Richmond Tweed Regional Library

Meeting Notice

A meeting of the Richmond Tweed Regional Library will be held at the Online on Wednesday, 14 August 2024 at 10am

Members of the Committee are requested to attend.

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

Sarah Sullivan
Head Customer Experience
11 August 2024

ETHICAL DECISION MAKING AND CONFLICTS OF INTEREST

A guiding checklist for councillors, staff and community committees

Ethical decision making

- Is the decision or conduct legal?
- Is it consistent with government policy, Council's objectives and Code of Conduct?
- What will the outcome be for you, your colleagues, the Council, anyone else?
- Does it raise a conflict of interest?
- Do you stand to gain personally at public expense?
- Can the decision be justified in terms of public interest?
- Would it withstand public scrutiny?Conflict of interest

A conflict of interest is a clash between private interest and public duty. There are two types of conflict:

- Pecuniary – an interest that you have in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to yourself or another person or entity defined in part 4 of the Lismore City Council Code of Conduct with whom you are associated.
- Non-pecuniary – a private or personal interest that you have that does not amount to a pecuniary interest as defined in the Lismore City Council Code of Conduct. These commonly arise out of family or personal relationships, or out of involvement in sporting, social, religious or other cultural groups and associations, and may include an interest of a financial nature.

The test for conflict of interest

- Is it likely I could be influenced by personal interest in carrying out my public duty?
- Would a fair and reasonable person believe I could be so influenced?
- Conflict of interest is closely tied to the layperson's definition of "corruption" – using public office for private gain.
- Important to consider public perceptions of whether you have a conflict of interest.

Identifying problems

- Do I have private interests affected by a matter I am officially involved in?
- Is my official role one of influence or perceived influence over the matter?
- Do my private interests' conflict with my official role?

Disclosure and participation in meetings

- A councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:

    a. at any time during which the matter is being considered or discussed by the Council or Committee, or
    b. at any time during which the Council or Committee is voting on any question in relation to the matter.

No Knowledge - a person does not breach this clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

Non-pecuniary Interests - Must be disclosed in meetings.

There are a broad range of options available for managing conflicts & the option chosen will depend on an assessment of the circumstances of the matter, the nature of the interest and the significance of the issue being dealt with. Non-pecuniary conflicts of interests must be dealt with in at least one of the following ways:

- It may be appropriate that no action be taken where the potential for conflict is minimal. However, councillors should consider providing an explanation of why they consider a conflict does not exist.
- Limit involvement if practical (eg. participate in discussion but not in decision making or vice versa). Care needs to be taken when exercising this option.
- Remove the source of the conflict (eg. relinquishing or divesting the personal interest that creates the conflict)
- Have no involvement by absenting yourself from and not taking part in any debate or voting on the issue as of the provisions in the Code of Conduct (particularly if you have a significant non-pecuniary interest)

Whilst seeking advice is generally useful, the ultimate decision rests with the person concerned.

Agenda

1. Acknowledgement of Country and welcome to delegates

2. Apologies

3. Disclosure of Interest

4. Confirm Minutes from Previous Meetings

Richmond Tweed Regional Library held 15 May, 2024 63
Extra Ordinary Richmond Tweed Regional Library held 19 June, 2024 67

5. Reports/Recommendations

5.1 Related Party Disclosures 2023-2024 6
5.2 Business Manager's Report 7
5.3 Sale of vacant land: report on how the net proceeds of the sale can be applied 53
5.4 Senior Leadership Group Meeting Minutes 56

6. Other Business

7. Next Meeting

Reports/Recommendations

Reports/Recommendations

Subject	Related Party Disclosures 2023-2024
TRIM Record No	BP24/625:EF09/74-6
Prepared by	Administration Officer
Item Number	5.1

Overview of Report

The objective of this report is to collect Related Party Disclosures for the 2023/24 Financial Year from staff, RTRL Committee Delegates, and Alternates.

In the past, there have been challenges in obtaining these disclosures during the Financial Audit process. This is typically due to timing constraints, as the audit is conducted in the first or second quarter of the year following the previous FY. Additionally, it can be difficult to reach former Councillors or staff members who are no longer employed by the Council.

Forms will be provided in both paper and electronic formats to accommodate those attending the meeting in person or online.

Recommendation

That the Committee receive and note the report.

Introduction

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Attachment/s

There are no attachments for this report.

Reports/Recommendations

Subject	Business Manager's Report
TRIM Record No	BP24/652:EF09/74-6
Prepared by	Acting Business Manager - RTRL
Item Number	5.2

Overview of Report

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

Recommendation

That the Committee receive and note the report.

1. WORKPLACE HEALTH AND SAFETY

Patron behaviour continues to present the most frequent WHS risk to staff and patrons. Richmond Tweed Regional Library (RTRL) staff have been managing these situations extremely well. RTRL Banning Patrons Procedure has been endorsed by Lismore City Council Executive Leadership Team and is ready for final review by RTRL Senior Leadership Group, with final approval pending by RTRL Committee at the November meeting.

Recently a large portion of the Byron Bay team participated in Active Threat Training at Byron Bay Library. Staff gained knowledge and skills in the integral role we have in our workplace to keep both ourselves and the public safe. The staff provided insights into the challenges libraries face - with the training being customised as site-specific. Our aim is to support best practice safety in high-risk situations. Overall, the knowledge gained has provided staff with the skill to become more confident in applying risk controls in the workplace along with the knowledge to understand the legislative responsibilities of employers and employees. Moving forward, we hope this valuable training can support the development of site-specific lockdown/evacuation procedures and help staff navigate both the ongoing psychosocial, and potentially high-risk situations encountered in a shared public space.

2. LISMORE LIBRARY REFURBISHMENT TIMELINE

The renovations of the Lismore Library are tracking well and the expected handover from the construction company is mid-October 2024.

A recent microbial report has been received for level 2 of the library, and the space has unsafe levels of mould. Due to this report, it is planned that the Library will have a staged opening. Upon opening, the collection size will not be at pre-flood levels, with the collection increasing over time.

3. 2022-2023 ANNUAL REPORT

The RTRL Annual Report has been published on the RTRL website. The annual report provides a snapshot of the services delivered during 2022-2023 and a range of performance based and other statistics for this period.

The Richmond Tweed Regional Library Deed of Agreement (DOA) section 7.10 requires an annual report to be prepared and distributed. Please click on the following link to view the RTRL's 2020/21 Annual Report. https://rtrl.nsw.gov.au/cp_themes/default/page.asp?p=DOC-HBL-41-35-06

4. GRANT APPLICATIONS

Tweed Heads Library was successful in the Public Library Infrastructure Grant receiving $179,686.00. This grant is for the Connect Collaborate Chill, Bringing the Outside In and the Inside Out at Tweed Heads Library Courtyard and also the Children's Area Transformation Project.

Ballina Library was also a recipient of a Public Library Infrastructure Grant of $198,376 for Major Facility Enhancements which includes a front counter update, new flooring and shelving installed.

The Public Library Infrastructure Grants program is administered by the State Library of NSW on behalf of the Library Council of NSW. This program underscores the government's commitment to supporting public libraries as vital community hubs.

5. STAFF UPDATES

Franca Wolfe has celebrated 10 years and David Kennedy has celebrated an outstanding 45 years of service with RTRL.

I want to extend my deepest gratitude to David and Franca for their years of dedicated service at RTRL. Their hard work, commitment, and expertise have made a significant impact, and we are truly thankful for their contributions.

6. SERVICE LEVEL AGREEMENTS – PROGRESS REPORTS

Service Level Agreement progress reports for the fourth quarter (April to June 2024) for all Member Councils have been prepared and are attached.

7. 2024 BYRON BAY WRITERS FESTIVAL

The 2024 Byron Bay Writer Festival was recently held and 24 RTRL team members attended the festival as part of RTRL professional development.

Byron Bay Library Children's Author Event Jol Temple!
Byron Library warmly welcomed Book Week nominated children's author and 'Byron Writers Festival Kid's Big Day Out' presenter, Jol Temple to the Byron Bay Library. Byron Bay Community School composite Starfish class 3 and 4 joined us to hear about Kate and Jol's newest book ' Frog Squad', to be released in December 2024. Many laughs were shared with the excited children who were all ears as Jol lead his little frog squad along for a morning of fun! Lots of frog talk, a cane toad slingshot and clever little minds were all alive with questions and answers!

8. 2024/ 25 SERVICE LEVEL AGREEMENTS

Each Area Librarian has worked with their Senior Leadership Member to develop the 2024/25 Service Level Agreement.
The Service Level agreements are our team's canvas to paint the picture for the year ahead and let our team showcase the great work we are doing in our libraries and communities.

9. COLLECTIONS AND SYSTEMS MANAGEMENT UPDATE

The tender for distribution and supply to RTRL was open on Vendor Panel from 2 to 24 May 2024 and received 8 submissions.

- The evaluation panel reviewed the submissions in conjunction with presentations made by the vendors on demonstration day.
- The preferred supplier for all print resources is James Bennett.
- The preferred supplier for all DVD resources is MDM Entertainment.
- The preferred suppliers for Large Print resources are James Bennett, MDM Print, Bolinda and Ulverscroft.
- The preferred supplier for ebooks and eaudiobooks is Bolinda Digital.

10. THANK YOU COMMITTEE

I would like to thank the committee for their unwavering support and invaluable contributions. It has been a privilege working with such a dedicated team. Your strategic guidance, insightful feedback, and collaborative spirit have made a significant difference to RTRL.

Attachment/s

1. SLA Quarterly report April to June 2024 Ballina
2. SLA Quarterly report April to June 2024 Tweed Heads
3. SLA Quarterly report April to June 2024 Byron Bay
4. SLA Quarterly report April to June 2024 Lismore

Richmond Tweed Regional Library
Connect. Discover. Escape.

Richmond Tweed Regional Library

Ballina Area
Quarterly Service Level Agreement
Progress Report

4th Quarter
April to June 2024

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

Ballina Area

Quarter: **4th Quarter | April to June 2024**
Prepared by: Acting Ballina Area Librarian, Jackie Birch

INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

RTRL Strategic Plan

The primary strategic outcomes RTRL works toward are:

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

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

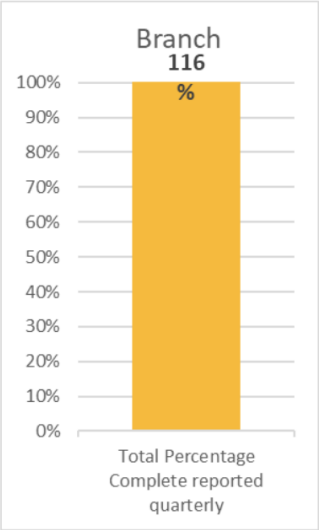
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

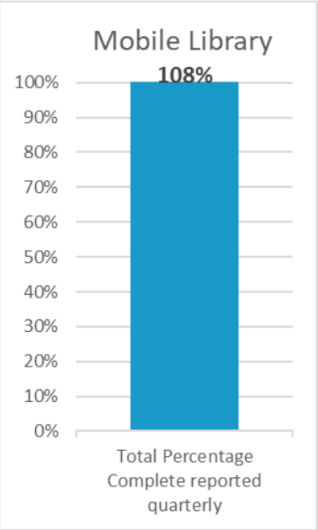
PART 1:

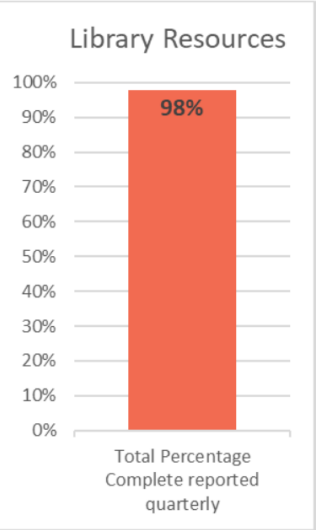
Service Level Agreement Target Performance

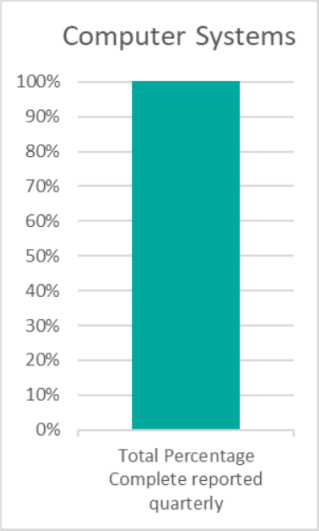
Target Performance Dashboard

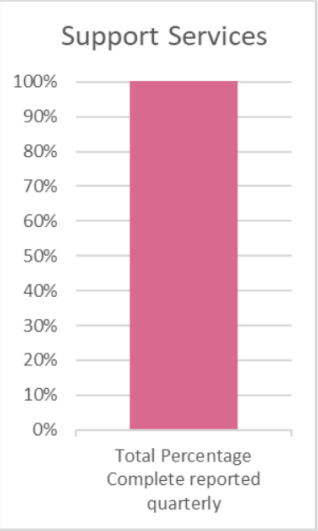
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.







