

# Richmond Tweed Regional Library

## Meeting Notice

---

A meeting of the Richmond Tweed Regional Library will be held at the Tweed Shire Council on Wednesday, 12 February 2025 at 10am

Members of the Committee are requested to attend.

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

**Sarah Sullivan**  
**Head Customer Experience**  
7 February 2025



## ETHICAL DECISION MAKING AND CONFLICTS OF INTEREST

### A guiding checklist for councillors, staff and community committees

#### Ethical decision making

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

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

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

#### The test for conflict of interest

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

#### Identifying problems

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

#### Disclosure and participation in meetings

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

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

**Non-pecuniary Interests** - Must be disclosed in meetings.

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

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

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

# Agenda

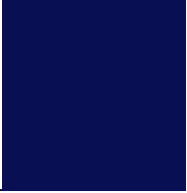
---

<b>1. Acknowledgement of Country and welcome to delegates</b>	
<b>2. Apologies</b>	
<b>3. Disclosure of Interest</b>	
<b>4. Confirm Minutes from Previous Meetings</b>	
Richmond Tweed Regional Library held 13 November, 2024 .....	118
<b>5. Reports/Recommendations</b>	
5.1 2023-2024 Special Purpose Financial Statements .....	6
5.2 Finance Related Matters .....	43
5.3 Business Manager's Report.....	46
5.4 RTRL Support Services Building - Information Workshop.....	100
5.5 Senior Leadership Group Meeting Minutes .....	101
<b>6. Other Business</b>	
<b>7. Next Meeting</b>	



# **Reports/Recommendations**

---



## Reports/Recommendations

<b>Subject</b>	2023-2024 Special Purpose Financial Statements
<b>TRIM Record No</b>	BP25/43:EF09/74-7
<b>Prepared by</b>	Financial Accountant
<b>Item Number</b>	5.1

### Overview of Report

The purpose of this report is to provide the Richmond Tweed Regional Library Committee (Committee) with an overview of the 2023-2024 Special Purpose Financial Statements, and for the Committee to sign the 'Statement by Richmond Tweed Regional Library Committee and Management'. The Auditor relies on this Statement as part of the independent audit process.

The 2023-2024 Special Purpose Financial Statements is attached to this report for review by the Committee before the meeting.

The following is a summary of the key financial results and information:

- Net operating result from continuing operations for the year is a \$457,000 surplus, improving from a surplus of \$71,000 in 2022-2023.
- Other comprehensive income for the year is a \$64,000 gain on revaluation of infrastructure, property, plant and equipment (indexation).
- Net operating result before capital grants and contributions is a \$203,000 surplus, improving from a deficit of (\$707,000) in 2022-2023.
- Total income from continuing operations increased from \$9.103 million in 2022-2023 to \$9.165 million in the 2023-2024 financial year.
- Total expenses from continuing operations decreased from (\$9.032) million in 2022-2023 to (\$8.708) million in the 2023-2024 financial year.
- Net assets increased from \$5.383 million in 2022-2023 to \$5.904 million in the 2023-2024 financial year.
- Cash, cash equivalents and investments decreased from \$2.648 million in 2022-2023 to \$2.398 million in the 2023-2024 financial year.
- Unrestricted Current Ratio is 3.11, decreasing from 3.46 in 2022-2023.

### Recommendation

That:

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



# Reports and/or Recommendations

## BACKGROUND

The 2023-2024 Special Purpose Financial Statements for Richmond Tweed Regional Library (RTRL) have been prepared and detailed information on the results reported. To finalise, the Committee must approve the signing of the 'Statement by Richmond Tweed Regional Library Committee and Management'.

This Statement attests that from the Committee's perspective:

*Where considered applicable the attached Financial Statements have been prepared in accordance with:*

- the Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board*
- the Local Government Code of Accounting Practice and Financial Reporting, where considered relevant to Member Councils*

*To the best of our knowledge and belief, these statements:*

- present fairly the Richmond Tweed Regional Library's operating result and financial position for the year*
- accord with Richmond Tweed Regional Library's accounting and other records.*

*We are not aware of any matter that would render these statements false or misleading in any way.*

The Auditor relies on this Statement as part of the independent audit process.

It is recommended that the Committee approves the Statement and delegate to the Chair and Deputy Chair authority to sign the 'Statement by Richmond Tweed Regional Library Committee and Management' on behalf of the Committee.

## Special Purpose Financial Statements – Key Financial Results

For consistency, where an amount is 'favourable' to RTRL's financial result for the year or financial position as of 30 June 2024, it will be shown without parentheses. Where an amount is 'unfavourable' to RTRL's financial result for the year or financial position as of 30 June, it will be shown with (parentheses).

### Income Statement

The following table displays the summarised information from 2022-2023 to 2023-2024:

Item	2023 - 2024 \$'000	2022 - 2023 \$'000
Revenues from continuing operations	9,165	9,103
Expenses from continuing operations	(8,708)	(9,032)
Net operating result for the year	457	71
Net operating result before capital grants and contributions	203	(707)

### A summary of the movements follows:

Total revenues from continuing operations have increased from \$9.103 million in 2022-2023 to \$9.165 million in 2023-2024 financial year. This represents a 0.68% increase of \$62,000.

Expenses from continuing operations have decreased from (\$9.032) million in 2022-2023 to (\$8,708) million in the 2023-2024 financial year. This represents a (-3.59%) reduction of (\$324,000).

# Reports and/or Recommendations

## Statement of Financial Position

The Statement of Financial Position is used to summarise the total net assets. The total net assets as at 30 June 2024 were \$5.383 million compared to \$5.496 million as at 30 June 2023.

Type	2023-2024 \$'000	2022-2023 \$'000
Cash and Cash Equivalents	2,398	2,648
Receivables	245	16
Infrastructure, Property, Plant and Equipment (IPP&E)	4,558	4,319
Right of Use Assets	-	45
Payables	(268)	(279)
Lease Liabilities	-	(48)
Provisions	(1,068)	(1,318)
<b>Total Net Assets</b>	<b>5,904</b>	<b>5,383</b>

Infrastructure, Property, Plant and Equipment at 30 June 2024 totalled \$4.558 million. The major components of IPP&E are Library Resources \$2.214 million, Buildings \$989,000, Office Equipment \$264,000 and Land \$850,000.

## Income from continuing operations

A summary of the individual categories and comparisons is provided below:

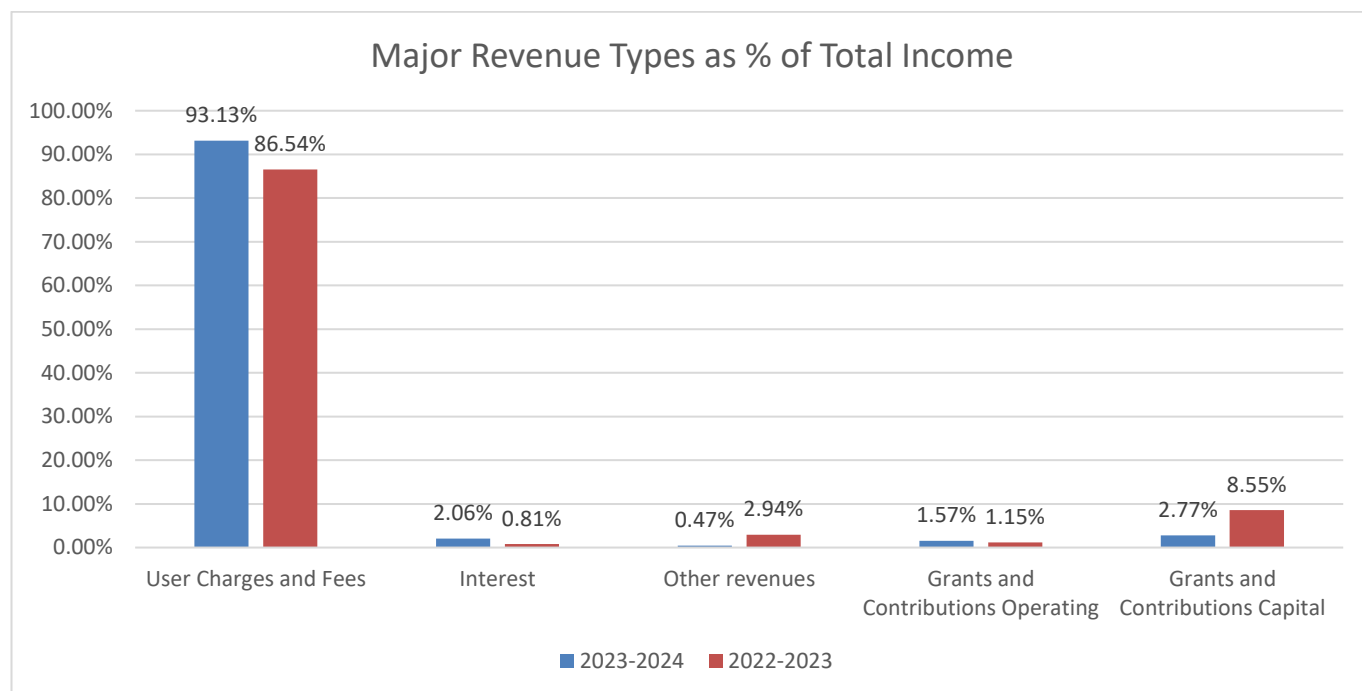
Type	2023-2024 \$'000	2022-2023 \$'000
User Charges and Fees	8,535	7,878
Interest	189	74
Other revenues	43	268
Grants and Contributions – Operating	144	105
Grants and Contributions – Capital	254	778
<b>Total</b>	<b>9,165</b>	<b>9,103</b>

- **User Charges and Fees** – increased by 8.34% or \$657,000. The increase is mainly attributable to an increase in Member Council contributions of \$573,000 or 6.57%, and an increase in revenues from Printouts of \$137,000 resulting from a change in the reconciliation process which was previously recorded as prepayments. Going forward, RTRL will no longer accept prepaid accounts for printing services.
- **Interest** – interest and investment income has increased by \$115,000 due to favourable interest rates.
- **Other Revenues** – decreased by (\$225,000) or (-83.96%). The decrease is mainly attributable to a decrease in donations received by (\$100,000) and no insurance claim recoveries reported for the 2023-2024 financial year.

## Reports and/or Recommendations

- **Grants and Contributions** – overall grants and contributions decreased by (\$485,000) to a reported \$398,000. This is attributable to an overall decrease in capital grants of (\$312,000). The RTRL received \$475,000 in capital grants in 2022-2023 for the mobile library replacement.

The following graph represents the main types of revenue from continuing operations expressed as a percentage of total continuing revenue for the years 2022-2023 and 2023-2024.



### ***Expenses from continuing operations***

A summary of the individual categories and comparisons is provided below:

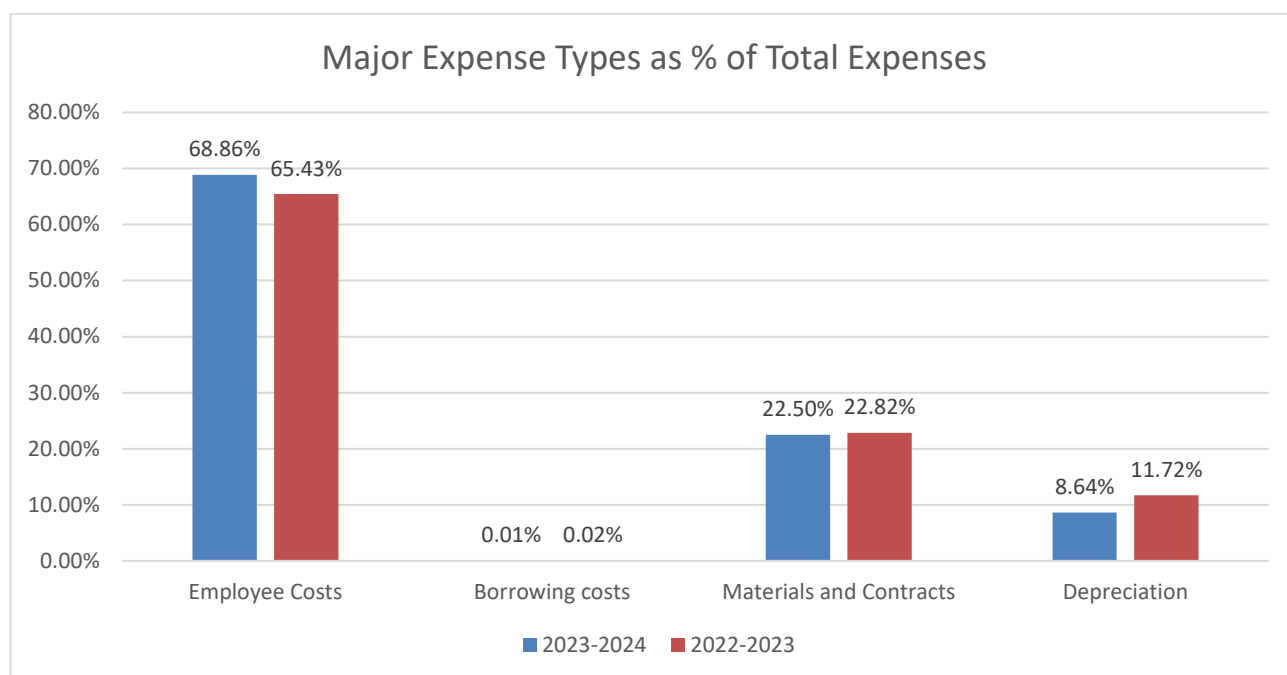
Type	2023-2024 (\$'000)	2022-2023 (\$'000)
Employee Costs	(5,996)	(5,910)
Borrowing costs	(1)	(2)
Materials and Contracts	(1,959)	(2,061)
Depreciation	(752)	(1,059)
Asset Disposal	-	-
<b>Total</b>	<b>(8,708)</b>	<b>(9,032)</b>

- **Employee Costs** – a net increase of (\$86,000) is reported for employee costs for the period. This comprises an increase in salaries and wages of (\$139,000), a decrease in employee leave entitlement expenses of \$124,000, superannuation increase of (\$65,000) and an increase in Workers' Compensation premiums of (\$18,000).
- **Materials and Services** – a decrease of \$102,000 is reported for the period.

## Reports and/or Recommendations

- **Depreciation** – Depreciation expenses have decreased by (\$307,000). The main decrease relates to a (\$318,000) reduction in library resources depreciation costs.

The following graph represents the types of expenses from continuing operations expressed as a percentage of total continuing expenses for years 2022-2023 and 2023-2024 inclusive:



### ***Cash, Cash Equivalents and Investments***

The total cash, cash equivalents and investments were \$2.648 million as of 30 June 2023, compared to \$2.398 million at 30 June 2024, which is a reduction of (\$250,000) from the previous year. Typically, total cash, cash equivalents and investments are reasonably stable, but can fluctuate depending on the timing of work-related cash flows.

### ***Statement of performance measurements***

To clarify the meaning and implication, a simple definition of each indicator is listed below:

- a) **Operating Performance Ratio** – This ratio measures RTRL’s achievement of containing operating expenditure within operating revenue. The benchmark is greater than 0%;
- b) **Unrestricted Current Ratio** – This ratio represents the ability to meet short term obligations as they fall due. It is the total cash or cash convertible assets available to meet liabilities within the next twelve months, or current period, expressed on a dollar-for-dollar basis excluding assets and liabilities. The benchmark is greater than 1.5; and
- c) **Own Source Operating Revenue Ratio** – This ratio measures the proportion of RTRL’s total operating revenue that is generated from its own sources, such as fees, charges, and other income, excluding grants and contributions. The benchmark is typically greater than 60%.
- d) **Cash Expenses Cover Ratio** – This liquidity ratio indicates the number of months RTRL can continue paying for its immediate expenses without additional cash inflows. The benchmark is greater than three months.

# Reports and/or Recommendations

The following table is a summary of the key performance indicators from 2021-2022 to 2022-2023:

Performance Indicator	2023-2024	2022-2023	Benchmark
Operating Performance Ratio	2.28%	(8.49%)	>0.00%
Own Source Operating Revenue Ratio	95.66%	90.30%	>60.00%
Unrestricted Current Ratio	3.11	3.46	>1.50x
Cash Expense Cover Ratio	3.42 months	4.22 months	>3.00 months

Commentary on all performance indicator results is provided below:

- a) Operating Performance Ratio – Favourable at 2.28%. RTRL is reporting a surplus before Capital Grants and Contributions.
- b) Own Source Operating Revenue Ratio – Favourable at 95.66%.
- c) Unrestricted Current Ratio – Favourable at 3.11, this result is above the benchmark; and
- d) Cash Expenses Cover Ratio – Favourable at 3.42 months. This result is above the benchmark.

## Conclusion

RTRL's overall financial position has improved in comparison to the 2022-2023 financial year. RTRL has achieved an operating surplus before capital grants and contributions. RTRL also meets all of the benchmarks in its statement of performance measures.

The implementation of an adopted long term financial plan should be considered to assist in ensuring the RTRL's financial sustainability.

## Attachment/s

1. [RTRL Financial Statements for 2023-2024](#)



# Richmond Tweed Regional Library

SPECIAL PURPOSE FINANCIAL STATEMENTS  
for the year ended 30 June 2024

---

Richmond Tweed Regional Library  
Special Purpose Financial Statements  
for the year ended 30 June 2024

Contents	Page
Statement by Richmond Tweed Regional Library Committee	3
Primary Special Purpose Financial Statements:	
Income Statement	4
Statement of Comprehensive Income	5
Statement of Financial Position	6
Statement of Changes in Equity	7
Statement of Cash Flows	8
Contents for the notes to the Financial Statements	9
Independent Auditor’s Reports:	
On the Financial Statements	30

## Richmond Tweed Regional Library

### Special Purpose Financial Statements

for the year ended 30 June 2024

---

#### Statement by Richmond Tweed Library Committee and Management

Where considered applicable the attached Financial Statements have been prepared in accordance with:

- the Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board
- the *Local Government Code of Accounting Practice and Financial Reporting*, where considered relevant to Member Councils

To the best of our knowledge and belief, these statements:

- present fairly the Richmond Tweed Regional Library's operating result and financial position for the year
- accord with Richmond Tweed Regional Library's accounting and other records.

We are not aware of any matter that would render these statements false or misleading in any way.

Signed in accordance with a resolution of the RTRL Committee made on 12 February 2025.

---

Cr Simone Chate

**Chairperson**

12 February 2025

---

Cr Harper Dalton-Earls

**Deputy Chairperson**

12 February 2025

---

Ms Sarah Sullivan

**Executive Officer**

12 February 2025

Richmond Tweed Regional Library | Income Statement | for the year ended 30 June 2024

## Richmond Tweed Regional Library

## Income Statement

for the year ended 30 June 2024

Original unaudited budget			Actual	Actual
2024	\$ '000	Notes	2024	2023
	<b>Income from continuing operations</b>			
8,493	User charges and fees	B1-1	<b>8,535</b>	7,878
6	Other revenues	B1-2	<b>43</b>	268
156	Grants and contributions provided for operating purposes	B1-3	<b>144</b>	105
–	Grants and contributions provided for capital purposes	B1-3	<b>254</b>	778
51	Interest and investment income	B1-4	<b>189</b>	74
8,706	<b>Total income from continuing operations</b>		<b>9,165</b>	9,103
	<b>Expenses from continuing operations</b>			
6,201	Employee benefits and on-costs	B2-1	<b>5,996</b>	5,910
1,961	Materials and services	B2-2	<b>1,959</b>	2,061
–	Borrowing costs	B2-3	<b>1</b>	2
671	Depreciation, amortisation and impairment of non-financial assets	B2-4	<b>752</b>	1,059
8,833	<b>Total expenses from continuing operations</b>		<b>8,708</b>	9,032
(127)	<b>Operating result from continuing operations</b>		<b>457</b>	71
(127)	<b>Net operating result for the year</b>		<b>457</b>	71
	<b>Net operating result for the year before grants and contributions provided for capital purposes</b>			
(127)			<b>203</b>	(707)

The above Income Statement should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Comprehensive Income | for the year ended 30 June 2024

Richmond Tweed Regional Library

Statement of Comprehensive Income  
for the year ended 30 June 2024

\$ '000	Notes	2024	2023
Net operating result for the year – from Income Statement		457	71
Other comprehensive income:			
Amounts which will not be reclassified subsequently to the operating result			
Gain (loss) on revaluation of infrastructure, property, plant and equipment	C1-4	64	(184)
Total items which will not be reclassified subsequently to the operating result		64	(184)
Total other comprehensive income for the year		64	(184)
Total comprehensive income for the year		521	(113)

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Financial Position | as at 30 June 2024

## Richmond Tweed Regional Library

## Statement of Financial Position

as at 30 June 2024

\$ '000	Notes	2024	2023
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	C1-1	2,398	2,648
Receivables	C1-3	245	16
Other	C1-6	137	–
<b>Total current assets</b>		<b>2,780</b>	<b>2,664</b>
<b>Non-current assets</b>			
Infrastructure, property, plant and equipment (IPPE)	C1-4	4,558	4,319
Right of use assets	C2-1	–	45
<b>Total non-current assets</b>		<b>4,558</b>	<b>4,364</b>
<b>Total assets</b>		<b>7,338</b>	<b>7,028</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Payables	C3-1	268	279
Contract liabilities		98	–
Lease liabilities	C2-1	–	48
Employee benefit provisions	C3-2	1,048	1,305
<b>Total current liabilities</b>		<b>1,414</b>	<b>1,632</b>
<b>Non-current liabilities</b>			
Employee benefit provisions	C3-2	20	13
<b>Total non-current liabilities</b>		<b>20</b>	<b>13</b>
<b>Total liabilities</b>		<b>1,434</b>	<b>1,645</b>
<b>Net assets</b>		<b>5,904</b>	<b>5,383</b>
<b>EQUITY</b>			
Accumulated surplus	C4-1	5,120	4,663
IPPE revaluation reserve	C4-1	784	720
<b>Richmond Tweed Regional Library equity interest</b>		<b>5,904</b>	<b>5,383</b>
<b>Total equity</b>		<b>5,904</b>	<b>5,383</b>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Changes in Equity | for the year ended 30 June 2024

Richmond Tweed Regional Library

Statement of Changes in Equity  
for the year ended 30 June 2024

	Notes	2024			2023		
		Accumulated surplus	IPPE revaluation reserve	Total equity	Accumulated surplus	IPPE revaluation reserve	Total equity
\$ '000							
Opening balance at 1 July		4,663	720	5,383	4,592	904	5,496
Opening balance		4,663	720	5,383	4,592	904	5,496
Net operating result for the year as reported in the financial statements		457	–	457	71	–	71
Net operating result for the period		457	–	457	71	–	71
Other comprehensive income							
Gain (loss) on revaluation of infrastructure, property, plant and equipment	C1-4	–	64	64	–	(184)	(184)
Other comprehensive income		–	64	64	–	(184)	(184)
Total comprehensive income		457	64	521	71	(184)	(113)
Closing balance at 30 June		5,120	784	5,904	4,663	720	5,383

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Richmond Tweed Regional Library | Statement of Cash Flows | for the year ended 30 June 2024

## Richmond Tweed Regional Library

## Statement of Cash Flows

for the year ended 30 June 2024

Original unaudited budget 2024	\$ '000	Notes	Actual 2024	Actual 2023
<b>Cash flows from operating activities</b>				
<b>Receipts:</b>				
8,492	User charges and fees		<b>8,551</b>	7,888
51	Interest received		<b>189</b>	74
156	Grants and contributions		<b>251</b>	671
6	Other		<b>43</b>	385
<b>Payments:</b>				
(6,201)	Payments to employees		<b>(6,202)</b>	(5,561)
(1,961)	Payments for materials and services		<b>(2,096)</b>	(1,989)
—	Borrowing costs		<b>(1)</b>	(2)
—	Other		<b>(55)</b>	42
543	<b>Net cash flows from operating activities</b>	F1-1	<b>680</b>	1,508
<b>Cash flows from investing activities</b>				
<b>Payments:</b>				
(600)	Payments for IPPE		<b>(882)</b>	(699)
(600)	<b>Net cash flows from investing activities</b>		<b>(882)</b>	(699)
<b>Cash flows from financing activities</b>				
<b>Payments:</b>				
—	Principal component of lease payments		<b>(48)</b>	(27)
—	<b>Net cash flows from financing activities</b>		<b>(48)</b>	(27)
(57)	<b>Net change in cash and cash equivalents</b>		<b>(250)</b>	782
2,648	Cash and cash equivalents at beginning of year		<b>2,648</b>	1,866
2,591	<b>Cash and cash equivalents at end of year</b>	C1-1	<b>2,398</b>	2,648

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.



