

A meeting of the Richmond Tweed Regional Library will be held at the Online or in person at the South Sea Islander Room, Tweed Heads Cultural and Civic Centre on November 22, 2023, 9.00am

## Attachments Excluded From Agenda

Sarah Sullivan  
**Executive Officer - RTRL**

15 November 2023



# Attachments

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## Reports and/or Recommendations

### 5.1 Business Managers Report

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**Richmond Tweed Regional Library**  
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**Richmond Tweed Regional Library**  
**Ballina Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**1st Quarter**  
**July to September 2023**



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

## Ballina Area

**Quarter:** 1st Quarter | July to September 2023

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

### INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

### RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

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

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

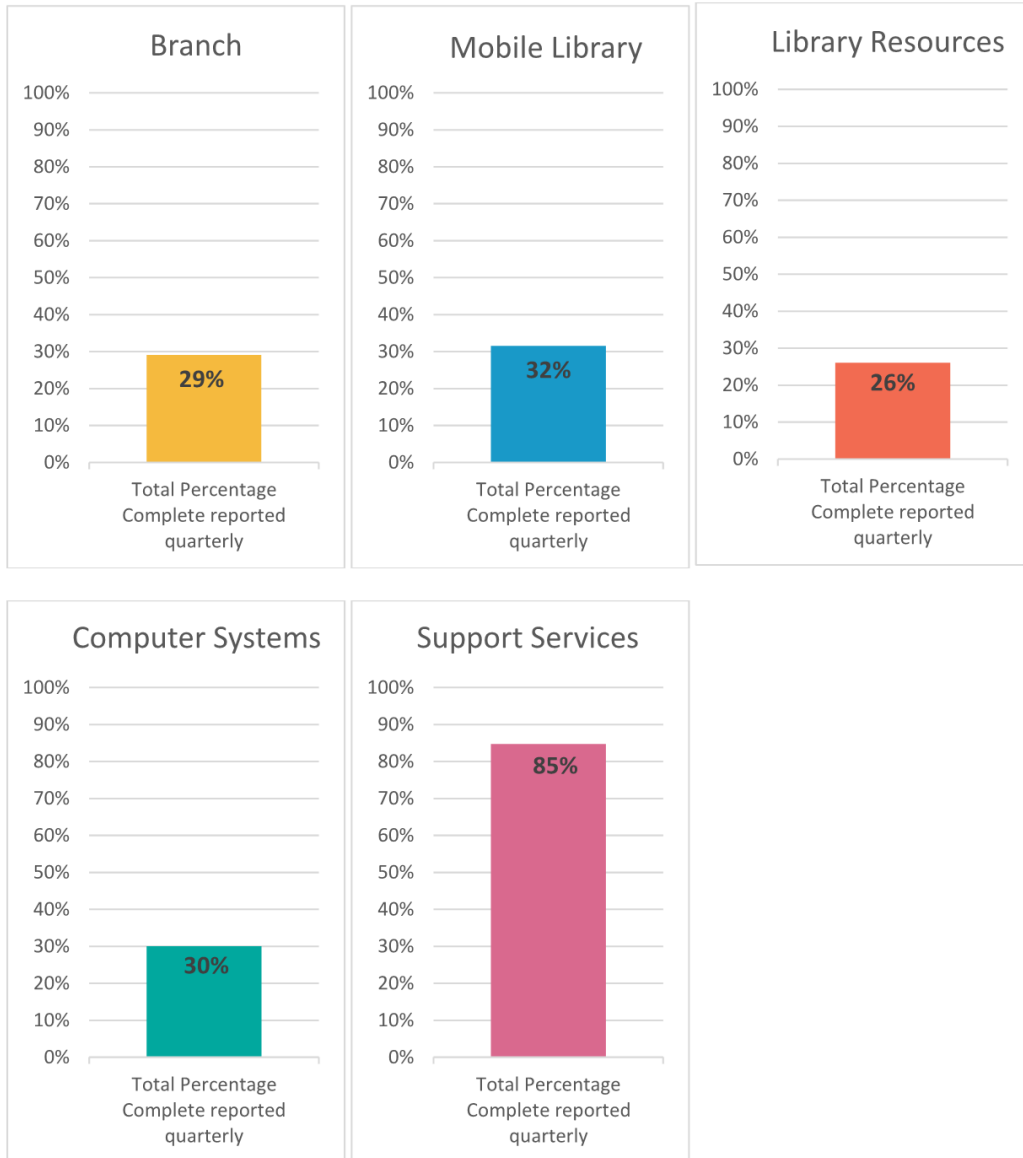
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

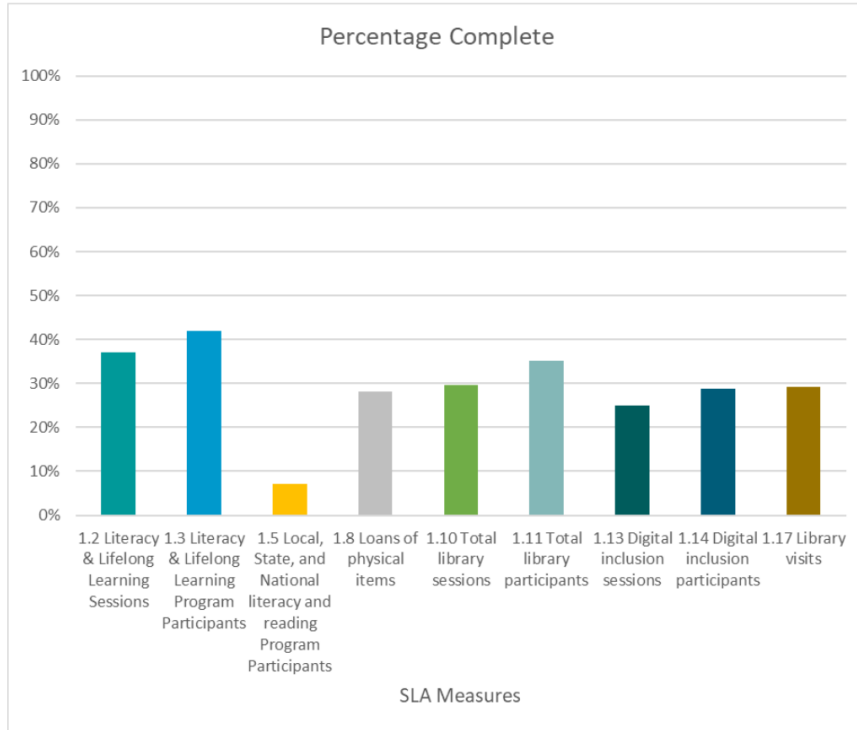
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



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

**Branch**

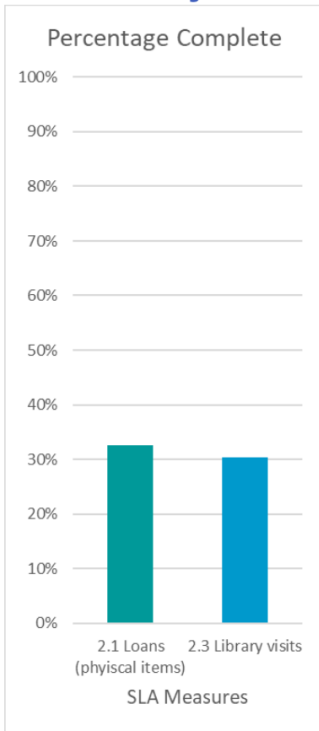


SLA targets are positive at the end of the 1st Quarter.

1.2 and 1.3 Literacy & Lifelong Learning statistics are above target due to Children’s Book Week falling in the first quarter. This has also positively impacted 1.11 (Total library participants)

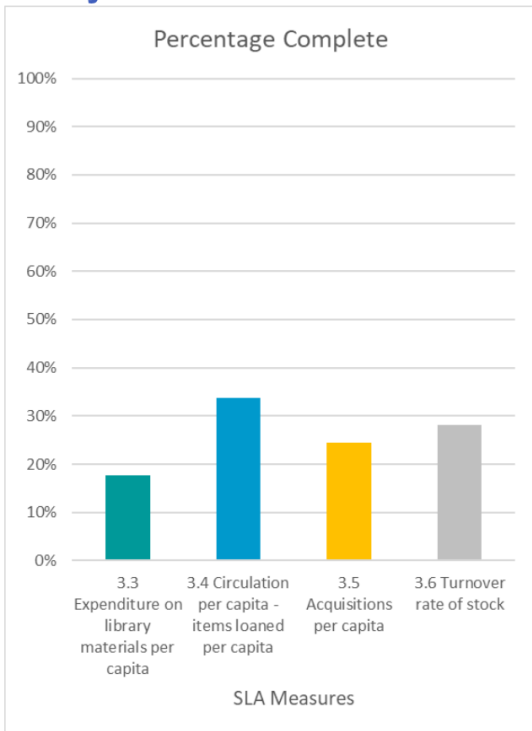
1.5 Some Local, State and Nation literacy and reading Program Participants statistics were not collected in time for the report, showing a negative variation. These will be input in the next quarterly report.