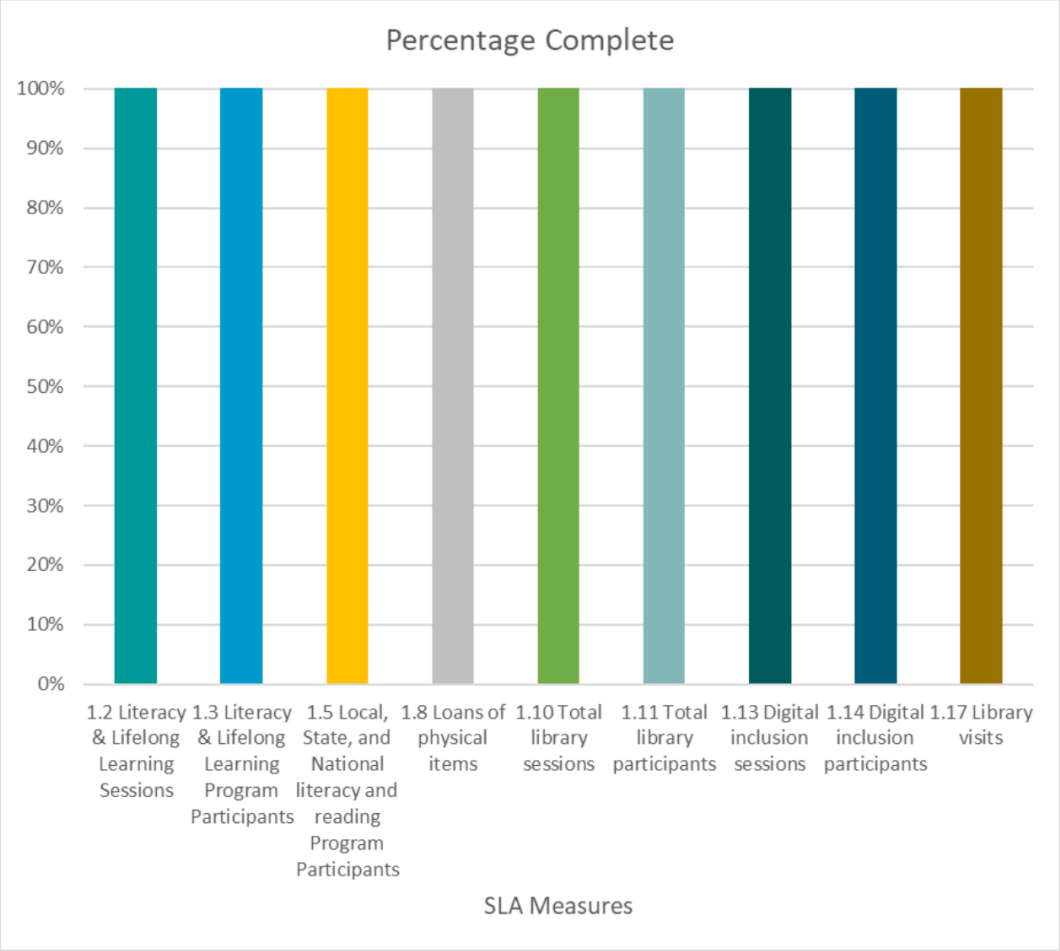




Detailed Commentary

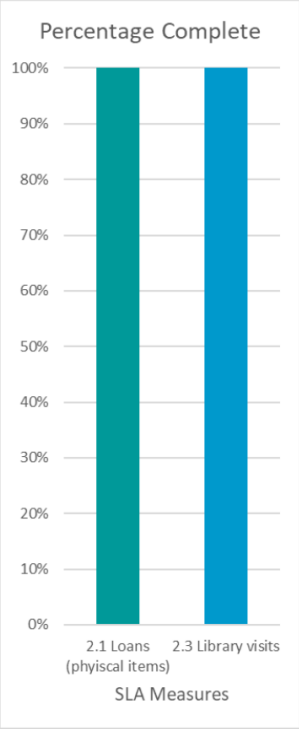
The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the fourth quarter, therefore targets can be expected to be around 100% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

Branch



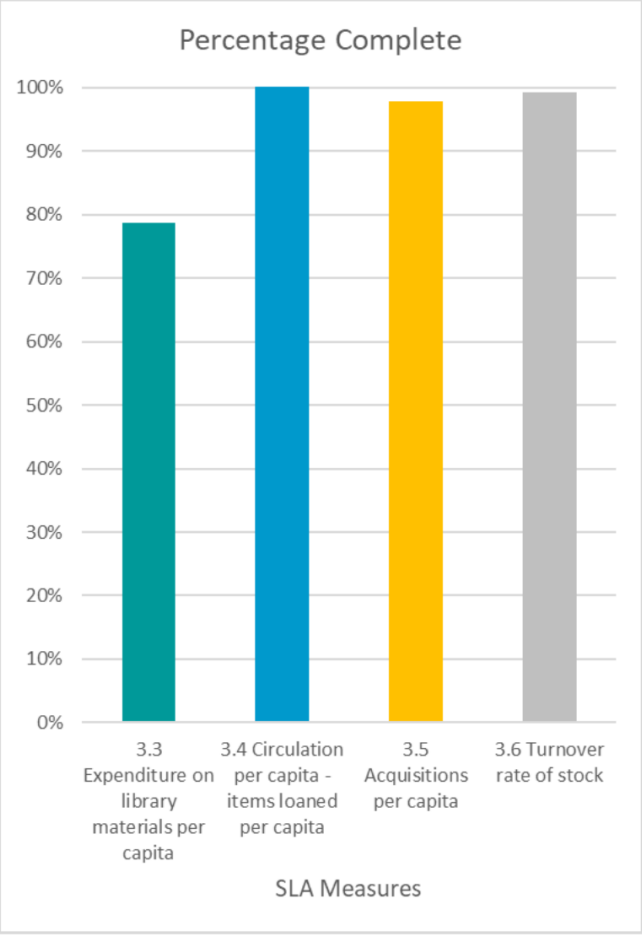
SLA targets are positive for the fourth quarter.

Mobile Library



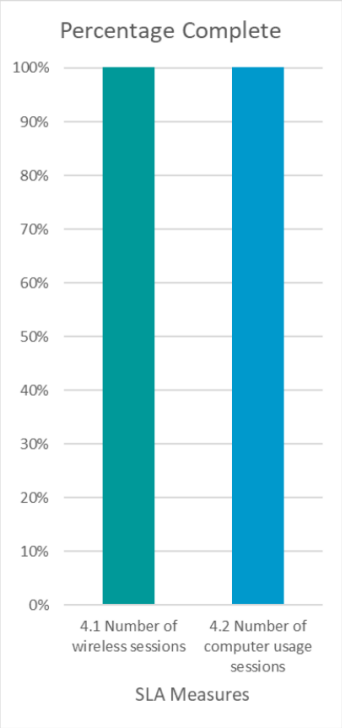
SLA targets were met in 4th Quarter.

Library Resources



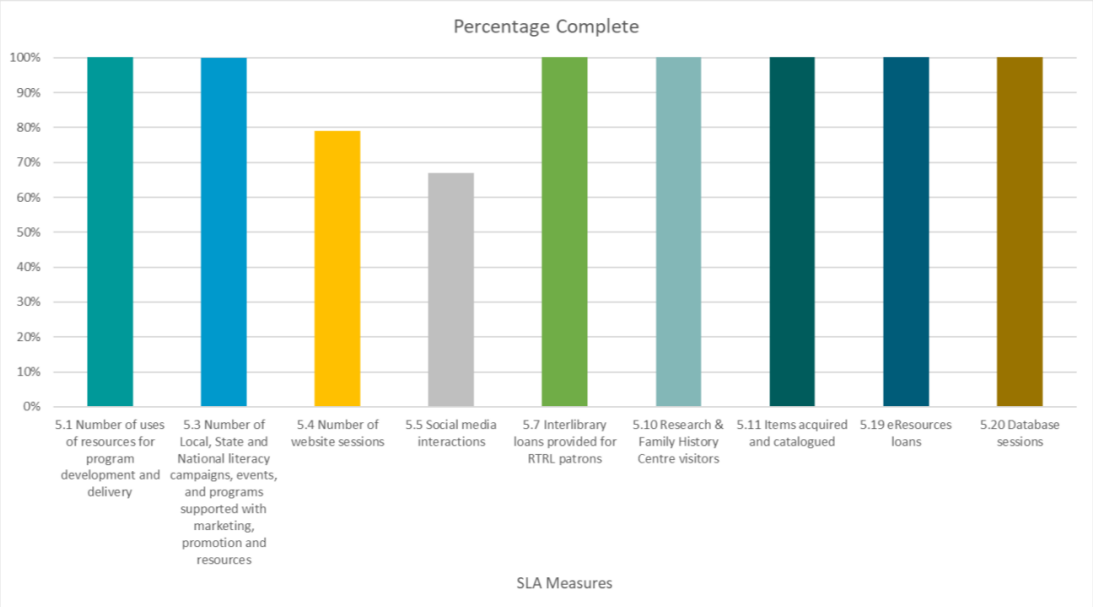
3.3 Expenditure on library items is lower than expected as funds were kept in reserve for purchasing new items following library refurbishments.

Computer Systems



SLA targets were met in the fourth quarter

Support Services



SLA targets are primarily positive at the end of the 4th Quarter.

5.4 & 5.5 Website sessions and social media interactions are below target which can be attributed to a shift from online library access to physical interactions as the community continues to recover and change behaviors post-COVID-19.

Part 2: Additional Commentary

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

Collections

Throughout this quarter Staff at Ballina Library steadily worked through lists from CollectionHQ to remove dead stock from the shelves. The Area Librarian assessed stock for replacement, discard, booksale or transfer to the Stack collection. This has resulted in better access to the collection for library members, and assists in making future purchasing decisions. Alstonville and Lennox Head branches also utilised CollectionHQ lists to remove grubby stock.

The area created by Alstonville staff to bring extra space for the Adult Fiction collection by transferring the audiobooks from a display stand onto regular shelving has been a great success. The audiobooks at Ballina were also condensed allowing the Quick Reads collection to be shelved in a more prominent position facing the front entry.

The addition of items donated during the flood appeal has now significantly decreased, with the large majority of donations being used to stock the booksales at all branches, and at the Ballina Visitor Information Centre. The funds raised from the booksales are used to buy program supplies and host events and activities.

Community Participation

All Ballina branches engaged with local early childhood centres to host National Simultaneous Story Time (NSS) in the fourth quarter. The Australian Library and Information Association (ALIA) endorses the NSS which promotes a love of reading and encourages literacy. A scavenger hunt with images from the NSS book Bowerbird Blues by Aura Park was enjoyed by visiting children.

The Acting Area Librarian hosted the Rotary Club of Ballina-On-Richmond for an after-hours event. Rotarians enjoyed hearing about the many activities that the Ballina Area Libraries are involved in as well as a tour of the library. The library is investigating ways in which we can collaborate with the Club.

We were pleased to host the Ballina SES at the Social Circle again this quarter. The Ballina SES have attended the Social Circle annually over the last three years to discuss a wide range of topics. Most recently they discussed emergency preparedness and handed out items to help assist in an emergency. The presentation also included a discussion about apps that may be useful during an emergency.

Justice of the Peace services are offered regularly in Alstonville and Ballina. We are fortunate to have a staff member at Alstonville who is a JP and three volunteers who give an hour a week to our community.

Ballina Library hosted two students who are studying the Diploma of Library and Information Services. Both students enjoyed participating in pre-school programs, general library tasks and event preparation.

Ballina Library continues to host the Young Queerios program which is run by Queer Family. Attendees have been working on artworks for a Wear It Purple Day display next quarter. This program is supported by the Foundation for Rural & Regional Renewal and Northern Rivers Community Foundation.

Learning & Creating

Author Talks continued to draw crowds in the Ballina Libraries during the fourth quarter. Popular rural romance author, Karly Lane enthralled attendees at Alstonville Library as she discussed her

latest book, The one that got away. Local author S.E. Nethery entertained Ballina patrons with tales of his new novel, Long Flight Home. Local author Annika Johansson spoke at both Ballina and Alstonville libraries about her debut novel, Downstream. A novel set in the Northern Rivers after the catastrophic flooding in 2022.

Adult programs continue to be successful throughout the fourth quarter. Programs include Tech Savvy Seniors, Craft Groups, Yarn Bombing, Wrap with love knit in. Duck Creek Wailers and Book Clubs

The Social Circle at Ballina had an interesting group of speakers this quarter including;– Justine Rowe(Resource Recovery Education Officer BSC), Associate Professor Adele Wessell, School of Arts and Social Sciences (SCU), musician Stuart Eadie, author Henri Rennie. Social Circle attendees were invited to speak about a topic of their choosing, Krystle Boyce (Karate World Champion), Jenny Ellenbroek (Manager Paradise FM), Brett Lacey (Retired Manager of Aruma).

A new initiative for Alstonville Library is the Board Games on Saturday mornings. This is a community-driven group of like-minded Board Gamers who are enjoying a wide variety of board games and great company while they roll the dice and hope for a 6. A wonderful time is had by all.

Childrens programs continue to prove popular with Toddler Time and Baby Time seeing great attendance at all three branches. Lego Clubs are held fortnightly at each branch with attendees building on a theme, in a team or from their imagination.

School holiday activities provided entertainment and education for our younger patrons in the fourth quarter. Across the Ballina Libraries children enjoyed Sand Art, Tissue Paper Craft, Art Therapy from Art Health Connected, Anzac Day Poppy Making, Coding with Scratch Junior, Squishy Science, Wind Chime Making Workshop, Wooden Bookmark Making. Many activities were booked out well in advance with a scavenger hunt and activity booklet providing hours of fun for children every day of the holidays.

Library Team

The Area Librarian and two Library Assistants continue to do other duties at Support Services. One staff member is returning fortnightly to the Ballina Branch to alleviate staffing pressures. The knowledge this staff member has attained during their time at Support Services is already providing benefits to the Ballina Area as they work through a backlog of cataloguing.

The Branch Technician at Lennox Head was successful in an application for the permanent Branch Technician role at Kingscliff. The Branch Technician worked in Lennox Head for five years and was an asset to the entire Ballina team. We thank her for her contribution to the Ballina team and Lennox Head community and wish her well in her new role.

The Acting Area Librarian, Branch Technicians and other staff undertook training in the new reporting module, Spydus BI, which is part of the library management system.

Staff in all branches have completed training in events creation and management. RTRL is moving events bookings to a new module in our library management system, Spydus Events. This will allow patrons to book into library events through the RTRL website. Support Services staff continue to support library staff with this new feature.

Information Technology Cyber Security training has been a focus for Lismore City Council. Staff in all branches are completing regular cyber security training and are now well versed in spotting phishing emails in particular.

Sustainability

New Multi-function printing devices were installed into the public areas at each branch as part of a new leasing agreement between Winc and Lismore City Council. The new devices have several new features that will increase efficiency.

Alstonville Library had a successful application with a Backyard Cricket Grant from the LBW Trust and Friends of Libraries Australia. The library secured $750 to purchase items for a Big Game Collection for school holiday activities and other events (eg Grandparents Day). The rationale for the collection is to promote problem solving, spatial awareness, focus and concentration, social skills and self-confidence.

Spaces

The fourth quarter saw the removal of the air conditioning system at Ballina Library and the installation of an entirely new air conditioning system. The new system will allow for more control over different zones of the library, improving comfort for both patrons and staff.

Lennox Head Library received new bay ends and acrylic book displays. These items will enhance the look of the library and provide more front facing display space.

Mobile Library

Since the installations of Star-Link onboard the Mobile Library we have seen much better improved Internet connectivity. This improvement has brought quicker processing of items due to the internet speed.

The Mobile Library continues to support two Ballina Shire community hub villages in Wardell and Wollongbar. Its commitment to catering to the individual and community alike ensures inclusivity within our communities. The Mobile Library's impact reaches beyond simply a distribution of literature. It acts as a gathering place where connections are made, ideas are shared, and curiosity is researched. It is a people place. With its reputation as a loved and highly valued community asset, more communities want to access its services!

At the closing of the fourth quarter of the year, I would say It's been an yet another incredible year, and are deeply grateful for the unwavering support and enthusiasm from our community that have accessed the mobile library services.

Support Services

The Support Services Team worked across the quarter for the smooth implementation of a new events management system with online booking capability. The Spydus Events module allows the library to promote all events online and facilitates online bookings. Previously on a select few events were available for online booking. The ability to book online provides enhanced customer service as people can search and book events at a time convenient to them and not just during library opening hours. The new module will also provide enhanced reporting capabilities as it integrates with the Library Management reporting system. All events will be promoted and managed in the new promotion and booking system from July 1, 2024. The Support Service Team created training material and provided support to all staff for the implantation of the new system.