## Richmond Tweed Regional Library

### Contents for the notes to the Financial Statements for the year ended 30 June 2024

<b>A About Council and these financial statements</b>	<b>11</b>
A1-1 Basis of preparation	11
<b>B Financial Performance</b>	<b>12</b>
<b>B1 Sources of income</b>	<b>12</b>
B1-1 User charges and fees	12
B1-2 Other revenues	12
B1-3 Grants and contributions	13
B1-4 Interest and investment income	13
<b>B2 Costs of providing services</b>	<b>14</b>
B2-1 Employee benefits and on-costs	14
B2-2 Materials and services	15
B2-3 Borrowing costs	15
B2-4 Depreciation, amortisation and impairment of non-financial assets	15
<b>B3 Gains or losses</b>	<b>16</b>
B3-1 Gain or loss from the disposal, replacement and de-recognition of assets	16
<b>C Financial position</b>	<b>17</b>
<b>C1 Assets we manage</b>	<b>17</b>
C1-1 Cash and cash equivalents	17
C1-2 Restricted and allocated cash, cash equivalents and investments	17
C1-3 Receivables	18
C1-4 Infrastructure, property, plant and equipment	19
C1-5 Intangible assets	20
C1-6 Other	20
<b>C2 Leasing activities</b>	<b>21</b>
C2-1 RTRL as a lessee	21
<b>C3 Liabilities of Council</b>	<b>23</b>
C3-1 Payables	23
C3-2 Employee benefit provisions	24
<b>C4 Reserves</b>	<b>25</b>
C4-1 Nature and purpose of reserves	25
<b>D Risks and accounting uncertainties</b>	<b>26</b>
D1-1 Contingencies	26
<b>E People and relationships</b>	<b>27</b>
<b>E1 Related party disclosures</b>	<b>27</b>
E1-1 Key management personnel (KMP)	27
<b>E2 Other relationships</b>	<b>28</b>
E2-1 Audit fees	28
<b>F Other matters</b>	<b>28</b>
F1-1 Statement of Cash Flows information	28
<b>F2 Statement of performance measures</b>	<b>28</b>

Richmond Tweed Regional Library

Contents for the notes to the Financial Statements for the year ended 30 June 2024

F2-1 Statement of performance measures	28
----------------------------------------	----

## A About Council and these financial statements

### A1-1 Basis of preparation

#### **Principal accounting policies**

The principal accounting policies adopted by Richmond Tweed Regional Library (RTRL) in the preparation of these financial statements are set out below in order to assist in its general understanding.

Under Australian Accounting Standards (AASBs), accounting policies are defined as those specific principles, bases, conventions, rules and practices applied by a reporting entity (in this case RTRL) in preparing and presenting its financial statements.

These policies have been consistently applied to all the years presented, unless otherwise stated.

#### **Basis of preparation**

These financial statements are special purpose financial statement which have been prepared in accordance with;

- Australian Accounting Standards and Australian Accounting Interpretations,
- the Local Government Code of Accounting Practice and Financial Reporting where considered relevant to Member Councils.

RTRL is a not for-profit entity.

The financial statements are presented in Australian dollars and are rounded to the nearest thousand dollars.

#### **Historical cost convention**

These financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain infrastructure, property, plant and equipment and investment property.

#### **Significant accounting estimates and judgements**

RTRL makes estimates and assumptions concerning the future.

The resulting accounting estimates will, by definition, seldom equal the related actuals results.

The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financials year are set out below:

- (i) Estimated fair values of property, plant and equipment

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**B Financial Performance****B1 Sources of income****B1-1 User charges and fees**

\$ '000	AASB	2024	2023
<b>Other user charges and fees</b>			
<b>(ii) Fees and charges – other (incl. general user charges (per s608))</b>			
RTRL Contributions by Member Councils	15 (1)	8,170	7,666
Reservation and Registration Fees	15 (1)	80	72
Lost Book Charges	15 (1)	21	17
PC Usage	15 (1)	11	5
Printouts	15 (1)	238	101
Book club fees		–	–
Fax charges		–	–
Inter Library Loan Fees		–	–
Photocopying Charges		–	–
Other	15 (1)	15	17
<b>Total fees and charges – other</b>		<b>8,535</b>	<b>7,878</b>
<b>Total other user charges and fees</b>		<b>8,535</b>	<b>7,878</b>
<b>Total user charges and fees</b>		<b>8,535</b>	<b>7,878</b>
<b>Timing of revenue recognition for user charges and fees</b>			
User charges and fees recognised over time		–	–
User charges and fees recognised at a point in time		8,535	7,878
<b>Total user charges and fees</b>		<b>8,535</b>	<b>7,878</b>

**B1-2 Other revenues**

Fines		5	6
Insurance claims recoveries		–	126
Sales – general		24	26
Donations – Friends of the Library	15 (1)	10	102
Other	1058 (1)	4	8
<b>Total other revenue</b>		<b>43</b>	<b>268</b>
<b>Timing of revenue recognition for other revenue</b>			
Other revenue recognised over time		–	–
Other revenue recognised at a point in time		43	268
<b>Total other revenue</b>		<b>43</b>	<b>268</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**B1-3 Grants and contributions**

\$ '000	AASB	Operating 2024	Operating 2023	Capital 2024	Capital 2023
<b>General purpose grants and non-developer contributions (untied)</b>					
<b>Special purpose grants and non-developer contributions (tied)</b>					
<b>Previously specific grants:</b>					
Library – special projects	1058 (1)	–	–	157	491
Diesel Rebate	1058 (1)	3	2	–	–
Other specific grants		53	46	–	–
Local Priority Grants		88	57	97	75
<b>Previously contributions:</b>					
<b>Total special purpose grants and non-developer contributions – cash</b>					
		144	105	254	566
<b>Non-cash contributions</b>					
Heritage/cultural		–	–	–	212
<b>Total other contributions – non-cash</b>					
		–	–	–	212
<b>Total special purpose grants and non-developer contributions (tied)</b>					
		144	105	254	778
<b>Total grants and non-developer contributions</b>					
		144	105	254	778
<b>Comprising:</b>					
– Other funding		144	105	254	778
		144	105	254	778

**Developer contributions**

\$ '000	Operating 2024	Operating 2023	Capital 2024	Capital 2023
<b>Total grants and contributions</b>				
	144	105	254	778
<b>Timing of revenue recognition for grants and contributions</b>				
Grants and contributions recognised over time	–	–	–	–
Grants and contributions recognised at a point in time	144	105	254	778
<b>Total grants and contributions</b>				
	144	105	254	778

**B1-4 Interest and investment income**

\$ '000	2024	2023
<b>Interest on financial assets measured at amortised cost</b>		
– Interest earned on Investments (interest income)	189	74
<b>Total interest and investment income (losses)</b>		
	189	74
<b>Interest and investment income is attributable to:</b>		
<b>Unrestricted investments/financial assets:</b>		
General Richmond Tweed Regional Library cash and investments	189	74
<b>Total interest and investment income</b>		
	189	74

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**B2 Costs of providing services****B2-1 Employee benefits and on-costs**

<b>\$ '000</b>	<b>2024</b>	<b>2023</b>
Salaries and wages	<b>4,459</b>	4,320
Employee leave entitlements (ELE)	<b>823</b>	947
Superannuation	<b>606</b>	541
Workers' compensation insurance	<b>86</b>	68
Training costs (other than salaries and wages)	<b>21</b>	18
Other	<b>1</b>	16
<b>Total employee costs</b>	<b>5,996</b>	<b>5,910</b>
<b>Total employee costs expensed</b>	<b>5,996</b>	<b>5,910</b>
Number of 'full-time equivalent' employees (FTE) at year end	<b>64</b>	69

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**B2-2 Materials and services**

<b>\$ '000</b>	Notes	<b>2024</b>	<b>2023</b>
Raw materials and consumables		<b>1,944</b>	2,051
Audit Fees	E2-1	<b>15</b>	10
<b>Previously other expenses:</b>			
<b>Total materials and services</b>		<b>1,959</b>	<b>2,061</b>
<b>Total materials and services</b>		<b>1,959</b>	<b>2,061</b>

**B2-3 Borrowing costs****(i) Interest bearing liability costs**

Interest on leases		<b>1</b>	<b>2</b>
<b>Total interest bearing liability costs</b>		<b>1</b>	<b>2</b>
<b>Total interest bearing liability costs expensed</b>		<b>1</b>	<b>2</b>

**(ii) Other borrowing costs**

Fair value adjustments on recognition of advances and deferred debtors			
<b>Total borrowing costs expensed</b>		<b>1</b>	<b>2</b>

**B2-4 Depreciation, amortisation and impairment of non-financial assets**

<b>\$ '000</b>	Notes	<b>2024</b>	<b>2023</b>
<b>Depreciation and amortisation</b>			
Plant and equipment		<b>20</b>	13
Office equipment		<b>96</b>	84
Furniture and fittings		<b>6</b>	6
<b>Infrastructure:</b>	C1-4		
– Buildings – specialised		<b>36</b>	59
Right of use assets	C2-1	<b>45</b>	30
<b>Other assets:</b>			
– Library Resources		<b>549</b>	867
<b>Total gross depreciation and amortisation costs</b>		<b>752</b>	<b>1,059</b>
<b>Total depreciation and amortisation costs</b>		<b>752</b>	<b>1,059</b>
<b>Total depreciation, amortisation and impairment for non-financial assets</b>		<b>752</b>	<b>1,059</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

B3     Gains or losses

B3-1   Gain or loss from the disposal, replacement and de-recognition of assets

\$ '000	2024	2023
Net gain (or loss) from disposal of assets	-	-



Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**C Financial position****C1 Assets we manage****C1-1 Cash and cash equivalents**

<b>\$ '000</b>	<b>2024</b>	<b>2023</b>
<b>Cash assets</b>		
Cash on hand and at bank	1,194	1,444
Cash equivalent assets		
– Deposits at call	1,204	1,204
<b>Total cash and cash equivalents</b>	<b>2,398</b>	<b>2,648</b>
 <b>Reconciliation of cash and cash equivalents</b>		
Total cash and cash equivalents per Statement of Financial Position	2,393	2,648
<b>Balance as per the Statement of Cash Flows</b>	<b>2,393</b>	<b>2,648</b>

**C1-2 Restricted and allocated cash, cash equivalents and investments**

<b>\$ '000</b>	<b>2024</b>	<b>2023</b>
Plant and vehicle replacement	795	1,015
Infrastructure replacement	30	–
Employees leave entitlement	924	859
Carry over works	130	774
Unexpended grants	524	–
<b>Total internal allocations</b>	<b>2,403</b>	<b>2,648</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

C1-3 Receivables

\$ '000	2024 Current	2024 Non-current	2023 Current	2023 Non-current
User charges and fees	–	–	16	–
Other debtors	245	–	–	–
Capital debtors (being sale of assets)				
Accrued revenues				
<b>Total</b>	<b>245</b>	<b>–</b>	<b>16</b>	<b>–</b>
<b>Total net receivables</b>	<b>245</b>	<b>–</b>	<b>16</b>	<b>–</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

## C1-4 Infrastructure, property, plant and equipment

By aggregated asset class	At 1 July 2023			Asset movements during the reporting period			At 30 June 2024		
	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount	Additions renewals <sup>1</sup>	Depreciation expense	Revaluation increments to equity (ARR)	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount
<b>\$ '000</b>									
Plant and equipment	312	(202)	110	84	(20)	–	396	(222)	174
Office equipment	699	(519)	180	180	(96)	–	879	(615)	264
Furniture and fittings	57	(41)	16	57	(6)	–	114	(47)	67
<b>Land:</b>									
– Operational land	850	–	850	–	–	–	850	–	850
<b>Infrastructure:</b>									
– Buildings	2,832	(1,871)	961	–	(36)	64	3,028	(2,039)	989
<b>Other assets:</b>									
– Lending and Reference Collection	5,857	(3,655)	2,202	551	(549)	–	6,418	(4,204)	2,214
<b>Total infrastructure, property, plant and equipment</b>	<b>10,607</b>	<b>(6,288)</b>	<b>4,319</b>	<b>872</b>	<b>(707)</b>	<b>64</b>	<b>11,685</b>	<b>(7,127)</b>	<b>4,558</b>

(1) Renewals are defined as the replacement of existing assets (as opposed to the acquisition of new assets).

By aggregated asset class	At 1 July 2022			Asset movements during the reporting period			At 30 June 2023		
	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount	Additions new assets	Depreciation expense	Revaluation decrements to equity (ARR)	Gross carrying amount	Accumulated depreciation and impairment	Net carrying amount
<b>\$ '000</b>									
Plant and equipment	312	(189)	123	–	(13)	–	312	(202)	110
Office equipment	626	(434)	192	72	(84)	–	699	(519)	180
Furniture and fittings	57	(35)	22	–	(6)	–	57	(41)	16
<b>Land:</b>									
– Operational land	850	–	850	–	–	–	850	–	850
<b>Infrastructure:</b>									
– Buildings – specialised	2,603	(1,399)	1,204	–	(59)	(184)	2,832	(1,871)	961
<b>Other assets:</b>									
– Lending and reference collection	5,018	(2,788)	2,230	839	(867)	–	5,857	(3,655)	2,202
<b>Total infrastructure, property, plant and equipment</b>	<b>9,466</b>	<b>(4,845)</b>	<b>4,621</b>	<b>911</b>	<b>(1,029)</b>	<b>(184)</b>	<b>10,607</b>	<b>(6,288)</b>	<b>4,319</b>

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

## C1-5 Intangible assets

Intangible assets are as follows:

\$ '000	2024	2023
<b>Software</b>		
<b>Opening values at 1 July</b>		
Gross book value (1/7)	26	26
Accumulated amortisation (1/7)	(26)	(26)
<b>Net book value – opening balance</b>	–	–
<b>Movements for the year</b>		
<b>Closing values at 30 June</b>		
Gross book value (30/6)	26	26
Accumulated amortisation (30/6)	(26)	(26)
<b>Total software – net book value</b>	–	–
<b>Total intangible assets – net book value</b>	–	–

## C1-6 Other

Other assets

\$ '000	2024 Current	2024 Non-current	2023 Current	2023 Non-current
Prepayments	137	–	–	–
<b>Total other assets</b>	<b>137</b>	<b>–</b>	<b>–</b>	<b>–</b>

### Current other assets not anticipated to be settled within the next 12 months

The following other assets, even though classified as current are not expected to be recovered in the next 12 months;

\$ '000	2024 Current	2024 Non-current	2023 Current	2023 Non-current
Total externally restricted assets	–	–	–	–
Total internally restricted assets	–	–	–	–
Total unrestricted assets	137	–	–	–
<b>Total other assets</b>	<b>137</b>	<b>–</b>	<b>–</b>	<b>–</b>

## C2 Leasing activities

### C2-1 RTRL as a lessee

RTRL has applied AASB 16 using the modified retrospective (cumulative catch-up) method and therefore the comparative information has not been restated and continues to be reported under AASB 117 and related Interpretations.

#### Vehicles

RTRL leases vehicles with term varying from 1 to 5 years; these lease payments are fixed during the lease term and there is generally not renewal option.

#### (a) Right of use assets

\$ '000	Vehicles	Total
<b>2024</b>		
Opening balance at 1 July	45	45
Additions to right of use assets	–	–
Depreciation charge	(45)	(45)
<b>Balance at 30 June</b>	<b>–</b>	<b>–</b>
<b>2023</b>		
Opening balance at 1 July	2	2
Additions to right of use assets	73	73
Depreciation charge	(30)	(30)
<b>Balance at 30 June</b>	<b>45</b>	<b>45</b>

#### (b) Lease liabilities

\$ '000	2024 Current	2024 Non-current	2023 Current	2023 Non-current
Lease liabilities	–	–	48	–
<b>Total lease liabilities</b>	<b>–</b>	<b>–</b>	<b>48</b>	<b>–</b>

#### (c) (i) The maturity analysis

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

\$ '000	< 1 year	1 – 5 years	> 5 years	Total	Total per Statement of Financial Position
<b>2024</b>					
Cash flows	48	–	–	48	–
<b>2023</b>					
Cash flows	48	–	–	48	48

#### (d) Income Statement

The amounts recognised in the Income Statement relating to leases where RTRL is a lessee are shown below:

\$ '000	2024	2023
Interest on lease liabilities	1	2

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**C2-1 RTRL as a lessee (continued)**

<b>\$ '000</b>	<b>2024</b>	<b>2023</b>
Depreciation of right of use assets	<b>45</b>	30
	<b>46</b>	<b>32</b>

**(e) Leases at significantly below market value – concessionary / peppercorn leases****Material accounting policy information****Accounting policy – RTRL as a lessee**

At inception of a contract, RTRL assesses whether a lease exists – i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration?

RTRL has elected not to separate non-lease components from lease components for any class of asset and has accounted for payments as a single component.

At the lease commencement, RTRL recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where RTRL believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises: the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration, less any lease incentives. The right-of-use is depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of asset accounting policy.

The lease liability is initially recognised at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the RTRL's incremental borrowing rate for a similar term with similar security is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is re-measured when there is a lease modification, or change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI).

Where the lease liability is re-measured, the right-of-use asset is adjusted to reflect the re-measurement.

**Exceptions to lease accounting**

RTRL has applied the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. RTRL recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

**Leases at significantly below market value / concessionary leases**

RTRL has elected to measure the right of use asset arising from the concessionary leases at cost which is based on the associated lease liability at initial recognition.

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**C3 Liabilities of Council****C3-1 Payables**

<b>\$ '000</b>	<b>2024 Current</b>	<b>2024 Non-current</b>	<b>2023 Current</b>	<b>2023 Non-current</b>
Accrued expenses:				
– Salaries and wages	203	–	159	–
– Other expenditure accruals	65	–	120	–
<b>Total payables</b>	<b>268</b>	<b>–</b>	<b>279</b>	<b>–</b>

**Payables relating to restricted assets**

<b>\$ '000</b>	<b>2024 Current</b>	<b>2024 Non-current</b>	<b>2023 Current</b>	<b>2023 Non-current</b>
<b>Total payables relating to unrestricted assets</b>	<b>268</b>	<b>–</b>	<b>279</b>	<b>–</b>
<b>Total payables</b>	<b>268</b>	<b>–</b>	<b>279</b>	<b>–</b>

**Current payables not anticipated to be settled within the next twelve months**

The following liabilities, even though classified as current, are not expected to be settled in the next 12 months.

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**C3-2 Employee benefit provisions**

<b>\$ '000</b>	<b>2024 Current</b>	<b>2024 Non-current</b>	<b>2023 Current</b>	<b>2023 Non-current</b>
Annual leave	439	–	517	–
Long service leave	594	20	781	13
Other leave	15	–	7	–
<b>Total employee benefit provisions</b>	<b>1,048</b>	<b>20</b>	<b>1,305</b>	<b>13</b>

**Employee benefit provisions relating to restricted assets**

<b>Total employee benefit provisions relating to restricted assets</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Total employee benefit provisions relating to unrestricted assets</b>	<b>1,048</b>	<b>20</b>	<b>1,305</b>	<b>13</b>
<b>Total employee benefit provisions</b>	<b>1,048</b>	<b>20</b>	<b>1,305</b>	<b>13</b>

**Current employee benefit provisions not anticipated to be settled within the next twelve months**

<b>\$ '000</b>	<b>2024</b>	<b>2023</b>
The following provisions, even though classified as current, are not expected to be settled in the next 12 months.		
Provisions – employees benefits	519	861
	<b>519</b>	<b>861</b>



## C4 Reserves

### C4-1 Nature and purpose of reserves

---

#### **IPPE Revaluation reserve**

The infrastructure, property, plant and equipment (IPPE) revaluation reserve is used to record increments and decrements in the revaluation of infrastructure, property, plant and equipment.

## D Risks and accounting uncertainties

### D1-1 Contingencies

The following assets and liabilities do not qualify for recognition in the Statement of Financial Position, but their knowledge and disclosure is considered relevant to the users of Richmond Tweed Regional Library's financial report.

#### LIABILITIES NOT RECOGNISED

##### 1. Guarantees

###### (ii) Statewide Limited

RTRL is a member of Statewide Mutual, a mutual pool scheme providing liability insurance to local government.

Membership includes the potential to share in either the net assets or liabilities of the fund depending on its past performance. RTRL's share of the net assets or liabilities reflects RTRL's contributions to the pool and the result of insurance claims within each of the fund years.

The future realisation and finalisation of claims incurred but not reported to 30/6 this year may result in future liabilities or benefits as a result of past events that RTRL will be required to fund or share in respectively.

###### (iii) StateCover Limited

RTRL is a member of StateCover Mutual Limited and holds a partly paid share in the entity.

StateCover is a company providing workers compensation insurance cover to the NSW local government industry and specifically RTRL.

RTRL has a contingent liability to contribute further equity in the event of the erosion of the company's capital base as a result of the company's past performance and/or claims experience or as a result of any increased prudential requirements from APRA.

These future equity contributions would be required to maintain the company's minimum level of net assets in accordance with its licence requirements.

###### (iv) Other guarantees

RTRL has provided no other guarantees other than those listed above.

##### 2. Other liabilities

###### (i) Third party claims

The RTRL is involved from time to time in various claims incidental to the ordinary course of business including claims for damages relating to its services.

RTRL believes that it is appropriately covered for all claims through its insurance coverage and does not expect any material liabilities to eventuate.

E People and relationships

E1 Related party disclosures

E1-1 Key management personnel (KMP)

Key Management Personnel (KMP) of Richmond Tweed Regional Library (RTRL) are those persons having the authority and responsibility for planning, directing and controlling the activities of the library, directly or indirectly. KMP for the RTRL are considered to include Committee Members, RTRL Manager and staff members acting in the position of Manager. Committee members and staff other than the RTRL Manager do not receive direct benefits from RTRL.

The aggregate amount of KMP compensation included in the Income Statement is:

\$ '000	2024	2023
Compensation:		
Short-term benefits <sup>1</sup>	191	119
Post-employment benefits	17	9
Other long-term benefits <sup>2</sup>	54	4
Total	262	132

(1) Short-term benefits includes Annual Leave paid out upon termination

(2) Long-term benefits includes Long Service Leave paid out upon termination

Other transactions with KMP and their related parties

Richmond Tweed Regional Library has determined that transactions at arm's length between KMP and the committee and management as part of delivering public service objectives (e.g. access to library by KMP) will not be disclosed.

KMP and their related parties attend various functions from time to time as part of their position held within RTRL. Tickets, meals and small tokens of appreciation that are provided at these functions are considered immaterial and will not be disclosed.

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

**E2 Other relationships****E2-1 Audit fees**

\$ '000	2024	2023
<b>(i) Audit and other assurance services</b>		
Audit and review of financial statements	15	10
<b>Total audit fees</b>	<b>15</b>	<b>10</b>

**F Other matters****F1-1 Statement of Cash Flows information****Reconciliation of Operating Result**

\$ '000	2024	2023
<b>Net operating result from Income Statement</b>	<b>457</b>	71
<b>Add / (less) non-cash items:</b>		
Depreciation and amortisation	752	1,059
Non-cash capital grants and contributions	–	(212)
<b>Movements in operating assets and liabilities and other cash items:</b>		
(Increase) / decrease of receivables	(229)	127
Decrease/(increase) in other assets	(137)	–
Increase / (decrease) in payables	–	72
Increase / (decrease) in other accrued expenses payable	(11)	72
Increase / (decrease) in other liabilities	–	(6)
Increase / (decrease) in contract liabilities	98	–
Increase/(decrease) in employee leave entitlements	(250)	325
<b>Net cash flows from operating activities</b>	<b>680</b>	<b>1,508</b>

**F2 Statement of performance measures****F2-1 Statement of performance measures**

\$ '000	Amounts 2024	Indicator 2024	Indicator 2023	Benchmark
<b>1. Operating performance ratio</b>				
Total continuing operating revenue excluding capital grants and contributions less operating expenses <sup>1,2</sup>	203	2.28%	(8.49)%	> 0.00%
Total continuing operating revenue excluding capital grants and contributions <sup>1</sup>	8,911			
<b>2. Own source operating revenue ratio</b>				
Total continuing operating revenue excluding all grants and contributions <sup>1</sup>	8,767	95.66%	90.30%	> 60.00%
Total continuing operating revenue <sup>1</sup>	9,165			
<b>3. Unrestricted current ratio</b>				
Current assets less all external restrictions	2,780	3.11x	3.46x	> 1.50x
Current liabilities less specific purpose liabilities	895			
<b>5. Cash expense cover ratio</b>				

F2-1 Statement of performance measures (continued)

\$ '000	Amounts 2024	Indicator 2024	Indicator 2023	Benchmark
Current year's cash and cash equivalents plus all term deposits	2,398	3.42	4.22	> 3.00
Monthly payments from cash flow of operating and financing activities	700	months	months	months
(1) Excludes fair value increments on investment properties, reversal of revaluation decrements, reversal of impairment losses on receivables, net gain on sale of assets and net share of interests in joint ventures and associates using the equity method and includes pensioner rate subsidies				
(2) Excludes impairment/revaluation decrements of IPPE, fair value decrements on investment properties, net loss on disposal of assets and net loss on share of interests in joint ventures and associates using the equity method				

End of the audited financial statements

Richmond Tweed Regional Library | Notes to the Financial Statements 30 June 2024

## Richmond Tweed Regional Library

### Special Purpose Financial Statements

for the year ended 30 June 2024

#### Independent Auditor's Reports:

---

On the Financial Statements

## Reports/Recommendations

**Subject** Finance Related Matters

**TRIM Record No** BP24/1098:EF09/74-7

**Prepared by** Financial Accountant

**Item Number** 5.2

### Overview of Report

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

### Recommendation

That the Committee endorse the budget changes reported in the 2024/2025 Budget Review.

### 2024/25 Budget Review

**December Quarter** - an amended December report has been attached for the Committee's consideration.

**Net Operating Result** – There are recommended changes to the overall result for the year, from a deficit of (\$39,000) to a projected deficit of (\$48,400).

**Net Operating Result excluding Capital Revenues** - There are recommended changes to the overall result for the year, from a deficit of (\$39,000) to deficit of (\$48,400).

The **Net Cash Position** is balanced. This means all cash expenditure is matched by a cash funding source.

The following table shows the budgeted financial results for 2024/25:

Key Financial Performance	2024/25 Adopted Budget	2024/25 Adopted September	2024/25 Proposed December
Net Operating Result – Surplus/(Deficit)	(\$39,000)	(\$48,400)	(\$48,400)
Net Operating Result before Capital Grants & Contributions – Surplus/(Deficit)	(\$39,000)	(\$48,400)	(\$48,400)
Net Cash – Surplus/(Deficit)	Balanced	Balanced	Balanced

Historically, RTRL has budgeted for a net operating deficit.

The underlying deficit for 2024/2025 has moved from the initial adopted deficit of (\$39,000) to a projected operating deficit of (\$48,400). The change in operating result is due to carry forward works of (\$9,400) for information technology services being included in the September quarter.

