

A meeting of the Richmond Tweed Regional Library will be held at the Byron Shire Council Corporate Centre, Conference Room, and Online on May 15, 2024, 10am

Attachments Excluded From Agenda

Sarah Sullivan
RTRL Executive Officer

9 May 2024



Attachments

Reports and/or Recommendations

7.1 Business Manager's Report

Attachment 1:	Quarter 3 SLA Progress Report_January to March 2024 Ballina	3
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Richmond Tweed Regional Library
Ballina Area
Quarterly Service Level Agreement
Progress Report
3rd Quarter
January to March 2024



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

Ballina Area

Quarter: 3rd Quarter | January to March 2024

Prepared by: Acting Ballina Area Librarian, Jackie Birch

INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

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

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

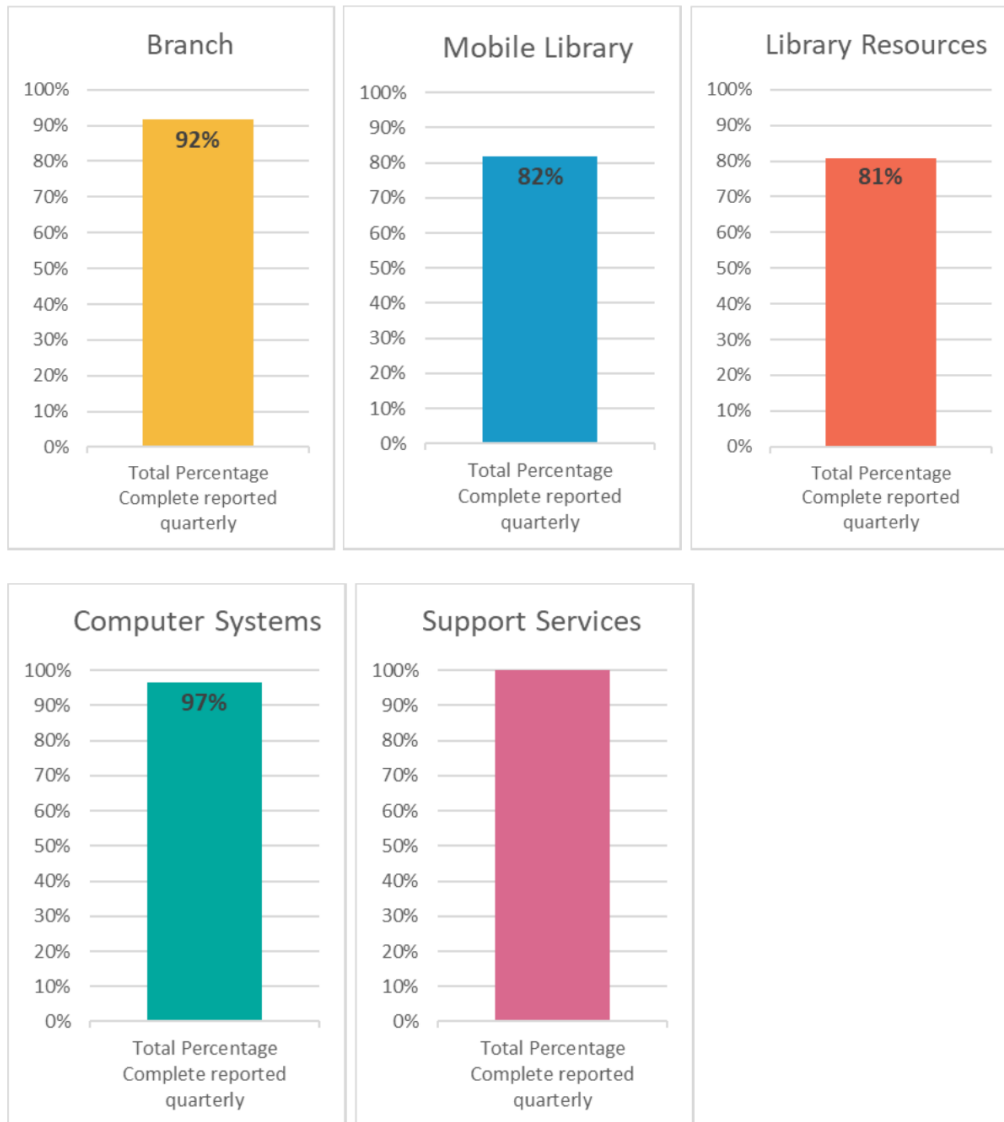
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

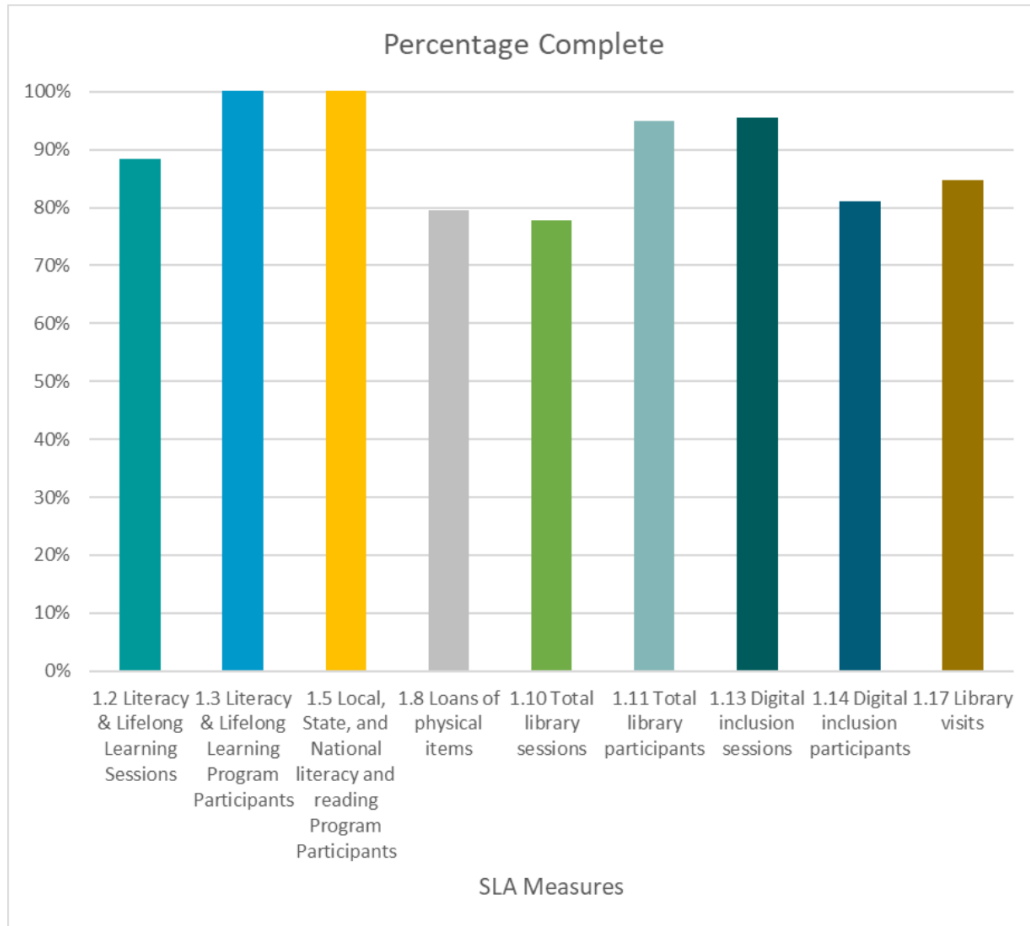
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



Detailed Commentary

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

Branch

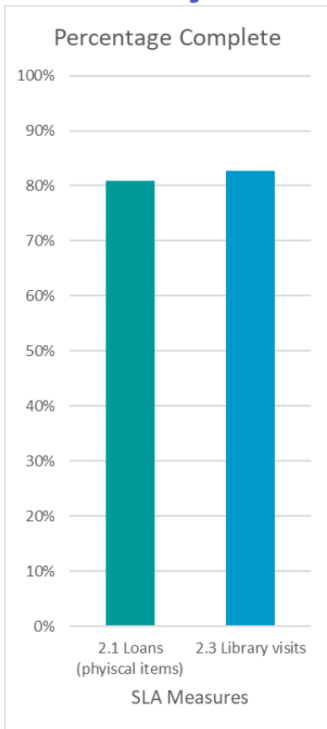


SLA targets are positive at the end of the 3rd quarter.

1.3 Literacy & Lifelong Learning statistics are above target due to increased engagement with Adult Literacy in One-on-One support provided at Ballina Library.

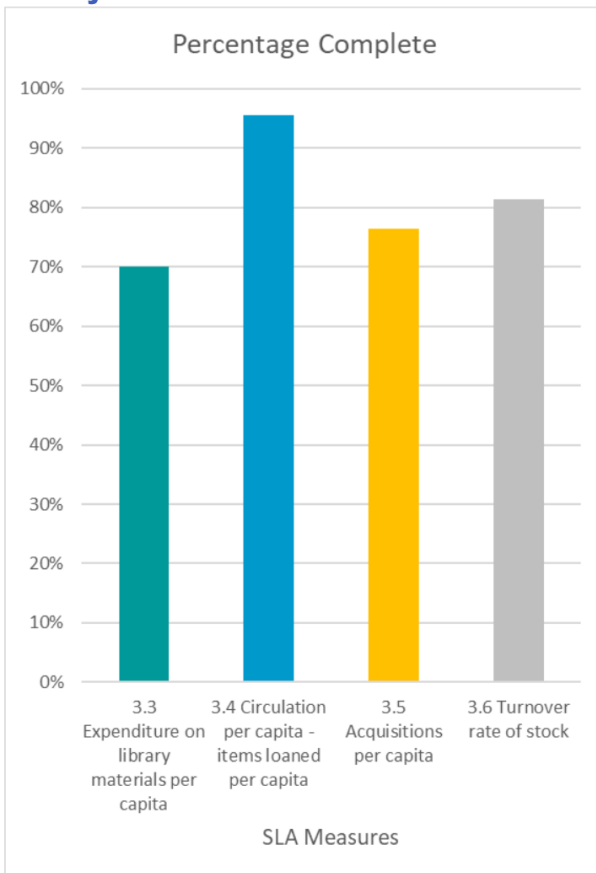
1.5 Local, State and National literacy and reading program participant numbers significantly above target. This is because the majority of these programs fall in the first two quarters.

Mobile Library



Both loans and visits are positive at the end of the 3rd Quarter.

