

Richmond Tweed Regional Library

Annual Report

2022 - 2023





*Members and Elders of the Bundjalung Nation
have been custodians of this land for many centuries.
They have lived in, and derived their physical and spiritual needs
from the forests, rivers, lakes and streams of this beautiful region.
Here, Bundjalung people have performed age-old ceremonies
of celebration, initiation and renewal.*

*We acknowledge our Indigenous community's living culture,
their unique role and invaluable contribution to life in our region.*

We pay respect to the Elders, past, present, and emerging.

Our libraries:

A snapshot 2022/23

RTRL Member Councils

1,577,097
total items
borrowed



103,502 members



46% of our region
are members

225,078
population
served across
our region



703,826
visits to
the library



1,145 preschool programs
21,692 people attended



1,616 programs for adults
9,762 people attended



757 programs for
children & young adults
12,612 people attended



83 all ages programs
1,234 people attended



12 Branches
Across 4 LGAs

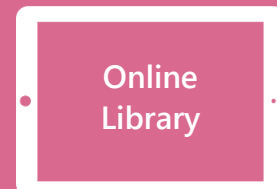


1 Mobile Library
Across 19 locations

Other ways to connect...



www.rtrl.nsw.gov.au



16,203 engagements on social media



Over 56,291 items
in the Online Library,
including eBooks,
eAudiobooks & eMagazines,
with 258,429 total loans.



326,278 physical
items available in
the libraries

87,447 sessions of
online database
usage

Introduction

The annual report provides a snapshot of the services delivered during 2022/2023 and a range of performance based and other statistics for this period.

The Richmond Tweed Regional Library (RTRL) Deed of Agreement (DOA) section 7.10 requires an annual report be prepared and distributed. The annual report satisfies the requirements of the DOA.

A new Deed of Agreement for the continued delivery of library services for Member Councils via the Richmond Tweed Regional Library model was endorsed and will come into effect on July 1 2023. This is the second Deed entered into providing stability and clarity for the regional library service.

This year has seen the library service make strong progress to a return to pre-COVID-19 usage of the library. This can be seen in the substantial increases in statistics such as 170% increase in programs offered with a 214% increase in attendance, a 40% increase in visits to the libraries and a 23% increase in loans compared to the 2021-2022 financial year. We are seeing increasing demand on our online library collections with a 41% increase in usage despite only achieving an 8% increase in the items available in the online collections.

All of our libraries made improvements updating collection layouts, access, and ensuring a safe, friendly welcoming environment for our community. Library staff focussed efforts on increasing face-to-face programs to provide opportunities for the community to come together to learn, create, and share knowledge and information. Some examples across the region included major refurbishments in the Tweed Area, new programs in the Byron and Ballina Areas, and launching new services in Lismore Area.

Improvements to buildings and collections were made in the Tweed Area thanks to Public Library Infrastructure Grants that provided funding for an upgrade to Kingscliff library to occur over the next year and a refurbishment of Murwillumbah library with the inclusion of a Quiet Room and Children's Area redesign.

Byron Area launched Story Dogs Literacy Program and hosted a Qwestacon exhibition from the National Science and Technology Centre for the summer holidays. Over the holiday period 1,300 young people visited Byron Bay Library to explore the STEM exhibits, appreciating the code breaking puzzle logic but also an opportunity to connect and participate in our community. The program extended across the region visiting Lismore Area, Ballina Area and Tweed Area Libraries

Ballina Library received funding from the Reducing Social Isolation for Seniors Grant Program to form a Social Circle offering weekly opportunities for seniors to connect and enjoy craft, quizzes, guest speakers, and workshops.

Lismore Library's main building remains closed and in need of significant flood remediation work, however, staff continue to work to find innovative ways to deliver library services and connect with the community. A popup library was launched in Molesworth Street followed by a Children's Library within the Lismore Central Shopping Centre. These additions have been well received by the community. Staff are working towards opening a dedicated meeting space to support library programs and community need for spaces to meet for business and pleasure.

The replacement Mobile Library trailer hit the road returning the service to almost pre-flood service capacity. Relaunches were held in each local government area with Welcome to Country and Smoking Ceremonies.



