RICHMOND-TWEED REGIONAL LIBRARY

THE QUARTERLY MEETING OF THE

RICHMOND-TWEED REGIONAL LIBRARY

WILL BE HELD AT THE

LISMORE CITY COUNCIL OFFICES,
GOONELLABAH, ON

FRIDAY 4th DECEMBER, 2009,

COMMENCING AT 10.00AM.

VISION

To strengthen our communities with a comprehensive, innovative, contemporary and relevant library service; an accessible welcoming gateway to lifelong learning to entertain, empower, enrich, inspire and inform everyone.

RICHMOND-TWEED REGIONAL LIBRARY

AGENDA

WELCOME TO DELEGATES

APOLOGIES

LONG SERVICE AWARDS

- Toni Brims 20 years
- Helen Coughlin 20 years

CONFIRMATION OF MINUTES –Meeting 28th August 2009 ..……. 1 - 4

DISCLOSURE OF INTEREST

REPORTS

Director's Reports

- Management Models: Consultants' Report ……. 5-7
- 1st Quarterly Report

  ≈Public Libraries Consultative Committee ..…….. 8-10
  ≈New Library Management System ...…… 10
  ≈Loans for the First Quarter ……....…….. 10-11
  ≈Children's Book Week ……..……..……. 11
  ≈2010-2011 Draft Budget …….. 11-12

- Statement of Bank Reconciliation's and Investments …… 13
- Budget Review Statement as at 30th June 2009 …….……..... 14-21
- Accounting Officer's and Auditor's Report 2008-09 ……. 22-34

…/cont.

Miscellaneous Reports

- Reader Services Manager's Report & Statistics……..... 35-37
- Children & Youth Services Report ……. 38-40
- Ballina Area Librarian's Report & Statistics……..... 41-46
- Byron Bay Branch Technician's Report…….. 47-49
- Mullumbimby Branch Technician's Report …… 50-51
- Brunswick Heads Branch Technician's Report ……..….... 52
- Byron Area Statistics……..…. 53-55
- Lismore Area Librarian's Report & Statistics…..…… 56-60
- Tweed Area Librarian's Report & Statistics…….……... 61-66
- Mobile Library Statistics…….. 67

DATE OF NEXT MEETING

RICHMOND-TWEED REGIONAL LIBRARY

MINUTES OF THE MEETING OF THE RICHMOND-TWEED REGIONAL LIBRARY COMMITTEE HELD AT BYRON SHIRE COUNCIL CHAMBERS ON FRIDAY 28TH AUGUST 2009

COMMENCING AT 10.00AM

PRESENT: Crs. Kevin Skinner & Dot Holdom (Tweed Shire Council), Crs. Robyn Hordern & Keith Johnson (Ballina Shire Council), Cr. Richard Staples & Cr. Tom Tabart (Byron Shire Council), Crs Ray Houston & Isaac Smith (Lismore City Council), together with Director, Martin Field, Reader Services Manager, Nicole Don, Area Librarians: Kerrie Fairlie (Ballina) and Jo Carmody (Tweed), Kate Taylor (Brunswick Heads Branch Technician), Mr. Rino Santin (Executive Member, Lismore City Council) and Mr Mark Arnold (Director, Governance and Community Services, Byron Shire Council).

APOLOGIES: Cr. Jenny Dowell (Lismore City Council), Cr. Susan Meehan (Ballina Shire Council), Cr. Katie Milne (Tweed Shire Council) and Lucy Kinsley (Lismore Area Librarian).

Moved: Cr. Robyn Hordern (Ballina Shire Council)
"That the apologies be accepted".

Seconded: Cr. Tom Tabart (Byron Shire Council)
Carried: Unanimously

CONFIRMATION OF MINUTES:

Moved: Cr. Richard Staples (Byron Shire Council)
"That the Minutes of the Meeting of the Committee held at Ballina Shire Council Chambers, on the 29th May 2009, with the correction to Cr Robyn Hordern's name as noted, be confirmed as a true and accurate record of the proceedings of that meeting".

Seconded: Cr. Dot Holdom (Tweed Shire Council)
Carried: Unanimously

DISCLOSURE OF INTEREST

There were no disclosures of interest.

