

Richmond Tweed Regional Library

Meeting Notice

A meeting of the Richmond Tweed Regional Library will be held at the Ballina Shire Council Committee Room and Online on Wednesday, 16 August 2023 at 9.00am

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.

Rino Santin
Executive Officer – RTRL

9 August 2023



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

Cr Peter Colby with reason: conference commitments

Cr Eva Ramsey with reason: family commitments

3. Attendance by Audio-Visual link

4. Confirm Minutes from Previous Meetings

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5. Disclosure of Interest

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Reports/Recommendations



Reports/Recommendations

Subject	Submissions to 2023/24 RTRL Fees & Charges
TRIM Record No	BP23/631:EF09/74-5
Prepared by	Manager Investment & Commerce
Item Number	7.1

Overview of Report

The Richmond Tweed Regional Library Committee endorsed the 2023/24 Budget and Fees & Charges at its March 2023 meeting.

Lismore City Council, as the Executive Council for the Richmond Tweed Regional Library, adopted them and included them in its advertised draft 2023/24 Operational Plan.

Seventeen (17) submission were received relating to the Richmond Tweed Regional Library Fees & Charges.

The submissions are the subject of this report for the Committee's consideration.

Recommendation

That:

1. The submissions to the Richmond Tweed Regional Library 2023/24 Fees & Charges be received and noted.
2. The Committee determine its preference for any change/s to the 2023/24 Fees & Charges.

Background

Richmond Tweed Regional Library (RTRL) is created by the Deed – RTRL (Deed). The Deed specifies the roles and responsibilities of the Committee, Executive Council and Member Councils, and operational requirements for the service. It appoints Lismore City Council (Lismore) as the Executive Council and therefore the legal entity representing RTRL.

In accordance with the Deed, Lismore has established the RTRL Committee as a committee of the Executive Council and delegated to the RTRL Committee the functions necessary to enable the RTRL Committee to efficiently and effectively perform its functions under this Deed.

In accordance with s377 Local Government Act 1993, a council is not able to delegate the function for the fixing of a fee (s377 (1)(e)), or the voting of money for expenditure on its works, services or operations (s377(1)(g)). As such, the RTRL Committee endorses the annual budget and fees & charges, and this is reported to Lismore for adoption and inclusion in the annual operational plan process.

The RTRL Committee endorsed the 2023/24 Budget and Fees & Charges at its March 2023 meeting. These were adopted by Lismore and incorporated in the draft 2023/24 Operational Plan and advertised in May/June 2023. During the advertising period, public submissions were received of which seventeen (17) related to RTRL fees and charges.

Lismore resolved that these submissions be referred to the RTRL Committee for consideration and reporting back.

Submissions

**Richmond Tweed Regional Library
Meeting held 16 August 2023 - 7.1 - Submissions to 2023/24 RTRL Fees & Charges**

Reports/Recommendations

The submissions referred to the RTRL Committee have been reproduced and personal information redacted in the Submissions – 2023/24 RTRL Fees & Charges attachment.

A summary of the points raised is:

- Increase in fees is making services unaffordable for many patrons from low socioeconomic backgrounds, homeless, or pensioners.
- Opposing the reservation on adult items fee.
- Opposing printing fee increases.
- Should not be charging fees for services.
- Should consider the reintroduction of late fees.
- Opposing Inter-Library Loan fee increases.
- Library services should be free of charge for children and pensioners.
- Could not find the fees.

It is understood that in addition to the above submissions, some Councillors and staff have received complaints regarding library fees and charges.

The adopted 2023/24 RTRL Fees & Charges are also attached.

Commentary

General:

By comparison to 2022/23, most 2023/24 Fees & Charges were increased after considering cost factors such as the CPI = 7.8%, Award Indexation = 4.5%, or actual costs.

Even after these increases, Member Council Contributions rose by an average of 6.58% (Ballina 7.84%, Byron 7.06%, Lismore 8.70% and Tweed 4.24%).

If fees and charges were reduced or not applied, and the impact significant, options such as increased Member Council Contributions, services no longer offered or service levels reduced would need to be considered in conjunction with the change/s.

Reservation Fees (Items held by RTRL) – 2022/23 \$2.20 and 2023/24 \$2.40 per item:

This fee is charged when a patron reserves an item from within the RTRL adult collection that is not available at the time. The reservation means that when the item is next available, regardless of which library branch returned to, it is reserved for the patron. The reservation fee is payable on collection.

A reservation fee is not charged on the children/young adult collection, on home delivery patrons, active volunteers or staff.

The following table provides information on the fee amounts and total revenues from 2020/21 to 2023/24:

Reservation Fees	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Budget
Amount Per Item	\$ 2.00	\$ 2.00	\$ 2.20	\$ 2.40
Total Revenue	\$ 81,267	\$ 53,744	\$ 71,645	\$ 90,000

Inter-Library Loan Fees (Items not held by RTRL) – 2022/23 \$4.60 and 2023/24 \$8.00 per item:

This fee is charged when a patron requests an item that is outside of the RTRL collection. The fee is to recover costs incurred such as a) staff time for processing and creating a record, b) checking item in/out of management system, c) removal of the record from the management system, and d) transport/mail costs to return item to owning library.

The following table provides information on the fee amounts, total revenues and total expenses from 2020/21 to 2023/24:

Richmond Tweed Regional Library

Meeting held 16 August 2023 - 7.1 - Submissions to 2023/24 RTRL Fees & Charges

Reports/Recommendations

Inter Library Loans Fees	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Budget
Amount Per Item	\$ 4.50	\$ 4.50	\$ 4.60	\$ 8.00
Total Revenue	\$ 3,768	\$ 2,318	\$ 3,637	\$ 5,000
Total Expenses*	\$ 9,492	\$ 9,496	\$ 10,513	\$ 12,000

*Transport/mail costs only.

Printing/Photocopying B&W A4 – 2022/23 \$0.40 and 2023/24 \$0.50 per item:
Printing/Photocopying Colour A4 – 2022/23 \$0.80 and 2023/24 \$1.00 per item:
Printing/Photocopying B&W A3 – 2022/23 \$0.80 and 2023/24 \$1.00 per item:
Printing/Photocopying Colour A3 – 2022/23 \$1.50 and 2023/24 \$2.00 per item:
 These fees are charged when a patron requests this service.

The following table provides information on the fee amounts and total revenues from 2020/21 to 2023/24:

Printing / Photocopying Fees	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Budget
Amount Per Item				
A4 - B&W	\$ 0.30	\$ 0.30	\$ 0.40	\$ 0.50
A4 - Colour	\$ 0.60	\$ 0.60	\$ 0.80	\$ 1.00
A3 - B&W	\$ 0.60	\$ 0.60	\$ 0.80	\$ 1.00
A3 - Colour	\$ 1.20	\$ 1.20	\$ 1.50	\$ 2.00
Total Revenue	\$ 118,063	\$ 70,067	\$ 100,924	\$ 189,300

Expenses for this service are not separately captured and therefore Total Expenses are not reported.

Submission Response Options:

All submissions are recommended to be received and noted.

If the Committee's preference is to reduce the amount of a fee or charge, the change would need to be endorsed by the Committee, reported to Lismore, advertised for 28 days seeking submissions, submissions considered potentially by both the Committee and Lismore before the change could be introduced.

If the Committee preference is to reduce the amount of a number of fees or charges, the accumulative impact on the 2023/24 Budget and the ability to manage the reduced revenues within available funds must also be considered. Also, where a significant reduction is preferred, it is best done during the annual budget process where increased Member Council Contributions, services no longer offered, or service levels reductions to offset the revenue reductions can be considered.

It has also been suggested that the reservation fees should incorporate a reduction for pensioners. As RTRL membership details do not contain information about a member's pension eligibility, and doing so creates a privacy breach risk and additional administration for branch staff, Management's view is that if any fee reduction is considered it be applicable to all members.

Reservation Fees

- Reduce the fee to \$2.20 per item, the same as 2022/23. The pro-rata reduction in revenue for 2023/24 is approximately \$4,400. This reduction is likely to be manageable within the available funds.
- Reduce the fee to \$2.00 per item, the same as 2021/22. The pro-rata reduction in revenue for 2023/24 is approximately \$8,800. This reduction is likely to be manageable within the available funds.

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- c) Reducing the fee to \$1.00 per item. The pro-rata reduction in revenue for 2023/24 is approximately \$30,600. This reduction is unlikely to be manageable within the available funds and is not supported.

Inter-Library Loan Fees

- a) Reduce the fee to \$4.60 per item, the same as 2022/23. The pro-rata reduction in revenue for 2023/24 is approximately \$1,200. This reduction is likely to be manageable within the available funds.
- b) Reduce the fee to \$4.50 per item, the same as 2021/22. The pro-rata reduction in revenue for 2023/24 is approximately \$1,300. This reduction is likely to be manageable within the available funds.

Printing/Photocopying Charges

Printing/photocopying is a market service. If the service is available elsewhere and it is convenient and at a cheaper price, it is likely that customers will get their services elsewhere.

If in fact the fees being charged by RTRL are above the market prices, it is likely there will be a negative budget variance reported during 2023/24. Recent market research has not been undertaken.

If these fees were reduced to say 2022/23 amounts, it's unclear what the impact would be on the 2023/24 Budget compared to say no change from the current amounts.