**Mobile Library**



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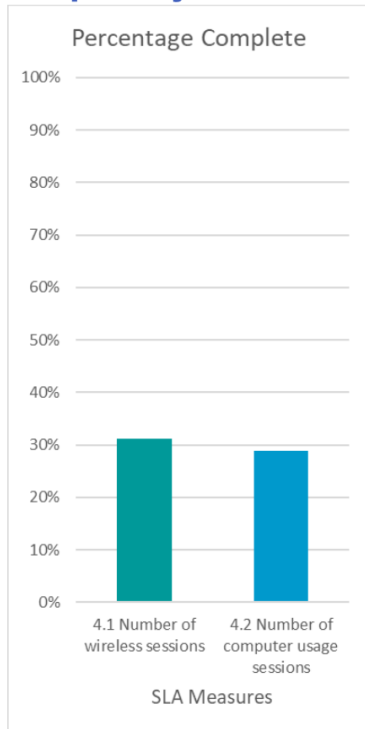
**Library Resources**



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

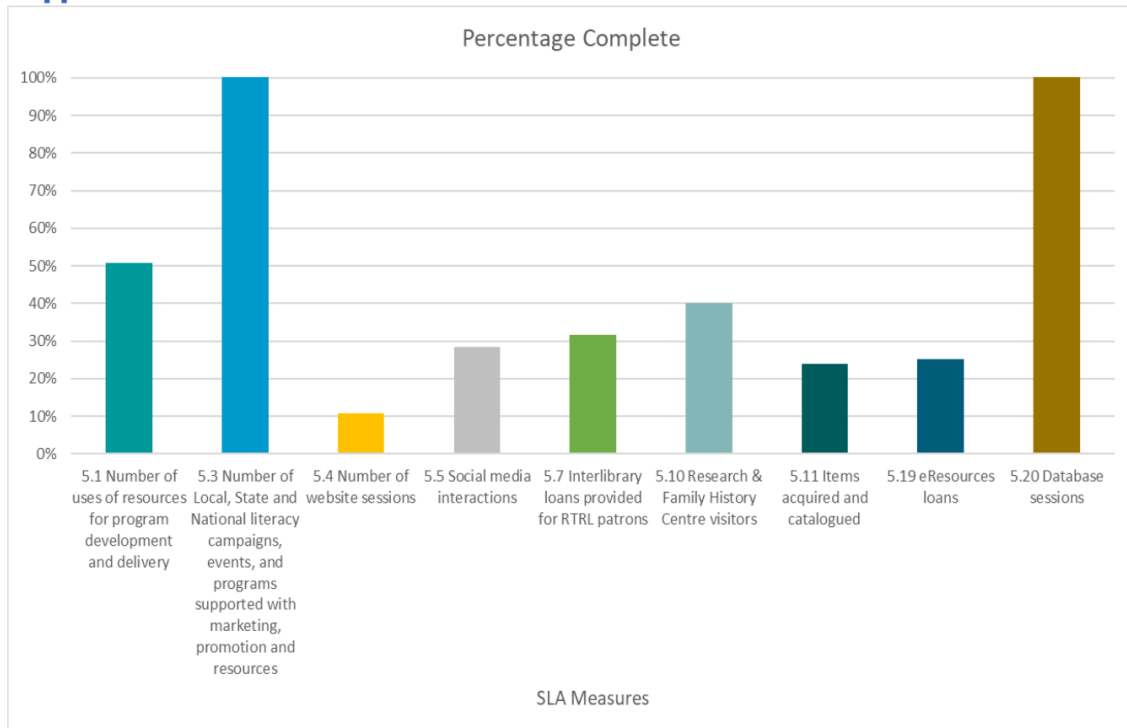
3.3 Expenditure on library materials is slightly below target, due to a significant amount of staff leave being taken in this quarter. This will be rectified in the next quarter.

**Computer Systems**



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

**Support Services**



SLA targets at the end of this quarter are primarily positive.

5.1 There has been increased use of Branch Support Kits due to increases in face-to-face programs being offered in the branches. Branch Support Kits include Science Kits, Big Games, Lego kits, and other resource kits to support branches with program delivery.



5.3 Target exceeded due to the majority of programs occurring in this quarter.

5.4 Website usage sessions are lower than anticipated. This could be due to the increase in face-to-face service access rather than online.

5.20 Database sessions target needs to be revised in next year's SLA. Currently the target is set at 25,000. The actual number of database sessions at the end of the 1<sup>st</sup> quarter was 57,895. The target should be increased to around 250,000 based on the current trajectory.

## Part 2: Additional Commentary

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

### Collections

With the refurbishment of Ballina Reference Room underway, the Local Studies collection was relocated to the library compactus during this quarter in preparation for staff to complete a stocktake.

Ongoing maintenance tasks using CollectionHQ data have highlighted the continued decline in usage of the CD and Audiobook collections. The circulation statistics for these collections will be closely monitored in the coming months.

Donated items from the flood appeal continued to be catalogued by staff at Ballina and Alstonville, with donations unsuitable for the collection being used to restock our booksale shelves.

### Community Participation

Children's Book Week in August is the highlight of the year for the younger members of our community and staff across all three branches created magnificent displays and activities based on the theme Read, Grow, Inspire. The Lennox Head and Alstonville Community Preschools along with Possum Place Preschool made colourful contributions to the displays that were very popular with our library visitors during the week. In total Ballina Area Libraries hosted six different schools, and staff made outreach visits to a further seven schools, reaching hundreds of children who all shared in the joy of books and reading.

In partnership with NBNco, RTRL hosted a range of information sessions this quarter. These included Our Digital Legacy at Ballina (how to understand and stay in control of your online persona and personal information), NBN 101 at Lennox Head (overview of NBN, relationship with a Retail Service Provider, mobile versus fixed line internet, how to choose an RSP, plan and connect) and Community Resilience at Alstonville and Ballina (how to prepare for and what to expect from your telecoms in the event of an emergency).

During NSW History Week in September, the Lennox Head Heritage Association presented a talk on *Voices from the Past* at both the Lennox Head and Ballina branches. Other guest speakers at Ballina's Social Circle during the first quarter included John de Laurence (Paradise FM radio announcer), Bernie Kelly (Ballina Public School Learning Support teacher), Tere Sheehan (Manager of Cherry Street Sports Club), and Milt Barlow and Kate Parry (Publisher and Editor of The Ballina Wave).

The Rous County Council visited all three branches during the September school holidays showing children the Catchment Model Trailer, a scaled-down model representing the Richmond and Brunswick catchment with a flowing river, a water supply dam, a town, farms and beaches. The model illustrates how everything in the environment is interconnected – people, land, other animals, plants – and how together we can support a healthy, living catchment.

In conjunction with Lismore Area Libraries, Lennox Head hosted a Mortgage Stress workshop presented by Lismore and District Financial Counsellors. Future workshops will move to the online space to enable a greater number of people to attend.

Ballina Area Libraries provided promotional materials to be included in Welcome Packs that Ballina Shire Council is distributing to families moving to the area under the Community Refugee Integration and Settlement Pilot (CRISP).

### Learning & Creating

Author talks continued to be well-attended this quarter. Fiona McArthur and Janette Paul teamed up to discuss their latest novels *As the River Rises* and *The Summer Place*; local author Meg Egglestone launched her science fiction novel *No Time for Second Thoughts*; Gary Davis presented his novel *Tom Mortimer Pitt Street Banker*; wildlife ecologist Brendan Taylor spoke about his fascinating local research and his book titled *The Evolution of Wildlife Crossings in Eastern Australia and a Guide to 57 Iconic Sites*; journalist Samantha Elley discussed local history and her recent publication *A Bend in the River : Uncovering Woodburn's Tales from the Grave*; and Susan Perrow shared her work on *Therapeutic Storytelling, Healing Stories for Challenging Behaviour*, and *Stories to Light the Night: a Grief and Loss Collection for Children, Families and Communities*.

Lennox Head Library held Science Saturday during National Science Week in August. Children had a blast making paper planes and attending a robotics-themed Story Time. The September school holidays were great fun, with children enjoying library scavenger hunts, DIY superhero masks, rock art, pop-up Story Time in Ross Park, movies (The Bad Guys at Ballina, and DC League of Super-Pets at Lennox), and an 80s Dance Party at Alstonville.

Across Ballina Area our displays this quarter included First Nations authors for NAIDOC Week, and themed displays for Children's Book Week, History Week, Science Week, Library and Information Week, Kids Own Australian Literature Awards (KOALA), Superheroes Real and Imagined, and Spring.

### Library Team

The Library Team was very pleased to welcome our new Business Manager, Brenda Gradwell, to RTRL and looks forward to working with her to develop our library service.

Beginning in July, Lennox Head Library opening hours were extended to include the lunch hour, 12:30 to 1:30pm. This brings the total hours per week to 43. The change has been very welcome in the community and is made possible by the conversion of three casual staff to permanent part-time earlier this year.

Two Ballina Area staff completed the online Readers' Advisory training presented by the State Library, developing their skills in matching reading material to individual readers. Another staff member attended a webinar on Science Fiction, providing valuable knowledge for collection development.

Each branch participated in R U OK? Day by sharing afternoon tea and acknowledging the importance of mental health for a safe workplace.

Two Ballina Area staff were involved in planning and preparing for the RTRL 50<sup>th</sup> Anniversary celebrations to be held in November.

The Area Librarian was on leave during August and the Ballina Branch Technician acted in this role. One of Ballina's Library Assistants successfully completed her Master of Information Studies (Librarianship) this quarter, and acted in the Branch Technician role during August.

The Trainee Library Assistant from RTRL Support Services began working in Ballina branch one day each fortnight to gain valuable in-branch experience with circulation tasks, customer service, and managing the local studies collection.

### Sustainability

Ballina Area Libraries successfully applied for six grants in the first quarter. Tech Savvy Seniors funding from the State Library and Telstra was approved to the value of \$6325 for each branch, allowing us to continue providing the vital one-on-one technology support needed in our communities. Get Online Week funding of \$1000 per branch was granted by Good Things Foundation, also to support digital skills development in Ballina, Alstonville and Lennox Head.

A Local Priority Grant application was submitted to the State Library for projects including technology, collections, building and promotion. In conjunction with Ballina Shire Council staff, planning for a Public Library Infrastructure grant submission began. This is due to be submitted at the end of October.

### Spaces

An evacuation drill with Ballina Shire Council staff was performed at Lennox Head in July.

A new footfall counter was installed at Alstonville Library in August, which will record numbers of visitors through the door more accurately.

New cleaning staff began work for Ballina Shire Council in August, taking over from the contracted cleaners.

### Mobile Library

The community appreciates the adaptability of the Mobile Library service to incorporate the changing needs of the Ballina Shire, through welcoming the Cabbage Tree Hub into the Mobile Library schedule.

Our collection is evolving from being largely comprised of items donated after the 2022 flood to increasing numbers of new material.

Unfortunately, there remains communities that have reached out for a Mobile Library service which cannot be accommodated within the current assets.

### Support Services

During this quarter, the online library showed strong growth for loans when compared to last year. There were 57,970 loans of eBooks and eAudiobooks this quarter, compared to 52,087 loans in the first quarter of the previous financial year. Books in Your Language continued to increase in popularity with hundreds of loans of items published in French, German, Portuguese, Italian, and Spanish languages.

