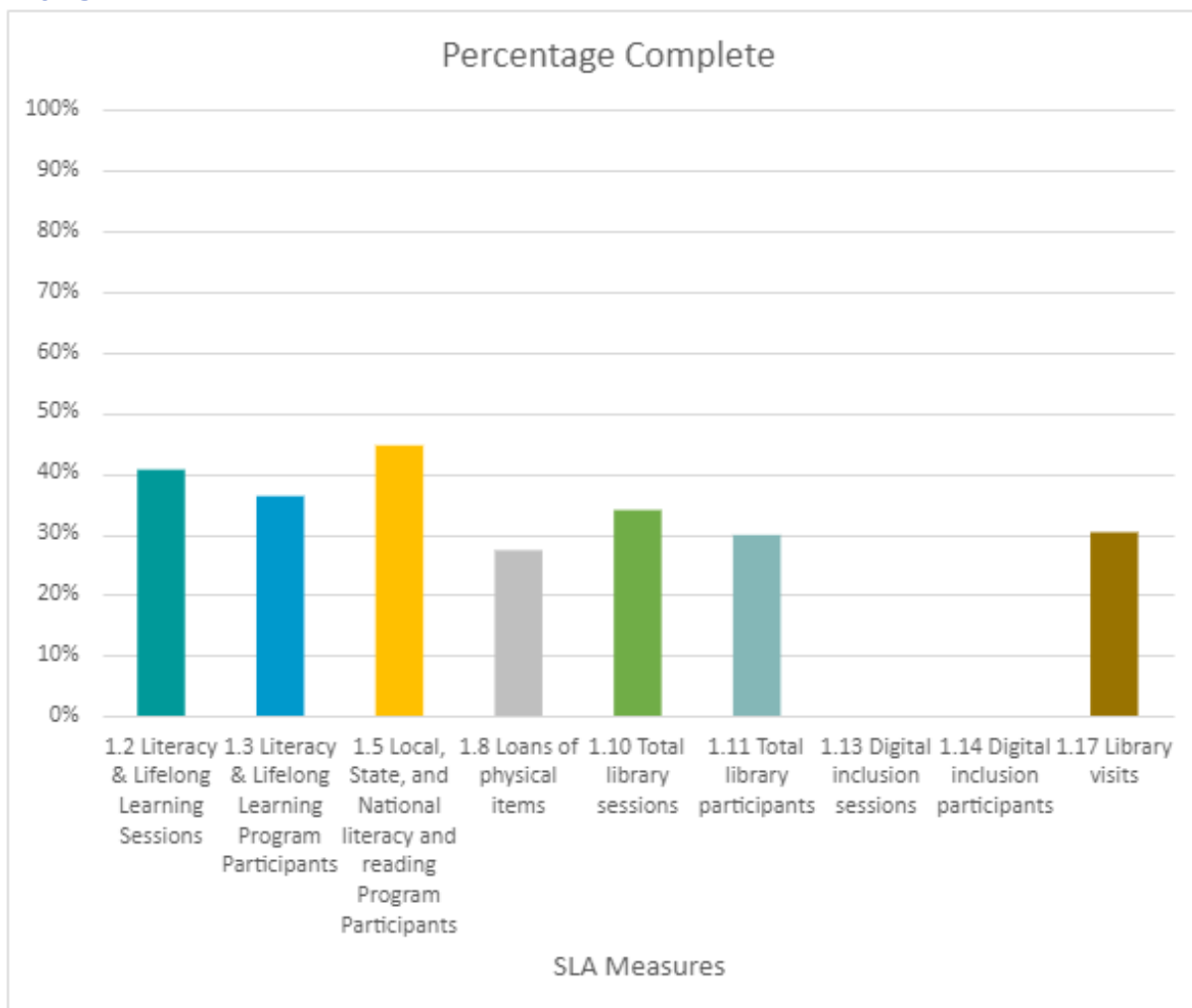### Target Performance Dashboard

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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 first quarter; therefore targets can be expected to be around 25% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

Branch

Service Level Targets are mostly exceeding targets at the end of the first quarter.

1.13   Digital inclusion sessions represent a negative variation. The digital sessions, endorsed by State Library NSW are scheduled to begin during the second quarter, sessions will begin accumulating towards the target.

1.14   Digital inclusion participants represent a negative variation. The participant target is aligned with the program outcomes for the Tech Savvy Senior initiative which is endorsed by State Library. Participants are expected to reflect in the quarterly briefing during the second quarter when the program begins.