Attachment/s

1. Submissions - 2023/24 RTRL Fees & Charges
2. 2023/24 RTRL Fees & Charges

Submissions to Lismore City Council's 2023 - 2027 Delivery Program and 2023 - 2024 Operational Plan including Budget, Fees & Charges and Revenue Policy

Submissions relating to the Richmond Tweed Regional Library Fees and Services

No	Submission
1	The increase in fees for RTRL services is an excessive jump from previous prices. Many patrons are from low socioeconomic backgrounds, homeless, or on aged pensions. They cannot afford such large increases in fees just to remain involved in the community and utilise the services provided in local libraries. Please reconsider such high costs.
2	It is disgraceful and shameful that I, as a guest and new to Ballina am expected to pay to use a PC. All other libraries I frequent around the country do not charge a fee. Tax payers and Rate Payers should be provided with a free service. Thanks
3	Hi, Seriously? more fees for the library? It is supposed to be a community service and you already get funding. If people are using the library, they can't afford a printer or they are a visitor. You have to be nice to visitors, not upset them and leave a bad taste in their mouth. So, that's a big NO. thanks.
4	All library services should be free for individuals. Other libraries of which I have been a member have not charged for reserving and borrowing books. As a ratepayer, and a pensioner, surely I can have a book without paying.
5	why are the proposed library fees not available for viewing? making comment on the unknown is fruitless
6	I hope that the RTRL reintroduces late fees for library books. It would encourage people to be more responsible and help to keep the books in circulation - which is surely a key objective of all libraries. Charging a fee for ordering a book from another library does not necessarily encourage readership or circulation of books but if it is absolutely necessary and cannot be avoided for RTRL, then so be it. Thank you for this opportunity to provide feedback

No	Submission
7	<p>I am sorry that the Council is considering putting up the fees and charges for the library. I know that I can get any printing I require done at substantially lower prices from other businesses, but I have been choosing to get my printing done in the library in order to support them. If printing charges are increased I will do my printing elsewhere.</p> <p>If Council doubles the fees for Inter Library Loans I will no longer be able to afford to use this service. I will also have to re-consider putting general holds on items as well. I already purchase titles that I enjoy, which are not available in the library, on my Kindle. If the fees and charges are increased, I will purchase the titles that I would like to read as eBooks, rather than borrowing a printed copy from the library.</p> <p>I don't understand why Council will not reinstate overdue fines? This would increase library revenue without the need for fee increases across the board. It would also ensure that books which borrowers are keeping for extended periods of time because there is no incentive to return them, would bring their overdue items back within their allotted borrowing period. The Community in every council area was so generously supportive after the floods with donations of items by rate payers who could not afford to help themselves, let alone the library. In fact, over the years, the library patrons of the various council areas have been incredibly generous and supportive in helping their respective libraries in whatever ways that they have been able to. The Community as a whole is now struggling with cost of living rises, food, rent, mortgages, rates, etc., and are finding it hard to support themselves, let alone the library. I think that library usage and patronage will suffer if fees and charges are increased. I would be very sad to see this happen, as the libraries in all the council areas are such a wonderful resource and so well used. I hope that you will reconsider taking this step.</p>
8	<p>the library printing charges are already the highest of any library on the east coast, these increases are kind of ludicrous, really.. perhaps see what other libraries are charging (20c/page) and try to stay more in line with those, rather than bumping up to 50c/page again already.</p> <p>I'd be embarrassed to ask a visitor to our area pay that amount, let alone a community member who uses the library because they can't afford their own books/printers/computers/whatever.</p>
9	<p>I strongly object to any additional fees being charged for library service.</p> <p>We ALREADY fund municipal libraries through our rates. It would be double dipping to charge over and above. Many disadvantaged rely heavily on public libraries, particularly students and the elderly, and these services need to remain free to the user.</p> <p>I would definitely refuse to re-elect any councillors who vote for such measures.</p>
10	<p>All local library services should be free of charge for children and Seniors.</p>
11	<p>I have always had an issue with the library charging a fee to reserve a title and/or have the book transferred from another Shire library. I lived on the Gold coast for many years - if you want to see how an efficient and effective Council library runs - treat yourself to a visit.</p> <p>There are no fees there. You charge to have a book put aside for you even when it is already located in your local library? It does not make the service available to all.</p>
12	<p>Could the concession price for rtrl library loans please be reduced from \$2. Its not affordable for most concession holders. And a way to know the full cost of an interlibrary loan before it is committed to? If its going to cost \$15+ one might as well often buy the book instead, but if you knew it was \$3 it would be worth it, depending on the book requested.</p> <p>Thanks.</p>

No	Submission
13	<p>The library population services many people who are on fixed income pensions or who are disadvantaged (unemployed). On 26 March 2023 there was finally a small couples' pension increase of 3.5%.</p> <p>This increase does not equate with the 20% increase for B&W photocopies (\$0.40 to \$0.50) and the 9% increase in reservations (\$2.20 to \$2.40) With food, power, fuel etc. costs going through the roof, the increase in Library charges should be exempt for age pensioners, unemployed, and those Commonwealth Health Care Cards.</p> <p>The Library Agreement promotes the sharing of books to help reduce holding costs; it should not be used as a backdoor means of cost recovery. In the final analysis, the Tweed Shire Council rate increase was 4% plus a Special Variation of 2.4% a total of 6.4% this is where increased library funding should be found.</p>
14	<p>I am appalled at another fee rise from \$2.20 to \$2.40, and as well a B&W photocopy costing \$1.25. We only had a fee rise for loans a few months? ago.</p> <p>I for one will not be reserving any more books if the fee goes to \$2.40. It was enough at \$2.20.</p> <p>I just checked at my previous Blue Mountains Library that do NOT charge anything for reserves. And their fee for a B&W copy is still 20cents</p> <p>I also checked the Gold Coast Library that I used while living there and there are also NO fees to reserve. And also only 20cents for B&W copying.</p> <p>I do think the Council need to rethink these charges and find a way to leave them as is.</p> <p>Sincerely</p>
15	<p>To Lismore city council and Richmond Tweed Library,</p> <p>I would like to address the proposed price increase from \$2.20 - \$2.40 per book for library patrons to request books.</p> <p>All the other charges etc I understand and support but I would like to suggest that this particular one is a bit of an issue to library patrons on low or single family incomes. As a homeschool mum (with a child in high school), I often need to request books for our curriculum and research books will have this added \$2.40 fee on them.</p> <p>That is a lot for a single income family like mine. I may as well save my money and purchase the books. It's also frustrating right now because we don't have a big library with all the books at my disposal like we did previously with lismore city library downtown and I do not have the time or resources to be able to go to multiple different libraries to hopefully find and pick up the books to avoid the fees.</p> <p>I think it would make more sense to reinstate late fees so books actually get returned to the library rather than me having to wait months for a book from the adult section.</p> <p>Please consider not raising the book request fees any more or establishing an educators account where we can request books for cheaper or free.</p>
16	<p>As a pensioner and avid reader the reserve fee has a big impact on my lifestyle. Although it would appear to be a modest increase for those of us relying on a mobile library service and reading 5 books a week it will equate to an annual extra impost of \$52.</p> <p>With all the other rising costs of living this is untenable. I request that the reserve fee not be increased</p>

No	Submission
17	<p>RE: Submission of Formal Protest re Library Photocopying charges</p> <p>This submission has been sent via online submission and email (council@lismore.nsw.gov.au with CC to rtrladmin@rtrl.nsw.gov.au) to ensure its on-time delivery.</p> <p>I am a member of ten libraries in NSW and a constant user of their services. On my first visit to Ballina library several months ago, to become a member, it was shocking to learn of the photocopying charges 40c B/W A4, 80c colour. And, now Lismore Council is planning an increase to 50c B/W / \$1 colour.</p> <p>This is a formal protest at the outrageous costs of photocopying pressed on to community within the Richmond/Tweed/Ballina Regional Library area and my formal request that Lismore Council justify these charges. I took the effort to phone my libraries within NSW (Lake Macquarie; Central Coast; Richmond-Upper Clarence; Casino Kyogle Coraki; Northern Beaches Sydney; City of Sydney; State Library of NSW; Stanton North Sydney; Ku-ring-gai, Gordon St Ives Lindfield.</p> <p>Every single one charges 20c with the exception of Grafton (25c). Nearly every user of the library photocopying machines print B/W A4 (many users being elderly and probably a pensioner of some sort).</p> <p>Cost of the standard B/W ink cartridge that library photocopiers use (ToshibaTFC505PM) is \$139-\$218 depending on where purchased). Colour cartridges are separate and do not involve B/W photocopying. Each cartridge delivers up to 32,000 pages of printing (as per manufacturer's specs). Average base cost (32,000 @ average \$200) = 1.6c per page. Cost of one pack of 500 Cultural Choice A4 paper that Ballina library uses is \$8.75 (not wholesale price which may be cheaper for library purchase). Base cost per page = 1.75c per page.</p> <p>Cost of purchase of photocopier machine Toshiba e-studio 30005AC which seems to be the Library choice of copier is \$2,500. This is the one off asset purchase in order to generate ongoing profit from its use which is steadily recouped. First in the Councils Fees & Charges Policy document is ... (copy of segment attached). I note that Byron/Tweed/Ballina Library segment within the Policy, only detail 'Room Hire' and no reference for photocopying/book reserve etc.charges.</p> <p>Within Media Release (29/05/2023 Lucy Kinsley Regional Library Manager (attached), it is clearly apparent that 'spin' is placed on trying to justify that the libraries are doing the public a big favour by doing what they are intended to do. And, to 'colour' and puff-up library staff jobs as if the public should be beholden and eternally grateful to them is offensive, to say the least. Library staff are paid, like anyone else to do their job, which entails assistance, friendliness (which I have found in every single library I have used over many years). Library 'services' are a standard with EVERY library. They are the essence, and have always been the essence, of library services. Lismore Council are not doing the public a favour by stating these things as if they are doing us an enormous favour. It is therefore logically concluded that – 1. Lismore Council/Regional Library Committee are vacuuming up from the Byron/Tweed/Ballina Library area enormous profits from their photocopying service (base cost per page B/W A4 being 3.35c and charging 40c (a profit of 1200%). And with intended increase to 50c – a profit of 1500%!). 2. Lismore Council must show accountability to justify their enormous photocopying charges to stakeholders (us) and show clearly that the library public are receiving back those profits directly to the libraries and not being funneled to other areas. In brief - - Currently 1200% profit is being made via B/W photocopying services with proposed increase of profit to 1500%. - The excellent free services and library staff personnel doing their job is a standard. Not a favour to be public.</p> <p>What needs to be done – 1. Photocopying charges need to be bought in to line with the rest of NSW i.e 20c B/W A4 copy which would still bring a profit of 600%. 2. Pressure should not be placed on to the local citizens to supply more library funding. Pressure must be correctly directed to the NSW State Government to fulfill their municipal council obligations. This is where the responsibility belongs.</p> <p>Thank you. I look forward to your reply.</p>