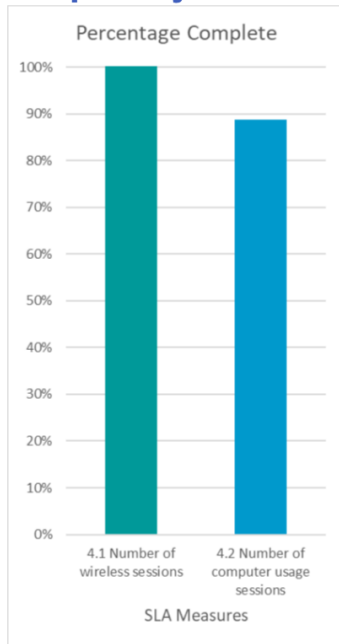
Library Resources



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

Richmond Tweed Regional Library
SLA Quarterly Report | Ballina - 3rd Quarter 2023-24

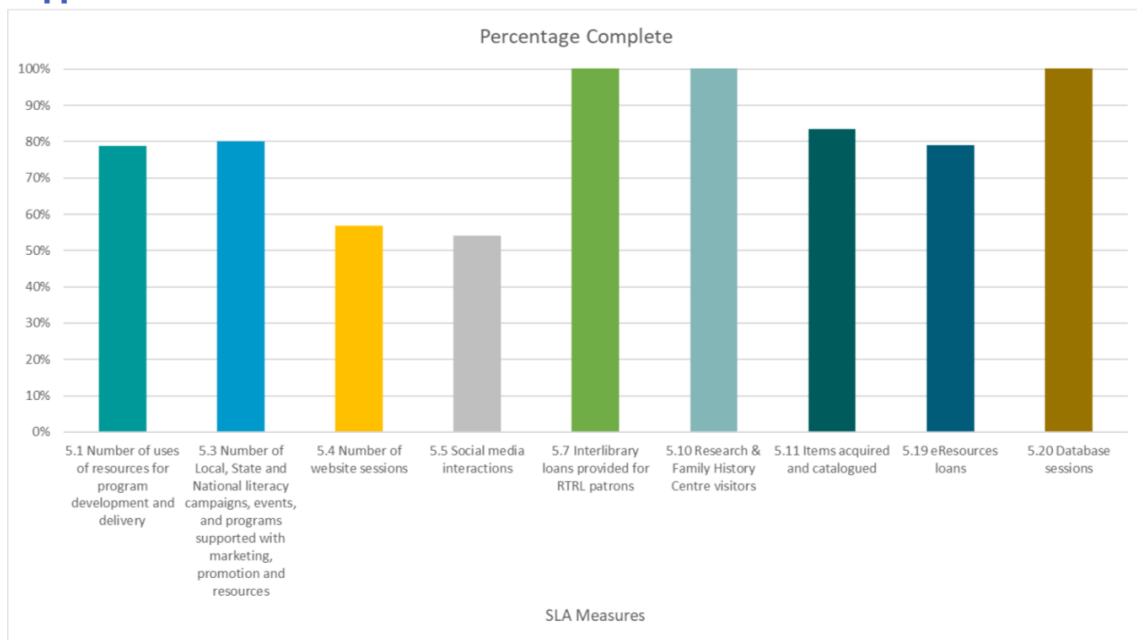
Computer Systems



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

4.1 Number of wireless sessions is above target. Extended hours at Lennox Head Library may contribute to this. This target may need to be adjusted for the 2024/25 SLA.

Support Services



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

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target may need to be reviewed for the 2024/25 SLA.

5.10 Research and Family History Centre visitor numbers are exceeding target and show a large increase this quarter. This is due to a footfall door counter being installed in January giving a highly accurate method of recording number of visits. It is likely that visitor numbers prior to this quarter were under-reported, and the target may need to be reviewed.

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

Collection loans across Ballina Area Libraries recorded an increase of 2.19% in this quarter, compared to the same quarter in the previous financial year. Adult Fiction continues to be the most borrowed collection accounting for almost a third of all loans.

Alstonville staff removed bulky shelving which allowed for extra shelving and the shuffling of several collections. Displays have proven to be successful in increasing loans as displays continually needed restocking.

The book sale at Alstonville & Ballina continue to generate funds that are used to buy program supplies and host events and activities. Community donations and items continue to be added to collections in the 3rd Quarter.

Community Participation

The Summer Reading Challenge was highly successful once again with over 200 children participating across the Ballina Libraries. The Summer Reading Challenge Finale was wildly successful with the Wildlife Twins entertaining the crowd of 120 people following the major prize draw of a Samsung tablet which was won by a Ballina patron. This event was both a joyous end to the summer holidays and a great promotional tool for our next Summer Reading Challenge.

Ballina Library's Social Circle recommenced in February and is once again proving popular. Guest speakers during the 3rd Quarter were local author John Newman, Alice Woods from Wikimedia, Service NSW, and Ballina Coast High School Principal, Peter Howes.

Justice of the Peace services are highly sought after in all the Ballina Libraries. Ballina Library is pleased to host two JPs who make themselves available on a weekly basis for JP services. We were pleased to welcome a third volunteer JP to Ballina Library who also gives an hour of his time weekly to serve the community.

The three library craft groups, Sew Can I at Ballina, Get Crafty at Alstonville and Makerspace Textiles at Lennox Head have had an enthusiastic return for the year. Attendees either bring along their own projects or create items for the community and/or the library using donated materials. Charitable organisations from across the region have gratefully received 10 children's crochet bags, 31 knitted teddy bears, 1 child jumper, 1 pair of knitted booties, 18 knitted adult beanies, 2 baby blanket/throws, 6 youth/adult crochet and knitted blankets.

The Acting Area Librarian was invited to attend the Ballina RSL Lighthouse Day Club where members were very interested to learn about the public library services, programs and events offered in the Ballina Area, and in particular the Home Library delivery service and the Local Studies Collection.

Young Queerios returned in the 3rd Quarter to Ballina Library. This event was enjoyed by a core group of young people who worked towards artworks that would be displayed at the Queer Family Trans Day of Visibility event in Mullumbimby.

Ballina Library hosted a home-schooling group in the 3rd Quarter who enjoyed a STEM activity. Students were excited to create wind powered vehicles using Lego that were then propelled along a table using a fan. The students enjoyed the building, testing and creative aspects of the activity.

A very musical time was had in Alstonville Library with the Duck Creek Wailers and the U3A Paradise Pluckers Ukelele groups entertaining patrons and staff with their harmonious voices and tuneful playing.

The Branch Technician at Alstonville attended Possum Place Preschool to provide a Story Time event.

Learning & Creating

Author talks once again proved popular with P.A. Thomas and Dinuka McKenzie attending the Ballina Area Libraries. P.A. Thomas, a Byron local, spoke about his first book, The Beacon, which is set in Byron Bay. Dinuka McKenzie discussed her new novel, Tipping Point, the latest instalment from the award-winning Detectives Kate Miles series.

All the Ballina Area Libraries were a hub of activity in the school holidays. Children enjoyed scavenger hunts, the Adventure Passport activity booklet for older children, Squishy Science, a pirate party, tie-dying, collage craft, sand art and a musical event with Simon & the Harmonic Suntravellers.

Bop It Tots returned in the 3rd Quarter to all of the Ballina Area Libraries. These lively sessions aimed at pre-school children encourage movement, language and sensory play. All sessions were well attended and were thoroughly enjoyed by all attendees. Staff also benefitted from the opportunity to compare and assess their own preschool programs.

Library staff created some eye-catching displays in the 3rd Quarter that generated lots of interest in our collections and events. All branches had stunning displays for Library Lovers Week. Celebrated in February this event encourages the community to celebrate all the things they love about their library. The Koala Awards display generated many nominations for the Koala Awards which is an Australian program that allows young readers to judge their own literature awards The Sew Can I craft group created many cute and cuddly items for an Easter display at Ballina Library.

Tech Savvy Seniors returned to all the Ballina Area in early February. These one-on-one sessions are highly sought after, with attendees giving wonderful feedback on the important service.

All our regular programs, including Scrabble Club, Chess Club, numerous Book Clubs, Baby Time, Toddler Time, Story Time and Lego Clubs returned in January and February to the delight of attendees.

Library Team

Several staff from the Ballina Area have enthusiastically taken up the opportunity for professional development at Support Services. The Area Librarian has undertaken a Collection Project Manager role, a Library Assistant has taken on the role of temporary Cataloguing Officer and another Library Assistant has been the Library Assistant at Support Services, assisting in the Family & Genealogy Library as well as assisting with Multicultural Bulk Loans. The Branch Technician from Lennox Head has also filled a temporary vacancy in the Tweed Libraries.

Expressions of Interest were received for Area Librarian, Branch Technician and full time Library Assistant roles from within the Ballina and Tweed Areas. A number of staff have benefitted from the professional development provided by taking on higher duties and/or full-time hours.

Lismore City Council (LCC) provided training in elementTIME, a new software system for the recording of timesheets and leave. Most Ballina staff attended in person training with LCC staff giving valuable and timely support.

One staff member attended Sensory Processing Support for Libraries training provided by Plumtree. This insightful training has assisted staff to recognise behaviours that may be due to sensory processing difficulties and how to be more inclusive.

Sustainability

Ballina Area was successful in an application to host a Medicare 40th anniversary display at Ballina and Alstonville. The library receives \$2,000 for each library that hosts display. Dates for the display are undecided at this stage.

ElementTIME was introduced in January. This is an online timesheet application that has simplified the submission of timesheets and leave applications for all staff as well as assisting the Area Librarian to approve timesheets in a timely manner.

Spaces

The Management team re-evaluated RTRL Covid-19 safe plans. Ballina Library took possession of two new trolleys. These will be used to assist in book sales.

Routine maintenance and repairs took place on the air conditioning system in Ballina. Routine inspections of fire extinguishers took place in Ballina and the tagging of electrical items took place as scheduled.

Mobile Library

Our Ballina Area Mobile Library stops are continuing to show growth, both in visits and loans. The Mobile Library remains focused on servicing emergency house pods, in Wollongbar and Wardell. We will be looking into adjusting the roster as Empire Vale community recovers from the 2022 Flooding.

Until then, business as normal – providing the best possible Library service to our community. Which is a pleasure because our library patrons love their Mobile Library. There remain locations in the Ballina Area, that have asked for a spot on the Mobile Library roster.

Support Services

The Library App and website continue to be important library access points for the community with this quarter seeing 25,465 users for the website and 5,543 users for the Library App. Both platforms provide easy access to RTRL's online collections, event and program information, branch details, as well as online access to manage your library account.

This quarter, Support Services staff provided promotional and program development support including for the Summer Reading Challenge, IndyReads online summer reading challenge, Library Lover's Day, and the Library Management System upgrade. This is achieved through RTRL's social media channels (Facebook and Instagram), library website and App, in-branch promotional screens, printed material, and Member Council communication channels.