Mobile Library
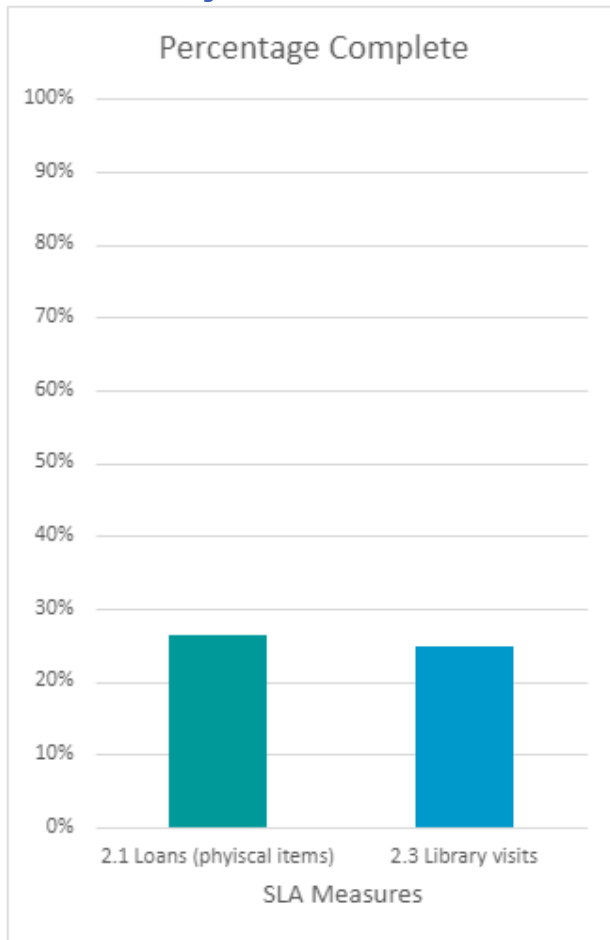
Library Resources
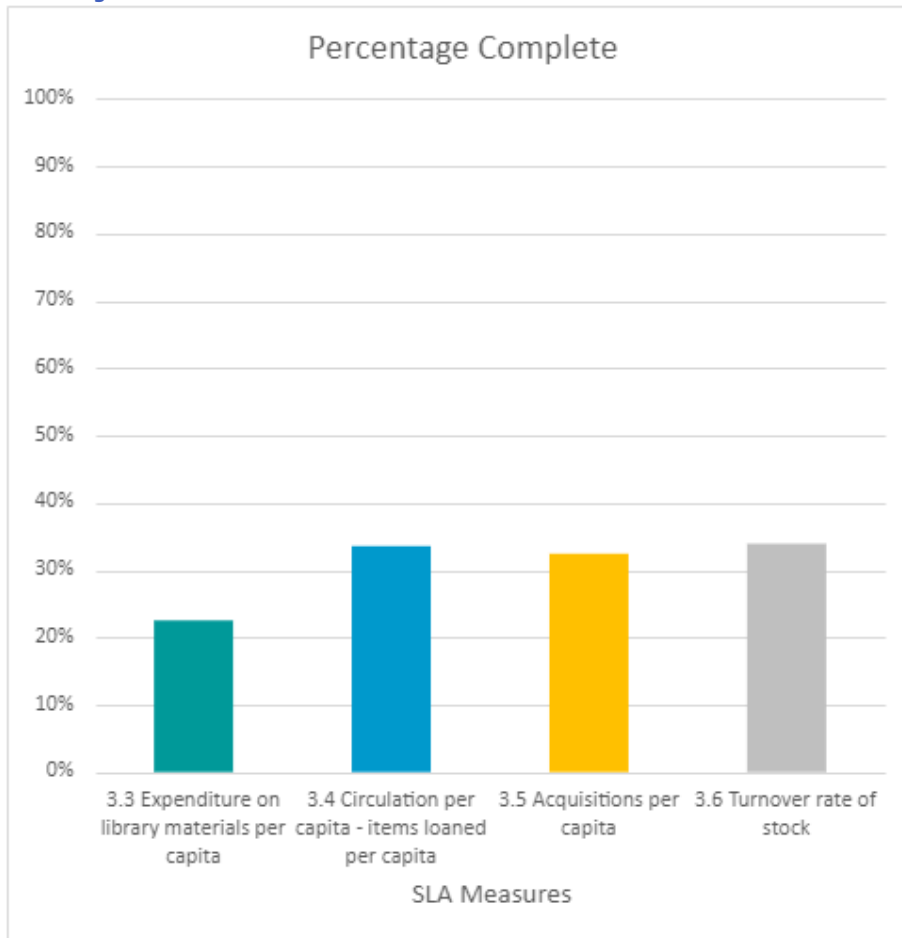
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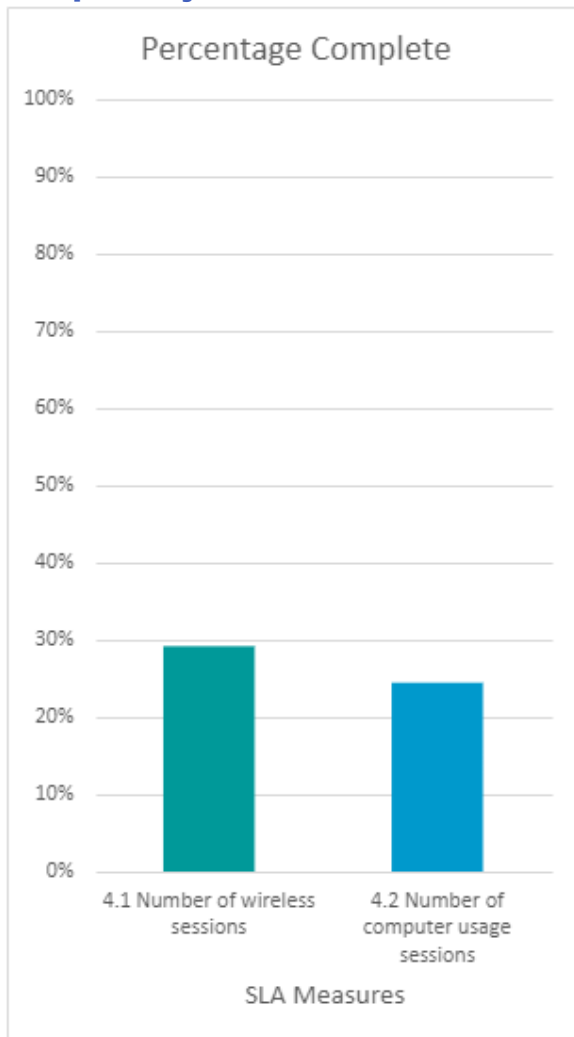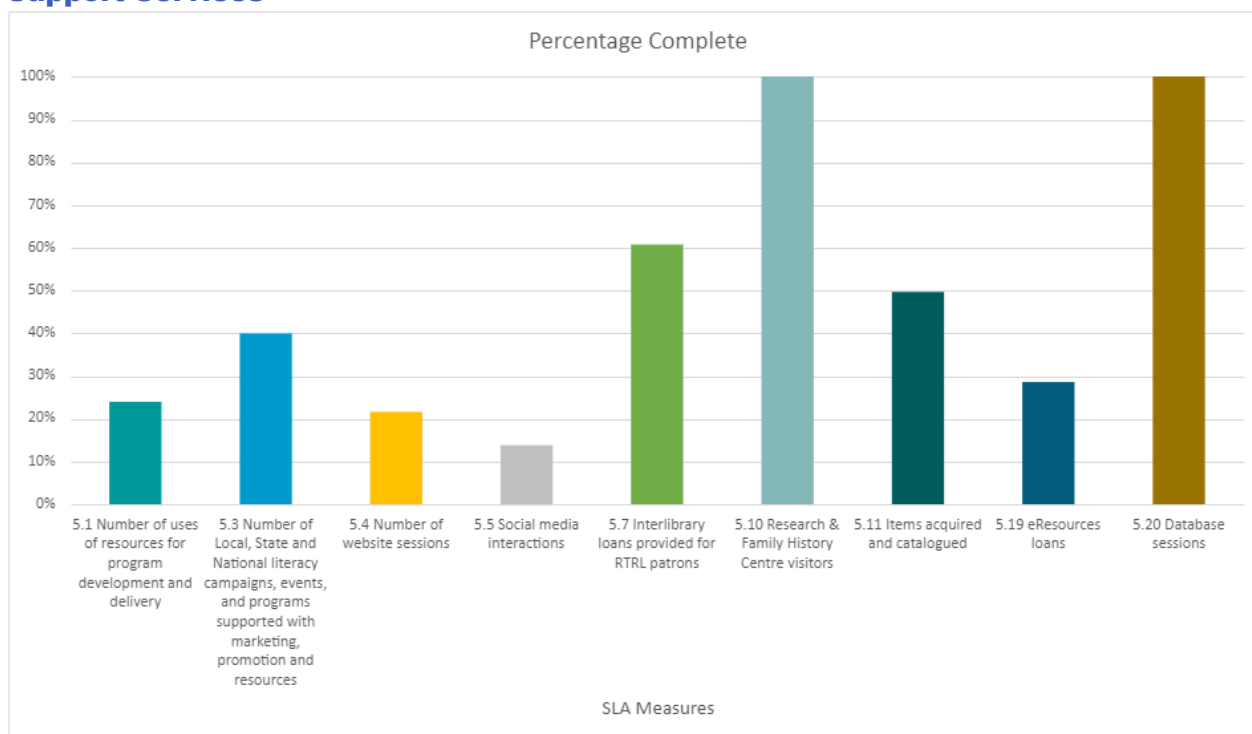
Computer Systems

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SLA targets are primarily positive at the end of the 1st Quarter.

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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

An annual collection review was completed for the periodicals and decisions were made to subscribe to new serials which will supplement the editions which have moved to digital format. The new subscriptions are of particular interest to home library patrons who prefer a hardcopy format.

Branch profile statistics were used to develop an annual collection review for the Byron Shire's collection along with a new collection split recommendation for the 2024 / 2025 financial year. Adult Fiction makes up 17.49% of the total Areas Stock, has remained similar in size to the previous FY collection and makes up a total of 20.59% of the Area loans - an increase by 6,831 loans from the previous financial year (PFY). With the increase in loans and demand from the Byron Shire community it is recommended the budget split is increased to ensure a wide range / variety can be purchased and catered for. Adult non-fiction makes up 22.76% of the area's stock and is accounting for just over 15% of loans. Byron is circulating the highest ANF loans in the shire.

Junior Fiction makes up 16.19% of the Area's stock and is recorded as the highest circulating collection in Byron Shire at 21.57% of the Shire's loans. (2023_24). JF Loans have increased and should be reflected in the budget. Not covering these items has seen a decline in the condition of these items. Picture Books make up 10% of the Area's stock and account for over 20% of the loans. Picture book loans have also increased compared with the previous financial year. The collection has been provided with an increase in funds to ensure age of the collection and meeting the needs of the second highest circulating collection in the Byron Area.

The Byron Area's Librarian is investigating a focus to Diversity, Equity and Inclusion (DEI). DEI analysis can be performed routinely in the collection management platform for both adult and junior books. A partnership has been formed with James Bennett Library Supplier to provide automated access to relevant DEI picture book selections lists which means the Librarian has subsequently included Bilingual purchasing for a small selection of picture books the whole family can enjoy and promoting the top languages in the Byron Shire. (Spanish, French, Portuguese, Italian, German).

Community Participation

 Mullumbimby Library accommodated visits from Byron Community Collage over consecutive months. The valuable partnership engaged groups of teenagers in the introduction to Byron Shire Libraries and the available services both online and inhouse.

Expansion of the Home Library Service to Mullumbimby continues with two active volunteers

supporting the deliveries for this location. This is aligned with goals in our 2024 / 2025 Byron Area Service Level Agreement agreement which outlines an annual target to provide Home Library Service as part of Outreach programs and services (1.7) to extend the reach of our Library Service into the community. The service now reaching Byron Bay, Bangalow and Mullumbimby and catering to 32 individuals who would not otherwise attend the physical space due to age, health or disability.

The Friends of the Libraries (FOL) Byron Shire purchased $3,000 worth of Junior Fiction novels to replenish and renew our JF display (Pictured).

The curated genre titles and new genre signs are in celebration of the high junior readership in the community, and we cannot thank the FOL enough for raising funds to keep our libraries thriving and striving towards State Library NSW standards for items per capita.

Learning & Creating

Children's Book Week celebrations catered to both the community and 445 local students who visited the Byron Shire Libraries. During Children's Book Week the libraries transform with colourful displays showcasing the Children's Book Council of Australia (CBCA) Shortlist and 2024 theme, *Reading is Magic*. Students engaged in a variety of activities such as:

- Enjoyment of book related displays
- Staff presentations related to accessing National Geographic kids.
- A children's literary event with kids' author Jol Temple.
- Exhibition called Way of the Wild – An immersive sound journey through the Bundjalung landscape of bush, coast and forest. The exhibition was led by young student Jessie Jackson, with technology as a medium for student exploration. This was an opportunity through the Byron Libraries current Young and Connected youth program. All our Children's Book Week experiences highlight the value of libraries, access to a rich variety of resources along with an opportunity to experience connection within the local community.