RICHMOND TWEED REGIONAL LIBRARY 2023/24 Fees & Charges					
Description	GST	2022/23	2023/24	% Increase	\$ Increase
Visitor's Membership Fee (non-refundable)	T	37.00	40.00	8.11%	3.00
Book Club per item	T	2.20	2.40	9.09%	0.20
Reservations on Adult Richmond-Tweed Regional Library Items	N	2.20	2.40	9.09%	0.20
Inter-Library Loans - (Items not held by Richmond Tweed)	T	4.60	8.00	73.91%	3.40
Non-Public Library Inter-Library Loans: Non-public libraries charge different amounts. The actual fee payable will be 100% of the amount charged.	T	28.50+	33.00+	15.79%	4.50
Lost or Damaged Items - Borrowed Item - Cost plus Processing Fee (excluding periodicals)	N	10.00+	10.50+	5.00%	0.50
Lost or Damaged Items - Library Membership Card	T	2.50	3.00	20.00%	0.50
Printing/Photocopying B&W A4	T	0.40	0.50	25.00%	0.10
Printing/Photocopying Colour A4	T	0.80	1.00	25.00%	0.20
Printing/Photocopying B&W A3	T	0.80	1.00	25.00%	0.20
Printing/Photocopying Colour A3	T	1.50	2.00	33.33%	0.50
Scanning documents to email	T	0.30	0.40	33.33%	0.10
Photo Quality Prints (Ballina Local History Photos)	T	4.00	4.50	12.50%	0.50
USB Memory Stick	T	8.20	8.80	7.32%	0.60
Pens	T	0.50	0.60	20.00%	0.10
Plastic Sleeves	T	0.30	0.40	33.33%	0.10
Scanning library local history photos by staff (per photo)	T	4.00	4.20	5.00%	0.20
PC use (15 minutes) - Non-RTRL Members	T	1.50	2.00	33.33%	0.50
Headphones - per set	T	3.00	3.50	16.67%	0.50
Phone Charges - Local Call	T	0.30	0.40	33.33%	0.10
Promotional Sales - Library Bags (Basic, Blue non-woven)	T	4.00	4.20	5.00%	0.20
Promotional Sales - Library Bags (Small, Calico)	T	6.00	6.30	5.00%	0.30
Promotional Sales - Library Bags (Large, Jute)	T	10.00	10.50	5.00%	0.50
Talking Book Replacements - (CDs)	N	20.00	21.00	5.00%	1.00
Patron Research Fee - First hour is free	T	92.00+	96.60+	5.00%	4.60
Lismore 150 Years Book	T	25.50	27.00	5.88%	1.50
Ballina/Byron/Lismore/Tweed/Support Services Library Room Hire					-
Commercial Hirer per hour	T	33.00	35.00	6.06%	2.00
Community Hirer per hour	T	23.00	24.20	5.22%	1.20

Reports/Recommendations

Subject Retirement of Regional Library Manager

TRIM Record No BP23/633:EF09/74-5

Prepared by Manager Investment & Commerce

Item Number 7.2

Overview of Report

The report enclosed celebrates the career and years of service of the Regional Library Manager, Ms. Lucy May Kinsley PSM, on the eve of her retirement.

Recommendation

That:

1. The Committee formally acknowledge the achievements of Ms. Lucy May Kinsley PSM, in her years as the Lismore Area Librarian and Regional Library Manager, Richmond Tweed Regional Library, and wish her a long, healthy and happy retirement.



Image 1: Lucy standing at the far left, of the front row, early career in RTRL

Introduction

Lucy Kinsley, Regional Library Manager, Richmond Tweed Regional Library announced her retirement for September 2023. The purpose of this report is to acknowledge Lucy's service to the RTRL over 40+ years commencing in 1974.

Early career and role as Lismore Area Librarian

Lucy began her library career in the Casino Public Library as a library assistant in 1971 and then at the Lismore Library in March 1974. Her first day at work in Lismore involved sweeping flood-damaged books out through the loading bay doors. She graduated from Charles Sturt University, Wagga Wagga in Library and Information Science after studying externally while working. After having a break to have two children and travel, Lucy returned to Lismore Library in 1978 and in 1987 became Area Librarian for Lismore City Council. Lucy has worked to ensure that the 'community hub' which is the Library has adapted to major global, national and local changes, staying relevant and accessible.

Lucy is a leader with courage to innovate and build new programs and services for a highly regarded and much appreciated community facility, developing programs and events responding directly to the needs of the Lismore community and the Northern Rivers region.

In recognition of her outstanding service, Lucy was awarded the Public Service Medal for 'outstanding public service to community library services in New South Wales' in 2018.

The Lismore Libraries (including Goonellabah and the Mobile Library stops) have continued to develop under Lucy's guidance, offering an array of services to meet the needs of all ages, from the newborn to the senior aged. Examples of services include Babybounce, Storytime, Indigenous Storytime, Lismore Let's Read, Teen nights, HSC Help, Book Clubs (including the Reconciliation Book Club), Tech Savvy for Seniors, Law talks, Multicultural events and services and Home Library Services.

Under her leadership, Lismore City Library launched the Living Library in 2006, (fondly renamed the Human Library). Lismore Library was the first Australian library to introduce a Living Library, the aim of which is to break down barriers and create a more tolerant society. The project continued to flourish in the years after with regular events at the Library and visits to schools and nursing homes in the area. Lucy gave her time freely to assist and advise libraries both nationally and internationally who wish to introduce their own Living Library program. This program reflects Lucy's unwavering 40-year vision for the Library to be an inclusive and engaging space for the Lismore community and beyond.

In 2007, Lismore City Council successfully applied for a \$150,000 'Living in Harmony' grant to enable a national roll out of the Living Library initiative. This initiative was supported by the Australian Library and Information Association (ALIA). The Living Library went on to win two awards in 2007; one being the NSW State Library 'Most Creative Project' in the Marketing Award for NSW Public Libraries, the other being the 'National Multicultural Marketing Award' from the Community Relations Commission (CRC) of NSW.



Image 2: Previous Regional Library Manager Martin Field on the left, Lucy, library staff and Lismore's Human Library accepting the National Multicultural marketing Award of 2007 in Sydney

In 2008, Lucy was the recipient of the prestigious Jean Arnot Memorial Fellowship for her essay about the Living Library project. Further to the list of accolades, Lismore City Library won a LIAC Centre of Excellence Award presented by the State Library of NSW for the Lismore City Library Law Talks, 2011.

Lucy is an active member of the community, supporting various organisations and groups such as the Lismore Lantern Parade, Friends of the Koala, Redinc.org, Richmond River Historical Society and local members of the refugee community. In May 2018, Lucy celebrated her 40-year anniversary as a librarian with Lismore City Council and Richmond Tweed Regional Library.



Image 3: Lucy celebrating her 40th year service anniversary with Lismore Library staff and volunteers and previous Lismore City Council General Manager Gary Murphy

Role as Regional Library Manager

In March 2021 Lucy took on the Regional Library Manager position at the head of RTRL and has continued to hold this position up until the time of her retirement.

After a period of continued lockdowns and library closures in 2020 due to the COVID-19 pandemic, Lucy took on the challenging position of reopening the libraries in a new social climate. As Regional Library Manager she supported the staff and communities across the region to adapt through rapidly changing and unprecedented conditions. Working to ensure our library services continued to provide access to information and avenues to wellbeing, Lucy supported adapted home library service models, click and collect service provisions and reinvented children and adult programs.