Weaving activity in Byron Area Libraries

The following information relates specifically to the DOA requirements:

7.10.1 Activities of the RTRL including but not limited to statistics of purchases for the Collection.

Collection Items Purchased or Donated for the Year

	Items Purchased 22/23 (including magazine subscription items)	Donated Items added to collections 22/23	Total Collection Size
Ballina Libraries	7,457	6,158	70,202
Byron Libraries	6,499	1,943	58,435
Lismore Libraries	3,088	11,760	63,480
Tweed Libraries	15,232	1,176	73,971
Support Services	241	541	63,881*
Mobile Library	813	7,306	9,652
Total	33,330	28,884	339,621

*Support Services collection figures include online library items, Research & Family History stock, Regional Book Kits, and other regional collection items



Author Zanni Lousie reading her book to a young book enthusiast at Bangalow Heritage House Mobile Library relaunch celebration

Online Library Usage

The Library provides access to thousands of online resources including encyclopaedias and research databases which include access to thousands of journal and newspaper articles supporting research at all levels through Britannica Library and Gale databases.

Online Library	eBooks	eAudiobooks	eMagazines	TOTAL
Collection	12,205	39,660	4,426	56,291
Loans	92,729	126,520	39,180	258,429
Online Databases	Encyclopaedia Britannica	Ancestry	Story Box	Gale Online Research
Usage/sessions	75,270	10,966	699	512

It is not possible to differentiate and report use between the four council areas due to the way the platforms collect user data. Library staff continue to work with our eLibrary providers to improve reporting.

Online resources and platforms can be accessed through the RTRL website or Library App.

In addition to the Online Library resources, RTRL maintains a number of social media channels to connect with the community.

Social Media	Posts	Reach	Likes & Reactions
Facebook	851	767,504	12,783
Instagram	166	13,771	3,326
YouTube	Video Views	Estimated time watched	New subscribers
	24,271	65.5 hours	94
RTRL Website	Sessions	Users	Pageviews
	196,139	96,330	347,432
Library App	Devices Accessing App	New Devices	Launches
	8,489	3,783	117,326



Performance Comparison to Previous Financial Year

Area	Year	Membership	Library Visits	Loans	Reservations	Collection	PC Usage
Ballina	22/23	19,664	176,380	332,741	24,762	70,202	12,143
	21/22	21,251	111,073	237,764	25,406	70,563	8,463
	% change	-7.77	45.44	30.32	-2.57	-0.51	35.72
Byron	22/23	22,063	222,938	281,401	23,297	58,435	19,418
	21/22	24,033	140,216	204,556	26,396	58,506	14,567
	% change	-8.55	45.56	-31.63	-12.47	-0.12	28.55
Lismore	22/23	16,819	73,352	118,149	7,194	63,480	4,282
	21/22	19,747	69,707	180,519	16,020	44,236	3,059
	% change	-16.01	5.09	-41.76	-76.04	35.73	33.31
Tweed	22/23	32,302	181,306	510,393	25,710	73,971	14,792
	21/22	35,121	155,680	377,662	30,940	78,475	11,751
	% change	-8.36	15.21	29.89	-18.46	-5.91	22.91
Mobile Library	22/23	12,198	48,838	65,166	5,147	9,652	n/a
	21/22	3,103	22,782	33,542	5,942	10,093	3
	% change	118.88	72.76	64.08	-14.34	-4.47	

7.10.2 Audited statement of accounts

The Special Purpose Financial Report for 2022/23 has been completed for audit. A link to the audited Special Purpose Financial Report for 2022/23 is available here: <https://rtrl.nsw.gov.au/page.asp?f=RES-BWK-08-83-64>



Byron Friends of the Library members supporting the Mobile Library relaunch at Bangalow Heritage house

7.10.3 Assets Register

The following table provides a summary of all asset classes to 30 June 2023. Information on Major Assets and Lending and Reference Collection is also provided.