# Reports and/or Recommendations

Further detail on the movements in funding sources, including grants, reserves etc, is included in the attachment RTRL December 2024 Financial matters under sections Grants and Transfer from Reserves.

## **Budget Commentary**

1. Increase in capital expenditure of \$41,000 funded by reserves has been proposed for the purchase of a new vehicle for the use of the Tweed Area Librarian in alignment with their employment contract.
2. Increase in capital grants revenue and expenditure budgets by \$15,432 due to contribution received from the Tweed Local Priority Grant.
3. Increase in operating grants revenue and expenditure budgets by \$46,097 due to contribution received from the Tweed Local Priority Grant.

## **Cash, Investments, and Interest on Investments**

All RTRL cash and investments are consolidated with those of Lismore City Council. As such, there is not a separate bank account or separate investments held for RTRL funds.

To fully account for RTRL cash and investments, all RTRL cash transactions are processed through the Councils' General Fund bank account, and separately accounted for as RTRL's transaction in the Financial System. This allows for the reporting of RTRL funds at any time.

As of 5 February 2025, RTRL cash and investments balance was \$2,686,832 this includes interest earned to date of \$62,416.

Interest on RTRL funds is calculated on a daily basis.

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

For 2024/25 to date, \$62,416 in interest has been generated on RTRL funds at an average interest rate of 4.92%.

## **Reserves**

There has been a transfer from reserves of \$41,000 to fund the purchase of a new vehicle for the use of the Tweed Area Librarian in alignment with the terms of their employment contract.

## **Member Council Contributions**

All Member councils have paid their second quarter contributions.

## **Previously committed additional funding**

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

## **Attachment/s**

1. [↓](#) RTRL December Budget Review Report



<div> <div>RICHMOND-TWEED REGIONAL LIBRARY</div> <div>2024/25 Budget</div> </div>					
	Adopted Budget	Sep QBRS	Dec QBRS	Forecast	Note
<b>Income</b>					
Fees and Charges	280,900	0	0	280,900	1
Operating Grants	1,300	0	48,847	50,147	2
Sundry Income	110,000	0	0	110,000	3
Member Council Contributions	9,102,700	0	0	9,102,700	4
<b>Total Operating Income</b>	<b>9,494,900</b>	<b>0</b>	<b>48,847</b>	<b>9,543,747</b>	
<b>Expenses</b>					
Staff Salaries	6,771,200	0	0	6,771,200	5
Administration	740,000	0	48,847	788,847	6
Expenses of Providing Assets	204,900	0	0	204,900	7
Library Service Working Expenses	342,700	0	0	342,700	8
Information Services	810,100	9,400	0	819,500	9
Depreciation Expenses	665,000	0	0	665,000	10
<b>Total Operating Expenses</b>	<b>9,533,900</b>	<b>9,400</b>	<b>48,847</b>	<b>9,592,147</b>	
<b>Net result before Capital Grants &amp; Contributions</b>	<b>(39,000)</b>	<b>(9,400)</b>	<b>0</b>	<b>(48,400)</b>	
<b>Total Income for Capital Purposes</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Net Operating Result</b>	<b>(39,000)</b>	<b>(9,400)</b>	<b>0</b>	<b>(48,400)</b>	
<b>Sources and Application of Funds</b>					
Asset Purchased	626,000	0	56,432	682,432	11
Transfer from reserves	0	9,400	(41,000)	(31,600)	12
Transfer to reserves	0	0	0	0	13
Depreciation - Non cash	665,000	0	0	665,000	14
<b>Net cash Position</b>	<b>0</b>	<b>0</b>	<b>(97,432)</b>	<b>(97,432)</b>	

## Notes

Favourable impacts are positive  
 Unfavourable impacts are (-)  
 Only Material Variances >\$10,000

2	<b>Operating Grants</b> Increase in operating grants revenue budget due to contribution received from the Tweed Local Priority Grant.	\$	46,097
6	<b>Administration</b> Increase in operating grants expenditure budget due to contribution received from the Tweed Local Priority Grant.	\$	46,097
11	<b>Asset Purchased</b> Increase in capital expenditure of \$41,000 funded by reserves has been proposed for the purchase of a new vehicle for the use of the RTRL Business Manager.  Increase in capital grants expenditure budget by \$15,432 due to contribution received from the Tweed Local Priority Grant.	\$	41,000  15,432
9	<b>Reserve Movements</b> Funding used : Increase in capital expenditure of \$41,000 funded by reserves has been proposed for the purchase of a new vehicle for the use of the RTRL Business Manager.	\$	41,000

## Reports/Recommendations

Subject	Business Manager's Report
TRIM Record No	BP24/1099:EF09/74-7
Prepared by	Acting Business Manager - RTRL
Item Number	5.3

---

### Overview of Report

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

### Recommendation

That the Committee receive and note the report.

## 1. WORKPLACE HEALTH AND SAFETY

Patron behaviour remains the most consistent and significant workplace health and safety (WHS) risk for both staff and patrons at the Richmond Tweed Regional Library (RTRL). Despite the challenges posed this risk, Staff training in this area has supported RTRL staff who have demonstrated exceptional skill and professionalism in managing these situations. Patron and staff safety remains a top priority. In addition to this ongoing concern, the library has experienced some minor storm damage across its branches during the current storm season; however, this has been promptly addressed and managed with minimal disruption.

The library has implemented a continual process of reviewing and strengthening its security measures, working closely with both the member councils and the RTRL support services team to ensure these measures are effective in protecting staff and patrons. This proactive approach extends to regular maintenance reviews across all branches, where potential risks and safety concerns are carefully assessed and acted upon. Furthermore, RTRL places a high priority on the ongoing training of its team members to ensure they are equipped with the necessary skills and knowledge to manage workplace health and safety concerns.

## 2. 2024 YEAR IN REVIEW

As we reflect on the remarkable achievements of 2024, we are thrilled to celebrate a small snapshot of our successes across RTRL:

**RTRL App Engagement:** The RTRL App has reported 152,838 total launches, with 10,370 unique users, reflecting the growing use and value of our digital platform.

**Library Loans:** A total of 1,400,461 loans, showcasing the continued demand and engagement with our library services.

**Membership Growth:** Current membership has reached 127,663, demonstrating the growing trust and support from our community.

# Reports and/or Recommendations

**Increased Branch Visits:** We have seen a significant rise in the number of visits to our branches, emphasising the importance of our spaces as valued community hubs.

**New Community Connections:** We've formed new partnerships with various community groups, further solidifying our role as a vital local resource.

**Event Success:** Fantastic attendance at events held within RTRL branches, reflecting the value and impact of our programs.

**Streamlined Services:** Our printing and copying services have been streamlined across RTRL, improving efficiency and accessibility for our members.

2024 was a year of growth, connection, and quality service, and we look forward to building on these successes in the 2025.

## 3. LISMORE LIBRARY REFURBISHMENT TIMELINE

Despite final touches still being made to the Lismore Library rebuild and refurbishment after the devastating 2022 floods, the beloved landmark on Magellan Street reopened on Monday, 3 February. The Lismore Pop-up Library on Molesworth Street and the Lismore Children's Library in Lismore Central Shopping Centre has permanently closed and relocating to their regular locations in this renowned building.

The Lismore Library is currently undergoing an extensive upgrade to make it sturdier and more flood resilient. Despite the continuing repair work, including the installation of a new lift, it was important to respond to public demand and open doors as soon as possible.

Once the rebuild and refurbishment have been completed, the Lismore Library will be officially opened to celebrate this major achievement. One of the key features being prepared for the official opening is a public art installation recognising the substantial contribution and support received by the Australian public.

The \$5.6 million flood-resilient restoration of the Lismore Library is being funded by significant investments, including:

- Flood Restoration funds shared between State and Federal Governments – \$4.5 million
- NSW Government's 2022 Community Local Infrastructure Recovery Package – Arts and Cultural Priority Needs Program – \$135,821
- 2023 Community Local Infrastructure Recovery Package – \$494,400
- State Library of NSW Public Library Infrastructure Grants – \$325,427
- Lismore City Council – \$222,000.

## 4. STAFF UPDATES

RTRL proudly hosted its inaugural staff awards in December 2024 to acknowledge and celebrate the outstanding work and dedication of our team members. Recognising the importance of honouring the hard work and passion displayed by staff, the awards ceremony was designed to highlight individual achievements across various areas of the organization.

The awards introduced three key categories: the Innovation & Creativity Award, the Extra Mile Award, and the Richmond Tweed Regional Library Excellence Award. Each category featured one winner and one highly commended, ensuring that every nominee and the entire RTRL team was celebrated for their unique contributions.

The awards ceremony, proved to be a resounding success. It provided an opportunity for the entire team to come together, reflect on the year's accomplishments, recognise and express appreciation for the dedication and hard work that define RTRL. The event was a meaningful step toward establishing a new tradition of recognising and honouring the efforts that drive the continued success of our services across the Northern Rivers.

## **5. 2024/ 25 SERVICE LEVEL AGREEMENTS – PROGRESS REPORTS**

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

By reviewing these reports, we gain a deeper understanding of the social and liveability value, and positive impact and outcomes being achieved for our communities. Additionally, the reports provide a platform for identifying areas for improvement and future development, ensuring we remain focused on achieving our long-term objectives and continuing to enhance services and support for communities of our member councils. This reflective process helps to maintain a high standard of performance while fostering a culture of continuous growth and innovation across the organisation.

## **6. EMPLOYEE DEVELOPMENT REVIEWS (EDR)**

In mid-December 2024, we launched our Employee Development Reviews (EDR) at RTRL. These reviews are designed to provide a structured, supportive space for individuals to reflect on their professional growth, set short and long term goals, and discuss opportunities for further development. The EDRs will focus on enhancing confidence, unity, and support, with an emphasis on individual aspirations and achievements.

The format of the EDR is designed to respect and highlight team members' strengths, skills, and experiences. By understanding individual development goals and trends, we can better plan and secure resources to support RTRL's Learning and Development initiatives, ultimately enhancing the overall growth and capability of the organisation.

As each team member becomes more confident in their abilities and achieves their goals we expect to see improved service delivery, innovation, and greater sense of unity and collaboration within the team. A stronger, more supported team will directly contribute to a more vibrant and dynamic community, allowing us to better serve our patrons and fulfill our mission of providing exceptional library services to the

# Reports and/or Recommendations

Richmond Tweed region. The EDRs will not only benefit individual staff members but will also strengthen our collective ability to make a meaningful impact within the library community.

## 7. EXECUTIVE OFFICER UPDATE

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

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

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

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

### Attachment/s

1. [Quarter 2 SLA Report\\_ October to December 2024 Ballina](#)
2. [Quarter 2 SLA Report\\_ October to December 2024 Byron](#)
3. [Quarter 2 SLA Report\\_ October to December 2024 Lismore](#)
4. [Quarter 2 SLA Report\\_ October to December 2024 Tweed](#)
5. [RTRL Project Update February 2025 Committee Update](#)

Richmond Tweed Regional Library  
Connect. Discover. Escape.

**Richmond Tweed Regional Library**  
**Ballina Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**2nd Quarter**  
**October to December 2024**



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

## Ballina Area

**Quarter:** 2nd Quarter | October to December 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:

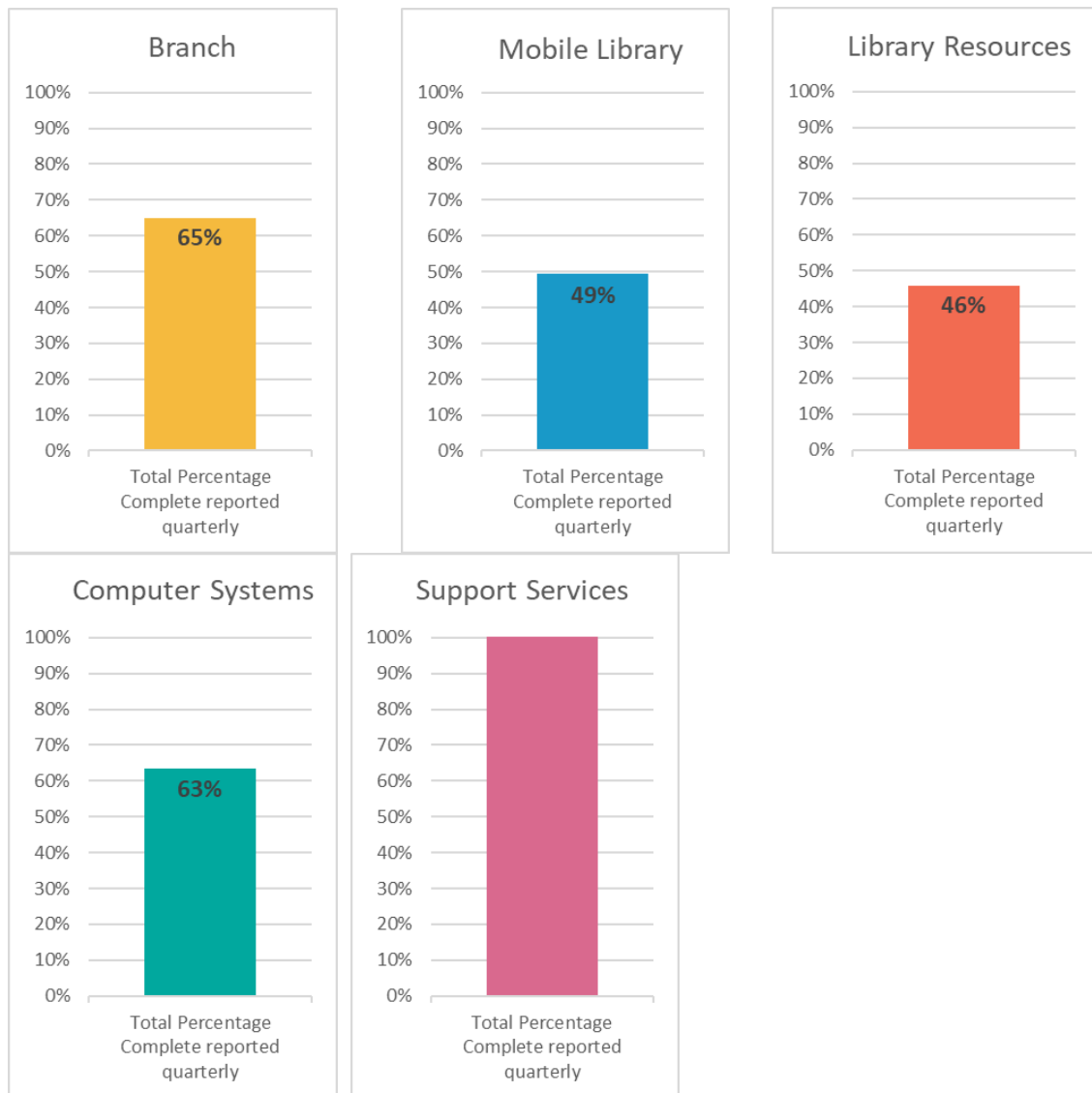
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## 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.

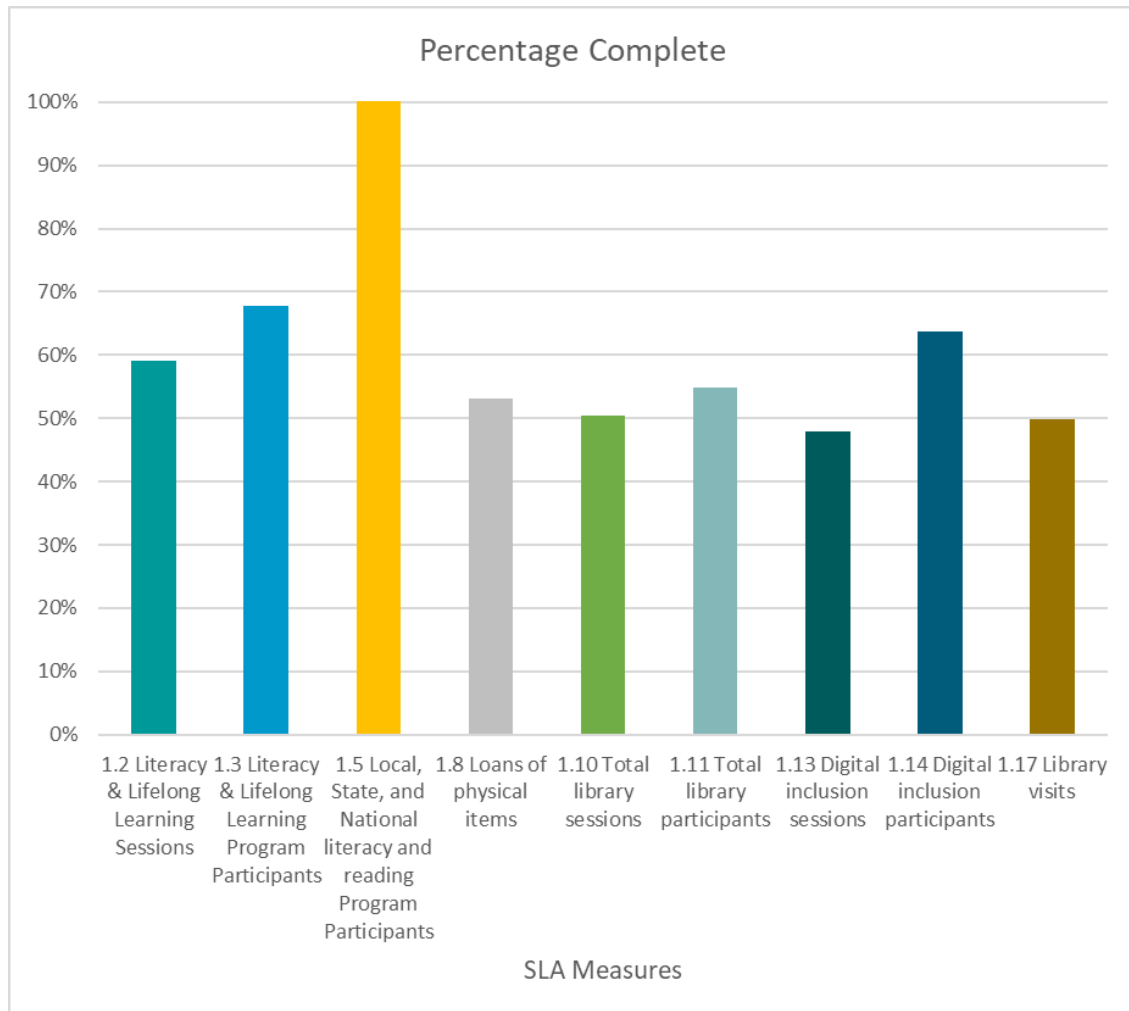




## Detailed Commentary

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 second quarter; therefore targets can be expected to be around 50% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

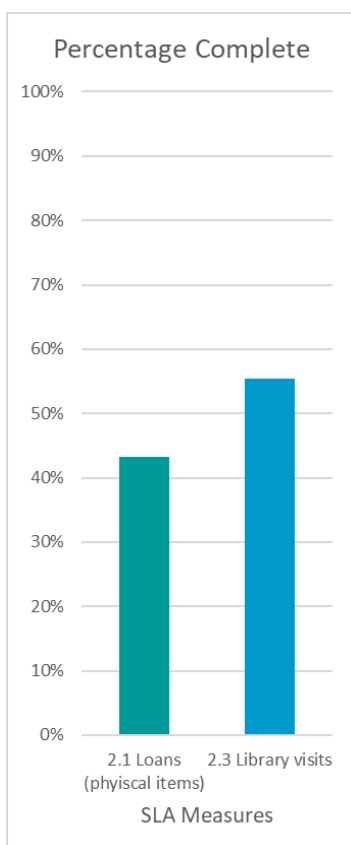
### Branch



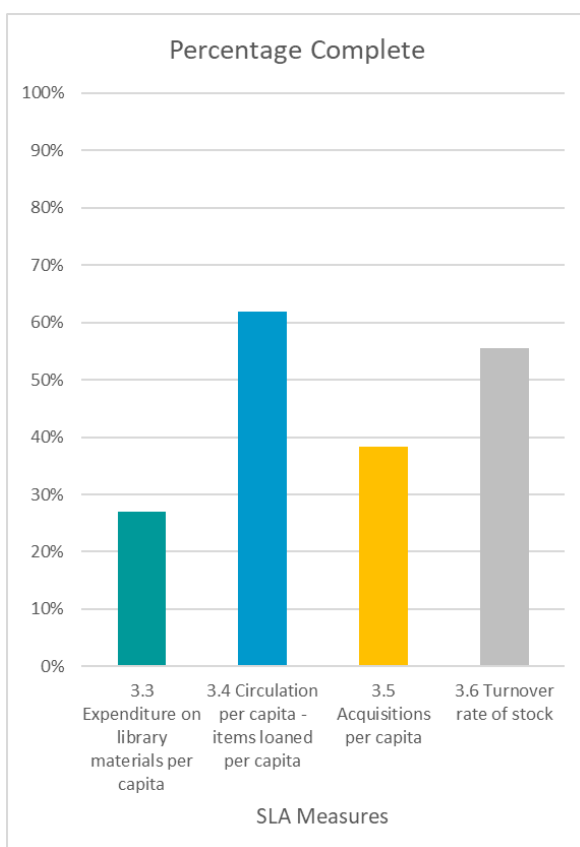
SLA targets are tracking well with most measures meeting or exceeding target expectations

1.5 Local State, and National literacy and reading Program Participants is well above target, due in large to higher than expected attendance at Children's Book Week events at all branches. This target will be reviewed for the 2025/26 SLA.

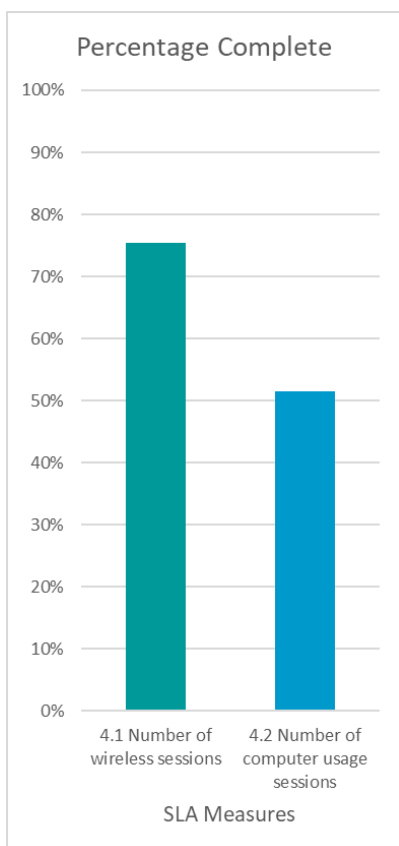
1.13 Digital inclusion sessions are slightly below target. Digital Literacy sessions will resume in the 3<sup>rd</sup> Quarter following a pause over January.

**Mobile Library**

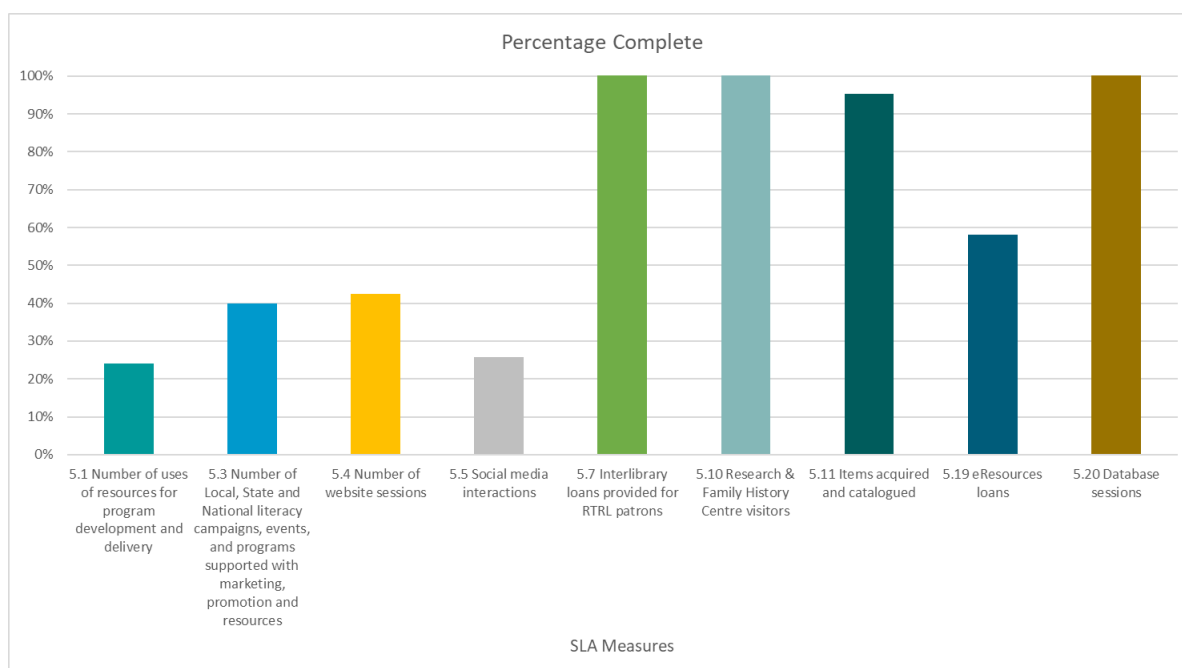
### Library Resources



3.3 & 3.5 Expenditure on library materials is lower as purchases are held off prior to the refurbishment of Ballina Library.

**Computer Systems**

## Support Services



SLA targets are mixed at the end of the 2nd Quarter.

5.1 Progress against this target is lower than expected due in part to disruption caused by the relocation of staff and resources. Further expansion of program support resources will ensure continued use.

5.4 Social media interactions continue to decline as a result of increased face-to-face interactions and lack of resources to fully utilise interaction opportunities.

