

Richmond Tweed Regional Library

Meeting Notice

A meeting of the Richmond Tweed Regional Library will be held at the Lismore Library on Wednesday, 14 May 2025 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
6 May 2025



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

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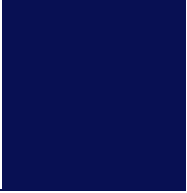
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6. Other Business

7. Next Meeting

Reports/Recommendations



Reports/Recommendations

Subject	Business Manager's Report
TRIM Record No	BP25/272:EF09/74-7
Prepared by	RTRL Business Manager
Item Number	5.1

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 remains the most consistent and growing workplace health and safety (WHS) risk for both staff and patrons at the Richmond Tweed Regional Library (RTRL). Despite the challenges posed with this risk, staff training in this area has continued to increase to support RTRL who continue to demonstrate exceptional skill and professionalism in managing these situations. Patron and staff safety will remain a top priority. In addition to this ongoing concern, the library has experienced some minor damage across its branch network in the period due to ex Tropical Cyclone Alfred; however, this is being managed by our Member Councils property and facility portfolios whilst minimising service disruption.

The following diagram (Figure 1) depicts the incidents in the period, and likewise their location. It is key to highlight workplace health and safety as a core service supported by RTRL's Administrative Council.

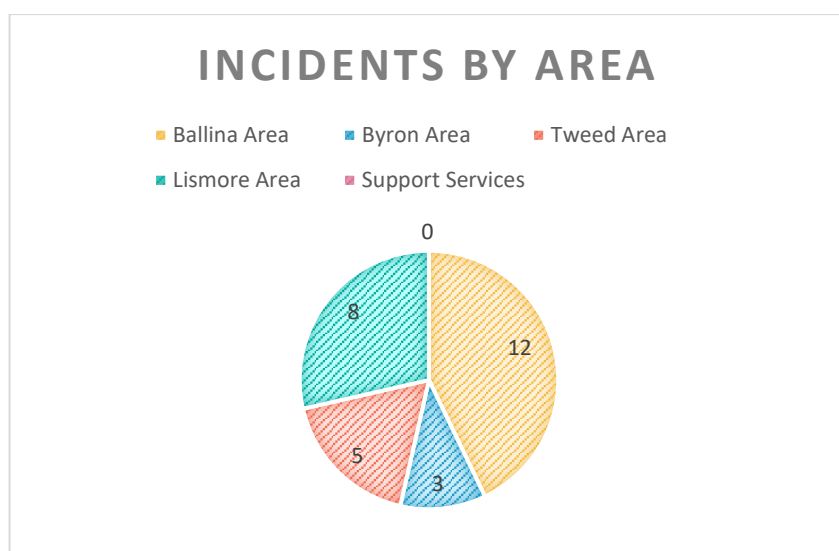


Figure 1 – This table illustrates the number of incidents in the period 1 January to 15th April 2025 inclusive by Member Council

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The RTRL is now advancing efforts to ensure that emergency management plans are effective in protecting staff and patrons. Within the next period, engagement with Member Councils will be key to stress testing these plans for Member Council process and communication alignment.

A proactive approach to regular property and facility maintenance plans with regular periods of review will also be implemented across all branches, with emerging risks carefully assessed and acted upon. Furthermore, RTRL places a high priority on the ongoing training of its team members to ensure they are equipped with the necessary skills and knowledge to manage to compliant workplace health and safety standards.

2. RTRL COMMUNITY SURVEY

The RTRL Community Survey took place online from 14-24 February during Library Lovers' Week celebrations. The Public Libraries Evaluation Network (PLEN) is a nationwide initiative designed to better understand and illustrate the vital outcomes generated by libraries. Libraries that partake in the network use Culture Counts to survey public users of the library. Feedback is collected on library use, performance, personal and community outcomes from public users of the library. The survey enables the library to collect standardised data from internal and external stakeholders across Australia Library and Information Association (ALIA) and International Library Federation Association (IFLA) outcome areas. Through PLEN we are able to compare our performance against these outcomes to other public library services leading to greater insights about the library's impact and performance.

The survey collects two kinds of feedback – community, and internal. The community survey collects feedback on library use, performance, and community outcomes. The internal survey, completed by library staff, Member Council staff, and Councillors, helps us identify where views and expectations are aligned or different to those of the community, providing opportunities for alignment and future service direction.

In total we received 2,051 responses, with 2,006 community survey responses, 33 library staff responses, and 10 responses from Member Council staff and Councillors. Community survey results are provided in the online Snapshot Report which can be viewed on the library website by following this link rtrl.nsw.gov.au/library_survey_results_2025

Survey results as provided in the online Snapshot Report were promising showing areas where our libraries are performing exceptionally well, as well as providing valuable information about areas for improvement and future opportunities for the library service to focus on. The survey had a 95% confidence rating meaning that although there were only just over 2,000 survey responses, these opinions can be considered a reasonable representation of the opinions of the whole population we serve. Notably, 96% of respondents felt that the library was an important place where they live. 94% said they felt safe and welcome using library services. Respondents agreed that the library encouraged them to read, helped them enjoy learning, learn a new skill, and helped them be more creative in their life and work. 69% of respondents felt the library was changing in ways that increased its relevance for them. Areas of opportunity identified in the survey are supporting our community to increase digital skills, literacy, connection, and inclusion; increase opportunities to help people connect and engage with their community; encourage and support spending quality time together for families; and potentially explore opportunities to increase support for job seekers and business owners. With 13% of respondents accessing the library via online services, coupled with RTRL statistics that show year-on-year increasing demand for online resources, strategic focus and further development of an Online Branch may provide increased opportunities to engage and support the community.

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This annual survey is usually undertaken during Library and Information Week around July each year, but due to a competing project in 2024, the survey was moved to February 2025. The RTRL Community Survey will resume a regular delivery pattern in Library and Information Week from 2026.

3. LISMORE LIBRARY REFURBISHMENT TIMELINE

The Lismore Library reopened its main branch on Monday, February 3, 2025, following a three-year disruption to service caused by the 2022 floods. Due to the lease timelines of the shopfront spaces, the library opted for a soft launch in February 2025 to welcome the community back into the refurbished building, with a formal official media and launch event scheduled for May 2025.

The soft launch was intentionally low-profile due to funding agreements; however, community engagement exceeded expectations, with an estimated 500 visitors per day across the first three days. The response from the community was overwhelming, with many active and lapsed library members expressing excitement and affection for the renewed Lismore Library. In the 12 weeks since reopening, the library has recorded an estimated 13,500 visits, significantly higher than initial forecasts. Much of this resurgence has centred on the library as a welcoming space and the expanded collection, funded through generous community donations. Program engagement has also seen stronger than anticipated participation, with increased attendance at early childhood programs, digital literacy sessions, and social connection activities. The library will host its first author event this week, with an expected audience of 70 people, reflecting the community's keen interest in re-engaging with library-led events.

The Executive Council will be informed with notice in advance of the official opening which will include media outlets and local area constituents who have been enthusiastic advocates and supporters of the Library.

4. STAFF UPDATES

RTRL management has been diligently taking steps with all employees to capture training needs in support of their individual development goals. This is the first activity of it's kind for RTRL. These training needs coupled with foundational mandatory training for new starters of RTRL will form the basis of an RTRL training plan that will be rolled out annually.

Training will ensure our employer obligations are met with respect to WHS and procedural compliance. However, beyond this foundation it is the aspiration to provide employees skilling uplift where business capability is needed as well as future proofing employee skills across RTRL for emerging Library management practises.

In December 2024, RTRL launched Employee Development Reviews (EDR). This served to identify and support employees with their short and long-term goals, including ensuring they have the essential tools to succeed in their role and development goals, which in turn positively impacts service to the Community. With the first stage of the EDR now complete, insights have been gained into how RTRL can best plan, invest and budget towards learning and development for the financial year ahead.

With the first stage of the EDR now complete, there are four main areas that have emerged as particular areas of capability and need:

- **In-house training.** This includes Systems, Programs and Events, Marketing and Social Media.
- **RTRL Cross-skilling.** This includes Cataloguing and Acquisitions, Projects, Program development & facilitation.

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- **Online & specific application training.** This includes SLNSW training offerings, Lismore City Council Pulse training, Niche, Microsoft applications and Canva.
- **Formal or specific subject study / training.** This may variously include IT and soft skills, TAFE and University.

Other known areas for training, learning & development:

- **Mental health & behavioural training/support.** Based on Library interactions with aggressive behaviour having increased this supports staff to mitigate and manage risks for themselves and the public. RTRL are undertaking to develop Library specific training and support.
- **Leadership skills.** As workplace and digital environments continue to change, it's essential that RTRL continually equip our leaders with the right leadership skills to evolve with these changes.

The following diagram (Figure 2) provides a snapshot of the training insights as a key focus for RTRL. Majority of these training requirements are supported by the Administrative Council, Gratis, within the services provided by Lismore City Council People and Culture

EDR High Level Insights

Top career goal selections		
1./ Remain in current role	3./ Secondment opportunity	5./ Move sideways (different team or branch)
2./ Develop / expand in current role	4./ Flexible working arrangements	6./ Seeking promotion

In-house training / x-skilling category	Ballina Region Priority	Byron Region Priority	Lismore Region Priority	Tweed Region Priority	RTRL Overall Priority
Systems Staff interest: 91%	<ul style="list-style-type: none"> Monitor Spydus events Microsoft apps 	<ul style="list-style-type: none"> Spydus events Spydus general Microsoft apps 	<ul style="list-style-type: none"> Spydus events Monitor Microsoft apps 	<ul style="list-style-type: none"> Spydus events Spydus general Canva 	Spydus (1./ events, 2./ general refresh, 3./ cataloguing) Microsoft apps (1./ Excel 2./ SharePoint 3./ Teams) Canva (social media & presentation application)
Programs Staff interest: 17%	<ul style="list-style-type: none"> Program development 	<ul style="list-style-type: none"> Children's programs Program development Outreach 	<ul style="list-style-type: none"> Program development Program delivery 	<ul style="list-style-type: none"> Program development Program delivery CE program x-skill 	Children's/youth program development & x-skill Program delivery (presentation & facilitation skills) Outreach & Seniors programs (program development & skills)
Collections x-skill/ projects Staff interest: 16%	<ul style="list-style-type: none"> Cataloguing & acquisitions x-skill 	<ul style="list-style-type: none"> Online collections / databases 	<ul style="list-style-type: none"> Cataloguing & acquisitions x-skill Collection HQ 	<ul style="list-style-type: none"> Cataloguing & acquisitions x-skill Collection HQ 	Cataloguing and Acquisitions project work / x-skill Collections HQ x-skill Online collections & database development
Projects Staff interest: 14%	<ul style="list-style-type: none"> RTRL projects 	<ul style="list-style-type: none"> Tech Team RTRL projects 	<ul style="list-style-type: none"> RTRL projects 	<ul style="list-style-type: none"> RTRL projects Grants 	Project involvement / development skills Tech team working group Grant development skills
Other Staff interest: 12%	<ul style="list-style-type: none"> Displays / expos Readers Advisory 	<ul style="list-style-type: none"> Home Library Displays / expos 	<ul style="list-style-type: none"> Bookable RTRL/role x-skill 	<ul style="list-style-type: none"> Cricut skills Social Media Readers Advisory 	Library display / expo skills & experience Social media development / skills Readers advisory development / skills

Please note: (n= 82 or 100% representation of 73 FTE) Staff interest is highly likely to substantially increase in all areas as we further develop the RTRL training plan & skill building opportunities.

As each team member achieves their goals, RTRL expect to see improved service delivery, innovation, and a greater sense of collaboration across all teams. A stronger, more supported workforce will directly contribute to a more vibrant and dynamic community, allowing us to better serve our patrons and fulfill our mission of providing exceptional library services to the Richmond Tweed region.

5. 2024/ 25 SERVICE LEVEL AGREEMENTS – PROGRESS REPORTS

The Service Level Agreement progress reports for the third quarter of 2024/25, which cover the period from Jan to March 2025, have been compiled and are now available for review. These reports provide a detailed and insightful overview of the progress made during this quarter servicing all Member Councils. They offer a valuable opportunity for the RTRL management team to reflect on the collective achievements and milestones reached across our branches, throughout RTRL, and within the broader library community.

By reviewing these reports, RTRL gains a deeper understanding of the social and liveability value, and positive impact and outcomes being achieved for our communities. Additionally, the reports provide a platform for identifying areas for improvement and future development, ensuring we remain focused on

Reports and/or Recommendations

achieving our long-term objectives and continuing to enhance services and support for communities of our member councils. This reflective process helps to maintain a high standard of performance while fostering a culture of continuous growth and innovation across the organisation.

6. EXECUTIVE OFFICER UPDATE

As part of our ongoing efforts to improve operational efficiency and create greater value for RTRL, the committee's strategic investment in the Executive Officer role has been instrumental in aligning with the RTRL's long term goals. This investment has enabled us to lead and manage a variety of critical projects that not only contribute to our immediate success but also set the foundation for sustainable growth.

Since September 2024, ten key projects have been successfully completed, as compared to seven reported in the previous period. Each of these initiatives has focused on delivering legacy outcomes, improving cost efficiency, and reallocating savings to critical areas within RTRL that require urgent attention. Attached is a detailed overview of these projects and their strategic impact.

During the period successful completion of these projects has led to measurable, long-term improvements in operational efficiency, while also creating opportunities to reinvest savings into areas within RTRL that need additional funding and to ensure RTRL are managing resources in a responsible and sustainable way.

Our Executive Officer has been actively collaborating with key stakeholders within RTRL to review current procedures and processes, ensuring they remain fit for purpose and aligned with our evolving needs.

7. INDEPENDENT REVIEW UPDATE

Roger Henshaw consulting, the successful proponent, met with the RTRL to commence the Independent Review on March 11. As a result, delivery planning has been fully supported by RTRL staff and so far stakeholder engagement has been completed across operations. The RTRL will commit to sharing deliverables with Senior Leadership Group [SLG] members as they are provided and has incorporated independent reviewer updates within SLG sessions for these deliverables and their insights to be shared.

The final report deliverable is expected no earlier than June 30, 2025 which will be provided within an extraordinary meeting anticipated shortly thereafter (see attached report – Request for extraordinary meetings).

Attachment/s

1. [Quarter 3 SLA Report_January to March 2025_Byron](#)
2. [Quarter 3 SLA Report_January to March 2025_Lismore](#)
3. [Quarter 3 SLA Report_January to March 2025_Ballina](#)
4. [Quarter 3 SLA Report_January to March 2025_Tweed](#)

RICHMOND TWEED REGIONAL LIBRARY
Connect. Discover. Escape.

Richmond Tweed Regional Library

Byron Area

Quarterly Service Level Agreement

Progress Report

3rd Quarter
January to March 2025



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

Byron Area

Quarter: 3rd Quarter | January to March 2025

Prepared by: Byron Area Librarian, Stacey Shepherd

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 focussed around six key themes in which RTRL delivers services to the community:

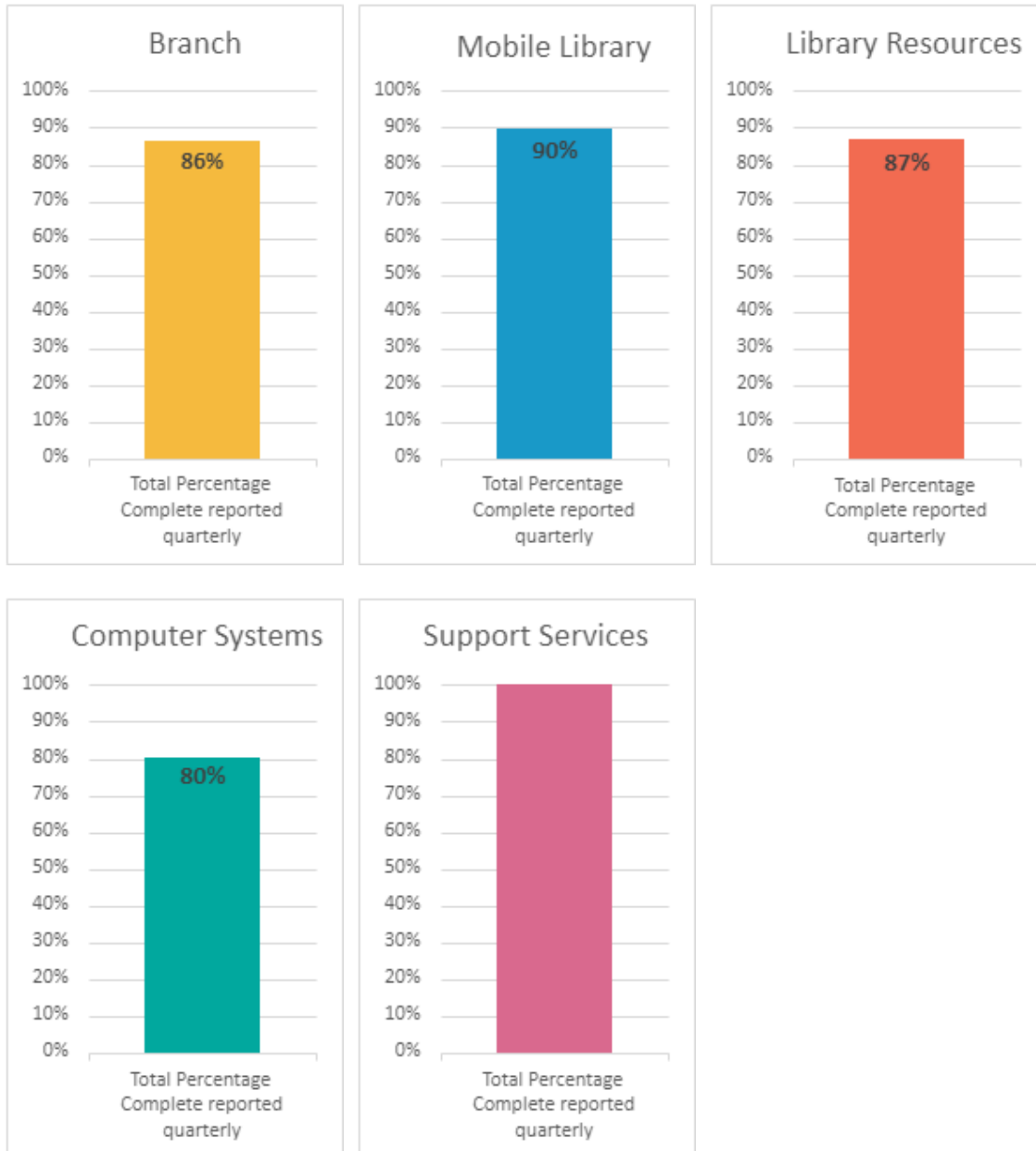
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