As part of CBCA. Children's Author and Illustrator, Clare Duffy presented a Zine workshop for Byron Public year 6 classes.

Adult programs and services this quarter included an Author event at Mullumbimby Library with Annie O'Moon-Browning which incorporated a creative writing workshop. Adult book clubs, scrabble club, Byron Bay Historical Society local studies meet up, community art exhibitions and a variety of resource displays connecting with Local, State and National special weeks and days (NAIDOC, Plastic free July, Olympic Games, Library and Information Week, Indigenous Literacy Day, RUOK Day, Dementia Awareness Action Week, History Week and Kids Own Australian Literacy Awards.

Library Team

Our library staff engaged in quarterly planning team meetings in September. An opportunity to plan the programs, services and events over the next few months in line with Local, State and National programs and services along with the Byron Shire Service Level Agreement.

Selection and interviews for a new staff member took place this quarter. The role is a 12-month contracted part-time position in the Mullumbimby branch and will subsequently work across the Shire throughout the next 12 months.

Training opportunities for library staff included the following:

- IT Phishing / security / scam training
- Ongoing dealing with difficult behaviour training
- Inclusion and Cultural Diversity Training by State Library NSW (4 staff)
- Fire Warden Training (2 staff)
- Active Threat Training for all Byron Branch staff allowed for staff to gain knowledge and skill in establishing procedures to undertake lockdown and evacuation in high-risk situations.

Sustainability

Friends of the Libraries Byron Shire donated $8,100. The donation is to fund the Quick Reads collection across Byron Shire Libraries. This collection provides our community with multiple copies of current titles. With no reservations and a shorter one week borrowing turnover, it is easy for the community to sought popular new titles. In addition, FOL purchased $1,500 worth of books which were promoted at the Byron Writer's Festival in August. The collaborative partnership provides funds raised by the community at the Annual Book Fair and allows our libraries to provide a diverse adult collection, contributing to the variety, diversification and inclusion of titles for the community. Which in turn allow us to perform better in State Libraries stock quality performance checks, where public libraries undertake an assessment of the relevance, depth and range of collection stock in relation to the communities we serve. Other significant areas these purchases aid is Acquisitions and items

per capita supporting important points raised by State Library for smaller libraries to provide a higher number of items to maintain customer choice.

Spaces

Printing and computer self-service stations were installed at Brunswick Heads and Mullumbimby. Two computers which were being used to support the printing and payments platform are now repurposed back into the public computer network, creating more computer usage provisions for the public and supporting the high turnover at Mullumbimby. The installation of the printing stations supports remote and self-serve pathways for services within the library. New multi-function printing devices were installed across all branches for staff and the public. Work Health and Safety inspections were carried out across the branches by the Byron Shire Work Health and Safety Officer. A consultant from RAECO Library Suppliers visited the Mullumbimby branch for design feedback regarding children and youth collections and space.

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Ballina Area

Quarter:	1st Quarter | July to September 2024
Prepared by:	Acting Ballina Area Librarian, Jackie Birch

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Richmond Tweed Regional Library

PART 1:

Service Level Agreement Target Performance

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The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report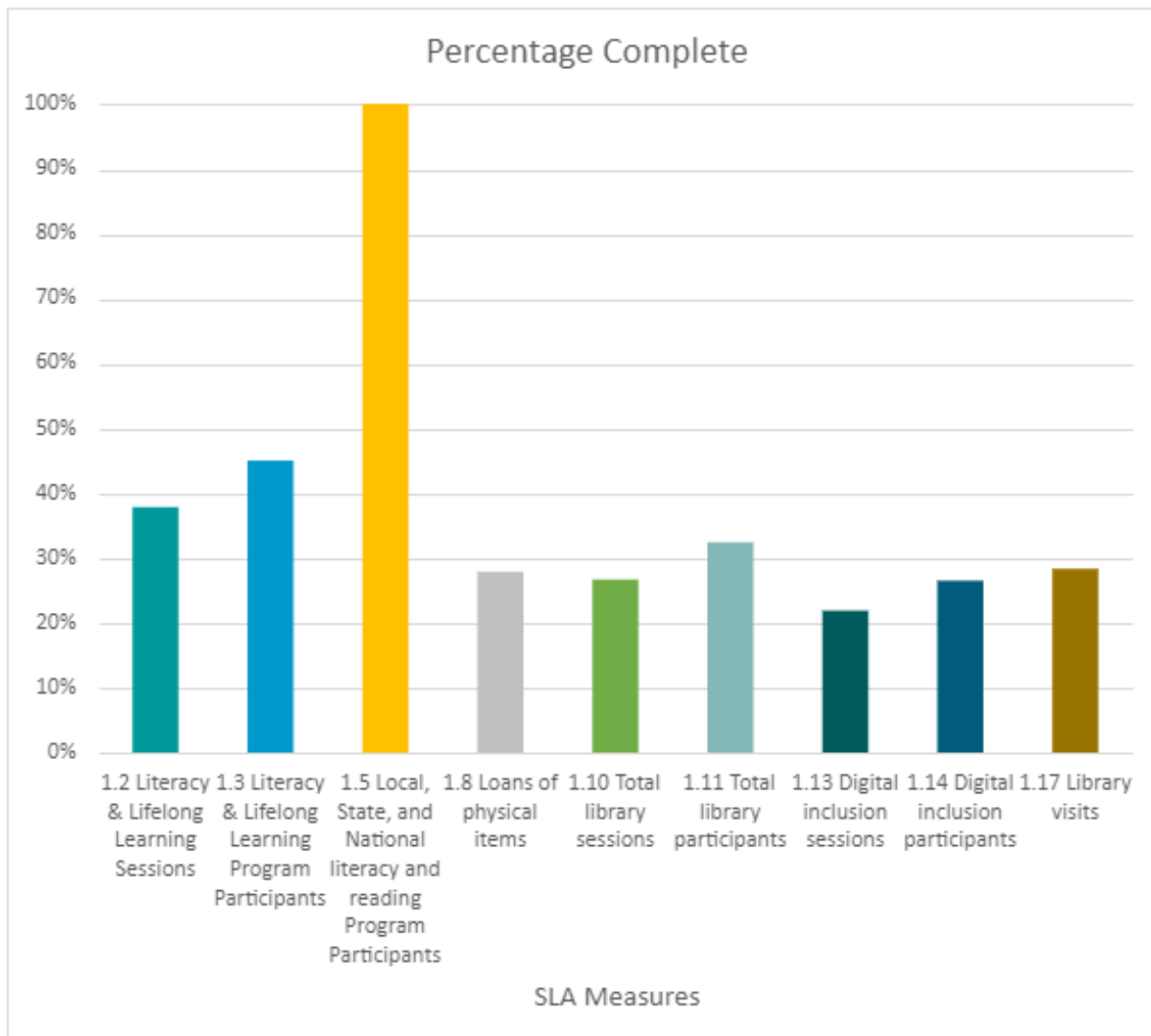 is for the first quarter; therefore targets can be expected to be around 25% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

Branch

SLA targets are positive at the end of the 1st quarter.

1.13 Digital Inclusion Sessions are slightly below target, despite sessions being well attended. Further Digital Inclusion Sessions planned for the 2nd quarter will ensure this target is met.