The eNewsletter was sent each month to almost 40,000 subscribers. We routinely achieve a 30% open rate which means that 30% of people who receive the newsletter open and engage with it. This is an above average open rate showing that this is an effective form of communication with our community.

The Library Collections Management project continued this quarter with four temporary staff backfilling vacant roles in the Support Services team.

RTRL went to tender in May for a Library Supplier for July 2024 to June 2026. After an evaluation period that included a vendor demonstration day and pilot orders, the successful vendor was James Bennett Pty Ltd. Acquisitions staff began planning for a transition for the Tweed Area branches who are currently ordering stock from MDM Print. Utilising a single supplier will increase our efficiency with processing orders and achieve a higher overall discount.

In conjunction with the Area Librarians, new eresources were selected for purchase in the 2024-25 financial year. These include digital editions of The Sydney Morning Herald, The Sun-Herald and The Saturday Paper which are now available to read simultaneously by an unlimited number of

library members on the BorrowBox app. In addition, members can now also read more than 4,800 All Access comics on the Libby app, including titles from Disney, Marvel, DarkHorse, IDW and Image.

Planning for the rollout of the Monitor print management system to all libraries was underway this quarter, with installation due in July. When branches across the region are utilising the same system, RTRL will be able to provide a streamlined service for members and more efficient support. Training in and testing of the new SpydusBI platform also began this quarter. Once fully implemented SpydusBI will enable comprehensive automated reporting on acquisitions, bookings, borrowers, charges, events, items, loans, notices, requests, reservations, web searches, collection maintenance, collection performance and collection profiles.

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

4th Quarter
April to June 2024

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

Tweed Area

Quarter: **4th Quarter | April to June 2024**
Prepared by: Acting Tweed Area Librarian, Alana Choice

INTRODUCTION

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

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- Support Services
- Member Council

Quarterly progress against these targets is provided in this report.

RTRL Strategic Plan

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

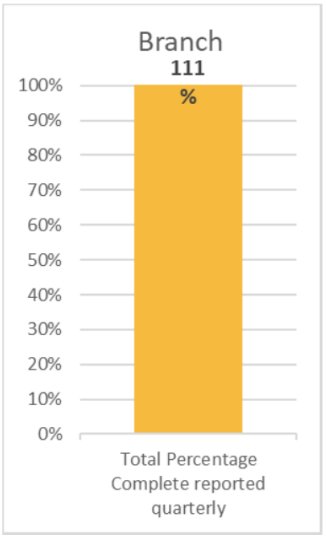
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

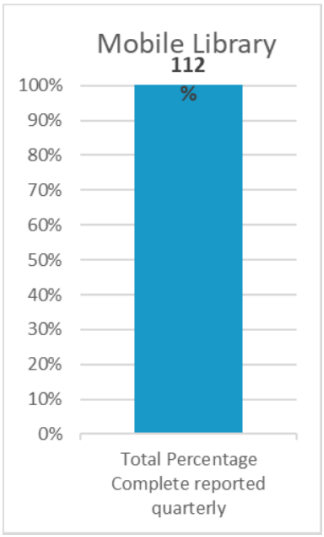
PART 1:

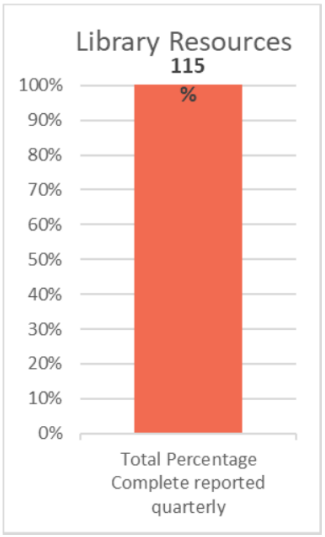
Service Level Agreement Target Performance

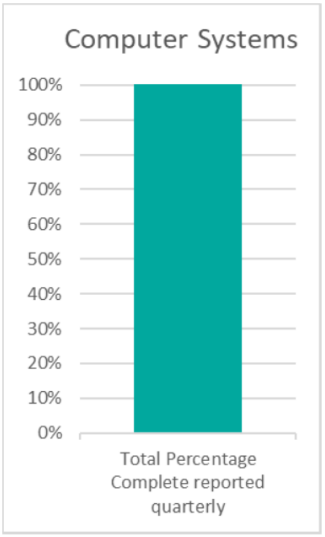
Target Performance Dashboard

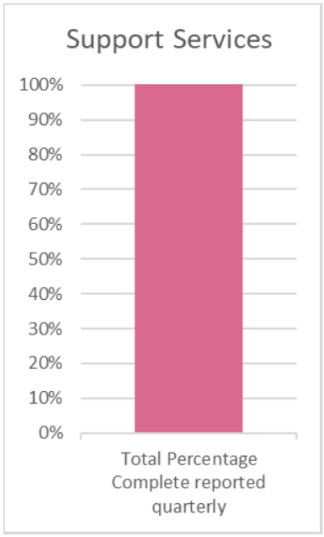
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.







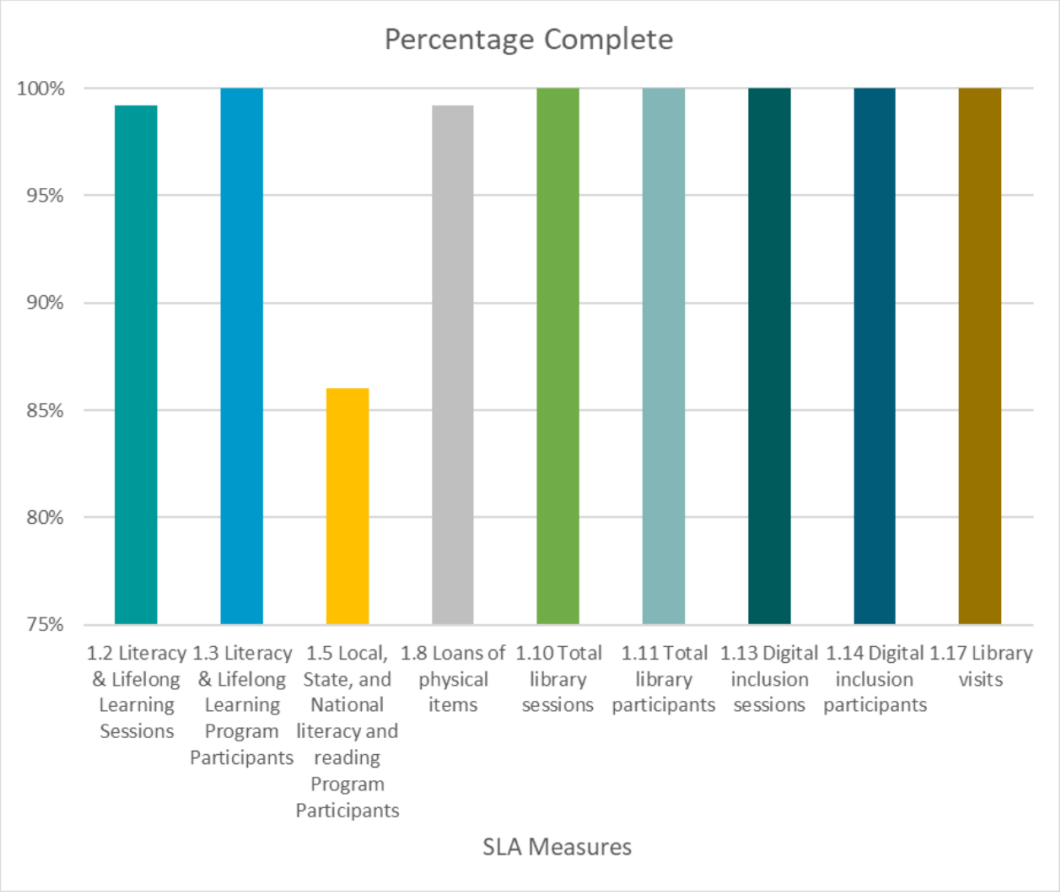




Detailed Commentary

The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the fourth quarter; therefore targets can be expected to be around 100% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

Branch



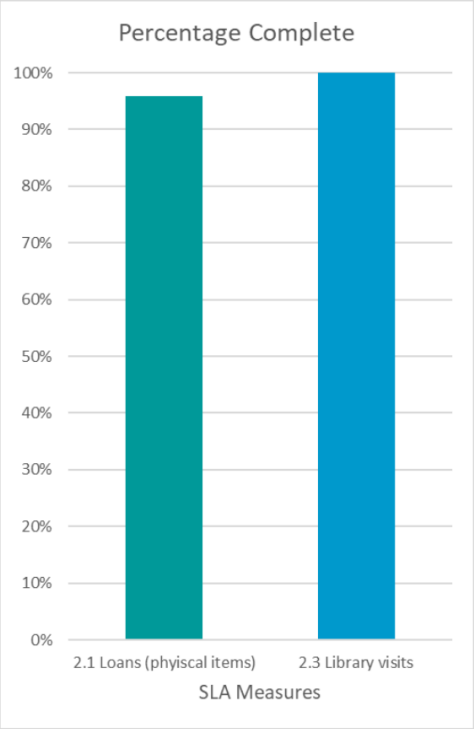
1.2 and 1.3 Literacy and Lifelong sessions and participation was above target again this quarter. Sessions overall fell just short of target at 99.20%, a wonderful overall outcome considering the closure periods Kingscliff and Murwillumbah experienced throughout the past year.

1.5 Local, State and Nation literacy and reading Program Participants statistics reflected above target participation this quarter due largely to corrections in Children's Book Week participation statistics not available at the time of third quarter reporting and National Simultaneous Story Time sessions.

1.13 and 1.14 Digital inclusion sessions exceeded targets this quarter and this was also reflected in the participation. One on one sessions continue on demand at Tweed Heads following the acquittal of their Be Connected, Building Digital Skills program. Murwillumbah and Kingscliff will provide additional sessions throughout the remainder on 2024 to meet grant requirements.

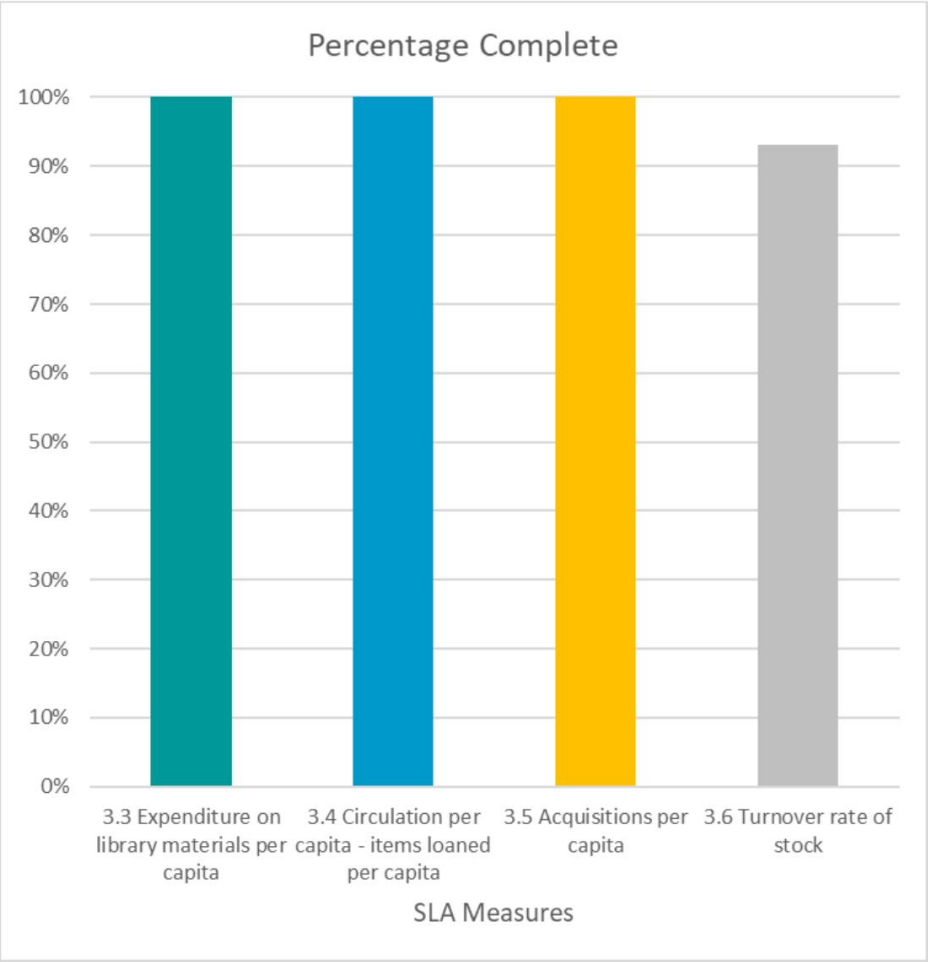
1.17 Library visits target was met again this quarter, exceeding target overall for the year.

Mobile Library



SLA targets are primarily positive at the end of the 4th Quarter.

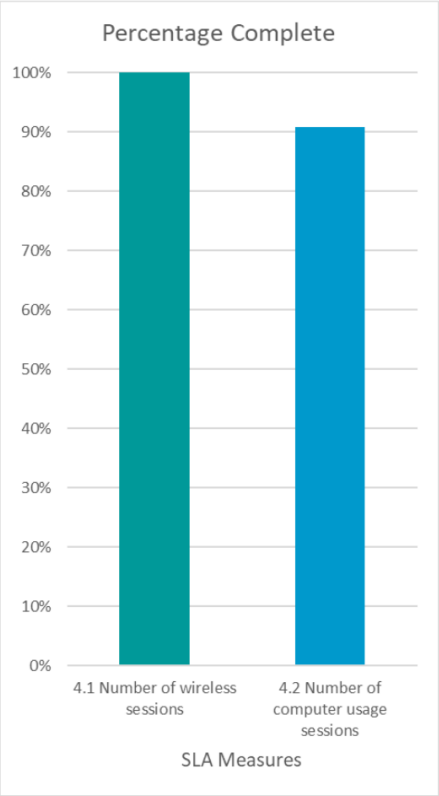
Library Resources



3.3 and 3.5 Expenditure and acquisitions per capita was above target this quarter. Both are expected to correct moving forward with new processes accompanying the successful Collections Supplier tender process.