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10 The number of visitors to the Research and Family History Centre reached the annual target early due to increased accuracy in reporting being achieved through the installation of a Footfall counter. The Centre was temporarily closed to the public at the end of first quarter and the target will be reviewed for the 2025/26 SLA.

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

5.19 Eresource loans have increased by 41% compared to second quarter 2023/24. This is likely a result of targeted collection development and increased promotion.

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

## 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

All Ballina Area libraries commenced direct deliveries for new print items from library supplier James Bennett. This has largely been positive with items arriving processed ready for the shelf.

The quarterly review of Standing Orders began this quarter, with all branches refreshing their lists. Moving to quarterly review of the Standing Order is an exciting opportunity to update author lists regularly and therefore keep collections fresh and up to date.

Collection Maintenance reports are utilised regularly to ensure a current well-used collection. There was a particular focus in the 2<sup>nd</sup> Quarter on adult and junior DVD collections. Items in poor condition were discarded. Duplicate items and those with poor circulation were transferred to other branches or discarded.

### Community Participation

The Social Circle continued to grow in popularity throughout the 2<sup>nd</sup> Quarter. Attendees enjoyed trivia during Get Online Week. The group heard from Tanya Binning (surfer) and Col Lee spoke about the response to the 2022 floods by Rotary Club of Ballina on Richmond. Deborah Grant spoke about local support group, Breast Friends. Jennie Hicks & Peter Hickson spoke about ABC Friends and to wrap up a great year Greg Brown entertained the group with his guitar during the Christmas Party.

Rainbow Children's Centre attended during the school holidays to challenge themselves with the Scavenger Hunt and Adventure Passport. Teens from Ballina Coast High School also attended to Ballina branch to learn about the things that the library has to offer those studying for the HSC. The teens were particularly interested in the Spiny Leaf Insects who inhabit the library.

Grandparents Story Time was popular with the young and young-at-heart across the area in the 2<sup>nd</sup> Quarter. This event encourages children to bring their grandparents and grand-friends along to the library for stories, activities and light refreshments. Grandparents were also invited to all children's programs at Alstonville.

The Ballina community are enjoying the cognitive benefits and community connections brought about by a variety of board gaming groups in Ballina Area. Scrabble and Chess are growing in popularity as is the highly successful Board Game morning on Saturdays at Alstonville.

Team members contributed items to Ballina Shire Council's Community Connect magazine, as well as the Ballina Wave & Lennox Wave. The weekly Live in the Library program on Paradise FM always generates interest in library programs and we appreciate their support. Both children's and adult's programs are promoted each month through flyers called What's On and What's On For Kids. This is an invaluable promotional tool that is sought after by patrons.

Christmas parties were held across the area as programs wrapped up for the year. The Ballina Library Christmas fairy attended Christmas parties in Ballina for the Story Time and combined Toddler & Baby Time parties. Positive feedback was provided from attendees regularly over the course of the year for the children's programs.

The Summer Reading Challenge launched across all RTRL branches in December and will run until the end of the school holidays in January. Participants sign up through the website and track the books they've read throughout the summer in their reading log. Each reading log gives the participant an entry into the weekly book prize draw for their home library as well as the major prize draw of a Samsung Tablet for each Area. The Summer Reading Challenge is an engaging initiative designed to keep children motivated and involved in reading throughout the summer holidays. This is always a popular event in the Ballina Area.

## Learning & Creating

School holiday activities were a hit with a wide variety of activities provided across the area. Ballina Library held a singing workshop with local identity Ray Arnott, a craft workshop and an educational session called Bug Bits which educated attendees with lots of buggo facts. Lennox branch were very crafty with workshops for pot decorating and windchime making. Alstonville branch had Big Games available during opening hours. Alstonville children were entertained with a talk from local children's author Chris Drewe who shared his passion for snakes and read from his book. Children delighted in engaging with craft items to decorate their own photo frame and make grass-heads in a decorated pot.

Scams Awareness Talks were held at both Alstonville and Lennox Head Libraries and were well attended. Thanks to Sergeant Michael Smith APM for discussing common scams and fraud offences and how to avoid these situations.

Tech Savvy Seniors continues to be popular with sessions being booked well in advance. The Library Team often receive wonderful feedback from those who attend.

Craft groups are held across the region. The Alstonville group, Get Crafty are growing in number and enjoy making their own creations each Friday. The Lennox Maker Space textiles group contributed items to Christmas Displays in the 2<sup>nd</sup> Quarter, bringing much joy to patrons and staff. The Ballina craft group, Sew Can I, have the recipients of many donations of materials throughout the 2<sup>nd</sup> Quarter. These materials are used to create items for charities across the Northern Rivers, including Mary's Place in Ballina and Women Up North.

Lego clubs across the area were enjoyed by children in all 3 branches during the 2<sup>nd</sup> Quarter providing opportunity for families to experience community connection and for children to engage in this creative activity. Children can either free-play or build on a theme, the most popular of which was creating a zip-line mechanism.

## Library Team

In the 2<sup>nd</sup> Quarter the Area Librarian, Taryn Kelly was successful in securing the Systems and Resources Librarian position at Support Services. Taryn was the Ballina Area Librarian from 2022 to 2025. The Ballina Team thrived under Taryn's leadership, and we sincerely appreciate her dedication and commitment. Jackie Birch continued as Acting Area Librarian throughout the 2<sup>nd</sup> Quarter while recruitment for the Ballina Area Librarian role was undertaken.

The inaugural RTRL Staff Awards were held in the 2<sup>nd</sup> Quarter. All staff attended Ballina Library in late December to celebrate the year and acknowledge the winners of the RTRL awards. The Ballina Area had multiple nominations across all categories from all Ballina branches. The Ballina Area scooped the pool for the Extra Mile Award with a Ballina Library Assistant winning this category and Lennox Head Library Assistant receiving a Highly Commendable. The Acting Ballina Branch Technician was a recipient of the RTRL Innovation and Creativity award for their contribution to the Read-a-long trial project (a group project across RTRL). In the Excellence category a Ballina Library Assistant received a Highly Commendable award.

A Ballina Library Assistant joined the RTRL Banking Review Working Group. Meeting monthly to review the RTRL banking procedures and processes under the guidance of Executive Officer Lisa Dumaine.

One Library Assistant participated in CPR training.

All team members participated in;

- Ongoing De-escalation and Homelessness training
- Phished Academy cybersecurity.
- Annual Code of Conduct Annual Refresher training.

The 2<sup>nd</sup> Quarter saw two Library Assistants return to the Ballina Area following the completion of other duties at Support Services. One Library Assistant stepped into the Acting Branch Technician role at Ballina branch. We were pleased to add a new Library Assistant to the casual pool following recruitment in another area.

The Acting Area Librarian attended the Switch Conference with the Management Team at Coffs Harbour in the 2<sup>nd</sup> Quarter. This was an excellent opportunity for networking with other information professionals, meet various vendors and learn about new technologies. Spending time with the Management Team was a highly valuable experience, fostering stronger relationships and enhancing collaboration among team members.

Quarterly planning for events commenced in the 2<sup>nd</sup> quarter with great success. The library team are finding that forward planning is assisting with the efficient organizing of promotions and ordering of materials.

### **Sustainability**

In the 2<sup>nd</sup> Quarter the Ballina Area was fortunate to be offered a donation of \$2 000 from the Rotary Club of Ballina on Richmond following their successful annual duck race.

Alstonville Library held a Huge Book Sale in the 2<sup>nd</sup> Quarter over 3 days earning almost \$540. All three branches have an in-house book sale that is stocked with donations and discarded library items. Suitable donations continue to be catalogued and added to the shelves in all three areas.

LBW Trust Backyard Cricket \$750 Grant received by Alstonville Library enabled the purchase of large games and jigsaws. These items are used during the school holidays for the enjoyment and education of children and their carers.

### **Spaces**

Members of the cataloguing and acquisitions team continue to work out of the Ballina workroom, with up to 3 members of the Support Services team working with us across the week. This arrangement has strengthened connections between the Support Services team and others across the RTRL.

The Acting Area Librarian continues to work closely with Ballina Shire Council staff on the Public Library Infrastructure Grant for Ballina Library. Plans are still underway for the relocation of Alstonville Library with the Branch Technician and Acting Area Librarian working with Ballina Shire Council staff on locations and plans for moving.

### **Mobile Library**

The Mobile Library continue to make significant progress this quarter in enhancing our connection with the community and broadening our services. We have continued our visits to preschools to promote library services and foster early literacy. These interactions are essential in raising awareness of the resources available to young children and their families.

In October, we participated in the Lismore Show, where many attendees expressed surprise upon discovering that the RTRL operates a Mobile Library, serving smaller rural communities. This event provided an excellent opportunity for us to engage with a wider audience and increase awareness of our offerings.

Our partnership with the Red Cross remains robust, as we continue to provide emergency preparedness sessions to vulnerable communities, primarily in Nimbin. These sessions are crucial in equipping individuals and families with the necessary tools and knowledge to prepare for potential emergencies.



We have also developed a connection with "Rekindling the Spirit," an initiative focused on improving Indigenous health. Our involvement in this project reflects our ongoing commitment to community wellness and enhancing Indigenous health outcomes.

Additionally, we are currently refreshing our Mobile Library book collection to ensure that our resources remain relevant and appealing. This update will enable us to provide popular, in demand titles that address the diverse needs of our community.

Finally, we are pleased to announce the return of our Mobile Library stop at Empire Vale School. This is an important step in re-establishing services to local schools, ensuring that even more students can access our valuable library resources.

Looking ahead, we remain dedicated to expanding our outreach and continuing to offer valuable library services to our communities.

### Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, remained closed throughout second quarter after significant water damage occurred last August. The temporary relocation of staff, while logistically challenging, has provided opportunities for knowledge sharing and developing stronger working relationships with branch-based staff.

Recruitment was undertaken for the Systems and Resources Librarian in October, with the successful candidate being Taryn Kelly. Acquisitions Technician, Tammy Doherty returned from maternity leave in October, whilst a position review commenced for the Systems Officer role and is expected to be completed next quarter.

Work commenced on several new projects for the Systems and Resources team throughout the quarter, including a review of cataloguing procedures, development of a new quarterly reporting dashboard, development of an RTRL Service Desk for staff support, the trial of a new collection of Read-Along books, collection maintenance and rotation schedule for the Mobile Library, information gathering for the planned implementation of a new interlibrary loan system, and improving library member access to the Story Box Library online collection.

Our two Support Services trainees concluded their traineeships in December. These traineeships were funded by the Lismore City Council LEAP program and provided valuable extra resources for RTRL as well as supporting two young people in our community to gain skills, experience, and a qualification.

The Community Engagement (CE) Team collaborated with branch staff to develop the Summer Reading Challenge Program, creating resources to enhance program delivery. This initiative encourages young people to maintain and build literacy skills during the summer, a period when regression often occurs. Weekly book draws at each branch and a major prize of a Samsung Galaxy tablet promote participation and highlight online collections.

All programs and events are now promoted through the online Events module in the Library Management System Spydus, enabling online bookings that enhance community access and convenience. The module also improves program management and reporting, with ongoing refinements to address initial issues.

This quarter, the Systems & Resources Librarian and Communications & Engagement Support Librarian attended the SWITCH conference in Coffs Harbour, gaining new skills, networking, and reviewing products from suppliers. The Communications & Engagement Support Librarian also participated in a storytelling workshop to learn impactful ways to convey library services, aligning with the International Federation of Library Associations and Institutions' goal of showcasing libraries' contributions to the Sustainable Development Goals.

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

**Richmond Tweed Regional Library**  
**Byron Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**2nd Quarter**  
**October to December 2024**



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

## Byron Area

**Quarter:** 2nd Quarter | October to December 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:

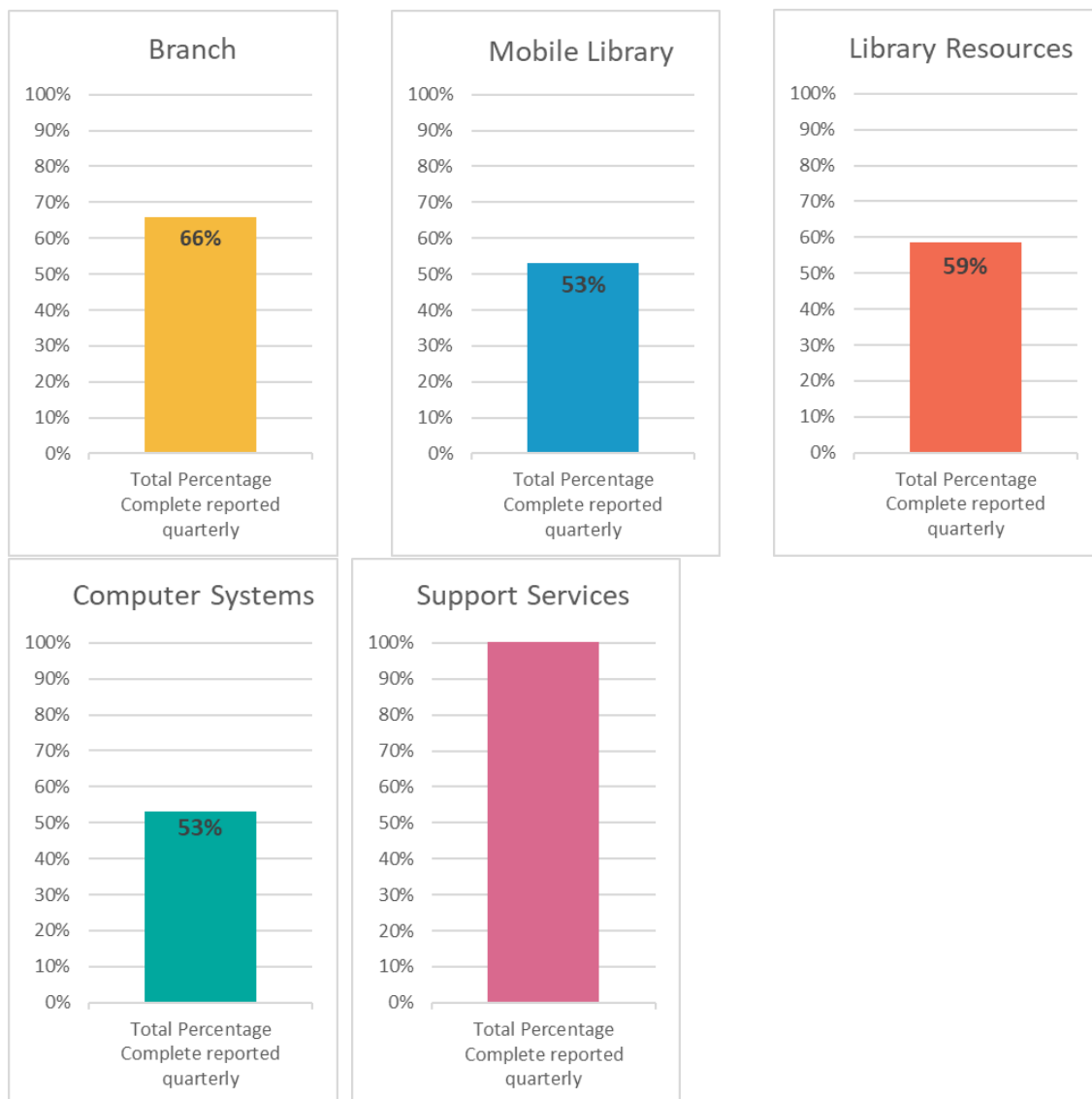
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## PART 1:

### Service Level Agreement Target Performance

#### Target Performance Dashboard

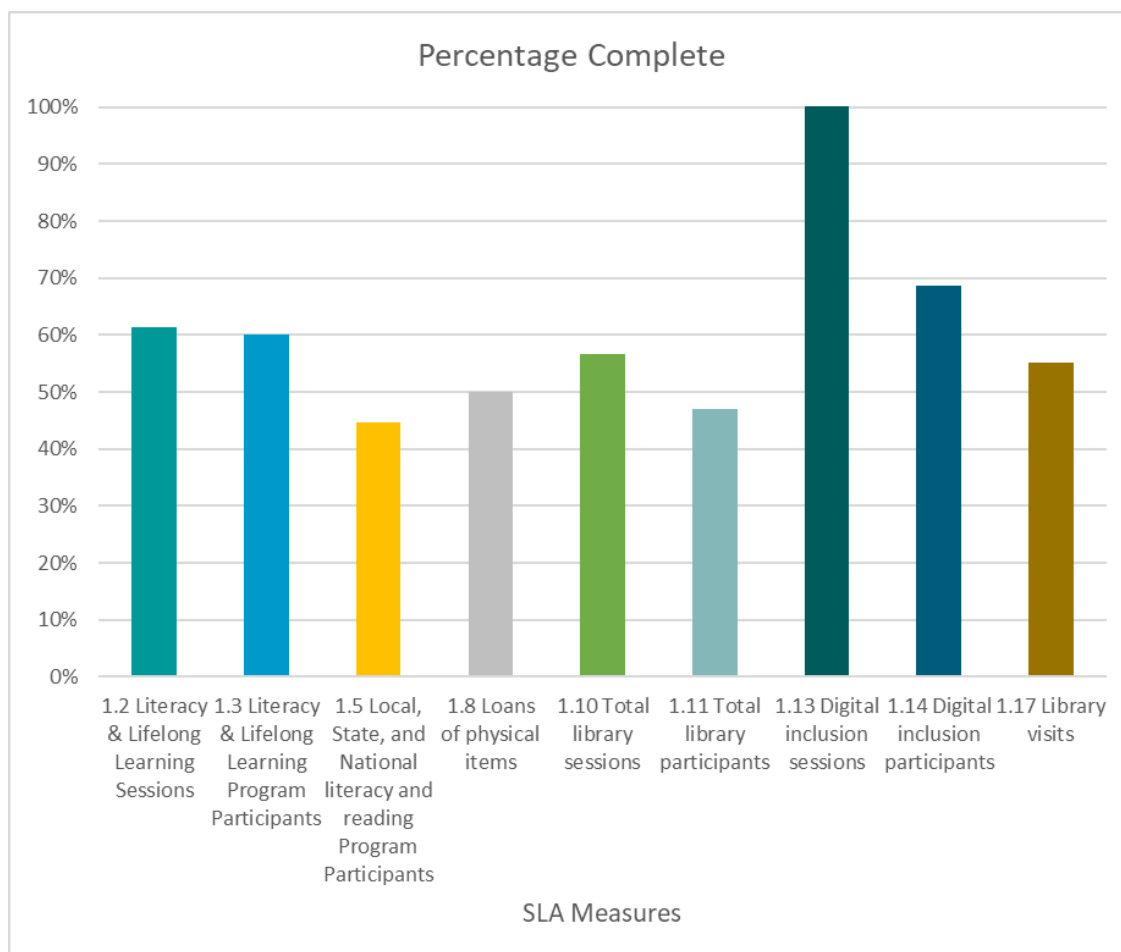
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



### 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 second quarter; therefore, targets can be expected to be around 50% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

### Branch

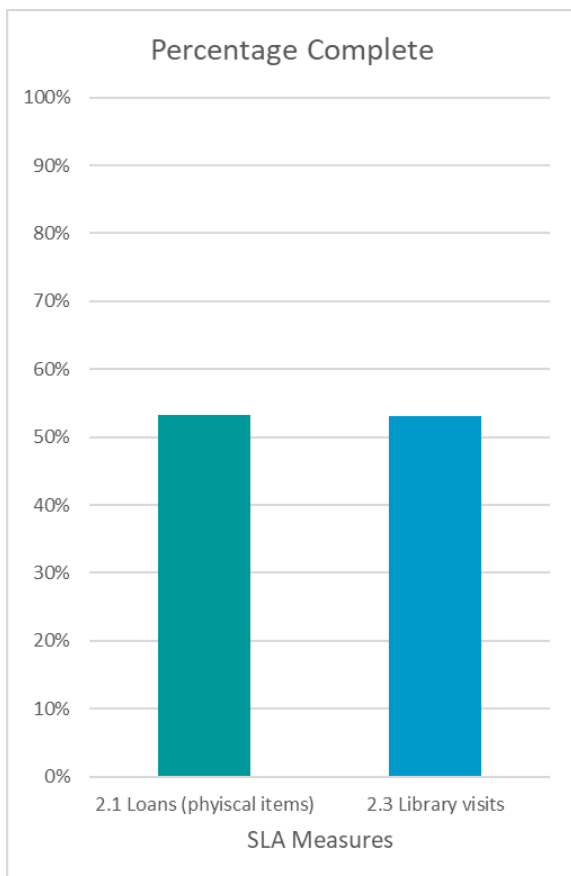


Branch SLA targets are near meeting target or exceeding at the end of the second quarter.

1.13 Digital inclusion sessions are exceeding target early in the second quarter. This is due to 100% of the sessions being provided to the community between October – December.

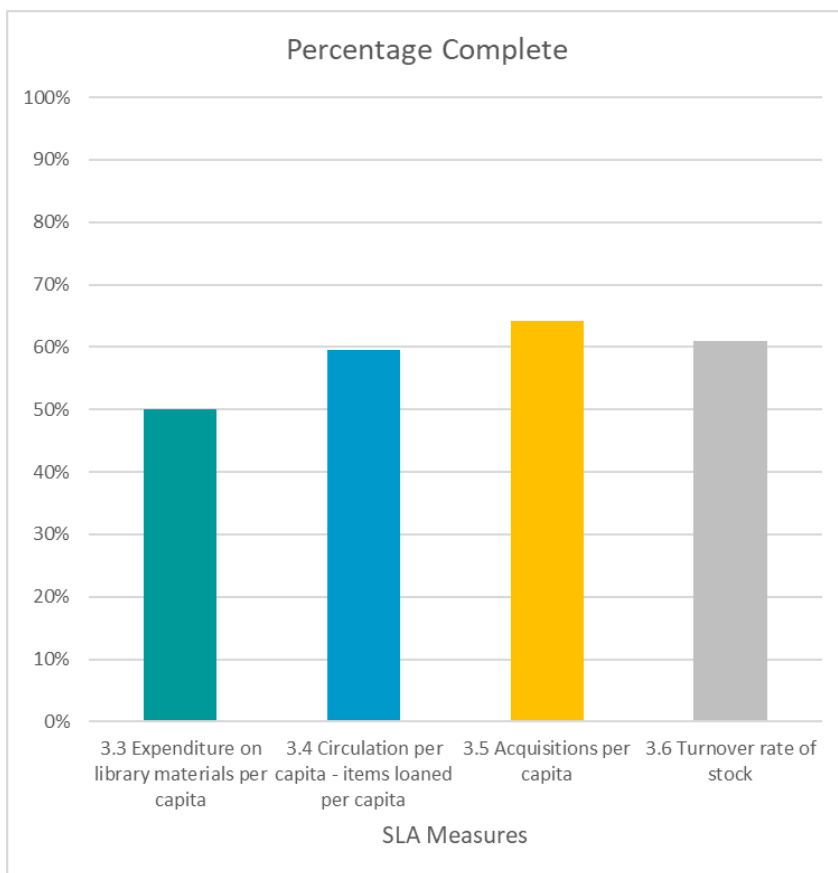
1.14 Due to our digital programs being endorsed by Australian Government Network Partners and State Library NSW. The session and participant targets align with grant expectations of the endorsed program. The target is 80 participants and we have so far reached 61 occupied digital inclusion sessions. This is the most successful digital inclusion program I have seen in the Byron Shire.

1.5 Local, State and National Literacy program participants is just below the overall target. This is due to only 2 of the 4 reading programs being delivered so far with both Summer Reading Challenge and National Simultaneous Story Time scheduled for third and fourth quarter to provide the remaining data.