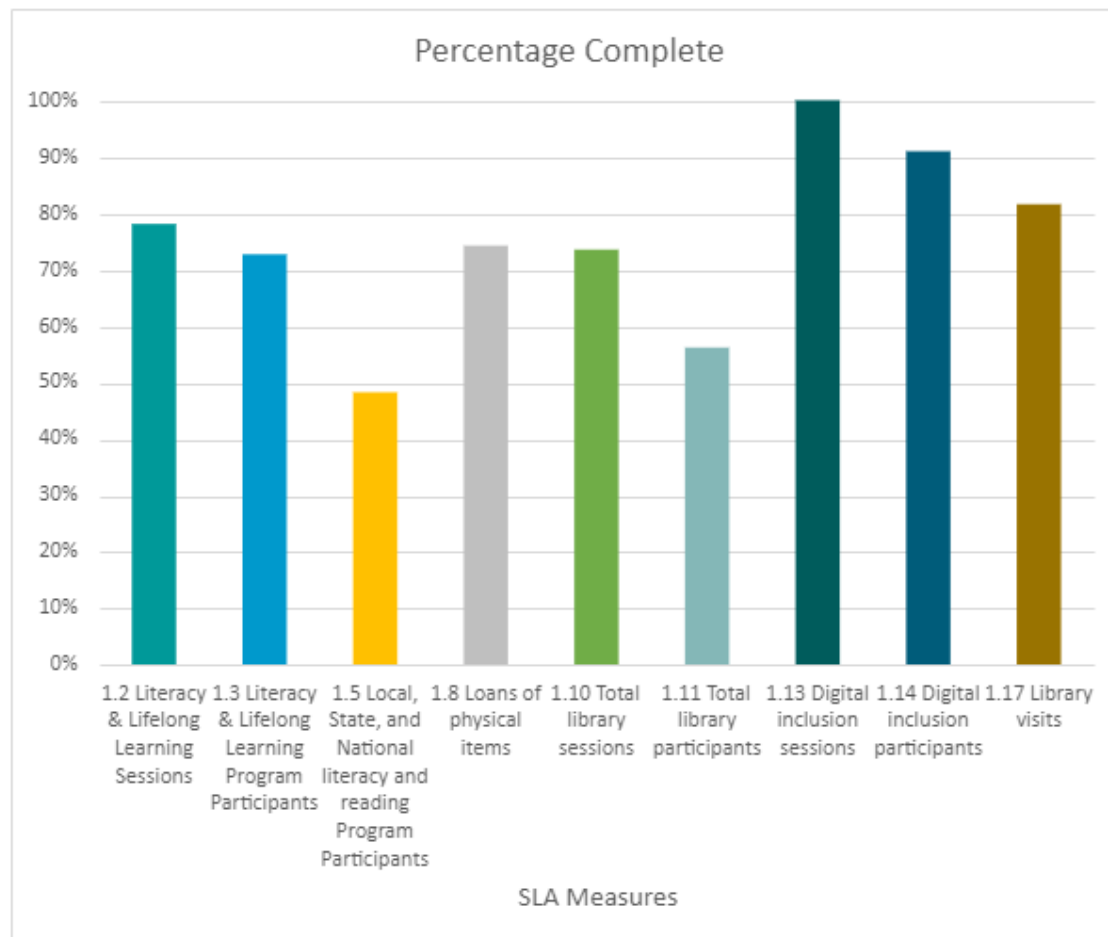
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



Detailed Commentary

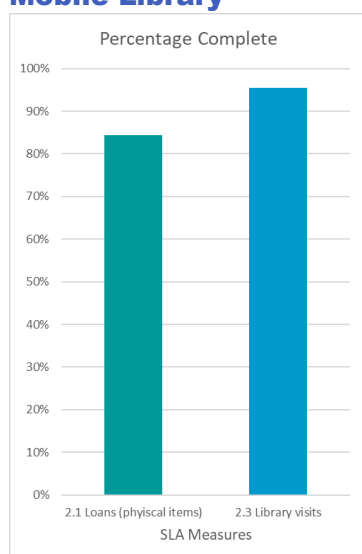
The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the third quarter, therefore targets can be expected to be around 75% of the total annual target. Any large positive or negative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

Branch



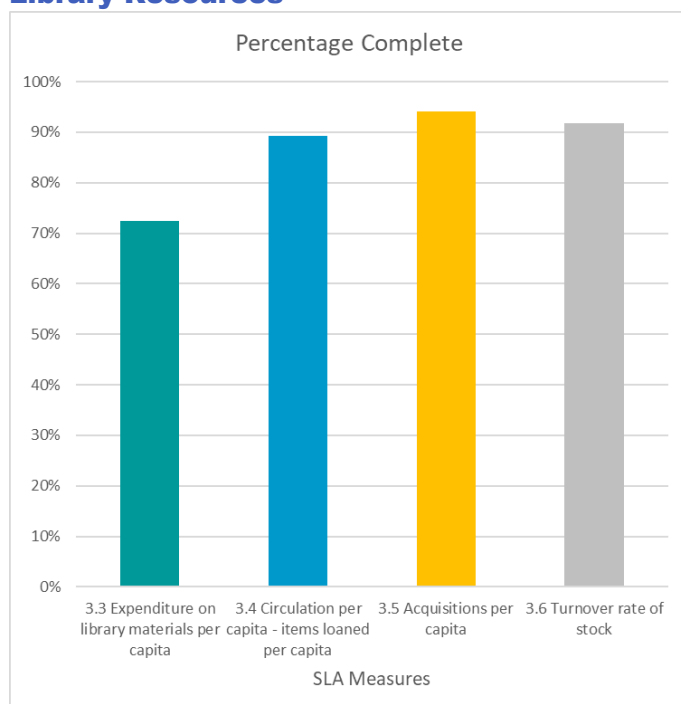
1.5 Local, State and National Literacy program participants is below target. This is due to lower participation numbers in Book Week and Summer Reading Literacy Challenges. Outreach, membership drives and promotion of innovative resources like Story Box Library could boost participation. National Simultaneous Story Time is scheduled for fourth quarter to provide the remaining data.

Mobile Library



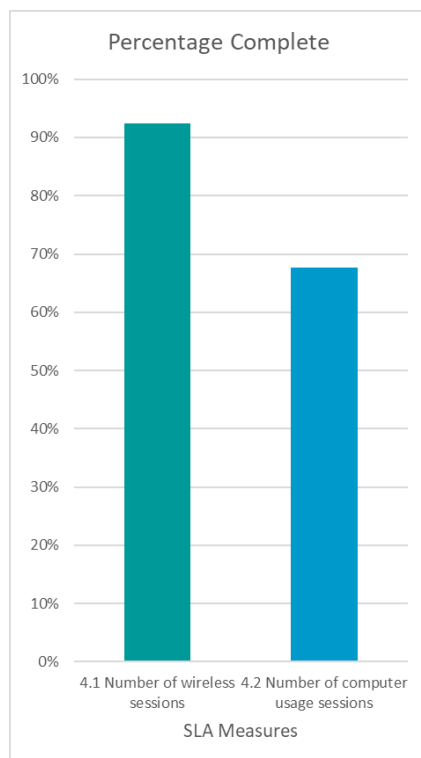
Mobile Library SLA statistics are meeting target at the end of the second quarter.

Library Resources



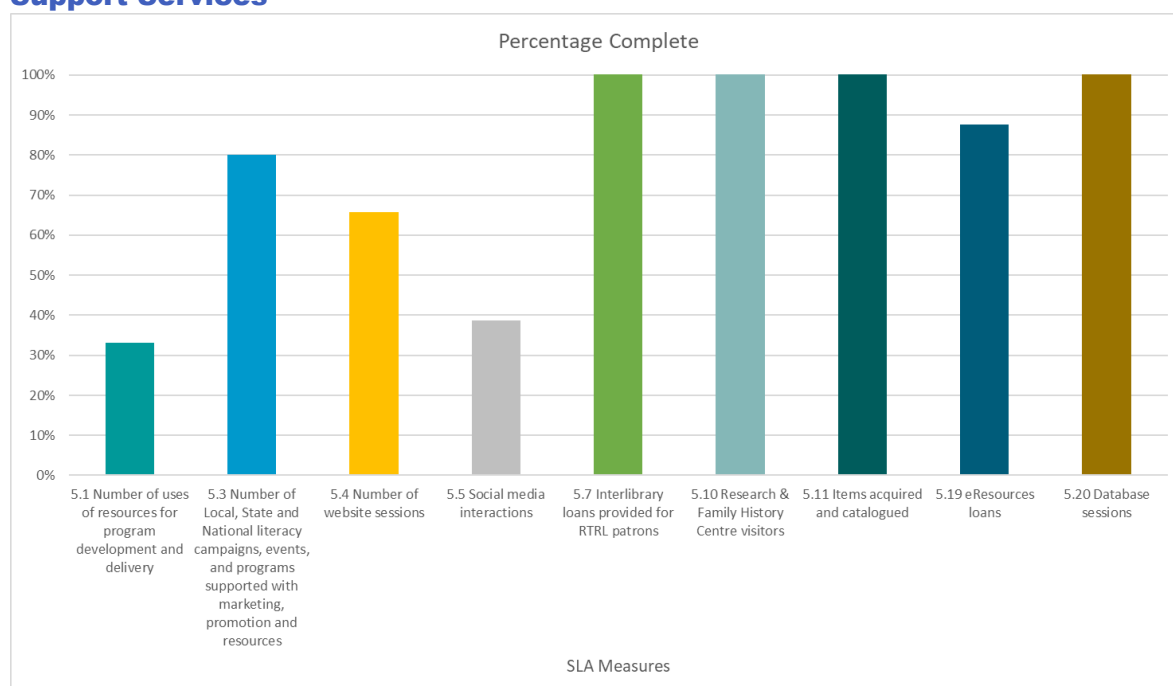
Library Resource SLA statistics are meeting or exceeding target.

Computer Systems



4.1 Our wireless computer sessions have reached 92.37% of the overall target at the end of the third quarter. This tells us that 'Bring your own device' & using the library for internet/work/study is progressively increasing. Evaluating and enhancing the infrastructure to support this usage within our flexible spaces will be important.

4.2 Subsequently, computer usage is down by 25.36% when compared with the same quarter in the previous financial year. Progress toward this target has reached just 67.69% at the end of the third quarter and aligns with an increasing public preference to bring your own device.

Support Services

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

5.1 RTRL Branch Resource Kits remain challenging to access due to the relocation and dispersed locations for staff and resources for Support Services and therefore are less available to support program development and delivery.

5.4 Social media interactions continue to perform below target this quarter in part due to less demand with branches fully operational after COVID-19 closure impacts and lack of staff capacity to fully utilise RTRL's social media platforms. The target will be revised for next year.

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 early 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 first quarter and the target will be reviewed for the 2025/26 SLA.

5.11 The number of items acquired and catalogued is exceeding target due to the extraordinary purchasing of titles in readiness for the re-opening of Lismore branch library.

5.19 Eresource loans have increased on the previous year and the target will be reviewed for 2025/26.

5.20 The annual target for database sessions has been met early. This will be reviewed for the 2025/26 SLA.

Part 2: Additional Commentary

The following provides an account of activities undertaken at the Byron Area Libraries in the 3rd quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

Collections

A comprehensive survey in relation to the local studies collection was completed for State Library NSW. The Statewide response will help identify the support needed for the provision and planning of quality local studies collections in NSW public libraries. The community history collection is aimed at providing materials both historical and current, covering the culture and heritage of the region. Local studies collections are unique in each community and the Byron Branch engage in cooperative arrangements with community members and the historical society for co-creation of local information. Our frontline staff take community history enquiries however, there are challenges to the development of this collection due to resourcing. A volunteer supports collecting and preservation strategies of donated items by creating digital copies of the donated content, however, the survey advocates for a need in the Shires libraries for resourcing, lifecycle digitisation structures, and funding.

NSW Find Legal Answers physical toolkit and displays were updated, a public library collection answering everyday questions about the law.

Collection Maintenance tools were used this quarter to develop and evaluate the collection. Adult Fiction is currently the highest circulating collection in the Byron Shire. Audio book CDs are holding the lowest loan counts across our collection with circulation in 2025, for this collection, returning its lowest ever statistics. The result could be closely aligned to the high quality eresource apps provided by RTRL with more people using eBook and eaudio options in place of the Audio CD. DVD Loans have been closely monitored this year. Mullumbimby Library continue to cater to the highest circulation for this collection returning almost double the amount of loans for DVDs for adults and children when compared to Byron Bay and Brunswick Heads Library. The Shire continues to cater to this need as a reflection of community variation. The highest circulated collections represented under adult non-fiction are currently psychology, cooking, health, horticulture and art. Our junior non-fiction readers are currently reaching for the animals and nature, biology books and medicine as the highest circulating topics for children.

Community Participation

Local facilitators held adult workshops and activities in the libraries this quarter in conjunction with local, state and national special weeks and days. Seniors chair yoga was held at the Byron Bay Library in consultation with a local yoga instructor. The Senior's Festival is an annual NSW Government initiative celebrating the role and contributions of older adults to our local community. Local contemporary artist (Holly English), comic book and zine creator held an alternative adult workshop at the Byron Bay Library for Library Lovers Day (LLD). Participants engaged in the sharing of knowledge and resources through a therapeutic medium for storytelling. This inclusive and accessible event stemming from the annual LLD initiative of the Australian Library and Information association (ALIA), a day to honor libraries, librarians and the valuable role libraries play in communities.

Our branches held ongoing adult programs this quarter. Scrabble club, 2 Book clubs, technology classes, and a textile group. These programs contribute to the community outcomes listed under service offerings of the framework for Australian Public Libraries. The valuable coordination from our frontline for these specific programs builds social capital, creative communities and cultural identity while providing opportunity for people to pursue lifelong learning.

Our branches held book sales. Our libraries periodically hold book sales featuring discarded materials and donated items that are not suitable for inclusion in the collection. Proceeds from these sales support library programs, enhance special events, and contribute to these broader community engagement initiatives.

Learning & Creating

This quarter, the libraries made significant contributions to encouraging borrowing and reading through a variety of engaging activities. During the January school holidays, school holiday activities such as a watercolour workshop, mixed media on canvas, spooky themed Storytime, botanical painting and interactive makerspace opportunities captivated young community members and fostered healthy library habits and development of skills.

Our Junior Book Club continued to provide a welcoming space for children to discuss stories, share ideas, and develop their literacy skills. Additionally, we acquired up to 273 new junior collection items this quarter, ensuring a diverse range of books that cater to different interests and reading levels. These efforts have helped nurture a reading culture among young patrons and strengthen community engagement with the library.

The Mullumbimby High Special Education Group visited the Mullumbimby branch every second Friday, also, the Community Collage engaged two groups in a library tour of the Mullumbimby branch with a focus to physical and digital service offerings. This important community engagement by the library provides our adolescent community with tools and a safe space to read and relax, study and work, collaborate and create.

The Tech Savvy Seniors digital literacy program concluded after a fully booked out program over 16 weeks. Participants benefitted from 1:1 sessions and provided highly positive feedback regarding the patience and expertise displayed by the library facilitator. They reported that they had built their technology skills through this program and were keen for it to be offered in the future.

Library Team

The Byron Area Librarian worked with staff to complete Employee Development Reviews, a mechanism to develop and review short and long-term goals. Branch quarterly planning meetings were held for all branches in March, a forum for planning service offerings over the next quarter. Several short-term recruitment opportunities provided skill development and temporary increase of hours opportunities. One external recruitment supported the onboarding of a new 6 month contracted full time library assistant. A local student has also enrolled to complete their Duke of Edinburgh Award while volunteering for Mullumbimby Library over the next 6 months.

Staff participated in a variety of training derived from our Service Level Agreement, LCC Mandatory frequency set and Professional Development avenues:

Training type	Staff involvement
Service Level Agreement	
Dealing with difficult behaviours (Niche Academy)	All Staff
Mandatory LCC	
Onboarding	New Staff x 2
Phishing / Cyber Security	All Staff
First Aid and CPR training	x 1 Staff
Professional Development	
NSW Public Library Readers Advisory	x 2 Staff
State Library NSW Legal Answers	x 2 Staff
Provide work skill instruction course	x 3 Staff

Sustainability



[Pictured] Young Library Member Zeven Sun enjoys the new Story Time chair at Mullumbimby Library

Friends of the Libraries Byron Shire generously funded the purchase of two new Sassy Story Time chairs for Mullumbimby and Brunswick Heads Libraries. These vibrant, specially designed chairs are set to become the centerpiece of children's storytelling events, creating a welcoming and engaging atmosphere for young book lovers. Friends of the Libraries Byron Shire has long been a champion of our local libraries, supporting initiatives that enhance literacy, accessibility, and community engagement. Their fundraising efforts and passion for fostering a love of books continue to make a lasting impact on readers of all ages across the Byron Shire.

Spaces

New RFID returns chutes were installed at Brunswick Heads branch and Mullumbimby. Each branch required minor reconfiguration of shelving and provided opportunity to explore new ways to display nearby community resources such as community information.

Conditions of entry signs were installed at the entry of each branch. The rules outlined on the signs support branch staff to inform the public on the rules and expectations aligned with the patron behavior policy. The aim is for transparency, reduction of conflicts and misunderstandings while emphasising respectful behaviours towards staff and other community members. Overall, the signs support welcoming, inclusive and well managed spaces.