Just as library services were expanding into a new normal, the Northern Rivers region was hit with the biggest flood on record over two flooding events in February and March 2022, severely impacting multiple RTRL branches and the Mobile library. Lucy led her team of staff on the ground at the Lismore Library in the clean-up; an overwhelming, deeply emotional, and physically draining experience.

In the months that followed, Lucy coordinated the donation of funds and resources from the community Australia wide. Working to build pop-up branches and coordinating adapted services like the Mobile Library (in a station wagon vehicle and gazebo) to ensure business continuity for local library services to the community. This particular initiative won the first prize in 'Best Innovation and Outreach' category at the State Library of NSW SWITCH Conference in November 2022. After working to purchase a new (second-hand) Mobile Library trailer, Lucy coordinated the launch events across the Mobile Library stop locations. Lucy's leadership and passion brought community together, strengthened partnerships with local leaders, Indigenous representatives, and committed staff.

Lucy also ensured a sharing of donated resources to stock libraries, schools and early learning centres in the four LGA's who lost their resources in the floods. To name a few recipients of resources; Ballina High School, South Lismore Public School, Vistara School and Bunjum Aboriginal Daycare Ballina.

In amongst managing the flood recovery efforts, Lucy continued her presence in community events and celebrations; the 40 years of the Friends of Ballina Shire Libraries association, NAIDOC events and attended visits from the State Librarian and Library Council of NSW at both Ballina and Tweed branches.

Lucy's leadership throughout 2022 was evident by the success of grant receipt. As previously reported to the Committee at the March 2023 meeting, the libraries received the following grants under Lucy's leadership:

- 2022/23 Public Library Infrastructure Grants:
 - \$475,000 towards the replacement of the Mobile Library trailer.
 - Lismore City Council received \$325,427 to replace assets.
 - Tweed Shire Council received \$194,500 to refurbish the Kingscliff Library.
- Community Local Infrastructure Recovery Package – Arts and Culture Priority Needs Program:
 - Temporary library fit out in Lismore CBD of \$135,821
 - Lismore Library internal fit out of \$494,400

Leadership, Mentorship and Legacy

Not only has Lucy had a major impact on the community and public services, part of her success has also been imbedded in the way she leads and mentors her staff. One of Lucy's greatest strengths is her support of young people in the community. During her time as Lismore Area Librarian, Lucy developed a Junior Shelters program in the Lismore Library, providing students the opportunity to gain valuable work experience. Lucy also supported the Elsa Dickson Traineeship, hosting young indigenous people to learn valuable skills, gain education and longevity employment.

Reports/Recommendations

Through her guidance and support, many of these students have gone on to find permanent work in the library or other local organisations and businesses. A number have also gone on to complete tertiary studies, working part time whilst studying. With Lucy's departure, those staff continue to carry Lucy's style and work values into the future.

Lucy is a true champion of public libraries, she is devoted to the communities served by Richmond Tweed Regional Library, and as Regional Library Manager has had the respect and cooperation of all RTRL staff and teams, the Committee and Member Council management.

Thank you Lucy.



Image 4: Lucy standing at the service desk in Lismore Library, engaging with a member of the public

Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	Regional Library Managers Report
TRIM Record No	BP23/638:EF09/74-5
Prepared by	Manager Richmond Tweed Regional Library
Item Number	7.3

Overview of Report

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

Recommendation

That:

1. For the SWITCH 2023 Conference:
 - a. A councillor be appointed to be the Richmond Tweed Regional Library Committee representative, and
 - b. the 2023/24 Budget for Councillors Professional Development be increased by \$1,600 and included in the 2023/24 Budget Review reporting to the November 2023 Committee meeting.
OR
 - a. The report be received and noted.
2. The November 2023 Committee meeting be held in person and this meeting acknowledge the Richmond Tweed Regional Library 50 years of achievement.
3. \$1,500 be made available from the staff training budget to meet the 50 Year Anniversary costs.
4. The amended Patron Behaviour Policy is adopted.
5. Items 2, 3, 4, 5, 8, 9 and 10 be received and noted.

1. SWITCH 2023 CONFERENCE

The annual conference of the New South Wales Public Libraries Association (NSWPLA), SWITCH 2023, will be held November 14-17, 2023, in Penrith. The conference theme is Equality, Inclusion, Diversity and the conference program supports the theme. The estimated cost to attend SWITCH 2023, including early bird registration, accommodation, flights, transport and meals, would be approximately \$2,100.

All Member Councils are members of the NSWPLA and are eligible to attend. Generally, if a councillor attended a conference all reasonable costs would be met by the Member Council.

The Chair has indicated she is unable to attend, and the Deputy Chair has indicated a preference to attend unless there is other Councillors interested.

The RTRL provides an annual budget of \$1,000 for situations where the Chair or Deputy Chair attend a conference or meeting representing RTRL. Approximately \$500 was spend in 2022/23.

If the Committee's preference is to be represented, it is recommended that:

- a) a delegate be appointed, and

Reports/Recommendations

- b) the 2023/24 Budget for Councillors Professional Development be increased by \$1,600 and included in the 2023/24 Budget Review reporting to the November 2023 Committee meeting.

If the Committee's preference is not to be represented, it is recommended that this be received and noted.

2. IMPACT OF CHANGING FINANCIAL ENVIRONMENT ON LIBRARY SERVICES

At the 17 May 2023 Committee meeting, a report on the Impact of Changing Financial environment on library services was considered.

The following resolutions were made and that the Committee:

1. *Receive and note the report*
2. *Supports the provision of library services and programs, and associated staff training, that focus on:*
 - *supporting job seekers*
 - *providing educational support, including financial literacy*
 - *providing access to technology, including basic training and support to access technology and digital services*
 - *providing programs to increase social connection and support mental wellbeing.*
3. *Supports an RTRL community survey to be undertaken during Library and Information Week, 31 July-6 August 2023, to provide benchmarkable data on outcomes for library users.*
4. *Require Management to:*
 - a. *seek additional grant funding to increase the provision of supported library services and programs.*
 - b. *report on the results of the RTRL community survey and additional grant funding opportunities, and subsequent actions taken.*
 - c. *investigate the provision, viability and collaboration with government and local services providers to deliver supported services and programs in-house, and report back to the Committee.*

In response to these resolutions, the following initiatives have been undertaken:

1. Each branch has applied for a 'Get Online Week' grant of \$1,000 to promote Citizen Science, teaching how to download apps, use online chat by using Aussie Bird Count and the Australian National Museum with digital tours and experts presenting information sessions.
2. Delivering programs to support the community:
 - a. Resume workshops
 - b. Adult literacy one-on-one lesson
 - c. Monthly presentations partnering with the Lismore & District Financial Counselling Service
 - d. Partnering with Australian Taxation Office supporting Tax Help centre with volunteers
 - e. Young Queerios Hangs for LGBTIQ+ Youth, fortnightly program at Ballina
 - f. Seed library program, a community connection for gardeners and seed savers of all ages in Tweed and Byron areas
 - g. Partnership with NBN providing scam awareness presentations, workshops providing Tech Help, and holding community conversation sessions
 - h. Science experiments for all ages at the New Moon Market in Lismore
 - i. Partnerships with Australasian Native Orchid Society and Northern Rivers Orchid Species Society, community connection wellbeing
 - j. Fundraising campaign by GIVIT to fund the purchase of cake tins for that special cake that can be borrowed from the library instead of buying it for single use.

The community survey is currently being undertaken from 31st July to 6 August, during library and information week. This survey will provide benchmarking data on library services and programs. The

total number of surveys completed will be available at this meeting. Survey results will be presented to the next quarterly meeting in November.

3. MOBILE LIBRARY REPLACEMENT PROJECT UPDATE

Staff are currently working on the replacement of the mobile library trailer and prime mover. We have completed a Request For Information (RFI) process to gather information from potential suppliers, and we are currently assessing the results. This information will be used to develop a Request For Tender (RFT).

Based on the RFI process, we have received sufficient information to proceed with the development of the RFT for the mobile library trailer. However, further research needs to be conducted before developing the RFT for a new prime mover.

We are pleased to report that there are options available in the market for a battery-powered electric prime mover. However, implementing this option is complex, as it requires new support infrastructure such as charging stations. Additionally, we need to ensure that the available solutions are fit for purpose in terms of travelling distance and vehicle weight on the road.

4. 2023/24 SERVICE LEVEL AGREEMENTS UPDATE

All Service Level Agreements have been signed and the agreed targets are being actioned. Quarterly reports will be prepared and presented by the Area Librarians.

5. 2022/23 ANNUAL REPORT UPDATE

This report is being prepared with some information still to be collated. The annual report will be published in November 2023 and provide information about the services and activities delivered in 2022/23. The following is a snapshot of some statistics:

- 1,577,099 loans borrowed in the libraries – 24% increase
- 703,826 visits to the libraries – 41% increase
- 219,249 loans borrowed from the online library
- 103,502 library members

6. 50 YEAR ANNIVERSARY

On 5 November 1973 the RTRL service began with a signed agreement between Lismore and Ballina Councils. Tweed, Byron and Mullumbimby Councils then joined this great library network.

Planning has now begun to celebrate this 50 Year Anniversary. Ideas on how to celebrate are welcome. Suggestion to date include:

- An official event coinciding with the November 2023 RTRL Committee meeting
- A Staff reunion
- Special edition library membership cards and merchandise bags
- 'Then and now' displays of branch photographs
- Library tech memorabilia on display
- Revolving slideshow display of historical images

It is recommended that the November 2023 RTRL Committee meeting be an in-person meeting to coincide with the official event to acknowledge and celebrate achievements.