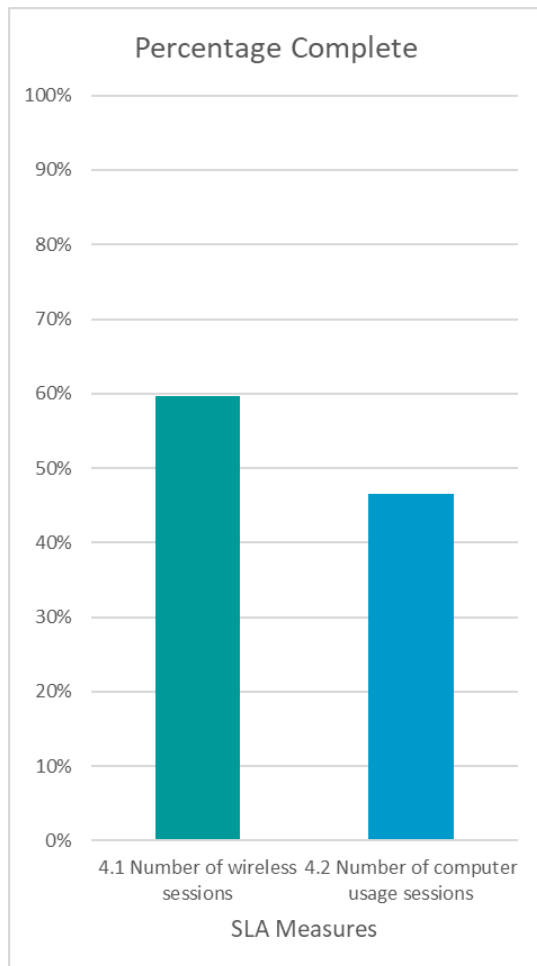
**Mobile Library**

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

### Library Resources

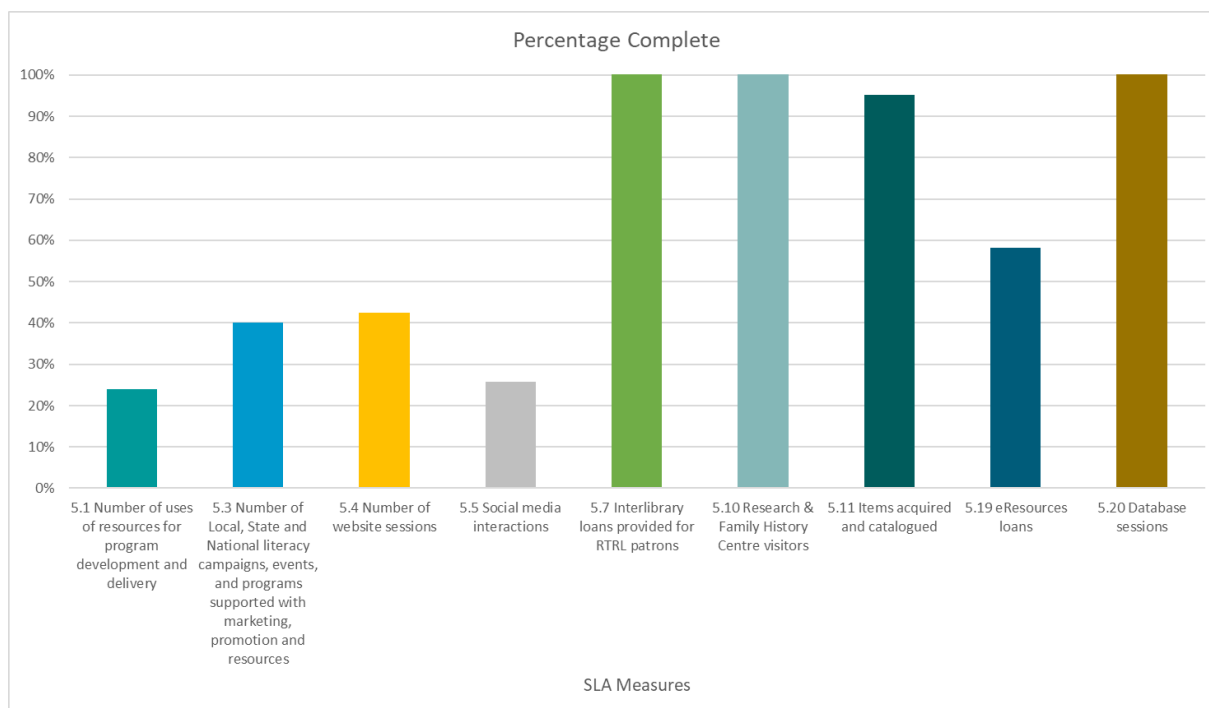


### Computer Systems





## Support Services



SLA targets are mixed at the end of the 2nd Quarter.

5.1 Progress against this target is lower than expected due in part to disruption caused by the relocation of staff and resources. Further expansion of program support resources will ensure continued use.

5.4 Social media interactions continue to decline as a result of increased face-to-face interactions and lack of resources to fully utilise interaction opportunities.

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10 The number of visitors to the Research and Family History Centre reached the annual target early due to increased accuracy in reporting being achieved through the installation of a Footfall counter. The Centre was temporarily closed to the public at the end of first quarter and the target will be reviewed for the 2025/26 SLA.

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

5.19 Eresource loans have increased by 41% compared to second quarter 2023/24. This is likely a result of targeted collection development and increased promotion.

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

## Part 2: Additional Commentary

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

### Collections

Overall, the circulation of loans is comparable to the previous year, while the reservation of items has seen a significant increase of 17.45% in comparison to the same quarter of the previous financial year. Although the collection size is demonstrating growth, adjustments will be made as Collection maintenance reports are finalized and actioned this quarter.

Annual collection expenditure is on track. Byron Shire boasts a strong junior readership, leading to enhancements in the display and replenishment of the Junior Fiction genre. Byron Shire continues to offer the highest circulating Junior Fiction collection in the region, comprising 24,318 issues over the past 12 months.

Collection maintenance reports are ongoing in their evaluation and guidance regarding the collection's status on Diversity, Equity, and Inclusion (DEI) in relation to Byron Shire. Notably, the Young Adult collection ranks among the highest performers in terms of diverse content, with 41% of this collection addressing DEI topics that are significant to young people, including disability, neurodiversity, equity and social issues, mental health, multiculturalism, sexuality, and gender.

### Community Participation



This quarter, our adult programs and services featured Community Art Exhibitions across various branches. These exhibitions showcased works from local community groups, artists, and individuals. Byron Branch hosted abstract art created by Maximilian Lyons, along with silk paintings and watercolors by Anne Leon. Additionally, Brunswick Heads Library displayed animal lino prints crafted by a local artist, who, along with her carer, curated and framed a series of prints for exhibition. A local art therapist contributed a series of photographs and affirmations for display, while award-winning embroiderer Bonny Shore

enhanced the branch with a yarn bombing installation on the railings outside.

The Byron Area also facilitated two community book clubs, which serve as excellent opportunities for social engagement, diverse reading experiences, and contribute to personal development and well-being. The Byron Area Librarian participates in monthly meetings with the Friends of the Library to provide updates and reports. These meetings include discussions on partnered programs and proposals aimed at financially supporting the library.

During the Friends of the Libraries Byron Shire end-of-year gathering and Christmas luncheon held at Bangalow Heritage House, former president Beryl Main was honored with a bouquet of flowers in recognition of her 12 years of dedicated service in the role. In 2024, the Friends group held its annual book fair, funded various programs and equipment for Byron Shire Libraries, supported the installation of a new circulation desk, funded the Quick Reads collection, craft supplies, and titles for the Byron Writers' Festival, as well as an array of Junior Fiction titles in celebration of the Byron Shire Junior Book Club. The Friends group, consisting of 57 members, is committed to enhancing our libraries as valuable resources within the Byron Shire community. Beryl will continue to support this dynamic organization in her new capacity as vice president.

### Learning & Creating



Byron Area is currently offering Tech Savvy Senior classes at the Brunswick Heads branch. This program is available one day per week for the duration of four months. The ability to facilitate one-on-one sessions through grant funding allows our smaller regional libraries and communities to benefit from this vital initiative. This program aligns with our commitment to advancing digital inclusion within the community.

The aim of the program is to assist residents with limited or no digital experience in developing the skills and confidence necessary to effectively use technology for social interaction, accessing government services, and managing personal affairs. The hands-on training encompasses courses on using computers, tablets, smartphones, the internet, email, and social media.

Libraries play a crucial role in bridging knowledge and digital divides between various regions, cities, and generations. We strive to provide library users with the opportunity to engage digitally in society while acquiring essential digital skills that are increasingly required in daily life.

This quarter, we successfully delivered a range of school holiday programs for primary school-aged children, which included a botanical painting workshop, mixed media art, and various craft activities.



The Byron Bay and Brunswick Heads Libraries organised a children's literary event featuring Australian author and natural history illustrator Sami Bayly. Year 5 students from Byron Public School participated in this event, which aimed to strengthen the connection between young readers and Australian authors, while also promoting the joy and inspiration of reading and literacy. The session was highly engaging and enjoyable,

with Sami actively encouraging the children to create art from their seats. This initiative significantly highlights the opportunities libraries contribute and the diverse resources available to students within the Byron Shire.

### Library Team

In December, our library staff participated in quarterly planning team meetings to plan programs, services, and events for the upcoming months. This planning process aligns with Local, State, and National library initiatives, as well as the Byron Shire Service Level Agreement. Our team's efforts focus on delivering a diverse range of services that support community outcomes as defined under the Australian Public Library Framework. The key outcomes we aim to achieve include promoting literacy and lifelong learning, enhancing digital inclusion, fostering personal development and wellbeing, supporting economic and workforce development, building stronger and more creative communities, and cultivating informed and connected citizens. These planning meetings serve as a vital platform for developing programs and services that contribute to these community outcomes.

In December, the Byron Area participated in the 2024 RTRL Staff Awards in conjunction with the RTRL network. The nominations, awards, and ceremony provided an opportunity for our staff to celebrate their contributions to our communities and teams throughout the year.

Additionally, library staff had access to various training opportunities, including:

- IT Phishing/Security/Scam Training
- Ongoing Training for Managing Difficult Behavior
- Code of Conduct Training
- Find Legal Answers Training (provided through State Library NSW and the PL portal), contributing to professional development. NSW public libraries offer legal information to their communities by ensuring the availability of the Find Legal Answers collections, promoting legal education events and information, and equipping staff with the skills needed to provide legal information and referrals.

### Sustainability

Total library visits are showing a positive trend and exceeding the overall target set by the Shire. However, it is important to note that library visits have decreased by 9.3% compared to the same quarter in the previous financial year. The staff at Brunswick Heads participated in outreach activities at Ocean Shores Preschool, fostering partnerships that promote universal access and free library membership. The Shire could benefit from the opportunity for the libraries to enhance outreach efforts at community events to increase local membership, raise awareness of programs, and encourage public engagement with the library's services.

### Spaces

Library staff across the shire participated in an end-of-year cleanup at the various branches. This initiative allowed staff to dust shelves, update shelving inventories, clean out storage areas, and reorganise shelving. Brunswick Heads Library received new acrylic display shelves for Junior Fiction, while Mullumbimby Library acquired new furniture for children and young adults during this quarter. Additionally, Mullumbimby Library has introduced new picture book boxes and installed a collaboration pod in the children's area for families, along with two collaboration pods in the young adult area for HSC students and young people. The library has also added a selection of engaging games, puzzles, and sensory resources for children and youth to enhance their experience. This initiative was made possible through a successful small grant from the Learning for a Better World Trust. The new games were launched in conjunction with International Games Month to promote community engagement through libraries by highlighting the educational, recreational, and social value of various games. Moreover, the grant opportunity funded by the National Backyard Cricket Association provides an avenue for securing funding for educational programs in our regional libraries. At the Byron Bay branch, new CCTV cameras have been installed throughout the building to replace broken units, with support from Local Priority Grant Funding. Additionally, the bifold glass doors at the Byron branch were repaired this quarter, allowing for a transparent, sound guarded and flexible space for staff to conduct Baby Time, Story Time, and school holiday activities.

### Mobile Library

The Mobile Library continue to make significant progress this quarter in enhancing our connection with the community and broadening our services. We have continued our visits to preschools to promote library services and foster early literacy. These interactions are essential in raising awareness of the resources available to young children and their families.

In October, we participated in the Lismore Show, where many attendees expressed surprise upon discovering that the RTRL operates a Mobile Library, serving smaller rural communities. This event provided an excellent opportunity for us to engage with a wider audience and increase awareness of our offerings.

Our partnership with the Red Cross remains robust, as we continue to provide emergency preparedness sessions to vulnerable communities, primarily in Nimbin. These sessions are crucial in equipping individuals and families with the necessary tools and knowledge to prepare for potential emergencies.



We have also developed a connection with "Rekindling the Spirit," an initiative focused on improving Indigenous health. Our involvement in this project reflects our ongoing commitment to community wellness and enhancing Indigenous health outcomes.

Additionally, we are currently refreshing our Mobile Library book collection to ensure that our resources remain relevant and appealing. This update will enable us to provide popular, in demand titles that address the diverse needs of our community.

Finally, we are pleased to announce the return of our Mobile Library stop at Empire Vale School. This is an important step in re-establishing services to local schools, ensuring that even more students can access our valuable library resources.

Looking ahead, we remain dedicated to expanding our outreach and continuing to offer valuable library services to our communities.

### Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, remained closed throughout second quarter after significant water damage occurred last August. The temporary relocation of staff, while logistically challenging, has provided opportunities for knowledge sharing and developing stronger working relationships with branch-based staff.

Recruitment was undertaken for the Systems and Resources Librarian in October, with the successful candidate being Taryn Kelly. Acquisitions Technician, Tammy Doherty returned from maternity leave in October, whilst a position review commenced for the Systems Officer role and is expected to be completed next quarter.

Work commenced on several new projects for the Systems and Resources team throughout the quarter, including a review of cataloguing procedures, development of a new quarterly reporting dashboard, development of an RTRL Service Desk for staff support, the trial of a new collection of Read-Along books, collection maintenance and rotation schedule for the Mobile Library, information gathering for the planned implementation of a new interlibrary loan system, and improving library member access to the Story Box Library online collection.

Our two Support Services trainees concluded their traineeships in December. These traineeships were funded by the Lismore City Council LEAP program and provided valuable extra resources for RTRL as well as supporting two young people in our community to gain skills, experience, and a qualification.

The Community Engagement (CE) Team collaborated with branch staff to develop the Summer Reading Challenge Program, creating resources to enhance program delivery. This initiative encourages young people to maintain and build literacy skills during the summer, a period when regression often occurs. Weekly book draws at each branch and a major prize of a Samsung Galaxy tablet promote participation and highlight online collections.

All programs and events are now promoted through the online Events module in the Library Management System Spydus, enabling online bookings that enhance community access and convenience. The module also improves program management and reporting, with ongoing refinements to address initial issues.

This quarter, the Systems & Resources Librarian and Communications & Engagement Support Librarian attended the SWITCH conference in Coffs Harbour, gaining new skills, networking, and reviewing products from suppliers. The Communications & Engagement Support Librarian also participated in a storytelling workshop to learn impactful ways to convey library services, aligning with the International Federation of Library Associations and Institutions' goal of showcasing libraries' contributions to the Sustainable Development Goals.

Richmond Tweed Regional Library  
Connect. Discover. Escape.

**Richmond Tweed Regional Library**  
**Lismore Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**2nd Quarter**  
**October to December 2024**



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

## Lismore Area

**Quarter:** 2nd Quarter | October to December 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:

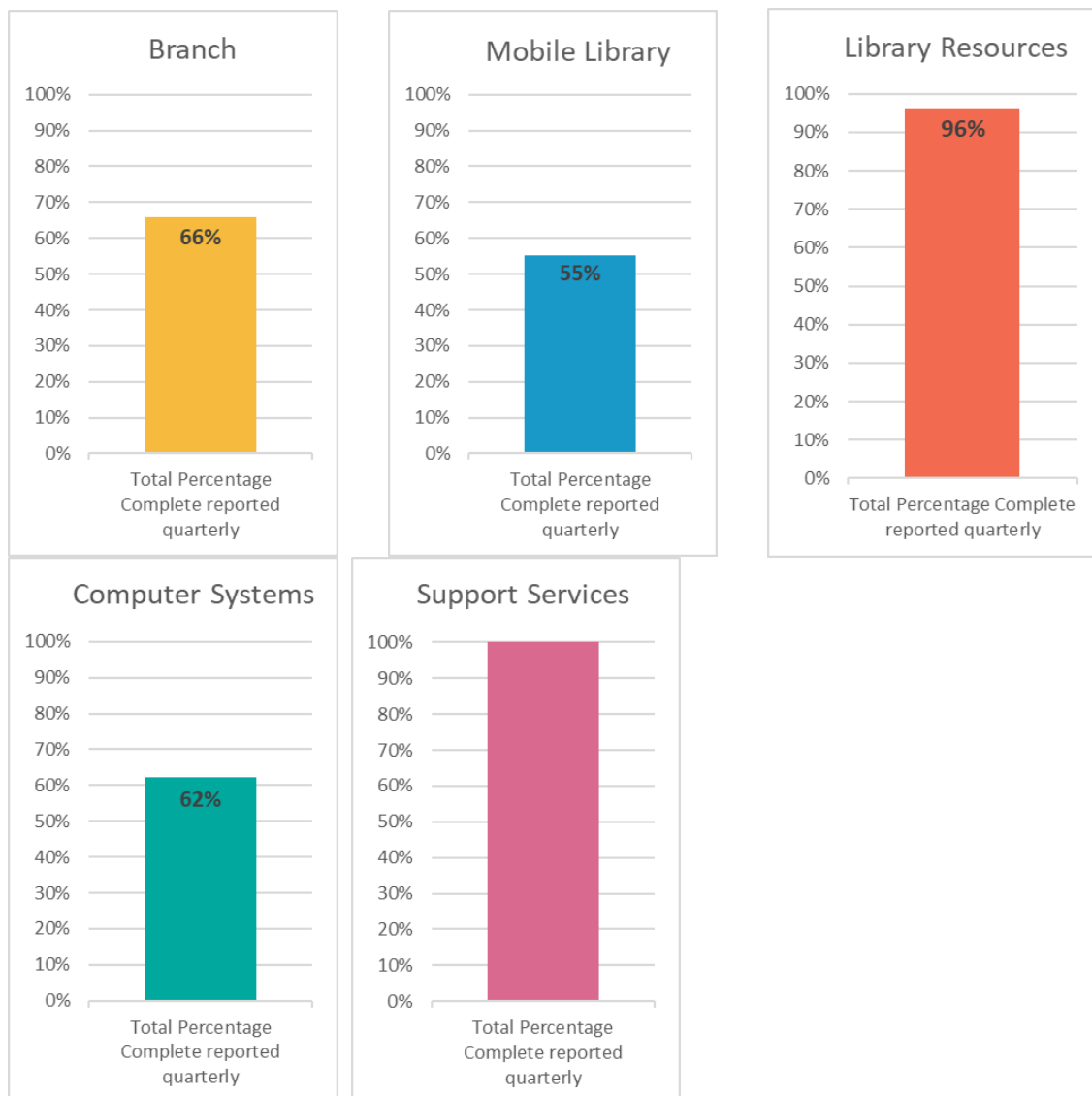
- Collections
- Community Participation
- Learning & Creating
- Spaces
- Library Team
- Sustainability

## 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.

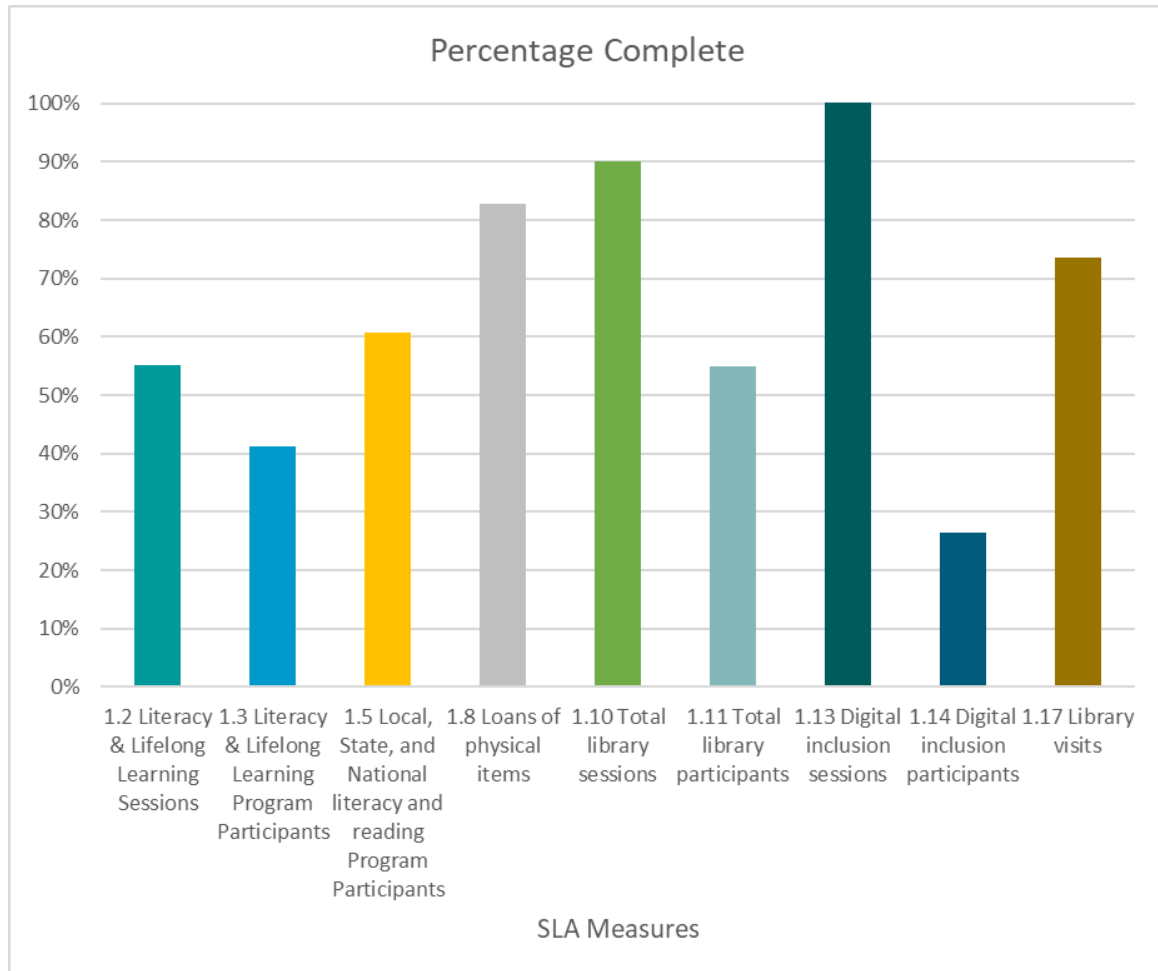




### Detailed Commentary

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 second quarter; therefore, targets can be expected to be around 50% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

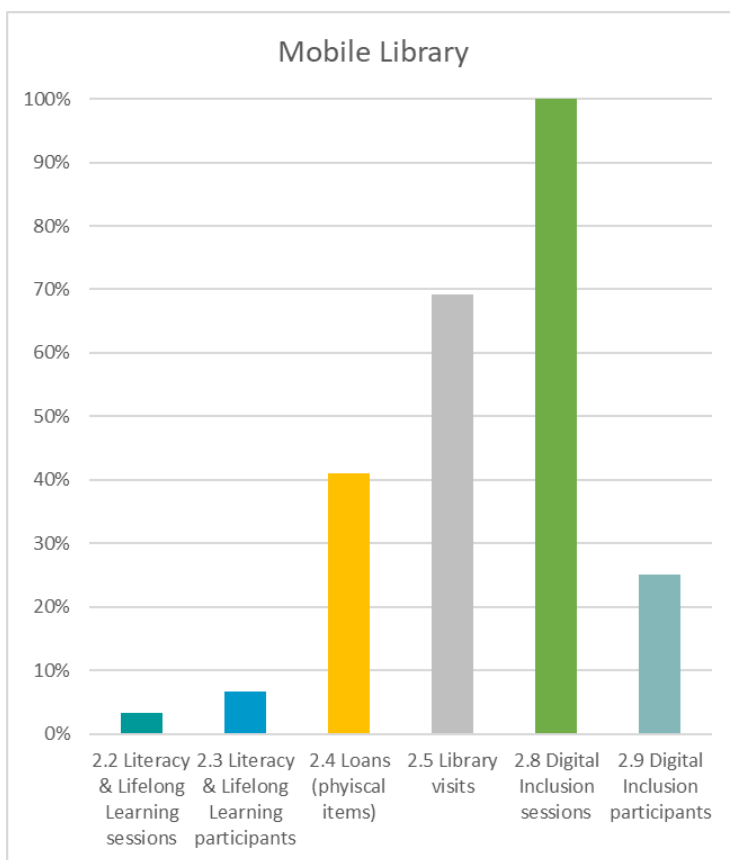
### Branch



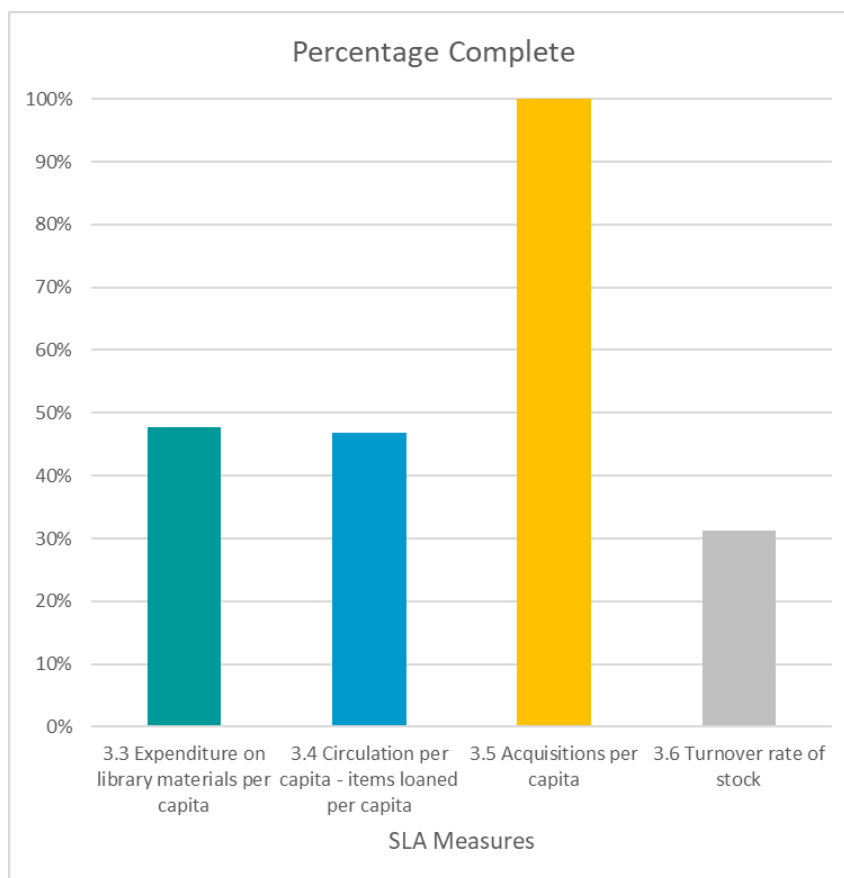
1.3 - Program participants are currently tracking below expected rates and will be reviewed for the coming two quarters.

1.13 - Errors have been made in collecting of statistics with the transition over to Spydus Events for the one-on-one tech lessons.

1.17 - Visitation continues to see growth.