PowerTag testing was completed throughout the libraries for operational equipment and the staff at Mullumbimby were issued with new security swipe cards for entry into the Council building. Various maintenance works were carried out to maintain the buildings (exterior roof works and graffiti removal at Brunswick Heads; repairs to air conditioners, fixtures to the bi-fold doors in children's program area and reporting of circuitry impacts post Cyclone Albert occurred at Byron Bay; All branches moved to reporting maintenance issues via the 'Report it' platform through the Byron Council website.

Mobile Library

Interactions – not – Transactions.

The Mobile Library continues to be a well-loved fixture in the community, offering our diverse rate payers, access to a wide range of literacy resources while fostering a sense of connection and belonging. While our patrons do enjoy their reading, library events and programs further strengthen community bonds and promote group connections.

Despite losing six operational days this quarter, facing challenges like Cyclone Alfred, road closures due to trees down – weather events, and generator/power outages, the Mobile Library remains a valuable resource for the community. Allow me to share a community unexpected win, 'arriving at Nimbin after a major storm amidst a two-day blackout. The Mobile Library, using its own generator helped power dozens of phones, batteries, and IT devices to help patrons, as well as the usual reading material.'

Story-Time and Baby-Time are library program stayers across all RTRL Libraries but highlighting children literacy in our small communities where access/transport are an issue can be a crucial factor in overcoming the access gap.

Unique events always create interests that enrich experiences for all ages, helping to create a place of belonging.

- With changing climatic conditions, partnering with the Red Cross to deliver Emergency Preparation workshops, we saw children and adults alike participate in making robust emergency preparation plans.
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- Staff utilizing, library data analytics solution - CollectionHQ, helps support skills to develop stock rotations between all branches. Ensure the Mobile Library maintains a continued rotating/fresh library inventory.
- Staff extend even further the Reach & impact - beyond the roster, with visits to pre-schools (Book Week – all year round). Connecting the library with up-and-coming younger patrons, to nurture life-long literacy. These interactions are essential in raising awareness of the resources available to young children and their families.
- Facilitating Tech-Help remains a plus especially with our senior patrons.

By constantly engaging with our audience and adapting to meet their needs, our Mobile Library continues to affect noteworthy progress through the 3rd quarter. Maintaining its status as a community Favorite, though Interaction-not-Transaction

Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, remained closed throughout the third quarter after significant water damage occurred last August. This continued to present challenges for the staff who were dispersed across four temporary work locations. The Research and Family History Centre genealogy collection was relocated from Centenary Drive to the Lismore Library when it re-opened on 3 February.

The Systems and Resources team received expressions of interest from RTRL staff to temporarily fill the vacant positions of Acquisitions Technician (job share), Acquisitions Assistant, and Cataloguing Officer. These opportunities allow branch staff to develop new skills and gain experience outside a customer service role.

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The Systems and Resources team introduced two new working groups in the third quarter. The RTRL Tech Team is to meet every 2 months to share technology and systems information across the branches, and the Legal Champions will meet as needed to manage the Find Legal Answers service.

Five staff from Support Services and Lismore Area were granted free admission to attend the ALIA Information Online 2025: Transformation and Disruption conference. Topics covered over the three days of presentations included Building a Foundation for Indigenous Librarianship, Implementing an Indigenous Cultural and Intellectual Property (ICIP) Protocol at the National Library of Australia, Integrating Sustainability and Innovation, Impact of AI on Sustainability, Upskilling and Preparing Your Team to Implement GenAI Tools, and What Does AI Literacy mean for Australian Libraries?.

The Community Engagement team delivered the RTRE Community Survey this quarter. The survey was conducted during Library Lover's Week, 14-25 February. 2,051 responses were received from the community, library staff, Member Council staff, and Councillors. The survey tool is designed by CultureCounts as part of the Public Libraries Evaluation Network (PLEN) which allows us to compare our data against other library services across Australia. The survey was promoted on the library website and app, social media, through Member Council communication channels, and in branch. Participation was via an online survey, with an option for people to provide a response direct to library staff over the counter or via telephone.

RICHMOND TWEED REGIONAL LIBRARY
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Richmond Tweed Regional Library Lismore Area Quarterly Service Level Agreement Progress Report

**3rd Quarter
January to March 2025**



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

Lismore Area

Quarter: 3rd Quarter | January to March 2025

Prepared by: Acting Lismore Area Librarian, Eloise Bredenhof

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:

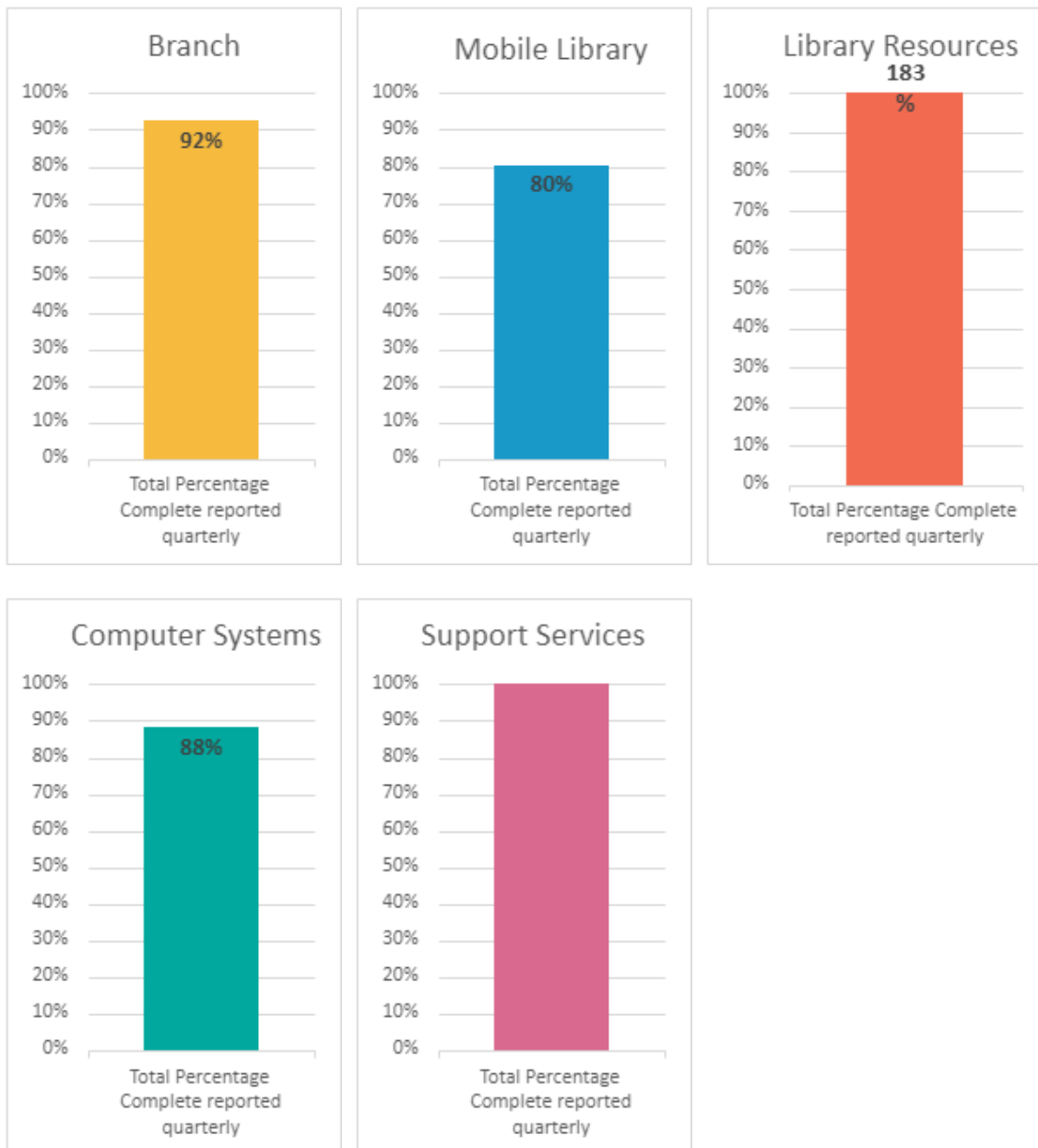
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

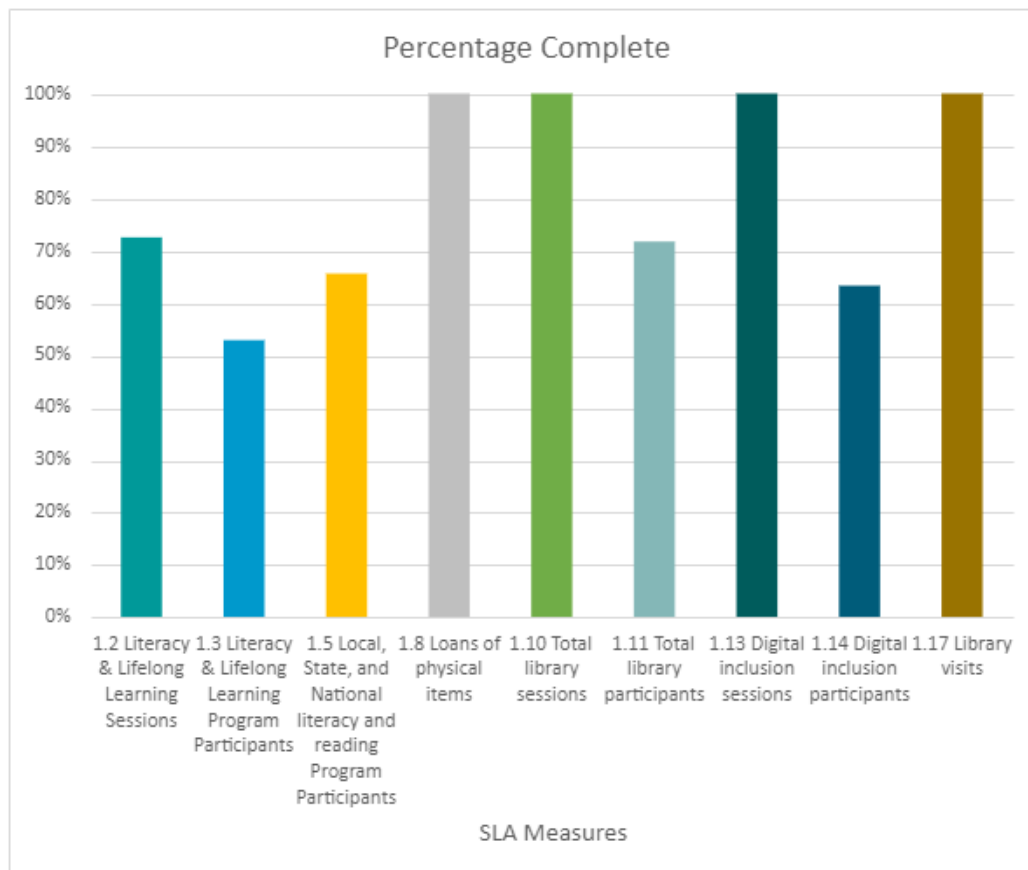
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



Detailed Commentary

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

Branch



SLA targets are primarily positive for the 3rd Quarter and are comparable with Q3 23/24, with some exceptions.

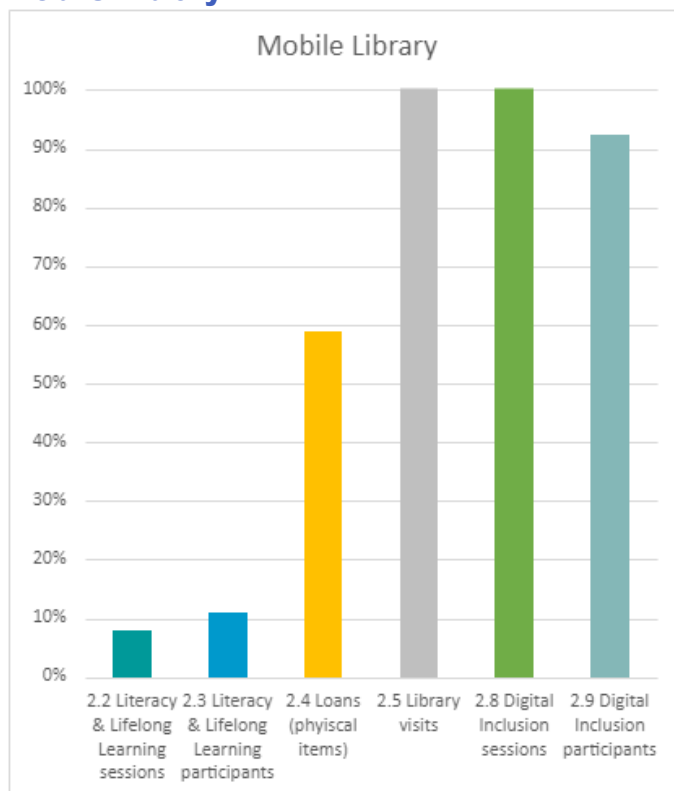
1.2 and 1.3 - Participation numbers were lower than expected. Early Childhood program sessions and school holiday sessions were cancelled during the move between the temporary and permanent library locations, and again during evacuation due to Cyclone Alfred. Targets will be reviewed for the 25/26 SLA.

1.8 - library loans have exceeded expectations, as the collection has increased.

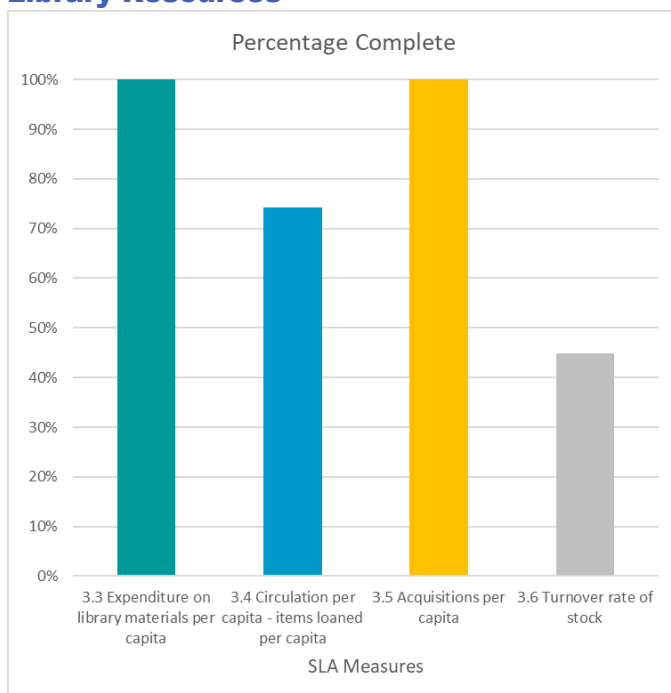
1.14 - Digital inclusion participants have doubled since Q2. Increased engagement with one-on-one tech sessions should see numbers increase in Q4. Targets will be reviewed for 25/26 SLA

1.17 - Library Visits have reached 100% of the annual target during Q3, due to interest generated by Magellan St reopening.

Mobile Library



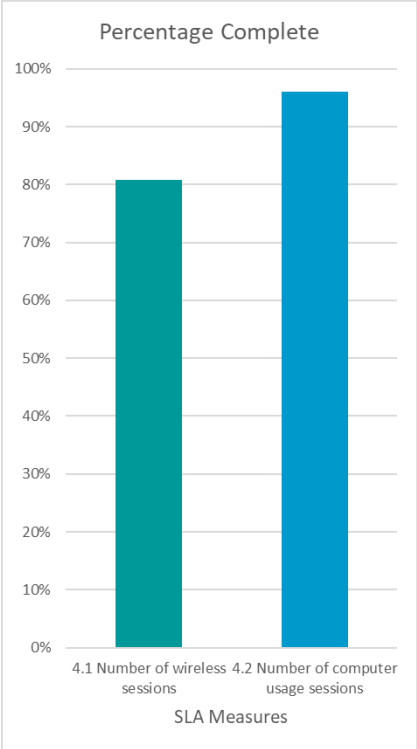
Library Resources



3.3 and 3.5 - a significant number of new acquisitions have been added to the collection for the Lismore Library reopening in February.

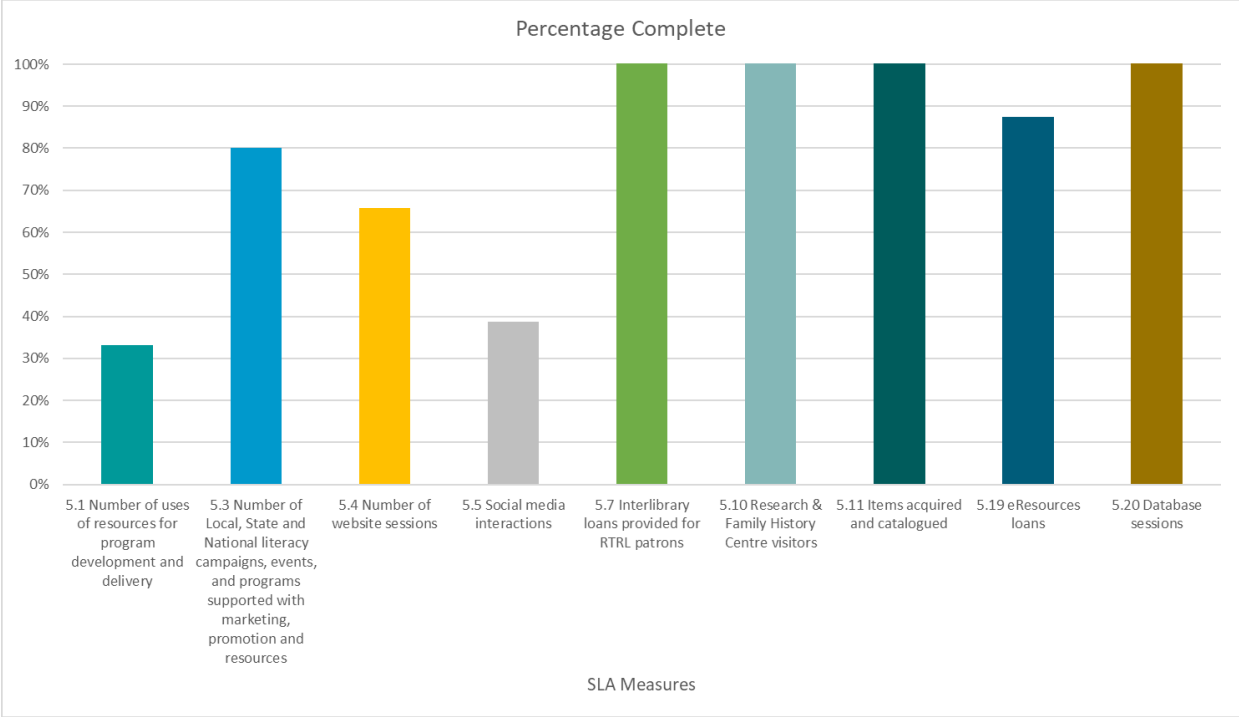
3.6 - Stocktake of the collection was interrupted by the pack up in anticipation of Cyclone Alfred, and movement of parts of the collection as a result. Another stocktake of the collection will occur in Q4.