Reports/Recommendations

It is also recommended, to enable a staff reunion, funds from the staff training budget to a maximum of \$1,500 are being sought. This will be used for hiring of the venue, decorations, etc.

7. PATRON BEHAVIOUR POLICY REVIEW

This Policy was originally authorised 7 July 2010, and reviewed on two separate occasion – 19 June 2014 and 14 May 2015. Management recently reviewed the Policy and some minor descriptive changes recommended. A copy of both the amended and existing policy are attached.

This Policy must be reviewed and approved by the Committee. It is important that the Patron Behaviour Policy is current as it is used across the region when patrons behave in an unacceptable manner. Unfortunately, this type of behaviour does occur across the library service.

8. EXECUTIVE OFFICER RETIREMENT

The Executive Officer, Rino Santin, recently announced his retirement for September 2023. A new appointment to the Executive Officer's role is yet to be made by the General Manager, Lismore City Council. When this occurs, the Committee will be informed.

Rino has had a long involvement with Richmond Tweed Regional Library, since the mid 1990's, as Finance Officer, where he has always proven his professionalism. It has been in the role of Executive Officer where his knowledge, expertise and probity must be acknowledged. Thank you, Rino, you have been so helpful and patient answering questions, providing advice and being so supportive. The entire Richmond Tweed team thank you for your dedication to this service.

9. SERVICE LEVEL AGREEMENTS – PROGRESS REPORTS

Service Level Agreement progress reports for the fourth quarter (April to June 2023) for all Member Councils have been prepared and are attached.

10. CONFIRMED SENIOR LEADERSHIP GROUP (SLG) MEETING MINUTES

The April, May and June 2023 confirmed SLG minutes are attached.

Attachment/s

1. Patron Behaviour Policy - Amended
2. Patron Behaviour Policy - Existing
3. Quarter 4 SLA Progress Report_April to June Ballina (Over 7 pages)
4. Quarter 4 SLA Progress Report_April to June Byron (Over 7 pages)
5. Quarter 4 SLA Progress Report_April to June Lismore (Over 7 pages)
6. Quarter 4 SLA Progress Report_April to June Tweed (Over 7 pages)
7. SLG Confirmed Meeting Minutes 4 April 2023
8. SLG Confirmed Meeting Minutes 9 May 2023
9. SLG Confirmed Meeting Minutes 13 June 2023

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Policy 1.6

Policy title:	Patron Behaviour Policy
Policy number:	1.6
Objective:	To ensure the safety and wellbeing of library patrons and staff, and to outline measures to be taken against patrons who breach the <i>Library Regulation 2005</i>.
Link to Strategic Plan:	RTRL Strategic Plan
Policy created: 07/07/10	Committee last reviewed: 16/08/2023 (pending)
Last reviewed by staff: 05/07/2023	TRIM Ref: ED23/42007

Introduction

The Library Regulation 2005 (under the Library Act (NSW) 1939) provides guidelines for acceptable behaviour by library patrons and identifies measures to exclude patrons who breach the Regulation. In particular, this policy provides guidelines to assist staff in implementing the Library Regulation 2005, clause 17, which concerns asking a patron to leave the library if they are behaving in an unacceptable manner. The Regulation gives all staff the authority to ask a patron to comply with the Regulation, and to ask that patron to leave the library if the Regulation has been breached.

Procedure

If a library patron should become rude, abusive or threatening in any way towards a staff member, then the staff member concerned may politely refuse to deal with that person and should communicate to that person that they will not be assisted in any way until their behaviour is moderated. In extreme cases the member of staff should seek help from other staff, call the security firm or police, abandon the service desk for a place of safety, or if necessary, leave the library premises altogether. The safety of the staff member is always paramount.

If a patron has exhibited anti-social behaviour (e.g. abusive swearing, downloading pornography, physical assault on another patron or staff member, soliciting for money), the Library Regulation 2005 allows for the patron to be banned from the library for a period of time, to be determined by the governing body of the library. Banning a patron from Richmond Tweed Regional Library means that the patron may not use the facilities of any branch (including the Mobile library).

For less serious but nevertheless disruptive behaviour, such as noisy arguing, children or young people running around the library, a warning should be issued and if this is not heeded, the offending patron(s) should be excluded from the library for the day. Library staff members have the authority to exclude a patron for one day, in consultation with their direct supervisor. If this happens, the staff member should inform the Business Manager – RTRL (Manager) by email.

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Any request to ban a patron for longer than one day for anti-social behaviour should be referred to the Business Manager. In discussion with the staff member involved, the Business Manager should decide on an appropriate ban and write a letter to the patron informing them of the length of the ban and the reason for it. The patron should also be informed that for their library rights to be re-instated, at the end of the period of the ban, they must write to the Business Manager, undertaking to be of good behaviour at all times while in the library.

For a serious infraction, such as a physical assault or threatening verbal abuse, a letter should be sent to the patron banning them temporarily from every branch of Richmond Tweed Regional Library. The matter should then be discussed with the Management team as soon as possible and a response formulated. The patron could be banned for one month, three months, one year, five years or life, taking into account the nature of the assault/abuse and the history of the patron. The patron should then be sent another letter advising them of the period of their ban. They should also be advised that at the conclusion of their ban, they must write a letter to the Business Manager undertaking to be of good behaviour in the library. On receipt of this letter, the Business Manager can approve the reinstatement of library privileges.

All such incidents should be appropriately documented as soon as possible after it has occurred and sent to the Lismore City Council WHS Officer, Area Librarian and Business Manager – RTRL. Incidents of physical assault or threatening verbal abuse should be reported to the police immediately.

Business Manager
Richmond Tweed Regional Library

Policy No: 1.6

Policy	Patron Behaviour Policy
Policy Statement	To ensure the safety and wellbeing of library patrons and staff, and to outline measures to be taken against patrons who breach the <i>Library Regulation 2005</i> .
Level	RTRL Policy
Date Authorised	07/07/10,
Date Reviewed	19/06/14, 14/05/2015

Introduction

The Library Regulation 2005 (under the Library Act (NSW) 1939) provides guidelines for acceptable behaviour by library patrons and identifies measures to exclude patrons who breach the Regulation. In particular, this policy provides guidelines to assist staff in implementing the Library Regulation 2005, clause 17, which concerns asking a patron to leave the library if they are behaving in an unacceptable manner. The Regulation gives all staff the authority to ask a patron to comply with the Regulation, and to ask that patron to leave the library if the Regulation has been breached.

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authority to exclude a patron for one day, in consultation with their direct supervisor. If this happens, the staff member should inform the RTRL Manager by email.

Any request to ban a patron for longer than one day for anti-social behaviour should be referred to the RTRL Manager. In discussion with the staff member involved, the Manager should decide on an appropriate ban and write a letter to the patron informing them of the length of the ban and the reason for it. The patron should also be informed that for their library rights to be re-instated, at the end of the period of the ban, they must write to the Manager, undertaking to be of good behaviour at all times while in the library.

For a serious infraction, such as a physical assault or threatening verbal abuse, a letter should be sent to the patron banning them temporarily from every branch of Richmond Tweed Regional Library. The matter should then be discussed with the management team as soon as possible and a response formulated. The patron could be banned for one month, three months, one year, five years or life, taking into account the nature of the assault/abuse and the history of the patron. The patron should then be sent another letter advising them of the period of their ban. They should also be advised that at the conclusion of their ban, they must write a letter to the Manager Richmond Tweed Regional Library undertaking to be of good behaviour in the library. On receipt of this letter, the Manager can approve the reinstatement of library privileges.

All such incidents should be appropriately documented as soon as possible after it has occurred and sent to the Lismore City Council WHS Officer, Area Librarian and Manager RTRL. Incidents of physical assault or threatening verbal abuse should be reported to the police immediately.

Manager

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 APRIL 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

Acknowledgment of Country and welcome by Chair, Executive Officer.

Present

- 1.0** Rino Santin (Chair, Executive Officer Lismore), Lucy Kinsley (Regional Library Manager), Caroline Klose (Manager Communications and Customer Service Ballina), Esmeralda Davis (Director Corporate and Community Services Byron), Helen Carter (Manager Inclusive & Creative Communities) and Suzy Arthur-Smith (Communications and Engagement Support Librarian).

Apologies

- 2.0** Kelly Brown (Director Corporate and Community Ballina) and Kristian Enevoldson (Director, Chief Financial Officer Lismore)

Confirmation of Minutes from Previous Meeting

- 3.0** Minutes of the previous SLG Meetings held on Friday 10 March were confirmed.

Discussion Items

4.1 WHS

All

Report on the small snake at Mullumbimby Library.

DECISION:

- Snake bite kits in all branches with instructions and photos of how to treat snake bites.

ACTION REQUIRED:

- Nil

4.2 Mobile Library project plan

- Timeframe is to be shortened by 6 months.
- Develop RFQ July-August 2023
- Take back to the Community, with simple engagement process
- Graphics to include community input.