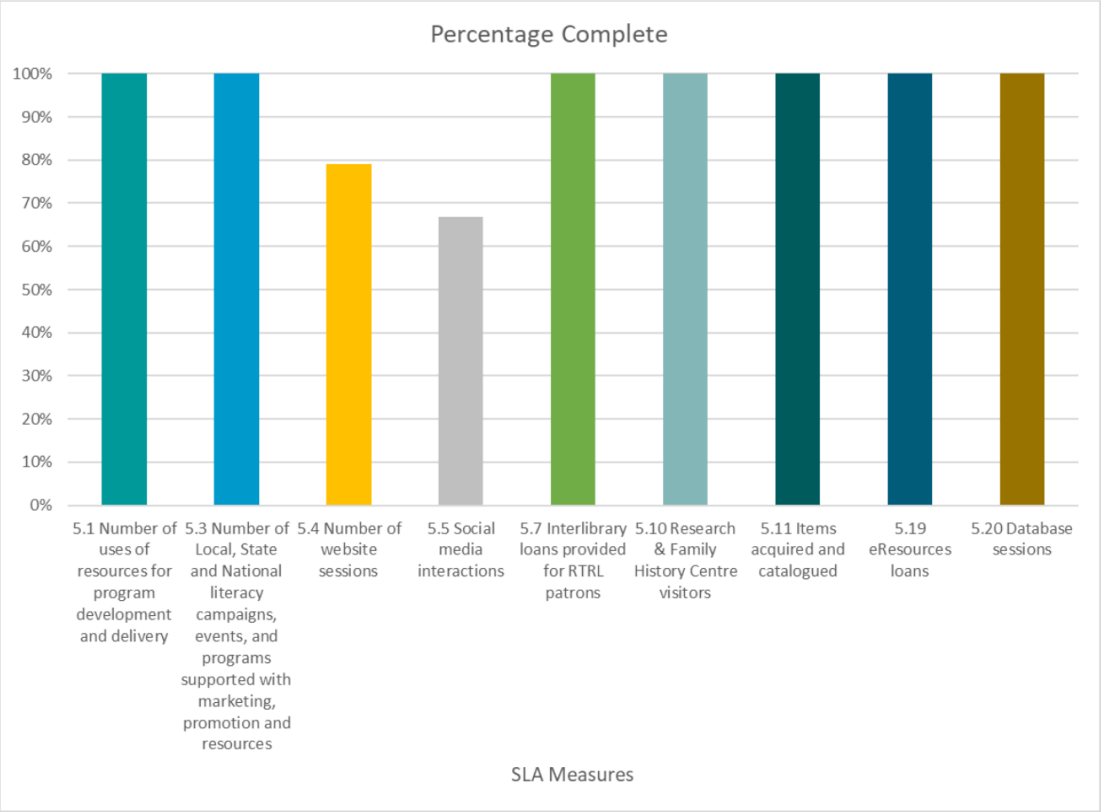
3.6 Turnover of stock was above target this quarter, will all sites and collections available without restriction to customers again.

Computer Systems



4.1 and 4.2 PC Usage is slightly under target this quarter; however, the above target number of wireless sessions shows many of our customers now bring their own devices. Customer demand for seating with proximity to power points continues at all three libraries in the area.

Support Services



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5.4 & 5.5 Website sessions and social media interactions are below target which can be attributed to a shift from online library access to physical interactions as the community continues to recover and change behaviors postCOVID-19.

Part 2: Additional Commentary

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

Collections

- Murwillumbah and Tweed Heads Libraries relocated their magazine. This change to shelving provided better access to the collection for customers at the Murwillumbah Library and the addition of magazine stand allowed for an increase in shelf space in the Adult Fiction collection at Tweed Heads Library.
- Staff in all three locations continued work on collection maintenance with a focus this quarter on the adult nonfiction collections.
- Tweed Heads staff assessed and added donations to the collection for the Tweed area and final onsite cataloguing of items purchased from local Bookstores occurred this quarter, prior to the introduction of the successful RTRL Collection Supplier tender and adherence to subsequent updates to regional ordering and cataloguing processes.

Community Participation

- Across the three locations there were 50 Baby Time sessions with 1214 attendees and 34 Story Times programs with 317 attendees.
- The Discovery Times sessions at Tweed Heads continued to be popular with 11 sessions taking place this quarter with 148 participants; so too was Chair Yoga with 16 sessions and 254 participants and Namaste Yoga with 6 sessions and 58 participants, Chess club 12 session with 132 participants, Crafty Mondays 11 sessions with 134 participants.
- Kingscliff Library held 6 Crafternoon sessions with 44 participants, hosted 11 Story Dogs sessions with 43 participants.
- Murwillumbah Library Lego and Junior Chess clubs continued with steady participation this quarter hosting 4 Lego Club sessions with 34 participants and 9 Junior Chess club sessions with 77 participants. 3 Bookclub sessions with 22 participants and 12 adult Chess Club session with 43 participants.
- Displays across the 3 Tweed Area Libraries included: Ghost Writers, Just One Word, Books Set in Snow, Lego-Building Awesome Readers, National Simultaneous Story Time Bowerbird Blues, Stella Prize Winners, I See Red, If Mothers were flowers, I'd pick you and Book to Screen Adaptations.
- Local artists in residence for this quarter were Luke Foster and Andrew Kapitzke with additional artwork from Jenny Unwin, Melanie Harris and works from the Little Gallery Uki on display at Murwillumbah Library.
- Home Library Service was provided on 3 dates this quarter with deliveries being made to 136 members and 3 institutions.
- Kingscliff Library hosted Bossy Boots Early Learning (37 children) and Smiley Tots Preschool (18 children) for Story Time sessions. Murwillumbah Library hosted Story Time visits from Rosella's (80 children) and Possum's (43 children) Community Preschools.

Learning & Creating

- National Simultaneous Story Time was held at each library with 35 participates in total and accompanying Bowerbird Blue displays.
- April school holidays attracted a total of 425 participants with activities including Ocean Life Education, Bop It Tots, Lego Building Challenges, Beeswax Wraps, Under the Sea Story Times and Nintendo Switch Gaming sessions.
- The Kingscliff Library used funds from their Backyard Cricket grant for their annual donation to the Story Dogs program.

- Murwillumbah Library hosted a book launch for Rosemary Nissen-Wade's *Breaking Into Pentridge Prison* with 15 attendees.
- In Conversation with author Nikki Mottram was held at Kingscliff Library with 6 attendees.
- Tweed Heads (29 participants) and Murwillumbah Library (20 participants) each hosted a talk by popular romance author Karly Lane.

Library Team

- Karen Joc resigned from her position of Tweed Area Librarian in May after starting as System and Resources Librarian in 2017 and working at RTRL for almost 7 years.
- Alana Choice was appointed to the temporary backfill position of Tweed Area Librarian for four months, on a temporary secondment arrangement with Gold Coast Libraries until 4 October.
- Judith Trezise retired from her position of Library Assistant after 25 years of service with RTRL. We thank Judith for her years of dedication in the Murwillumbah team and wish her a safe and happy retirement.
- Darci Walker was the successful applicant appointed to the permanent Kingscliff Branch Technician position.
- Our Trainee is approaching the completion of the LEAP traineeship and Certificate 3 in Library and Information Studies through NSW TAFE, on track to finish in August.
- Tweed staff participated in training for Spydus Events and the Monitor print management upgrade via live Teams sessions or catch-up recordings as well as completing scheduled Phished Academy.

Sustainability

- The Seed library continues to be popular with our community, with an increase to 2345 issues this quarter.
- In-house branch book sales continue at Tweed Heads and Murwillumbah libraries.
- Integration of the new events booking system Spydus Events began this quarter with staff adding local events and recording attendance figures in preparation for the July launch, enabling customers to manage bookings online or with staff assistance.
- Multifunctional Devices were upgraded across the three Tweed Libraries.
- Monitor upgrades were also rolled out across the Tweed Area this quarter. After some initial teething issues, staff have worked to update their skills and knowledge not only to guide our customers but to support their colleagues as we all get comfortable with the new workflows.
- The Be Connected Building Digital Skills grants for Kingscliff and Murwillumbah have been extended to December 2024 to ensure participation requirements of the grant is met for these libraries. The Tweed Heads grant was acquitted.
- Kingscliff Local Infrastructure grant acquittal extension granted until December 2024, due to key staff resignation and subsequent recruitment.
    - Variation approved for circulation desk move and alternative installation location for the 24/7 LibCabinet kiosk.
    - The desk move addresses WH&S concerns and will allows of a second workstation to be added providing an additional service point.
    - 24/7 Kiosk planned site external to library building is not fit for purpose when site inspected and would require additional modifications prior to installation. Alternative sties within the Kingscliff community are being investigated.
- Murwillumbah Local Infrastructure grant acquittal extension granted until December 2024 due to key staff resignation and subsequent recruitment.
    - Internal alterations are complete and continue to be well received by customers.
    - Outdoor area additional furniture installation and cleaning being quoted for completion before end of 2024.

Spaces

- A new community notice board and wall mounted brochure holder have been installed at Murwillumbah Library.
- Murwillumbah Library Quiet Room space was activated by a number of community groups this quarter including a Visit from the Small School with 12 attendees, Creative Writers Group had 13 sessions with 189 attendees and NE Waste lead a Beeswax wraps activity for Tweed Shire Council staff with 15 attendees.

Mobile Library

Since the installations of Star-Link onboard the Mobile Library we have seen much better improved Internet connectivity. This improvement has brought quicker processing of items due to the internet speed.

The Mobile Library continues to support Tweed Head Shire community hub. Its commitment to catering to the individual and community alike ensures inclusivity within our communities. The Mobile Library's impact reaches beyond simply a distribution of literature. It acts as a gathering place where connections are made, ideas are shared, and curiosity is researched. It is a people place. With its reputation as a loved and highly valued community asset, more communities want to access its services!

At the closing of the fourth quarter of the year, I would say It's been an yet another incredible year, and are deeply grateful for the unwavering support and enthusiasm from our community that have accessed the mobile library services.

Support Services

The Support Services Team worked across the quarter for the smooth implementation of a new events management system with online booking capability. The Spydus Events module allows the library to promote all events online and facilitates online bookings. Previously on a select few events were available for online booking. The ability to book online provides enhanced customer service as people can search and book events at a time convenient to them and not just during library opening hours. The new module will also provide enhanced reporting capabilities as it integrates with the Library Management reporting system. All events will be promoted and managed in the new promotion and booking system from July 1, 2024. The Support Service Team created training material and provided support to all staff for the implantation of the new system.

The eNewsletter was sent each month to almost 40,000 subscribers. We routinely achieve a 30% open rate which means that 30% of people who receive the newsletter open and engage with it. This is an above average open rate showing that this is an effective form of communication with our community.

The Library Collections Management project continued this quarter with four temporary staff backfilling vacant roles in the Support Services team.

RTRL went to tender in May for a Library Supplier for July 2024 to June 2026. After an evaluation period that included a vendor demonstration day and pilot orders, the successful vendor was James Bennett Pty Ltd. Acquisitions staff began planning for a transition for the Tweed Area branches who are currently ordering stock from MDM Print. Utilising a single supplier will increase our efficiency with processing orders and achieve a higher overall discount.

In conjunction with the Area Librarians, new eresources were selected for purchase in the 2024-25 financial year. These include digital editions of The Sydney Morning Herald, The Sun-Herald and The Saturday Paper which are now available to read simultaneously by an unlimited number of library members on the BorrowBox app. In addition, members can now also read more than 4,800 All Access comics on the Libby app, including titles from Disney, Marvel, DarkHorse, IDW and Image.

Planning for the rollout of the Monitor print management system to all libraries was underway this quarter, with installation due in July. When branches across the region are utilising the same system, RTRL will be able to provide a streamlined service for members and more efficient support. Training in and testing of the new SpydusBI platform also began this quarter. Once fully implemented SpydusBI will enable comprehensive automated reporting on acquisitions, bookings, borrowers, charges, events, items, loans, notices, requests, reservations, web searches, collection maintenance, collection performance and collection profiles.

Richmond Tweed Regional Library
Connect. Discover. Escape.

Richmond Tweed Regional Library

Byron Area
Quarterly Service Level Agreement
Progress Report

4th Quarter
April to June 2024

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

Byron Area

Quarter: 4th Quarter | April to June 2024
Prepared by: Byron Area Librarian, Stacey Shepherd

INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

RTRL Strategic Plan

The primary strategic outcomes RTRL works toward are:

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

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

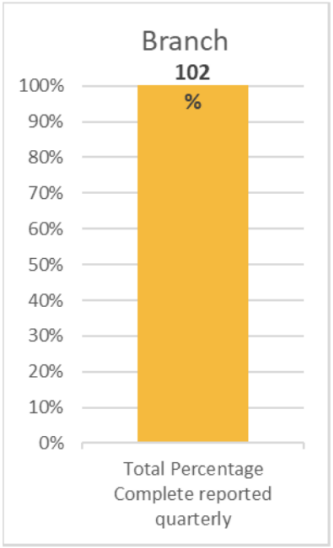
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

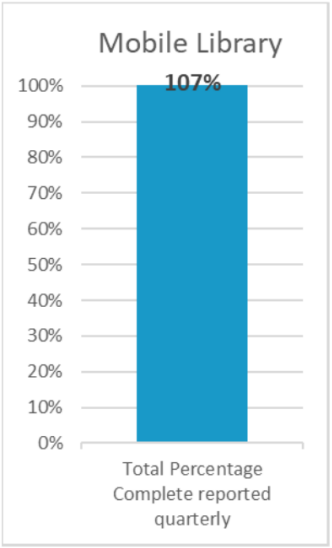
PART 1:

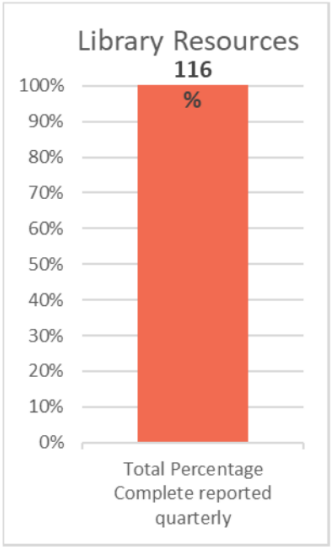
Service Level Agreement Target Performance

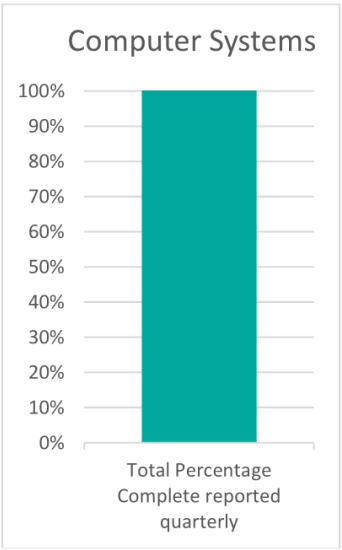
Target Performance Dashboard

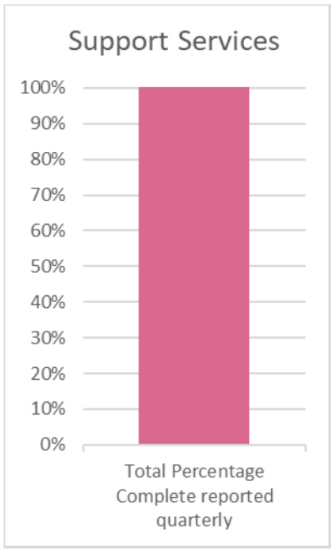
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.