The Summer Reading Challenge is an important annual literacy program that encourages young people to continue reading over the summer school break and build connections with the library. Over the December and January months, young people aged up to 18 years are encouraged to join the program to read five books or listen to an audiobook for five hours with the chance to go in the draw to win a Samsung tablet. One Samsung tablet is offered as a prize in each local government area. The Samsung tablet provides a strong incentive for young people to participate as well as further opportunities to promote and access RTRL's online collections and services. There is also a weekly book prize in each branch. Across RTRL, there were 536 participants, reading or listening to 6,095 books throughout the challenge.

This quarter saw the beginning of the Library Collections Management project. Prompted by the resignation and retirement of six Support Services-based staff, the Ballina Area Librarian was seconded to review the staffing requirements in acquisitions, cataloguing, interlibrary loans, and bulk multicultural loans. An additional four temporary staff joined the Support Services team to fulfil the vacated roles for the duration of this project, allowing service levels to be maintained and response times improved on the last quarter.

Demand for bulk multicultural loans from the State Library continues to grow, particularly for junior fiction titles published in French and German. A more effective method of circulating these items is currently being investigated to improve service efficiency.

With the decline in availability of hard copy newspapers and magazines, Collections staff have begun researching alternative methods of access. During this quarter, in conjunction with Community Engagement, RTRL staff were provided with procedures for accessing CHOICE magazine and Sydney Morning Herald online via the Gale OneFile database.

Staff trials for three new eResource platforms were set up in this quarter – Hoopla, Kanopy and Story Tools. Feedback on these platforms will be presented to the Management team in preparation for 2024/25 financial year planning.

Expressions of Interest from existing RTRL staff were called for in January to support our Courier service during periods of leave. As a result, three Library Assistants currently working in Lismore, Ballina and Tweed Areas have been identified as Courier Champions.

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Byron Area
Quarterly Service Level Agreement
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Byron Area

Quarter: 3rd Quarter | January to March 2024
Prepared by: Byron Area Librarian, Stacey Shepherd

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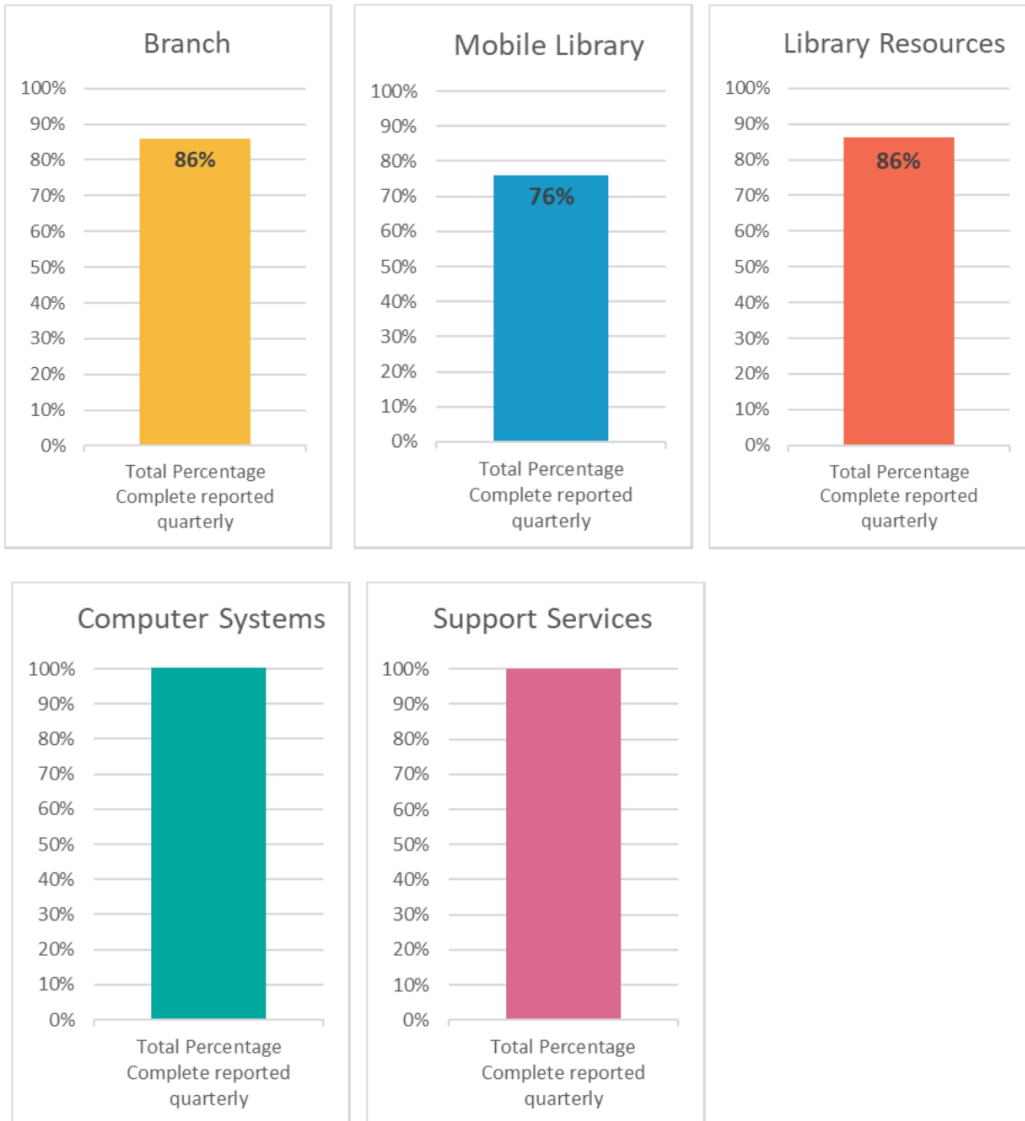
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PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

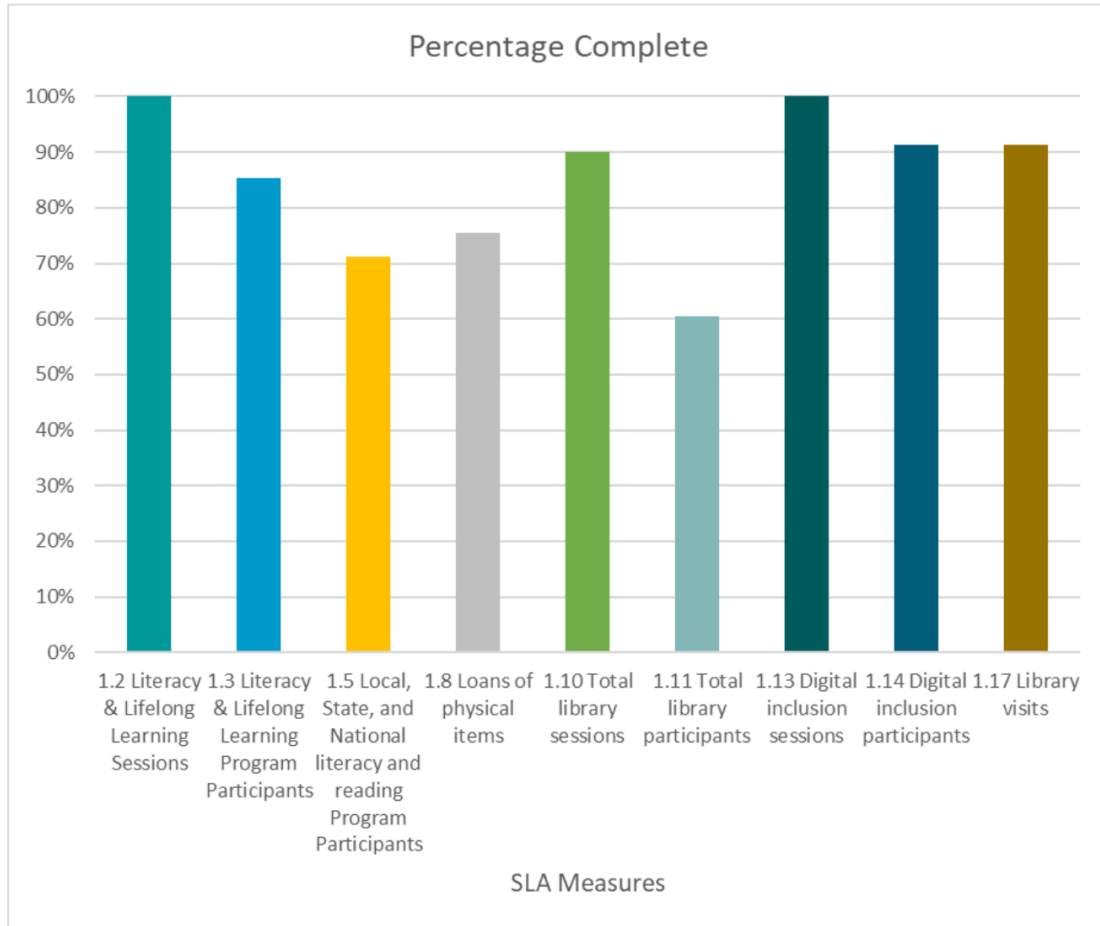
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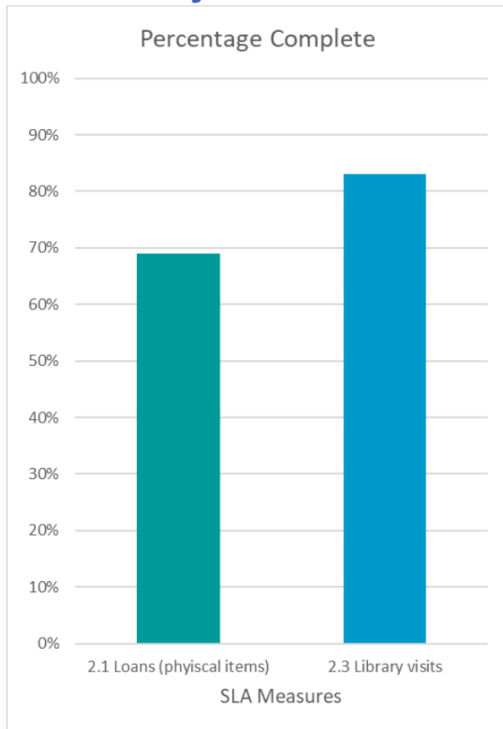
Branch



SLA branch numbers are primarily meeting targets at the end of the 3rd Quarter.