REGIONAL LIBRARY DIRECTOR'S QUARTERLY REPORT

Moved: Cr. Richard Staples (Byron Shire Council)
"That the constituent Councils be advised of the proposed increases in contributions that will be required for the 2010-2011 financial year as outlined in this Report"

Seconded: Cr. Keith Johnson (Ballina Shire Council)
Carried: Unanimously

Moved: Cr. Keith Johnson (Ballina Shire Council)
"That the constituent Councils be advised that unilateral cuts to the bookvote formula are inequitable and will impact on partner Councils."

Seconded: Cr. Ray Houston (Lismore City Council)
Carried: Unanimously

Moved: Cr. Richard Staples (Byron Shire Council)
"That the constituent Councils be advised that the Regional Library's staff to loans ratio, at 1:32,000 is one of the worst in the State, and that any reduction in staff numbers would pose a potential O H & S issue."

Seconded: Cr. Tom Tabart (Byron Shire Council)
Carried: Unanimously

Moved: Cr. Richard Staples (Byron Shire Council)
"That constituent Councils be advised of the need for the Regional Library to seek an undertaking from each constituent Council to maintain key standards in the library service, such as 'Staff to loans ratio' Bookstocks per capita, Expenditure per capita on bookstocks, and minimum Opening Hours. And, further, that constituent Councils be advised that unilateral cuts to essential components of the budget, such as the bookvote, will impact inequitably on partner Councils.

Seconded: Cr. Tom Tabart (Byron Shire Council)
Carried: 6-1

Moved: Cr. Richard Staples (Byron Shire Council)
"That the Director's Quarterly Report be received and noted".

Seconded: Cr. Tom Tabart (Byron Shire Council)
Carried: Unanimously

Moved: Cr. Robyn Hordern (Ballina Shire Council)
"That the Director's Annual Report be received and noted".

Seconded: Cr. Tom Tabart (Byron Shire Council)
Carried: Unanimously

STATEMENT OF BANK RECONCILIATIONS AND INVESTMENTS

Moved: Cr. Ray Houston (Lismore City Council)
"That the report dated 18th August 2009 presented by the Director, containing details of the bank reconciliation's as at 31st July 2009 and the statement of investments held as at 31st July 2009 be received and noted."

Seconded: Cr. Robyn Hordern (Ballina Shire Council)
Carried: Unanimously

BUDGET REVIEW STATEMENT

Moved: Cr. Richard Staples (Byron Shire Council)
"That the Budget Review Statement for the period ending 30th June 2009 be received and adopted, and that the amounts shown as "Variation to Approved Vote" be formally voted as supplementary budgets."

Seconded: Cr. Tom Tabart (Byron Shire Council)
Carried: Unanimously

MISCELLANEOUS REPORTS

READER SERVICES MANAGER'S REPORT

HUMAN RESOURCE MANAGER'S REPORT

INTER-LIBRARY LOAN OFFICER'S REPORT

CHILDREN & YOUTH SERVICES TECHNICIAN'S REPORT

BALLINA AREA LIBRARIAN'S REPORT AND STATISTICS

BYRON BAY LIBRARY TECHNICIAN'S REPORT

BRUNSWICK HEADS LIBRARY TECHNICIAN'S REPORT

MULLUMBIMBY LIBRARY TECHNICIAN'S REPORT

BYRON AREA STATISTICS

LISMORE AREA LIBRARIAN'S REPORT AND STATISTICS

TWEED AREA LIBRARIAN'S REPORT AND STATISTICS

MOBILE LIBRARY OFFICER'S REPORT AND STATISTICS

Moved: Cr. Dot Holdom (Tweed Shire Council)
"That all Reports are received and adopted and staff thanked for their interesting and informative reports."

Seconded: Cr. Robyn Hordern (Ballina Shire Council)
Carried: Unanimously

VERBAL REPORT BY CONSULTANTS DEVELOPING BUSINESS MODEL FOR REGIONAL LIBRARY

Moved: Cr. Ray Houston (Lismore City Council)
"That standing orders be suspended so consultants can give a verbal report on the development of a business plan for RTRL."