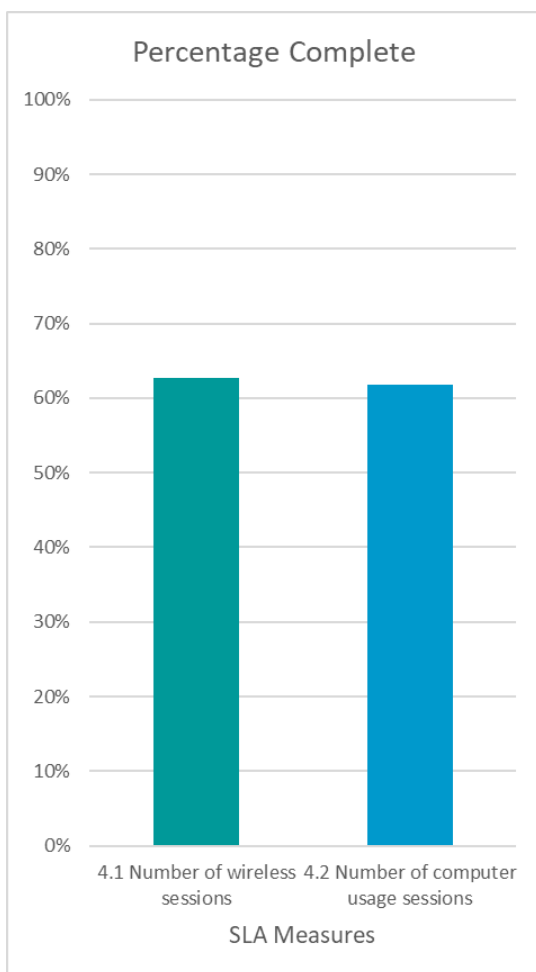
**Mobile Library**

## Library Resources



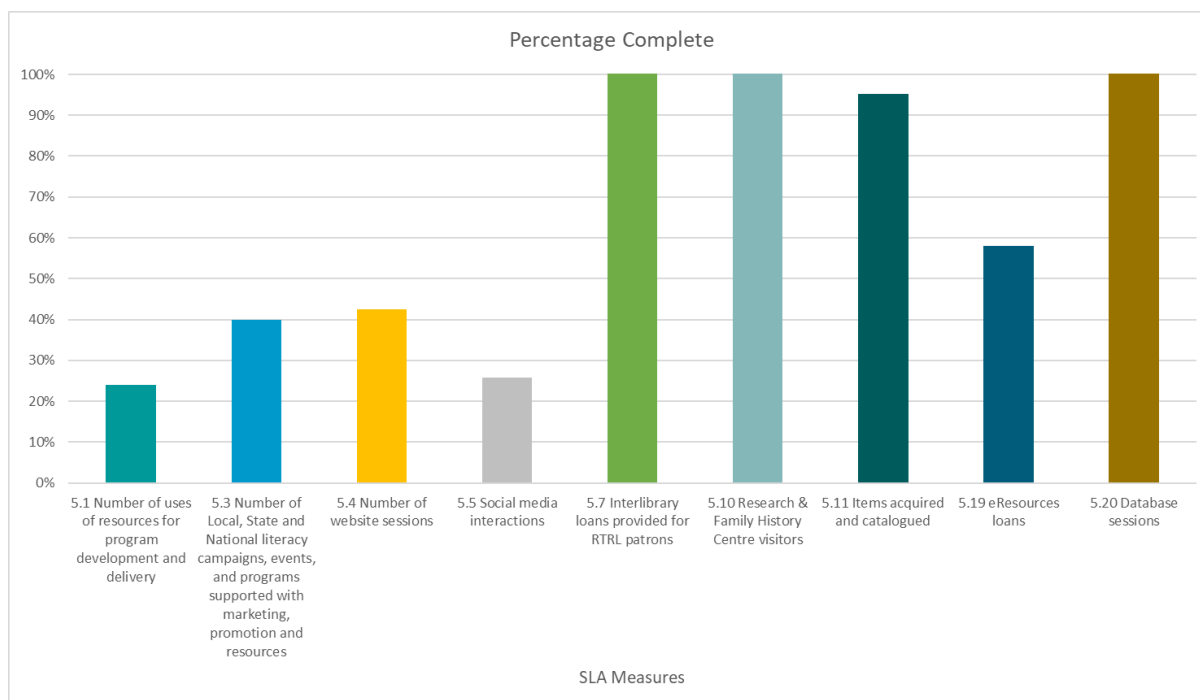
- 3.5 - The re-stock of the Lismore Library's opening occurred this quarter. These items have been held back to await the reopening.
- 3.6 - The collection has been transferred into storage in preparation for the move back to the main library. A stock take and refresh of the collection will occur in February 2025.

### Computer Systems



- Computer system access meeting expectations.

## Support Services



SLA targets are mixed at the end of the 2nd Quarter.

5.1 Progress against this target is lower than expected due in part to disruption caused by the relocation of staff and resources. Further expansion of program support resources will ensure continued use.

5.4 Social media interactions continue to decline as a result of increased face-to-face interactions and lack of resources to fully utilise interaction opportunities.

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10 The number of visitors to the Research and Family History Centre reached the annual target early due to increased accuracy in reporting being achieved through the installation of a Footfall counter. The Centre was temporarily closed to the public at the end of first quarter and the target will be reviewed for the 2025/26 SLA.

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

5.19 Eresource loans have increased by 41% compared to second quarter 2023/24. This is likely a result of targeted collection development and increased promotion.

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

## Part 2: Additional Commentary

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

## Collections

Updated collections across most sections:

- New junior fiction, including missing titles from popular series and replacements for worn items, in preparation for the Premier Reading Challenge, Summer Reading Challenge and library relocation.
- New non-fiction and graphic novel titles acquired.
- New puzzles purchased from local supplier.
- Selection of new picture and board books for end-of-year borrowing (targeting Baby Time and Toddler Time patrons).
- Large selection of titles from Book Grocer which accepted donations after the 2022 flood for the new library. These donated funds will go to restoring more of the library's junior fiction.
- Lismore Area is aligning with the NSW Board of Education reintroduction of phonics in early readers. The library has increased its collections to support early readers.
- Most of the reopening collection arrived from book supplier in anticipation of the Lismore Library opening in February.

## Community Participation

- Staff visited Nimbin Central School to present online resources and SL Database information session. This is an ongoing partnership with Nimbin Central to support remote high school students.
- Staff visited Nimbin Preschool for a Story Time outreach session. Connecting with young parents in the village.
- Goonellabah and Lismore hosted "Grand friends Day" events with morning tea and photo booth. This program was supported by the Department of Communities and Justice funding.
- RTRL's annual Summer Reading Challenge commenced in December.
- Goonellabah Library hosted a successful "in conversation" event with renowned Australian author Chris Hammer, attracting significant audience interest.
- Goonellabah Library hosted Steven Wyatt who presented his book "Rainforest Warriors – the fight for Terania Creek," accompanied by a screening of the documentary "Give trees a chance."
- Goonellabah Library shared a special screening of the Stan documentary "Killjoy", featuring a Q&A with the film's producer and participants.
- Lismore Library supported the Poetry group, Social Circle and Book Clubs to celebrate their end of year achievements.
- Lismore Area hosted an end of year event for active volunteers to acknowledge their contribution to the library this year.

## Learning & Creating

- Lismore and Goonellabah celebrated "Grandfriends Day" with live music by "Black Train," face painting, storytelling, and crafts, engaging both children and residents from Caroon Aged Care Home.
- October school holiday activities, themed around "sustainability," were well-attended. Highlights included a Northeast Waste workshop on home composting and waste reduction, and an activity creating worm hotels.
- The Storyboard writing masterclasses for primary and secondary students finished with their anthology novel. All students participating in the program contributed to a printed book to celebrate their achievement, and to share their writing with the Lismore community.

- Lismore Children's Library maintained after school activities, ranging from papercraft to Lego time.

### Library Team

- The team continued professional development with Phished Academy and Homeless Training.
- A forward planning meeting was conducted for Goonellabah staff to review the upcoming quarter and discuss planning strategies.
- One team member attended the ALIA Queensland mini conference.
- One team member attended the online seminar NSLA: Libraires supporting media and information literacy for young people.
- One team member attended the annual library SWITCH conference at Coffs Harbour. The focus of this year's conference was on Artificial Intelligence and how libraries can support their communities with this changing technological landscape.
- The Lismore team were awarded a recognition award at the RTRL staff awards 2024 for the work the team has done throughout 2024 to maintain a service to its community through temporary spaces.
- The team exited the year by accessing the main Lismore Library. The team experienced a tour of the site and celebrated the milestone.
- RTRL trainees delivered the final programs as part of their TAFE qualifications (Sophie: Story Time session for ages 3-5, Aiden: Learn to Play D&D for ages 10-16);

### Sustainability

- Lismore Area focused on regular promotion of the RTRL app and supporting the education of members interacting via QR codes to reduce the need for promotional materials. The vast majority of Lismore Area events are now on Spydus Events, and information is available online for users to access.

### Spaces

- The Lismore Library Meeting Room has steadily grown in use over this quarter, with an increasing number of community-initiated groups. Our next phase will be supporting these groups to transfer over the main library in 2025.
- Goonellabah Library adjusted the library space to accommodate Lismore Area's housebound service after the Support Services building was closed.

### Mobile Library

The Mobile Library continue to make significant progress this quarter in enhancing our connection with the community and broadening our services. We have continued our visits to preschools to promote library services and foster early literacy. These interactions are essential in raising awareness of the resources available to young children and their families.

In October, we participated in the Lismore Show, where many attendees expressed surprise upon discovering that the RTRL operates a Mobile Library, serving smaller rural communities. This event provided an excellent opportunity for us to engage with a wider audience and increase awareness of our offerings.

Our partnership with the Red Cross remains robust, as we continue to provide emergency preparedness sessions to vulnerable communities, primarily in Nimbin. These sessions are crucial in equipping individuals and families with the necessary tools and knowledge to prepare for potential emergencies.

We have also developing a connection with "Rekindling the Spirit," an initiative focused on improving Indigenous health. Our involvement in this project reflects our ongoing commitment to community wellness and enhancing Indigenous health outcomes.

Additionally, we are currently refreshing our Mobile Library book collection to ensure that our resources remain relevant and appealing. This update will enable us to provide popular, in demand titles that address the diverse needs of our community.

Finally, we are pleased to announce the return of our Mobile Library stop at Empire Vale School. This is an important step in re establishing services to local schools, ensuring that even more students can access our valuable library resources.

Looking ahead, we remain dedicated to expanding our outreach and continuing to offer valuable library services to our communities.

### Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, remained closed throughout second quarter after significant water damage occurred last August. The temporary relocation of staff, while logistically challenging, has provided opportunities for knowledge sharing and developing stronger working relationships with branch-based staff.

Recruitment was undertaken for the Systems and Resources Librarian in October, with the successful candidate being Taryn Kelly. Acquisitions Technician, Tammy Doherty returned from maternity leave in October, whilst a position review commenced for the Systems Officer role and is expected to be completed next quarter.

Work commenced on several new projects for the Systems and Resources team throughout the quarter, including a review of cataloguing procedures, development of a new quarterly reporting dashboard, development of an RTRL Service Desk for staff support, the trial of a new collection of Read-Along books, collection maintenance and rotation schedule for the Mobile Library, information gathering for the planned implementation of a new interlibrary loan system, and improving library member access to the Story Box Library online collection.

Our two Support Services trainees concluded their traineeships in December. These traineeships were funded by the Lismore City Council LEAP program and provided valuable extra resources for RTRL as well as supporting two young people in our community to gain skills, experience, and a qualification.

The Community Engagement (CE) Team collaborated with branch staff to develop the Summer Reading Challenge Program, creating resources to enhance program delivery. This initiative encourages young people to maintain and build literacy skills during the summer, a period when regression often occurs. Weekly book draws at each branch and a major prize of a Samsung Galaxy tablet promote participation and highlight online collections.

All programs and events are now promoted through the online Events module in the Library Management System Spydus, enabling online bookings that enhance community access and convenience. The module also improves program management and reporting, with ongoing refinements to address initial issues.

This quarter, the Systems & Resources Librarian and Communications & Engagement Support Librarian attended the SWITCH conference in Coffs Harbour, gaining new skills, networking, and reviewing products from suppliers. The Communications & Engagement Support Librarian also participated in a storytelling workshop to learn impactful ways to convey library services, aligning with the International Federation of Library Associations and Institutions' goal of showcasing libraries' contributions to the Sustainable Development Goals.





Richmond Tweed Regional Library  
Connect. Discover. Escape.

**Richmond Tweed Regional Library**  
**Tweed Area**  
**Quarterly Service Level Agreement**  
**Progress Report**  
**2nd Quarter**  
**October to December 2024**



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

## Tweed Area

**Quarter:** 2nd Quarter | October to December 2024

**Prepared by:** 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.

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:

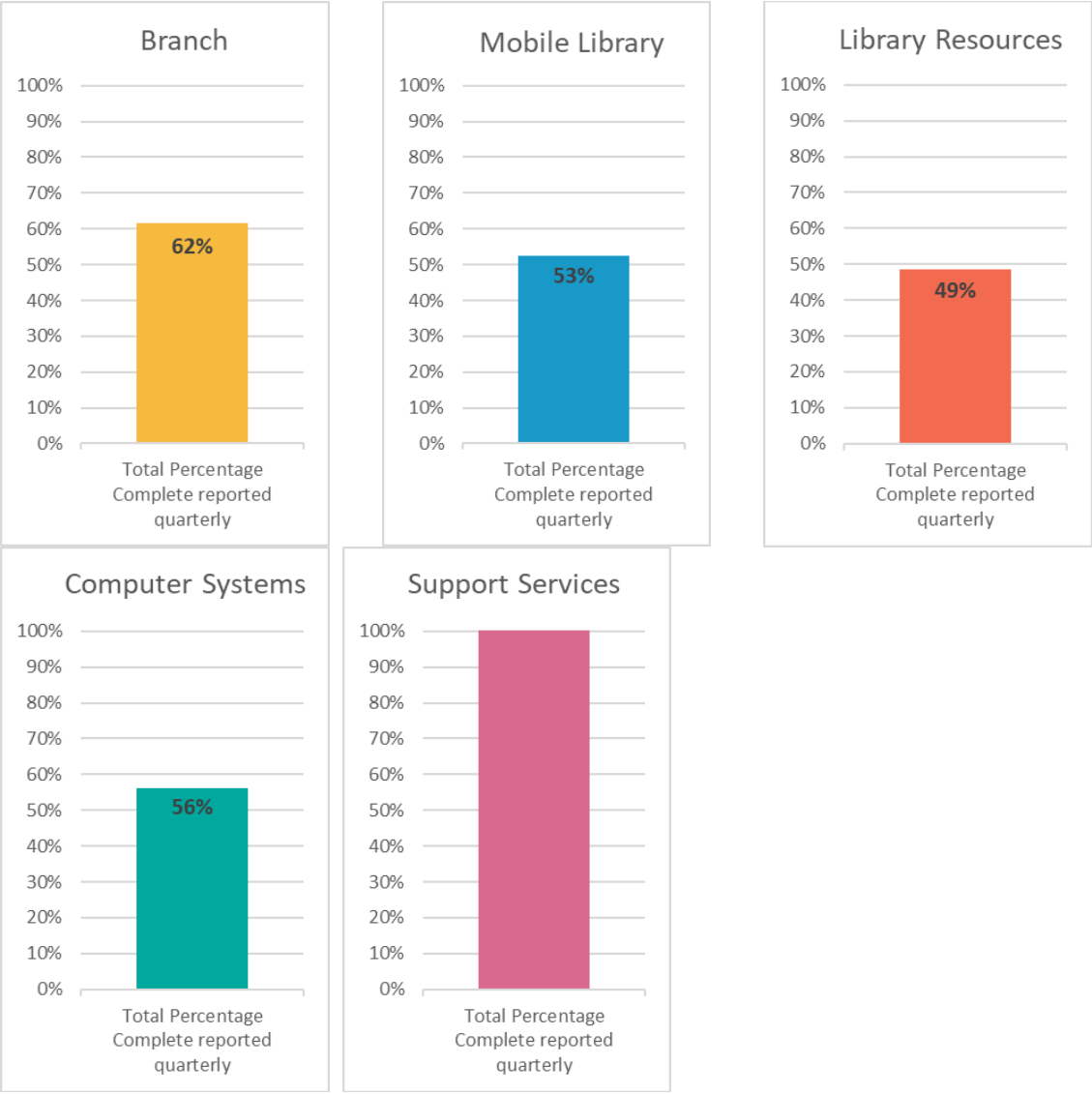
**Richmond Tweed Regional Library**  
SLA Quarterly Report | Tweed - 2nd Quarter 2024-25

2

## Service Level Agreement Target Performance

### Target Performance Dashboard

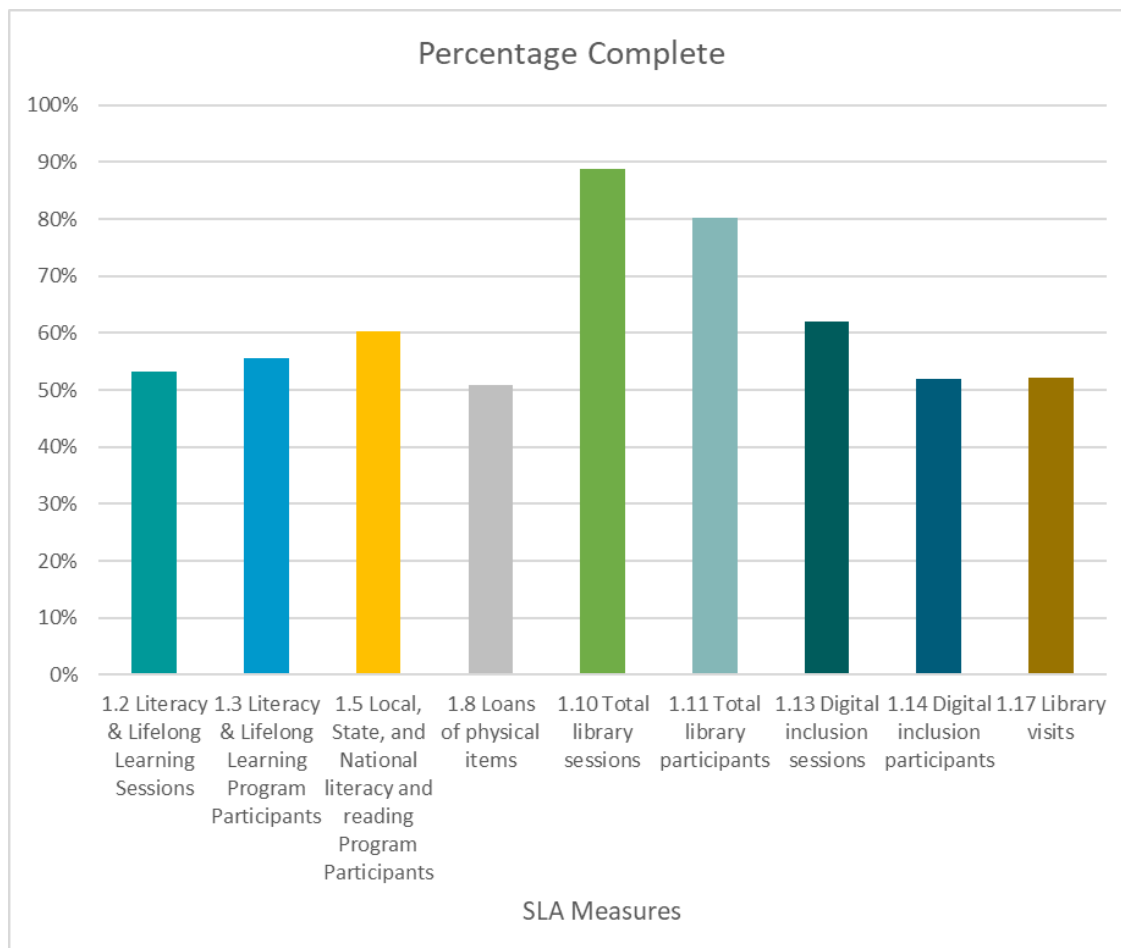
The following dashboard graphs provide a snapshot of overall progress toward targets for the whole year. Detailed breakdowns and commentary for each graph is provided in the following pages in the Detailed Commentary section.



## 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 second quarter; therefore, targets can be expected to be around 50% of the total annual target. Any large positive or negative variations will be highlighted and discussed.

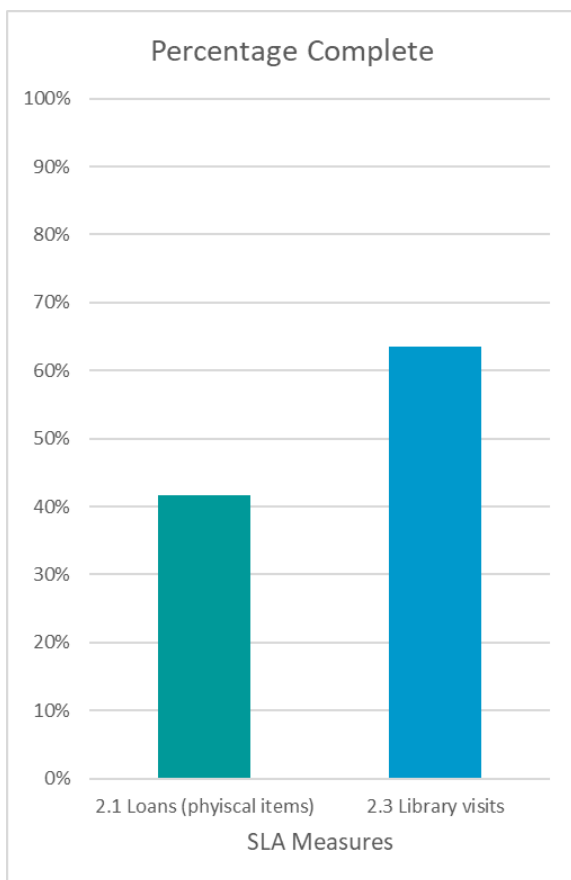
## Branch



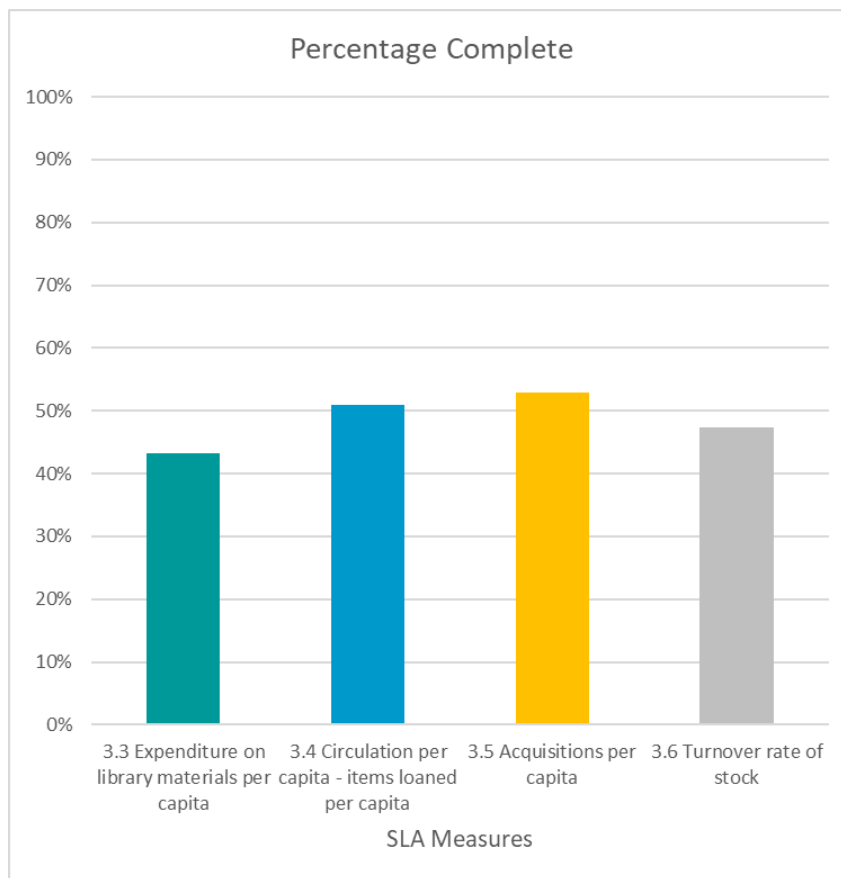
SLA targets are tracking all measures meeting or exceeding target expectations at the end of the second quarter.

1.10 & 1.11 Total library sessions and participation are exceeding targets this quarter, due in large to the quarter containing 2 school holiday periods and excellent attendance to author art exhibition events and the Tweed Heads and Murwillumbah libraries.

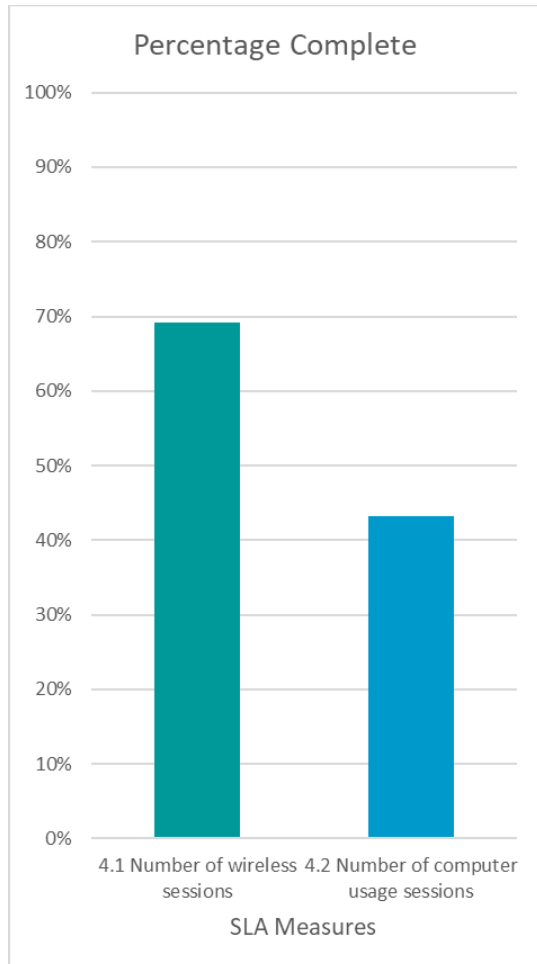
1.13 & 1.14 Digital inclusion sessions and participation corrected this quarter, aligning with the targets due to the increased offerings of "Be Connected: building digital skills" sessions at the Murwillumbah and Kingscliff Libraries.