DECISIONS:

- Plan approved with a shortened timeframe

ACTION REQUIRED:

- Provide regular updates to SLG on progress against plan

4.3 Outstanding actions

Report overview provided by Executive Officer

DECISIONS:

- Receive and note report

ACTION REQUIRED:

- Management to update report before each SLG meeting and report to SLG

5.0 Other Business

1. Byron Bay Librarian recruitment underway.
2. Regional Library Manager recruitment progressing with Mason Blackadder engaged to assist in the process.
3. RTRL's 2021/22 Special Purpose Financial Report will be reported to next Committee meeting.
4. Reserves – Internal Restricted Funds as at 30/06/2022: Details to be circulated and to be discussed at next SLG meeting.
5. 2022/23 Budget Review Report: To be reported to the next Committee meeting
6. Helen Carter announced her retirement, effective 29/06/2023. Recruitment for her replacement is underway.
7. 13/6/23 SLG meeting to be in-person at Byron Shire Council to acknowledge Helen's retirement.

DECISIONS:

- Receive and note Other Business items

ACTION REQUIRED:

- Rino to circulate Reserves – Internal Restricted Funds as at 30/06/2022
- Ellie to add Reserves – Internal Restricted Funds as at 30/06/2022 to the next SLG meeting agenda.
- 13/6/23 SLG meeting to be in-person at Byron Shire Council to acknowledge Helen's retirement.

Upcoming Meetings:

SLG:

Tuesday, 9 May 2023 at 10.00am online

Tuesday, 13 June 2023 at 10.00am in person at Byron Shire Conference Room

RTRL COMMITTEE:

Wednesday, 17 May 2023 online

Closure:

This concluded the business and the meeting closed at 11.00am

Richmond Tweed Regional Library

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MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 9 MAY 2023 AT 10.03AM

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

Present

- 1.0** Rino Santin (Chair, Executive Officer Lismore), Lucy Kinsley (Regional Library Manager), Caroline Klose (Manager Communications and Customer Service Ballina), Helen Carter (Manager Inclusive & Creative Communities), Ellie Misdale (Administration Officer RTRL, Minute Taker)

Apologies

- 2.0** Esmeralda Davis (Director Corporate and Community Services Byron), Kristian Enevoldson (Chief Financial Officer, Lismore),

Welcome and Acknowledgement of Country

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

Confirmation of Minutes

- 4.0** Minutes of the previous SLG Meetings held on 4 April 2023 were confirmed.

Discussion Items

5.1 WHS

All

Caroline mentioned two points for Ballina Area libraries:

1. More accessibility was gained for staff and patrons by recently fitting a new circulation desk at Lennox Head.
2. The previously thought issue of mould in Ballina library was resolved – a contracted cleaner visited twice to clean the walls. The issue was identified as a buildup of dust, which had the appearance of mould.

DECISION:

- Receive and note.

ACTION REQUIRED:

- Nil

5.2 Reserves – Internal Restricted Funds as at 30/06/2022

Rino

Rino outlined the major points described in the spreadsheet provided to the meeting. The Group were invited to raise any questions or concerns with Rino.

Caroline did query the Gift Recipient Account (how funding will be spent) as well as a \$12,000 Capital Project fund for Ballina.

Helen questioned the rationale behind moving from leased vehicles to owning vehicles. It is expected that with the increasing interest rate forecast, owning vehicles may be the more financially viable choice.

DECISIONS:

- Receive and note

ACTION REQUIRED:

- Lucy to provide Caroline with background information on the \$12,000 Local Priority Grant Capital fund.

5.3 Committee resolution on sale of vacant land and Member Council feedback on proposed sale

Rino

Rino asks the Group if feedback had been received from the Councillors of the Member Councils. Both Caroline and Helen state they have not yet received the feedback required as part of the 15 March 2023 Committee Resolution – “3. Noting Lismore City Council concerns, seek feedback from Member Councils on the proposed sale of the vacant land adjacent to the Support Services Building, which is surplus to library service requirements.”

An informal briefing is to be arranged for Lismore City Councillors to hear of any issues or concerns. Rino offers to provide a briefing note to the three Member Councils, to assist in gaining feedback.

It is expected that this feedback and a recommendation will be reported to the August Committee meeting.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- Rino to prepare a briefing note and distribute to Member Councils.
- Member Councils to gain feedback from their Councillors prior to August.

5.4 Culture Counts Public Libraries Evaluation

Lucy

As part of the response to the 15 March 2023 Committee Resolution “4. Staff provide a report on the impacts of the changing financial environment on budgeted library services and patrons.” Management have recommended conducting a survey through the Culture Counts provider. The survey seeks to identify the community’s needs, and feedback on the services the library provides.

The Group are asked if they have any feedback to the types of questions, question specifics, proposed survey delivery time etc.

The proposed survey delivery time would be from 26 July – 6 August.

DECISIONS:

- Duplication of survey questions/type conducted independently should be avoided.

ACTION REQUIRED:

- Management to report back to the SLG with an update to survey questions and progress.

5.5 Mobile Library Project Plan

Rino

No significant change to report, although the actions from 4 April meeting have been completed.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- Nil.

5.4 Quarterly SLA Progress Reports

All

The 3rd Quarter SLA Progress Reports have been finalised and circulated to the SLG. These will also be supplied to the Committee alongside the Business Paper for the 17 May meeting.

Apart from a small typing error found by Caroline on page 4 of the document, the Group was happy with the progress reports.

Helen questions what happens when the targets are not met, what are the implications and process.

Rino answers, in the first instance, a conversation would happen between the Area Librarian and SLG representative for further clarity as to why and how the targets were not met.

In a more formal setting, if the Member Council was not satisfied with the service levels, an official complaint would be submitted to the Executive Council.

Reviewing the targets annually is an important part of the agreement. Now that the foundations are in place, the SLA's can be altered to keep up with the expectation between the Executive and Member Councils.

Helen will be passing on to her successor that there is opportunity to build good and strong relationships with the library.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- Ellie to amend the typing error in the SLA and resubmit to the SLG.

6.0 Other Business

Action Sheet:

- **ACTION** – Ellie to follow up on tasks within the Action Sheet.

Ballina Statistics:

- Ballina Council reporting falls earlier than the SLA reporting timelines. Caroline has been receiving the data only, before the final report is submitted.
- **ACTION** – ensure Ballina receives the statistics, within two weeks are the quarter finishes.

Draft 2023/24 SLA's:

- Draft 2023/24 SLA's should be sent to each Member Council by the end of this week. This gives time for review and provide feedback before 13 June SLG meeting.
- **ACTION** – SLG representatives to book in a consult with the either the Support Services team or Area Librarian, if required.

17 May Committee Meeting:

- The 2021/22 Special Purpose Financial Statement was discussed.
- **ACTION** – SLG to send the business paper including the auditor's report to their Finance departments.

SLG Meeting Arrangements:

- **ACTIONS** –
 1. Caroline to confirm with Kelly if she agrees to be removed from official SLG representation now that the meeting time clashes with other arrangements.
 2. Raise meeting suitability with Helen's replacement.
 3. Helen to invite her replacement to the 13 June meeting, if onboarded.

Closure:

This concluded the business and the meeting closed at 11.06am

Upcoming Meetings:

SLG:

Tuesday, 13 June 2023 at 10am – Byron Council Offices

Tuesday, 11 July 2023 at 10am – online

COMMITTEE:

Wednesday, 17 May 2023 at 9am– online

Richmond Tweed Regional Library

Connect. Discover. Escape.

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD AT BYRON BAY COUNCIL OFFICE, ON TUESDAY 13 JUNE AT 10.19AM

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

Present

- 1.0** Rino Santin (Chair, Executive Officer Lismore), Lucy Kinsley (Regional Library Manager), Caroline Klose (Manager Communications and Customer Service Ballina), Esmeralda Davis (Director Corporate and Community Services Byron), Helen Carter (Manager Inclusive & Creative Communities), Ellie Misdale (Administration Officer RTRL, Minute Taker), Suzy Arthur-Smith (Communications and Engagement Librarian), Peter Wallace (Systems and Resources Librarian) and Luke Shaw (Manager of Technology and Innovation Lismore)

Apologies

- 2.0** Nil

Welcome and Acknowledgement of Country

- 3.0** Esmeralda acknowledged the country of the Arakwal people and welcomed members to the meeting.

Confirmation of Minutes

- 4.0** Minutes of the previous SLG Meeting held on Tuesday, 9 May 2023 were confirmed.

Discussion Items

- 5.1 WHS** **All**
Nil.

DECISION:

- N/A

ACTION REQUIRED:

- N/A

- 5.2 CCTV in Libraries** **Luke**

Technology Services at Lismore City Council have performed an audit of all Council sites that have CCTV cameras. During this audit it was found that Technology Services do not have access to any RTRL sites, causing considerable concern, as being the Executive Council Lismore City Council has the duty of care to library staff. In addition, Lismore City Council is responsible for CCTV footage of internal staff workplaces and spaces where staff interact with the public.

It is acknowledged that Member Councils have authority over footage and CCTV cameras in the external areas of library premises, including foyers and entryways of those Member Council owned buildings.

The following points were considered:

- Any new CCTV hardware will not be installed at any library branch, until the Executive and Member Councils are clear on the footage parameters.
- Lismore City Council's Master Security Policy –
 - This covers situations where the public interacts with staff.
- Duress alarms –
 - Multiple types of duress alarm systems are across the branches, prompting an additional audit.
- Operational or Emergency Plans –
 - A review of the processes within the plans should take place, to determine whether testing of existing hardware is performed, how often, when and by who.
 - A review of the location/availability of a secure place to retreat to in case of a holdup or armed robbery.