The Support Services team provided support and promotional materials for Children's Book Week, Kids Own Literature Awards (KOALA), and Library and Information Week this quarter. An online library survey was held during Library and Information Week which received 1022 responses from stakeholders, staff, and the community. A summary is being prepared and will be presented to the Committee at a later date.

A Canva for Teams account was established to provide each branch with access to the full program features of Canva. This has improved the efficiency of creating and sharing promotional designs and is a further opportunity for staff to develop their skills.

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# Byron Area

**Quarter:** 1st Quarter | July to September 2023  
**Prepared by:** Byron Area Librarian, Stacey Shepherd

## INTRODUCTION

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

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## RTRL Strategic Plan



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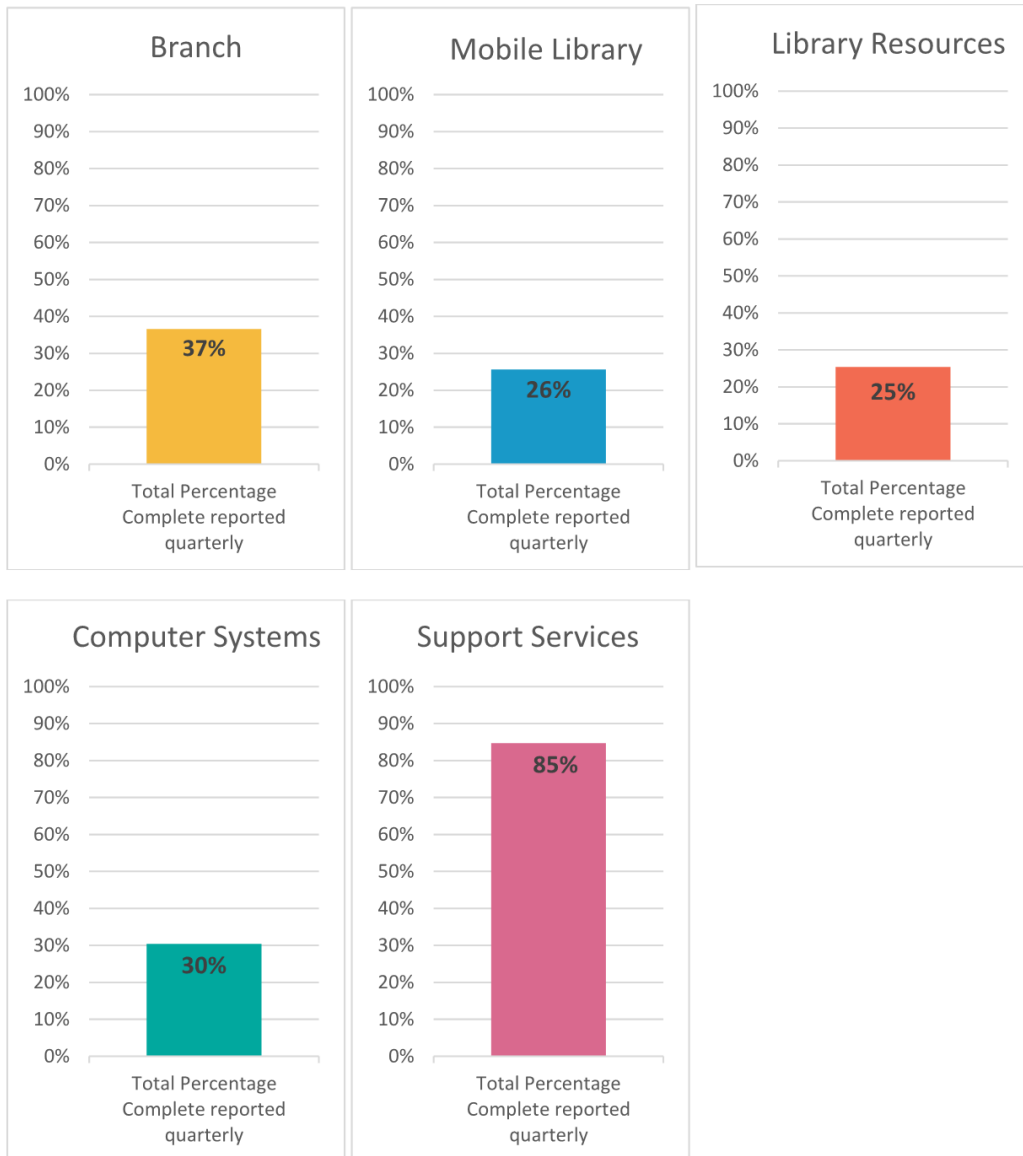
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- Community Participation
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## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

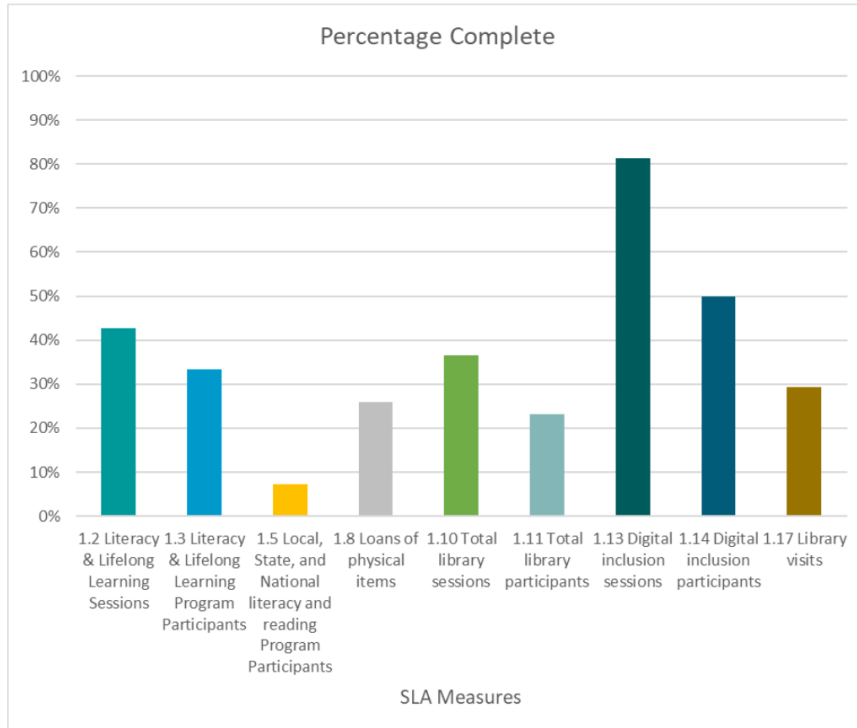
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**Detailed Commentary**

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

**Branch**



Branch SLA targets are varied at the end of the first quarter. The positive variation reflects an overall rise in library visits which is up by 16.53% compared with same quarter last financial year.

1.2 Literacy and Lifelong Learning sessions have a positive variation, this is due to the significant impact that Children’s Book Week has early in the financial year.

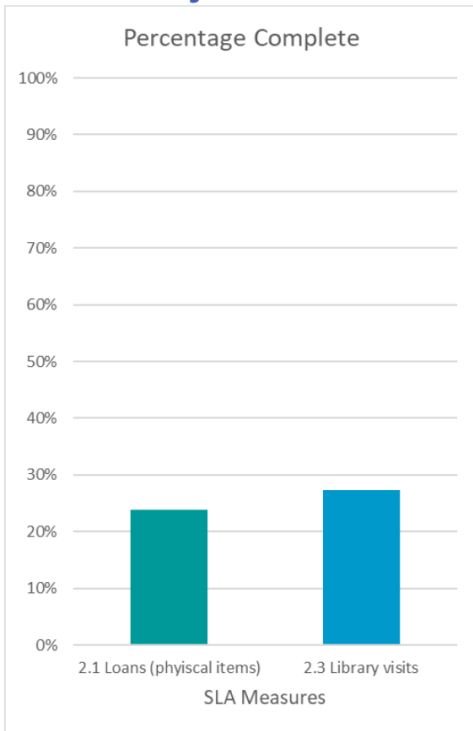
1.5 Some Local, State and Nation literacy and reading Program Participants statistics were not collected in time for the report, showing a negative variation. These will be input in the next quarterly report.

1.13 Digital inclusion sessions are exceeding target due to our grant funded 1:1 support program being scheduled early in the financial year. Additionally, Byron Area was successful with grant funding to provide a digital literacy program for children.

1.14 The grant funding mentioned previously has supported extra digital inclusion provisions across a wide range of ages. This has supported a positive variation in digital inclusion participants.

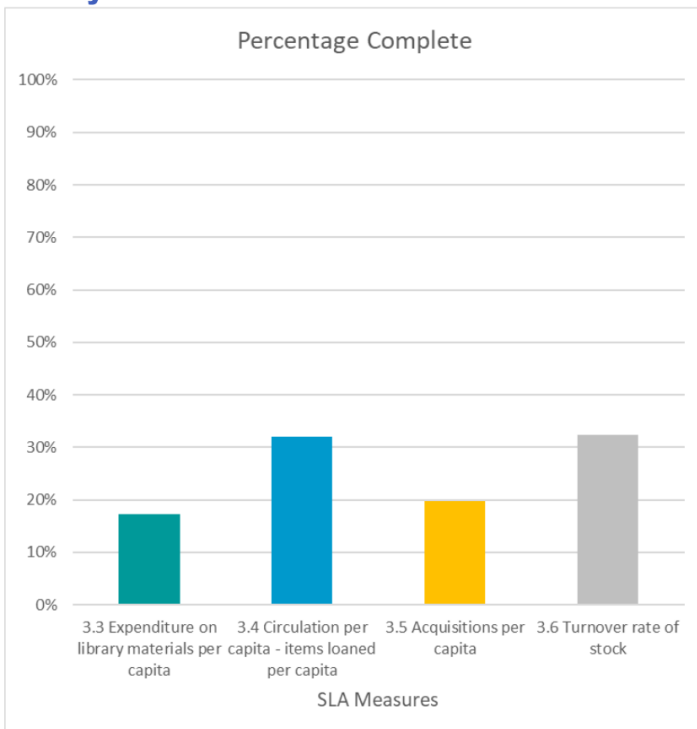


**Mobile Library**



Staying on track, with the revised KPI, now that the service has completed a full year of operation. Our communities show a slight increase in visits, while borrowing is down faintly. Targets are more realistic and are more reflective of the current climate.