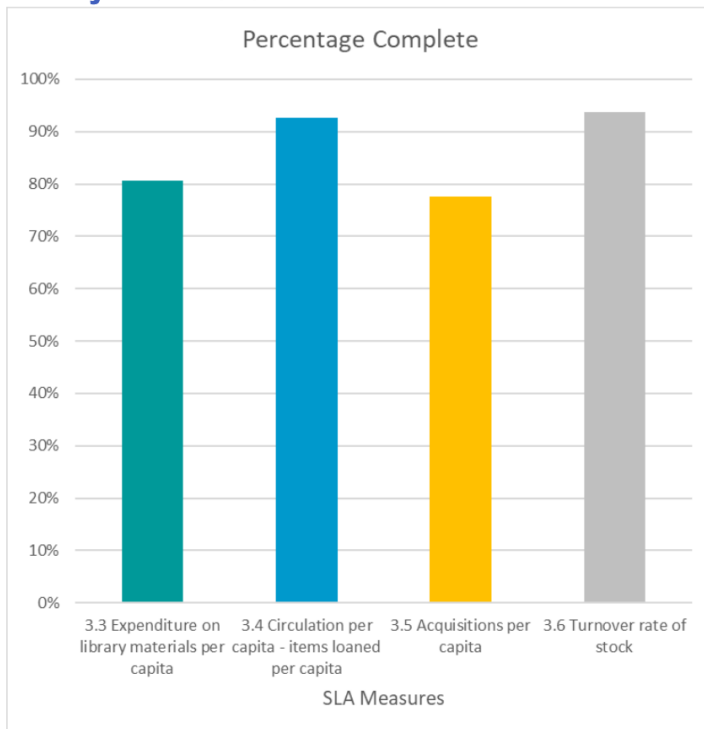
1.11 Total library participants attending programs is reflecting a negative variation for the end of the 3rd Quarter. Participants in library programs are predicted to increase in the 4th Quarter due to a new junior book club and the introduction of a new youth program.

Mobile Library



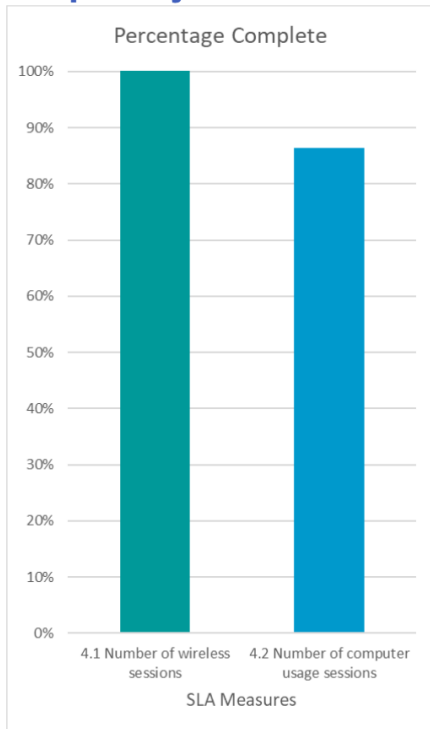
Showing a negative variation, but positive recovery from last quarter, in targets.

Library Resources



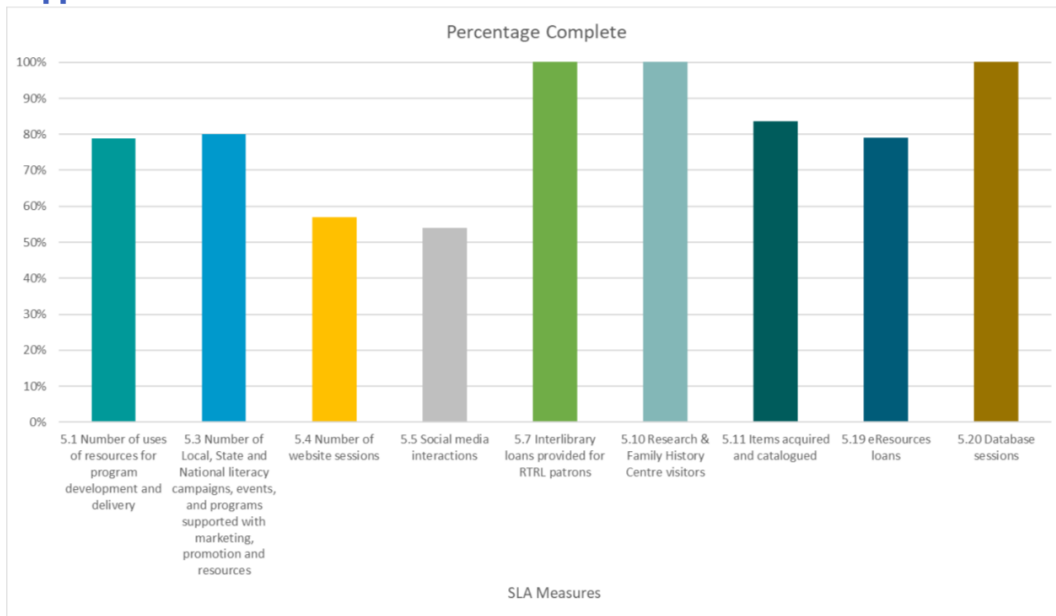
Resource SLA numbers are meeting targets at the end of the 3rd Quarter.

Computer Systems



Computers system SLA numbers are meeting and exceeding targets at the end of the 3rd Quarter.

Support Services



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

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5.10 Research and Family History Centre visitor numbers are exceeding target and show a large increase this quarter. This is due to a footfall door counter being installed in January giving a highly accurate method of recording number of visits. It is likely that visitor numbers prior to this quarter were under-reported, and the target may need to be reviewed.

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

Collection loans across Byron Area Libraries recorded an increase of 7.31% this quarter, compared to the same quarter in the previous financial year. Reservations of items have also increased by 11.38%. Byron Area Libraries are committed to fostering a love of reading with the high junior readership levels in the local community. Statistics reported at the end of the previous financial year recorded Junior Fiction as making up 18.47% of the total Area's stock, accommodating for 20.45% of the Area's loans, the highest circulated collection in Byron Area.

Updated shelving was purchased to support rearrangement of Junior collections and expand on established front facing displays for new titles. The Management team trialled HOOPLA a streaming platform service for movies, audio, and music. An evaluation of the DVDs in Byron Area reflected a decline in DVD borrowing over the last 7 years.

Staff worked on collection maintenance including the premiers reading challenge collection. The PRC started for all schools in February so access to PRC titles is predicted over the coming months. Mullumbimby and Brunswick Heads Libraries also added community donations to their collection this quarter.

Community Participation

This quarter, memberships have declined by 8.96% and library visits have increased by 12.47% compared to the same quarter in the previous financial year. Additionally, worth noting that Byron Area's current membership as a percentage of population (52.27%) is exceeding the state cohort median of 46.14%. Importantly, a reflection that existing members and visitors are increasingly using the space to meet and connect, learn, and relax.

A new community Junior book club was launched in February 2024. The Book Club is a great way to support readership for the 8-12's. The overall aim is to encourage peer recommendation through a developed literary experience which explores a range of reading genres. The sessions promote connection with other young people and discussions on characters, plots, and themes. The Friends of the Libraries Byron Shire (FOLBS) have donated \$3,000 specifically towards the purchasing of junior fiction titles that can be enjoyed by our high readership in the community. A new local historical group has commenced in the library in collaboration with the Byron Historical Society. Members of the public are invited to meet once per month to undertake a research topic that will be collated for the historical society archives and be added to the Byron Library local history collection. The opportunity promotes the preservation of the past and connects residents to meet, contribute and become involved.

At Mullumbimby Library monthly library visits commenced for Kool Beanz Early Learning Centre and Coolamon Village aged care. Additionally, a group of special needs students from Mullumbimby high continued to visit the branch each week. The Byron Area Librarian consulted with the year 7 student advisor and head of English regarding future engagement of students at their local library.

Brunswick Heads offered their Community Seed Library a program to support a 'borrow grow and return' (of seeds) initiative. The aim is to encourage people to grow healthy food and to become more active in our gardens, to reduce the costs of including fresh produce in our diet, as well as reducing our carbon footprint.

The library is partnering with Shara Boulevard Community Gardens and Byron Hinterland Seed Savers to supply seeds.

Learning & Creating

This quarter our libraries hosted programs and services which reflect the Australian Library framework. These programs support library users to increase skills and knowledge, participate in community and express creativity. Adult community programs included Scrabble Club, a weekly program to foster common interest in a welcoming environment. An author talk with local author P.A Thomas was held in the event area at Byron Library attracting 18 attendees and providing community

focused content and social connections. During NSW Seniors Festival an intergenerational Story Time was hosted. Two local senior citizens attended to share knowledge with our Story Time group about the toys they once owned as children. A chair yoga program was facilitated by a professional instructor for seniors in the library to promote wellbeing. The feedback was very positive with patrons asking to see the program return.

New artists displayed art on the community exhibition walls. One individual from Brunswick Heads Public School exhibited dragon models, made with polystyrene and recycled materials and another local artist, Col Dyte, displayed digital works with QR codes available for the public to seek further information on the works. Overall, an important showcase of libraries supporting community productivity outcomes within our creative community.

Children's programs promoted creative learning habits and knowledge sharing. Summer Reading Club (SRC), our school holiday recreational reading program encouraged recreational literacy engagement over the holiday break. The Summer Reading Club finale event at Byron Bay Library delivered opportunity for Byron Bay Circus Arts to perform an interactive show as a finale-celebration with one SRC member winning a Samsung Galaxy tablet. Children's activities across the Shire during the school holidays included Entomology and Green Screen workshops, canvas painting/collage, composting for kids, children's yoga, print techniques, take and make at home packs and an interactive iSpy challenge in the library. Story dogs was available in the Byron Bay Library to support literacy skills for those learning to read and the Kids Own Australian Literature Award displays were established to begin nominations of Australian Children's Authors.

Library Team

On Thursday 22 February Byron Area celebrated Helen East 35 years of service at RTRL. A morning tea was held at Mullumbimby Library.

All staff participated in elementTIME training to support knowledge and ability of the new digital timesheet platform provided by Lismore City Council.

Mullumbimby and Brunswick Heads staff visited the Byron branch to participate in awareness training for the print management system expected to be upgraded soon, the training set out to improve service delivery and customer service provisions. The Systems Manager coordinated a staff workshop with the Byron Area Librarian and two Byron Area Branch Technicians. The group explored customer satisfaction journey mapping for the same print management system, with an aim to improve system experiences for the public through new interface projections and intuitive digital interactions.

Sustainability

A successful \$10,000 grant application was obtained this quarter from Foundation for Rural Regional Renewal. The funds were sought to supplement program funding provisions and will be used specifically to fund a series of youth-led workshops in the library which support social and economic opportunity. Young and Connected will provide financial provisions for those ready to share their skills with other young people, by creating a platform for the sharing of information, a safe place to develop potential and leadership while fostering a sense of inclusion and growth in the community.

Spaces

Repairs to the air conditioning units at Byron Bay and Brunswick Heads Libraries took place. Byron Bay Library unfortunately spent most of the summer with the air conditioning units working at half capacity.

Improvements works in the libraries included an installation of a ceiling projector in the events area, new air conditioning units installed in children's area, and professional artist labels added to the Arakwal artwork by Nickolla Clark.

Management evaluated RTRL Covid-19 safe plans and the tagging of electrical items took place as routine work.