Seconded: Cr. Richard Staples (Byron Shire Council)
Carried: Unanimously

AEC Consultant Jane Cowell gave a report on the progress of the development of the business plan for the Regional Library.

Moved: Cr. Kevin Skinner (Tweed Shire Council)
"That standing orders be resumed."

Seconded: Cr. Ray Houston (Lismore City Council)
Carried: Unanimously

CONFIDENTIAL ITEMS:

Moved: Cr. Ray Houston (Lismore City Council)
"That the Committee move into Committee of the whole and exclude the Press and public to discuss a confidential personnel matter."

Seconded: Cr. Kevin Skinner (Tweed Shire Council)
Carried: Unanimously

On resuming Open Session the Director Reported that the Committee had Resolved to meet in confidential sessions and exclude the Press and Public in order to discuss a confidential personnel matter. In Confidential Session the Committee had approved the Recommendations of the Performance review Sub-Committee, and had Resolved to adopt the Director's Performance Agreement April 2009 – March 2010.

Moved: Cr Richard Staples (Byron Shire Council)
"That the Director's Report of the Committee Meeting in Confidential Session be received and noted"

Seconded Cr Tom Tabart (Byron Shire Council)
Carried Unanimously

NEXT MEETING OF THE COMMITTEE:

The next Ordinary Quarterly Meeting of the Regional Library Committee will be held at Lismore City Council Chambers, on Friday 27th November 2009, commencing at 10am.

The Meeting concluded at 12.50pm, when a photo of the full Committee was taken, for the Regional Library's 2008-09 Annual Report.

RICHMOND-TWEED REGIONAL LIBRARY

DIRECTOR'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING 4TH DECEMBER 2009

Subject: Management Models: Consultants' Report

Following the receipt of the AECgroup Consultants Final Report on Management Models for RTRL in early November, an Extra Ordinary Meeting of the Regional Library Committee was held at Byron Shire Council Offices on Friday 13th November to consider the Report.

This Meeting was attended by Library Committee Delegates: Crs. S Meehan & R Hordern (Ballina Shire), Cr. J Dowell (Mayor, Lismore), Crs. T Tabart and R Staples (Byron Shire) and Cr. D Holdom (Tweed Shire).E Apologies were received from Cr Isaac Smith (Chair)(Lismore) Cr Ray Houston (Lismore), and Cr K Milne (Tweed Shire).

Also attending by invitation were the General Managers of all four constituent Councils, together with the Mayors of Ballina and Tweed (Cr. J. Dowell, Lismore Mayor attended as a Library Committee Delegate). In the absence of the Chair of the Library Committee (Cr. Isaac Smith, Lismore) the Meeting was chaired by Deputy Chair, Cr. R Staples (Byron Shire)

The Consultants presented their Report with their Recommendation that an Executive Council Model was the best immediately available management model, with the potential to move to a County Council, if desired, at a later date.

I believe the Consultants Report was not clear, and left much to be desired. The Consultants identified costs associated with a County Council Model which were not, and could not be substantiated, and which ignored the empirical evidence of current costs in the existing model. Furthermore, the Consultants were completely unaware of the one key cost of a County Council which is not currently incurred: that is the cost of mandatory fees for Council delegates, and their associated attendance costs – such as travel. This cost, estimated at app. $30,000 pa was only included at my insistence.

Following the Consultants Report I presented a brief Report on the current situation and Benchmarks achieved by the RTRL in its ten years as a 'defacto' County Council. These confirmed that, between 1994-95 and 2008-09, while the Regional Library's total equity increased from $1.2 million to $5.2 million, bookstocks improved from 1.2 items per capita to 2.1, membership increased from 29.4% to 48.4% and loans per capita increased from 6.9 to 10.3 per capita, the library moved from 94th ranking out of 97 NSW library services for cost per capita to 91st.out of 97. In the current financial year the four constituent Councils' total per capita operating costs for their library services is 40% below the State Library's lowest, 'Baseline Benchmark' for 2008-09, and 69% below the NSW Average cost. At the same time, library service performance measures are well above average, and, in key areas, above 'exemplary'.

At the conclusion of my presentation the Acting Chair, Cr Richard Staples (Byron Shire) asked for comments.