**Library Resources**

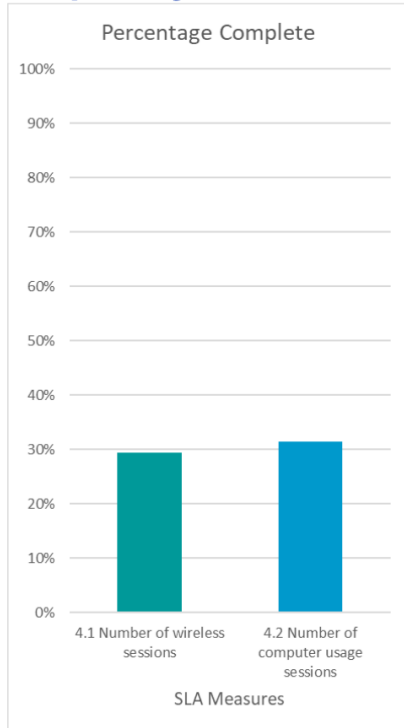


Library Resources SLA targets are varied

3.4 Items loaned per capita target is a positive variation reflecting high levels of readership in the community. A 9.88% decline in loans this first quarter compared to same quarter in the previous financial year is still exceeding our target based on the National enhanced average for Australian Public Libraries (s10).

3.6 The number of loans per collection item shows a position variation through turnover. Our target is set above the Standards and Guidelines for Australian Public Libraries (s11) so this significantly reflects the appeal of collection items to the community.

**Computer Systems**

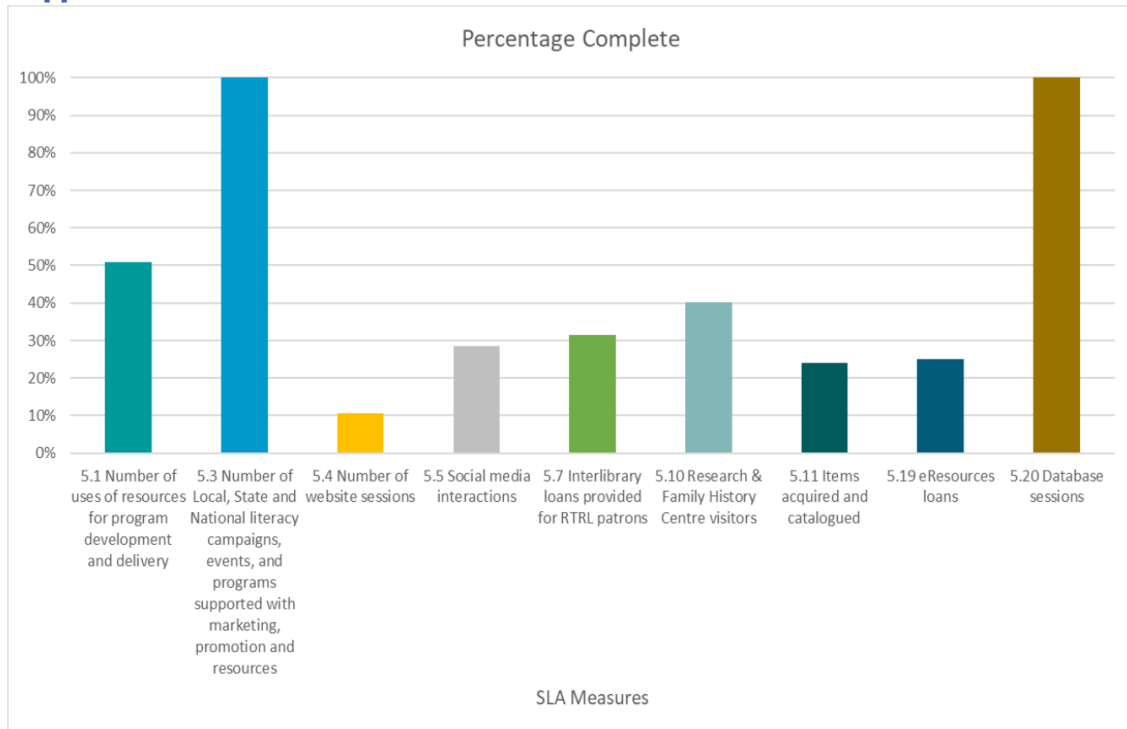


Computer SLA targets are tracking positively.

4.2 Computer use sessions have a positive variation with statistics reflecting similarly to same quarter previous financial year.

4.1 Wireless sessions are set to a higher target capacity than public PC use - due to the preference of customers using their own device. As a result, this target is tracking positively.

**Support Services**



SLA targets at the end of this quarter are primarily positive.

5.1 There has been increased use of Branch Support Kits due to increases in face-to-face programs being offered in the branches. Branch Support Kits include Science Kits, Big Games, Lego kits, and other resource kits to support branches with program delivery.

5.3 Target exceeded due to the majority of programs occurring in this quarter.

5.4 Website usage sessions are lower than anticipated. This could be due to the increase in face-to-face service access rather than online.

5.20 Database sessions target needs to be revised in next year’s SLA. Currently the target is set at 25,000. The actual number of database sessions at the end of the 1<sup>st</sup> quarter was 57,895. The target should be increased to around 250,000 based on the current trajectory.

## Part 2: Additional Commentary

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

### Collections

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

The highest circulated collections are currently Adult Fiction, Junior Fiction and Adult Non-Fiction. Collection HQ maintenance has continued this quarter to improve the age of collection in support of items available less than 5 years old, along with size of the collection. An overall review of branch profile statics took place to support expenditure of library materials during 2023/24.

A new annual standing order for Large Print Fiction started this quarter with MDM print with an outlook to monitor community response through loan statistics. The changes are due to a review of the collection which highlighted a decline in borrowing and a need for the inclusion of trending Australian titles.

### Community Participation

Library visits are up by 16.53% compared with same quarter, previous financial year. Program sessions and participants in the library are reaching and exceeding target which is evidence that people are using their library spaces as flexible meeting places. This is to engage in our book clubs, textiles group, digital inclusion sessions, community talks, holiday activities and to view exhibitions.

Children's Book Week celebrations allowed Byron Shire Libraries to transform with colourful displays showcasing the Children's Book Council of Australia Shortlist and theme, Read Grow Inspire. The libraries celebrated Australian children's authors and illustrators with around 696 local children from schools and preschools touring the branches. Students engaged in an interactive Story Walk which included Nickolla Clark sharing Arakwal story and culture through pre-recorded media which has been played to school groups during CBCA library tours. On Friday, 11 August Byron Bay Library hosted kid's literary event with Australian children's author Nat Amooore. Three rural primary schools attended. This opportunity, a significant partnership in the value of libraries, and access to a rich variety of resources for students in the Byron Shire along with an opportunity to attend a quality fun literary event. Nat's outstanding voice in Kids literature won her the Environment Award for Children's Literature in 2021 and her ability to encompass friendship, adventure, diversity, humour, and positive messages in one entertaining read is a very attractive package to all types of young readers.

A Weaving Exhibition by a local weaving circle was hosted for the month of July to support reconciliation week and touring school groups during Book Week. The exhibition showcased an eclectic collection of works by local weavers working on Bundjalung Country, using natural and introduced fibres.

NSW History week was celebrated in September with displays highlighting Voices from the Past. Local historic photos were featured along with audio stories recently released by the Byron Bay Historical Society. These free stories, from the Byron Bay Historical Society cover topics such as Arakwal culture and history, early European settlement, shipwrecks, gold mining and whaling. They were accessed via QR code in the library through this display. Other displays complimented NAIDOC week, Library, and Information week and Byron Writers Festival. Hearing Australia provided free hearing tests to library users.

### Learning & Creating

One on one digital sessions provided seniors' with digital literacy support in the library on a weekly basis. The sessions made possible due to a digital inclusion grant, funded by Good Things Foundation.

A digital literacy program for children was released as part of the school holiday activity program. An introduction to green screen technology productions along with an environmental science workshop.

The program is supported by a small community grant, received from the Learning for a Better World Trust. The grant opportunity funded through the National Backyard Cricket Association is an opportunity to provide digital education in our regional libraries. The primary age children's programs have so far made up 47% of our programs this financial year with over 900 attendees in total accessing programs such as comic book creation, bees wax wrapper making, clay creation and lantern craft.

Regular children's programs such as Story Time and Baby Time had attendance of over 1,000 participants, with early childhood programs making up 25% of the programs in the Byron Shire. These sessions incorporated community guests such as North-East Waste advocates, Marine Rescue and Rous Water – water conservation advocate.

### **Library Team**

A trainee from Support Services has been attending the Byron Branch regularly to learn circulation and local history provisions. Two Byron Area staff completed readers' advisory training through State Library NSW. A practical program aimed at providing staff with skills and knowledge on readers' advisory to assist them in the delivery of reader programs. Two staff also participated in Verbal Judo training to learn tactical communication skills to confidently deal with difficult situations while working in frontline customer service. Other training included Emergency preparedness for the Mullumbimby Branch Technician along with an emergency evacuation drill. The staff participated in an RUOK Day morning tea to support a safe and healthy workplace.

### **Sustainability**

Mullumbimby Library distributed boxes of books to local preschools and schools as part of the 1 2 3 Read 2 me campaign, a program providing children will quality recycled books across Australia. PC replacement took place as part of a continuous improvement plan. 11 new public/staff PCs were distributed by IT across Byron Area Libraries.

### **Spaces**

Byron Shire branches are participating in the State Library NSW Party Safe Youth Campaign. Resources are available in the youth spaces within our libraries to promote information and knowledge around Drug Info to young people in our community. Particularly this time of year when students are utilizing their Public Library space to prepare for HSC exams.

Friends of the Libraries Byron Shire donated just over \$11,000 for the refurbishment of the Brunswick Heads Library circulation desk area. The funds are supported by a \$10,000 bequest along with Local Priority Grant Funding to finalise the project.

New shelving at Mullumbimby Library allowed updates to the display of the junior collection along with upgrades to shelving on casters to support flexible library spaces in the event of programs. Power and data points were installed at Mullumbimby and Brunswick Heads in preparation for a print management kiosk upgrade. A new air conditioning unit was installed at Brunswick Heads along with external lighting fixtures for after dark. Other cleaning provisions included carpet cleaning at Byron Bay, along with pressure cleaning of the outdoor public concrete area at Brunswick Heads.