Computer Systems



4.1 - wireless usage has not kept up with networked sessions due to ongoing issues with wifi delivery during Q3 at Lismore Library. Lismore City Council IT are in the process of resolving these ongoing issues.

Support Services



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

5.1 RTRL Branch resource kits remain challenging to access due to the relocation and dispersed locations for staff and resources for Support Services and therefore are less available to support program development and delivery.

5.4 Social media interactions continue to perform below target this quarter in part due to less demand with branches fully operational after COVID-19 closure impacts and lack of staff capacity to fully utilise RTRL's social media platforms. The target will be revised for next year.

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 early 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 first quarter and the target will be reviewed for the 2025/26 SLA.

5.11 The number of items acquired and catalogued is exceeding target due to the extraordinary purchasing of titles in readiness for the re-opening of Lismore branch library.

5.19 Eresource loans have increased on the previous year and the target will be reviewed for 2025/26.

5.20 The annual target for database sessions has been met early. This will be reviewed for the 2025/26 SLA.

Part 2: Additional Commentary

The following provides an account of activities undertaken at the Lismore Area Libraries in the 3rd quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

Collections

New additions to the collection for Lismore Library have been added as part of the re-opening. Parts of the collection held in storage had their status changed to available, particularly the ANF and DVD collections.

Included in new acquisitions are Decodable Readers, supporting our early learners with learn to read resources comparable with what is in use in public schools.

Weeding of used and out of date titles in both Lismore and Goonellabah, with particular attention to replacing the pre-COVID travel guides with up-to-date titles.

HCS titles have been purchased for Lismore.

Some items still held in storage have been selected for shelving, with a small proportion of donations still waiting to be included into circulation as borrowing rates increase.

The Genealogy and Family History Collection has been relocated to Lismore Library, after being removed from Support Services due to building issues.

Community Participation

With the move of Lismore Pop up and Children's library, only core programs have taken place in Lismore. However, participation numbers for early childhood programs have increased in the new bigger space. Visiting speakers have been included as part of the Senior Social Circle.

Goonellabah has maintained program delivery, as well as hosting the Summer Reading Challenge finale, and January school holiday programs, with solid attendance.

Funding for the Lismore library meeting room has ended, and access to community space is transitioning to Lismore. The Function Room's availability has been pushed back due to Cyclone packdown and catch up flood proofing to the walls. The space will be bookable in the future.

Senior's Festival activities were postponed due to Cyclone Alfred, with events rescheduled for April.

Learning & Creating

Lismore has steady engagement with One-on-One Tech Help and Goonellabah has added a second day each week to support demand.

Byron Writer's Festival Storyboard Writer's group have recommenced classes in Lismore.

Library Team

Lismore Library team members facilitated the pack down of both Children's and Pop-Up library and the set up of the Magellan St location. Shelving was installed and layout changed on the second floor.

New staff workflows and procedures have been put in place at Lismore, and been implemented by staff.

Activation of our Flood Evacuation plan as a result of Cyclone Alfred. Staff removed all items from Ground to first Floor, and returned all items within the week, without the use of the lift.

Staff participated in Fire Warden Training, and Libby ebook training.

Nic Margan took the role of Acting Branch Technician while Victoria Maddock was on leave in February, and initiated contact with the Parliamentary Education team to provide citizenship education for youth in the community.

Eloise Bredenhof took the role of Acting Area Librarian while Michael Lewis is on leave in March and April.

Sustainability

Weeded books were offered for sale in both Goonellabah and Lismore.

The opening of the Lismore Library doubled computer access for public access.

Additional RFID stations were installed on Levels 1 and 2 of the Lismore Library, and the self-serve kiosk has been utilised by patrons.

Spaces

Closure of the Children's and Pop-Up Library Spaces in the Lismore CBD.

Closure of the Lismore Library meeting room in Central Shopping Centre as funding has ceased for this space.

New pod study spaces have been well used after the opening of Lismore Library, as well as increased table and desk space on all levels.

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Despite losing six operational days this quarter, facing challenges like Cyclone Alfred, road closures due to trees down – weather events, and generator/power outages, the Mobile Library remains a valuable resource for the community. Allow me to share a community unexpected win, 'arriving at Nimbin after a major storm amidst a two-day blackout. The Mobile Library, using its own generator helped power dozens of phones, batteries, and IT devices to help patrons, as well as the usual reading material.'

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Richmond Tweed Regional Library
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Ballina Area

Quarterly Service Level Agreement

Progress Report

3rd Quarter
January to March 2025



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

Ballina Area

Quarter: 3rd Quarter | January to March 2025

Prepared by: Ballina Area Librarian, Jackie Birch

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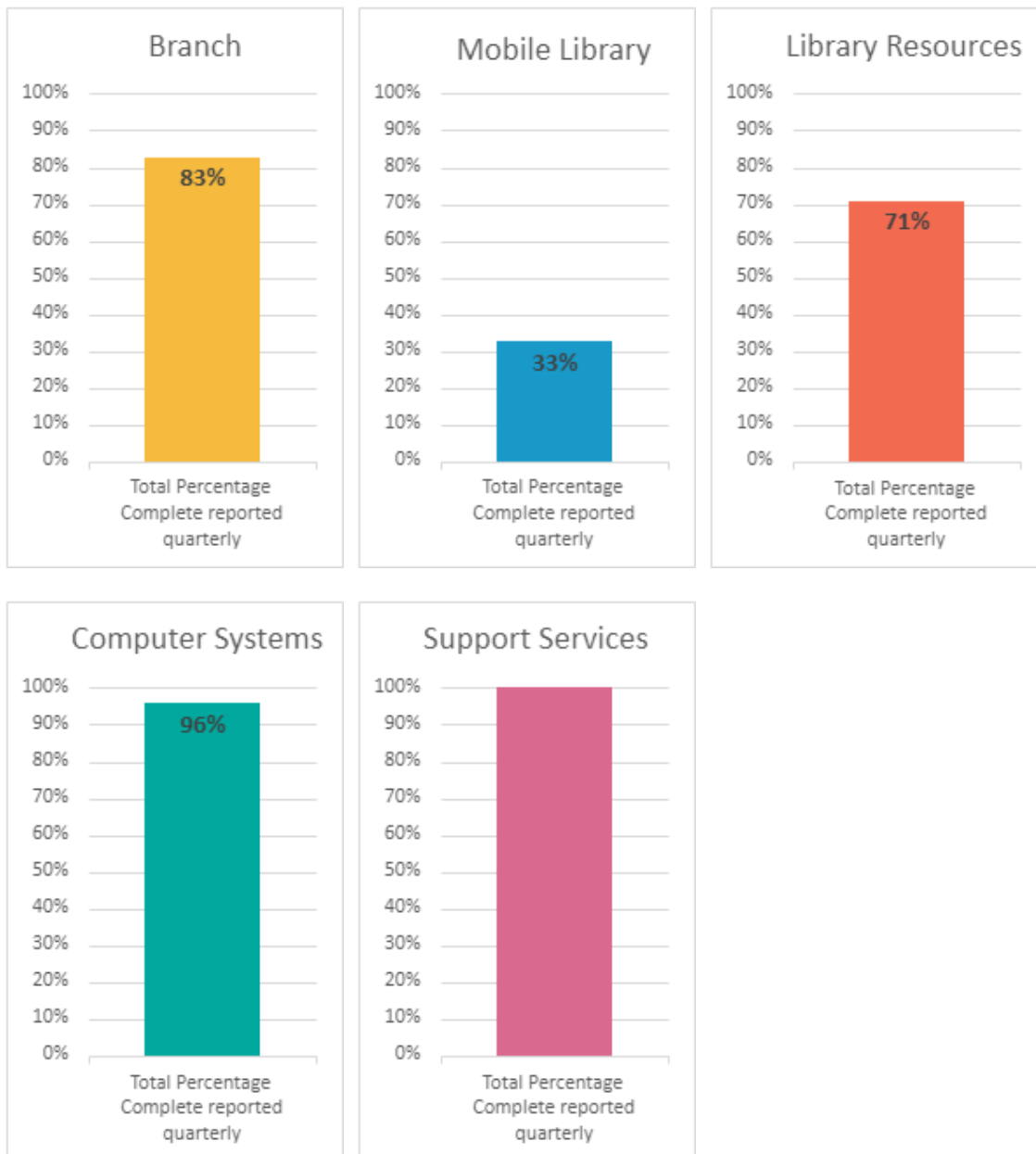
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PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

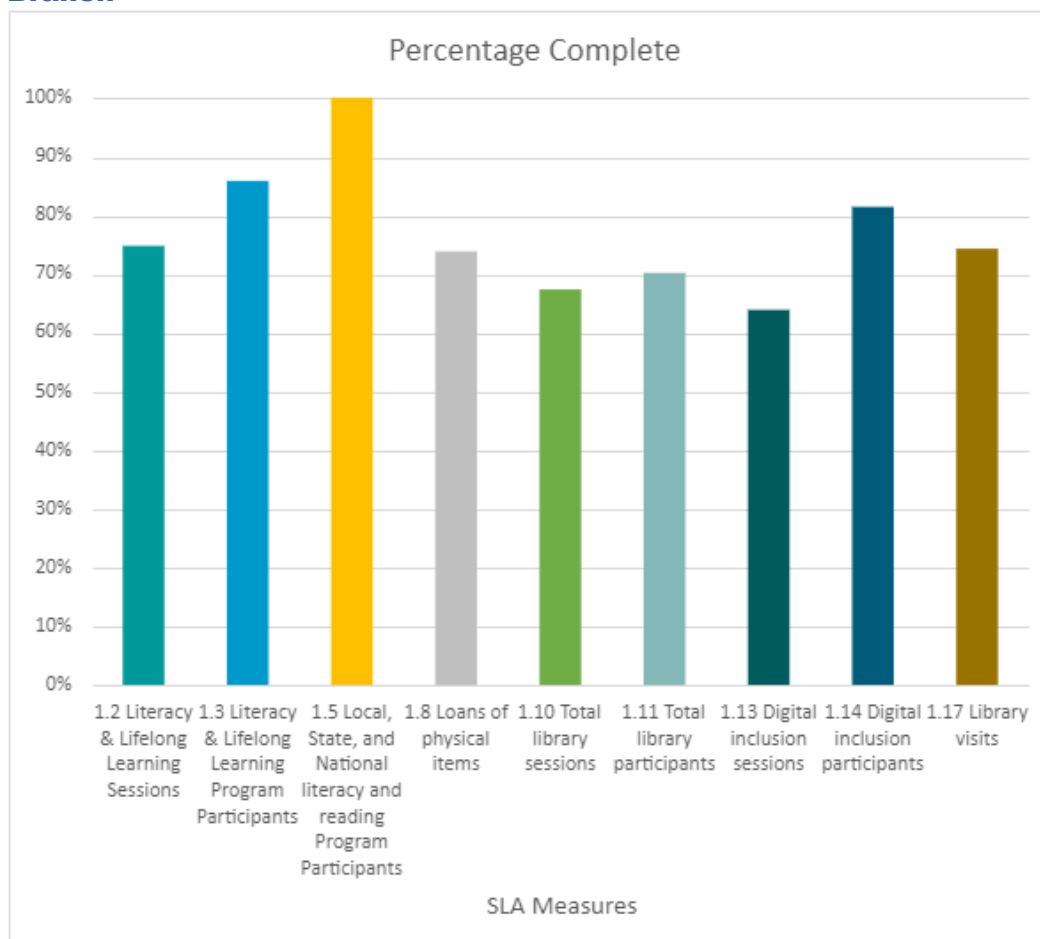
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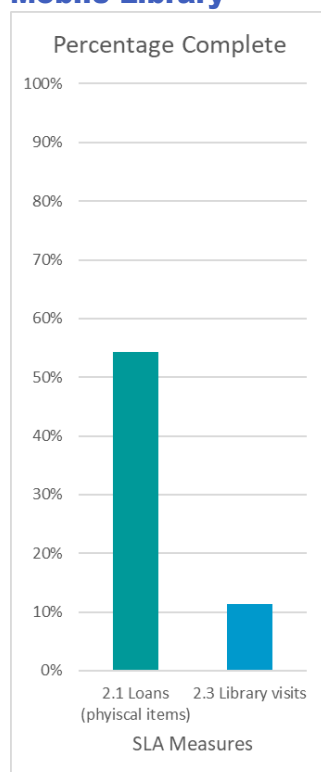


1.3 Literacy & Lifelong Learning Program Participants is well above target, reflecting an increase in Adult Literacy participants.

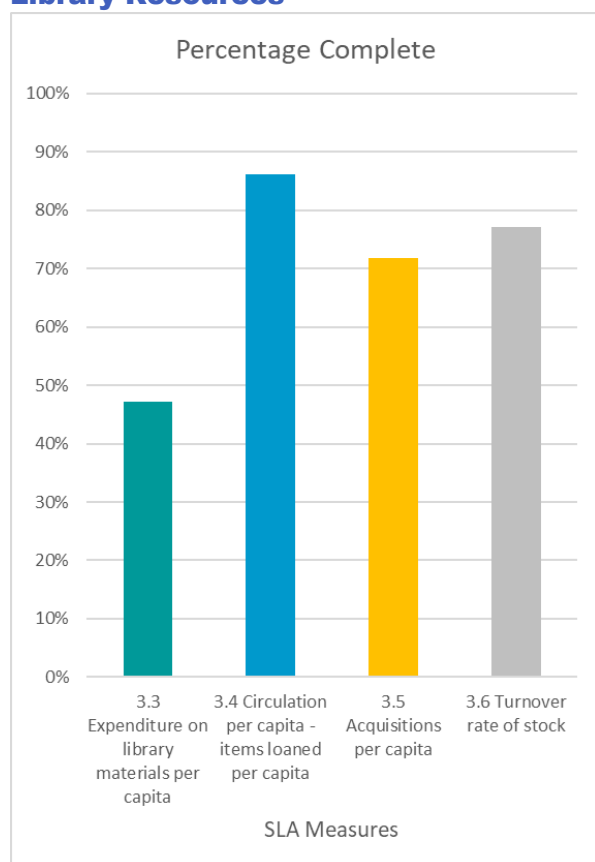
1.5 Local, State and National literacy and reading program participant numbers significantly above target. This is because the majority of these programs fall in the first two quarters.

1.10 & 1.11 Total Library Sessions & Library Participants are slightly below target. This may be attributed to library closure during extreme weather events.

1.13 Digital Inclusion sessions are below target in the 3rd Quarter due to sessions being paused over the summer holidays.

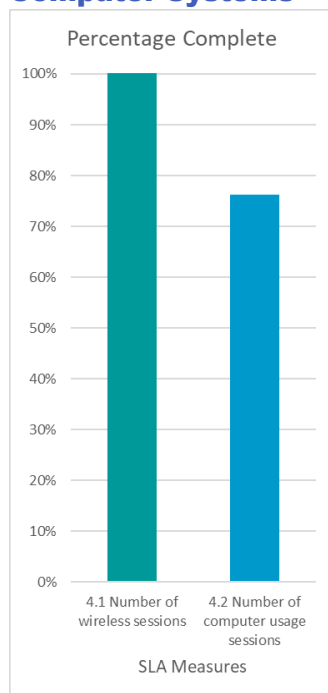
Mobile Library

2.3 Library Visits appear lower than expected due to a past data collection error that created a misleading impression. This target will be reviewed for the 2025/26 SLA.

Library Resources

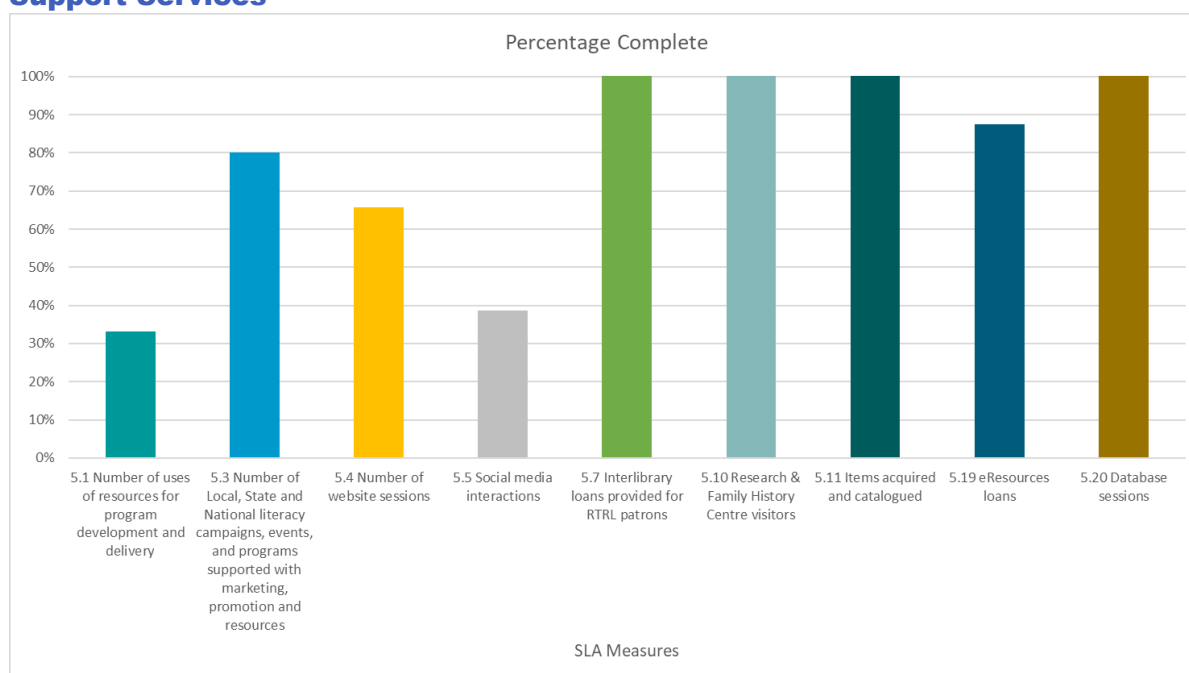
3.3 Expenditure on library materials is lower as purchases are held off prior to the refurbishment of Ballina & Alstonville Libraries.