Mobile Library

All Byron Area's stops Bangalow, Federal, Ocean Shores and Suffolk Park are tracking well. With patrons still arriving and asking 'wow, how long have you been coming here?'

The weather over this quarter has been a contributing factor, as we operate a Mobile Library. Byron Area still has communities that have asked for a spot on the Mobile Library roster.

Support Services

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Lismore Area

Quarter: 3rd Quarter | January to March 2024

Prepared by: Lismore Area Librarian, Michael Lewis

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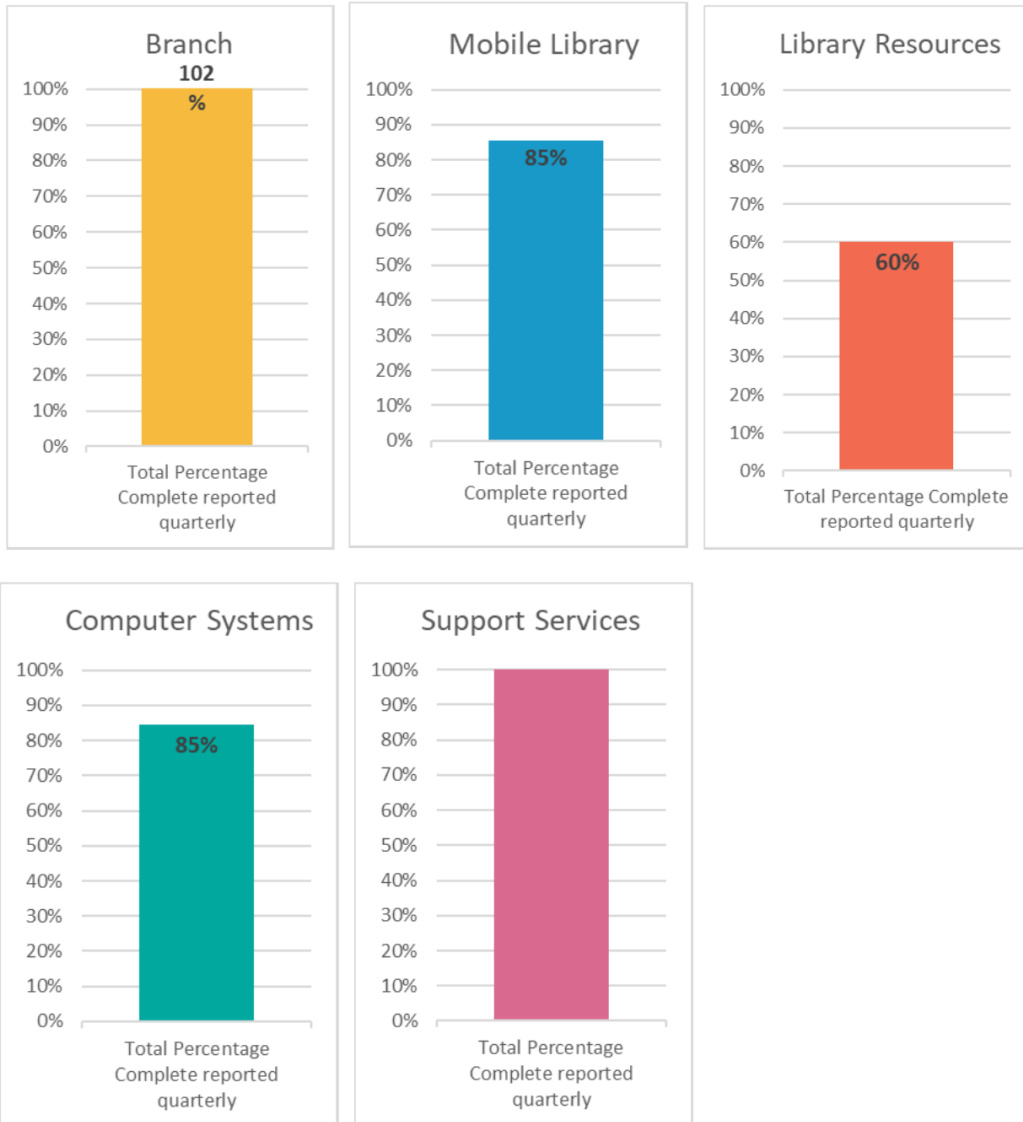
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- Learning & Creating
- Spaces
- Library Team
- Sustainability

PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

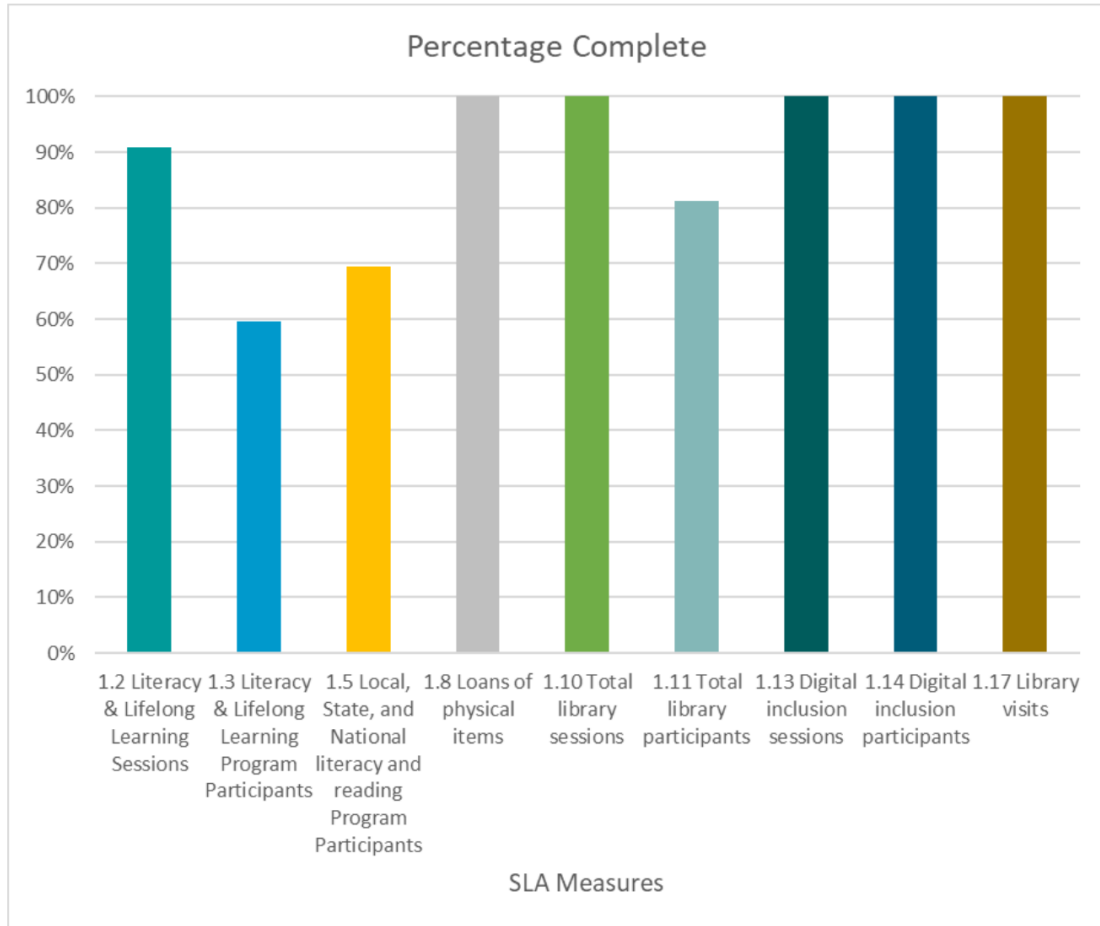
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



Detailed Commentary

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

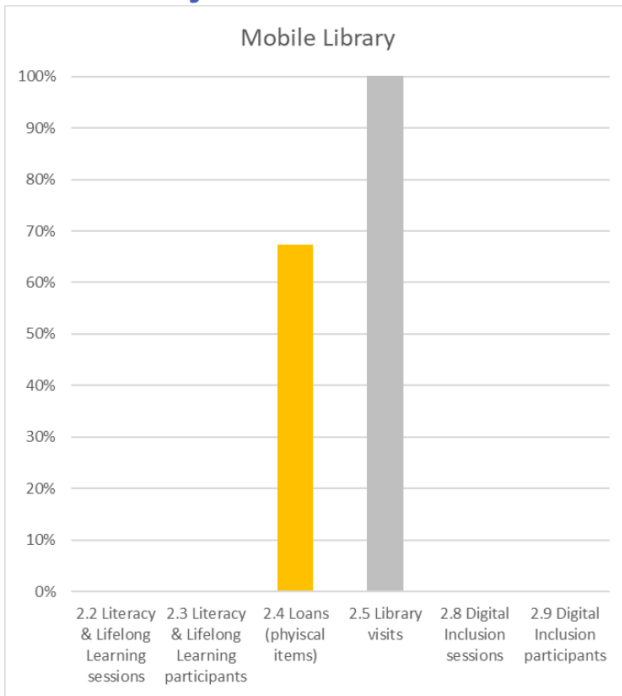
Branch



1.3 Participation numbers have recovered since 2nd Quarter. Numbers are still lower than expected, with a review on attendance being organised.

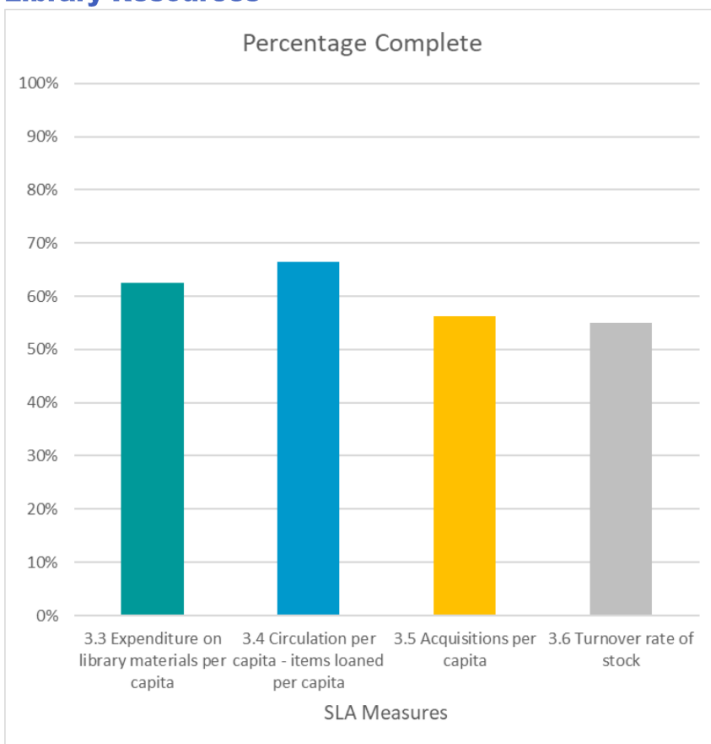
All other areas tracking above expected measures. We will evaluate measurement targets for next financial year to align with Lismore area’s recovery and increased use.