There was considerable discussion as to whether or not the State Government would support the formation of a County Council. The General Managers and Mayors of Ballina, and Tweed, and the General Manager of Byron Shire stated that they were not in favour of a County Council. At the same time all spoke positively about the benefits of the Regional Library partnership, and of the need to maintain the effective resource-sharing and economies of scale achieved. They favoured an Executive Council Model, with Lismore City Council being paid to undertake that role. The Chair and others supported a County Council Model.

At the conclusion of the Meeting, at 11.20 am, the consensus was: *"That the Meeting recommends an Administrative Council Model with Service Levels to be determined"*

As Director I was pleased to hear the strong support of all four constituent Councils for the retention of the effective and successful Regional Library resource-sharing network, but I must express my serious concern at the consensus which was reached.

No good practical reason was advanced why General Managers did not favour a County Council Model. Instead it was accepted that, as Ballina, Byron and Tweed all made it clear they did not wish to act as Executive Council, they would all undertake to pay Lismore City Council a new and essentially unnecessary fee to continue to act as 'Executive Council'. The Consultants Report suggested a fee of 2% of total Regional Library operating budget (app $110,000 pa) for this service. It would hardly be worthwhile Lismore charging such a low fee for the risks and responsibilities which Lismore feels are involved. A fee of 5% of total budget ($275,000) would be far more appropriate, particularly as the other three constituent Councils have made it clear that have no wish to take on the role.

I believe the Committee, and all constituent Councils must consider very carefully whether it is appropriate to incur an additional cost of app $275,000 for library services when it will achieve nothing more than an unnecessary additional layer of red tape.

In addition to this cost is the potential for an immediate increase in workers compensation insurance costs of $39,743, because the Regional Library's insurance costs are currently 1% below that of the constituent Councils. This amount was seen as 'insignificant' in terms of Councils overall budgets, but it is not. The Regional Library has successfully restrained costs by considering all costs very critically. The Regional Library does not consider $3,974 as 'insignificant' let alone $39,743. That is the dismissive kind of thinking which will inevitably lead to Regional Library costs escalating quite unnecessarily.

While the General Managers spoke quite happily about accepting these substantial additional costs, it is my concern that the monies would in fact have to be sourced from the funds currently provided to the Regional Library.

In every year over the past few years the Regional Library, despite its already very low budget, has been restricted to increases similar to rate-pegging, and as a result the bookvote has had to be reduced. In the current year Lismore City Council has requested a Report on closing its Goonellabah Branch in order to achieve a potential cost-saving of $66,000 p.a. It does not seem

likely that the other three constituent Councils would suddenly find the extra costs to pay an Administrative Council, (which would be significantly more than $66,000 each) from elsewhere in their budgets. Thus the true costs of moving to an Executive Council Model will almost certainly result in a dramatic reduction in the regional library budget and a consequent reduction in library services – either through a reduced book collection, or reduced hours and or services. It would be hard to justify to residents and ratepayers that the successful Regional Library must reduce its services purely to fund a further layer of unnecessary bureaucracy, rather than establish a proper County Council in place of the current defacto one.

The Regional Library has had the practical experience of being managed by another Council – Rous County Council. This was done for a very modest fee of app $29,000 in 1998-99. But it involved a significant amount of very wasteful double-handling of all accounts payroll etc. When Rous County Council withdrew from providing this service, and, with the approval of the Committee and all Councils, the work was undertaken by Regional Library staff, there was an immediate saving of app $15,000 pa. Furthermore, the regional library assumed responsibility for the investment of funds, and as a result of this direct control income from this source improved by over 40% in the first year alone.

It should be remembered that previous Consultants and previous Resolutions of the Regional Library Committee have recommended a County Council Model, as has previous legal advice. A County Council option was not pursued only because of the inflexible attitude of the State Library, and because of the disputed limitations of the 'Library Act 1939'. However this situation has changed and the State Library is now actively seeking a change to the Library Act to allow NSW Councils to rely on the Local Government Act, rather than the Library Act, in establishing Regional Libraries. Such a change may take some time, but it is in train, and so it would a very odd time for the Regional Library, which has been actively lobbying for this change for many years, to ignore the opportunity it has been seeking for so long.