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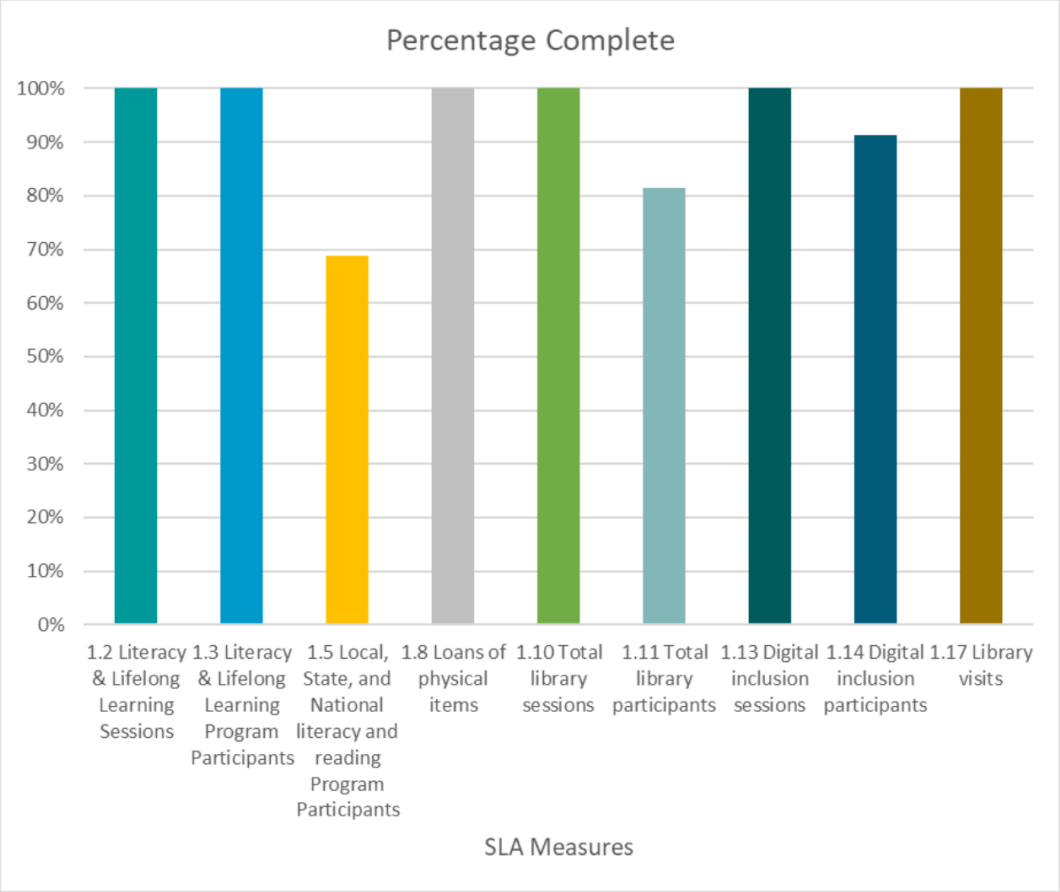
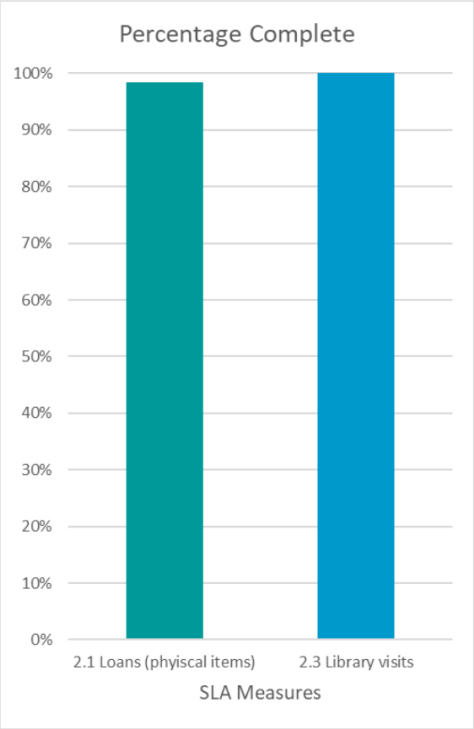
Branch



1.5 Local, State, and National Literacy and Reading Program Participants

Mobile Library



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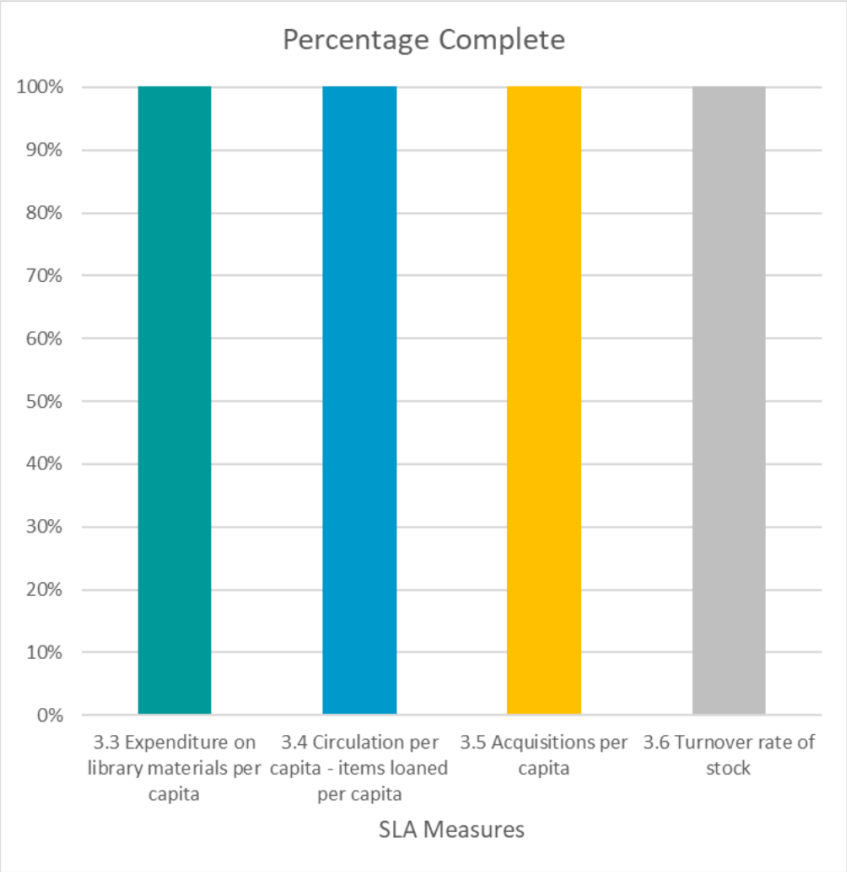
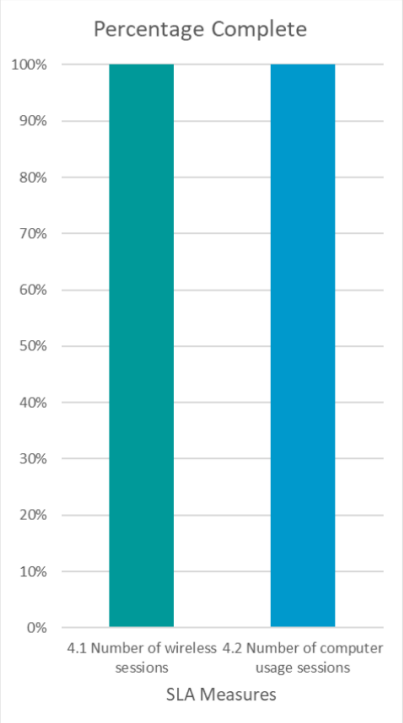
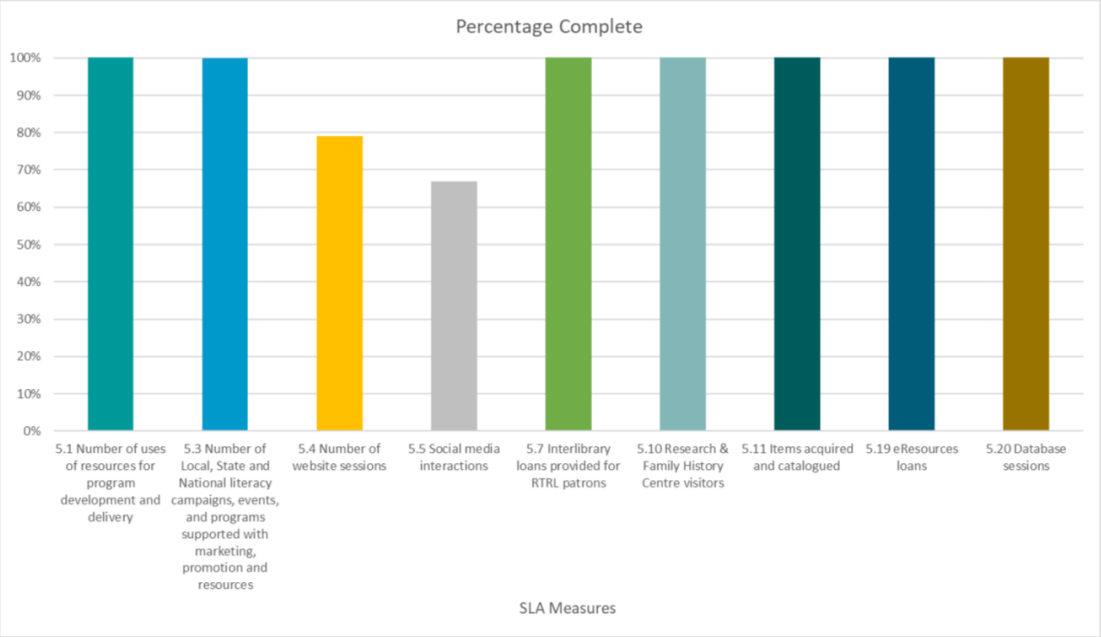
Library Resources



Computer Systems



Support Services



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Part 2: Additional Commentary

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

Collections

Collection target outcomes are thriving in Byron Area. Adult Fiction and Junior Fiction were the highest circulating collections in Byron Shire this financial year. Collection HQ tools have been used ongoing to maintain age of the collection and content which is available to the community.

The Area Librarian completed a series of SpydusBi training sessions with a focus to building and testing reports for collection maintenance. The reports were tested, and feedback was provided from staff. The concluding result is that more comprehensive work is required in this platform to meet the libraries needs as a collection management and maintenance tool.

Staff continued to manage the Multicultural Bulk Loan service in partnership with State Library. Byron Bay Library provide books in languages other than English, in a special collection in the public space, on rotation loan from State Library NSW. The 2021 Australian Bureau of statistics reported Spanish, German, French, Portuguese, and Italian as the five top languages other than English which are used at home in Byron Shire. These languages are the most likely to be available, with community language requests available from a list of 43 languages.

Community Participation

Our libraries engaged with local preschools and childcare centers to host National Simultaneous Story Time (NSS). NSS is a colourful, vibrant and fun National event, endorsed by the Australian Library and Information Association to promote the value of reading and literacy.

A Youth Survey was put out to the Byron Shire community between 17 June – 15 July. We are reaching both users and non-users of library by survey, as a mechanism which allows young people to identify their library service needs. The survey result will help inform the priorities for our library spaces and will be a great way to understand some of challenges for young people in the Byron Shire. One of the major outcomes will be the library providing support, collaboration, and opportunity for the 12-24 demographic in the Byron Shire.

Youth led collaborations continued throughout this quarter. A sustainable floristry workshop, scrapbook journalling and creative canvasing with mixed media were three successful events held in the library. These peer-led opportunities are part of a wider youth-led program happening over the next 12-months at Byron Library. This is a ground up community approach with an overall aim to boost young people awareness of the library as a platform for opportunity. It is the library as a platform for peer-to-peer skill sharing, development in youth facilitation and leadership for young people. The program is achievable thanks to a 10-thousand-dollar grant from Foundation for Rural Regional Renewal: Small and Vital. One of the outcomes we would like to achieve through this program is a revitalisation of our young adult spaces and new perspectives on the way young people interact with their community space. We want young people to think of us when they are developing ideas and need a place to collaborate and gain innovation and connection.

Learning & Creating

Adult program highlights include our ongoing regular programs which are, local history research mornings, the Byron Bay textiles group, scrabble club, Byron Book Club, Brunswick Heads Book Club, A seed library talk, home library service, and an in-conversation Author event with local Author Maggie Walters.

Arakwal Elder Delta Kay visited each of our branches to share an Arakwal Jarjum Preschool program session, aimed at preschool/Story Time. Delta shared knowledge and culture through rhythm, song, and dance. The children listened to a dreaming story and had the opportunity to touch and feel Bundjalung tools and learn some numbers and words in Bundjalung. Staff, parents, and children listened to Delta's knowledge on caring for Country and learnt about the traditions of Arakwal people.

The Byron Shire staff in consultation with Arakwal Elder Delta, introduced a children's acknowledgement of Country to children's programs.

Children's and early childhood services made up over 60% of our programs this financial year. Programs this quarter included Baby Time, Story Time and Junior Book Club providing routine language, literacy and social connection for children and babies under 12. Bop it Tots music, movement and rhyme visited in all three branches to cater to our trending group of busy toddlers who attend Baby Time and Story Time in the libraries. School holiday activities across the Shire included Lego challenges, felt creations, a writing workshop with Tristan Bancks, traditional Japanese kami hanger making, art inspired water conversation in partnership with Rous Water, bees wax wrappers with North-East Waste, kids create art session and a Latin dance session for young adults. Our programs allow children and families to develop connections with their library and community. More than 6,500 Children and Youth attended Byron Shire programs this financial year with the impact being a love of reading and literature, lifelong learning and belonging.

Library Team

Two staff completed 'actively anti-racist service to readers' training through State Library NSW. This training is essential readers advisory and promoted diversifying and decolonising the collection. Industry expects provided practical steps that libraries can take to provide inclusive and community focused collections and readers advisory. Staff completed Monitor print management training, Information Technology Cyber Security training and Library Management System Events Module training to prepare for all library events to be bookable by the public online. The Area Librarian and Byron Branch Technician completed Fire Warden Training.

Sustainability

Mullumbimby Library were successful with a small grant from the Learning for a Better World Trust. The grant opportunity funded through the National Backyard Cricket Association is an opportunity to receive funding for educational programs in our regional libraries.

The libraries which have the Monitor services PC Res and Print Management, received an upgrade to version 9.7.0.32. Byron Bay branch received further feature enhancements to the Kiosk interface and customer journeys within the system. The aim of the new features is to promote intuitive pathways and support *pay as you go* while using the printing and computer payment services in our libraries.

Spaces

New Multi-function printing devices were installed into the public areas at each branch as part of a new leasing agreement between Winc and Lismore City Council. Staff received training for the new devices. All three branches also received new smart screens with screen beams to support presentations, author/community talks and library programs. The smart screens allow both staff and the community to have access to modern and emerging technology and applications which support active participation and connection in the digital world.