Mobile Library



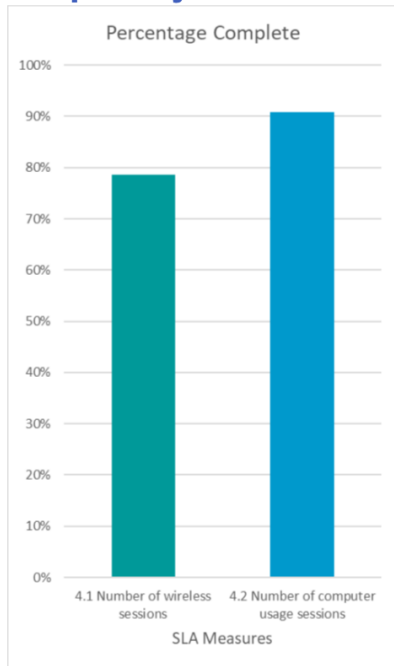
Visits are above targets; however, item loans are negative for the 3rd Quarter.

Library Resources



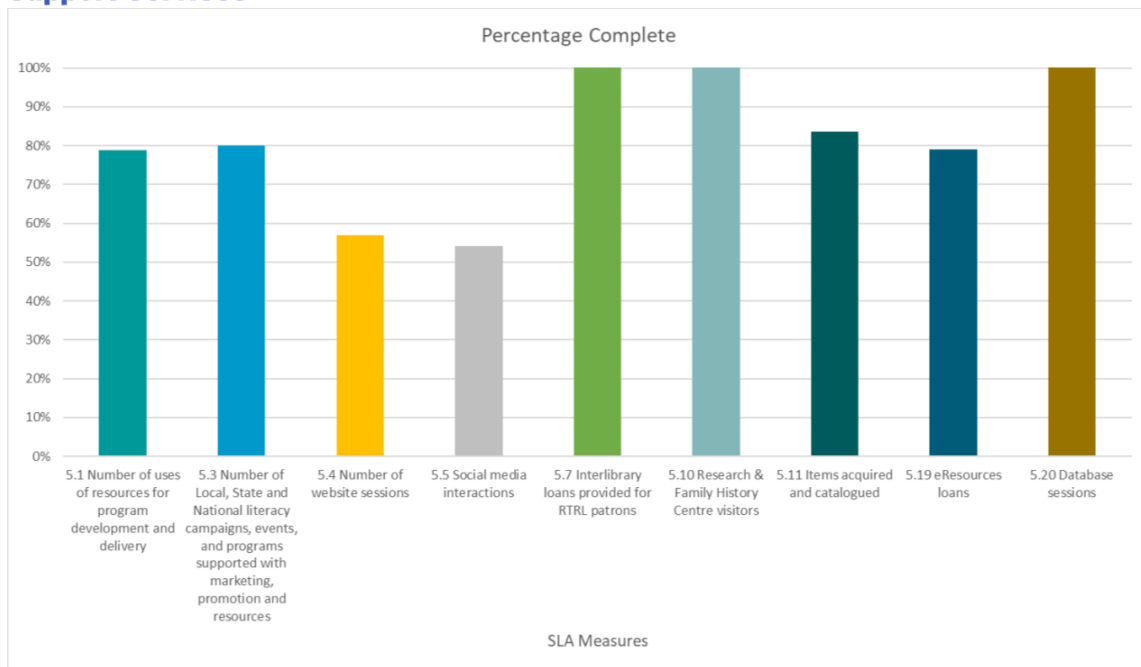
Overall expenditure is being limited in anticipation of moving back to the main library building. The Lismore Pop-up library currently has 40% of Lismore’s standing collection. When the Magellan St library reopens, we will need to ensure this 60% difference is acquired before the opening date.

Computer Systems



Computer systems are in line with expected targets.

Support Services



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

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target may need to be reviewed for the 2024/25 SLA.

5.10 Research and Family History Centre visitor numbers are exceeding target and show a large increase this quarter. This is due to a footfall door counter being installed in January giving a highly accurate method of recording number of visits. It is likely that visitor numbers prior to this quarter were under-reported, and the target may need to be reviewed.

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

The Lismore Area's collections are becoming more responsive to community needs. For example, the library expanded its collection of emergency/disaster response literature, especially for younger children. These titles were provided by the Community Recovery Team. Additionally, acquisition of books is now aligning with the library event calendar, for example, Harmony Day, Easter, Senior's Festival.

Community Participation

Goonellabah Library has been coordinating with Wilson Park's special school, and Jarjum Preschool this quarter, with both schools attending the library each month.

Lismore Library partnered with the Lismore CWA to record and present audio interviews, celebrating the Centenary of the CWA Lismore's history for International Women's Day.

Goonellabah Library hosted the 2024 NSW Senior's Festival. 11 events were held over two weeks, with highlights such as, Norman Swan doing a talk on the art of aging, an intergenerational Storytime with residents of Caroon Aged Care Home, and a creative display of the Goonellabah Library's craft group. The program was an overwhelming success, and the Goonellabah Branch Technician did a fantastic job at coordinating the events.

Learning & Creating

The Summer Reading Challenge for January was successful this year. The participation numbers are increasing again after the recent disruptions of previous years.

Goonellabah Library successfully launched a new creative program (Atlas Club) in partnership with the State Library of NSW. Atlas Club is a weekly program connecting young people to authors and artists through creative workshops and book clubs. The program has been well received, especially by Lismore's homeschool community.

The School Holiday activities for the Lismore Area was highly successful. Feedback from the range of activities has been positive, with parents commenting on the benefits of having free accessible activities.

The Lismore Children's Library hosted a Dr Seuss party, which was heavily attended. The partnership with Lismore Central Shopping Centre's promotion team has extended the reach of our promotions, and this event was proof of this positive collaboration.

The Byron Bay Writer's Festival masterclass program for primary and secondary students resumed with grant funding. The program is running smoothly.

Goonellabah Library has seen a significant increase in Baby Time and Toddler Time attendance, with staff commenting on the community of parents establishing strong bonds through the program.

Library Team

Staff participated in a range of early-year training sessions. These include, First Aid, Sensory Story Time delivery and the initial roll out an updated Homelessness Awareness training. Three staff from the Lismore team were trained as mental health champions and are now part of a work group within LCC to be an access point for staff mental health challenges.

This quarter has been challenging on the Lismore team, with two patron bans. The team has been well supported by LCC's safety team and management. The Lismore Branch Technician handled a critical situation in a positive way to ensure the safety of the team and library members present at an incident.

Sustainability

Richmond Tweed Regional Library
SLA Quarterly Report | Lismore - 3rd Quarter 2023-24

7

Lismore Library has purchased a replacement loan kiosk at the Lismore Pop-Up Library. This IT purchase will provide quick access to borrowing if staff are engaged with library members. Lismore Library was successful in securing \$1,000 from Regional Youth NSW for activities in Youth Week.

Spaces

Construction has started at the Lismore Library. The current scope of works is the electrical, water and mechanical installations. We are currently working towards the internal fit out, to align with the completed construction works. Unfortunately, we don't have a firm estimate for reopening.

Mobile Library

Story Time at Nimbin with the local pre-school together with partnering with Red Cross for "Emergency do's and don'ts" has contributed to the high visits. The Mobile Library remains a strong identity in Nimbin, even though loans are down. All other Lismore Area locations are traveling well, with extra communities still asking to be part of the Mobile Library service delivery schedule.

Support Services

The Library App and website continue to be important library access points for the community with this quarter seeing 25,465 users for the website and 5,543 users for the Library App. Both platforms provide easy access to RTRL's online collections, event and program information, branch details, as well as online access to manage your library account.

This quarter, Support Services staff provided promotional and program development support including for the Summer Reading Challenge, IndyReads online summer reading challenge, Library Lover's Day, and the Library Management System upgrade. This is achieved through RTRL's social media channels (Facebook and Instagram), library website and App, in-branch promotional screens, printed material, and Member Council communication channels.

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This quarter saw the beginning of the Library Collections Management project. Prompted by the resignation and retirement of six Support Services-based staff, the Ballina Area Librarian was seconded to review the staffing requirements in acquisitions, cataloguing, interlibrary loans, and bulk multicultural loans. An additional four temporary staff joined the Support Services team to fulfil the vacated roles for the duration of the project, allowing service levels to be maintained and response times improved on the last quarter.

Demand for bulk multicultural loans from the State Library continues to grow, particularly for junior fiction titles published in French and German. A more effective method of circulating these items is currently being investigated to improve service efficiency.

With the decline in availability of hard copy newspapers and magazines, Collections staff have begun researching alternative methods of access. During this quarter, in conjunction with Community Engagement, RTRL staff were provided with procedures for accessing CHOICE magazine and Sydney Morning Herald online via the Gale OneFile database.

Staff trials for three new eResource platforms were set up in this quarter – Hoopla, Kanopy and Story Tools. Feedback on these platforms will be presented to the Management team in preparation for 2024/25 financial year planning.

Expressions of Interest from existing RTRL staff were called for in January to support our Courier service during periods of leave. As a result, three Library Assistants currently working in Lismore, Ballina and Tweed Areas have been identified as Courier Champions.

Richmond Tweed Regional Library
Connect. Discover. Escape.