Finally, if a County Council were established to maintain the current Regional Library service, it would be in a position to offer the provision of library services to other Councils for a fee: a potential valuable future source of income.

Recommendation:

1) ***That, in line with past recommendations, the Committee recommend to constituent Councils that, in order to retain a cost-effective and responsive regional library service, the establishment of a County Council be pursued.***
2) ***That when this issue is to be considered by each constituent Council, the Chair of the Regional Library Committee and the Director be invited to attend the relevant Council Meetings to brief all Councilors on the issue.***
3) ***That in the interim, the Director works with Lismore Council staff to ensure the Regional Library moves towards compliancs with the requirements of the Local Government Act.***

Martin Field
Director

20th November 2009

RICHMOND-TWEED REGIONAL LIBRARY

DIRECTOR'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING, 4TH DECEMBER 2009

Subject: First Quarterly Report

Public Libraries Consultative Committee

I attended the 54th meeting of the Public Libraries Consultative Committee (PLCC) on 16th November 2009 at State Library. (State Library meet all travel costs)

At this Meeting the following items were discussed:

1) Public Library Funding Strategy 2009/10:
   In 2007 the Minister for the Arts the Hon Frank Sartor initiated a review of the Public Library Grants and Subsidies provided by the State Government to NSW councils. The review was conducted by Dr Tom Parry AM. The *Report of the review of public library funding* (the Parry Report) was released in April 2008.
   In response to the Parry Report, the Library Council of NSW proposed a new funding model to the Minister in July 2008. Under this model 50 councils would receive reduced subsidies. Approximately $1.1m in additional funding would be required to ensure these councils were no worse off under the new model (using 2007/08 figures and population for calculations). The Premier has endorsed the new funding model recommended by Library Council in response to the Parry Review, noting that it is to be introduced only when new additional funding becomes available, to ensure no council is worse off.

   In the absence of the additional funds required to ensure no council is worse off under the new model, and in light of the announcement of the Country Libraries Fund ($9 million over 5 years) which targets rural and regional councils, the existing allocation model was retained for 2009/10.

   The State Library has submitted a Maintenance of Effort bid for the 2010/11 Forward Estimates to address the issues of population growth and CPI on the Public Library Grants and Subsidies.

2) The Library Regulation 2005 is due for automatic repeal on 1 September 2010 under section 10 of the Subordinate Legislation Act 1989. This Regulation will be reviewed and remade. This Regulation makes provision in respect of the following matters:

   a) the management of the State Library and of local libraries (including the making of rules for the use of libraries and the maximum fee that may be charged for the late return of borrowed library material),

b) the conduct of users of the State Library and local libraries,

c) the amount used for the purposes of calculating the yearly subsidy payable to certain councils in respect of library services and related facilities provided by those councils,

d) the determination of local populations for subsidy purposes.

In reviewing and remaking this Regulation all NSW local authorities will be consulted and a public consultation period of 28 days is required. This will occur in the first half of 2010.

It is an unfortunate fact that the quantum of the State Library Subsidy is currently enshrined in this Regulation at $1.85 per capita. This Review is an opportunity for this amount to be increased and, furthermore that the amount be increased each year by CPI.

I raised the issue of the population figures which must be used by State Library in calculating the per capita subsidy for each Council. Due to the current Regulation, the figures to be used are always last year's figures as estimated by ABS. As the ABS also provides estimates of population growth for each Council it would be a simple matter to ensure current estimated population figures were used each year.
State Library undertook to consider this.

3) Public Library Network Research Committee
There are currently three research projects in progress.

a) Scenarios for the future NSW public library network. The aim of this project was to explore how the future of NSW public libraries might unfold over the next twenty years and enable consideration of the types of roles, products and services that will be offered, delivered and accessed through the NSW public library network in 2030 The final publication '*The Bookends Scenarios' will* be launched at the PLN-M Conference at the end of November 2009.

b) Cost benefit analysis of models for collection management: acquisitions, cataloguing and processing in NSW public libraries. The report on this Project is due to be issued at the end of November 2009.

c) Update of Living Learning Libraries: standards and guidelines for NSW public libraries. The new Standards and Guidelines will be issued in December 2009.