### **Mobile Library**

Mobile Library collection is moving away from donated items, from the outpouring of love after the 22 flooding, into new bought material. Bangalow stops showing increased usage with all other Byron stops ticking all the boxes. Partnering with NBN and NE Waste was fruitful at both Bangalow and Suffolk Park. There is still room to bring more activities to our Byron stops, especially in partnership with other stakeholders. Other communities remain on our list for a Mobile Library service.

### **Support Services**

During this quarter, the online library showed strong growth for loans when compared to last year. There were 57,970 loans of eBooks and eAudiobooks this quarter, compared to 52,087 loans in the first quarter of the previous financial year. Books in Your Language continued to increase in popularity with hundreds of loans of items published in French, German, Portuguese, Italian, and Spanish languages.

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# Lismore Area

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

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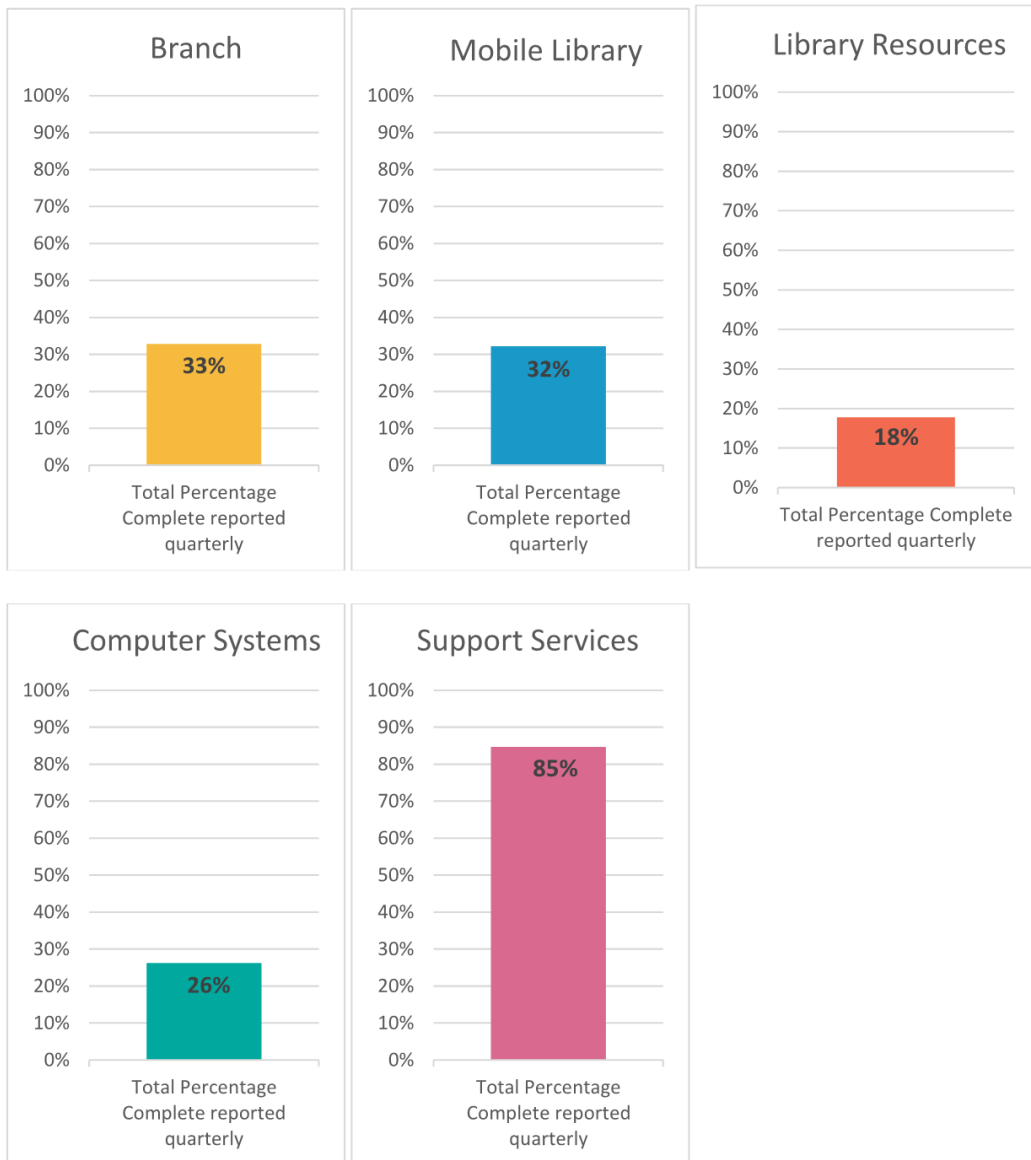


## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

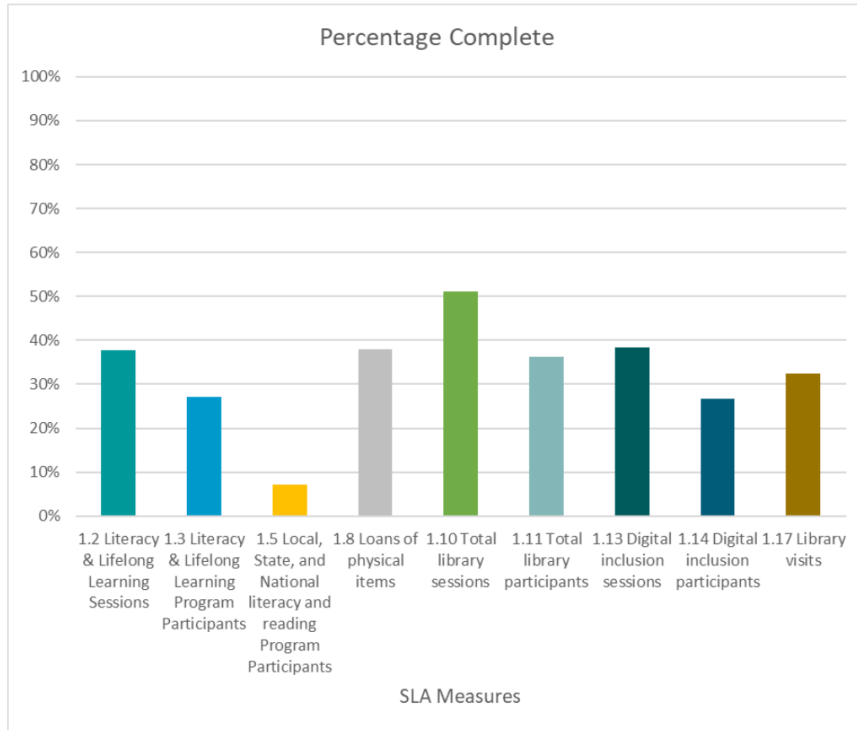
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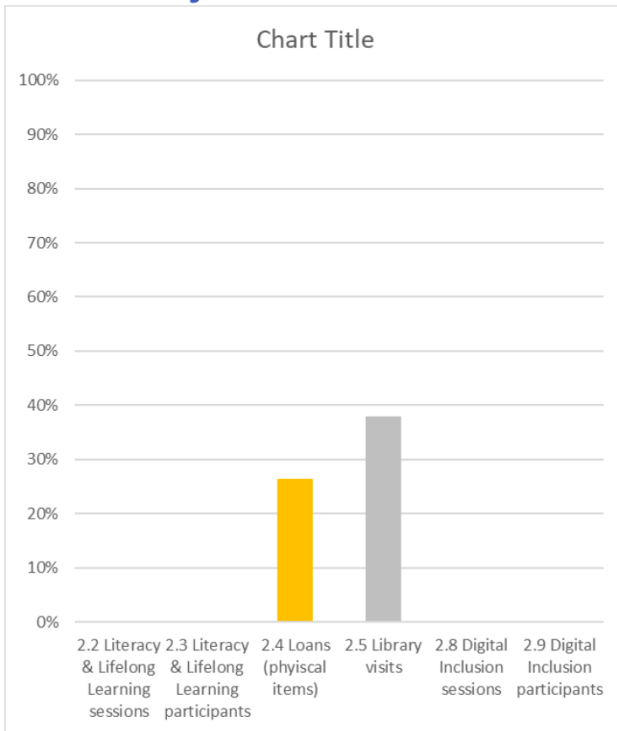
**Branch**



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

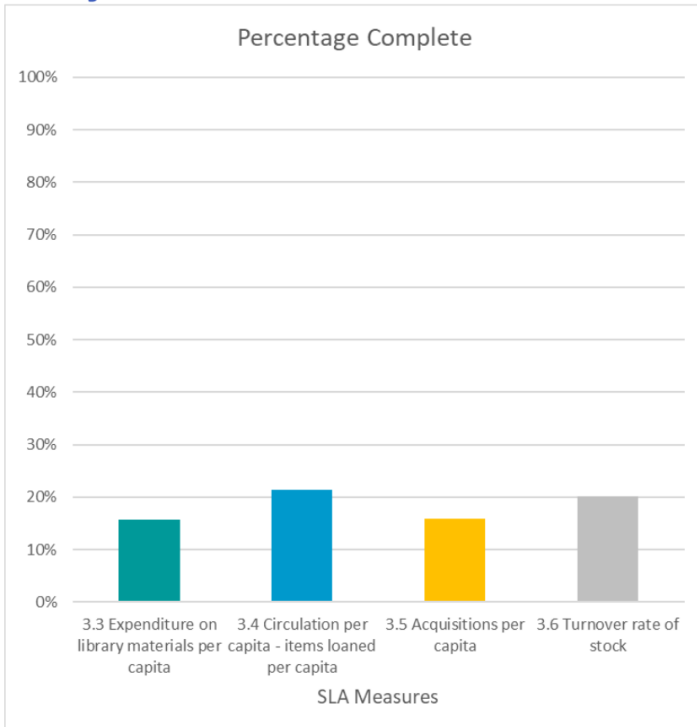
1.2 and 1.17 The Lismore area is still a changing environment, and usage is exceeding targets. Performance will be evaluated after quarter two, to see if service adjustments need to be made.