Asset Classes	Carrying Amount	Accumulated Depreciation	Net Carrying Amount
Plant and Equipment	\$312,267	\$201,262	\$111,005
Office Equipment	\$698,596	\$517,577	\$181,019
Furniture and Fittings	\$57,473	\$41,278	\$16,195
Land - Operational	\$858,000	\$0	\$858,000
Buildings	\$2,651,547	\$1,690,248	\$961,299
Lending and Reference Collection*	\$5,856,932	\$3,654,090	\$2,202,841
Total	\$10,434,814	\$6,104,454	\$4,330,360

Major Assets	Carrying Amount	Accumulated Depreciation	Net Carrying Amount
Scania Prime Mover & Trailer	\$261,012	\$150,007	\$111,005
Headquarters Land and Building	\$2,903,547	\$1,690,248	\$1,211,299
Vacant Land	\$606,000	\$0	\$606,000
Lending and Reference Collection	\$5,856,932	\$3,654,090	\$2,202,841

Lending and Reference Collection	Estimated Net Carrying Amount
Ballina Libraries	\$540,836
Byron Libraries	\$421,963
Lismore Libraires	\$376,323
Tweed Libraries	\$732,612
Support Services	\$86,228
Mobile Library	\$44,879
Total	\$2,202,841

7.10.4 Collection size and its age and distribution within the RTRL Region

Service Areas	Collection Size	Collection Age < 5 years old	Collection Age < 10 years old
Ballina Libraries	72,072	53%	75%
Byron Libraries	60,878	50%	74%
Lismore Libraries	52,627	53%	80%
Tweed Libraries	77,836	64%	82%
Mobile Library	9,515	76%	66%
Total	272,928	56%	78%

Note: Collection Size only includes borrowable physical collection items. Excluded collections include: eCollections, Local Studies, & Reference as they skew the result due to the age & nature of these collection items.

7.10.5 Number of borrowers and items borrowed

Service Areas	Number of Registered members	Number of Registered members as % or population	Number items borrowed (Loans)*
Ballina Libraries	19,664	42%	368,191
Byron Libraries	22,063	60%	328,832
Lismore Libraries	16,819	38%	172,961
Tweed Libraries	32,302	33%	526,555
Mobile Library	3,210		65,166
Total	94,514	42%	1,276,127

*Loans=eLibrary loans divided by 4 and added to each area total excluding Mobile Library)

7.10.6 Number of library visits and item loans per capita

Service Area	Library visits	Total Items loaned per capita (inc. Mobile library & eLoans)	Population
Ballina Libraries	176,380	9.4	46,787
Byron Libraries	222,938	10.9	36,707
Lismore Libraries	73,352	5.5	44,344
Tweed Libraries	181,306	6.9	98,108
Mobile Library	48,838		
Total			225,946

Note: Items loaned per capita is derived by the following formula: eLoans + Mobile Library loans, divided by four, then added to each LGAs loans figures as stated in 7.10.5, divided by population



Lennox Head library circulation area upgrade



Questacon Exhibition at Lennox head library

7.10.7 Number and type of value-added services provided in connection with the Library Services

Without the impact of significant COVID-19 restrictions the libraries dramatically increased face-to-face program offerings which led to a significant increase in participation compared to the previous financial year. There was a 170% increase in programs offered with a 214% increase in attendance.

Program	Events	Attendance
Early Childhood	1,145	21,692
Children's Activities	647	10,387
Youth Activities	110	2,225
Adult Activities	1,022	5,821
Senior's Activities	594	3,941
All ages	83	1,234
Total	3,061	45,300