Computer Systems



4.1 The number of wireless sessions is well above target reflecting the increasing trend of patrons bringing their own devices.

Support Services



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

5.1 RTRL Branch Resource Kits remain challenging to access due to the relocation and dispersed locations for staff and resources for Support Services and therefore are less available to support program development and delivery.

5.4 Social media interactions continue to perform below target this quarter in part due to less demand with branches fully operational after COVID-19 closure impacts and lack of staff capacity to fully utilise RTRL's social media platforms. The target will be revised for next year.

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Part 2: Additional Commentary

The following provides an account of activities undertaken at the Ballina Area Libraries in the 3rd quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

Collections

All Ballina Libraries continue to use Collection HQ to generate detailed collection management reports. In the 3rd Quarter the focus was on Adult Non-Fiction. Adult Fiction continues to be the highest circulating collection across the Ballina Area with Adult Non-Fiction, Picture Books and DVDs also circulating highly. Due to low circulation the Young Adult Talking Book CD collection was removed from Ballina Library. Ballina Library was the last library to hold this collection in the area.

The large book sale in Alstonville is being wound down to prepare for moving later in the year. The book sale has generated a steady income for the Ballina Area since the influx of donated items to Lismore Library in 2022. The team at Alstonville are to be commended for organising the book sale which has seen thousands of items redistributed throughout the community.

The Binge Box collection was relocated from Alstonville to Ballina Library due to lack of interest. Binge Boxes are either Junior or Young Adult Fiction series that are loaned together. They are a particularly popular item during school holidays.

Community Participation

The Summer Reading Challenge (SRC) was highly successful once again with over 160 children participating and 612 reading logs submitted across the Ballina Libraries. The Summer Reading Challenge Finale was wildly successful with around 100 children and their grownups attending. Ballina's very own Wildlife Twins, Sophie & Bridget, entertained children and adults alike whilst educating them about Australian wildlife. The SRC grand prize of a Samsung tablet was won by a young regular library user who was in attendance on the day.

Ballina Library's Social Circle resumed in February and continues to grow in number. Guest speakers in the 3rd Quarter included, Craig Yarrow (Acting Business Manager for RTRL), Mary Richards from BAACI, Councillor Damian Loone (Officer-In-Charge of the Lynette Dawson murder investigation), Dave Harmon (Rotary Club of Ballina-on-Richmond), Steve Whalan (Australian Seabird & Turtle Rescue).

The three library craft groups, Sew Can I at Ballina, Get Crafty at Alstonville and Makerspace Textiles at Lennox Head all had an enthusiastic return this year. Attendees at Alstonville & Lennox Head bring along their own project and enjoy each sharing their skills and knowledge with like-minded people. At Ballina, the group works with donated materials to produce items for local and international charitable organisations. In the 3rd Quarter, Sew Can I produced & donated 28 hats for Bosom Buddies, 250 squares and 7 blankets for Wrap With Love.

Young Queerios returned for a pizza and planning afternoon session in the 3rd quarter with 10 young people enjoying pizza while they made plans for the upcoming year. Young Queerios is hosted by Queer Family and provides a safe space for young LGBTQIA+ people to meet and find support.

Alstonville Library continues to be a hub of the community, providing social events for adults and children. The Duck Creek Wailers continue to meet monthly providing a musical feast for the ears for patrons and staff. The Board Games group continue to meet weekly and have a wonderful time playing a variety of board games.

International Women's Day was celebrated at Ballina Library in the Social Circle with presentations from the female School Captain's from Ballina Coast High School. The School Captain's spoke about the programs they have been participating in and their plans for the future. The attendees were left impressed with the young ladies and commented that our future is in safe hands.

Learning & Creating

A highly successful author talk was held at Alstonville Library by author Craig Semple in the 3rd Quarter. Craig is a former member of the NSW Police Force who has written two books outlining his journey through post-traumatic stress disorder. This event was much appreciated by attendees, many of whom have family serving in the NSW Police Force.

All the Ballina Area Libraries were a hub of activity in the school holidays. Around 600 Children enjoyed the scavenger hunts and activity booklet at Ballina Library. Scavenger hunts have become a much sought after activity in the school holidays with families returning each school holiday to participate in these activities. Children also enjoyed craft workshops during the holidays, creating wind chimes, badges and works of art with coloured sand. The school holidays ended with the wildly popular movie afternoon watching *Wild Robot*. Families brought along comfy cushions and beanbags to enjoy a cinema-like experience on the big screen topped off with delicious popcorn.

It was a colourful school holidays at Lennox Head Library with children participating in several workshops where they created cool, colourful Sand Art and Bag Tags. The fun continued for slightly older children with a Tie-Dying Workshop where children dyed clothing, socks and tote bags.

All branches had displays for Library Lover's Day/Week. Celebrated in February Library Lover's Day encourages the community to celebrate all the things they love about their library.

Tech Savvy Seniors returned after a short break in the 3rd Quarter. This popular program provides one-on-one sessions for seniors to work on one specific issue on their device for 20 minutes. Participants in this program gain valuable skills that allow them to stay connected to the community and government agencies.

Most regular programs were paused during January, resuming in February to much enthusiasm by attendees. Programs included Scrabble Club, Chess Club, numerous in-branch Book Clubs, Baby Time, Toddler Time, Story Time. Toddler Time and Baby Time continued throughout January in Alstonville which was much appreciated by families.

The Story Board Writer's Masterclass returned to Ballina Library in the 3rd Quarter following a hiatus last year. The group is hosted by author Samatha Turnbull where students learn a range of creative writing techniques. Classes cater to children aged 8-12 years and are in high demand.

A weekly Lego Club commenced in Ballina on Thursday afternoons with children of all ages enjoying free play.

Library Team

Following recruitment in the second quarter the new Ballina Area Librarian commenced the role permanently in the 3rd Quarter. The recruitment for a Branch Technician was held in the 3rd Quarter with the successful applicant commencing in early April. I thank the team members who took on higher duties and extra hours while the recruitment took place. One long term Library Assistant requested a transition to retirement.

The Area Librarian and two Branch Technicians participated in Fire Warden Training in the 3rd Quarter. The training was the first in-person training for Fire Wardens for some time and was greatly valued by attendees.

Branch Technicians participated in Collection HQ training in the 3rd Quarter. This software allows our team to create detailed collection management reports. Attendees learned about new features, that will assist collection management decisions particularly in the area of Diversity, Equity and Inclusion.

Employee Development Reviews (EDR) took place in the 3rd Quarter. The EDRs have been invaluable in providing the Management Team with an insight into training needs, retirement plans and aspirations for our team members.

The Ballina Area hosted a TAFE NSW student who is completing the Library & Information Services Diploma. The student spent time at each Ballina Area library, participating in pre-school programs, collection management and the Premier's Reading Challenge update project.

One Ballina Library Assistant continues to participate in the Banking Review which is led by the Executive Officer. This review has assisted our banking processes to become more efficient.

Sustainability

The impacts of Tropical Cyclone Alfred were felt in the Ballina Area with some team members being unavailable due to family commitments related to the cyclone and lack of access due to flood waters. The libraries were closed for six days during this time which has impacted library visits and programs.

Ballina Library experienced an unplanned temporary closure due to a burst water pipe for one day in the 3rd Quarter. Ballina Shire Council staff were on site quickly to fix the issue and restore water to the building.

Electrical items in Lennox Head and Alstonville were tested and tagged in the 3rd Quarter.

Spaces

Works began at Ballina Library to install secure doors to the workroom space in the 3rd Quarter. This work will give staff a safe space to retreat to in the event of an incident. Ballina Shire Council staff have been very considerate of library patrons, conducting the noisiest work outside of business hours.

Ballina Library has seen an influx of tradesmen in the 3rd Quarter, quoting on flooring and painting as part of the Infrastructure Grant. The Area Librarian and two Branch Technicians meet regularly with Ballina Shire Council staff to plan the Infrastructure Grant refurbishment and the rebuild of Alstonville Library.

Alstonville Library were fitted with a new air conditioner. All branches receive regular maintenance to air conditioners.

Mobile Library

Interactions – not – Transactions.

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Despite losing six operational days this quarter, facing challenges like Cyclone Alfred, road closures due to trees down – weather events, and generator/power outages, the Mobile Library remains a valuable resource for the community. Allow me to share a community unexpected win, 'arriving at Nimbin after a major storm amidst a two-day blackout. The Mobile Library, using its own generator helped power dozens of phones, batteries, and IT devices to help patrons, as well as the usual reading material.'

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- With changing climatic conditions, partnering with the Red Cross to deliver Emergency Preparation workshops, we saw children and adults alike participate in making robust emergency preparation plans.

- working with Re-Kindling the Spirit - help connect First Nation people with health programs, which is enhancing Indigenous health outcomes.
- Staff utilizing, library data analytics solution - CollectionHQ, helps support skills to develop stock rotations between all branches. Ensure the Mobile Library maintains a continued rotating/fresh library inventory.
- Staff extend even further the Reach & impact - beyond the roster, with visits to pre-schools (Book Week – all year round). Connecting the library with up-and-coming younger patrons, to nurture life-long literacy. These interactions are essential in raising awareness of the resources available to young children and their families.
- Facilitating Tech-Help remains a plus especially with our senior patrons.

By constantly engaging with our audience and adapting to meet their needs, our Mobile Library continues to affect noteworthy progress through the 3rd quarter. Maintaining its status as a community Favorite, though Interaction-not-Transaction

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The Support Services building located at 6 Centenary Drive, Goonellabah, remained closed throughout the 3rd Quarter after significant water damage occurred last August. This continued to present challenges for the staff who were dispersed across four temporary work locations. The Research and Family History Centre genealogy collection was relocated from Centenary Drive to the Lismore Library when it re-opened on 3 February.

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The Community Engagement Team delivered the RTRL Community Survey this quarter. The survey was conducted during Library Lover's Week, 14-25 February. 2,051 responses were received from the community, library staff, Member Council staff, and Councillors. The survey tool is designed by CultureCounts as part of the Public Libraries Evaluation Network (PLEN) which allows us to compare our data against other library services across Australia. The survey was promoted on the library website and app, social media, through Member Council communication channels, and in branch. Participation was via an online survey, with an option for people to provide a response direct to library staff over the counter or via telephone.

RICHMOND TWEED REGIONAL LIBRARY
Connect. Discover. Escape.

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

**3rd Quarter
January to March 2025**



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

Tweed Area

Quarter: 3rd Quarter | January to March 2025

Prepared by: Tweed Area Librarian, Alana Choice

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:

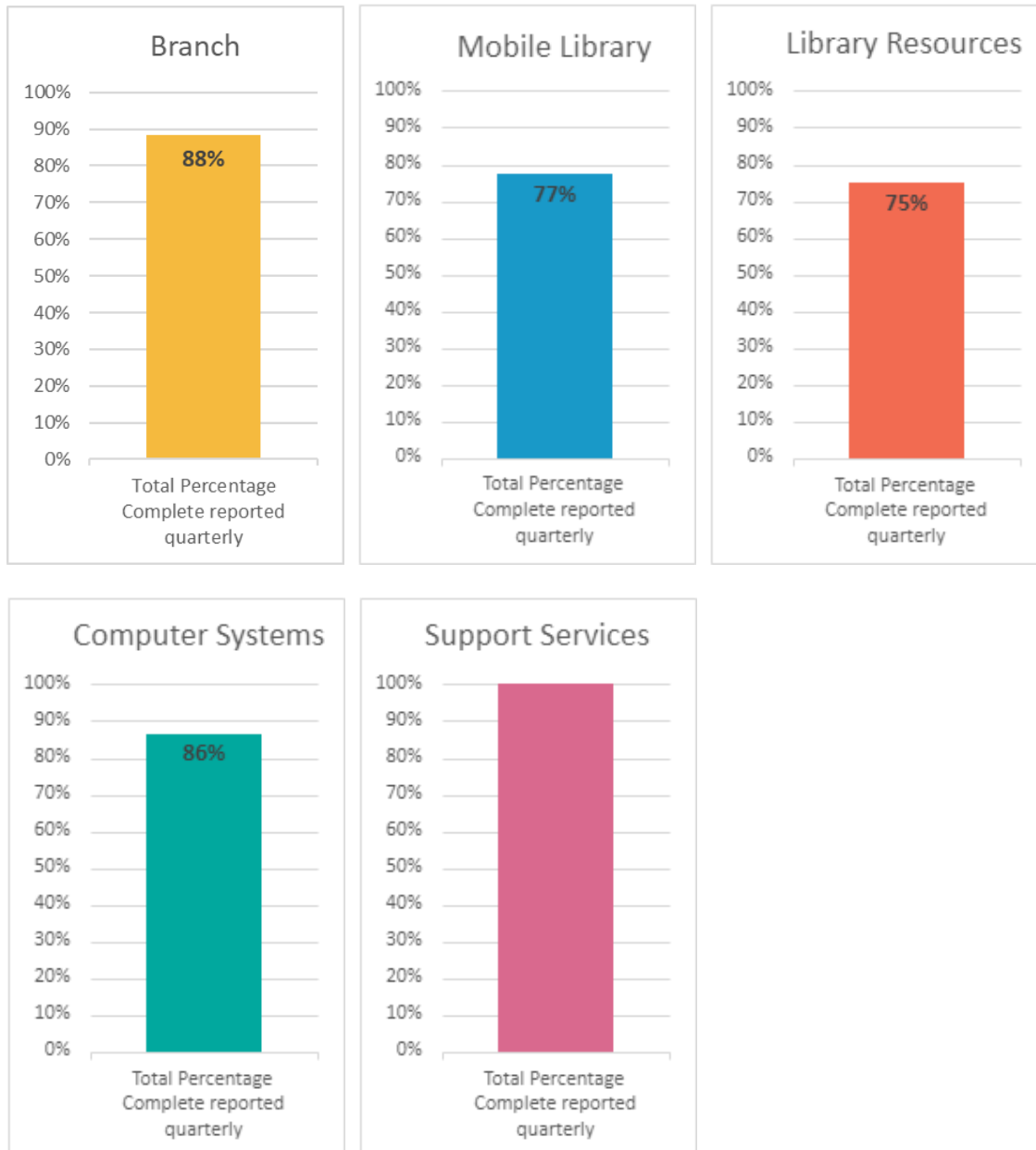
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

PART 1:

Service Level Agreement Target Performance

Target Performance Dashboard

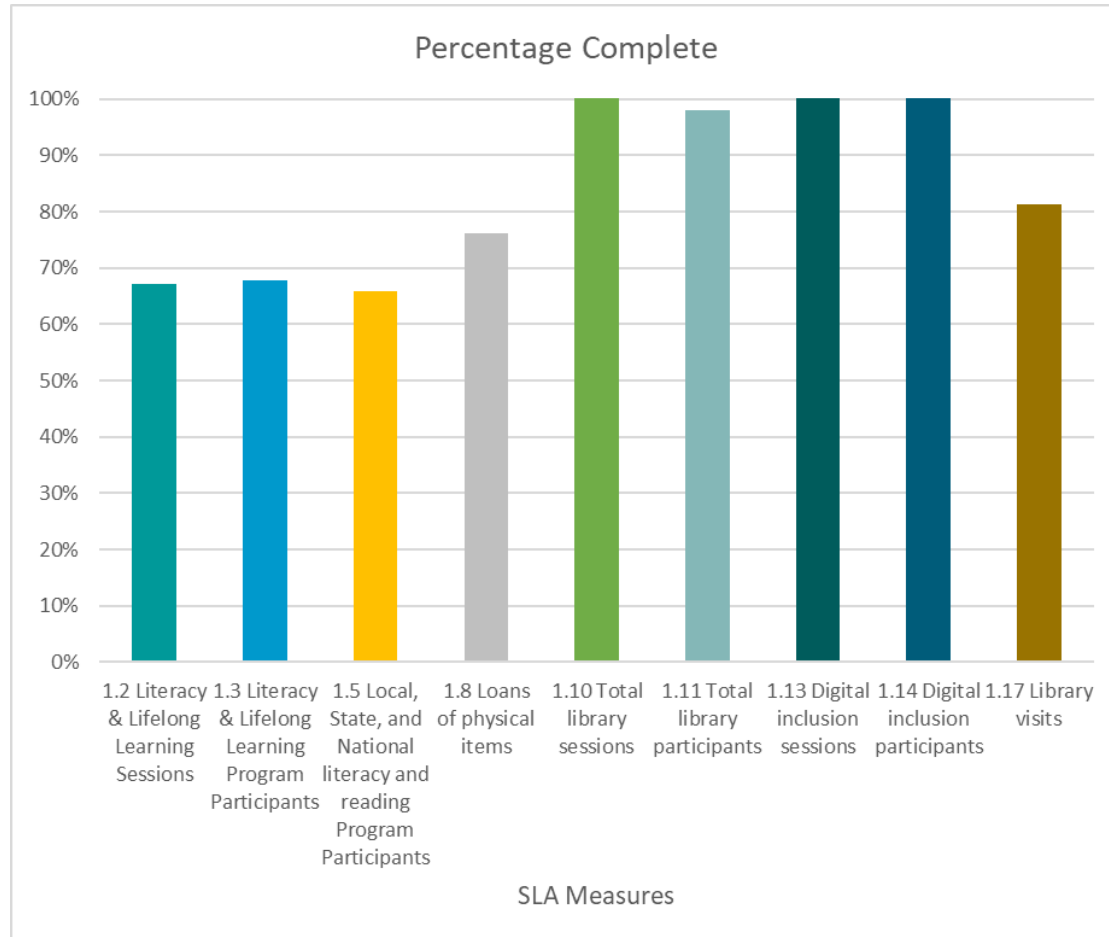
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