Byron Bay and Mullumbimby have dedicated youth spaces, this quarter Mullumbimby staff rearranged the young people's space to ensure adequate study space along with access to informative youth display and resources. The Byron Branch had custom cabinetry installed to support the provision of existing and future technology. The youth space provisions showcase the Young Adult collection while providing free and equitable access to technology which supports making, creating, experimenting and innovation for young people in the library.

Routine building maintenance allowed for repairs to carpet tiles at Mullumbimby, a temporary film to the windows to reduce afternoon glare at the Mullumbimby branch and checks to the fire extinguishers and emergency exits and monthly security alarm testing through CAV Security.

Mobile Library

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The Mobile Library continues to support Byron Shire community hub villages. Its commitment to catering to the individual and community alike ensures inclusivity within our communities. The Mobile Library's impact reaches beyond simply a distribution of literature. It acts as a gathering place where connections are made, ideas are shared, and curiosity is researched. It is a people place. With its reputation as a loved and highly valued community asset, more communities want to access its services!

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Support Services

The Support Services Team worked across the quarter for the smooth implementation of a new events management system with online booking capability. The Spydus Events module allows the library to promote all events online and facilitates online bookings. Previously on a select few events were available for online booking. The ability to book online provides enhanced customer service as people can search and book events at a time convenient to them and not just during library opening hours. The new module will also provide enhanced reporting capabilities as it integrates with the Library Management reporting system. All events will be promoted and managed in the new promotion and booking system from July 1, 2024. The Support Service Team created training material and provided support to all staff for the implantation of the new system.

The eNewsletter was sent each month to almost 40,000 subscribers. We routinely achieve a 30% open rate which means that 30% of people who receive the newsletter open and engage with it. This is an above average open rate showing that this is an effective form of communication with our community.

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Planning for the rollout of the Monitor print management system to all libraries was underway this quarter, with installation due in July. When branches across the region are utilising the same system, RTRL will be able to provide a streamlined service for members and more efficient support. Training in and testing of the new SpydusBI platform also began this quarter. Once fully implemented SpydusBI will enable comprehensive automated reporting on acquisitions, bookings, borrowers, charges, events, items, loans, notices, requests, reservations, web searches, collection maintenance, collection performance and collection profiles.

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Lismore Area
Quarterly Service Level Agreement
Progress Report

4th Quarter
April to June 2024

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

Lismore Area

Quarter: 4th Quarter | April to June 2024
Prepared by: Lismore Area Librarian, Michael Lewis

INTRODUCTION

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

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

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

Quarterly progress against these targets is provided in this report.

RTRL Strategic Plan

The primary strategic outcomes RTRL works toward are:

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

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

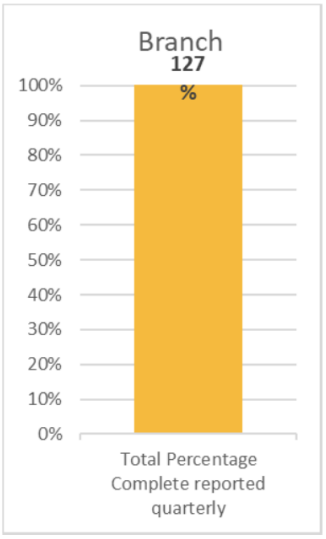
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

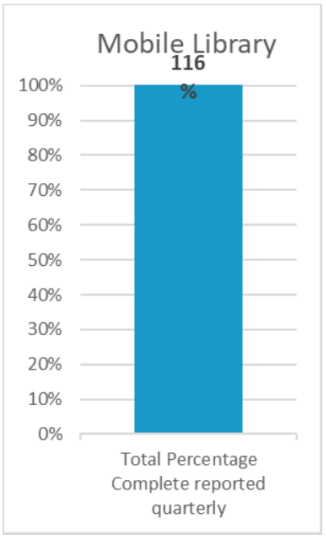
PART 1:

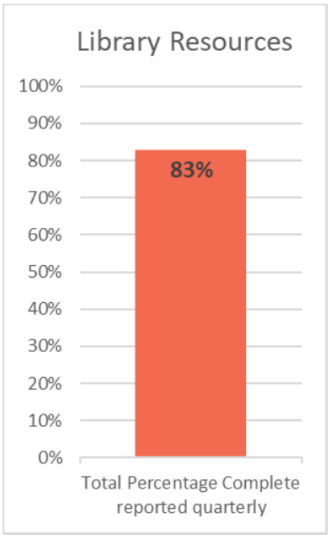
Service Level Agreement Target Performance

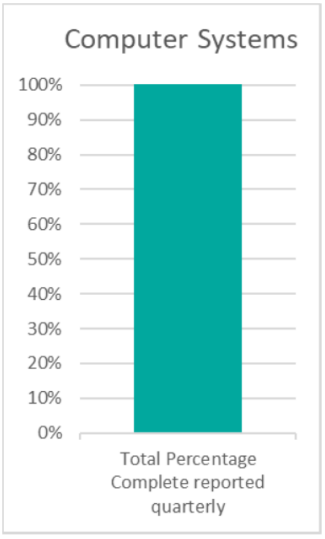
Target Performance Dashboard

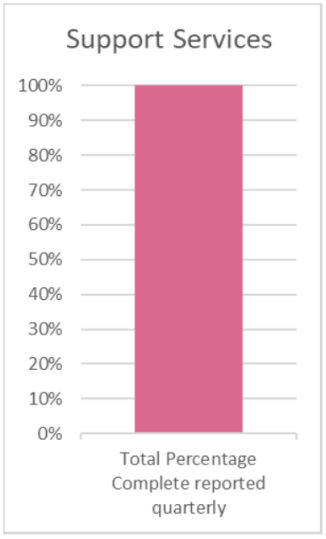
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.







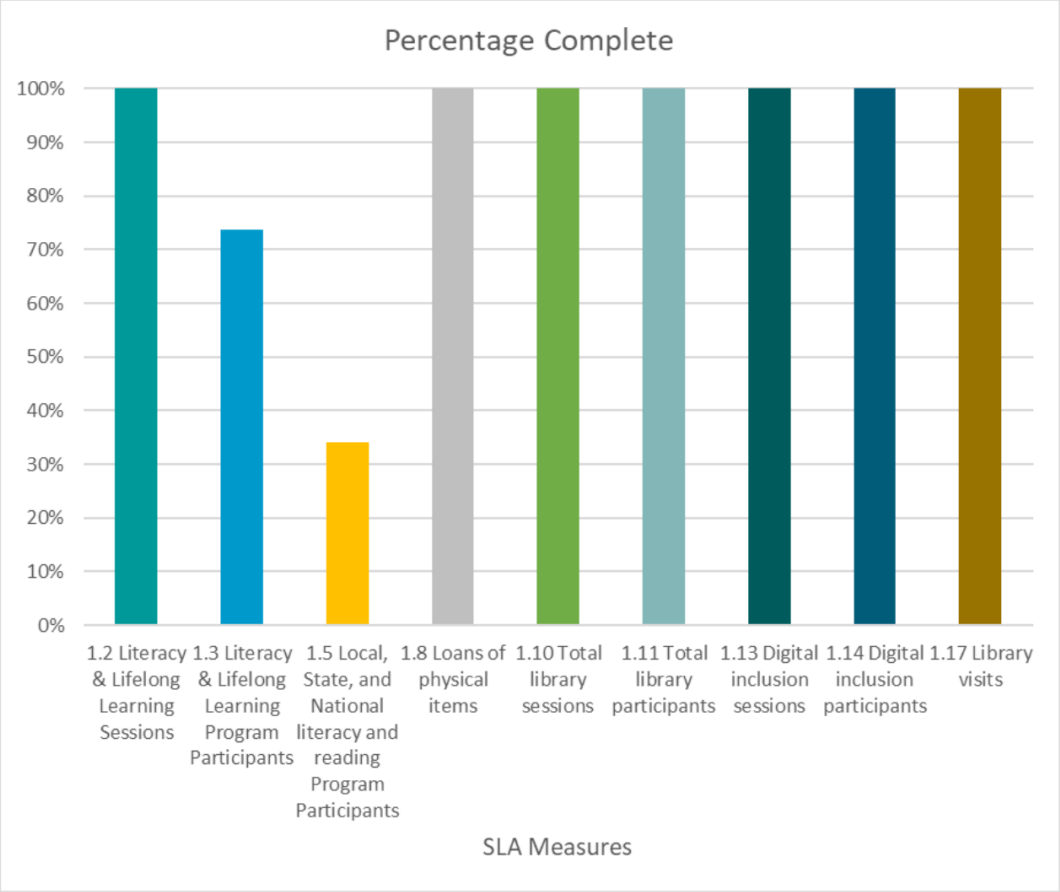




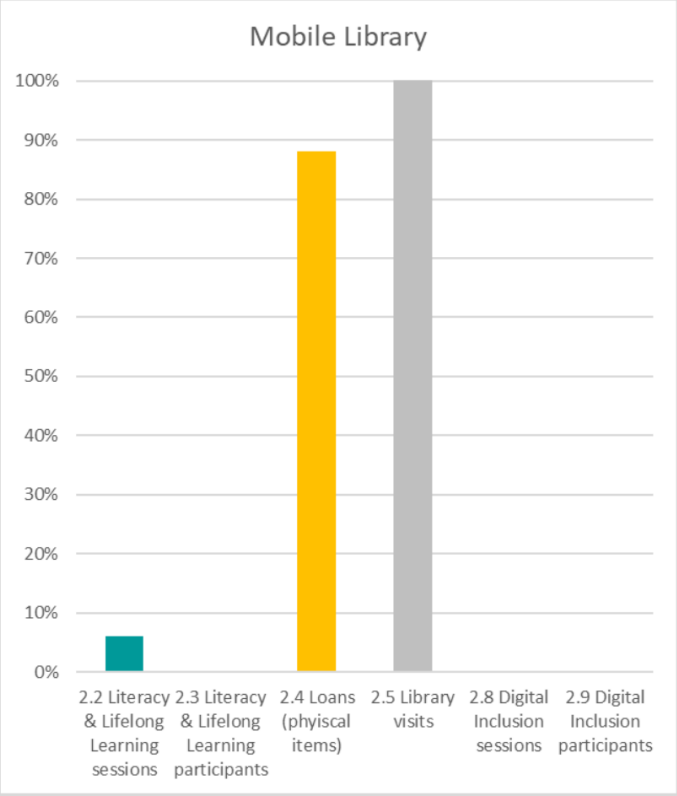
Detailed Commentary

The following graphs and commentary provide detail for progress against targets for each individual measure. Target reporting is cumulative over a year. This report is for the fourth quarter, therefore targets can be expected to be around 100% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

Branch

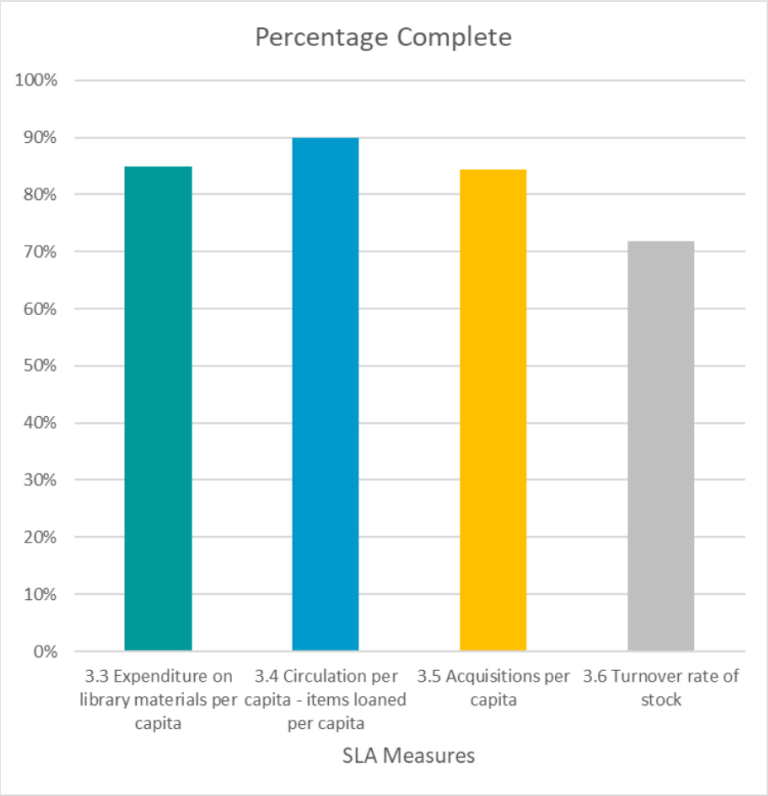


Mobile Library

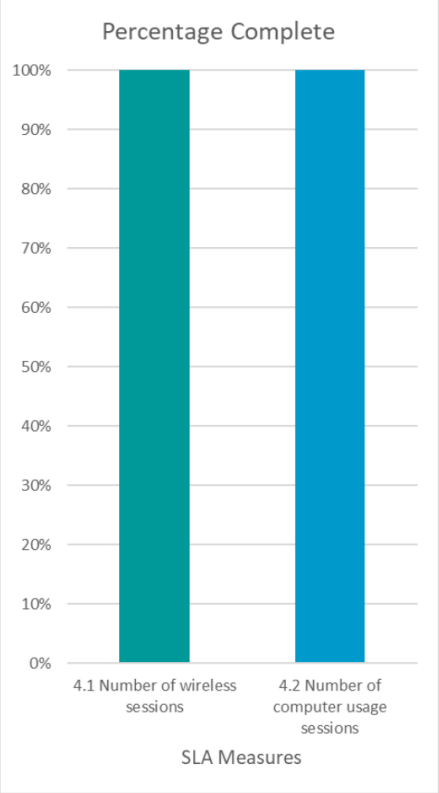


Data for most SLA targets was not available at the end of the 4th Quarter.