Scrabble Club at Byron Bay Library

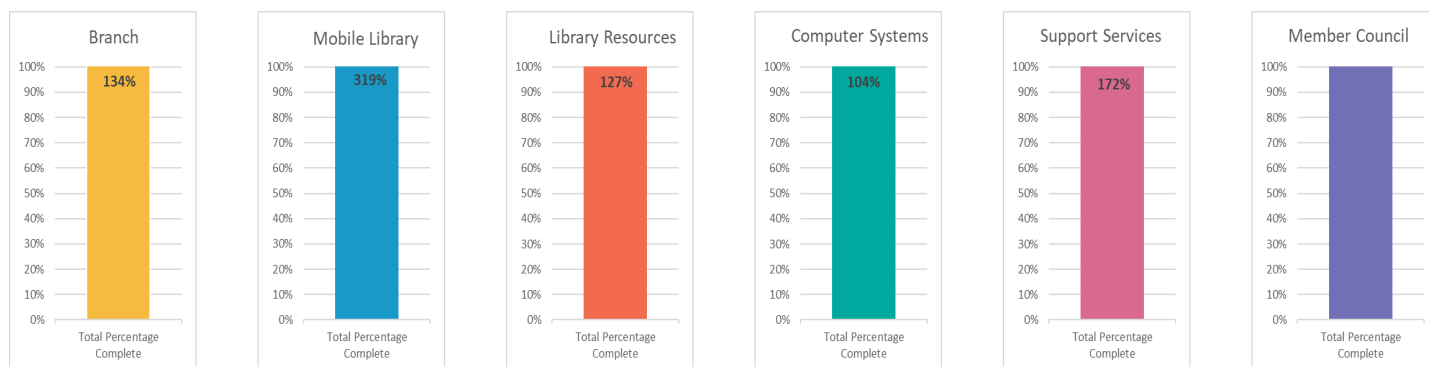
7.10.8 An assessment of the quality of the Library Services delivered to each Member Council measured against performance benchmarks in the RTRL Strategic Plan and RTRL Delivery Program and the SLA applying to the Member Council.

RTRL has a strategic plan adopted by the Regional Library Committee. The RTRL Strategic Plan provides six key themes with seven primary strategic outcomes along with 17 statements about how we will achieve these. The RTRL strategic plan 2019-2029 can be viewed at this link: https://rtrl.nsw.gov.au/files/Strategic_Plan_2019_FINAL_Single_Page.pdf

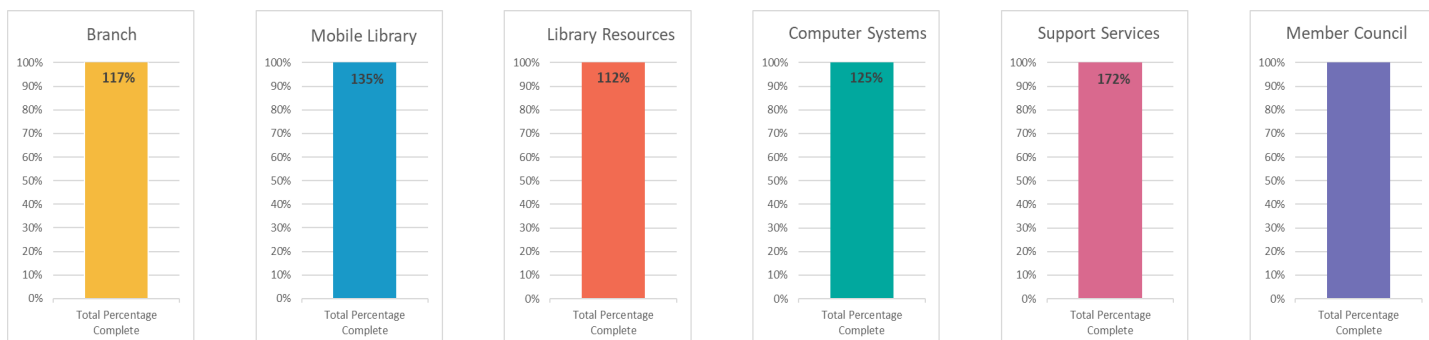
RTRL does not have a delivery plan document to be able to report on. Service Level Agreements (SLA) were in place for the first time in 2022/23. SLA progress reports were provided quarterly to member councils and the Regional Library Committee. The following four graphs show total progress against SLA targets.

By way of providing further assessment of the quality of library services delivered, benchmarking against the State Library of NSW (SLNSW) *Living Learning Libraries* has been provided.