<u>Recommendation</u>:

That when the Consultation Period for the new Library Regulations opens the Committee submit a proposal that

a) "The Quantum of Library Funding be increased to $2.00 per capita, and that this sum be indexed each year by the rate of CPI."

b) "That the population figures to be used by the State Library in calculating subsidy payments to each NSW Council be based on the ABS estimated population figures for

June 30th of the year the payment is made (based on the ABS estimated population growth rates for the relevant year applied to the estimated population at 30th June of the previous year)

c) "That all constituent Councils be requested to make similar supporting submissions."

New Library Management System

It is with regret that I must report to the Committee the very disappointing and inadequate performance of the Regional Library's new Library management System, Civica's 'Spydus' which was installed in May this year.

The System has a very large number of problems and 'bugs' and is certainly not providing the reliable service that was promised. There are serious inadequacies and weaknesses in the software which our staff have been tirelessly working through to resolve, unfortunately the support from Civica has been and continues to be inadequate. The Company issues new software upgrades/releases on a fortnightly basis, which confirms that is still a system under development.

I wrote to the company in early November to advise that, the Regional Library will not release the final payment for the System, and that unless major issues were satisfactorily resolved and a properly functioning release was installed by January 2010, the Regional Library would be compelled to seek a new, properly operating LMS, and would require the return of all payments made. Consequently a meeting with the Company's General Manager was arranged for November 19th. At that Meeting the General Manager acknowledged that the company had failed to provide an adequate service, and undertook to provide dedicated technical personnel to work with library staff to resolve issues as soon as possible.

Loans For The First Quarter

Loan statistics for the first Quarter of the year show a dramatic drop at all Branches, but this is not borne out by the high levels of activity at every Branch, nor by the very small decrease in patron visits. These inaccurate statistics are just one example of the problems caused by our new LMS: in this case not all loan transactions are being properly captured.

Estimates of actual loans, based on previous average visits:loans ratios at all Branches, show as expected that overall loans have in fact increased slightly over the period.
Estimated Loans for the first Quarter of 2009-10 are as follows:

AREA	*Total Estimated Qtly Loans*
Ballina 1.6% Decrease	**119,582**
Byron 4.5% Increase	**88,449**
Lismore 3.5% Decrease	**120,365**
Tweed 3.5% Increase	**193,847**
Mobile 2.45% Increase	**14,120**
HQ 14% Decrease	**2,769**
Total 0.74% Increase	**539,131**

All library staff are to be congratulated for striving to maintain the usual high standard of library service while coping with the slow speed, problems, and deficiencies of the new LMS.

Children's Book Week

All Branches participated enthusiastically in Children's Book Week in August. Displays throughout the Region were remarkable for the ingenuity and eye-catching designs. The Library is fortunate to have such talented and hard working staff. Large numbers of school classes attended their local libraries to view the displays and take part in story sessions. These displays are very successful in involving children and parents, and encouraging wider use of the library service.

2010-2011 Draft Budget

At the last Meeting of the Committee I reported on the deteriorating financial position of the Regional Library, and provided a revised Draft Budget for 2010-2011.

As I mentioned, Richmond-Tweed is once again one of the worst-funded library services in NSW – 91st out of 97 library services in the State. In 2009-10 the Gross Per Capita Expenditure on library services by each of the four constituent Councils in the current financial year was:

Ballina Shire: $26.44 46.21% below the NSW State Library Baseline for 2008.
Byron Shire: $38.06 1.59% below
Lismore City $30.96 28.47% below
Tweed Shire: $22.86 69.13% below
Overall average expenditure $27.60: 40% below the Baseline average.

These figures include all Councils' expenditure on library services, not just their contribution to the Regional Library. (Byron Shire's expenditure is inflated by the interest costs of the large loan for the planned new Byron Bay Library.)

Tweed Shires expenditure is artificially inflated by the inclusion of $189,727 in their total library budget for "Support Services" This artificial figure inflates Tweed Shire's actual Library costs by over $1.80 per capita.

At the same time, the Regional Library's performance is in most cases above the State Library's Baseline Benchmarks, and in some cases above the 'Exemplary' Benchmarks.