Detailed Commentary

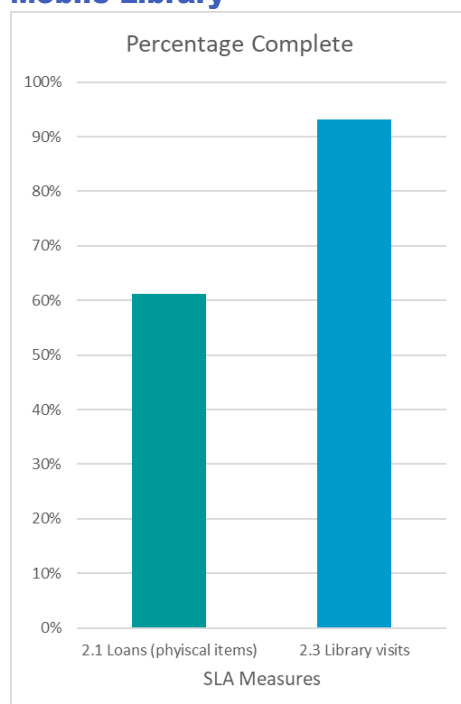
The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the third quarter, therefore targets can be expected to be around 75% of the total annual target. Any large positive or negative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

Branch

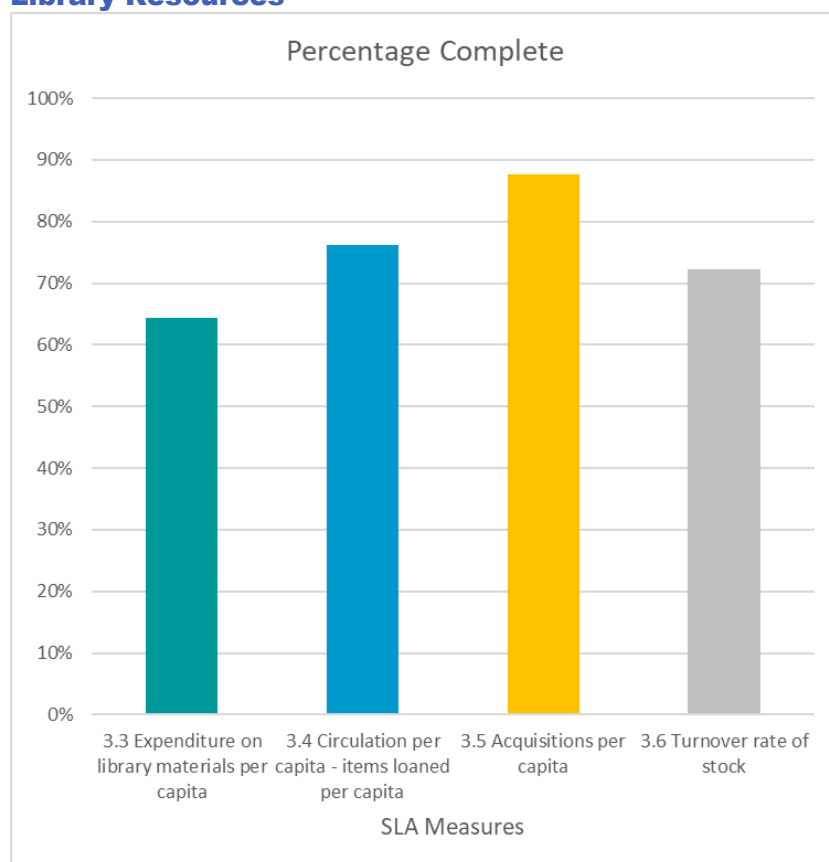


1.2 Literacy and Lifelong learning sessions are slightly below target for this quarter, but comparable the same quarter last year. Reflective of pause on Baby Time and Story Time core weekly sessions during January school holiday period as well as program cancellations during Cyclone Alfred closure period.

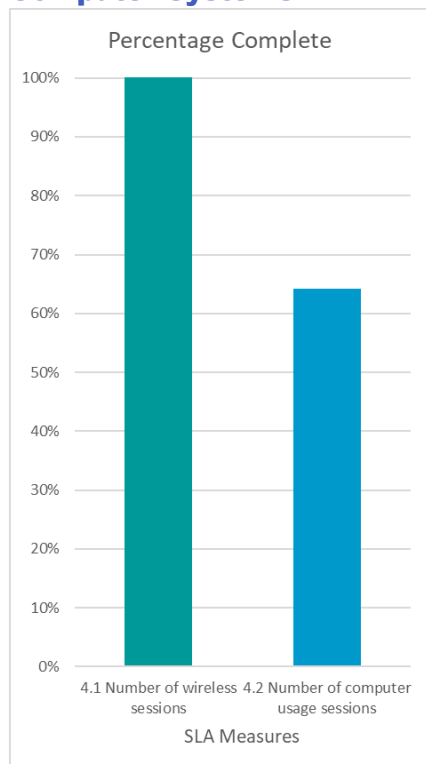
1.5 Local, State and Nation literacy below target, owing greatly to a Summer Reading Challenge participation rate almost 40% lower than the previous year. Staff feedback suggests that online only registration may have inadvertently created a barrier or reluctance to participation.

Mobile Library

2.1 & 2.3 Mobile Library lost six operational days this quarter, due to Cyclone Alfred, road closures, weather events, and generator/power outages. Resulting in 6 missed stops in the Tweed Area in March. SLA targets will be reviewed for 2025-26 planning.

Library Resources

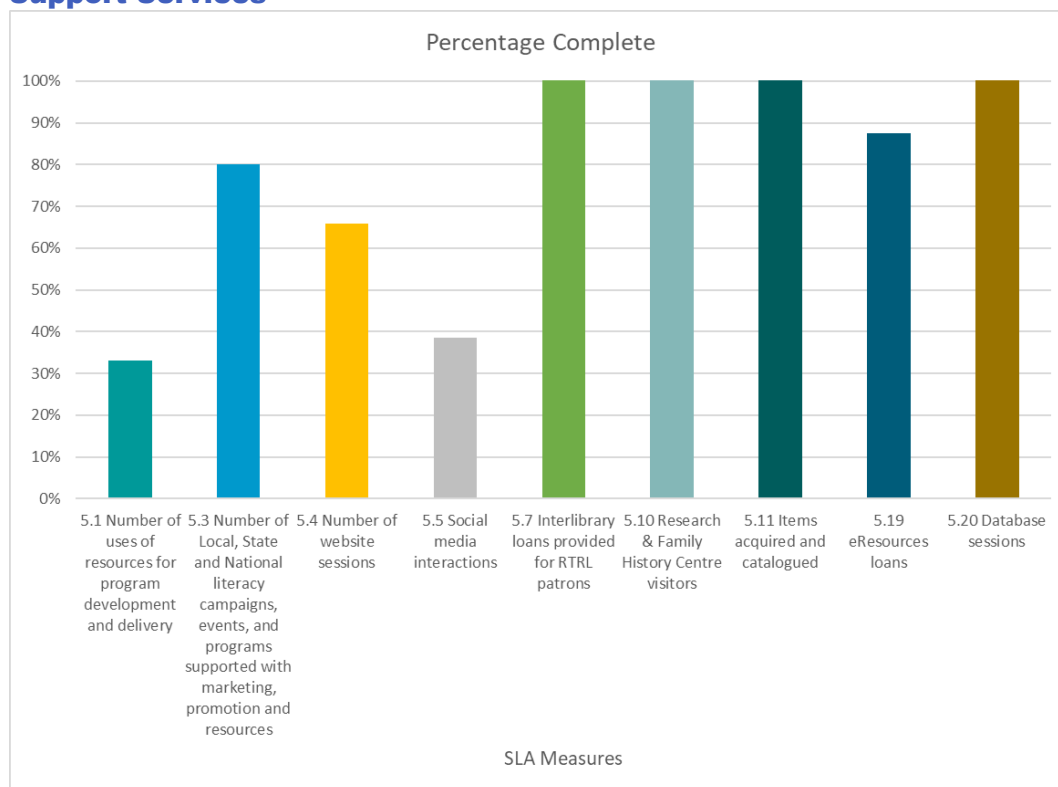
Computer Systems



4.1 Number of wireless sessions continues to exceed targets at the end of the second quarter.

4.2 Negative tracking on number of computer usage targets continues to reflect the ongoing trend in customer preference for use of own device for printing and wireless access.

Support Services



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

Richmond Tweed Regional Library

6

5.1 RTRL Branch Resource Kits remain challenging to access due to the relocation and dispersed locations for staff and resources for Support Services and therefore are less available to support program development and delivery.

5.4 Social media interactions continue to perform below target this quarter in part due to less demand with branches fully operational after COVID-19 closure impacts and lack of staff capacity to fully utilise RTRL's social media platforms. The target will be revised for next year.

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 early 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 first quarter and the target will be reviewed for the 2025/26 SLA.

5.11 The number of items acquired and catalogued is exceeding target due to the extraordinary purchasing of titles in readiness for the re-opening of Lismore branch library.

5.19 Eresource loans have increased on the previous year and the target will be reviewed for 2025/26.

5.20 The annual target for database sessions has been met early. This will be reviewed for the 2025/26 SLA.

Part 2: Additional Commentary

The following provides an account of activities undertaken at the Tweed Area Libraries in the 3rd quarter. Commentary is provided based on the six key strategic plan themes, along with Support Services and the Mobile Library.

Collections

- The trial of the Kingscliff Library Read-a-long collection concluded this quarter, after running from 8 October 2024 – 31 January 2025. Borrower survey results include:
 - 92.9% of borrowers enjoyed their Read-a-long loans,
 - 100% of patrons surveyed want to see more titles added to the collection,
 - 85% of the feedback received during the trial was positive, with most of the remaining feedback indicating resolvable issues.

Following the report presented to the RTRL Management Team, the trial will be expanded to include all libraries in the Tweed Area (using funds allocated in the 2024/25 LPG) as well as any other Areas wishing to opt in.

- Junior collection updated to align with 2025 Premier's Reading Challenge (PRC) List. Library catalogue updated to reflect the PRC status for newly added and existing titles. Record updates ensure titles are easily identified when searching the collection via the catalogue. Items were also labeled with PRC stickers to make identifiable when browsing the shelves.
- Tweed Heads Library selected to house the Finding Legal Answers collection in the Tweed Area.
- In February we updated the Tweed Area procedure for ordering and rotating our Quick Reads titles. 3 copies of each title purchase are now rotated between the three Tweed Area libraries on an 8-week cycle. This change ensures customers at each branch have access to a greater variety of "in-demand" titles while increasing the number of titles purchased into this collection from JBO and local bookseller QBD. Process to be reviewed in 6 months to monitor impacts on targets 3.3 Expenditure on library materials per capital, 3.4 Circulation per capita and 3.6 Turnover rate of stock.

Community Participation

- Across the Tweed Area locations there were 28 Baby Time sessions with 659 attendees and 21 Story Times programs with 149 attendees, including a NSW Grandparents Day story time and morning at Kingscliff library provided with a grant received from the NSW Department of Communities and Justice.
- Tweed Heads hosted 8 Chair yoga sessions with 187 participants. These Chair and Namaste Yoga session ceased this quarter, with the resignation of Nadine Drew. In addition to being a library assistant, Nadine was a qualified yoga instructor who lent her skills to offer the yoga sessions over the years in the Tweed Area. These sessions will be missed by many Tweed patrons, and we are currently exploring alternative programs to offer the senior demographic.
- The Tweed Heads Chess Club held 12 sessions and 127 participants, Crafty Mondays 11 sessions with 149 participants.
- 5 Discovery Times sessions with 60 participants and 8 Junior Chess meetups with 27 participants were held at Tweed Heads library this quarter. The reduced number of sessions due to the session pause during the December/January school holidays.
- Home Library Service was provided by each of the Tweed Area Libraries on 2 dates each this quarter. With a total 86 individual and 5 institutional member deliveries made.
- Collection Displays at the Tweed Area Libraries this quarter included: Murwillumbah Library's BorrowBox Instagram display competition - www.instagram.com/reel/DGMRKDipaJI, Hungry for a good read, Back to school, Staff Favourites & Share the Library Love (Library Lovers Day), International Women's Day, Retro Reads, Most Popular books of 2024, Mythical Creatures, Just One Word (book titles), Slim Pickings (small books), Dr Seuss and Japanese Authors.
- Justice of the Peace services provided to 22 patrons at Tweed Heads Library.
- Bili Kids preschool visited the Tweed Heads library. With 18 students attending a story time and library orientation. The preschool loved their library experience so much they have created an institutional membership and are planning another visit later in the year.

- Summer Reading Challenge concluded at the end of January. The Tweed Area had a total of 66 participants register online via the website, who submitted a total of 132 Reading Logs. 15 winners were awarded a book prize of their choice in the Weekly Winner prize draws and 1 lucky participant won the Area's major prize of a Samsung Tablet at the Summer Reading Challenge Party at Murwillumbah Library.

Learning & Creating

- January School Holiday Activities:
 - Tweed Heads Library
 - Beeswax Wraps Workshop in partnership with Tweed Shire Council and NE Waste - 24 participants
 - 3 Nintendo Switch Gaming sessions – 21 participants
 - Fairy Story Time – 30 participants
 - Beach Story Time - 19 participants
 - STEM Workshop: Bridge Building – 20 participants
 - Kingscliff Library
 - Story Time in the Park - 12 participants
 - Tie Dye Workshop - 16 participants
 - Wand Making Workshop - 10 participants
 - Beeswax Wraps Workshop in partnership with Tweed Shire Council and NE Waste - 30 participants
 - STEM Workshop: Bridge Building - 16 participants
 - Magical Creatures Crafts drop in sessions – 106 participants
 - Murwillumbah Library
 - Summer Reading Challenge wrap up Party – 40 participants. Attendees enjoyed a Magic Show and balloon animals, face painting, music, Switch Gaming and party food.
 - Beeswax Wraps Workshop in partnership with Tweed Shire Council and NE Waste – 35 participants
 - Summer Story Time – 18 participants
 - STEM Workshop: Bridge Building - 16 participants
 - Board Game drop-in sessions – 98 participants
 - Lego Free Play drop-in sessions - 112 participants
- Murwillumbah Library hosted 2 Writers partnerships this quarter.
 - Seniors Card Short Story Writing workshop with Seniors Card and the Fellowship of Australian Writers NSW – 8 participants
 - Senior students Storyboard Masterclass presented by Melaina Faranda with Byron Writers Festival - 3 workshops, 44 Participants.
- Seniors Festival Events.
 - Welcome to Ancestry Library Edition held at Tweed Heads and Kingscliff Libraries. Despite rescheduled sessions due to Cyclone Alfred, staff presented 4 sessions with 4 participants.
 - Kingscliff Library also hosted 6 participants at a Book Club Meet & Greet in collaboration with SLNSW using literacy mocktail cards.
 - Tweed Heads NSW Savings Finder session rescheduled to next quarter, due to Cyclone Alfred closure.
 - Exposure to library hosted Seniors Festival events was boosted by TSC inclusion of library events in their Festival Program.
- Kingscliff Library held 7 Crafternoon sessions with 52 participants, hosted 6 Story Dogs sessions with 16 participants with Story Dogs team local coordinator Elisha and her dog CoCo. 2 Story Dog sessions were cancelled this quarter due to Cyclone Alfred and instructor availability.
- Community Art displays at Murwillumbah library included Jenny Unwin Printmaking, Sybil Hunes and Tamara Egan Ceramics, Mark Seiffert photography digital display and Local Mother and Daughters (11yo and 14yo) paintings and drawings.
- Murwillumbah Library held 2 book club meet ups this quarter with a total of 14 participants, while Kingscliff held 2 meetings with 11 participants.

Library Team

- Library Assistant Nadine Drew resigned from her part time position this quarter. Happily Nadine will continue as a casual employee with RTRL, but her Chair Yoga sessions will be greatly missed by the Tweed Area patrons.
- 1 Tweed Area staff member commenced transition to retirement.
- Tweed Area staff participated in ongoing training for cyber security through Phished Academy modules and Homelessness & De-escalation training through Niche Academy.
- All staff completed their Employee Development Review
- 1 staff member completed Readers Advisory training online through SLNSW.
- 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.
- The Tweed Area supported 2 student placements this quarter. With 1 CSU student completing 70 hours between the Tweed Heads and Murwillumbah libraries, with another TAFE student completed their placement at the Kingscliff and Tweed Heads libraries. Positive feedback from both the TAFE student and coordinator at TAFE NSW was received.
- 1 Tweed Area staff member successfully obtained temporary additional duties with RTRL Support Services as a part time Acquisitions Assistant.
- 1 Staff member participated on an interview panel for the Ballina Area RTRL recruitment
- 1 staff member attended the local Mental Health First Aid 25 year anniversary event
- 4 staff attending Collection HQ training online
- 1 staff member completed SLNSW online training for Finding Legal Answers and will be the Tweed Area champion for this collection.
- 1 staff member attending the "Australia Reads" webinar online, with 3 additional staff watching the recorded session.