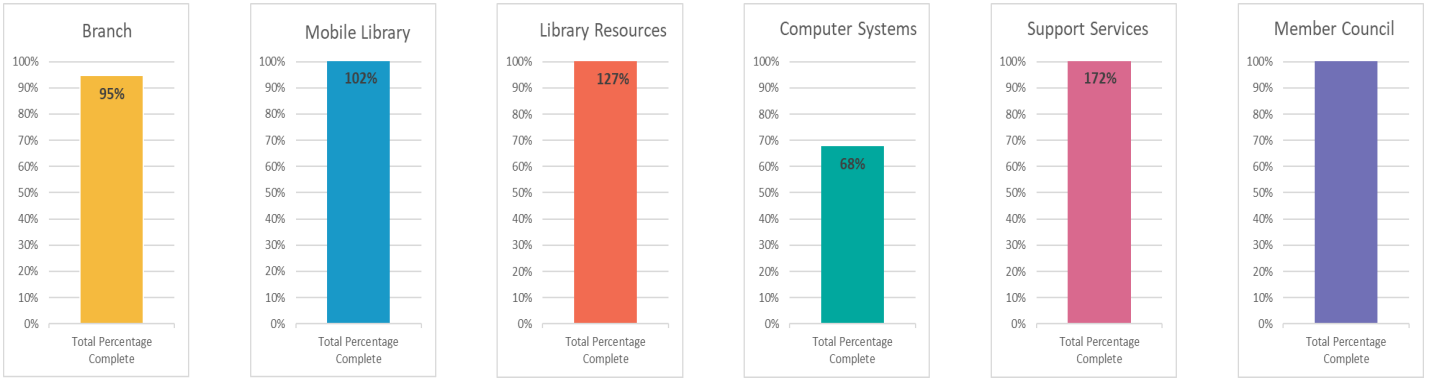
Ballina Area



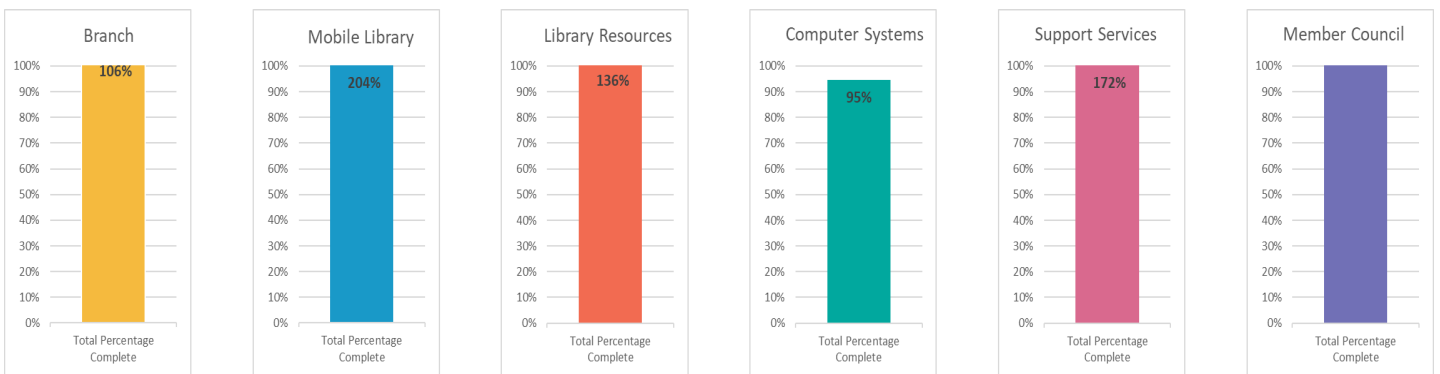
Byron Area



Lismore Area



Tweed Area



Questacon exhibition launch at Byron Bay Library with Minister for Regional Youth, Hon Ben Franklin MLC, Mayor of Byron Shire Michael Lyon, Byron Council staff, Library staff, Questacon staff

State Library of NSW Public Library Benchmarks 2021/2022

Living Learning Libraries provides a framework for service assessment and continuous improvement, as well as a practical basis for comparison among library services. It is intended to encourage best practice in service delivery by highlighting state and peer cohort medians and the services that have been achieved by leading libraries. Eighteen standards and twenty two guidelines are provided within the document to assess the quality of library services. View the full document here: *Living Learning Libraries – a population approach 7th edition: Standards and guidelines for NSW public libraries*, Library Council of NSW, August 2020, <https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries>