In the library's 2008-09 Budget the following benchmarks were achieved:

RTRL Constituent Councils Library Expenditure per capita $26.29 (47% Below Baseline)
State Library Baseline Benchmark: $38.66

RTRL Expenditure on Resources per capita	$4.22 (6.8% above Baseline)
State Library Baseline Benchmark	$3.95
RTRL Items per capita	2.18 (9% Above Benchmark)
State Library Exemplary Benchmark	2.00
RTRL Circulation per Capita	10.39 (23% above Benchmark)
State Library Exemplary Benchmark	8.44
Visits per capita	4.97 (3.5% above Benchmark)
State Library Baseline Benchmark	4.8
RTRL Membership % total Population	48.4% (3% above Benchmark)
State Library Baseline Benchmark	47%

I believe that the Regional Library should aim to steadily increase the financial support from each constituent Council so that the Service Standards that have been achieved will be gradually improved upon.

Following the last Meeting of the Regional Library Committee, all constituent Councils have been provided with the Regional Library's Draft Budget for 2010-2011, which aims to start the process of a steady increase in contributions in order to maintain and improve service standards.
A final Draft Budget will be presented at the February Meeting of the Regional Library Committee

Martin Field
Director
20th November 2009

.

RICHMOND-TWEED REGIONAL LIBRARY

DIRECTOR'S REPORT TO REGIONAL LIBRARY COMMITTEE
MEETING, 4th December 2009.

Subject : Statement of Bank Reconciliation's and Investments

1) I wish to report that the Cash Book has been reconciled with the Bank Statements to the 31st October 2009. The details are as follows:

Account	Cash Book Balance	
(06 2565) 00802237 - General Fund Bank Account	$27,105.59	Debit
(06 2565) 00802755 - Trust Fund Bank Account	$2,105.89	Debit

2) Investments held as at 31st October 2009 :

a) Commonwealth Bank of Australia

Cash Management Call Account (06 2565) 00267588	$4,293.52

b) Local Government Financial Services Pty Ltd - Acc. No. 180850

Fixed Out-Performance Cash Fund - Return for October 2009 3.55%	$1,902,291.05
- Weighted rolling YTD 4.41%	
11 A.M. Call Account (Fluctuating Rate currently 3.15%)	$24,836.96

Recommendation

That the report dated 16th November 2009 presented by the Director, containing details of the bank reconciliation's as at 31st October 2009 and the statement of investments held as at 31st October 2009 be received and noted.

(Martin Field)
Director

16th November 2009

RICHMOND-TWEED REGIONAL LIBRARY

REGIONAL LIBRARY DIRECTOR'S REPORT TO THE

REGIONAL LIBRARY COMMITTEE MEETING 4th December 2009

SUBJECT: BUDGET REVIEW STATEMENT AS AT 31ST OCTOBER 2009

The Richmond-Tweed Regional Library's financial performance, for the period ending 31st October 2009, as compared to the adopted budget, are contained within the attached schedules.

At the close of this period there are a number of variations to the original budget to report. Projections at 31st October still point to a budget deficit of $969,000 represented by the unfunded depreciation expense, meaning the original budget predictions remain in balance. This has been achieved by reallocating resources from within the original budget along with additional income from grants and restricted assets.

Relevant comments have been included in the "remarks" column to explain differences where possible. The major variations as detailed on the budget review statement are explained as follows:

- The additional expenditure of $24,000, for the Business Plan Consultancy expense , will be met by a matching funds from the constituent council's.

- The additional income from Local Priorities Grant Funds ($22,274) will fund additional expenditures for Freight ($98), Navigator Equipment Expenses ($10,000), Video Cassettes/Video Discs ($7,854), Computer System ($724) and Furniture and Fittings ($3,598).

- The vote for Children's Activities requires an additional $10,000 to cover "Your Tutor" costs incurred to date. This will be met by a compensating reduction to the line item for Purchase of Books.

- The transfer of $37,491 from the Unspent Subsidy Restricted Asset will be utilised to offset additional expenses for Navigator Equipment

Expenses ($5,000), Computer Equipment ($13,756) and Let's Read Resources ($18,735).