Sustainability

- In-house branch book sales continue at Tweed Heads and Murwillumbah libraries.
- The Murwillumbah Seed library had 3079 issues this quarter.
- Acquittal submitted for the Murwillumbah Library Public Library Infrastructure Grant (2021-22 Round) - Conquering Covid - Library Comeback: Refresh, Revitalise, Renew, Restart.
- 1 update to the Spydus Library Management System
- Replacement of 1 staff laptop per LCC IT schedule
- Changes to EXIMM Security patrols and duress alarm procedure at Tweed Heads Library. Procedures to be updated by Tweed Shire Council.
- Tweed Area libraries have begun duplicating Story Time session and craft activities to share with Staff at the Mobile Library, to assist in limited preparation time.
- 3 part day outages noted for Monitor print management kiosk at Murwillumbah Library. Service resolved within 2 hours following fault being logged with Monitor Support.

Spaces

- Tweed Area wide
 - 5 days due to Ex-tropical Cyclone Alfred
 - PowerTag testing was completed for operational equipment
- Kingscliff Library
 - Meeting Pod bookings totalled 148 this quarter. An increase in demand for both the pod and desk space at Kingscliff Library was noted following Cyclone Alfred, with many customers utilising the library space, power and free Wi-Fi during ongoing outages in the local area.
 - Annual Safety Inspections completed included First Aid supplies, Fire Safety inspection – 1 fire extinguisher replaced, logbook storage locker installed.
 - Additional library closure for a part day in January due to unplanned power outage

- Murwillumbah Library
 - Service NSW visit/use of multipurpose room. 4 enquires completed, offering information and assistance to the local community.
 - Creative Writers Group, multipurpose room use - 8 bookings, 101 participants
 - Children's area extended display swapped to an Under the Sea theme
 - Planned power outages resulted in impacts on services:
 - Late opening 1 day in January – 9:30am
 - March – after hours returns chute unavailable during 1 overnight outage.
- Tweed Heads Library
 - Tweed Shire Council inspection of interior and exterior security cameras as part of potential upgrade project.
 - Remote controlled roller blinds installed in junior area by TSC, completing the TSC CPTED action.
 - Library evacuation and closure for half day after an air conditioning malfunction caused a burning smell to fill the library. Melted part identified and isolated, with the air conditioning working at a reduced capacity until the part was replaced.

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Reports/Recommendations

Subject Finance Related Matters

TRIM Record No BP25/218:EF09/74-7

Prepared by Financial Accountant

Item Number 5.2

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 note the financial information reported in the March 2025 Finance Related Matters.

2024/25 Budget Review

March Quarter – There are no recommended budget adjustments for the quarter ending 31 March 2025.

Net Operating Result – RTRL budgeted for a (\$48,400) deficit for the 2024/2025 financial year. At 31 March 2025, RTRL is at a \$618,600 surplus.

Net Operating Result excluding Capital Revenues - RTRL budgeted for a (\$48,400) deficit for the 2024/2025 financial year. At 31 March 2025, RTRL is at a \$566,700 surplus.

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 Revised September	2024/25 Revised December	2024/25 Proposed March	2024/2025 Actuals March
Net Operating Result – Surplus/(Deficit)	(\$39,000)	(\$48,400)	(\$48,400)	nil	\$618,600
Net Operating Result before Capital Grants & Contributions – Surplus/(Deficit)	(\$39,000)	(\$48,400)	(\$48,400)	nil	\$566,700
Net Cash – Surplus/(Deficit)	Balanced	Balanced	Balanced	Balanced	Balanced

Historically, RTRL has budgeted for a net operating deficit. As of 31 March 2025, RTRL's actuals show a net operating surplus of \$618,600 and a net operating surplus before capital grants and contributions of \$566,700. The main contributor to the net operating surplus of \$618,600 as of 31 March 2025 is savings in employee benefits and oncosts. However, RTRL expects to utilise unexpended operating budgets by 30 June 2025, tracking closer to the budgeted net operating deficit of (\$48,400).

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 21 April 2025, RTRL cash and investments balance was \$2,374,964 this includes interest earned to date of \$87,709.

Interest on RTRL funds is calculated on a daily basis.

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

For 2024/25 to date, \$87,709 in interest has been generated on RTRL funds at an average interest rate of 4.89%.

Reserves

There have been no reportable changes.

Member Council Contributions

All Member councils have paid their third quarter contributions.

Previously committed additional funding

There have been no reportable changes to previously committed additional funding during the period.

Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	RTRL Annual Training Investment
TRIM Record No	BP25/265:EF09/74-7
Prepared by	RTRL Business Manager
Item Number	5.3

Overview of Report

This report outlines an annual investment approach to workforce training. This investment not only is prudent for WHS compliance but also allows RTRL to make good on the employee development review activity underway. Personnel shared to us their desire and need for more training; this allocation supports this and also supports required up-skilling for staff based on community/customer expectations and need.

Recommendation

That:

1. The Committee resolve to support this annual training investment. Noting that for year 1 this will be a larger sum due to compliance foundations. Free training or LCC supported training will always be explored in the majority to ensure value for money.

RTRL Training insights

As a result of Employee Development Review [EDR] activity conducted across the RTRL network, all personnel have now had opportunity to share their desired training goals and likewise needs based on their respective duties.

As an RTRL new operating rhythm, it is proposed that at this time in quarter 3 each year, an annual training investment is presented to the committee based on community insights and needs, relating to programs and likewise supported by Australian market workforce data due to skilling that will be required for personnel into the future.

In RTRL insight capture activities, it has become apparent that a standardized newstarter onboarding for mandatory training is needed. This investment also addresses training gaps.

Overview for investment

As per the Business Managers Report to illustrate the detail that supports Section 4 Staff Updates, please refer to confidential Attachment 1 (*RTRL Annual Training Investment Costing Breakdown FY 25-26*). These categories for training align to Lismore City Council People and Culture and their approach to workforce development. Once RTRL personnel are trained to the same foundational knowledge, RTRL will seek to undertake a capability assessment for the RTRL future needs which may support the development of specialist skill sets quantifying need based on demand.

By way of example, as the community rely on Libraries for technology access and equity, this is now often coupled with seeking digital support to technical trouble shooting. It is important for RTRL to capture community sentiment and tailor it's support to the workforce accordingly.

For WHS compliance, it is good practice to ensure that our WHS incident management data is utilized by RTRL for insightful training investment decision making. Training within the *customized training* category above, includes homelessness training and accidental counselling training. RTRL personnel have shared that they have found this most useful due to patron interactions that may not be positive.

It is anticipated that impending recession conditions will require our Libraries to service our communities more and more as safe havens for diverse members of our community. RTRL personnel as a result, will be required to service all community members equally and naturally this training supports our personnel to do this with confidence and awareness of where their contributions and service start and finish.

Attachment/s

1. RTRL Annual Training Investment Costing Breakdown FY 25-26 - *This matter is considered to be confidential under Section 10A(2) (c) (d i) (d ii) (d iii) of the Local Government Act, as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business; AND commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it; AND commercial information of a confidential nature that would, if disclosed confer a commercial advantage on a competitor of the Council; AND commercial information of a confidential nature that would, if disclosed reveal a trade secret*

Reports/Recommendations

Subject	Funds allocation: Mobile Library asset
TRIM Record No	BP25/268:EF09/74-7
Prepared by	RTRL Business Manager
Item Number	5.4

Overview of Report

This report outlines the historical funding commitment to renew specialised infrastructure for the Mobile Library which is > 11 years old. Procurement planning activity has been underway since November 2024 and this time-critical project also has a grant funded commitment to ensure that the specialised Mobile Library Trailer is delivered by December 2025. The outlined detail is to correct a financial management allocation of reserve funding previously committed however, previous Business Manager activity did not instruct for the funds to be allocated from RTRL reserves.

Recommendation

That:

1. The Committee resolve to support this financial management activity so that the specialized trailer may be purchased within Grant funding committed timeframes.

Complication

As the new RTRL Business Manager, it has been prudent to learn and understand more of RTRL detailed financials. It was discovered that the following funds, committed to Mobile Library procurement activity within FY 24/25 have not been transferred to a separate Ledger nor specific Work Order number for purchasing accruals to be accounted.

This accounting process is halting the procurement purchase and subsequent delivery of a new Mobile Library trailer on time and is putting at risk the grant funded commitment of \$495,200 requiring this purchase and build to be completed before December 2025.

These funds currently sit in RTRL reserves as follows:

- \$495,200 - 6010.0305.9600 Grant funded portion of cost to RTRL
- \$475,000 - 6010.0305.9615 Reserves

Situation

These funds being transferred from RTRL reserves, will affect expenditure for FY 25/26 however RTRL can confirm that this activity is funded.

Solution

Committee support to these funds being allocated from RTRL reserves. This will allow the progress of this purchasing activity without risk to grant funding commitments.

Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	Shortlisting of RTRL Support Services Building Options
TRIM Record No	BP25/269:EF09/74-7
Prepared by	RTRL Business Manager
Item Number	5.5

Overview of Report

The contents of this

Recommendation

That:

1. The Committee formally endorse the shortlisting of options, from 7 options down to the following: Options 2, 3, 4, & 7.

BACKGROUND/CONTEXT

RTRL owns 6 Centenary drive, Goonellabah and the adjacent vacant lot, 1 Lancaster drive, Goonellabah. The RTRL Committee have yet to formally commit to funding feasibility and investigation of possible site options.

There are two anticipated decision paths:

- (1) Sell the site and deliberate on pathways for investment or sale proceeds distribution
- (2) Or reinvestment into longer term options for the properties which includes remediation and/or redevelopment.

Seven options were presented originally:

OPTIONS	
Sell Vacant Lot	<p>Option 1: Entire proceeds to RTRL for Projects & IT Reinvestment</p> <p>Option 2: Entire proceeds to RTRL for rectification of 6 Centenary Drive</p> <p>Option 3: Entire proceeds distributed to Member Councils</p>
Sell Administration Centre	<p>Option 4: Entire proceeds to RTRL to reinvest in purpose-built Support Services Centre on vacant lot</p>
Sell Vacant Lot & Administration Centre	<p>Option 5: Entire proceeds to RTRL to reinvest in new asset for Support Services Centre</p> <p>Option 6: Entire proceeds to RTRL with cash investments funding rental costs for Support Services Centre</p> <p>Option 7: Entire proceeds returned to Member Councils.</p>

Timeline of Support Services Options and Decisions

August 2024 - RTRL Committee Meeting	
<ul style="list-style-type: none"> Report presented with 5 options. Staff recommendation to defer decision. Outgoing committee resolved to hold off on decisions for sale of vacant land at Support Services site. 	<p>The following is a relevant excerpt from the minutes of the August 2024 Committee meeting</p> <div> <p>5.3 Sale of vacant land: report on how the net proceeds of the sale can be applied</p> <p>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.</p> <p>(Councillors Dennis/Colby) (BP24/819)</p> <p>Voting for: Councillors Chate, Colby, Cook, Dennis and Ramsey</p> <p>Voting against: Nil</p> </div>
November 2024 - RTRL Committee Meeting	
<ul style="list-style-type: none"> The first meeting of current Committee, with only 2 members re-standing from previous committee. A brief overview of current situation was given with the plan to hold a workshop in January to give a greater understanding of situation and options. 	<div> <p>General Business</p> <p>5.6 Support Services Building update</p> <p>A separate briefing has been scheduled to focus on the RTRL Support Services Building. This will take place on Tuesday, 21 January at 10:00 AM in the Lismore City Council Chamber, followed by a site tour at 6 Centenary Drive, Goonellabah.</p> <p>Closure</p> <p>This concluded the business and the meeting terminated at 12.14 pm.</p> <p>Lismore City Council Minutes of Richmond Tweed Regional Library Meeting held 13 November 2024</p> </div>
January 2025 - Support Services Information Workshop & Site Tour	
<ul style="list-style-type: none"> Site tour attended by 3 committee members (Cr. Hone, Cr. Chate, Cr. Crollick) Workshop attended by 4 committee members (Cr. Hone, Cr Chate, Cr Crollick, Cr. Dalton-Earls) Support Services Information Workshop was presented, and questions 	<p>The following is an excerpt from the RTRL Committee meeting 12 February 2025.</p>

<p>answered to those in attendance.</p> <ul style="list-style-type: none"> • Presentation was later sent to all Committee Member for information purposes. 	<div style="text-align: right;">Reports/Recommendations</div> <h2 style="text-align: center;">Reports/Recommendations</h2> <p>Subject RTRL Support Services Building - Information Workshop</p> <p>TRIM Record No BP25/50:EF09/74-7</p> <p>Prepared by Acting Business Manager - RTRL</p> <p>Item Number 5.4</p> <hr/> <div style="border: 1px solid black; padding: 5px;"> <p>Overview of Report</p> <p>The objective of this report is to provide an update to the committee for the Support Services Building and Sale of Vacant Land</p> </div> <div style="background-color: #003366; color: white; padding: 5px; margin-top: 10px;"> <p>Recommendation</p> </div> <p>That:</p> <ol style="list-style-type: none"> 1. That the Committee resolve to defer the decision of the Support Services Building and Sale of Vacant Land to the 14 May 2025 Committee Meeting. <p>A detailed briefing was conducted on Tuesday, 21 January 2025 at Lismore City Council Chambers, where a presentation took place lead by the RTRL Executive Officer regarding the various available options of the Support Services Building and Sale of Vacant Land. During this session, the committee members raised a series of questions, which were addressed. The primary purpose of this briefing was to provide the committee members with the necessary information and context to enable them to make well informed decision ahead of the upcoming committee meeting scheduled for 14 May 2025.</p> <p>Present at the briefing to contribute to the discussions was Cr Simon Chate, Cr Therese Crollick, Cr Harper Dalton-Earls and Cr Kimberly Hone.</p> <p>Attachment/s</p> <p>There are no attachments for this report.</p>
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12 February 2025- RTRL Committee Meeting

<ul style="list-style-type: none"> • Committee members in attendance resolved to defer decision making and any shortlisting of options. • Another run through of the Support Services Information Workshop presentation was scheduled for after the Extraordinary Meeting on February 26, 2025. 	<div style="text-align: center;"> <p>5.4 RTRL Support Services Building - Information Workshop</p> <hr/> </div> <p>RTRL6/25 RESOLVED that :</p> <ol style="list-style-type: none"> 1. That the Committee resolve to defer the decision of the Support Services Building and Sale of Vacant Land to the 14 May 2025 Committee Meeting. <p>(Councillors Dennis/Hone) (BP25/50)</p> <p>Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain</p> <p>Voting against: Nil</p> <div style="display: flex; justify-content: space-between; align-items: flex-end; margin-top: 20px;"> <div> <p>Lismore City Council</p> <p>Minutes of Richmond Tweed Regional Library Meeting held 12 February 2025</p> </div> <div style="font-size: 2em; font-weight: bold;">3</div> </div>
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26 February 2025 – Extraordinary RTRL Committee Meeting

<ul style="list-style-type: none"> • Support Services Information Workshop 	<p>The below is a screen shot excerpt summarising options discussed and highlighting those agreed to be removed from decision discussions.</p>
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<p>presented in an informal session after the formal meeting concluded.</p> <ul style="list-style-type: none"> It was informally decided to reduce to 4 options, those being option 2, 3, 4, & 7. 	<h2>OPTIONS</h2> <div> <div> Sell Vacant Lot <ul style="list-style-type: none"> Option 1: Entire proceeds to RTRL for Projects & IT Reinvestment Option 2: Entire proceeds to RTRL for rectification of 6 Centenary Drive Option 3: Entire proceeds distributed to Member Councils </div> <div> Sell Administration Centre <ul style="list-style-type: none"> Option 4: Entire proceeds to RTRL to reinvest in purpose-built Support Services Centre on vacant lot </div> <div> Sell Vacant Lot & Administration Centre <ul style="list-style-type: none"> Option 5: Entire proceeds to RTRL to reinvest in new asset for Support Services Centre Option 6: Entire proceeds to RTRL with cash investments funding rental costs for Support Services Centre Option 7: Entire proceeds returned to Member Councils. </div> </div>
14 May 2025 - RTRL Committee Meeting	
<ul style="list-style-type: none"> Seeking to formalise a resolution for the Committee from informal discussions conducted adjacent to the extraordinary meeting of 26 February meeting to progress related decisions for those remaining options [those that remain: 2, 3, 4 & 7) 	

Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	Request for Extraordinary Meetings
TRIM Record No	BP25/266:EF09/74-7
Prepared by	RTRL Business Manager
Item Number	5.6

Overview of Report

The contents of this report include a formal request for three extraordinary meetings to be held with the RTRL Committee ahead of August 2025 to manage aspects related to end of financial year and financial management matters related to FY 25/26.

Recommendation

That:

1. The Committee support to resolve that three Extraordinary Meetings of the RTRL Committee be scheduled online for the following dates.
 Wednesday, 18 June 2025 - 10am – 12pm, online
 Tentative: Wednesday, 25 June 2025 online time TBC
 Wednesday, 9 July 2025 – 10am – 11.30am, online

Proposed Agenda of Extraordinary Meeting – Wednesday 18 June 2025

This meeting is being proposed to cover financial decisions relevant for this financial year, reports for this meeting will include.

- Reallocations of surplus ahead of end of Financial Year 24/25
- Financial Year 2025/2026 SLA Targets
- Support Services relocation.

Proposed Agenda of Extraordinary Meeting – Wednesday 9 July 2025

This meeting is being proposed to present the Report and related findings from the RTRL Independent Review.

Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	Senior Leadership Group Meeting Minutes
TRIM Record No	BP25/214:EF09/74-7
Prepared by	RTRL Administration Officer
Item Number	5.7

Overview of Report

The Senior Leadership Group (SLG) meeting minutes from the third quarter (January to March 2025) are provided to the Committee as information.

Meetings were not held in the month of January. Two meetings were held during the month of February 2025.

Recommendation

That the Committee receive and note the attached February & March 2025 confirmed Senior Leadership Group (SLG) meeting minutes.

Attachment/s

1. [RTRL Senior Leadership Group Confirmed Meeting Minutes 4 February 2025](#)
2. [RTRL Senior Leadership Group Confirmed Meeting Minutes 25 February 2025](#)
3. [RTRL Senior Leadership Group Confirmed Meeting Minutes 4 March 2025](#)

Richmond Tweed Regional Library

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MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 4 FEBRUARY 2025 AT 10.00AM

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

Welcome and Acknowledgement of Country

- 1.0** Chair acknowledged Country and welcomed members to the meeting.