**Mobile Library**

### Library Resources



### Computer Systems

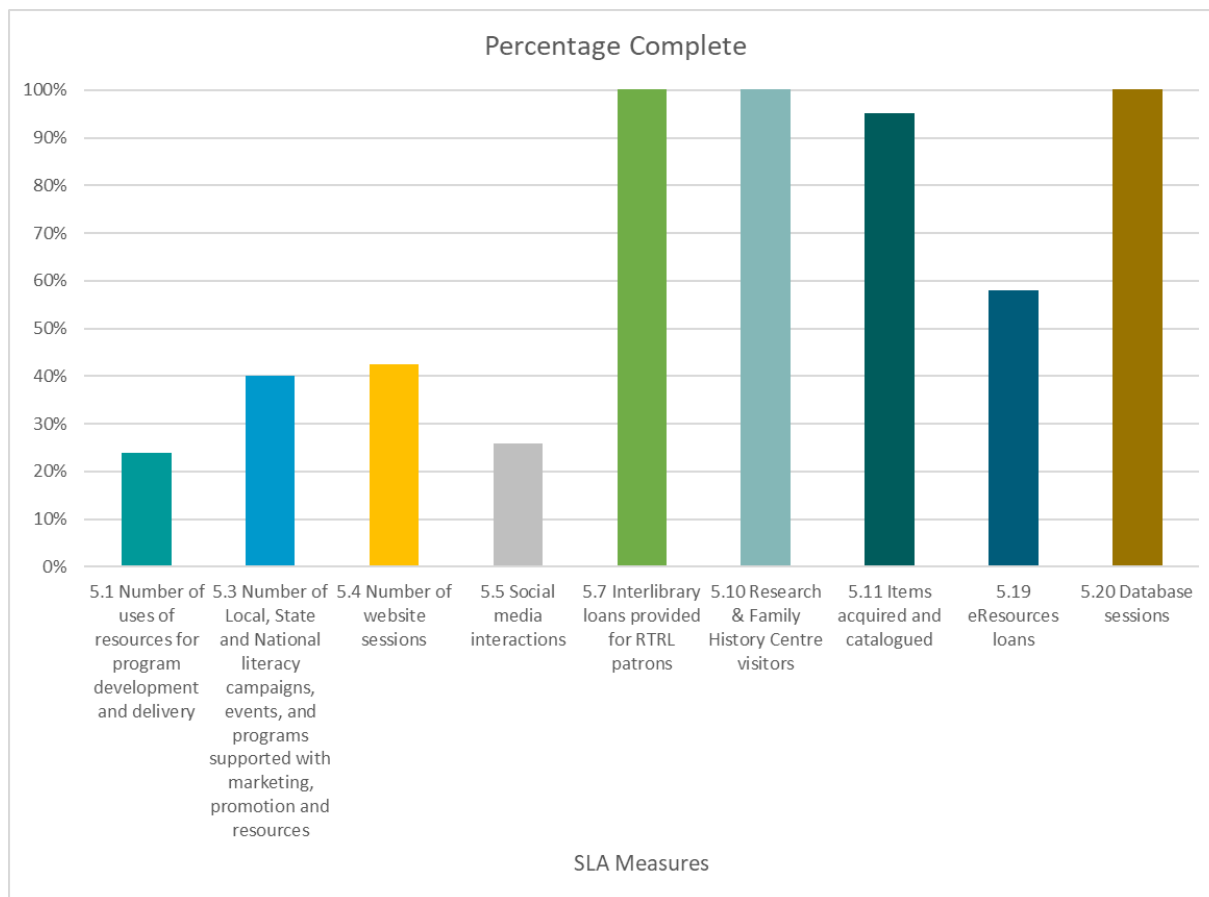


4.1 Number of wireless sessions continues to exceed targets at the end of the second quarter.

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



## Support Services



SLA targets are mixed at the end of the 2nd Quarter.

5.1 Progress against this target is lower than expected due in part to disruption caused by the relocation of staff and resources. Further expansion of program support resources will ensure continued use.

5.4 Social media interactions continue to decline as a result of increased face-to-face interactions and lack of resources to fully utilise interaction opportunities.

5.7 The number of Inter-library loans provided is exceeding target as demand continues to increase. This target will be reviewed for the 2025/26 SLA.

5.10 The number of visitors to the Research and Family History Centre reached the annual target early due to increased accuracy in reporting being achieved through the installation of a Footfall counter. The Centre was temporarily closed to the public at the end of first quarter and the target will be reviewed for the 2025/26 SLA.

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

5.19 Eresource loans have increased by 41% compared to second quarter 2023/24. This is likely a result of targeted collection development and increased promotion.

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

## Part 2: Additional Commentary

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

### Collections

- Tweed Heads library reviewed its print newspaper subscriptions, ceasing the subscription to the Australian Financial Review and instead adding The Australian newspaper at the end of October. This change was based on customer feedback and has been well received.
- A Travel guide standing order was set up for three Tweed Area libraries to replenish and update collection following pandemic travel restrictions.
- The trial of the Kingscliff Library Read-a-long collection has received positive feedback from customers, with a consistent high rate of item checkouts – approximately 119 loans between October and December. The trial will conclude on 31 January 2025 and a report will be prepared and shared with the Management Team in Quarter 3.
- All Tweed Area libraries commenced receipt of direct deliveries for new print items from library supplier James Bennett.
- The quarterly review of Standing Orders began this quarter, previously undertaken annually. The Tweed Area libraries reviewed all Junior and Adult fiction standing author lists as part of the new process. The increased frequency of review allows for a faster and more dynamic response to ensure purchasing reflects borrowing trends and requests.

### Community Participation

- Tweed Area staff began posting all events on the *What's On Tweed* website for additional promotional exposure. 13 event posts were created this quarter.
- Murwillumbah Library's Refurbishment Completion Celebration event was held in December to mark the finalization of the Public Library Infrastructure Grant - RTRL Murwillumbah Library - Conquering Covid - Library Comeback: Refresh, Revitalise, Renew, Restart 2021/22 grant provided by State Library NSW. Special guests included Member for Lismore Janelle Saffin and Tweed Shire Mayor Chris Cherry both attending and speaking on the day. Other events held during the celebrations included a Story Time with local author and RTRL staff member Kirsten Ealand, a Plant a Seed Station to highlight the improvements made to the outdoor courtyard, Gardening in the Tweed talk with Julia Hancock also highlighted the Seed Library collection and concluded with a morning tea, to a total of 56 participants.
- 11 Be Connected Building Digital Skill, tech help sessions were offered at Kingscliff and Murwillumbah libraries this quarter, provided with grant funding received from the Good Things Foundation Australia.
- Across the Tweed Area locations there were 37 Baby Time sessions with 848 attendees and 29 Story Times programs with 236 attendees, including a NSW Grandparents Day story time and morning at Kingscliff library provided with a grant received from the NSW Department of Communities and Justice.
- 11 Discovery Times sessions with 66 participants were held at Tweed Heads this quarter. The reduced number of sessions reflects the end of the 2024 school year and a switch 2 Christmas Craft sessions with 28 participants in the lead up to the holiday break.
- Tweed Heads hosted 18 Chair yoga sessions with 345 participants and 8 Namaste Yoga sessions and 56 participants. The Chess Club held 11 sessions and 128 participants, Crafty

Mondays 9 sessions with 115 participants and Canasta group held 11 sessions with 44 total participants.

- Kingscliff Library held 9 Crafternoon sessions with 38 participants, hosted 7 Story Dogs sessions with 23 participants with Story Dogs team Annette and her dog Ruby. 3 Book Club meetings were attended by 11 participants with a continues focus on promotion to boost attendance numbers each month.
- Murwillumbah Library held 3 Book Club sessions with 26 participants. Due to a steep decline in participants both the adult and junior Chess Club sessions were cancelled this quarter.
- A special Christmas Story Time and Songs session with Chris Harvey and the RTRL Christmas elf was held at each Tweed Area library. There was a total of 62 participants across the 3 sessions.
- Tweed staff member attended The Dementia Café outreach event at Club Banora in October. Presenting to 28 participates and highlighting the services the library can provide including Home Library deliveries, eresources and dementia friendly collection recources.
- Home Library Service was provided by each of the Tweed Area Libraries on 3 dates each this quarter. With total deliveries made equating to 126 individual and 3 institutional members.
- Murwillumbah library staff visited Joey's Pouch Preschool for an Outreach story time session to 20 children.
- Bossy Boots preschool brought 10 children to visit Kingscliff library for a story time program. Future fortnightly visits are planned to join the regularly scheduled Story Time program at Kingscliff next quarter.
- Collection Displays across the 3 Tweed Area Libraries included: A Villain's perspective, Books they tried to ban, Stella Prize Winners, Christmas/Holiday/Summer Reads, Aus Music Month, Remembrance Day, Fairytale Retellings, Spring Reads, Historical Reads and Classics.
- Community Displays for this quarter included Tweed Shire Council *Have your Say: Clarrie Hall Dam Environmental Impact Statement*, at all 3 Tweed Libraries and the Tweed Friends of the Pound holiday appeal at the Murwillumbah Library.
- Summer Reading Challenge launched across all RTRL branches in December and will run until the end of the school holidays in January. Participants register online via the website and log the books they read over the summer holidays. Each reading log gives the participant and entry into the weekly book prize draw for their home library as well as the major prize draw of a Samsung Tablet for each Area. Total participation will be reported in the next quarter.

### Learning & Creating

- "Crystallised Wisdom" art exhibition launched at Murwillumbah Library in November, with 60 participants attending. In partnership with Heather McClelland (2024 Tweed Senior Ambassador) the exhibition showcased works by local artists aged 60 years and over and was on display in the library throughout November and December.
- Children's Book Week – *Reading is Magic*. Due to inclement weather the children's author talk with Melaina Furanda was rescheduled by Murwillumbah Library to November. The session was attended by Year 4, 5 and 6 students from 3 local schools, totaling 150 participants.
- Tweed Heads Inclusive Storytime session, part of the Tweed Shire Council's All Abilities Event Series delighted attendees with guest presenters Paralympian David "DJ" Johnson and Gemma Hayes from Social Futures alongside RTRL staff.
- Recycling Storytimes in partnership with Tweed Shire Council and North East Waste for Recycling week at Murwillumbah (15 participants) and Kingscliff (8 participants), involving books, songs and a "Use the right bin" sorting game.
- Author events this quarter included:
  - Chris Hammer at Tweed Heads Library – 132 participants.
  - Benjamin Stevenson at Tweed Heads Library – 55 participants.

- “Like a Gannet” by Kirsten Ealand picture book launch at Murwillumbah Library – 65 participants.
- October School Holiday Activities:
  - Tweed Heads Library
    - Night Lights story time – 16 participants
    - Jewellery Making workshop with Beyond Byron Beads – 10 participants
    - Superhero story time – 15 participants
  - Kingscliff Library
    - Jewellery Making workshop with Beyond Byron Beads – 8 participants
    - Bop it Tots toddler session – 30 participants
    - LEGO Play – 4 sessions, 32 participants
    - Story Time in the Park (moved back to library due to flooding event) – 10 participants
    - Stargazer Scavenger Hunt – 12 sessions, 57 participants
    - Friendship Bracelets craft workshop – 11 participants
  - Murwillumbah Library
    - Jewellery Making workshop with Beyond Byron Beads – 10 participants
    - Beeswax Wraps workshop with TSC and NE Waste – 30 participants
    - Dinosaur Story time – 30 participants
    - Wizard Party – 9 participants
    - LEGO free play – 4 sessions, 86 participants
    - Board Games – 4 sessions, 47 participants
    - Insect Story time – 4 participants

### Library Team

- Recruitment for 2 part-time staff completed. Amy Berger was successful in her application for the 28hr/week position base primarily at Murwillumbah Library and Lauren Tearle successfully secured the 16.5hr/week position across the Tweed Area libraries.
- The Kingscliff Library fortnightly hosting of Kingscliff High School work experience student concluded in November. The placement was organised in conjunction with the school's Special Education teachers. We are hoping to support future work experience opportunities with this unit in 2025.
- Kingscliff Library Branch Technician won the RTRL Innovation and Creativity award for their contribution to the Read-a-long trial project. 5 Tweed Area staff were nominated by their colleagues for various Awards categories.
- A 2-week TAFE Student placement hosted at the Murwillumbah and Tweed Heads libraries.
- Duke of Edinburgh volunteer at Tweed Heads for 3.5 hours each Saturday from 26 October to 23 November 2024.
- Ongoing De-escalation and homelessness training and Phished Academy cybersecurity modules completed for all staff.
- The Kingscliff Branch Technician joined the RTRL Banking Review Working Group. Meeting monthly to review the RTRL banking procedures and processes under the guidance of Executive Officer Lisa Dumaine.
- 1 staff member completed First Aid & CPR training.
- 1 staff member completed Fire Warden, Chief Warden and Fire Extinguisher training.
- 2 Tweed Area staff completed Inclusion and Cultural Diversity Training provided by State Library NSW.
- All required Tweed Area staff completed Code of Conduct Annual Refresher training.
- RTRL management team and LCC WHS staff visited each Tweed Area library in October for a National Safety month's SafeTea morning tea.

- Forward planning meetings attended by staff at each of the 3 Tweed Libraries in November to plan for 3<sup>rd</sup> quarter events and programming.

### Sustainability

- 72 donated items catalogued to be included in the collection at Tweed Heads.
- In-house branch book sales continue at Tweed Heads and Murwillumbah libraries.
- Kingscliff Library was the recipient of a \$500 grant from NSW Department of Communities and Justice for their Grandparents Day story time and morning tea.
- LBW Trust Backyard Cricket \$750 Grant received by Murwillumbah Library was used to host 4 Bop It Tot baby and toddler sessions with a total of 190 participants.
- The Seed library had 3001 issues this quarter and was highlighted in the *Plant a Seed station* and *Gardening in the Tweed* author talk during the Murwillumbah Library Refurbishment Completion Celebrations.
- 2 boxes of 1,2,3 Read with Me books donated to be distributed to attendees at the Kunghur Hall Family event along with RTRL membership and Library promotional booklets.
- Be Connected Building Digital Skill sessions concluded the remaining 2 grants from the Good Things Foundation Australia for the Tweed Area.

### Spaces

- Murwillumbah Library
  - closed Saturday 12 October due to a scheduled all day power shutdown of the Civic Centre building. As a result, the after-hours returns chute was unavailable for customer use from 5pm Friday 11 October to 8:30am Monday 14 October.
  - Installation of additional Art hanging rails
  - Installation of gardening planters and pots with seeds, seedlings and donated plants in the outdoor courtyard.
  - Creative Writers use of Quiet Room – 10 sessions, 152 participants.
- Kingscliff Library
  - New lighting installed above the Large Print collection, with the brighter lights increasing visibility of the shelved items in this area. Prompted by customer feedback the changes allow for more accessibility to the collection for vision impaired patrons.
  - Meeting pod use totaled 128 bookings this quarter. Bookings are for a maximum use of up to 2 hours per day for individuals or small groups.
  - Spydus Live outage was experience for a period of 6 days across all staff PCs and self-loans stations. Following the restoration of Spydus to the staff PCs the outage of Self Loan station was offline for 4 weeks.
- Tweed Heads Library moved one bay of shelving from the DVD section and was added to the Biographies and Health sections of the Adult Non-Fiction collection. This change allows increased walkways access to the study desks along the right wall and reduces crowding/increases the capacity of 2 popular sections for the non-fiction collection.
- Health and Safety Representative (HSR) Inspections completed at all three Tweed Area Libraries in December 2024.

### Mobile Library

The Mobile Library continue to make significant progress this quarter in enhancing our connection with the community and broadening our services. We have continued our visits to preschools to promote library services and foster early literacy. These interactions are essential in raising awareness of the resources available to young children and their families.

In October, we participated in the Lismore Show, where many attendees expressed surprise upon discovering that the RTRL operates a Mobile Library, serving smaller rural communities. This event provided an excellent opportunity for us to engage with a wider audience and increase awareness of our offerings.

Our partnership with the Red Cross remains robust, as we continue to provide emergency preparedness sessions to vulnerable communities, primarily in Nimbin. These sessions are crucial in equipping individuals and families with the necessary tools and knowledge to prepare for potential emergencies.

We have also developed a connection with "Rekindling the Spirit," an initiative focused on improving Indigenous health. Our involvement in this project reflects our ongoing commitment to community wellness and enhancing Indigenous health outcomes.

Additionally, we are currently refreshing our Mobile Library book collection to ensure that our resources remain relevant and appealing. This update will enable us to provide popular, in demand titles that address the diverse needs of our community.

Finally, we are pleased to announce the return of our Mobile Library stop at Empire Vale School. This is an important step in re-establishing services to local schools, ensuring that even more students can access our valuable library resources.

Looking ahead, we remain dedicated to expanding our outreach and continuing to offer valuable library services to our communities.

### Support Services

The Support Services building located at 6 Centenary Drive, Goonellabah, remained closed throughout second quarter after significant water damage occurred last August. The temporary relocation of staff, while logistically challenging, has provided opportunities for knowledge sharing and developing stronger working relationships with branch-based staff.

Recruitment was undertaken for the Systems and Resources Librarian in October, with the successful candidate being Taryn Kelly. Acquisitions Technician, Tammy Doherty returned from maternity leave in October, whilst a position review commenced for the Systems Officer role and is expected to be completed next quarter.

Work commenced on several new projects for the Systems and Resources team throughout the quarter, including a review of cataloguing procedures, development of a new quarterly reporting dashboard, development of an RTRL Service Desk for staff support, the trial of a new collection of Read-Along books, collection maintenance and rotation schedule for the Mobile Library, information gathering for the planned implementation of a new interlibrary loan system, and improving library member access to the Story Box Library online collection.

Our two Support Services trainees concluded their traineeships in December. These traineeships were funded by the Lismore City Council LEAP program and provided valuable extra resources for RTRL as well as supporting two young people in our community to gain skills, experience, and a qualification.

The Community Engagement (CE) Team collaborated with branch staff to develop the Summer Reading Challenge Program, creating resources to enhance program delivery. This initiative encourages young people to maintain and build literacy skills during the summer, a period when regression often occurs. Weekly book draws at each branch and a major prize of a Samsung Galaxy tablet promote participation and highlight online collections.

All programs and events are now promoted through the online Events module in the Library Management System Spydus, enabling online bookings that enhance community access and convenience. The module also improves program management and reporting, with ongoing refinements to address initial issues.

This quarter, the Systems & Resources Librarian and Communications & Engagement Support Librarian attended the SWITCH conference in Coffs Harbour, gaining new skills, networking, and reviewing products from suppliers. The Communications & Engagement Support Librarian also participated in a storytelling workshop to learn impactful ways to convey library services, aligning with the International Federation of Library Associations and Institutions' goal of showcasing libraries' contributions to the Sustainable Development Goals.



Projects completed since Sept 2024		Benefits achieved
<b>RTRL Grants Procedure:</b> End-to-end procedure for RTRL & Finance team members to follow. Guides all relevant parties through the required steps from applying for a grant to acquittal.		<ul style="list-style-type: none"> <li>• <b>Reduced risk.</b> Greater structure &amp; governance</li> <li>• <b>Enhanced collaboration</b> &amp; efficiency across business areas</li> <li>• <b>Process optimization:</b> Increase in grant success rates/scope forward</li> <li>• <b>Enhanced access</b> &amp; service offering for the Community</li> </ul>
<b>RTRL Postage Service Review :</b> Review of RTRL support services general postage/mail delivery costs, Australia Post service & business needs, with a view to streamlining & reducing overall costs.		<ul style="list-style-type: none"> <li>• <b>Cost reduction</b> of \$450.00 annually</li> <li>• <b>Streamlined process</b></li> <li>• <b>Enhanced efficiency</b></li> </ul>
<b>Performance Management - Employee Development Review (EDR):</b> Creation of next level performance management activity & operating rhythm, that supports & encourages role & business unit success, together with personal & professional development.		<ul style="list-style-type: none"> <li>• <b>Strategic &amp; Core Activity Statement alignment</b></li> <li>• <b>Enhanced training &amp; development</b> = increased service quality</li> <li>• <b>Increased employee satisfaction</b>, morale &amp; motivation</li> </ul>
<b>Collection Management (Systems &amp; Collections):</b> Tender process undertaken to select a single supplier. Contract with James Bennett established, including direct branch delivery.		<ul style="list-style-type: none"> <li>• <b>Cost saving:</b> Up to 35% discount on purchases. Free freight. Up to 7.5% discount on cataloguing &amp; processing charges</li> <li>• <b>Streamlined process</b> for ordering &amp; dispatch</li> <li>• <b>Improved collection access &amp; offering for the Community</b></li> </ul>
<b>RTRL Rewards Program:</b> Employee recognition program established, demonstrating appreciation for employees and their contributions to the success of RTRL, positive impact to the community and living our values.		<ul style="list-style-type: none"> <li>• <b>Increased employee satisfaction</b>, morale &amp; motivation</li> <li>• <b>Strategic alignment</b></li> <li>• <b>Vision alignment</b></li> </ul>
<b>Finance Workflows &amp; Delegations:</b> Alignment & updating of a range of financial workflow & delegations by role.		<ul style="list-style-type: none"> <li>• <b>Increased efficiency</b> &amp; workflow</li> <li>• <b>Improved customer and staff experience</b></li> </ul>
<b>Operating rhythm:</b> Creation of tool promoting visibility of RTRL key actions & deliverables for Leaders throughout the year, such as EDR, 1/4ly planning, Reporting, Budget & Grants.		<ul style="list-style-type: none"> <li>• <b>Enhanced efficiency</b>, consistency &amp; workflow</li> <li>• <b>Strategic &amp; Vision alignment</b></li> </ul>
Projects nearing completion		
<ul style="list-style-type: none"> <li>• Lismore Library restoration &amp; reopening</li> <li>• Mobile Library collection refresh</li> </ul>	<ul style="list-style-type: none"> <li>• Annual report &amp; budget planning</li> <li>• Branch profile system reporting</li> </ul>	<ul style="list-style-type: none"> <li>• RTRL systems review</li> <li>• Policy &amp; procedure gap analysis</li> </ul>

## Reports/Recommendations

<b>Subject</b>	RTRL Support Services Building - Information Workshop
<b>TRIM Record No</b>	BP25/50:EF09/74-7
<b>Prepared by</b>	Acting Business Manager - RTRL
<b>Item Number</b>	5.4

---

### 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:

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

A detailed briefing was conducted on Tuesday, 21 January 2025 at Lismore City Council Chambers, where a presentation took place lead by the RTRL Executive Officer regarding the various available options of the Support Services Building and Sale of Vacant Land. During this session, the committee members raised a series of questions, which were addressed. The primary purpose of this briefing was to provide the committee members with the necessary information and context to enable them to make well informed decision ahead of the upcoming committee meeting scheduled for 14 May 2025.

Present at the briefing to contribute to the discussions was Cr Simon Chate, Cr Therese Crollick, Cr Harper Dalton-Earls and Cr Kimberly Hone.

### Attachment/s

There are no attachments for this report.



## Reports/Recommendations

Subject	Senior Leadership Group Meeting Minutes
TRIM Record No	BP25/49:EF09/74-7
Prepared by	RTRL Administration Officer
Item Number	5.5

---

### Overview of Report

The Senior Leadership Group (SLG) meeting minutes from the first and second quarter (August to December 2024) are provided to the Committee as information.

Meetings were not held in the month of January 2025.

### Recommendation

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

### Attachment/s

1. [RTRL Senior Leadership Group Confirmed Meeting Minutes 6 August 2024](#)
2. [RTRL Senior Leadership Group Confirmed Meeting Minutes 3 September 2024](#)
3. [RTRL Senior Leadership Group Confirmed Meeting Minutes 1 October 2024](#)
4. [RTRL Senior Leadership Group Confirmed Meeting Minutes 5 November 2024](#)
5. [RTRL Senior Leadership Group Confirmed Meeting Minutes 3 December 2024](#)

## Richmond Tweed Regional Library

Connect. Discover. Escape.

### CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 6 AUGUST 2024 AT 10.00AM

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

## Welcome and Acknowledgement of Country

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

## Present

- 2.0 Sarah (Executive Officer, Lismore) - Online, Craig (Acting Business Manager RTRL), Esmeralda (Director Corporate and Community Services, Byron), Shannon (Manager Inclusive & Creative Communities, Tweed), Shonelle (Administration Officer RTRL, Minute Taker)

## Apologies

- 2.1 Tracy (Manager Communications and Customer Service, Ballina)

## Confirmation of Minutes

- 3.0 Minutes of the previous SLG Meetings held on 4 June 2024 were confirmed.