Richmond Tweed Regional Library Benchmarks 2021/2022

Following is the presentation of the highlights of the standards benchmarks for RTRL for 2021/22. You can view the full analysis here: https://www.sl.nsw.gov.au/sites/default/files/public_library_statistics_2021-22.pdf

The SLNSW provides benchmarking data for each library service. For SLNSW benchmarking, RTRL is compared to the urban large cohort due to our total population served, however, on an individual basis, RTRL member councils are either urban medium or urban small. For the purpose of this report, figures will be reported at the regional level.

This assessment is provided for the 2020/2021 financial year as this is the latest data available from SLNSW.

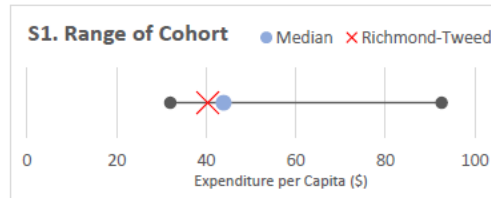
LOCATION	POPULATION	COHORT
Richmond Tweed Regional Library	226,260	Urban Large
Ballina Area	45,773	Urban Small
Byron Area	36,217	Urban Small
Lismore Area	44,790	Urban Small
Tweed Area	99,480	Urban Medium



S1. Library expenditure per capita 21/22

Library Value: **\$40.37**

Cohort Median: \$43.91



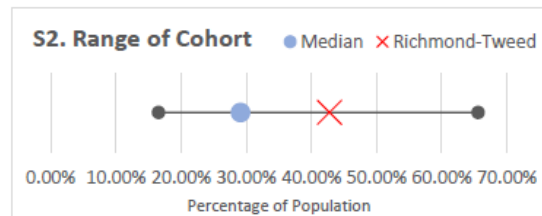
LOCATION	LIBRARY VALUE	COHORT MEDIAN
Richmond Tweed Regional Library	\$40.37	\$43.91
Ballina Area	\$39.86	\$44.70
Byron Area	\$59.19	\$44.70
Lismore Area	\$40.56	\$44.70
Tweed Area	\$32.45	\$44.70

Library expenditure includes operating expenditure and library materials (print and non-print) expenditure, and excludes all capital expenditure except library material

S2. Library Members, % of Population 21/22

Library Value: **42.78%**

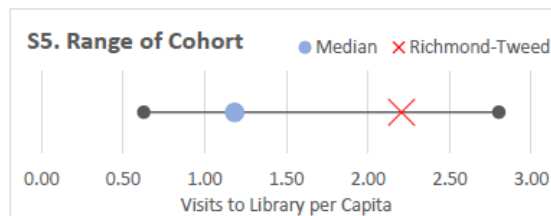
Cohort Median: 29.09%



S5. Visits to Library per Capita 21/22

Library Value: **2.21**

Cohort Median: 1.18



Mobile Library trailer relaunch at Bangalow with poet, Ray Essery, Uncle Brian, library staff, and community members