Mobile Library
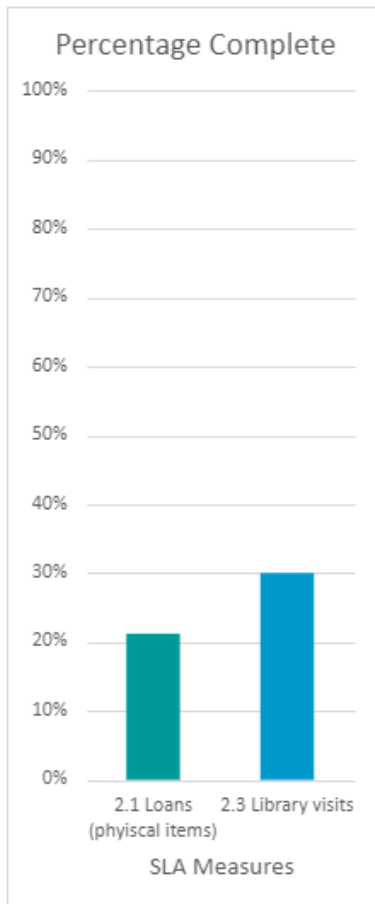
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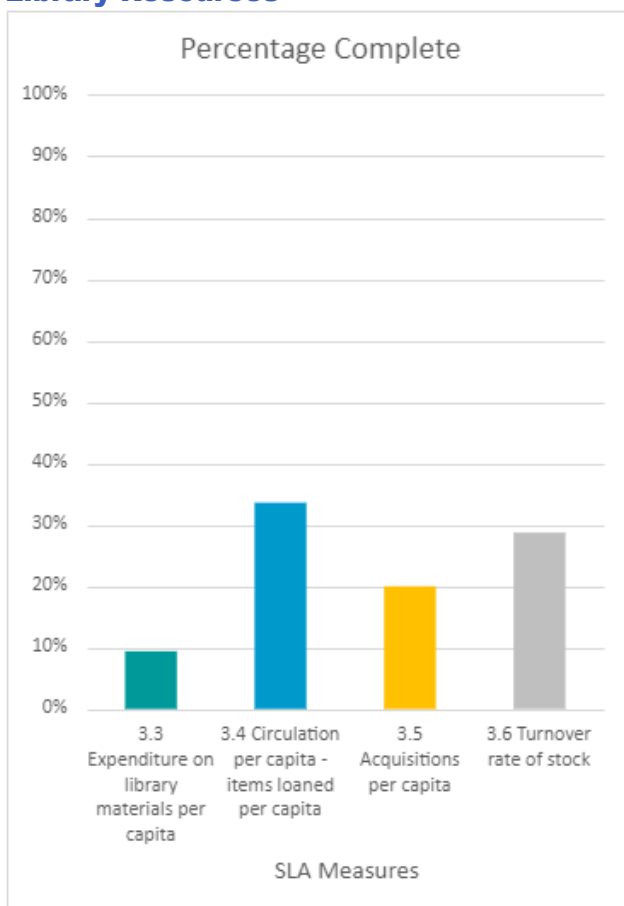
SLA target are primarily positive for the 1ˢᵗ Quarter.

3.3 & 3.5 Expenditure on Library Materials and Acquisitions per capita are below target as Alstonville and Ballina branches prepare to move collections in coming months.

Computer Systems
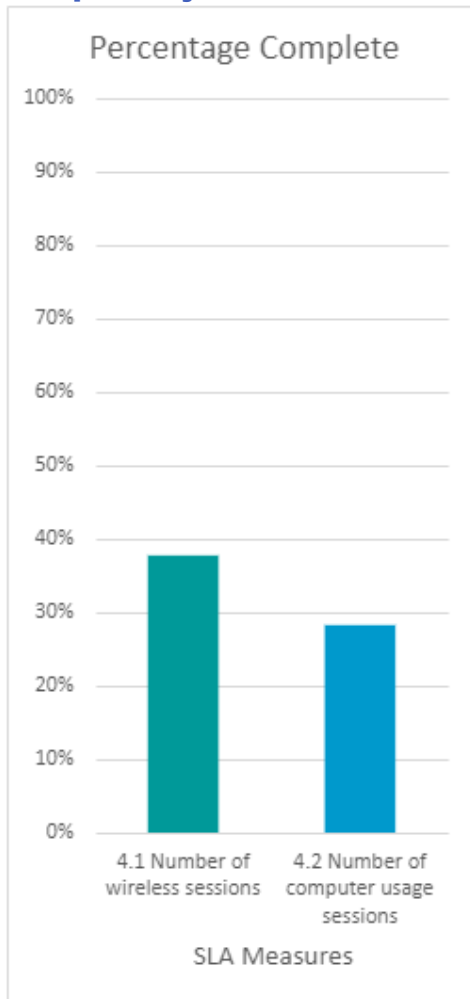
SLA targets are positive for the 1st Quarter for Computer Systems.

Support Services

SLA targets are primarily positive at the end of the 1st Quarter.

5.7   The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10   The number of visitors to the Research and Family History Centre reached the annual target within the first quarter. This is due to increased accuracy in reporting being achieved through the installation of a footfall counter. The Centre was temporarily closed to the public at the end of this quarter and the target will be reviewed for the 2025/26 SLA.

5.19   Eresource loans have increased slightly compared to first quarter 2023/24. This may be a result of the new collection of digital newspapers purchased in July 2024.

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

Following the relocation of Support Services staff the decision was made to engage supplier, James Bennett to deliver all collections direct to branches. Delivery of new items is now faster.

An annual collection review was completed for the periodicals and decisions were made to subscribe to new serials which will supplement the editions which have moved to digital format. With the cessation of publications in popular subject areas, new titles from those subject areas have been added. The overall size of the collection will increase slightly.

Collection HQ has been utilized to manage collections in the 1st Quarter. This quarter saw a focus on all DVD collections and Adult Fiction.

Jigsaw collections have been a focus for Ballina. With new fresh donations being available to add to the collection, staff have been able to discard older, damaged and incomplete items.

Community Participation

Children's Book Week in August is the highlight of the year for the younger members of our community. Staff across all three branches created magnificent displays and activities based on the theme Reading is Magic. In the Ballina Area, libraries were visited by two schools and five pre-schools. Staff attended six pre-schools and two schools including one all-day event, the highlight of which was a book character parade. The Alstonville Branch Technician had contact with over 300 children throughout the day. Ballina Library also hosted the Ballina Scout group who enjoyed a tour of the library before their regular Scout meeting. Throughout Book Week staff had contact with a massive 1407 children. A book week themed Scavenger Hunt rounded out the Children's Book Week celebrations for those children who were unable to attend with their school.

During NSW History Week in September, the Lennox Head Heritage Committee presented a talk titled *Marking Time* at both the Lennox Head and Ballina branches.

The Social Circle in Ballina continues to grow in both number and variety of guest speakers. In the 1st Quarter presenters have included Federal MP Justine Elliott, David Sommerville, Anne Marchant (language learning and culture in remote Aboriginal communities), Phil Chapman, Trish Wilson (veteran & wellbeing support), environmental scientist Dr Melissa Van Sweiten, Wendy Britton (walking football silver medalist) and retired teacher librarian, Andrew Playford and finally, Ballina Coast High School student, Olivia Van Swieten, discussed her time at NASA Space Camp.

Justice of the Peace services continue to be highly sought after. Lennox Head Library was pleased to welcome a volunteer JP who gives two hours of her time each week to provide easy access to a JP. Ballina Library continues to have four volunteers across three days providing JP services for an hour at a time. The Alstonville community is fortunate to have convenient access to a JP who is on staff at Alstonville Library.

Ballina Library is delighted to host Young Queerios, a program for young members of the LGBTQIA+ community and their friends to come together in a safe space. This year the group has been invited to a series of gatherings called "Resourcing our Youth" where they created art for a "Wear It Purple" exhibition which was installed at the Ballina Library. The art installation opening was held in August and was attend by the Young Queerios, interested community members and local dignitaries including Senator David Shoebridge, Councilor Kiri Dicker and comedian Mandy Nolan.

Ballina Area libraries were pleased to once again partner with North East Waste to host school holiday activities at each branch. Children were invited to decorate a wrap, grate the wax, and seal the wrapper in this fun workshop that promotes sustainable choices for families.

Ballina Library was pleased to host 18 students from Ballina Coast High School for a tour and information session about all the services the library offers for students. Students were particularly interested in the Periodicals collection and our resident Spiny Leaf Insects.

Kids Own Australian Literature Awards (KOALA) is a non-profit organisation run by volunteers which aims to promote the joy of reading and involve young readers in the selection of the most popular books. All branches support KOALA by providing displays and collecting votes from children throughout the year. In the 1st Quarter over 200 votes were submitted in the Ballina Area.

Learning & Creating

Lennox Head Library celebrate National Science Week in August with a Science After School activity for children. Children had a blast engaging with self-led activities with an endangered species chatterbox game and 'Can You Find Me' visual camouflage activity.

The September school holidays were great fun with activities offered at all branches. Activities included paper planes, snow globe making, a winter-themed scavenger hunt at Alstonville, sand art, beading workshop, and a magical scavenger hunt with a themed activity book for upper primary aged children at Ballina and Lennox Head. The final children's event for the quarter was a singing event hosted by local musician Ray Arnott. Children learned Bundjalung words, new songs and were entertained by Ray on guitar.

Across Ballina Area our displays this quarter included NAIDOC Week, and themed displays for Children's Book Week, History Week, Science Week, Library and Information Week, Kids Own Australian Literature Awards (KOALA), Youth Fiction, Father's Day and Jigsaws,

Ballina Library is proud to host Adult Literacy support for adults wanting to improve their literacy skills. During the 1st Quarter five individuals accessed this service.

Tech Savvy Seniors continues to be popular at all three libraries, with sessions often fully booked. This vital program provides one-on-one 20 minute sessions that target one issue at a time. The library often receives compliments from participants about the patient service they receive from staff.