**Mobile Library**



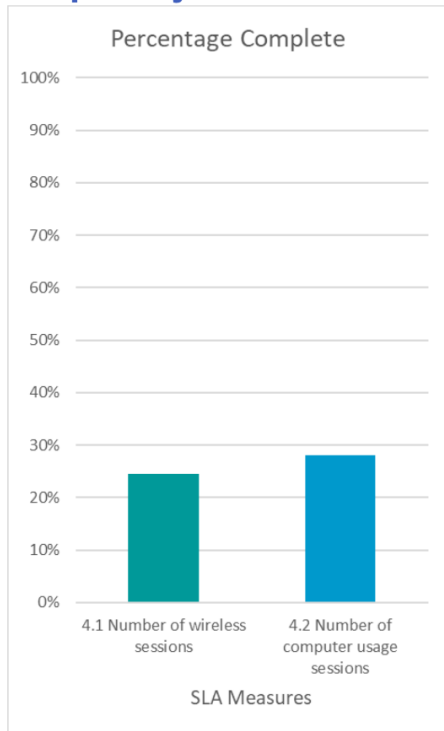
The Lismore area’s numbers, though up faintly, on the revised KPI’s still reflect the slowest of the displaced people, post 22 flooding, returning to normality. Visits are up while loans are holding ground.

**Library Resources**



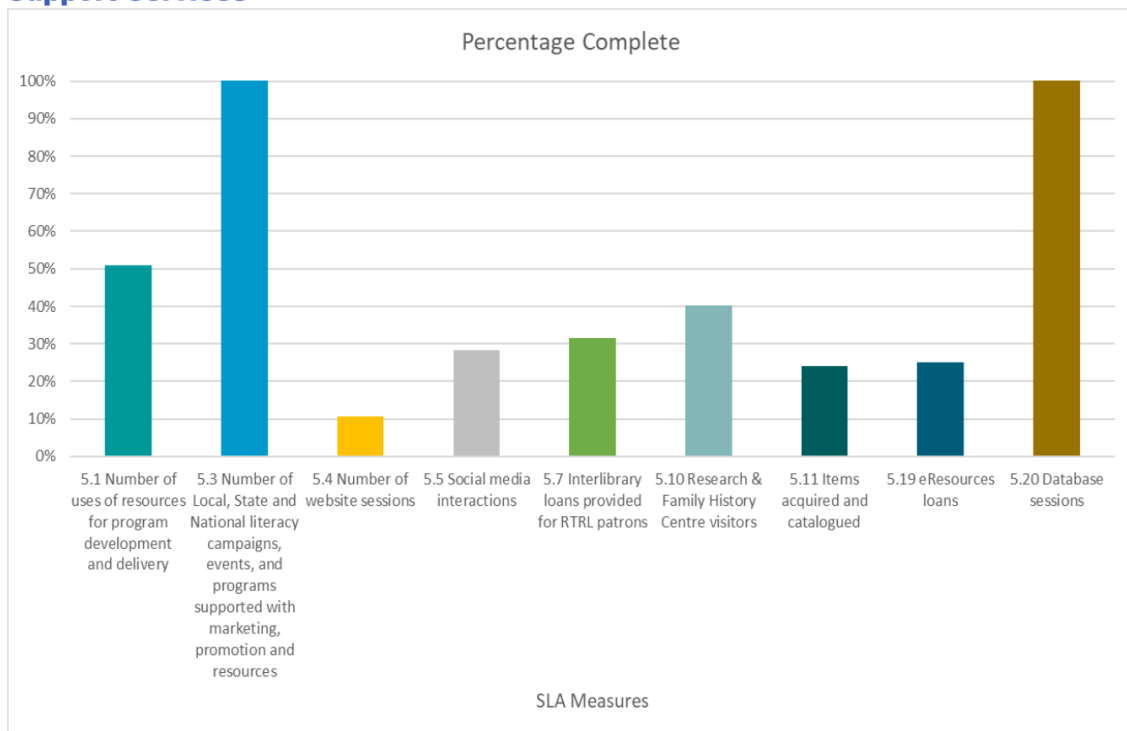
Library resources are underperforming in this quarter. Purchasing of new stock will be increased to offset the reduction in donations being added to the library collection.

**Computer Systems**



Computer systems outcomes are in line with adjusted targets.

**Support Services**



SLA targets at the end of this quarter are primarily positive.

5.1 There has been increased use of Branch Support Kits due to increases in face-to-face programs being offered in the branches. Branch Support Kits include Science Kits, Big Games, Lego kits, and other resource kits to support branches with program delivery.

5.3 Target exceeded due to the majority of programs occurring in this quarter.

5.4 Website usage sessions are lower than anticipated. This could be due to the increase in face-to-face service access rather than online.

5.20 Database sessions target needs to be revised in next year's SLA. Currently the target is set at 25,000. The actual number of database sessions at the end of the 1<sup>st</sup> quarter was 57,895. The target should be increased to around 250,000 based on the current trajectory.

## Part 2: Additional Commentary

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

### Collections

The Lismore Area collection is transitioning from community donations to new purchases. The demand for newer books and content is increasing with Lismore's increasing circulation. Our approach to acquisition will adjust for next quarter to meet this demand.

### Community Participation

Lismore Children's Library had an opening event on Monday, September 4, with Janelle Saffin (Lismore State MP), Mayor Steve Krieg, and a number of councilors in attendance, along with senior members of staff, and the Lismore team. The library opening held an official event, and then families were invited to participate in a messy play activity delivered by KidsNest. Over 90 people attended the opening events.

Lismore Area experienced an influx of memberships in this quarter with over 60 children registering in the first month of the Children's Library opening.

Lismore Library partnered with the Lismore peace group Remembering and Healing, to celebrate the 60<sup>th</sup> anniversary of the Lismore/Yamato Takada sister city bond, and to recognise the impact of nuclear weapons on Japan. The library hosted drop in and organised sessions for people to learn how to make origami peace cranes. A call went out to the community as well, to try and fold 1,000 cranes for peace and wellbeing. The community responded by folding 2,100 cranes.

Lismore Library in partnership with the Lismore Rainforest Botanic Gardens celebrated NAIDOC week with Auntie Thelma. Auntie Thelma read stories, played games, and shared the value of nature to the Aboriginal people.

### Learning & Creating

Lismore Library developed in partnership with a local author Lee Duncan, and illustrator Laila Page, Lismore's first StoryWalk. This program involved creating a children's picture book, displayed over 13 signposts, spread around the Lismore Quad. The program saw families visit the Lismore Quad to walk and read the beautiful story capturing local native birds. In conjunction with the StoryWalk, the Lismore Children's Library partnered with 12 local stores in the CBD to facilitate a 'Birds Around the Block' school holiday activity, in which the creative assets from the StoryWalk were displayed in participating stores, with information about the birds, local places you can visit to see the birds, and books you can read on them. Children (and adults) would wander the CBD, enter the stores, speak with the staff and receive a sticker to place on their story tree. This activity was highly successful with over 100 children participating, and positive feedback received from local stores, who saw an increase in business.

Lismore Area celebrated Children's Book Week by visiting and hosting local schools. The celebration of reading

### Library Team

3 staff have taken advantage of the free Diploma of Library and information services provided by NSW TAFE. This will provide positive outcomes for the team, with more people obtaining qualifications and skills.

### Sustainability

Lismore Library was successful in obtaining funding from Disaster NSW to lease a shop space at Lismore Central Shopping Centre. The space will be a community meeting, enabling the library to return a level of service which has been missing since the flood. Community groups, local businesses, and library programs can use a dedicated space for events, activities, and programs.

### Spaces

With the opening of the Children's Library, the Lismore Library adjusted the space at the Molesworth Street pop-up library to further accommodate adults, youth, and seniors. The space was redesigned

to accommodate more people studying, and reading for leisure, with more tables, seating and increased collections.

### **Mobile Library**

Rotating the collection through all four RTRL areas helps the freshness of the inventory. With more of the collection moving from flood donations to bought items. Forging partnerships with NBN, Rekindling the Spirit and community pre-schools have been added to the services the Mobile Library can offer our communities. Making origami cranes as symbols of peace was well received, with so many made and given back to the community. There remain communities that have reached out for a Mobile Library service, which we cannot offer with current assets.

### **Support Services**

During this quarter, the online library showed strong growth for loans when compared to last year. There were 57,970 loans of eBooks and eAudiobooks this quarter, compared to 52,087 loans in the first quarter of the previous financial year. Books in Your Language continued to increase in popularity with hundreds of loans of items published in French, German, Portuguese, Italian, and Spanish languages.

The Support Services team provided support and promotional materials for Children's Book Week, Kids Own Literature Awards (KOALA), and Library and Information Week this quarter. An online library survey was held during Library and Information Week which received 1022 responses from stakeholders, staff, and the community. A summary is being prepared and will be presented to the Committee at a later date.

A Canva for Teams account was established to provide each branch with access to the full program features of Canva. This has improved the efficiency of creating and sharing promotional designs and is a further opportunity for staff to develop their skills.