Richmond Tweed Regional Library
Tweed Area
Quarterly Service Level Agreement
Progress Report
3rd Quarter
January to March 2024



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

Tweed Area

Quarter: 3rd Quarter | January to March 2024

Prepared by: Tweed Area Librarian, Karen Joc

INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

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

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

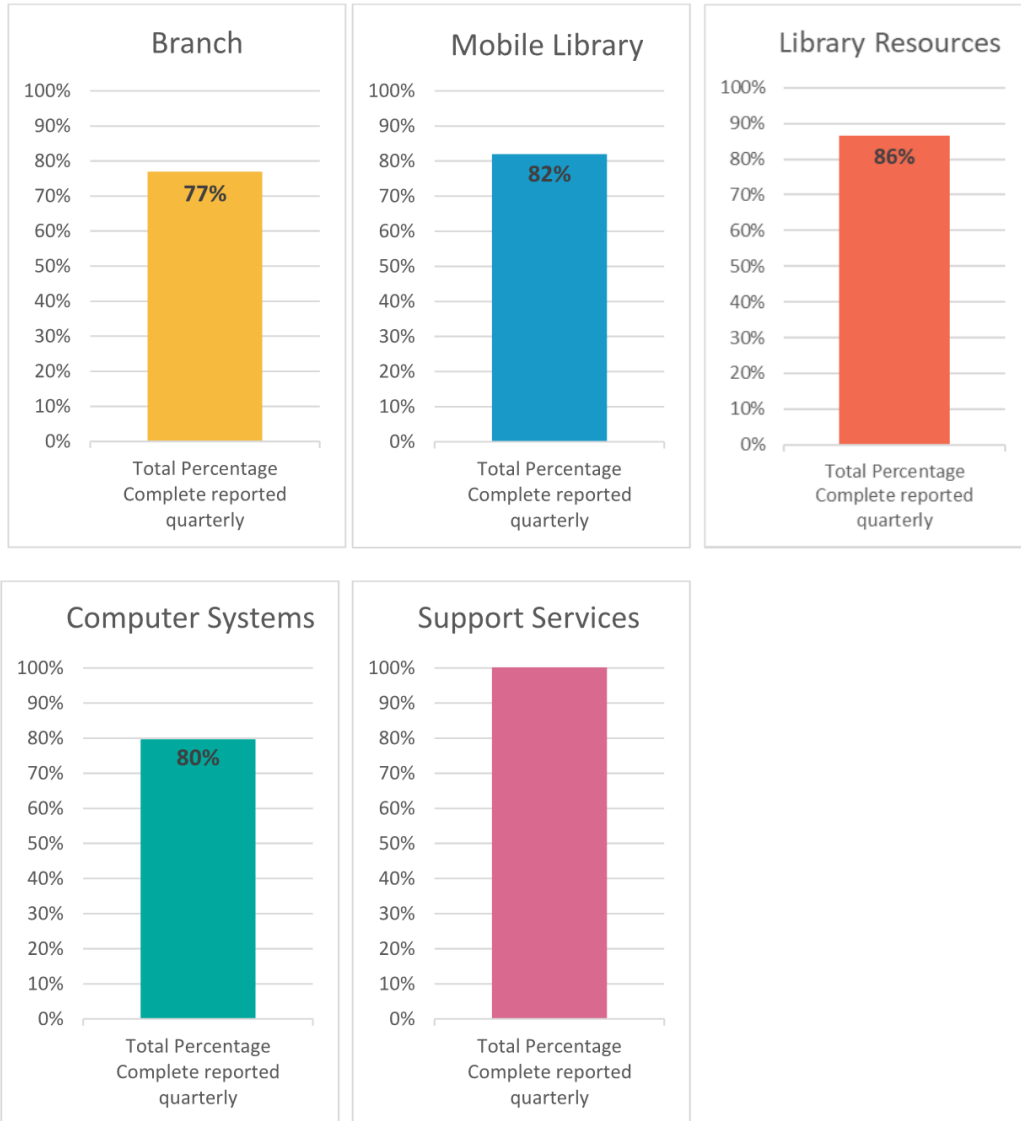
- Collections
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PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

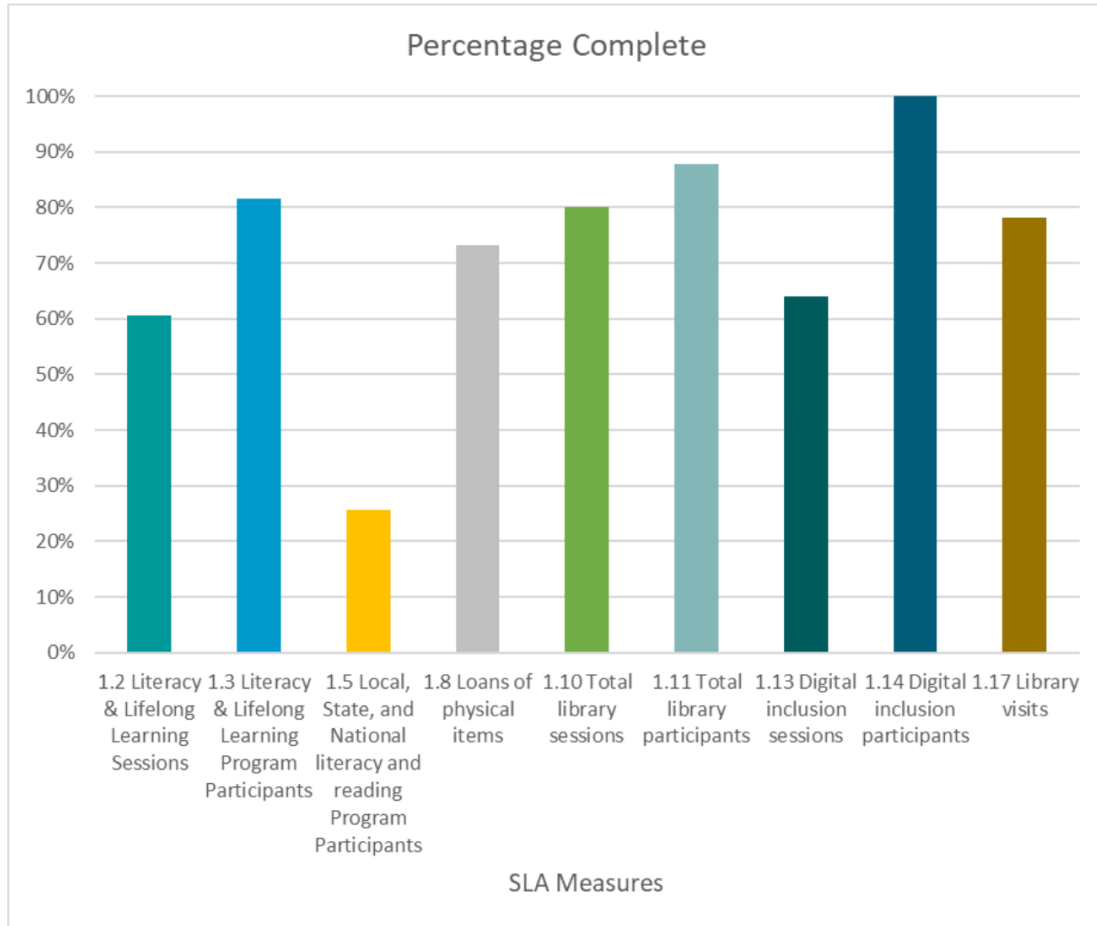
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Detailed Commentary

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

Branch



1.2 and 1.3 Literacy and Lifelong learning sessions are above target for this quarter which is excellent despite the 2-week closure of Kingscliff library this quarter.

1.5 Some Local, State and Nation literacy and reading Program Participants statistics were not collected in time for the report, showing a negative variation. These will be input in the next quarterly report.

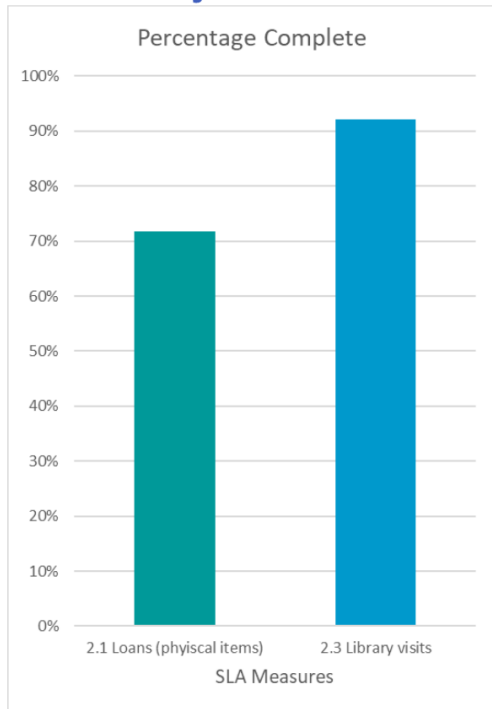
1.8 Despite the closure of Kingscliff library being closed for two weeks this quarter, loans are still on target which is wonderful to see. We believe this is due to all the displays the staff have been doing throughout the last three months.

1.10 and 1.11 Both well above target for this quarter, which is also great, we believe this is due to a wider range of programs being offered during our school holidays which better catered to our communities' different interests and needs. We have also added to our regular programming at Murwillumbah with a chess club for school aged students and have introduced 4D Storytime at Tweed Heads library.

1.14 Participation in Digital inclusion sessions are well above target, this is due to the “be connected, building digital program” being conducted at all three branches.

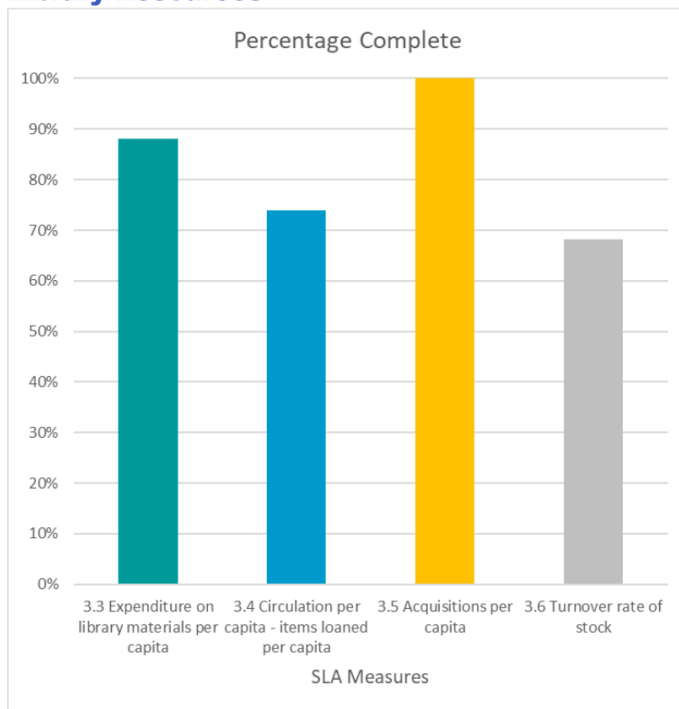
1.17 Library visits are also meeting target this quarter.

Mobile Library



Loans have steadied, but visits have continued to grow.

Library Resources

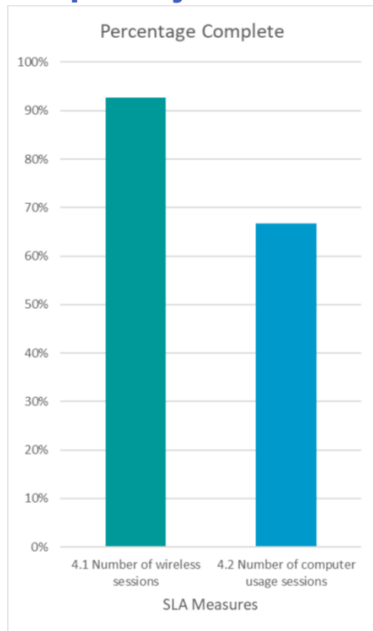


3.3 Expenditure of library resources per capita is above target for this quarter.

3.5 Acquisitions per capita is above target and reflects those items procured locally.

3.6 Our turnover of stock for this quarter is slightly below target, which is expected due to the couple of closures of Kingscliff library with all items being unavailable for customers to request due to being in storage off site.