Author talks continued to be well-attended this quarter across the Area. Author Sandie Docker was a highlight for the quarter at Alstonville. Sandie introduced her new book, *The Lyrebird Lake Ladies Choir*. Doug Stinson, author of *Tales of Stinno* spoke at the Social Circle. Penny Fields-Schneider spoke about her latest book, *The Woman who Painted the Seasons*, a biographical fiction about genius Lee Krasner. Finally master nature sound recordist, Andrew Skeoch, spoke about his new book *Deep Listening to Nature*.

A very popular presentation by former detective Damian Loone was held at the Ballina Library. Damian was the Officer In Charge of the Murder investigation of Lynette Dawson. Attendees were enthralled with his presentation that highlighted the investigative process of solving this cold case that gripped the nation.

Lego Clubs were once again popular in all branches with children building on themes that included, Zip-lines, vehicles, insects, mini-bots and bridges.

The Toy Sleepover was a wildly popular event at Ballina Library in July with 22 children attending. Children attended wearing their pajamas and brought along a toy to leave in the library overnight. The toys had a great time getting up to mischief in the library before falling asleep in their own bed with adorable pillow and blanket created by Ballina's Sew Can I craft group. In the next few days children collected their toy, a certificate and were able to take home the pillow and blanket to keep. The Toy Sleepover is an opportunity for slightly older children to enjoy Story Time with children up to 12 years attending.

Library Team

The Area Librarian and two Library Assistants continue to do other duties at Support Services. One staff member continued to work in Ballina Branch once a fortnight to alleviate staff pressures.

The Lennox Head Branch Technician position was permanently filled in the 1st Quarter. The new Branch Technician has brought years of experience and knowledge to the Ballina Team. Staff are appreciating the stability that a permanent Branch Technician has brought to the team.

Staff in all branches continue to regularly participate in Cyber Security training and are fine-tuning their ability to spot a scam. All staff participated in in-house training of the new Monitor printing system.

Lennox Head staff participated in an evacuation practice drill in conjunction with the Lennox Head Cultural Centre Team and were commended by Ballina Shire Council staff for their performance.

Branch Technicians and the Acting Area Librarian attended training in Collection HQ (collection management software), James Bennett (for purchasing of resources). The Health & Safety Representative attended HSR training.

The Acting Area Librarian enjoyed welcoming the community of Empire Vale back to the Mobile Library in the 1st Quarter. A highlight of the visit was having the entire Empire Vale Public School fit into the Mobile Library children's area.

Two Library Assistants attended Supporting Childrens' Sensory Needs in Libraries by Plumtree which has improved their knowledge of sensory processing disorders and how to assist children to feel more comfortable in the library environment. One Library Assistant attended Local Studies training.

Sustainability

In July the Ballina Shire Council was successful in securing a Public Library Infrastructure Grant. The grant, worth $198,376 will create a welcoming and versatile community place. The grant will provide new flooring, a new front counter and shelving throughout. The Acting Area Librarian is working closely with Ballina Shire Council on this exciting project. NBN News conducted and interview with Ballina Mayor Sharon Cadwallader and the Acting Area Librarian regarding the Public Library Infrastructure Grant for Ballina Library to inform the community of this exciting project.

All three branches received new printing system, Monitor, in the 1st Quarter. Monitor enables patrons to experience a stream-lined print system that has improved the user experience. Each branch took receipt of a Monitor Print Station for patron use. Benefits of the new system include a stream-lined workflow that is consistent across RTRL and a reduction in cash handling for staff.

In-house branch book sales continue at all three libraries.

Each branch was successful in securing a Tech Savvy Seniors grant which will allow this valuable service to continue supporting local seniors to use their devices and access vital services.

Spaces

The Reference Room in Ballina is looking clean and fresh after wall repairs and a new coat of paint were added in the 1st Quarter. This space is used regularly for programs and quiet study. The community has enjoyed the improved aesthetics of the Reference Room.

Following the relocation of Support Services staff from the building in Goonellabah, Ballina Library staff were pleased to welcome our colleagues from the Cataloguing and Acquisitions team. Space was made in the Ballina workroom to provide a suitable workspace for the team. This has been a beneficial partnership with faster delivery of new titles to the Ballina branch as well as having expert advice on hand for cataloguing queries.

A Local Priority Grant application was submitted to the State Library for projects including technology, collections, building and promotion in conjunction with Ballina Shire Council staff.

The Acting Area Librarian has been working closely with Ballina Shire Council staff to plan for the Public Library Infrastructure Grant as well as the rebuild of Alstonville Library and roof works to Lennox Head Library.

Regular maintenance included fire equipment inspection and inspection of emergency lighting.

Mobile Library

Book Week was celebrated throughout August and September with the Mobile Library visiting various schools across the four member councils, including popular stops like Harmony, Bangalow, and Richmond Hill.

We are pleased to announce the recruitment of a new casual driver, Chris, who will assist with both the Mobile Library and Courier services delivering resources to all branches. His induction into the Mobile Library stops and Courier routes enhances our capacity to manage planned and unplanned leave effectively.

To keep our resources fresh, the Mobile Library has added more popular titles to its collection. A review is currently underway to ensure a regular rotation of resources, keeping our selection up to date.

Additionally, Wi-Fi is now available on the mobile library, providing guests and patrons with free internet access. During the recent school holidays, we observed an increase in Wi-Fi usage.

Thanks to the support of our member councils, we have been able to conduct ongoing maintenance at specific stops to ensure the health and safety of patrons using the Mobile Library service. We appreciate the continued commitment from our member councils.

We would also like to extend our heartfelt gratitude to David Kennedy for 45 years of dedicated service with RTRL, particularly in the Mobile Library. Thank you, David, for your invaluable contributions.

Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, experienced persistent water damage due to heavy rains and storms in August. A subsequent health assessment of the building identified microbial contamination at levels deemed unsafe in certain areas. These findings prompted RTRL Management to take immediate action by relocating staff from the building to ensure health and safety. This transition was a significant effort, successfully managed by the team, who maintained service continuity to branches and the community during this period. Staff are now operating from various temporary locations while continuing normal business activities.

With the challenges presented by relocating the Acquisitions and Cataloguing staff, it was decided to engage our library supplier James Bennett temporarily for full cataloguing services and direct to branch delivery for all titles ordered (previously this service was limited to Adult Fiction titles).

Some Support Services staff participated in the Byron Writer's Festival, providing them with opportunities to engage with literature, authors, and writing. This event allowed the team to broaden their perspectives and insights through interactions with various experts and their passions. Attendees found this experience to be both professionally relevant and personally enriching, contributing to a fulfilling day for all involved.

Significant enhancements have been made to the Library App to ensure seamless access across all devices and platforms, as well as to introduce new features. Recent updates allow users to add their library card to their digital wallet and to utilize biometric login options. Future improvements will enable the library to send push notifications regarding expiring loans, available reservations,

and other important communications, thereby further enhancing interaction opportunities for library users.

Children's Book Week is celebrated annually in August. The Support Services team plays a vital role in ensuring that all libraries have access to the nominated titles for the Book of the Year Awards. Additionally, they facilitate collaborative idea sharing for displays, activities, events, and promotional materials in support of Children's Book Week.

Reports/Recommendations

Subject	Election of Chairperson and Deputy Chairperson
TRIM Record No	BP24/893:EF09/74-7
Prepared by	RTRL Administration Officer
Item Number	5.3

Overview of Report

The Richmond Tweed Regional Library service is created by a Deed of Agreement between Ballina Shire Council, Byron Shire Council, Lismore City Council and Tweed Shire Council.
The Deed of Agreement requires the election of a chairperson and deputy chairperson as the first item of business after an ordinary election.
The purpose of this report is for the Richmond Tweed Regional Library Committee, comprising two Councillor representatives from each Council, to elect a chairperson and deputy chairperson.

Recommendation

That:
1. The Chairperson be appointed until the termination of the current RTRL Deed of Agreement, set to expire on 30 June 2027, unless a casual vacancy occurs.

2. The Deputy Chairperson be appointed until the termination of the current RTRL Deed of Agreement, set to expire on 30 June 2027, unless a casual vacancy occurs.

3. That should there be more than one nomination for a position, the method of election for that position be by open voting.

Background

In accordance with the Richmond Tweed Regional Library (RTRL) Deed of Agreement (DOA) between Ballina Shire Council, Byron Shire Council, Lismore City Council and Tweed Shire Council, Lismore City Council as RTRL's Executive Council has created the RTRL Committee. The RTRL Committee membership comprises two Councillor representatives from each Council. The DOA requires the election of a chairperson and deputy chairperson as the first item of business after an ordinary election.