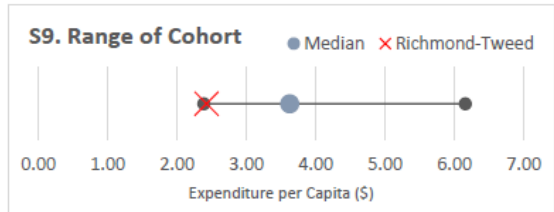


Update to the Children's Area Tweed Heads Library

S9. Expenditure on Library Materials per Capita 21/22

Library Value: **2.43**

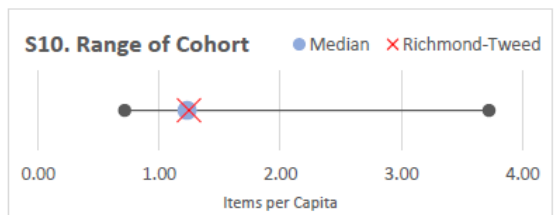
Cohort Median: 3.62



S10. Items per Capita 21/22

Library Value: **1.25**

Cohort Median: 1.23

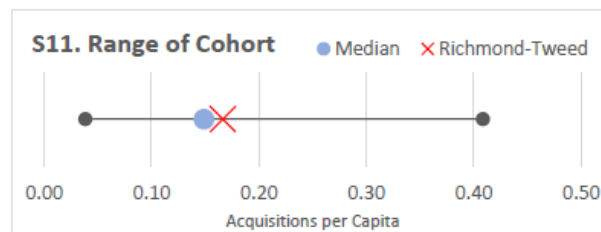


Story Time at Lennox Head Library

S11. Acquisitions per Capita 21/22

Library Value: **0.17**

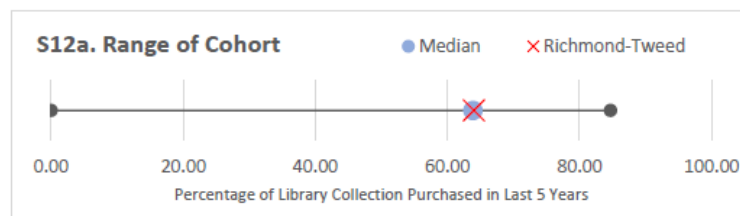
Cohort Median: 0.15



S12a. Age of Collection 21/22

Percentage of Library Collection Purchased in Last 5 Years: **64.00%**

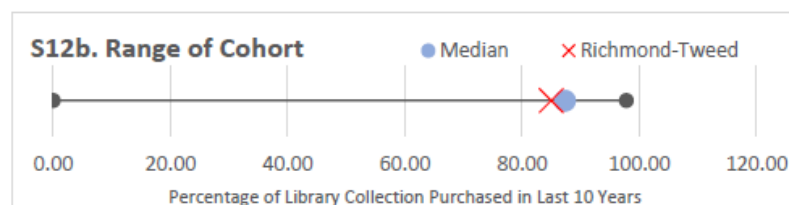
Cohort Median: 63.84%



S12b. Age of Collection 21/22

Percentage of Library Collection Purchased in Last 10 Years: **85.00%**

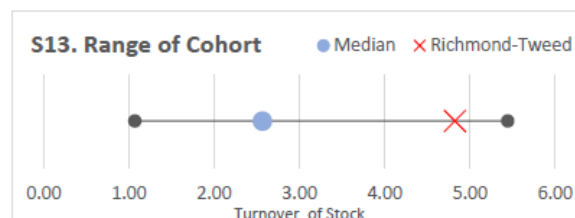
Cohort Median: 87.31%



S13. Turnover of Stock 21/22

Library Value: **4.82**

Cohort Median: 2.57



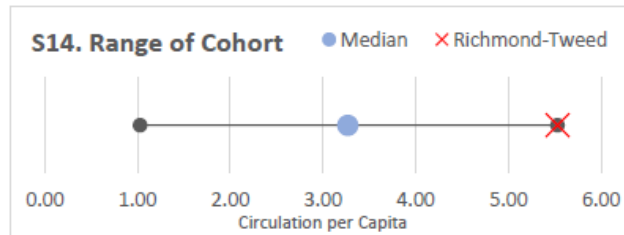
Quilt Exhibition at Lismore Popup Library



S14. Circulation per Capita 20/21

Library Value: **5.53**

Cohort Median: 3.27



7.10.9 For each branch library, the level of staffing, the nature of staffing employment, and financial details relating to accrued staff leave.

The following table provides staffing related information on a service area basis:

Service Area	FTE*		Employment Status**	Accrued Leave***
	Budget	30/06/2023		
Ballina Libraries	11.55	12.42	Permanent - F/T or P/T	\$153,262
Byron Libraries	11.49	10.9	Permanent - F/T or P/T	\$169,205
Lismore Libraries	13.24	13.19	Permanent - F/T or P/T	\$135,105
Tweed Libraries	17.17	17.75	Permanent - F/T or P/T	\$264,679
Support Services****	14.54	16.58	Permanent - F/T or P/T	\$396,397
Totals	67.99	58.83	N/A	\$1,118,647

* Full Time Equivalent staffing based on a 35 hour week.