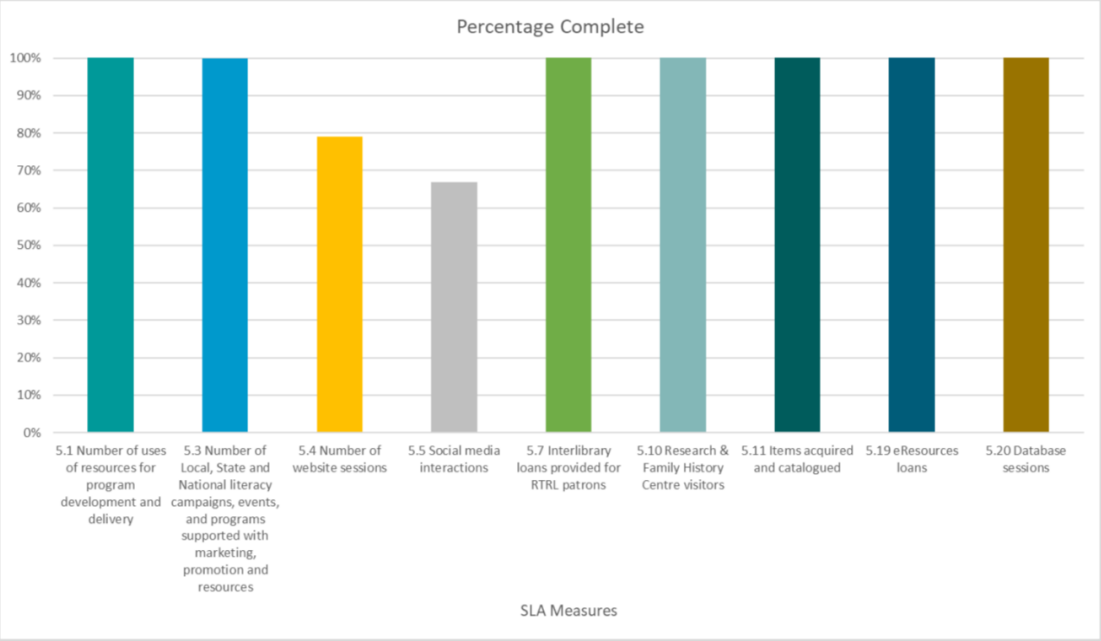
Library Resources



Computer Systems



Support Services



SLA targets are primarily positive at the end of the 4th Quarter.

5.4 & 5.5 Website sessions and social media interactions are below target which can be attributed to a shift from online library access to physical interactions as the community continues to recover and change behaviors postCOVID-19.

Part 2: Additional Commentary

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

Collections

- Lismore and Goonellabah Library refreshed and increased the non-fiction collection to keep up with demand.
- Goonellabah and Children's Library restocked the Premier Reading Challenge titles.
- Goonellabah Library has updated its parenting collection to reflect community needs. This collection has been spotlighted for the increasing number of parents participating in early childhood programs.

Community Participation

- The Lismore StoryWalk 'The Hide and Seek Tree of Rainforest Creek' has been installed at the Lismore Botanic Gardens. The library outreach program at the Botanical Gardens has included this story into the monthly visits.
- NSW Police joined the Lismore Storytime for a session on safety, and developed
- The Lismore Library team took part in the 30th anniversary of the Lismore Lantern Parade with attending the parade and running a book stall with donations from 123 Read2me. The library handed out a pallet of children's books. The library also hosted Winter Solstice craft activities, which included lantern making.
- Lismore Library celebrated the Lismore CWA Centenary with a morning of talks, display of their historical photos and the creation of an audio file with stories. Audio files were shared amongst CWA community and available for the public to listen to at the Lismore Listening Booth, Carrington Street.

Learning & Creating

- Lismore and Goonellabah hosted this year's National Simultaneous Storytime, with Goonellabah Library inviting local preschools to attend the event, and then visiting Jarjum and Nestle-In preschools for an outreach event. All of these events were very well received, with
- April school holidays for youth were funded by the Department of Regional Youth and had multiple creative workshops with Neighbours star Madeliene West, and local film maker Benjamin Gilmour. Youth engagement is challenging, and the available funding from the State Government enables the library to find engaging facilitators to deliver these events.
- The remainder of the Lismore area's children's holiday activities were delivered by library staff and were well booked out for the entire two weeks.
- The Lismore's Children's Library delivered an Anzac Day history presentation with the RTRL World War kits. This session was very successful, and the Lismore Area is looking into more activities to recognise Australia's history.

Library Team

- Lismore was successful in recruiting 5 new casual staff members. This increase will even out the pressures on staffing the weekends. These 5 staff have gone through onboarding and are looking to be a fantastic addition to the team.
- The Lismore team have attended the following training this quarter: Violence in the workplace, training upskilled staff in how to deal with aggressive behaviour's in the workplace safely and effectively.
- The Lismore team received several new systems trainings. Notably, Spydus Events, Bookable venue hire, and Phished academy.
- One staff member from the Lismore team has started the Elevate empowerment program at Lismore City Council.

Sustainability

- Spydus events, RTRL is transitioning to an integrated event booking system within the library management system.
- The new library meeting room at Lismore Central Shopping Centre was integrated into Lismore City Council's venue hire booking system 'Bookable.'

Spaces

- The Lismore Library meeting room at Lismore Central Shopping Centre has been open to the public this quarter. The space is being used daily by community groups and the library for a wide range of activities. The feedback so far has been positive, with many people

Mobile Library

Since the installations of Star-Link onboard the Mobile Library we have seen much better improved Internet connectivity. This improvement has brought quicker processing of items due to the internet speed.

The Mobile Library continues to support Lismore City community hub villages. Its commitment to catering to the individual and community alike ensures inclusivity within our communities. The Mobile Library's impact reaches beyond simply a distribution of literature. It acts as a gathering place where connections are made, ideas are shared, and curiosity is researched. It is a people place. With its reputation as a loved and highly valued community asset, more communities want to access its services!

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Reports/Recommendations

Subject	Sale of vacant land and Support Service Building
TRIM Record No	BP24/819:EF09/74-7
Prepared by	Head Customer Experience
Item Number	5.3

Overview of Report

The objective of this report is to provide an update to the committee for the Support Services Building and Sale of Vacant Land.

Recommendation

That the Committee resolve to defer the decision of the Support Services Building and Sale of Vacant Land to the November 2024 Committee Meeting.

Introduction

A Committee workshop was held on 19 June 2024. The Committee requested further information on the five listed options below. There are contributing factors that have prohibited the Executive Officer from obtaining the committee requested information which includes the availability of building certifiers to perform an inspection on the current support services building. Steps are being undertaken to engage a valuer to evaluate the Support Services Building.

Background

The matter of the vacant land (Lot 2 DP 1061931, 1 Lancaster Drive Goonellabah), adjoining the RTRL Support Services building, was first presented to the Committee as an item for consideration in the Draft 2022/23 Budget. It was proposed that an investigation be undertaken into both the Support Services building in its present state, and the sale of adjoining land. At the time, possible streams for investigation included commercial letting and reconfiguration options for the Support Services building.

When Lismore City Council adopted the 2022/23 Budget, it resolved to express strong reservations regarding the divestment of land by RTRL in Goonellabah and sought further discussions prior to any such divestment.

The Draft 2023/24 Budget included in its recommendation that RTRL management would seek feedback from Member Councils on the proposed sale of the vacant land. The report ‘Feedback from Member Councils - Proposed Sale of Vacant Land’ presented the findings of that feedback including various options for the management of the sale, at the 16 August 2023 Committee meeting.

At this meeting, the Committee was also addressed by two members of the public in Public Forum, speaking to the report ‘Feedback from Member Councils - Proposed Sale of Vacant Land’. Both were in favour of Option 3, which specified the sale be conducted via direct negotiation with RTRL and Lismore City Council and at a price based on an independent market valuation.

In response to resolution number 5 from the report ‘Feedback from Member Councils - Proposed Sale of Vacant Land’, the following options are recommended to the Committee. The feedback from Member Councils received prior to 16 August 2023, have been considered in the following options:

Option 1: The sale of land progress with full proceeds returned to the RTRL for the purpose of reinvestment and rectification required to address current risks associated with subpar and end of life library assets.

Rationale: A recent review into the state of RTRL hard and soft IT assets has determined that assets are subpar or near end of life. In addition, the age and condition of these assets is a point of poor customer experience in branches with many hard assets not meeting accessibility standards for members and visitors to the library. The rectification of IT assets required to address this risk and improve outcomes for staff and community is estimated at $435,445.

This option would address a high-level risk for the RTRL but would involve sacrificing the long-term financial benefits of retaining a property asset in its portfolio.

Option 2: The sale of land progress with full proceeds returned to the RTRL for the purpose of reinvestment and rectification required to address current risks associated with the state of the RTRL management building at 6 Centenary Drive, Goonellabah NSW 2480.

The RTRL building at 6 Centenary Drive, Goonellabah NSW 2480 was assessed, and a valuation reported provided by Herron Todd While on 9 August 2022. This undertaking followed the 2022/23 budget submission to Committee, where it was resolved that an investigation be undertaken into both the Support Services building in its present state, and the sale of adjoining land.

The report included an assessment of the building. It stated: “The building suffers from a high degree of obsolescence, not only due to its age and condition but also due to the type and style of improvements, its current fit out for use with regard to its industrial location and potential future uses.”

The report also states that it did not include a detailed structural survey or inspection and could not state that the building was free from defect, rot or infestation.

The RTRL building was purchased in 2001 with no significant improvements or renovations taking place since that period. At the request of staff who have reported hazards and safety matters, Lismore City Council Work Health and Safety and Property teams have attended the property for inspections and have identified hazards in the building including infestations, rot, roof leaks and deterioration of ceilings. These teams have recommended a thorough building inspection be undertaken to understand the state of disrepair and risk to the safety and well-being of staff.

It is also recommended that a full condition assessment including a comprehensive cost to repair report be undertaken to determine if the cost of refurbishing the building does not exceed the value of the property.

Option 3: The sale of the land to include the sale of the RTRL administration building at 6 Centenary Drive, Goonellabah NSW 2480 with full proceeds reinvested into a new asset for the RTRL to house the RTRL administration function.

As above this option will address identified risks associated with the current state of the RTRL administration building and retain the asset benefit for long term financial benefit.

Option 4: The sale of the land progress and proceeds be distributed appropriately amongst member councils.

Option 5 – logistics of a new building, retro fit for RTRL centre and leasing possibility for the historical society and/or art gallery for storage of assets

This option would restrict the RTRL’s ability to address identified risks.

Attachment/s

There are no attachments for this report.

Reports and/or Recommendations

Subject	Senior Leadership Group Meeting Minutes
TRIM Record No	BP24/822:EF09/74-7
Prepared by	Head Customer Experience
Item Number	5.4

Overview of Report

The Senior Leadership Group (SLG) meeting minutes from the fourth quarter (April to June 2024) are provided to the Committee as information.

Meetings were not held in the month of April.

Note: the two meeting minutes from the second quarter was confirmed and are attached.

Recommendation

That the Committee receive and note the attached May 2024 and June 2024 confirmed Senior Leadership Group (SLG) meeting minutes.

Attachment/s

1. RTRL Senior Leadership Group Confirmed Meeting Minutes 7 May 2024
2. RTRL Senior Leadership Group Confirmed Meeting Minutes 4 June 2024

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CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY
SENIOR LEADERSHIP GROUP (SLG) MEETING
HELD AT BALLINA COUNCIL CORPORATE CENTRE, COMMITTEE ROOM
ON TUESDAY, 7 MAY 2024 AT 1PM

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

Welcome and Acknowledgement of Country

1.0 Chair acknowledged Country and welcomed members to the meeting.

Apologies

2.0 Nil

Present

2.1 Sarah (Executive Officer, Lismore), Brenda (Business Manager RTRL – online), Caroline (Director Corporate and Community, Ballina), Esmeralda (Director Corporate and Community Services, Byron), Shannon (Manager Inclusive & Creative Communities, Tweed), Tracy (Manager Communications and Customer Service, Ballina), Ellie (Administration Officer RTRL, Minute Taker)

Confirmation of Minutes

3.0 Minutes of the previous SLG Meetings held on Friday, 15 December 2023, Tuesday, 13 February 2024, and Tuesday, 20 February 2024, were confirmed.

Discussion Items

4.1 WHS **All**

Brenda provided updates to the SLG regarding any incidents reported through the Vault (Councils Safety reporting system):

1. Two patron bans were issued in the past month, one at Ballina library and one at Tweed Heads library. During a visit to the Ballina library to assist staff with the ban notice, it was noted that the staff rooms designated for emergency retreat are not lockable. WHS Lismore City Council (LCC) will be reaching out to the building facilities department at Ballina Council for their assistance in resolving this matter. Additionally, the banned patron involved in the incident at Tweed Heads library mistakenly believed the ban did not apply to all Richmond Tweed Regional library branches. When the patron visited other branches, staff handled the situation effectively by clarifying the conditions.
    a. It was observed that there have been instances where relevant Council areas were not notified when a patron ban was issued. This procedural gap will be addressed to ensure proper communication.
2. Last month, there was a minor flood watch event at the Lismore Pop-up Library. Plans and procedures were reviewed following the incident, serving as a valuable refresher.
3. An issue at the Ocean Shores Mobile Library Stop relates to a retaining wall located near the access/entry point impacting mobile library footfall access. Cautionary signs are in place until

construction works are completed. Stacey (Byron Area Librarian) is liaising with Byron Shire Council to rectify.

4. An issue with the Kingscliff library service desk and staff rooms is currently being addressed.

Sarah also mentioned specific safety training related to armed offenders was being coordinated for Council employees following the events at Sydney Bondi Shopping Mall.

Es raised the topic about the governance of CCTV footage inside and outside library premises. The project had previously been led by Council staff who are no longer with Lismore City Council and proposed re-investigating to clarify legislative duty of care obligations with relation to CCTV ownership, infrastructure. Clarity was provided that Councils' are currently sharing access with Lismore City Council to footage from member council owned facilities.

ACTION REQUIRED:

- Sarah to investigate the relevant legislative obligations for clarification on responsibility for CCTV in libraries and bring back for discussion.

4.2 Confirmation of Terms of Reference — Sarah

The RTRL Senior Leadership Group Terms of Reference have been updated with requested changes and was submitted to the meeting for adoption.

During the discussion, a suggestion was made by Shannon regarding the roles and responsibilities section for SLG members. The question posed was whether the level and type of interaction between an SLG representative and the Member Council RTRL Committee Delegate or Alternate should be specified. In particular, there was a consideration of whether it is necessary for an SLG member to brief the Councillors before a Committee meeting on topics discussed by the SLG. It was suggested that this could be included as "as required or requested by the Committee member".

Sarah will address this issue and will ask the SLG to consider accepting the addition and updated Terms of Reference as a flying minute in order to resolve the action item.

4.3 Improvement projects: program overview and delivery plan update — Brenda

Brenda provided a brief overview of the direction in the coming months. The temporary positions approved in the draft budget are currently being prepared with Position Descriptions in production, including the Project Officer (Finance Specific), Project Officer (Organisational Review Specific), Systems Manager, and Collections Manager. Advertising for these roles is expected to be in market by June for onboarding from July 2024.

The Organisational Review was noted to be the biggest task in the delivery plan, where position reviews and responsibilities from manager to branch level would require a comprehensive examination, including funding and budget cost or savings. All work will be briefed at SLG meetings as a standing agenda item.

Shannon inquired about the RTRL Long-Term Financial Plan and its place in the future. Sarah reiterated that the resolution from the 10 April Committee meeting was “to defer the preparation of the RTRL Strategic Plan project to 2025-2026 or a later date pending completion of the organisational review and progress towards establishing a long-term financial plan.”