The DOA doesn't specify how the election is to proceed, so the requirements of the Local Government (General) Regulation 2021: Schedule 7 – Election of Mayor by Councillors will apply with some minor variation – Chairperson and Deputy Chairperson instead of Mayor. These are listed in the report.

Term

The Committee term is in line with the current RTRL Deed of Agreement set to expire on 30 June 2027.

Returning Officer

The RTRL Executive Officer is the Returning Officer.

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Meeting held 13 November 2024 - 5.3 - Election of Chairperson and Deputy Chairperson

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Nomination

Nomination Forms for the Chairperson and Deputy Chairperson roles have been emailed to all Committee members.

Fully completed nomination forms must be returned to the Returning Officer before the start of this Committee meeting.

Election

If more than one Councillor is nominated, the Committee must resolve whether the election is to proceed by preferential ballot, by ordinary ballot or by open voting. Ballot has its normal meaning of secret ballot and open voting means voting by show of hands or similar means. Councillors need to be present at the meeting in person to participate in voting by means other than an open ballot.

Open voting is the most transparent method of voting, is the least bureaucratic method and reflects normal Council voting methods. It is recommended that, should an election be required, it be carried out by open voting.

Local Government (General) Regulation 2021 – Schedule 7

Part 1 - Preliminary

1 Returning officer

The general manager (or a person appointed by the general manager) is the returning officer.

2 Nomination

(1) A councillor may be nominated without notice for election as chairperson or deputy chairperson.

(2) The nomination is to be made in writing by 2 or more councillors (one of whom may be the nominee). The nomination is not valid unless the nominee has indicated consent to the nomination in writing.

(3) The nomination is to be delivered or sent to the returning officer.

(4) The returning officer is to announce the names of the nominees at the council meeting at which the election is to be held.

3 Election

(1) If only one councillor is nominated, that councillor is elected.

(2) If more than one councillor is nominated, the committee is to resolve whether the election is to proceed by preferential ballot, by ordinary ballot or by open voting.

(3) The election is to be held at the committee meeting at which the committee resolves on the method of voting.

(4) In this section--

"ballot" has its normal meaning of secret ballot.

"open voting" means voting by a show of hands or similar means.

Part 2 - Ordinary ballot or open voting

4 Application of Part

This Part applies if the election proceeds by ordinary ballot or by open voting.

5 Marking of ballot-papers

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(1) If the election proceeds by ordinary ballot, the returning officer is to decide the manner in which votes are to be marked on the ballot-papers.

(2) The formality of a ballot-paper under this Part must be determined in accordance with section 345 of this Regulation as if it were a ballot-paper referred to in that section.

(3) An informal ballot-paper must be rejected at the count.

6 Count--2 candidates

(1) If there are only 2 candidates, the candidate with the higher number of votes is elected.

(2) If there are only 2 candidates and they are tied, the one elected is to be chosen by lot.

7 Count--3 or more candidates

(1) If there are 3 or more candidates, the one with the lowest number of votes is to be excluded.

(2) If 3 or more candidates then remain, a further vote is to be taken of those candidates and the one with the lowest number of votes from that further vote is to be excluded.

(3) If, after that, 3 or more candidates still remain, the procedure set out in subsection (2) is to be repeated until only 2 candidates remain.

(4) A further vote is to be taken of the 2 remaining candidates.

(5) Section 6 of this Schedule then applies to the determination of the election as if the 2 remaining candidates had been the only candidates.

(6) If at any stage during a count under subsection (1) or (2), 2 or more candidates are tied on the lowest number of votes, the one excluded is to be chosen by lot.

Part 3 - Preferential ballot

8 Application of Part

This Part applies if the election proceeds by preferential ballot.

9 Ballot-papers and voting

(1) The ballot-papers are to contain the names of all the candidates. The councillors are to mark their votes by placing the numbers "1", "2" and so on against the various names so as to indicate the order of their preference for all the candidates.

(2) The formality of a ballot-paper under this Part is to be determined in accordance with section 345 of this Regulation as if it were a ballot-paper referred to in that section.

(3) An informal ballot-paper must be rejected at the count.

10 Count

(1) If a candidate has an absolute majority of first preference votes, that candidate is elected.

(2) If not, the candidate with the lowest number of first preference votes is excluded and the votes on the unexhausted ballot-papers counted to him or her are transferred to the candidates with second preferences on those ballot-papers.

(3) A candidate who then has an absolute majority of votes is elected, but, if no candidate then has an absolute majority of votes, the process of excluding the candidate who has the lowest number of votes and counting each of his or her unexhausted ballot-papers to the candidates remaining in the election next in order of the voter's preference is repeated until one candidate has received an absolute majority of votes. The latter is elected.

(4) In this section,

"absolute majority", in relation to votes, means a number that is more than one-half of the number of unexhausted formal ballot-papers.

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11 Tied candidates

(1) If, on any count of votes, there are 2 candidates in, or remaining in, the election and the numbers of votes cast for the 2 candidates are equal--the candidate whose name is first chosen by lot is taken to have received an absolute majority of votes and is therefore taken to be elected.

(2) If, on any count of votes, there are 3 or more candidates in, or remaining in, the election and the numbers of votes cast for 2 or more candidates are equal and those candidates are the ones with the lowest number of votes on the count of the votes--the candidate whose name is first chosen by lot is taken to have the lowest number of votes and is therefore excluded.

Part 4 - General

12 Choosing by lot

To choose a candidate by lot, the names of the candidates who have equal numbers of votes are written on similar slips of paper by the returning officer, the slips are folded by the returning officer so as to prevent the names being seen, the slips are mixed, and one is drawn at random by the returning officer and the candidate whose name is on the drawn slip is chosen.

13 Result

The result of the election (including the name of the candidate elected as chairperson and deputy chairperson) is--

(a) to be declared to the councillors at the committee meeting at which the election is held by the returning officer, and

(b) to be advised to all Member Councils.

Attachment/s

There are no attachments for this report.

Richmond Tweed Regional Library
Meeting held 13 November 2024 - 5.3 - Election of Chairperson and Deputy Chairperson

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Reports/Recommendations

Subject	Finance Related Matters
TRIM Record No	BP24/984:EF09/74-7
Prepared by	Acting Chief Financial Officer
Item Number	5.4

Overview of Report

The purpose of this report is to provide the Richmond Tweed Regional Library (RTRL) Committee with reporting on a range of finance related matters.

Recommendation

That the Committee endorse the budget changes reported in the 2024/2025 Budget Review.

2024/25 Budget Review

September Quarter - an amended September report has been attached for the Committee's consideration. There are no changes to the information provided to the Committee at the November 2024 meeting, the report has been reformatted and is provided for information only.

Net Operating Result – There are recommended changes to the overall result for the year, from a deficit of ($39,000) to deficit of ($64,300).

Net Operating Result excluding Capital Revenues - There are recommended changes to the overall result for the year, from a deficit of ($39,000) to deficit of ($64,300).

The **Net Cash Position** is balanced. This means all cash expenditure is matched by a cash funding source.

The following table shows the budgeted financial results for 2024/25:

Key Financial Performance	2024/25 Adopted Budget	2024/25 Forecast Budget
Net Operating Result – Surplus/(Deficit)	($39,000)	**($64,300)**
Net Operating Result before Capital Grants & Contributions – Surplus/(Deficit)	($39,000)	**($64,300)**
Net Cash – Surplus/(Deficit)	Balanced	**Balanced**

Historically, RTRL has budgeted for a deficit net operating result.

The underlying surplus/ (deficit) has moved from the adopted position of deficit ($39,000) to an underlying net operating deficit for 2024/2025 of ($64,300). This is the difference between the annual revenue provided for new assets and the annual expense of depreciating existing assets. As reported previously,

this shortfall is generally funded by applying for ad-hoc grant funding for major assets such as the mobile library or support services building, when reinvestment is required.

Further detail on the movements in funding sources, including grants, reserves etc, is included in the attachment RTRL September 2024 Financial matters under sections Grants and Transfer from Reserves.

Budget Commentary
1. Increase in Library working expenses of ($15,900) being storage shed rental required due to the relocation from the Goonellabah headquarters.
2. Increase in Information services costs ($9,400) – these are carried forward works from commenced projects included in the 2023/24 budget not finalised as of June 2024.
3. Asset Purchases – additional funds required above trade in value for vehicle at Tweed Heads.
4. Transfer from Reserves – the funding is from reserves.

Cash, Investments, and Interest on Investments
All RTRL cash and investments are consolidated with those of Lismore City Council. As such, there is not a separate bank account or separate investments held for RTRL funds.

To fully account for RTRL cash and investments, all RTRL cash transactions are processed through the Councils' General Fund bank account, and separately accounted for as RTRL's transaction in the Financial System. This allows for the reporting of RTRL funds at any time.