## Discussion Items

### 4.1 WHS

All

1. Craig brought to the SLG's attentions that there has been an increased number in patron's being banned, this can be contributed to Craig's initiative of zero tolerance on unacceptable behavior, with such incidents leading to a minimum 3-month ban. Four banning notices have been issued in the two months, incidents include urination at the front of the library, patrons being verbally abusive to staff and physically intimidating staff. Craig has instructed staff to call 000 as opposed to their local police station. This approach has also led to an increase in vault reporting, as staff have been instructed to report incidents if in doubt.
2. The Byron Branch undertook Active Threat Training, the feedback from staff was very positive. This led to looking at expanding this training to other library areas. Funding opportunities are being investigated.
3. Investigations are taking place to look at the use of Local Priority Grant funding for RFID returns chutes in branches that do not currently have these in place. These devices minimise risks of unwanted items being places in chutes as they will only open for an item that contains an RFID tag.
4. Shannon spoke about her collaboration with Tweed Heads police which involved round tabling with Police, Rangers and the Open Space Team and talking about issues from both perspectives. From this a joint operation occurred to circuit break issues and build relationships.

5. Moving of Kingscliff desk to create staff safe exit – closed Monday 12<sup>th</sup> for necessary works to be carried out. Lesson learnt to include WHS in library refurbishments, also have all parties together in same room to work through e.g. relevant SLG council representative, IT department & WHS representative.
6. Craig will be starting a working relationship with NSW Police, Ballina Police station and Library Staff.

#### 4.2 CCTV report

**Sarah**

Sarah spoke about her CCTV report which looked at a range of different acts, in essence the member councils are responsible for the CCTV in their own facilities. The guideline is that the need for CCTV is incident related.

Esmeralda said she would be looking into the Byron Area branches and cost and funding available for their branches and looking into risk assessments of use of CCTV in their spaces.

The procedure for requesting CCTV is different for each area council.

##### **ACTION REQUIRED:**

- SLG members to forward through contacts from each council, to get access to CCTV footage if needed.

#### 4.3 Lismore Library refurbishment timeline & Lismore Children's Opening Hours

**Craig**

Children's Library – no longer looking at closing over lunch period.

Lismore Library Refurbishment – During the handover process between the initial clean-up crew and the refurbishment crew there was a miscommunication where a 2<sup>nd</sup> mould assessment was not conducted. This has now taken place and the results have not been favourable. Investigations are now taking place to look at more funding opportunities for the potential scenario of the 2<sup>nd</sup> floor of the Lismore Library being gutted and refurbishment and replacement of that collection needed.

The fit-out process for the 1<sup>st</sup> floor has been expensive but the funds have been managed well and there may be some left for upstairs.

Invitations will be sent out for the re-opening of Lismore Library – at this stage the re-opening will coincide with the opening of the Gallery and The Quad.

##### **ACTION REQUIRED:**

- Invitations to be sent to SLG members for the Re-opening of the refurbished Lismore Library.

#### 4.4 Library Membership Policy for Committee adoption August meeting

**Craig**

Three policies have been rolled into one robust document to cover all aspects. There have been no significant changes overall, just a more concise format.

The Banning Policy is next to be looked at and when ready will be brought to the Committee Meeting to create transparency.

##### **ACTION REQUIRED:**

- Craig and Sarah to finalise the Banning Policy and bring to a Committee Meeting once completed.

#### 4.5 Library & Information Week Community Survey September

**Craig**

RTRL will be pushing the annual Library and Information Week survey to September for a spring push. The usual timeframe conflicted with Monitor rollout.

The purpose of the survey is to understand why people are accessing the library service. Craig would like to look at another survey down the track to look at finer points.

Craig has been looking into needs and requirements that we need to meet. Statutory requirements we need to meet are significant. Identifying needs in local areas as well as the region as a whole and looking at key events and resources for those.

Craig would like to create opportunities for staff at Support Services, looking at the roles and a forward plan. As well as working with the RTRL Management Team to bring them together and forward plan as a team. Craig will be using the funding from the Systems Manager position to fund staffing for specific projects management positions.

Looking at the opportunities of making the most of regional cohesion, how that can work best to our advantage and use it to create efficiencies.

#### 4.6 Mobile Library replacement plan Update

Craig

There have been changes to procurement team, but the aim remains to power through, focusing on the trailer, the prime mover can wait for now. Gold Coast are going through this at the same time, so we aim to learn from them. We have funding available, which includes reserves and grant funding. We are working with the procurement and fleet teams to get it on the road as soon as possible. At this stage the timeline is December/January. The State Library are keen to be involved.

Esmeralda questioned the Suffolk Park stop and its proximity to the new Byron Branch. She suggested that the statistics could be reviewed to determine if another stop location could be more beneficial.

Craig spoke about the ability for the new truck to have footfall counters to gain more data on patrons coming in. This technology can obtain usage data by the hour and syncs to the cloud for live viewing.

##### ACTION REQUIRED:

- Craig to provide the statistics for the Suffolk Park stop.

#### 4.7 2024/25 Service Level Agreements

Craig

A big thank you as the Service Level Agreements have been completed. This is a mammoth effect for all! Craig would like to request that next year these are started earlier in January as opposed to June. This will align better with other council timelines, such as delivery plans.

##### ACTION REQUIRED:

- Discussions to be started in January 2025 around the SLA agreements.

#### 4.8 Outstanding Actions

All

N/A

#### Closure:

This concluded the business and the meeting closed at 11.27am

### Upcoming Meetings:

**SLG:**

Tuesday, 3 September 2024 at 10.00am – online via MS Teams

Tuesday, 1 October 2024 at 10.00am – online via MS Teams

**COMMITTEE:**

Wednesday, 14 August 2024 at 10.00am – in person at Tweed Heads  
Civic Centre, Harvard Room (Wharf Street)

## Richmond Tweed Regional Library

Connect. Discover. Escape.

### MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 3 SEPTEMBER 2024 AT 10.00AM

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

## Welcome and Acknowledgement of Country

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

## Present

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

## Apologies

- 2.1 Nil

## Confirmation of Minutes

- 3.0 Minutes of the previous SLG Meetings held on 6 August 2024 were confirmed.

## Discussion Items

### 4.1 WHS

All

- Craig – Patron banning – a warning has been issued to one patron in Byron area.
- A banning letter will be issued to a patron in Tweed area, an incident occurred, the Ambulance arrived before police which they were uncomfortable with, ambulance staff were going to follow this up. The Tweed Heads library closed at 4pm and staff had a de-brief after the incident and a post incident review has been conducted.
- Support Services building to be covered later.
- Esmeralda – working on quotes to upgrade faulty CCTV in Byron Bay Library.

#### ACTION REQUIRED:

- Nil

**4.2 Weather Event Procedure****Craig**

There is a Weather Event Procedure that RTRL drafted.

Craig requested SLG reps liaise with their internal property services and emergency management teams to investigate if any RTRL library facilities are identified as serving any purpose or being impacted by a co-located facility serving a purpose during an emergency. Craig will work with the RTRL team to finalise the procedure and will bring it to SLG for approval.

**ACTION REQUIRED:**

- SLG members to check if any of their library sites are flagged as emergency response locations.

**4.3 Support Services Building Update****Craig**

A microbial report and building inspection of the RTRL Support Services Building identified immediate rectification works required staff to relocate as a matter of priority. Craig has been managing the project to relocate staff to alternate sites including sites that require RTRL to pay rent. It has provided an opportunity to take stock of what items are required and what are not which has supported a clean out of items from the centre.

**ACTION REQUIRED:**

- Monitoring of costs to report the financial impact to the new RTRL Committee.

**4.4 New Committee Onboarding****Sarah**

An onboarding program is being prepared for the new RTRL Committee including a timeline of key reviews, reports, restructures, and historical decisions of the RTRL. The aim is to ensure the committee members are well informed and aware of what has already taken place to ensure a productive decision-making process.

13 November is the current date set for the next RTRL Committee meeting.

**ACTION REQUIRED:**

- Each SLG member to provide their onboarding schedules for councilors to assist with setting possible dates for the RTRL onboarding workshop.

**4.5 Child Safe Standards****Sarah**

Recent events have identified the need to establish more robust child safe standards for libraries. The RTRL are working with LCC governance team to establish relevant policies.

Training is available through the Office of Children's Guardians with free webinars, and in person trainings.

State library guidelines have been updated.

**ACTION REQUIRED:**

- SLG members to send through copies of their Child Safe policies for consistency and as a guide for LCC.

**4.8 Outstanding Actions****All**

N/A

**ACTION REQUIRED:**

- Nil

**5 General Business****Tracy –**

*Alstonville Library (redevelopment of Cultural Centre):*

- Approvals and funding are in place, with construction expected to start in Feb/Mar 2025.
- Identifying alternative locations for temporary library operations.

*Lennox Library (remove of rusted roof Cultural Centre):*

- Removal of rusted roof. Timing of works to be confirmed.
- Consider alternative access routes and other measures to minimise disruption to patrons and staff during the works.

*Ballina Library (upgrade of counter, shelving):*

- Upgrade counter, shelving, floor covering (~\$190k grant). Timing of works to be confirmed.
- Exploring temporary service arrangements during the upgrade.

**Craig –**

- Hosting first RTRL staff awards, this will be an opportunity to share on work they are doing, Craig advised the NSW State Library are keen to be involved. It will be open for staff nominations and funded by RTRL.
- Alana Choice is the successful applicant for Tweed Area Librarian. Amazing outcome.
- Casual recruitment for Mobile Library driver, found someone, starting next week, they will also work in the courier role and in the branches as needed.
- Craig advised he is re-evaluating roles as people leave/retire.

**Closure:** This concluded the business and the meeting closed at 10.37am

**Upcoming Meetings:****SLG:**

Tuesday, 1 October 2024 at 10.00am – online via MS Teams

Tuesday, 5 November 2024 at 10am – in person in the Tweed Area

**COMMITTEE:**

Wednesday, 13 November 2024 at 10.00am – in person, location to be confirmed



## Richmond Tweed Regional Library

Connect. Discover. Escape.

### CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE ON TUESDAY, 1 OCTOBER 2024 AT 10.00AM

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

## Welcome and Acknowledgement of Country

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

## Present

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

## Apologies

- 2.1** Nil

## Confirmation of Minutes

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

## Discussion Items

### **4.1 WHS**

**All**

Craig:

- Currently working through site specific lock down procedures for each branch, working through procedure, training team members, and working on a plan for regular drills.
- The Weather Event Procedure is progressing and will come back to the next meeting.
- Patron Banning – currently finalising the draft and working with Area Librarian's before the next committee meeting. Only two warning letters have been issued since the last SLG Meeting.

Shannon

- The Tweed Council, Head of HR, is currently working on a report on rough sleepers and their effects on staff, with the first location for assessment being outside Tweed Heads Library. The report will look at how to mitigate issues and work better with WHS.

Lisa introduction:

- Working on grants processes and streamlining

**ACTION REQUIRED:**

- Nil

**4.2 Update on Support Services Building****Craig/Sarah**

All staff have now successfully migrated out of the Support Services building, a building report has been received and we are now looking at costs of rectification works.

Sarah is looking at adding an option to present to the new RTRL Committee, being the sale of both blocks and leasing of a space for the Support Services operations.

**ACTION REQUIRED:**

- Sarah to review the options being put towards the RTRL Committee in regard to the Support Services building.

**4.3 Child Safe Policy Update****Sarah**

The Child Safe Policy is now sitting with the Lismore City Council Community Wellbeing and Communications Officer, who is developing the LCC policy and procedures. The SLG team will be notified once it has been finalised and adopted for RTRL.

**ACTION REQUIRED:**

- Sarah to notify the SLG team once the Lismore City Council Child Safe Policy has been endorsed.

**4.4 RTRL Awards Update****Craig**

The RTRL Awards proposal was approved by the RTRL Management Team and Craig is now seeking approval from the SLG for the closure of all RTRL Branches for one hour on Tuesday 17 December 2024 from 4pm – 5pm for the awards ceremony and staff celebration.

This time and day were chosen as the quietest time in the branches that would involve the least disruptions to patrons.

The awards proposal will be sent out with minutes to SLG members.

Esmerelda, Shannon, Tracey – all stated they support this initiative.

**ACTION REQUIRED:**

- Craig to go ahead with planning for the RTRL Awards and invite the SLG members to attend.

**4.5 Christmas Period Update****Craig**

Nothing to note for this item.

**ACTION REQUIRED:**

- N/A

**4.8 Outstanding Actions****All**

N/A

**ACTION REQUIRED:**

- N/A

**5 General Business**

**Confidential item:** (Craig Yarrow - left the room)

The contract for the RTRL Business Manager is due to expire in December 2024, Sarah proposed to extend the current contract for Craig Yarrow for a further 6-month period until June 2025.

This extension would allow for continuation of current projects and objectives that the RTRL have committed to over this financial year.

All SLG members agreed with this proposal of a 6-month extension.

Esmerelda shared that she was creating a briefing memo to go to Byron councillors about the RTRL committee to gain interest and give them some background information before being elected.

**Closure:** This concluded the business and the meeting closed at 10.45am

**Upcoming Meetings:** **SLG:**  
Tuesday, 5 November 2024 at 10am - Online  
Tuesday, 3 December 2024 at 10am - In person in Tweed Area

**COMMITTEE:**  
Wednesday, 13 November 2024 at 10.00am – in person, Ballina Council Chambers

## Richmond Tweed Regional Library

Connect. Discover. Escape.

CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY  
SENIOR LEADERSHIP GROUP (SLG) MEETING  
HELD ONLINE ON TUESDAY, 5 NOVEMBER 2024 AT 10.00AM

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

### Welcome and Acknowledgement of Country

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

### Present

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

### Apologies

- 2.1 nil

### Confirmation of Minutes

- 3.0 Minutes of the previous SLG Meetings held on 1 October 2024 were confirmed.

### Discussion Items

#### 4.1 WHS

All

Business Manager noted that there have been several incidents reported at the Ballina and Lennox Heads Libraries; however, it has not yet been deemed necessary to impose any bans. The implementation of De-escalation training across RTRL has had a positive impact, which is evident in the terminology used by staff members in VAULT reports. Staff are increasingly incorporating de-escalation language when describing their management of various situations.

Several patron bans are set to expire soon; however, RTRL has not yet received any communication from these patrons regarding the reinstatement of their access to our libraries.

LCC has engaged an investigator to review one banning incident. The staff involved have met with the investigator, and recommendations will be forthcoming. Review will be present these recommendations to the Senior Leadership Group for review.

As we come to the end of the year, the RTRL teams are looking forward to Christmas break and returning next year refreshed.

#### ACTION REQUIRED:

- Business Manager to present any recommendations from the review to the SLG.

**4.2 RTRL/Lismore Executive Council Review****Esmeralda/Sarah**

A discussion was held regarding the Executive Council Review which by previous agreement was to be led by Byron. The Byron SLG representative noted they had not had capacity to get the work underway yet. It was decided that Lismore would prepare a draft brief based on previous briefs used and agreed scope from previous meetings. The draft would then be provided to the SLG for their input before progressing to RFQ for a supplier. Following the review, the insights gathered will contribute to the Strategic and Financial Planning for RTRL.

**ACTION REQUIRED:**

- Lismore to create the draft brief for the RTRL/Lismore Executive Council Review

**4.3 Mobile Library Update****Craig**

The project scope for the Mobile Library Replacement has been finalised. We have gathered valuable insights by consulting with other libraries that have recently undergone a similar process.

The procurement process will soon begin, and there are two primary suppliers available, each offering distinct approaches.

The Business Manager suggested involving a fleet team member from one of the member councils on the tender panel to ensure transparency in this process. After the brief is developed in collaboration with the LCC procurement team, the Business Manager will distribute it to the SLG members.

**ACTION REQUIRED:**

- Business Manager to distribute the Mobile Library Replacement brief to SLG members once completed.
- SLG members to canvass their fleet teams for a potential member to sit on the panel for this process.

**4.4 Projects Update****Lisa**

Lisa delivered a presentation to the meeting participants, outlining the project timelines and priorities she is currently managing.

**ACTION REQUIRED:**

- Nil

**4.5 New Committee Onboarding****Esmeralda/Sarah**

The Business Manager presented the draft presentation to the meeting attendees, which included a recap of the previous year, an overview of RTRL's achievements and cross-collaborations, an explanation of the journey regarding the deed of agreement, an outline of executive council functions, an overview of RTRL's structure, and the expectations for committee members.

Tracey – Great presentation

Shannon – Suggested the use of the benchmarking statistics to provide context for the councillors.

**ACTION REQUIRED:**

- SLG members to send through head shot of themselves for the presentation.
- Business Manager to include benchmarking statistics in the final presentation.

#### 4.8 Outstanding Actions

Nil

##### ACTION REQUIRED:

- Nil

#### 5 General Business

All

Nil

**Closure:** This concluded the business and the meeting closed at 10.45am

**Upcoming Meetings:** **SLG:**  
Tuesday, 3 December 2024 at 10am – Online

**COMMITTEE:**  
Wednesday, 13 November 2024 at 10.00am – in person, Ballina Council Chambers

## Richmond Tweed Regional Library

Connect. Discover. Escape.

MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY  
SENIOR LEADERSHIP GROUP (SLG) MEETING  
HELD ONLINE ON TUESDAY, 3 DECEMBER 2024 AT 10.00AM

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

### Welcome and Acknowledgement of Country

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

### Present

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

### Apologies

- 2.1 Sarah (Executive Officer, Lismore)

### Confirmation of Minutes

- 3.0 Minutes of the previous SLG Meetings held on 5 November 2024 were confirmed.

### Discussion Items

#### 4.1 WHS

All

Business Manager noted that there was an incident at Tweed Heads that had police involvement. The library staff handled the situation well and the duress button was enacted.

Shannon discussed the current duress button process and the need for it to be reviewed for this location.

Business Manager noted that there have been incidents in the Ballina Area. Staff have been advised to call 000 in situations and EAP services have been made available for staff.

There have been issues in all areas, warnings have been issued and a zero-tolerance approach is being upheld.

#### ACTION REQUIRED:

- Nil

#### 4.2 Local Priority Grant Update

Craig

Local Priority Grant funds have now been paid to member Councils. The Area Librarians have completed the final part of the grant process and invoices will be issued to member councils in the coming month.

**ACTION REQUIRED:**

- Nil

#### 4.3 Projects Update

**Lisa**

Lisa delivered a presentation to the meeting participants, outlining the project timelines and priorities she is currently managing.

**ACTION REQUIRED:**

- Nil

#### 4.4 Recruitment of Business Manager

**Sarah**

The recruitment for the RTRL Business Manager position has gone live and has been sent out via many channels.

Applications have been coming through. Sarah will reach out to discuss this separately with the SLG members when appropriate.

**ACTION REQUIRED:**

- Nil

#### 4.5 Alstonville Cultural Centre Upgrade & temporary relocation of the Alstonville Library

**Tracy**

A report was endorsed at the Ballina Shire Council Commercial Services Committee meeting last night to include the Alstonville Cultural Centre Upgrade in the capital work program for 2024/25 with the majority of the works to be completed in 2025/26. The library has been approved to undertake a lease of a temporary location while these works are completed. The project will soon be going out for construction tenders.

This report needs to go to the next ordinary council meeting on 12 December for final ratifications.

At this stage the start date for the project is May/June 2025.

Quotes are still be finalised for the Ballina Library infrastructure grant project.

**ACTION REQUIRED:**

- Tracy to advise Craig when details have been confirmed for the Alstonville Cultural Centre Upgrade.

#### 4.6 Tweed Heads and Murwillumbah Infrastructure Grant Update

**Craig**



The opening event for the Murwillumbah Infrastructure Grant will be held this Saturday 7 December.

Works are still underway on the Kingscliff book vending machine; legal advice is still being confirmed.

An extension has been sought for the Tweed Heads infrastructure grant project.

**ACTION REQUIRED:**

Nil

#### 4.7 2025 Meeting Dates & Locations

**Shonelle**

The January meeting will be cancelled; however, all subsequent meetings will continue as scheduled on the first Tuesday of each month at 10 AM. Each council will host one in-person meeting throughout the year as per the schedule sent out with these minutes.

**ACTION REQUIRED:**

- Nil

#### 4.8 Outstanding Actions

Nil

**ACTION REQUIRED:**

- Nil

#### 5 General Business

**All**

Nil

**Closure:** This concluded the business and the meeting closed at 10.35am

**Upcoming Meetings:** **SLG:**  
Tuesday 4 February at 10am, online

**COMMITTEE:**

- Workshop - Tuesday 21 January 2025 at 9.30am – 2.30pm, Support Services Building, Lismore Council Chambers and Lismore Library Tour
- Ordinary Meeting - Wednesday, 12 February 2025 at 10am – Tweed Council Area

# Richmond Tweed Regional Library Minutes

## 13 November 2024

**MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD IN ONLINE ON WEDNESDAY,  
13 NOVEMBER 2024 AT 11:10AM**

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

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

### Present

Councillors Janet Swain, Byron; Delta Kay, Byron; Harper Dalton-Earls, Lismore; Simon Chate, Ballina; Therese Crollick, Ballina; Kimberly Hone, Tweed; Meredith Dennis, Tweed (via Audio-Visual Link).

### In Attendance

Ms Sullivan, Executive Officer RTRL – Lismore; Ms Lister, Manager Communications and Customer Service – Ballina; Ms Carruth, Manager Inclusive & Creative Communities – Tweed (via Audio-Visual Link); Mrs Davis, Director Corporate and Community Services - Byron; Mr Yarrow, Acting Business Manager RTRL; Ms Clemments, Management Accountant Finance (via Audio-Visual Link); Ms Dumaine, Executive Officer RTRL; Ms McKinnon, Acting Administration Officer RTRL - Minute Taker

### Welcome

The Executive Officer opened the meeting.

### Apologies

Councillor Jasmine Knight-Smith

### Disclosures of Interest

Nil

## Confirmation of Minutes

RTRL27 397/24 **RESOLVED** that the minutes of the Richmond Tweed Regional Library held on 14 August 2024 be confirmed.

(Councillors Chate/Dennis)

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

**Voting against:** Nil

## Reports/Recommendations

### 5.1 2025 RTRL Committee Meeting Schedule

---

RTRL27398/24 **RESOLVED** that the Committee determine the meeting schedule for the February, May, August and November 2025 meetings including dates, starting times and if the meetings are in-person or online.

(Councillors Crollick/Hone) (BP24/490)

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

**Voting against:** Nil

### 5.2 Business Manager's Report

---

RTRL27399/24 **RESOLVED** that the Committee receive and note the report.

(Councillors Chate/Dalton-Earls) (BP24/867)

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

**Voting against:** Nil

### 5.3 Election of Chairperson and Deputy Chairperson

---

# Richmond Tweed Regional Library Minutes

## 13 November 2024

RTRL27400/24 **RESOLVED** that:

1. the Chairperson be appointed until the termination of the current RTRL Deed of Agreement, set to expire on 30 June 2027, unless a casual vacancy occurs.
2. the Deputy Chairperson be appointed until the termination of the current RTRL Deed of Agreement, set to expire on 30 June 2027, unless a casual vacancy occurs.
3. should there be more than one nomination for a position, the method of election for that position be by open voting.

(Councillors Kay/Chate) (BP24/893)

The elected member for the position of Chair of the RTRL Committee was Councillor Simon Chate.

The elected member for the position of Deputy Chair of the RTRL Committee was Councillor Harper Dalton-Earls.

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

**Voting against:** Nil

Councillor Chate took the chair.

### 5.4 Finance Related Matters

---

RTRL27401/24 **RESOLVED** that the Committee endorse the budget changes reported in the 2024/2025 Budget Review.

(Councillors Crollick/Dalton-Earls) (BP24/984)

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

**Voting against:** Nil

### 5.5 Membership Policy

RTRL27402/24 **RESOLVED** that:

1. endorse the Draft Library Membership Policy
2. endorse the abolition of the current Library Membership and Registration policy, the Institutional Borrowing policy, and the Non-resident Membership policy.

The Richmond Tweed Regional Library (RTRL) Committee is required by the Deed of Agreement to review and endorse all RTRL policies. The purpose of the Draft Library Membership Policy is to accurately and comprehensively state all types of memberships currently available in one policy. RTRL offers a multitude of membership types with a range of borrowing privileges to suit a variety of different people's situation. It incorporates three policies into one, and accurately states all membership types available. No new membership types are being proposed in the Draft Library Membership Policy.

The Draft Library Membership Policy complies with the Library Act 1939, and the Library Regulation 2018.

The Act, Section 10, states:

- (a) Residents and ratepayers entitled to free membership  
Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the library free of charge.
- (b) Free access to certain materials on library premises  
Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.
- (c) Free loans of certain library material to members  
Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative or educational value or as being fiction.
- (d) Free delivery to sick or disabled members  
No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.

(<https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1939-040#sec.10>)

The Library Regulation, Section 5, states:

Registration of borrowers

- (1) Only a person who is registered as a borrower at a local library may take library material away from that library.
- (2) The procedure for registration, including the term of registration, is to be determined by the local authority.

# Richmond Tweed Regional Library Minutes

## 13 November 2024

- (3) The local authority may refuse to register a person as a borrower at a library or may cancel a person's registration as a borrower:
- (a) if the person is not a resident of the local government area of the local authority or of a local government area in relation to which the local authority has entered into an arrangement referred to in section 10 (3) of the Act, or
  - (b) if the person has failed to comply with the library rules for the library, or
  - (c) if, in the opinion of the local authority, the person is not a fit and proper person to be registered.

(<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2018-0472#sec.5>)

The Draft Library Membership Policy will replace the following policies, which have been incorporated into the Draft Policy, and they will then become staff procedures:

- Library Membership and Registration, policy #2
- Institutional Borrowing, policy #2.5
- Non-resident Membership , policy #3.9

(Councillors Swain/Crollick) (BP24/996)

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

**Voting against:** Nil

Councillor Kay left the meeting, the time being 11:58AM

Councillor Hone left the meeting, the time being 12:04PM

## General Business

### 5.6 Support Services Building update

A separate briefing has been scheduled to focus on the RTRL Support Services Building. This will take place on Tuesday, 21 January at 10:00 AM in the Lismore City Council Chamber, followed by a site tour at 6 Centenary Drive, Goonellabah.

## Closure

This concluded the business and the meeting terminated at 12.14 pm.