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

**Richmond Tweed Regional Library**  
**Tweed Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**1st Quarter**  
**July to September 2023**



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



## Tweed Area

**Quarter:** 1st Quarter | July to September 2023

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

### INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

### RTRL Strategic Plan



The primary strategic outcomes RTRL works toward are:

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

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

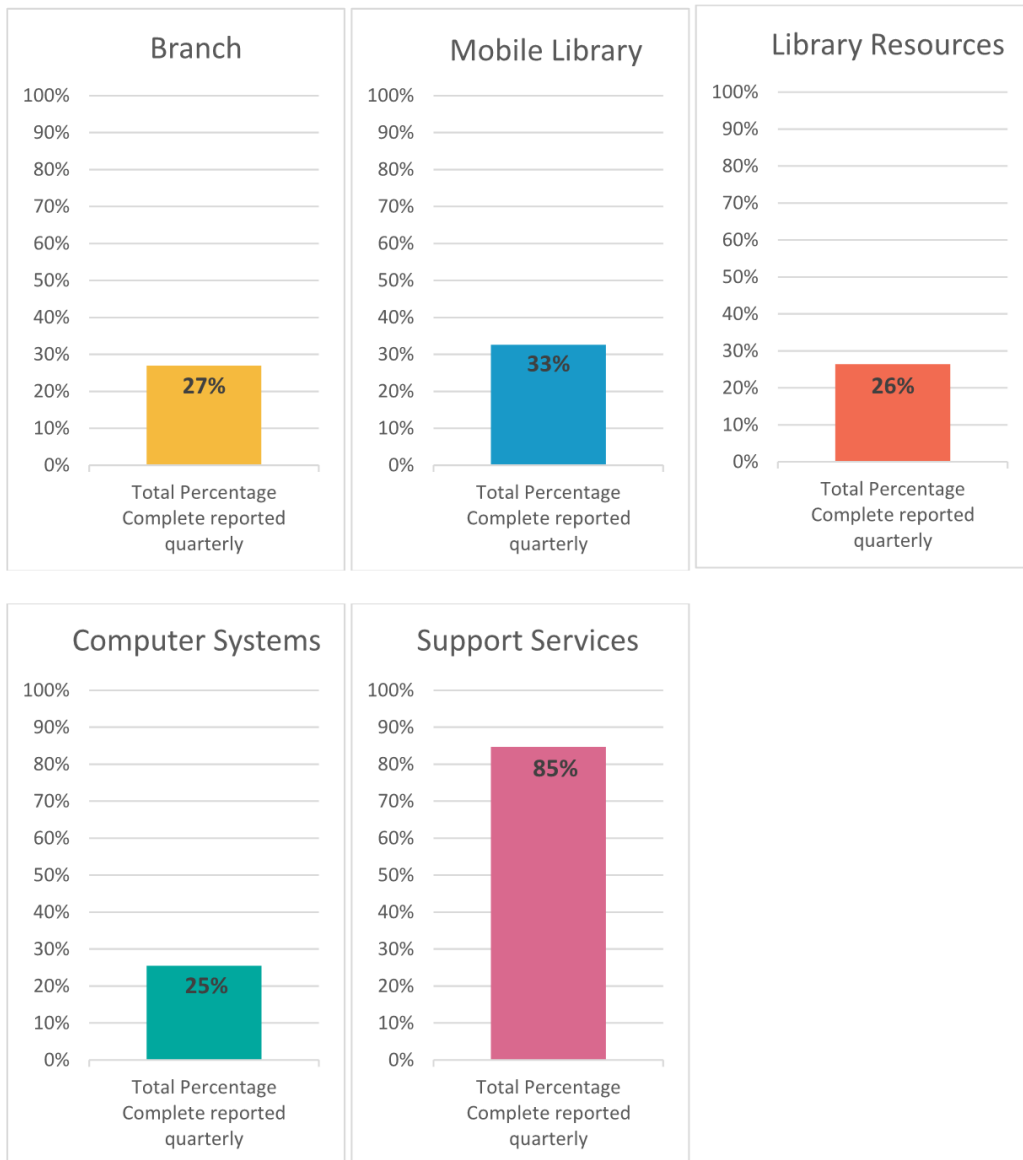
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

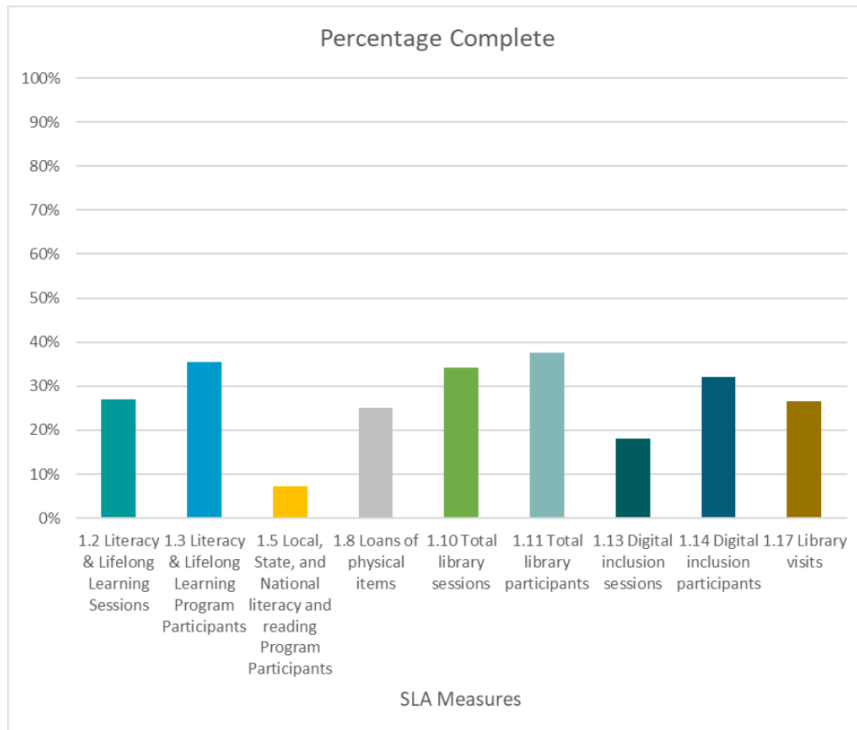
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



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

**Branch**



1.2 and 1.3 Literacy and Lifelong learning sessions are above target for this quarter which is excellent as Murwillumbah library was closed for 3 weeks due to a roof works as well as some works related to the refurbishment project.

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

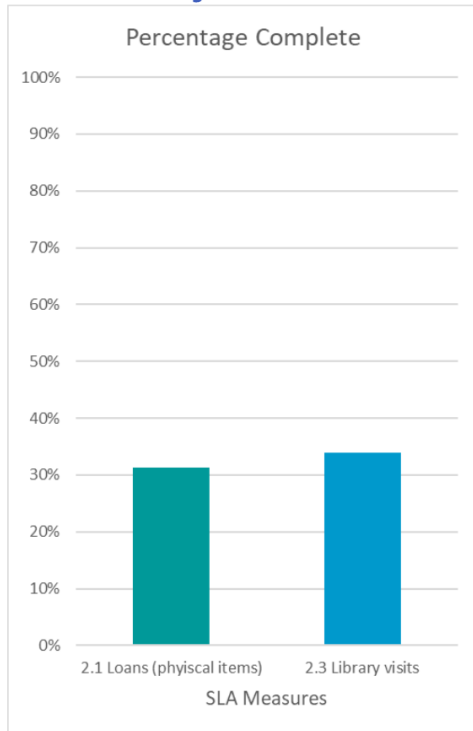
1.8 Despite the closure of Murwillumbah library loans are on target for this quarter which is wonderful to see. We believe this is due to all the displays the staff have been doing throughout the last three months.

1.10 and 1.11 Both well above target for this quarter, which is also great, we believe this is due to a wider range of programs being offered during our school holidays which better catered to our communities' different interests, and needs.

1.14 Participation in Digital inclusion sessions are also above target, this is due to Tweed Heads Library starting their “be connected, building digital program” which takes place every Thursday. This program is also going to be rolled out to Murwillumbah and Kingscliff soon.

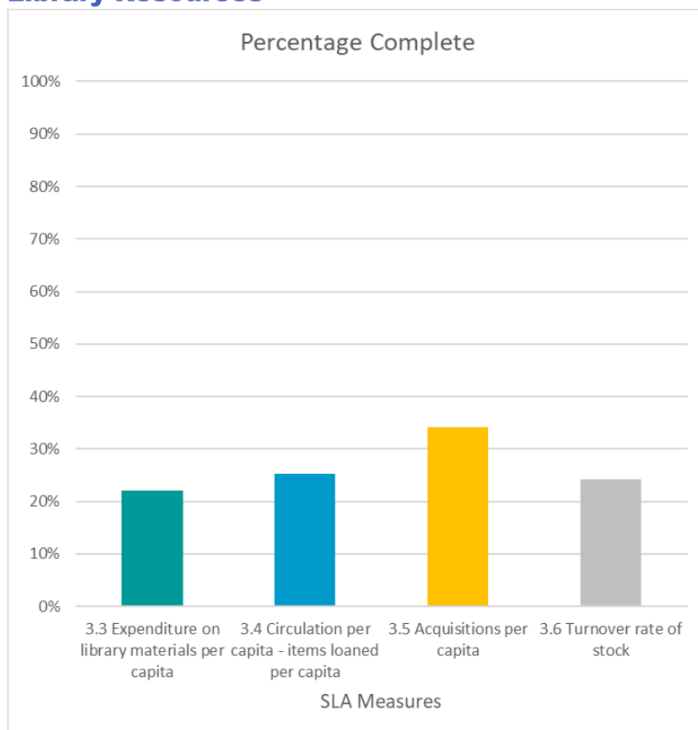
1.17 Library visits are also meeting target this quarter.

**Mobile Library**



Continues to break KPI's in the Tweed area, with the love affair with the Mobile Library not showing any signs of abating. There are days where the Mobile Library's loan issues are only a few lower than the Tweed Library, which is massive, considering the service is provided with two only staff.

**Library Resources**



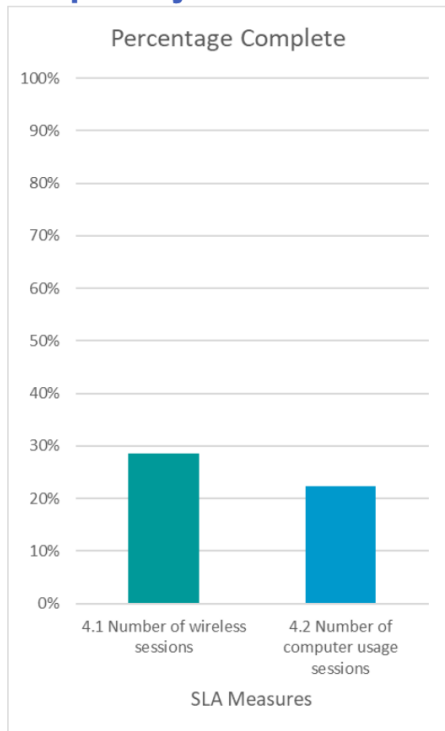
All SLA targets are meeting expectations at the end of the 1st Quarter.

3.3 Expenditure of library resources per capita is just below target across the Tweed Area as we are not buying everything through an external supplier but locally within the Tweed Area and those resources don't show in Spydus. By buying locally, we can have the books for our customers at the same time as big stores like Big W.