As of 6 November 2024, RTRL cash and investments balance was $2,979,454 this includes interest earned to date of $32,552.
Interest on RTRL funds is calculated on a daily basis.

The interest rate used is the average interest rate for Councils' overall investment portfolio.

For 2024/25 to date approximately $32,552 in interest has been generated on RTRL funds at an average interest rate of 4.87%.

Reserves
$15,900, this amount includes rent for the storage shed in Goonellabah to store Community Engagement items for distribution across RTRL

$11,000 from fleet reserves to replace the Tweed RTRL vehicle, the trade in of the previous vehicle following the resignation of the former Tweed Area Librarian Manager was $30,000.

Carried forward works from 2023/24 – projects budgeted and commenced in 2023/24 but not completed.

2024/25 Budget Review
Member Council Contributions
All Member Councils have paid their first quarter contributions.

Attachment/s
1.⇩   September 2024 Review

RICHMOND-TWEED REGIONAL LIBRARY

2024/25 Budget
<div align="right">Ref</div>

	Adopted Budget	Sep QBRS	Forecast
Income			
Fees and Charges	$ 280,900	$ -	$ 280,900
Operating Grants	$ 1,300	$ -	$ 1,300
Sundry Income	$ 110,000	$ -	$ 110,000
Member Council Contributions	$ 9,102,700	$ -	$ 9,102,700
Total Operating Income	**$ 9,494,900**	**$ -**	**$ 9,494,900**
Expenses			
Staff Salaries	$ 6,771,200	$ -	$ 6,771,200
Administration	$ 740,000	$ -	$ 740,000
Expenses of Providing Assets	$ 204,900	$ -	$ 204,900
Library Service Working Expenses	$ 342,700	$ 15,900	$ 358,600
Information Services	$ 810,100	$ 9,400	$ 819,500
Depreciation Expemses	$ 665,000	$ -	$ 665,000
Total Operating Expenses	**$ 9,533,900**	**$ 25,300**	**$ 9,559,200**
Net result before Capital Grants & Contributions	**-$ 39,000**	**-$ 25,300**	**-$ 64,300**
Total Income for Capital Purposes	$ -	$ -	$ -
Net Operating Result	**-$ 39,000**	**-$ 25,300**	**-$ 64,300**
Sources and Application of Funds			
Asset Purchased	$ 626,000	$ 11,000	$ 637,000
Transfer from reserves	$ -	$ 36,300	$ 36,300
Transfer to reserves	$ -	$ -	$ -
Depreciation - Non cash	$ 665,000	$ -	$ 665,000
Net cash Position	**$ -**	**$ -**	**$ -**

Notes

Favourable impacts are positive
Unfavourable imapcts are (-)
Only Variances >$10,000

5	**Library Service Working Expenses**	
	Rental - storage shed due to office relocation	$ 15,900
6	**Information Services**	
	Carried Forward works - RTRL Support Services	
	Technology Costs	$ 9,400
8	**Asset Purchased**	
	Replacement Vehicle - Tweed. Additional budget required above trade in value. Trade invalue is $30,000 require $41,000	$ 11,000
9	**Reserve Movements**	
	Funding used :	
	Replacement Vehicle - Tweed. Additional budget required above trade in value. Trade invalue is $30,000 require $41,000	$ 11,000
	Cfwd Works - IT Support Services	$ 9,400
	Rental - storage shed due to office relocation	$ 15,900

Reports/Recommendations

Subject	Membership Policy
TRIM Record No	BP24/996:EF09/74-7
Prepared by	Acting Business Manager - RTRL
Item Number	5.5

Overview of Report

The purpose of the Draft Library Membership Policy is to accurately and comprehensively state all types of memberships currently available for RTRL in one policy. It incorporates three policies into one, and accurately states all membership types available. No new membership types are being proposed in the Draft Library Membership Policy.

Recommendation

That:
1. Endorse the Draft Library Membership Policy
2. Endorse the abolition of the current Library Membership and Registration policy, the Institutional Borrowing policy, and the Non-resident Membership policy.

The Richmond Tweed Regional Library (RTRL) Committee is required by the Deed of Agreement to review and endorse all RTRL policies. The purpose of the Draft Library Membership Policy is to accurately and comprehensively state all types of memberships currently available in one policy. RTRL offers a multitude of membership types with a range of borrowing privileges to suit a variety of different people's situation. It incorporates three policies into one, and accurately states all membership types available. No new membership types are being proposed in the Draft Library Membership Policy.

The Draft Library Membership Policy complies with the Library Act 1939, and the Library Regulation 2018.
The Act, Section 10, states:
(a) Residents and ratepayers entitled to free membership
    Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the library free of charge.
(b) Free access to certain materials on library premises
    Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.
(c) Free loans of certain library material to members
    Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative or educational value or as being fiction.
(d) Free delivery to sick or disabled members
    No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.

(https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1939-040#sec.10)

The Library Regulation, Section 5, states:
Registration of borrowers
>   (1) Only a person who is registered as a borrower at a local library may take library material away from that library.
>   (2) The procedure for registration, including the term of registration, is to be determined by the local authority.
>   (3) The local authority may refuse to register a person as a borrower at a library or may cancel a person's registration as a borrower:
>>   (a) if the person is not a resident of the local government area of the local authority or of a local government area in relation to which the local authority has entered into an arrangement referred to in section 10 (3) of the Act, or
>>   (b) if the person has failed to comply with the library rules for the library, or
>>   (c) if, in the opinion of the local authority, the person is not a fit and proper person to be registered.

(https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2018-0472#sec.5)

The Draft Library Membership Policy will replace the following policies, which have been incorporated into the Draft Policy, and they will then become staff procedures:
-    Library Membership and Registration, policy #2
-    Institutional Borrowing, policy #2.5
-    Non-resident Membership , policy #3.9

Attachment/s

1.⇩   Draft Library Membership Policy 2024

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Policy 2.0

Policy title:	Library Membership
Policy number:	2.0
Objective:	This policy sets out membership eligibility, identification requirements, library access level, and loan periods for Richmond Tweed Regional Library.
Link to Strategic Plan:	RTRL Strategic Plan
Policy created: 2/07/2024	Committee reviewed: 13/11/2024
Last reviewed by staff: 2/07/2024	**TRIM Ref:**

Library Membership

Richmond Tweed Regional Library (RTRL) offers a number of different membership options dependent on eligibility and identification requirements able to be met as set out in the following tables. Free membership is available to ratepayers and residents of RTRL Member Council areas as per the *Library Act 1939*.

Library membership may be cancelled if library policies and procedures are not followed.

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All Library users, regardless of whether they are library members, may:
- use library spaces and resources within the library
- Access Free Wifi on their device
- Print from USB (PDF files), photocopying. Charges and limits apply.
- scan to email/USB
- Attend/participate in library programs & events
- Use the Library PCs. Charges may apply
- Buy items from Library Sale Tables where provided

The library does not charge overdue fees. Items that are lost or damaged will be invoiced at replacement cost of the item plus processing fee as set out in the RTRL Fees and Charges.

If you wish to join the library, you will need to satisfy one of the RTRL Membership eligibility requirements and provide the appropriate identification. Membership is free unless otherwise stated.

Membership Type	Eligibility	Identification required	Access Level	Restrictions	Membership Categories
Full Membership	Local resident	• ID as per Table 1 **OR** • Guarantor who is full member for 12 months or able to show ID as per Table 1 can sign and be responsible for all items loaned on guarantees card.	• Loan 20 items • Interlibrary loans allowed • Loan period 3 weeks (except Quick Reads which are 1 week & Popular Picks which are 2 weeks) • 2 Renewals allowed for items not on reserve (auto renewed if no reservations) • Free access to Library computers		• Adult • Young Adult • Children • Senior

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Reciprocal Membership	Members of: − Richmond-Upper Clarence Regional Library; − Gold Coast Public Libraries; − Clarence Regional Library; − Tenterfield Public Library.	• Membership card for library service listed • ID from Table 1 & photo ID • Full Reciprocal Member may guarantor for Reciprocal Resident Young Adult/Children memberships	• Loan 20 items • Loan period 3 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve • Free access to Library computers	• Interlibrary Loans not allowed	• Reciprocal Resident Adult • Reciprocal Resident Young Adult • Reciprocal Resident Senior • Reciprocal Resident Children
Provisional Membership	• Local resident who can provide a local address but unable to provide ID as per Table 1.	• as per Table 2	• Loan 4 items • PC use • Loan period 3 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve • Free access to Library computers	• Interlibrary loans not allowed	• Provisional Can be updated to a full member after 12 months good borrowing record (no outstanding charges, no ban periods)