** Full Time = 35 hours per week, and Part Time = Less than 35 hours per week.

*** Includes annual, long service and time in lieu leave.

**** Includes Mobile Library.



Lismore Popup Library

7.10.10 Other matter reasonably required by the RTRL Committee

Deed – Richmond Tweed Regional Library

The Deed – Richmond Tweed Regional Library (Deed) for the period 1 July 2023 to 30 June 2027 was endorsed by the Richmond Tweed Regional Library (RTRL) Committee at its December 2022 meeting. The Deed specifies the roles and responsibilities of the Committee, Executive Council, Member Councils and Senior Leadership Group, and the operational requirements applicable to the service. It appoints Lismore City Council as the Executive Council and therefore the legal entity representing RTRL. All Member Councils have adopted the Deed.

Service Level Agreements

In accordance with the Deed – Richmond Tweed Regional Library, Service Level Agreements (SLA) have been developed for RTRL services provided by the Executive Council to each Member Councils from 1 July 2022. The SLA defines the range and standards of services being provided. The SLA quantifies key services provided. The full list of services is listed in the RTRL Core Activity Statement.

Quarterly reports is prepared for Member Councils and the RTRL Committee.

Mobile Library Replacement Plan and Service

The Mobile Library trailer based service recommenced in August 2022 after the trailer was inundated in the February 2022 Flood and written off. As a short term option, a second-hand trailer was purchase and refurbished to deliver the service.

To ensure this well-supported and highly valued service provided across the Richmond Tweed Regional Library network could continue, the RTRL Committee adopted the Mobile Library Replacement Plan (Plan). As significant grant funding is available for mobile libraries and manufacturers have introduced the highest level of emissions controls allowing the prime mover to be recommended as a more environmentally friendly option, it is planned to continue with a semi-trailer and prime mover service delivery model. This provides the community with the greatest access to collections to browse, addresses environmental concerns of the current prime mover, and ensures a contemporary service offering to see us into the next ten years or so. This model provides a full branch experience to users as well as a setup that is easily managed by one staff member and that is highly weather tolerant.

RTRL was advised that it was successful with a grant application to the 2022/23 NSW Public Library Infrastructure Grants program receiving \$475,000 towards the replacement of the Mobile Library trailer. Based on receipt of this grant, Management will proceed to the procurement the semi-trailer and prime mover phase of the of the Plan.



Gift Recipient Bank Account

The Australian Taxation Office endorsed the RTRL as a deductible gift recipient in 2015. RTRL is categorised as a 'Cultural organisation – Public library'. In accordance with legislation, RTRL can receive donations and they must only be used for library purposes.

After the February 2022 Flood event, RTRL has received \$251,288.43 in cash donations. As approved by the RTRL Committee, \$76,100.02 has been spent on cataloguing and tagging donated library resource.

The RTRL Committee has resolved to fund the continuation of the cataloguing and tagging of donated library resources, and pay for the lease fee and outgoings for one year for youth services in Lismore, in 2023/24.

Impact of changing financial environment on library services

The RTRL Committee acknowledged that library services and facilities can play an important role in providing support to the community during difficult financial times. It resolved that:

- RTRL supports the provision of library services and programs, and associated staff training, that focus on:
- supporting job seekers,
- providing educational support, including financial literacy,
- providing access to technology, including basic training and support to access technology and digital services,
- providing programs to increase social connection and support mental wellbeing,

RTRL will seek additional grant funding to increase the provision of supported library services and programs.

Management are in the process of delivering the required focus.



RTRL Sensory Tent in use at a library event



Lismore Library Social Circle





Richmond Tweed Regional Library
Connect. Discover. Escape.

6 Centenary Drive • PO Box 4031 • Goonellabah NSW 2480
T 02 6625 5100 • rtrl@rtrl.nsw.gov.au

www.rtrl.nsw.gov.au



Image 25: RTRL Mobile Library flood replacement trailer



**Providing free public library services
to the local government areas of
Ballina, Byron, Lismore, and Tweed**

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