3.4 Circulation per capita is on target this quarter, we have worked extremely hard on increasing circulation in the Tweed Area, introducing targeted collections and more display shelving as well as introducing a new reading challenge for the Area

3.6 Our turnover of stock for this quarter is also on target, which we believe is due to the new layout of the collection at all three locations

**Computer Systems**



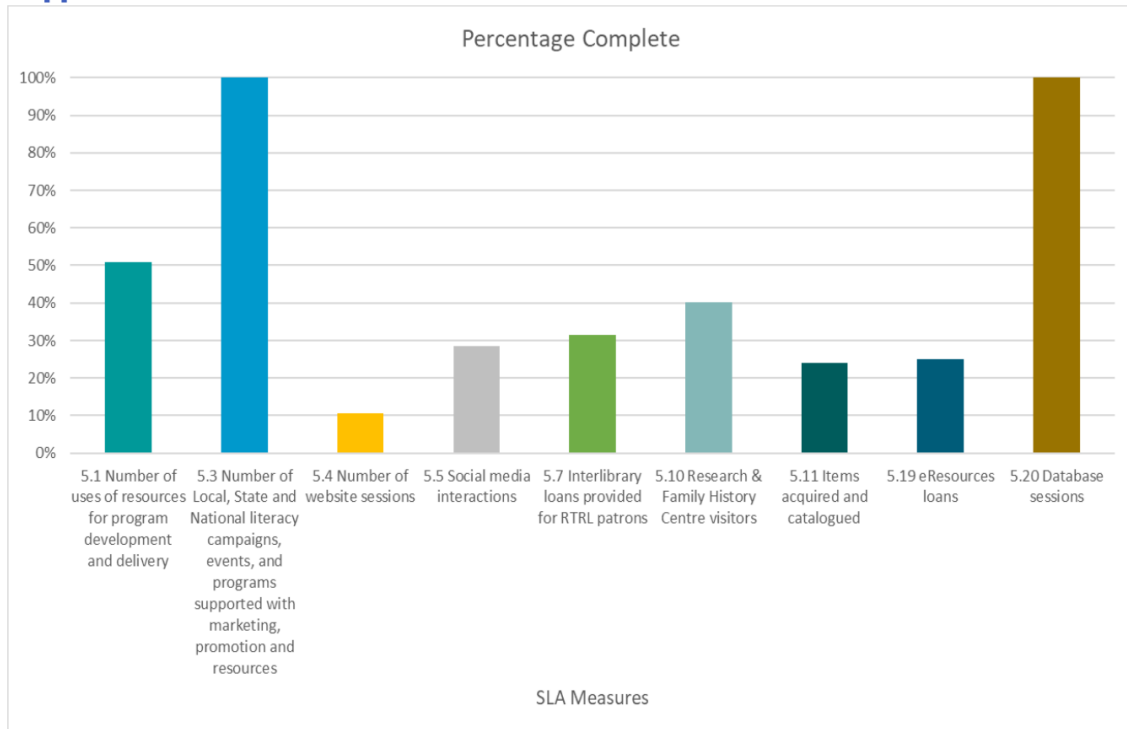
SLA targets are primarily positive at the end of the 1<sup>st</sup> Quarter.

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

4.1 Wireless sessions are above target for this quarter, however at Tweed Heads Library we have change our Wi-Fi hours to same as our business hours to reduce attendance of rough sleepers.

4.2 PC Usage is slightly under target this quarter, however, many of our customers now bring their own devices. Closures at Murwillumbah due to the refurbishment project have also contributed to this result.

**Support Services**



SLA targets at the end of this quarter are primarily positive.

5.1 There has been increased use of Branch Support Kits due to increases in face-to-face programs being offered in the branches. Branch Support Kits include Science Kits, Big Games, Lego kits, and other resource kits to support branches with program delivery.

5.3 Target exceeded due to the majority of programs occurring in this quarter.

5.4 Website usage sessions are lower than anticipated. This could be due to the increase in face-to-face service access rather than online.

5.20 Database sessions target needs to be revised in next year’s SLA. Currently the target is set at 25,000. The actual number of database sessions at the end of the 1<sup>st</sup> quarter was 57,895. The target should be increased to around 250,000 based on the current trajectory.

## Part 2: Additional Commentary

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

### Collections

Tweed Heads Library continues to work on growing their extremely popular manga/graphic novels collection, we are ensuring that we have all volumes in a series so that patrons can read the whole series at their leisure. Kingscliff's new toddler toys in the library collection have proven exceedingly popular and we will be expanding this collection as part of the refurbishment project. Board games and puzzles also continue to be well liked at both Murwillumbah and Kingscliff Libraries.

Tweed Area libraries have been working with local bookshop suppliers QDB and Big W to buy items which are extremely popular for our customers, this process is not only cheaper for the purchase of items, but items are also often available the same day they are released which makes our customers incredibly happy.

### Community Participation

Across the three locations there were 51 Baby time sessions with 1,197 attendees and 36 Story Times programs with 350 attendees. The Discovery Room at Tweed Heads continued to be popular with 9 sessions taking place this quarter with 108 participants; so too was Yoga/Chair Yoga (22 sessions, 308 participants), Chess club with 111 participants, Crafty Mondays with 98 and Canasta, 62 participants.

Kingscliff library had 10 craft afternoons with 103 participants, while Murwillumbah had 5 with 57 participants. The children's book club at Kingscliff met 3 times and had attendees, Murwillumbah met 2 times and had 15 participants whilst the adult book club at Murwillumbah had 15 participants. The JP service was provided to 328 customers.

Displays this quarter across the Tweed Area libraries included: reading challenge – read a book set in Italy or France; Retelling of a classic, Historical romance, KOALA awards, CBCA book Week, Zanni Louise; Bees and Seeds; TikTok made me read it; SNLSW Foreign Language Books; Amazing Stories, Retro Reads; and Spring reading.

Children's Book Week was well attended this year across Tweed shire with sessions being held both in the libraries and in schools, childcare centers, and the Murwillumbah Auditorium. Kingscliff Library held 7 sessions with 255 attendees at Durambah Public School, Smiley Tots, Gumnuts and Beach Kids. Murwillumbah Library hosted author Zanni Louise for CBW, over 230 children attended this session. Additionally, there were another 9 book week sessions held in the Murwillumbah library with 273 children attending. Tweed Heads Library did both sessions within the library as well as outside the library at total of 12 sessions with 345 attendees.

Our local artists in residence for this quarter included Friends of the Tweed Regional Botanic Gardens and Jenny Unwin.

Home Library services were provided to 140 members and 3 institutions on 3 occasions this quarter.

Kingscliff Library has established a new partnership with Smiley Tots preschool hosting 2 visits this quarter with 32 attendees.

Story dogs' program at Kingscliff continues to be popular offering 10 sessions with 28 children attending.

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

### Learning & Creating

The school holiday activities were all well attended with 460 participants. Murwillumbah library hosted a Harry Potter party, Hoopla Circus, Nintendo Switch afternoon, Chocolate Bingo. Tweed Heads Library hosted Logo Masters with Clickin Bricks, Imagination Show, Hoopla Circus, animal

portraits, chocolate bingo and paper prints. Kingscliff Library hosted, paint our own bird house, make your own wall hanging, Printmaking workshop, learn to hand sew, and Foil art.

Murwillumbah Library hosted a composting workshop partnering with NU Waste with 23 attendees. Murwillumbah Library also hosted 8 sessions for the U3A writers' group with 118 attendees.

Kingscliff Library hosted Irene Tai who promoted her book "The Chinese Entrepreneur" with 21 attendees.

Tweed Heads Library hosted author Clare Fletcher who spoke about her new book "Love Match," with 25 attendees.

### **Library Team**

3 staff members of the Tweed Area successfully completed a cataloguing basics workshop presented by TAFE NSW (New South Wales).

The Tweed Area Librarian has been selected to be a Mentor in the ALIA (Australian Library and Information Association) Mentorship Scheme. This program runs for 12 months and is a formal structured mentoring relationship that creates professional partnerships and provides ALIA Members with access to the wisdom and expertise of LIS professionals. The scheme matches experienced LIS professionals (mentors) with upcoming LIS professionals (mentees).

Our Trainee has completed several subjects in her Certificate 3 in Library and Information Studies through NSW TAFE. We also have another member of staff undertaking the Diploma of Library and Information Studies through NSW TAFE.

### **Sustainability**

All three branches were successful with their grant applications for Be Connected, Get Online week. Funding for these grants is provided by Goodthings foundation and each branch received \$1,000, total funding \$3,000.

Tweed Heads Library was successful in their grant application to be a Pilot Library for an Aged Care Reform hub, this application was for \$6,000 and will help support the Commonwealth Department of Health and Aged Care and ALIA (Australian Library and Information Association) as an information hub for the new aged care reforms.

During Children's book week 1, 2, 3, libraries were given books to give away to children who attended CBA, which were well received by library customers.

The seed library continues to be popular with our community, there were 2270 loans this quarter.

### **Spaces**

In collaboration with TSC (Tweed Shire Council), the design brief was written and a tender for the refurbishment of Kingscliff library was advertised, closing at the end of September. Several items of furniture covered under the SLSNW Public Library Infrastructure Grant Kickstart Kingscliff have been ordered including: the new customer service desk, ottomans, picture book boxes, sustainable single lounge chairs, new bay ends for the shelving and new mobile magazine stand.

Murwillumbah library was closed for two weeks 09/08/2022 to 23/08/2023 so that a new roof could be installed. During the closure, two, time capsules that were buried 50 years ago were also retrieved.

### **Mobile Library**

The Mobile Library collection is starting to move from flood donations to newly bought items, adding to the freshness of the stock. Children programs at Pottsville remain strong, while patron usage keeps on growing. There remain communities that have reached out for a Mobile Library service.



### Support Services

During this quarter, the online library showed strong growth for loans when compared to last year. There were 57,970 loans of eBooks and eAudiobooks this quarter, compared to 52,087 loans in the first quarter of the previous financial year. Books in Your Language continued to increase in popularity with hundreds of loans of items published in French, German, Portuguese, Italian, and Spanish languages.

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