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Australian Library Member	• Members of Australian Libraries other than Reciprocal Membership Libraries.	• Library membership card for location shown on ID • ID as per Table 1 & photo ID.	• Loan 4 items • Loan period 3 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve	• Interlibrary Loans not allowed • Library computer use charged at standard rates	• Australian Library Member Membership expires after 90 days
Visitor Membership Non-refundable fee as per RTRL Fees and Charges	• Not currently a member of another Australian Library or unable to show Home Library membership card • Non-refundable fee as per RTRL Fees & Charges for up to 12 month membership (no pro rata)	• As per table 1. • For **overseas visitor** an ID card/passport/international driver's licence and a local accommodation receipt must be produced	• Loan 4 items • Free access to Library computers & Member WiFi • Loan period 3 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve	• Membership expires after 12 months • Interlibrary Loans not allowed	• Visitor

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Restricted Membership	• Local resident with no fixed address	• As per Table 2 • Need to show ID to renew membership as per Table 2	• Loan 1 item • Free access to Library computers • Loan period 3 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve	• Membership expires after 90 days	• NFA
Online Membership	• Anyone aged over 13 years can join online to access the Online Library collections	No ID necessary Online form through RTRL website, Library App, or catalogue to be completed by patron • Can be updated to physical collection borrowing privileges with the presentation of required identification documentation in branch	• Loan limits and periods as allowed by online platforms (see RTRL *My Online Library* booklet or online for limits)	• Over 13 years of age • Expires after 6 months	• Online Registration
Institutional Membership	• an institutional membership for schools, pre-schools and kindergartens, aged care facilities, and other organisations	Institutional Membership Registration form to be completed Letter on organisation's letterhead signed by Director/ Principal detailing names of staff who will be borrowing for the institution.	• Loan 100 items • Loan period 4 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve • No reservation fee	• Lost/damaged items need to be paid for by Institution • No Interlibrary loan • No Library computer access	• Institution • Institution Housebound • Institution Schools

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Home Schooling	One Home School Membership available per household	• As per Full Membership **OR** Current Full Membership As well as • Current Home School Registration Certificate from NESA (must also be shown to renew membership every 12 months) • Check residential address against LMS to ensure only one Home Schooling membership per household	• Loan 20 items • Free reservations for items for schooling purposes • Loan period 3 weeks except Quick Reads which are 1 week & Popular Picks which are 2 weeks • 2 Renewals allowed for items not on reserve	• Membership expires every 12 months	• Institution: Home School
Book Club Coordinator	• Assigned by Library as coordinator • Annual fee payable by each Club member or per Book Club Set use as set out in RTRL Fees & Charges	• Table 1 **OR** • Current Full Membership **OR** • Current Full Reciprocal Membership	• Borrow Book Club Sets • Loan period 6 Weeks	• No renewals available • No more than 3 Book Club Kit reservations at a time • No more than 2 Book Club Kits on loan at any one time	• Book Club Coordinator

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Home Library	Available for people who may be unable or would find it difficult to visit the library to borrow for reasons of ill-health or disability • Only available in specified delivery areas. • Subject to capacity of library.	• As for Full Membership **OR** • as part of Aged Care Facility • May be asked to provide a letter of capacity from care provider	• Loan 20 items • No reservation fee • Loan period 4 weeks • 2 Renewals allowed for items not on reserve		• Home Library Member
24/7	Available to school students with Library Awareness visit/session delivered by Library Staff	• 24/7 Membership form – school to arrange to be signed by parent/guardian	• Access to Online resources only	• No physical collection borrowing privileges • No in-library computer access	• 24/7

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TABLE 1

ID REQUIRED 1 Item from the following:	CURRENT DETAILS TO BE SHOWN ON ID	MEMBERSHIP TYPE
• Rates notice (or other proof of ownership e.g. contract, title deed or solicitors letter) • <u>Current</u> Driver's licence • RTA proof of address • Electoral roll advice • Lease agreement (Real estate agent or ratepayer) OR • Rent receipt (Real estate agent or ratepayer) OR • Caravan park receipt (To be accompanied by a <u>letter from the park manager verifying permanent renting</u>) • Residential Bond Board Notice • Boating licence • Telephone account • Electricity account • Bank statement (current to three months) • Letter of permanent employment	Local address in RTRL Region	Full Membership Book Club Coordinator
	Local address in Clarence, Richmond Upper Clarence, Gold Coast, Tenterfield Library Areas	Reciprocal Membership Book Club Coordinator
	Current Australian address outside RTRL, Clarence, Richmond Upper Clarence, Gold Coast, Tenterfield Library Areas	Australian Library Member
• Group certificate (current year) • Tax return advice slip (previous financial year) • Car registration • House or car insurance • Health Care Card • Pensioner Concession Card • Centrelink letter • Proof Of Age card Other proof of identity documents may be accepted at the discretion of the Branch Supervisor	• Current Australian address • For **overseas visitor** an ID card/passport/international driver's licence and a local accommodation receipt must be produced	Visitor Membership

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TABLE 2

ID REQUIRED 1 Item from the following:	CURRENT DETAILS TO BE SHOWN ON ID	MEMBERSHIP TYPI
• College of Sound and Audio Engineering (SAE) in Byron Bay • Southern Cross University Student Card • TAFE student photo ID	Proof of Name	Provisional
• Firearms licence • Security licence • Passport • Medicare Card • RSA Competency Card • Fitness Passport Card Other proof of identity documents may be accepted at the discretion of the Branch Supervisor	Proof of Name	Restricted

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD IN ONLINE ON WEDNESDAY 14 AUGUST 2024 AT 10.35AM

Please note: These minutes are subject to confirmation at the next Council meeting. Decisions recorded in the draft minutes are subject to the Council's Code of Meeting Practice in relation to rescinding decisions.

Richmond Tweed Regional Library acknowledges the people of the Bundjalung nation, traditional custodians of the land on which we work.

Present

Chairperson, Councillor Darlene Cook (Lismore), Deputy Chair Councillor Simon Chate (Ballina), Councillors: Peter Colby (Lismore), Meredith Dennis (Tweed), and Eva Ramsey (Ballina)

In Attendance

Ms Sullivan (Executive Officer RTRL, Lismore), Mr Lewis (Acting Business Manager RTRL), Ms Carruth (Manager Inclusive & Creative Communities Tweed), Ms Birch (Acting Area Librarian Ballina), Ms Shepherd (Area Librarian Byron), Ms Kelly (Collections Manager), Ms Arthur-Smith (Community Engagement Librarian), Mr Hartley (Finance Manager Lismore) and Ms McKinnon (Administration Officer, Minute Taker)

Welcome

Apologies

Apologies are received from:

- Councillor Rhiannon Brinsmead with reason: work commitments
- Councillor Asren Pugh
- Councillor Cate Coorey

Disclosures of Interest

Nil

Confirmation of Minutes

RTRL27392/24 **RESOLVED** that the minutes be confirmed for the:

- Extra Ordinary meeting on 19 June 2024
- Ordinary meeting on 15 May 2024

(Councillors Cook/Dennis)

Voting for: Councillors Chate, Colby, Cook, Dennis and Ramsey
Voting against: Nil

Reports/Recommendations

5.1 Related Party Disclosures 2023-2024

RTRL27393/24 **RESOLVED** that the Committee receive and note the report.

(Councillors Chate/Colby) (BP24/625)

Voting for: Councillors Chate, Colby, Cook, Dennis and Ramsey
Voting against: Nil

5.2 Business Manager's Report

RTRL27394/24 **RESOLVED** that the Committee receive and note the report.

Michael Lewis added to an exception to the report noting the recent storm damage to the RTRL Support Services Building. This raised question from the Committee Members to the extent of the damages and what can be done to rectify them.

Councillor Cook acknowledged and noted the importance of the contributions staff make to the library service and applauded Franca Wolfe and David Kennedy.

Councillor Chate was supportive of staff participating in the Byron WRITERS Festival.

(Councillors Colby/Dennis) (BP24/652)

Voting for: Councillors Chate, Colby, Cook, Dennis and Ramsey

Voting against: Nil

5.3 Sale of vacant land: report on how the net proceeds of the sale can be applied

RTRL27395/24   **RESOLVED** that the Committee resolve to defer the decision of the Support Services Building and Sale of Vacant Land to the November 2024 Committee Meeting.

(Councillors Dennis/Colby) (BP24/819)

Voting for: Councillors Chate, Colby, Cook, Dennis and Ramsey
Voting against: Nil

5.4 Senior Leadership Group Meeting Minutes

RTRL27396/24   **RESOLVED** that the Committee receive and note the attached May 2024 and June 2024 confirmed Senior Leadership Group (SLG) meeting minutes.

(Councillors Ramsey/Dennis) (BP24/822)

Voting for: Councillors Chate, Colby, Cook, Dennis and Ramsey
Voting against: Nil

Closure

This concluded the business and the meeting terminated at 11.11am.