It was concluded that an additional audit of RTRL library sites would be conducted, to understand the existing hardware and procedures. It is anticipated that Lismore City Council will install new CCTV hardware at all RTRL branches, to be remotely accessed by Technology Services via an IP Network.

Luke left the meeting at 10.39am.

DECISIONS:

- An additional audit is to be conducted of all RTRL branches, which expands the scope of CCTV camera hardware to include duress alarm systems, Operation or Emergency Plan procedures, and secure space for retreat.

ACTION REQUIRED:

- Lucy to provide Luke with the current emergency procedures or operation manuals for all RTRL branches.
- Lucy/Rino to work with Luke on audit cost and funding source.
- Luke to provide the SLG with any additional information as it becomes available.

5.3 Draft 2023/24 Service Level Agreements – Feedback

Peter and Suzy

Both Peter and Suzy provided insight into the review of the Service Level Agreements, how changes were made for the 2023/24 year. Performance targets were updated, based on the quarterly and annual reporting of the previous year. The four Area Librarians also gave considered feedback in the weeks prior.

Rino asked if the Group were comfortable with the 2023/24 Service Level Agreements, to which a unanimous supporting decision was reached.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- The 2023/24 Service Level Agreements are to be finalised, signed by Lismore GM and sent to each Member Council GM for signature and return.

5.4 Mobile Library project plan

Suzy

Suzy gave an update, covering steps taken since the last meeting. The timelines in the Action Plan were reviewed, and brought down to 4 months, as was requested. Suzy has met with Lismore City Councils Fleet Manager, for advice on the specific nature of the build.

The purchase and build will go through Council's Vendor Panel, in which a Request for Information (RFI) went live in May. Twenty-four companies were contacted through Vendor Panel, a mix of bus

companies, trailer fabricators, coach and bus builders. Suzy is anticipating an extension of the RFI period, so to hear back from a higher number of vendors.

With regards to the additional grant funding, library Management need to know exactly what model/design the Mobile Library truck and trailer will be before this funding is applied for. The State Library (Public Infrastructure Grant) is prepared to fund this idea, however other grant providers fund specifics. Library Management does not yet have the specifics, this early in the project to start applying for additional grant funding.

Something to consider for all Member Councils is their commitment to the full green option of an electric truck and trailer. This option has the potential to be an Australia leading flagship project. The annual costs associated with maintaining electric charging stations, (if there were to be multiple) and infrastructure for parking is mentioned in the Action Plan.

During July and August, the RFI will turn to a Request for Quote, Member Councils feedback will be sought during this period.

The Action Plan indicates that a formal recommendation is planned to go to the November Committee meeting.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- Suzy to share the live Mobile Library Action Plan document with the SLG, so members can view live changes or additions as the project progresses. It also outlines where and when the SLG are required to make a decision.
- Helen to pass on Tweed Shire Council Fleet contacts, to offer consultation and advice on electric vehicles.
- Esmeralda to pass on ex-Byron Shire Council Sustainability Officer, to offer advice on grants with a sustainability or green focus.

5.5 Sale of surplus land update

Rino

The SLG are in the process of seeking feedback from Ballina, Byron, Lismore and Tweed Councils on the sale of surplus land at the library Support Services location.

Once feedback is received, it will be collated and reported to the Committee. The Committee will then consider the recommendation, making a decision to either move or amend the recommendation for Lismore City Council to adopt.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- Rino to provide the SLG with further background information on the topic, as they prepare to notify the Member Council Councillors.

5.4 Outstanding Actions

All

The Outstanding Action Sheet was reviewed and updated.

6.0 Other Business

Helen informs the Group that the external applicant to replace her as she prepares to leave Tweed Shire Council, pulled out from the onboarding process. An internal Expression of Interest is shortly to commence, with Helen hopeful to pass on her library knowledge to the next SLG Tweed Shire Council representative.

Rino commends the SLG as well as library management on the recently signed Deed of Agreement. A media release was discussed, with intention to notify the community of the achievement. Committee members and Mayors will be asked to provide a statement for the media release.

Caroline also gave a brief update on the Business Manager – RTRL position, as Caroline was on the recruiting panel. The latest interview period was successful with the preferred candidate moving to the next stage. Further information will be announced when it is appropriate to do so.

Closure: This concluded the business and the meeting closed at 11.30am

Upcoming Meetings:

SLG:
Tuesday, 11 July 2023 at 10am - online
Tuesday, 8 August 2023 at 10am – Byron Shire Council Office

COMMITTEE:
Wednesday, 16 August at 9am – online

Reports/Recommendations

Subject Finance Related Matters

TRIM Record No BP23/664:EF09/74-5

Prepared by Principal Accountant

Item Number 7.4

Overview of Report

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

Recommendation

That the Committee receive and note the report.

GENERAL COMMENTARY

The final financial position for the year ended 30 June 2023 is being prepared with adjustments, reserves, carry forwards or audit adjustment pending confirmation.

The final position is planned to be reported to the November 2023 meeting.

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 at 3 August 2023, RTRL cash and investments balance was \$4,029,468.55 (30/06/2023 = \$2,649,843.04).

Interest on RTRL funds is calculated on a daily basis. The interest rate used is the average interest rate for Councils' overall investment portfolio. For 2023/24 to 3 August 2023, approximately \$8,709.79 (2022/23 = \$73,488.35) in interest has been generated on RTRL funds at an average interest rate of 4.34% (2022/23 = 3.21%).

2023/24 BUDGET

At the RTRL Committee meeting held on 15th March 2023, the Draft 2023/24 Budget and Fees & Charges report was tabled. It was resolved that the: -

1. 2023/24 Budget and Fees & Charges be endorsed, and
2. 2023/24 Budget and Fees & Charges be sent to Member Councils seeking endorsement.

All Member Councils will make Member Council Contributions consistent with or a with a very minor difference, to the endorsed and subsequently adopted by the Executive Council, 2023/24 Budget.

MEMBER COUNCIL PAYMENTS

All Member Councils have paid their first quarterly contribution.

Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	Feedback from Member Councils - Proposed Sale of Vacant Land
TRIM Record No	BP23/665:EF09/74-5
Prepared by	Manager Investment & Commerce
Item Number	7.5

Overview of Report

The Committee resolved to seek Member Council feedback regarding the proposed sale of vacant land adjoining the Support Services building Goonellabah.

Member Council feedback has been received and is reported to the Committee to assist with the decision.

At least three (3) options are provided for the Committee to consider.

Recommendation

That:

Option 1

1. Member Council feedback be received and noted.
2. The Committee endorse the sale of Lot 2 DP1061931, 1 Lancaster Drive Goonellabah being vacant land which is surplus to Richmond Tweed Regional Library requirements.
3. Request Lismore City Council sell the land by auction.
4. Management to provide a report to the first Committee meeting in 2024 on how the net proceeds of the sale can be applied within the regional library service and/or distributed to Member Councils.

OR

Option 2

1. Member Council feedback be received and noted.
2. The Committee endorse the sale of Lot 2 DP1061931, 1 Lancaster Drive Goonellabah being vacant land which is surplus to Richmond Tweed Regional Library requirements.
3. Request Lismore City Council sell the land by auction.
4. Management to provide a report to the first Committee meeting in 2024 on how the net proceeds of the sale can be distributed to Member Councils.

OR

Option 3

1. Member Council feedback be received and noted.
2. The Committee endorse the sale of Lot 2 DP1061931, 1 Lancaster Drive Goonellabah being vacant land which is surplus to Richmond Tweed Regional Library requirements.
3. Agree to Lismore City Council's request to purchase Member Council interests in Lot 2, DP1061931 through direct negotiation and at a price based on an independent market valuation.
4. The Senior Leadership Group, excluding the Lismore City Council representative, facilitate the process and report back to the Committee for final approval.

5. Management to provide a report to the first Committee meeting in 2024 on how the net proceeds of the sale can be applied within the regional library service and/or distributed to Member Councils

Introduction

After considering the Draft 2023/24 Budget and Fees & Charges report at its 15 March 2023 meeting, the Richmond Tweed Regional Library (RTRL) Committee resolved that:

1. the draft 2023/24 Budget and Fees & Charges is endorsed and forwarded to Member Councils recommending adoption.
2. if a Member Council requires a reduction in its Member Council Contribution, the Executive Council will provide a report on options including a decrease in services/service levels in the Member Council local government area.
3. Noting Lismore City Council concerns, seek feedback from Member Councils on the proposed sale of the vacant land adjacent to the Support Services Building, which is surplus to library service requirements.
4. Staff provide a report on the impacts of the changing financial environment on budgeted library services and patrons.

Member Councils were informed of the Committee's resolution and their feedback specifically sought with regards to proposed sale of surplus land.

Background

The vacant land (Lot 2 DP 1061931, 1 Lancaster Drive Goonellabah) adjoining the Support Services building is not required for RTRL purposes and the Senior Leadership Group supports its sale.

The proceeds from the sale could be applied to fund an upgrade at the Support Services building, distributed to Member Councils, or the delivery of other regional library services.