4.4 Sale of vacant land update — Sarah

Sarah informed the SLG that a report will be submitted to the 15 May meeting suggesting possible dates for the workshop, as agreed upon by the Committee. The workshop is scheduled to take place in June.

4.5 Staffing update — Sarah

Sarah informed the SLG that the Tweed Area Librarian has resigned from their position within the past week. It was suggested that an immediate temporary appointment was being considered to provide stability and certainty. However, the possibility of making a permanent appointment may be

postponed until after the organisational review is completed to allow for a thorough review of the Position Description in the context of the full structure.

4.6 Scope of work: review of the RTRL model and Executive Council costs and risks — Sarah

Sarah suggested to the SLG the idea of appointing a member to take the lead on this project, similarly to how the Ballina SLG member took the lead on the Sale of Vacant Land Valuation project. Byron's SLG member nominated to take on this role, which will entail leading the coordination with other members for scoping the tender for the contractor, coordinating advertising and selection and preparing information for the final report to the Committee.

4.7 Outstanding Actions — All

Items on the action sheet were reviewed:

- Shannon, the 'business improvement case on the outputs for the community' – this process is still in development, to be shared when available.
- Brenda, the 'updated mobile library replacement plan' – an ongoing project, may be able to supply this before the next SLG meeting.
- Sarah, 'the three operational procedures (shared as part of the agenda)' – please send feedback regarding these to Sarah. These could be used across the Councils jointly.
- Sarah, 'CCTV in Libraries' – reopened due to earlier discussions.
- All other actions have been closed.

6.0 Other Business — All

Caroline mentioned that she has not been receiving notifications when Vault reports are submitted for patron behaviour or building maintenance. There was a discussion about how the Vault system handles forward actions or if it requires manual completion via email from RTRL staff.

To address this issue, Brenda will start forwarding all relevant Vault reports to the SLG individual email address from now on.

Closure:

This concluded the business and the meeting closed at 1.32pm

Upcoming Meetings:

SLG:
Tuesday, 4 June 2024 at 12pm – online via MS Teams

Tuesday, 2 July 2024 at 12pm – online via MS Teams

COMMITTEE:
Wednesday, 15 May 2023 at 10.00am – location Byron Shire Council Corporate Centre, Conference Room

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CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY
SENIOR LEADERSHIP GROUP (SLG) MEETING
HELD ONLINE ON TUESDAY, 4 JUNE 2024 AT 12.03AM

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

Welcome and Acknowledgement of Country

1.0 Chair acknowledged Country and welcomed members to the meeting.

Present

2.0 Sarah (Executive Officer, Lismore), Brenda (Business Manager RTRL), Craig (Business Manager RTRL), Esmeralda (Director Corporate and Community Services, Byron), Shannon (Manager Inclusive & Creative Communities, Tweed), Tracy (Manager Communications and Customer Service, Ballina), Ellie (Administration Officer RTRL, Minute Taker), Alana (Acting Tweed Area Librarian – left at 12:22pm)

Apologies

2.1 Shannon (Manager Inclusive & Creative Communities, Tweed) and Caroline (Director Corporate and Community, Ballina)

Confirmation of Minutes

3.0 Minutes of the previous SLG Meetings held on 7 May 2024 were confirmed.

Discussion Items

4.1 WHS **All**

1. Sarah brought to the SLG's attention the Vault reports regarding the SS building, specifically highlighting a damaged eave sheet resulting from a leaky downpipe. This issue poses a potential safety hazard as it could fall onto the public footpath outside the building. Immediate action was taken to address this concern.
2. The recent incident involving a patron and the Police in Byron Bay branch was discussed. Following the event, staff have been offered debriefing sessions with Workplace Health and Safety (WHS) and counselling services. The team in the Byron area demonstrated professionalism and composure in managing the high-risk situation. We also recognise and appreciate the timely response and support received from the Byron Shire Council.

4.2 Roof Condition **Sarah**

A roof report for the Support Services building supplied to the SLG was discussed, including:

- Roof assessment findings indicate a need for further evaluation due to multiple layers (a second layer roof has been put on top of the first roof).
- Consider hiring a hygienist to conduct an assessment of air quality.
- Potential logistics for relocating staff in the interest of their safety (before or during works).

  - Identifying necessary criteria for a new location if staff relocation is necessary.
- Exploring the possibility of relocating the RFHC branch to a different location.
  - Transferring the family history collection to a member area branch for better integration and community utilisation. This resource is regionally funded and its current location in Goonellabah may pose limitations.

4.3 Signed SLG TOR (finalised as a flying minute and attached) — Sarah

The Senior Leadership Group Terms of Reference, was adopted as a flying minute on 29 May 2024. Content Mangers (Records Management) reference is ED24/14979

4.4 CCTV footage investigations Update — Sarah

Following the May SLG meeting (and recent Workplace Health and Safety discussions at Byron Bay branch) Sarah has communicated with all teams at LCC and is currently awaiting feedback from the Governance team regarding responsibilities and costs for implementing CCTV. We need a clear directive, as there is currently no specific legislation to guide us. Sarah will provide further updates on this matter.

4.5 'Scope of works: review' project Update — Esmeralda

Esmeralda shared information via email on 21 May, regarding suggested sequencing of events. As an external consultant will be brought in to assess RTRL operations, timeframes are suggested to be established for the Deed and any necessary extensions. It is suggested that the review be conducted at a later date, to coincide with the extensions of the Deed. It is advised to avoid scheduling it concurrently with the forthcoming Organisational Review (in 2024-25 FY).

4.6 Mobile Library replacement plan Update — Brenda

Brenda provided a brief update, including:

- Some operational delays with LCC Fleet Services.
- A potential co-design opportunity with Charles Sturt and SLNSW, was initially turned down, but they have come back and expressed a willingness to be flexible.
  - Potential for community engagement in tailoring the trailer design to meet community needs.
  - Considerable consideration is needed for our participation in the co-design.
  - Community surveys previously conducted remains a valuable source of data.
- An updated replacement plan can be circulated as early as next week.

4.7 Staffing Update — Sarah

1. Welcome to Alana – has taken leave from her role at Gold Coast Libraries and will be Acting Tweed Area Librarian RTRL for 4 months.
   a. 17 years' experience in public libraries, including roles such as Corporate Librarian, Branch Librarian, and Customer Care Supervisor Librarian.
   b. Opportunity to gather insight from Gold Coast libraries.
   c. Focusing on grant acquittals for the Tweed Area, and the vacant Kingscliff Technician role (interviews commence this week).
2. Welcome to Craig, onboarding Acting Business Manager RTRL for a 6-month period – has come from LCC Customer Contact Coordinator role.

6.0 Other Business

Feedback on the Business Manager role provided by Brenda:

- Identified challenges include managing 14 branch locations and numerous Mobile Library stops. Inefficiencies regarding the geographical spread of locations, as it requires a significant amount of time spent on the road.

- Risks associated with overseeing 143 staff – it is crucial to understand and manage their respective responsibilities. Employee engagement is also key for success in this role, as effective communication and availability to staff members is necessary.
- It is noted that the business model in place has a complex governance structure.
- Potential impacts on personal health should be considered.
- Missed opportunities - leveraging Brenda's strong supplier history for strategic advantage.
- Key priorities include budget management decisions, administrative tasks, addressing long-standing issues, leadership, and management, as well as transformation for organisational change.
- Recommendations - if feasible within budget constraints, consider appointing two additional roles to support the Business Manager position: a second-in-charge to assist with branch and workplace health and safety management, and an administrative support staff member.
    - In addition, ideally a finance officer, and a grants officer to be amongst the RTRL Management team.
- Recommended clarifying job design and expectations to streamline recruitment processes.

ACTION REQUIRED:

- Sarah to report back to SLG on draft proposals for addressing Brenda's Business Manager role review.

Closure:

This concluded the business and the meeting closed at 1.00pm

Upcoming Meetings:

SLG:
Tuesday, 2 July 2024 at 10.00am – online via MS Teams
Tuesday, 6 August 2024 at 10.00am – in person at Byron Council Conference Room

COMMITTEE:
Wednesday, 19 June at 1.00pm – in person at RTRL Support Services*

*Extraordinary meeting for adoption of 2022/2023 Financial Reports, followed by a workshop to discuss options for net proceeds from sale of land.

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD AT BYRON SHIRE COUNCIL CORPORATE CENTRE AND ONLINE, ON WEDNESDAY, 15 MAY 2024 AT 10.08AM

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

Welcome

Chairperson Councillor Darlene Cook welcomed delegates and attendees to the meeting and made an acknowledgement of country.

Present

Chairperson, Councillor Darlene Cook (Lismore), Deputy Chair Councillor Simon Chate (Ballina), Councillors: Peter Colby (Lismore), Asren Pugh (Byron – Audio Visual Link), Meredith Dennis (Tweed – Audio Visual Link), and Nola Firth (Tweed – Audio Visual Link)

In Attendance

Ms Sullivan (Executive Officer RTRL, Lismore), Ms Gradwell (Business Manager RTRL), Ms Klose (Director of Corporate and Community Ballina – Audio Visual Link), Ms Lister (Manager Communications and Customer Service Ballina – Audio Visual Link), Ms Davis (Director Corporate and Community Services Byron), Ms Carruth (Manager Inclusive & Creative Communities Tweed – Audio Visual Link), Ms Birch (Acting Area Librarian Ballina – Audio Visual Link), Ms Shepherd (Area Librarian Byron), Mr Lewis (Area Librarian Lismore), Ms Kelly (Collections Manager – Audio Visual Link), Mr Hartley (Finance Manager Lismore – Audio Visual Link) and Ms Misdale (Administration Officer, Minute Taker)

Apologies

RTRL27 382/24

RESOLVED that the apologies be received from:

- Councillor Rhiannon Brinsmead with reason: work commitments
- Councillor Eva Ramsey with reason: away
- Councillor Cate Coorey with reason: carer responsibilities

(Councillors Chate/Colby)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

Attendance by Audio-Visual Link

RTRL27 383/24

RESOLVED that attendance by Audio-Visual Link be received from:

- Councillor Asren Pugh with reason: at place of work with work commitments,
- Councillor Meredith Dennis with reason: attending an in person meeting at 12pm in the Tweed LGA after the RTRL Committee meeting,
- Councillor Nola Firth with reason: attending as Alternate for Tweed

(Councillors Chate/Colby)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

Confirmation of Minutes

RTRL27 384/24

RESOLVED that minutes of the Extra Ordinary Richmond Tweed Regional Library held on 10 April 2024 be confirmed.

(Councillors Chate/Colby)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

RTRL27 385/24

RESOLVED that minutes of the Richmond Tweed Regional Library held on 28 February 2024 be confirmed.

(Councillors Chate/Colby)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

Disclosures of Interest

Nil

Public Forum

Nil

Reports/Recommendations

7.1 Business Manager's Report

RTRL27386/24 **RESOLVED** that the Committee receive and note the report.

(Councillors Colby/Chate) (BP24/442)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

7.2 Sale of vacant land: proposal of workshop dates

RTRL27387/24 **RESOLVED** that the Committee circulate the following dates back to the Committee for availability to attend an Extraordinary meeting for the purpose of adopting the 22/23 Financial Reports, followed by an Extraordinary workshop to investigate and discuss the options in which the net proceeds of the sale of vacant land can be applied within the regional library service and/or distributed to Member Councils:

Either date, session time to be advised:

1. Wednesday, 19 June 2024, at RTRL Support Services, 6 Centenary Drive, Goonellabah
2. Wednesday, 26 June 2024, at RTRL Support Services, 6 Centenary Drive, Goonellabah

(Councillors Colby/Chate) (BP24/457)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

7.3 Scope of work: review of RTRL model and Executive Council costs and risks

RTRL27388/24 **RESOLVED** that the Committee receive and note the report.

(Councillors Chate/Colby) (BP24/456)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

7.4 Finance Related Matters

RTRL27389/24 **RESOLVED** that the Committee receive and note the report.

(Councillors Colby/Chate) (BP24/474)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

7.5 Senior Leadership Group Meeting Minutes

RTRL27390/24 **RESOLVED** that the Committee receive and note the attached December 2023 and February 2024 confirmed Senior Leadership Group (SLG) meeting minutes.

(Councillors Chate/Colby) (BP24/443)

Voting for: Councillors Chate, Colby, Cook, Dennis, Firth and Pugh

Voting against: Nil

Closure

This concluded the business and the meeting terminated at 10.45am.

NB: After the meeting closed, the Committee invited the attending Area Librarians to present their quarterly Service Level Agreement Reports and highlights.

MINUTES OF THE EXTRA ORDINARY RICHMOND TWEED REGIONAL LIBRARY HELD IN RTRL SUPPORT SERVICES ON WEDNESDAY, 19 JUNE 2024 AT 1.03PM

Please note: These minutes are subject to confirmation at the next Committee meeting. Decisions recorded in the draft minutes are subject to the Executive Council's Code of Meeting Practice in relation to rescinding decisions.

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Welcome

Chairperson Councillor Darlene Cook welcomed delegates and attendees to the meeting and made an acknowledgement of country.

Present

Chairperson, Councillor Darlene Cook (Lismore), Deputy Chair Councillor Simon Chate (Ballina), Councillors: Peter Colby (Lismore), Eva Ramsey (Ballina), Meredith Dennis (Tweed – Audio Visual Link), and Rhiannon Brinsmead (Tweed – Audio Visual Link)

In Attendance

Ms Sullivan (Executive Officer RTRL Lismore), Mr Yarrow (Business Manager RTRL), Ms Davis (Director Corporate and Community Services Byron – Audio Visual Link), Ms Francisco (Team Leader of Community Wellbeing Tweed), Mr Hartley (Finance Manager Lismore – Audio Visual Link), Mr Rogers (Manager, Audit & Assurance TNR – Audio Visual Link), and Ms Misdale (Administration Officer, Minute Taker)

Apologies

Councillor Asren Pugh (Byron)

Attendance by Audio-Visual Link

Councillors: Meredith Dennis (Tweed) and Rhiannon Brinsmead (Tweed)

Disclosures of Interest

Nil

Reports/Recommendations

5.1 2022-2023 Special Purpose Financial Statements

RTRL27391/24 **RESOLVED** that:

That:

1. the Richmond Tweed Regional Library Committee adopts the 2022-2023 Special Purpose Financial Statements and the 'Statement by Richmond Tweed Regional Library Committee and Management'
2. the Committee delegate to the Chair and Deputy Chair authority to sign the 'Statement by Richmond Tweed Regional Library Committee and Management' on behalf of the Richmond Tweed Regional Library Committee

(Councillors Ramsey/Colby) (BP24/623)

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

Next Meeting & Meeting Closure

The next RTRL Committee meeting is scheduled for Wednesday, 14 August 2024.

This concluded the business and the meeting terminated at 1.16pm.

*NB: The Committee members and staff then convened a workshop to explore potential options for the sale of vacant land situated at 1, Lancaster Drive, Goonellabah.