Present

- 2.0** Sarah (Executive Officer, Lismore), Craig (Acting Business Manager RTRL), Esmeralda (Director Corporate and Community Services, Byron), Shannon (Manager Inclusive & Creative Communities, Tweed), Tracy (Manager Communications and Customer Service, Ballina), Shonelle (Administration Officer RTRL, Minute Taker), Lisa (RTRL Executive Officer)

Apologies

- 2.1** Nil

Confirmation of Minutes

- 3.0** Minutes of the previous SLG Meetings held on 3 December 2024 were confirmed.

Discussion Items

4.1 WHS

All

The RTRL Business Manager spoke about recent events over RTRL including the following.

- Banning of a patron in the Lismore Area for a 6-month period.
- Recent storm damage in Byron Bay Library and Air Con issues at both Tweed Heads Library and Lennox Head Library.
- Management of the move from the two Lismore temporary library locations back to the main building after refurbishment.
- Concerns with rough sleepers around the Tweed Heads Library.
- Banning of patron in Tweed Area, following a warning from an incident at Kingscliff Library a 6-month ban was issued.

Tweed Heads SLG Representative, spoke about the potential for a CCTV upgrade and fencing at the Tweed Heads library and possibility of swipe access for Kingscliff library. Shannon is also chasing up security mapping of Kingscliff Library.

RTRL Executive and Lismore SLG member commended staff on great reporting of incidents and their follow up.

ACTION REQUIRED:

- Nil

4.2 Projects Update

Lisa

RTRL Executive Officer, presented a project update presentation.

All SLG members commended the work being on these projects and the progress being made.

ACTION REQUIRED:

- Nil

4.3 Member Council Costs e.g. Investigations

Craig

Submissions close on Friday 7 February 2025 for the Executive Council Review. The SLG member for Byron, Ballina and Tweed will be assessing the submissions and Byron SLG representative will be leading this process.

ACTION REQUIRED:

- Byron SLG Rep to update SLG members on the Executive Council Review as it progresses.

4.4 Timeframes for RTRL Deed

Craig

The Executive Officer and Lismore SLG Representative, spoke about the timelines as outlined in the RTRL Deed of Agreement and advised the SLG members of the following dates that are upcoming and of importance.

- The earliest a member council can advise their intention in writing to leave the RTRL Deed of agreement is October 2025 (12 months after a Council Election)
- Member councils exiting the Deed prior to the expiry in June 2027 are required to pay all costs associated with their withdrawal.
- The Latest a member council can advise they wish to leave or extend the RTRL Deed of agreement is December 2025 (18 months prior to the end of the current Deed of Agreement).
- Lismore City Council will send out a notice in June 2026 giving the option for member councils to extend the current Deed of Agreement for a further 12 months.

ACTION REQUIRED:

- Nil

4.5 Budget Conversations with Member Councils & 2025/26 FY Financials

Sarah

The RTRL Executive Officer and the RTRL Business Manager are currently working with the Lismore City Council Finance department to prepare the Budget and Financial Statements for the upcoming RTRL Committee Meeting. As per the Deed of Agreement these documents are required by the start of March 2025 and will be delivered within this timeframe.

There is currently a review being undertaken for the costs that are to be carried over from previous resolutions into this upcoming financial year.

The RTRL Business Manager was commended on the managing of the costs and savings that have been made.

ACTION REQUIRED:

- Nil

4.6 Infrastructure Grants RTRL wide update

Craig

The RTRL Business Manager provided a brief update on current RTRL Grants and their progress.

Kingscliff Library Infrastructure Grant is very close to being finalised. The Murwillumbah Library Infrastructure Grant has only the invoicing and acquittals to go. The Children's Area at Tweed Heads Library is being worked on next.

Byron Area has no outstanding grants at this time.

Lismore Area is now starting the large task of reconciling the library refurbishment grants.

The RTRL Business Manager is working with Ballina Shire Council for the Alstonville Library's transition to a temporary location for period of the Cultural Centre re-build, along with the plans for Ballina Library.

The RTRL Business Manager advised the SLG members that there will be a granting coming up at end of this year to digitise local history collections. There will be an initial cost for genealogist to come to area from state library to access collection ready to inform grant application.

ACTION REQUIRED:

4.7 RTRL Business Manager Recruitment Update

Sarah

The successful applicant for the RTRL Business Manager role, Courtney Brown, will be starting on 24 February 2025, the Acting RTRL Business Manager is working through handover now with Courtney.

ACTION REQUIRED:

- Nil

4.8 Mobile Library Update

Craig

Final specifications for the Mobile Library tender have been received and the team is working with the LCC fleet manager now to finalise the tender documents.

The RTRL Business Manager advised they are looking for an external fleet or procurement member from one of the member councils to sit on tender panel to provide an independent perspective. The panel is currently comprised of the LCC Fleet Manager, The RTRL Communication and Engagement Support Librarian, RTRL Business Manager and a member Council representative.

ACTION REQUIRED:

- Nil

4.9 Outstanding Actions

Nil

ACTION REQUIRED:

- Nil

5 General Business**All**

The Support Services workshop was held on 21 January 2025, four councillors, Cr Simon Chate, Cr Therese Crollick, Cr Harper Dalton-Earls and Cr Kimberly Hone attended this workshop. The next step will be to look at narrowing down the options at the next Committee Meeting for further investigation.

A discuss was had around the code of meeting practice for RTRL Committee Meeting and the requirement for a Leave of Absence to be requested for occasions of non-attendance.

The Byron Area SLG Member raised that they were looking at funding for the Byron Bay Library emergency panel works.

Closure: This concluded the business, and the meeting closed at 10.50am

Upcoming Meetings: **SLG:**
Tuesday 4 March at 10am, in person – Tweed Area

COMMITTEE:
Ordinary Meeting - Wednesday, 12 February 2025 at 10am – Tweed Council Area

Richmond Tweed Regional Library

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MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 25 FEBRUARY 2025 AT 2.30PM

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

Welcome and Acknowledgement of Country

- 1.0** Chair acknowledged Country and welcomed members to the meeting.

Present

- 2.0** Sarah (Executive Officer, Lismore), Courtney (Business Manager RTRL), Esmerelda (Director Corporate and Community Services, Byron), Tracy (Manager Communications and Customer Service, Ballina), Shonelle (Administration Officer RTRL, Minute Taker).

Apologies

- 2.1** Shannon (Manager Inclusive & Creative Communities, Tweed)

Discussion Items

3.1 Draft RTRL Budget 2025/2026

Sarah

Both the Ballina and Byron SLG representatives accepted the proposed RTRL Draft Budget for 2025/26.

The Ballina Representative gave feedback on the costings for the replacement of Library Membership cards. She suggested as a cost recovery measure and to incentivise the use of the RTRL Library App, that the cost for Library Card Replacement should be increased to \$4.50.

All attendees agreed that this could be raised at the Extraordinary RTRL Committee Meeting (26.02.2025) for endorsement.

The Executive Officer noted that within the Deed, each local government area is responsible for setting their branch opening hours and any staffing implications this may have would then be owned by the respective local government area. It was highlighted that this may provide flexibility for each area's libraries and servicing of their communities.

The Byron SLG representative highlighted that any changes related would have to be made in consideration with industrial relations.

ACTION REQUIRED:

Nil

Closure: This concluded the business, and the meeting closed at 3pm

Upcoming Meetings: **SLG:**
Tuesday 4 March at 10am, in person – Tweed Area

COMMITTEE:
Extraordinary Meeting - Wednesday, 26 February 2025 at 10am – Online

Richmond Tweed Regional Library

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MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 4 MARCH 2025 AT 10.07AM

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

Welcome and Acknowledgement of Country

- 1.0** Chair (Eber) acknowledged Country and welcomed members to the meeting.

Present

- 2.0** Eber (Chief Corporate and Community Officer, Lismore), Courtney (Business Manager RTRL), Esmerelda (Director Corporate and Community Services, Byron), Shannon (Manager Inclusive & Creative Communities, Tweed), Shonelle (Administration Officer RTRL, Minute Taker), Lisa (RTRL Executive Officer)

Apologies

- 2.1** Sarah (Executive Officer, Lismore), Tracy (Manager Communications and Customer Service, Ballina)

Confirmation of Minutes

- 3.0** Minutes of the previous SLG Meetings held on 4 February 2025 were confirmed.

Discussion Items

4.1 WHS

All

Courtney will be working to communicate with the SLG Representatives daily in light of the current weather event unfolding, to ensure they are aware of the latest information about their areas and branches.

Daily meeting will be held with the RTRL Management Team to co-ordinate the actions for RTRL as they arise.

ACTION REQUIRED:

- Nil

4.2 Projects Update

Lisa

RTRL Executive Officer, presented a project update presentation and showed the Tweed Library welcome video and explained the purpose.

ACTION REQUIRED:

- Nil

4.3 RTRL Independent Review**Esmerelda**

Advice received from Sarah was that there was funding factored into the 2025/26 budget to cover the Independent Review and this has now been endorsed by the RTRL Committee.

Courtney will be meeting with Roger Henshaw (independent reviewer) this week. Courtney is being mindful of creating a distance between reviewer and governance and will be ensuring all access is fair and equal in its provision.

ACTION REQUIRED:

- Courtney to communicate as necessary with SLG representatives with any requirements from the reviewer.

4.4 Seeking to understand: Top 3 priorities for your Council for the Financial year ahead**Courtney**

RTRL Business Manager would like to understand what each area is hoping to achieve and what their challenges are. Top 3 strategic priorities for the different areas.

Shannon:

- Large jump in contributions last year and the fact they were lower this year was welcomed
- Fiscal responsibility
- Re-assessing model and how it suits Tweed Area; this includes a library needs analysis for suitability of the RTRL model
- Large projected growth in Tweed Area due to upcoming developments in area
- Kingscliff library assessment based on location servicing the growing community
- Looking into future needs of the area and this may include new infrastructure which could include a multi-functional space

Esmerelda

- Fiscal responsibility
- Libraries well-loved and valued as an important service
- Undersized branches in Mullumbimby and Brunswick Heads – looking for locations for a bigger branch to service area; this is being considered and not a certainty
- Looking to make the most of grant planning/ application and grant award opportunities
- Looking at the optimisation of opening hours to support changing community expectations

Eber

- A valued service of the community
- Fiscal responsibility – council as well library
- Looking at RTRL operating model insights for the function of the Executive council will be of interest to Lismore City Council
- The independent review will serve to support the library services needs analysis

ACTION REQUIRED:

Courtney to note answers

4.5 NSW Social Cohesion Grants for Local Government Round 4**Esmeralda**

Esmeralda shared this grant opportunity with the group prior to the meeting for review. Courtney advised that after looking at internal capacities Lismore would be opting out at this time.

Courtney checking in with Area Librarians around their capacity for future opportunities going forward.

ACTION REQUIRED:

- Courtney to follow up on grants processes and capacities within RTRL.

4.9 Outstanding Actions

The outstanding action list was updated to reflect and updates on outstanding actions.

ACTION REQUIRED:

- See action list attached.

5 General Business**All**

Nil

Closure: This concluded the business, and the meeting closed at 10.50am

Upcoming Meetings: **SLG:**
Tuesday 1 April at 10am, Online

COMMITTEE:

Ordinary Meeting - Wednesday, 14 May 2025 at 10am – Lismore Council Area

Richmond Tweed Regional Library Minutes

12 February 2025

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD IN TWEED SHIRE COUNCIL ON WEDNESDAY, 12 FEBRUARY 2025 AT 10.27AM

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

Councillors Simon Chate (Chair), Ballina; Janet Swain, Byron; Therese Crollick, Ballina; Kimberly Hone, Tweed (via Audio Visual Link); Meredith Dennis, Tweed.

In Attendance

Ms Sullivan, Executive Officer RTRL – Lismore; Ms Lister, Manager Communications and Customer Service – Ballina (via Audio Visual Link); Ms Francisco, Team Leader - Community Wellbeing – Tweed; Mrs Davis, Director Corporate and Community Services - Byron; Mr Yarrow, Acting Business Manager RTRL; Mr Hewage, Financial Accountant – Lismore (via Audio Visual Link); Ms Arthur-Smith, Communications & Engagement Support Librarian; Ms Shepherd, Area Librarian Byron; Ms Kelly, Systems & Resources Librarian; Mr Dardengo, Mobile Library Officer; Ms Birch, Area Librarian Ballina; Ms Choice, Area Librarian Tweed; Ms Brown, Incoming RTRL Business Manager; Ms McKinnon, Acting Administration Officer RTRL - Minute Taker; Ben Rogers, HLB – Auditor

Welcome

Apologies and Absences

Apology: Councillor Delta Kay, Byron

Absent: Councillors Harper Dalton-Earls, Lismore; Jasmine Knight-Smith Lismore;

Disclosures of Interest

Confirmation of Minutes

RTRL1/25 **RESOLVED** that the minutes of the Richmond Tweed Regional Library held on 13 November 2024 be confirmed.

(Councillors Crollick/Swain)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

Reports/Recommendations

Meeting entered Confidential item, the following RTRL Staff were not in the room: Ms Arthur-Smith, Communications & Engagement Support Librarian; Ms Shepherd, Area Librarian Byron; Ms Kelly, Systems & Resources Librarian; Mr Dardengo, Mobile Library Officer; Ms Birch, Area Librarian Ballina; Ms Choice, Area Librarian Tweed.

5.1 2023-2024 Special Purpose Financial Statements

RTRL2/25RTRL3/25 **RESOLVED** that :

1. the Richmond Tweed Regional Library Committee adopts the 2023-2024 Special Purpose Financial Statements and the 'Statement by Richmond Tweed Regional Library Committee and Management'.
2. the Committee delegate to the Chair and Deputy Chair authority to sign the 'Statement by Richmond Tweed Regional Library Committee and Management' on behalf of the Richmond Tweed Regional Library Committee.

(Councillors Crollick/Swain) (BP25/43)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

Ben Rogers (HLB - Auditor) left the meeting.

Meeting concluded confidential item, the following RTRL Staff entered the room:

Ms Arthur-Smith, Communications & Engagement Support Librarian; Ms Shepherd, Area Librarian Byron; Ms Kelly, Systems & Resources Librarian; Mr Dardengo, Mobile Library Officer; Ms Birch, Area Librarian Ballina; Ms Choice, Area Librarian Tweed.

5.2 Finance Related Matters

RTRL4/25 **RESOLVED** that the Committee endorse the budget changes reported in the 2024/2025 Budget Review.

(Councillors Dennis/Swain) (BP24/1098)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

Mr Hewage, Financial Accountant – Lismore (via Audio Visual Link) left the meeting at 10.50am

5.3 Business Manager's Report

RTRL5/25 **RESOLVED** that the Committee receive and note the report.

(Councillors Crollick/Dennis) (BP24/1099)

The Chair commended the Acting RTRL Business Manager on his work and progress during his time with RTRL. The Chair also welcomed the incoming RTRL Business Manager into her new role.

The Acting RTRL Business Manager invited each Area Librarian to speak to their Service Level Agreement reports. This was well received by the committee.

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

5.4 RTRL Support Services Building - Information Workshop

RTRL6/25 **RESOLVED** that :

1. That the Committee resolve to defer the decision of the Support Services Building and Sale of Vacant Land to the 14 May 2025 Committee Meeting.

(Councillors Dennis/Hone) (BP25/50)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

Richmond Tweed Regional Library Minutes

12 February 2025

5.5 Senior Leadership Group Meeting Minutes

RTRL7/25 **RESOLVED** that the Committee receive and note the attached confirmed Senior Leadership Group (SLG) meeting minutes.

(Councillors Crollick/Swain) (BP25/49)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

General Business

RTRL8/25 **RESOLVED** that: an Extraordinary Meeting be held on Wednesday 26 February, online, to receive the 2025/26 Budget and to shortlist the options previously provided for the Support Services Building.

(Councillors Swain/Dennis)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

Upcoming Meeting Dates

RTRL9/25 **RESOLVED** that: Councillor Crollick advised she would like to apply for a leave of absence for the RTRL Committee Meeting being held on Wednesday 13 August 2025 as she would be away at this time.

(Councillors Dennis/Swain)

Voting for: Councillors Chate, Crollick, Dennis, Hone and Swain

Voting against: Nil

Closure

This concluded the business and the meeting terminated at 11.49 am.

Richmond Tweed Regional Library Minutes

26 February 2025

MINUTES OF THE EXTRA ORDINARY RICHMOND TWEED REGIONAL LIBRARY HELD IN ONLINE ON WEDNESDAY, 26 FEBRUARY 2025 AT 10.05AM

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

Councillors Simon Chate, Ballina (Chair); Janet Swain, Byron; Delta Kay, Byron; Harper Dalton-Earls, Lismore; Therese Crollick, Ballina; Meredith Dennis, Tweed.

In Attendance

Ms Sullivan, Executive Officer RTRL – Lismore; Ms Lister, Manager Communications and Customer Service – Ballina; Mrs Davis, Director Corporate and Community Services - Byron; Ms Brown, Business Manager RTRL; Mr Hartley, Financial Officer – Lismore; Mr Hewage, Financial Accountant – Lismore; Ms McKinnon, Acting Administration Officer RTRL - Minute Taker

Welcome

Apologies & Absences

Apology: Jasmine Knight-Smith, Lismore;

Absent: Kimberly Hone, Tweed;

Disclosures of Interest

Reports/Recommendations

5.1 Draft - 2025-2026 Budget and Fees and Charges

RTRL9/25

RESOLVED that:

1. the draft 2025-2026 Budget and Fees & Charges is endorsed for member council adoption.
2. if a member council requires a reduction in its member council contribution, the Executive Council will consider options from relevant member councils regarding a decrease in services/service levels in the member council local government area.

With the addition of an adjustment for the fee for Library Membership Card replacement, from \$3.20 to \$4.50.

(Councillors Dennis/Crollick) (BP25/105)

Voting for: Councillors Chate, Crollick, Dalton-Earls, Dennis, Kay and Swain

Voting against: Nil

Closure

This concluded the business and the meeting terminated at 10.24 am.