Recognition of the net sale proceeds have not been included in the 2023/24 Budget.

A confidential independent market valuation for this land, dated August 2022, is attached.

Committee Functions

In accordance with the Deed – Richmond Tweed Regional Library and Delegation of Function from Lismore City Council, the RTRL Committee is responsible to efficiently and effectively perform its functions including:

- a) oversee the efficient and effective functioning of the RTRL
- b) deliberate on matters concerning the affairs of the RTRL
- c) review and endorse policies and plans relating to the provision of the Library Services
- d) monitor and review the provision of the Library Services
- e) oversee the finances of the RTRL
- f) review and endorse the RTRL Annual Budget for each financial year
- g) liaise with the Executive Council relating to the provision of the Library Services
- h) consider and determine any application from a Council to become a Member Council of the RTRL
- i) exercise functions delegated to it by the Executive Council

Based on the functions listed above, the endorsement of the sale of vacant land not required for RTRL purposes is considered to be within the Committee's functions.

Lismore City Council, as the Executive Council, is to provide full administrative services in connection with the operations of the RTRL including the implementation of decisions of the RTRL Committee without undue delay. In accordance with s377, Local Government Act 1993, a council cannot delegate its function for the purchase or sale land. As such, if the Committee resolved to endorse the sale of the land, this would be reported to the Executive Council for adoption.

Member Council Feedback

The following Member Council feedback has been received:

Ballina Shire Council – Council confirms its support for the sale of the vacant land owned by Richmond Tweed Regional Library member councils, Lot 2 DP1061931, 1 Lancaster Drive Goonellabah.

Byron Shire Council – Council entrusts the sale of the vacant land, Lot 2 DP 1061931, 1 Lancaster Drive Goonellabah to the RTRL Committee.

Tweed Shire Council – Supports the Richmond Tweed Regional Library's proposed sale of vacant land situated at Lot 2 DP 1061931, No. 1 Lancaster Drive Goonellabah only on the basis that the proceeds are distributed back to the member Councils in the same percentage as originally contributed by each member Council towards the acquisition.

At the time of writing this report, Lismore City Council had not resolved its response. A report on this matter was being considered at Lismore City Council's 8 August 2023 meeting. An update will be provided to the Committee after the Council meeting. The report being considered has the following recommendations and they reflect input from a Councillor workshop:

Council advises the Richmond Tweed Regional Library Committee its preference is:

- a) to purchase all Member Council interests in the vacant land at 1 Lancaster Drive Goonellabah,
- b) that the purchase be through direct negotiation, and
- c) that the purchase amount be based on an independent market valuation.

Summary

Ballina and Byron support an unconditional sale.

Tweed supports a conditional sale where the proceeds are distributed to Member Councils in the same percentage as originally contributed by each Member Council towards the acquisition. The property was purchased in March 2002. Based on information reported to the Committee at the time, it was funded by RTRL Reserves and the net proceeds from the sale of the existing headquarters property. Based on the available information, it is not possible to accurately determine the percentage originally contributed by each Member Council.

Lismore supports a conditional sale with its preference to purchase Member Council interests through direct negotiation and at a price based on an independent market valuation. If Lismore's preference was supported, the RTRL's Senior Leadership Group, excluding the Lismore representative, could facilitate the process and report back to the Committee for final approval.

Options

In response to the feedback received, the Committee has the following options:

Option 1

1. Member Council feedback be received and noted.
2. The Committee endorse the sale of Lot 2 DP1061931, 1 Lancaster Drive Goonellabah being vacant land which is surplus to Richmond Tweed Regional Library requirements.
3. Request Lismore City Council sell the land by auction.
4. Management to provide a report to the first Committee meeting in 2024 on how the net proceeds of the sale can be applied within the regional library service and/or distributed to Member Councils.

Option 2

1. Member Council feedback be received and noted.
2. The Committee endorse the sale of Lot 2 DP1061931, 1 Lancaster Drive Goonellabah being vacant land which is surplus to Richmond Tweed Regional Library requirements.
3. Request Lismore City Council sell the land by auction.

Reports/Recommendations

4. Management to provide a report to the first Committee meeting in 2024 on how the net proceeds of the sale can be distributed to Member Councils.

Option 3

1. Member Council feedback be received and noted.
2. The Committee endorse the sale of Lot 2 DP1061931, 1 Lancaster Drive Goonellabah being vacant land which is surplus to Richmond Tweed Regional Library requirements.
3. Agree to Lismore City Council's request to purchase Member Council interests in Lot 2, DP1061931 through direct negotiation and at a price based on an independent market valuation.
4. The Senior Leadership Group, excluding the Lismore City Council representative, facilitate the process and report back to the Committee for final approval.
5. Management to provide a report to the first Committee meeting in 2024 on how the net proceeds of the sale can be applied within the regional library service and/or distributed to Member Councils.

Attachment/s

1. Confidential - Valuation Report for Lot 2 DP 1061931, 1 Lancaster Drive. Goonellbah - (Over 7 pages)
This matter is considered to be confidential under Section 10A(2) (c) 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

Richmond Tweed Regional Library Minutes

17 May 2023

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD IN ONLINE ON WEDNESDAY 17 MAY 2023 AT 9.01AM

Please note: These minutes are subject to confirmation at the next Committee meeting. Decisions recorded in the draft minutes are subject to the Lismore City 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

Acting Chairperson, Deputy Chair Councillor Simon Chate (Ballina), Councillors: Peter Colby (Lismore), Meredith Dennis (Tweed), Rhiannon Brinsmead (Tweed), Darlene Cook (Lismore), Asren Pugh (Byron, arrived at 9.14am)

In Attendance

Rino Santin (Executive Officer RTRL, Lismore), Lucy Kinsley (Regional Library Manager), Caroline Klose (Manager Communications and Customer Service Ballina), Helen Carter (Manager Inclusive & Creative Communities), Suzy Arthur-Smith (Communications and Engagement Support Librarian), Taryn Kelly (Area Librarian Ballina), Stacey Shepherd (Area Librarian Byron), Karen Joc (Area Librarian Tweed), Darryn Goodwin (Principal Accountant, Lismore), Peter Wallace (Systems and Resources Librarian, arrived at 9.08am), Michael Lewis (Area Librarian Lismore, arrived at 9.11am), Ellie Misdale (Administration Officer RTRL, Minute Taker),

Guests

Adam Bradfield (Thomas Noble & Russell) – Item 5.1: 2021/22 Special Purpose Financial Statements (left at 9.14am)

Welcome

Acting Chairperson Councillor Simon Chate welcomed delegates and attendees to the meeting and made an acknowledgement of country.

Apologies

Nil

Disclosures of Interest

Nil

Confirmation of Minutes

RTRL27
357/23 **RESOLVED** that the minutes of the Richmond Tweed Regional Library held on 15 March 2023 be confirmed.

(Councillors Colby/Cook)

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

Voting against: Nil

Reports/Recommendations

5.1 2021/22 Special Purpose Financial Statements

RTRL27358/23 **RESOLVED** that:

1. the Richmond Tweed Regional Library Committee adopts the 2021/22 Special Purpose Financial Statements and the 'Statement by Richmond Tweed Regional Library Committee and Management': and
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 Cook/Colby) (BP23/329)

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

Voting against: Nil

Councillor Asren Pugh arrived to the meeting, the time being 09:14 AM

5.2 Regional Library Managers Report

RTRL27359/23 **RESOLVED** that:

1. The Committee acknowledge \$475,000 in grant funding for the Mobile Library Replacement Plan has been received.
2. Management immediately proceeds with the procurement of a prime mover and mobile library trailer.
3. Management continues to seek additional grant funding for the Mobile Library Replacement Plan.
4. Items 2, 3, 4, 5, 6, 7, 8 and 9 be received and noted.

(Councillors Cook/Colby) (BP23/223)

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

5.3 Finance Related Matters

RTRL27360/23 **RESOLVED** that the Committee:

1. Endorse the budget changes reported in the 2022/23 Budget Review.
2. Receive and note the information reported for the 2023/24 Budget and Fees & Charges, and Cash, Investments and Interest on Investments, and Member Council Contributions.

(Councillors Brinsmead/Colby) (BP23/320)

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

5.4 Impact of changing financial environment on library services

RTRL27361/23 **RESOLVED** that the Committee:

1. Receive and note the report
2. Supports the provision of library services and programs, and associated staff training, that focus on:
 - supporting job seekers,
 - providing educational support, including financial literacy,
 - providing access to technology, including basic training and support to access technology and digital services,
 - providing programs to increase social connection and support mental wellbeing,
3. Supports an RTRL community survey to be undertaken during Library and Information Week, 31 July-6 August 2023, to provide benchmarkable data on outcomes for library users.
4. Require Management to:
 - a. seek additional grant funding to increase the provision of supported library services and programs.
 - b. report on the results of the RTRL community survey and additional grant funding opportunities, and subsequent actions taken
 - c. investigate the provision, viability and collaboration with government and local services providers to deliver supported services and programs in-house, and report back to the Committee.

(Councillors Colby/Brinsmead) (BP23/334)

Richmond Tweed Regional Library Minutes

17 May 2023

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

Next Meeting: [Wednesday, 16 August 2023 – online at 9am](#)

Closure

This concluded the business and the meeting terminated at 9.48am.

DRAFT