Computer Systems

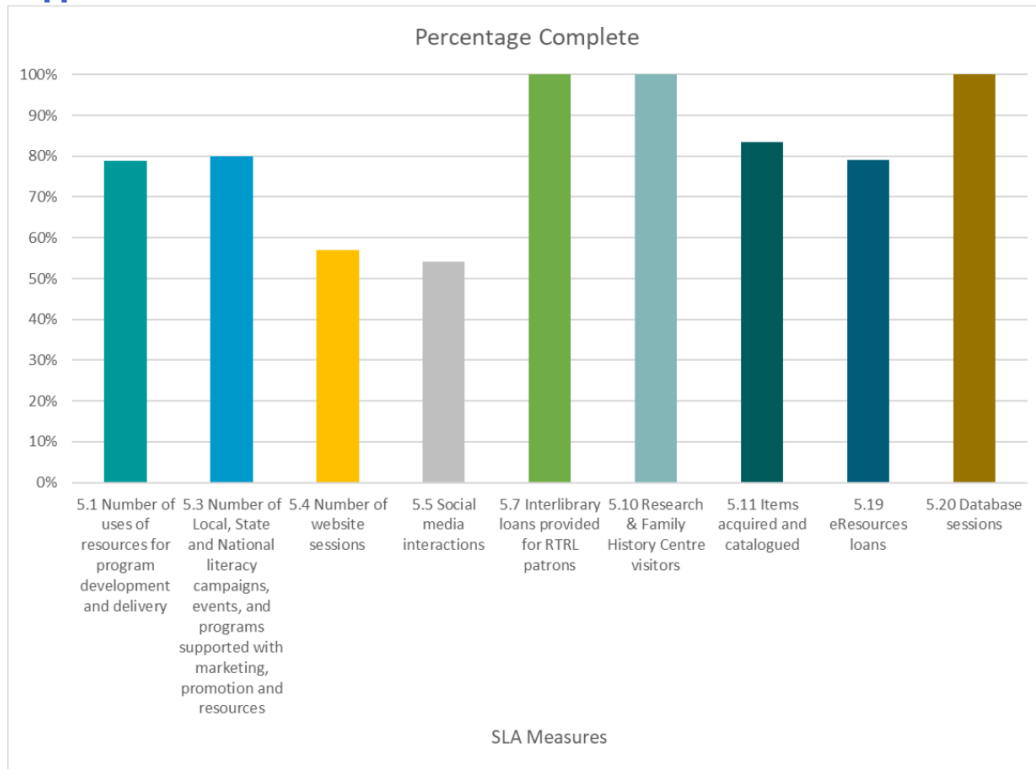


The Tweed Area did not experience as many outages this quarter with both our print management system/PC reservations system.

4.1 Wireless sessions are above target for this quarter, which is excellent as Kingscliff was closed for two weeks during this quarter, and at Tweed Heads Library we have changed our Wi-Fi hours to the same as our business hours to reduce attendance of rough sleepers.

4.2 PC Usage is slightly under target this quarter, however, many of our customers now bring their own devices, in fact staff are finding patron unplugging the public PCs so that they can plug in their own devices instead.

Support Services



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

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target may need to be reviewed for the 2024/25 SLA.

5.10 Research and Family History Centre visitor numbers are exceeding target and show a significant increase this quarter. This is due to a footfall door counter being installed in January giving a highly accurate method of recording the number of visits. It is likely that visitor numbers prior to this quarter were under-reported, and the target may need to be reviewed.

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

Kingscliff library reopened to the community on 8th January 2024 after being closed for 8 weeks. As the library had a completely fresh look and feel and layout, we thought that it might be a suitable time to trial the shelving of the Adult Fiction Collection by genre. This trial would emulate the model that bookshops take by placing books in the genres such as mystery/thriller, family saga, romance, horror, science fiction etc. A new Manga/Youth Graphic novel collection has also been established at Kingscliff and has proved to be extremely popular.

During this quarter, the RTRL Management team trailed a streaming platform service called Hoopla.

Staff in all three locations worked on collection maintenance, in Murwillumbah the focus was on the junior collections, at Tweed Heads staff focused on Biographies and Adult Fiction, whilst at Kingscliff all collections were put under the microscope before going back on the shelves.

Tweed Heads staff also added donations to the collection for the Tweed Areas and staff continue to catalogue resources for the Tweed Area purchased locally from QBD Bookstore.

Community Participation

Across the three locations there were 44 Baby Time sessions with 849 attendees and 31 Story Times programs with 412 attendees. The Discovery Room at Tweed Heads continued to be popular with 10 sessions taking place this quarter with 144 participants; so too was Yoga/Chair Yoga (8 sessions, 130 participants), Chess club 11 sessions with 136 participants, Crafty Mondays 13 sessions with 154 and Canasta, 86 participants.

Kingscliff library held 2 Crafternoons with 15 participants. The Murwillumbah book club met 2 times and had 18 participants. The JP service was provided to 227 customers.

Murwillumbah Library's children's chess program is still going strong with 8 sessions and 38 participants. Piggybacking of this program's success Murwillumbah has also introduced a Chess program for adults hosting 8 sessions with 28 participants.

At Tweed Heads Library 4D Story Time, which focuses on the 7 senses (sight, smell, hearing, taste, touch, vestibular and proprioception) continues to be well received by the community attracting up to 45 participants per session.

Displays this quarter across the Tweed Area libraries included: October reading challenge - Books set in summer, The Book was better, 2024 Time to Read More, Top 50 Kids Books, Anti Valentines Day, KOALA Awards, Books you may have missed, Second Chance Romance, Hop into a good book, Books about Royalty, Easter Kids books, Tiktok made me read it and Dr Seuss.

Our local artists in residence for this quarter were Little Gallery, Uki, Luke Foster and Tamarah Egan. Murwillumbah library also partnered with Friends of the Pound with a display featuring their services and resources for the community.

Tweed Heads Library partnered with Tweed Shire Council's Inclusive and Creative Communities for the Launch of the TSC Access and Inclusion plan launch which was held at Tweed Heads Library on 22 February 2024. This was a well-attended event with over 60 participants. Following on from this event was the Tweed Disability Network Meeting which was held in the Bruce Graham rooms in the library.

Home Library services were provided to 140 members and 3 institutions on 2 occasions this quarter. Tweed Heads Library hosted Cherubs childcare center (25 children) and Twin Town Childcare center (25 children). Kingscliff Library hosted Bossy Boots Early Learning and Coll Beanz Academy for Story time sessions. Story dogs' program at Kingscliff continues to be popular, offering 7 sessions with 25 children attending. Blooms Hearing continues to hire the Quiet Room at Murwillumbah library fortnightly.

Learning & Creating

Our Summer Reading Club (SRC), concluded at the end of January, this program encourages recreational reading over the school holiday period. The Summer Reading Club finale event was held at Tweed Heads Library and participants had the opportunity to engage in face painting and other celebrations, with one lucky SRC member winning a Samsung Galaxy tablet.

Children's school holiday activities across the Tweed Shire attracted 653 participants and activities included, Clicking Bricks, Bop it Tots, Beeswax Wraps, Simon, and the Harmonics as well as Nintendo Switch games.

The Building Digital skills sessions across the Tweed Shire have continued to be popular at Tweed Heads and Murwillumbah with 35 people so far completing the program, The Building Digital Skills program is funded by a grant from Goodthings foundation.

Kingscliff Library hosted local author P.A Thomas who spoke about his book the Beacon, 12 participants attended.

This quarter Tweed Shire Libraries also participated in the NSW Seniors Festival offering a range of programs across the libraries including Musical Memories, chair yoga, let's talk dementia and tea towel printing with over 230 participants.

Library Team

Christie Campbell resigned from her position of Kingscliff Branch Technician in February after starting as a Trainee at RTRL in 1998 and working for RTRL for 26 years. We are pleased that Christie has decided to stay on as a Casual employee.

Darci Walker the Branch Technician at Lennox Heads Library was the successful applicant for the temporary EOI (Expressions of Interest) backfill position of the Kingscliff Branch Technician. A Library Assistant from the Tweed Area was successful in an EOI for the temporary vacancy of Branch Technician at Lennox Head for 4 weeks. The same Library Assistant also filled the full-time temporary vacancy of Library Assistant at Brunswick Heads Library for 3 weeks.

All staff participated in elementTIME training which is the new electronic timesheet system implement by Lismore City Council (LCC).

Two staff members from the Tweed Area attended Mental Health First Aid Training provided by LCC in February.

Sustainability

The Seed library continues to be popular with our community, there were 2209 loans this quarter. In-house branch book sales continue at Tweed Heads and Murwillumbah libraries.

Shelving previously used at Tweed Heads Library was installed at Kingscliff Library for the Adult fiction collection. Some of the shelving which was dismantled during the back shelving project at Tweed Heads library will be used in the Kingscliff Library Refurbishment project.

Spaces

The Murwillumbah Library Refurbishment project is now almost complete with a few more changes occurring this quarter including the installation of a High Bench and stools for the express PCs. This movement provides customers with more space when using the Public PCs and Express PCs at Murwillumbah Library.

Kingscliff Library reopened to the community after being closed for 8 weeks on the 8th of January 2024. This was a soft opening whilst we waited on the new shelving for the children's area to be made. Kingscliff library soft opening saw the library layout completely redesigned with a new space for the children's area, a new redesigned open customer service desk, a new bookable 4-person meeting pod which has proven to be extremely popular with our community with it being booked over 80 times in the last two months. The new meeting room Pod is wrapped in our local photographer Mark Seiffert work showcasing a beautiful beach scene to tie in with the over theme of Kingscliff library.

The new children's shelving for Kingscliff arrived on 12 March and due to WHS concerns we closed Kingscliff library until 14th March so staff could put together the new shelving, take down and remove

the old shelving. Kingscliff Library looks amazing with the modern furniture and layout. We still must purchase a few more tables and we are waiting on the 24/7 Kiosk, but the project will be completed by the end of May 2024, on time and on budget. We will be planning an opening ceremony at the end of May.

Mobile Library

The Mobile Library remains a strong community identity in the Tweed area. The high usage of the Pottsville location is starting to have a negative effect, as patrons feel they have no time to browse library items because at times it is standing room only. This has resulted in patrons accessing the mobile library at Bogangar and/or other libraries in the Tweed area.

Story Time and Baby Time continue to show strong numbers, while staffing issues are proving challenging under the volume of activity at the Pottsville stop. All other Mobile Library stops continue at a steady pace. The Mobile Library is still receiving requests from other Tweed locations for a stop in their community to be scheduled within the current roster.

Support Services

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