- Finally the extra expenditure for Public ADSL ($16,500) will be met by a compensating adjustment to the line item for the Central Internet Hub.

Although no adjustment is recommended at this point, the income item for Interest on Investments at the end of the review period is only $17,376. If this income stream was tracking on budget the figure should be more like $39,000, which effectively means at this stage it is slightly more than 50% under budget. Interest rates are currently on the rise so there should be opportunities to further enhance this result, although it is highly unlikely that the Library will meet the original targeted budget. By the time of the next review (January 31st 2010), we will be in a better position to judge the final likely return for the year and it will be dealt with at that time.

RECOMMENDATION: That the Budget Review Statement for the period ending 31st October 2009 be received and adopted, and that the amounts shown as "Variation to Approved Vote" be formally voted as supplementary budgets.

Martin L Field
Director

23rd November 2009

RICHMOND-TWEED REGIONAL LIBRARY

BUDGET REVIEW STATEMENT AS AT 31ST OCTOBER,2009

EXPENDITURE	Original Budget to June 30th,2010	Actual Expenditure to date	Estimated Total Expenditure to June 30th,2010	Variation to Approved Vote	REMARKS
Administration					
Printing and Stationery	21,500	4,019	21,500	0	
Advertising	9,000	5,304	9,000	0	
Telephone/Facsimile Charges	22,500	5,535	22,500	0	
Postage	23,700	8,086	23,700	0	
Audit Fees	7,700	3,000	7,700	0	
Accounting Support	11,100	2,815	11,100	0	
Sundries and Bank Charges	2,400	713	2,400	0	
Legal Expenses	5,000	2,806	5,000	0	
Business Plan Consultancy Expenses		8,000	24,000	24,000	To be paid by constituent Council's
Salaries and Overheads Expenses					
Library Manager's Contract	126,449	41,045	126,449	0	
Staff Salaries	2,592,542	883,974	2,592,542	0	Includes Security expenses Lismore area
Casual Staff Salaries	256,913	25,306	256,913	0	
Employee Leave Entitlements	275,318		275,318	0	
Staff Uniforms	3,000	308	3,000	0	
Workers Compensation Insurance	42,000	1,072	42,000	0	
Superannuation Contribution	383,586	122,315	383,586	0	
Staff Training	66,000	16,751	66,000	0	Includes staff survey expenses
OH & S Committee	3,500	598	3,500	0	
Staff Sundry Costs	7,500	572	7,500	0	
Fringe Benefits Tax	3,300	831	3,300	0	Based on 08-09 liability
Award Restructuring	5,500	193	5,500	0	

EXPENDITURE	Original Budget to June 30th,2010	Actual Expenditure to date	Estimated Total Expenditure to June 30th,2010	Variation to Approved Vote	REMARKS
Travelling Expenses and Subsistence					
Seminars and Conferences	9,300	3,419	9,300	0	
Reimbursements Private Vehicles	7,500	1,941	7,500	0	
Expenses of Providing Assets					
Processing Centre Maintenance	18,000	1,757	18,000	0	
Cleaning,Lighting and Rates	31,500	10,386	31,500	0	
Furniture & Equipment M & R	7,000	657	7,000	0	
Vehicle Running:				0	
Courier Van	20,000	1,535	20,000	0	
General Purpose Vehicle X 3	17,500	3,470	17,500	0	
Book Mobile	46,500	5,749	46,500	0	
Library Service Working Expenses					
Technical Aids	12,500	493	12,500	0	
Maintenance of Books/AV Maintenance	36,000	5,285	36,000	0	
Purchase of Periodicals	47,000	12,966	47,000	0	
Freight	7,500	1,110	7,598	98	$98 Local Priorities Grants 09-10
Insurance	53,000	0	53,000	0	
Photocopying	16,500	2,748	16,500	0	
Annual Book Week	2,000	948	2,000	0	
Publicity and Promotion	9,500	2,184	9,500	0	
Children's Activities	7,500	15,324	17,500	10,000	Compensating reduction to Book vote.
Adult Learner's Week		0	500	500	Matching Grant Funds 09-10
Sundries	2,500	77	2,500	0	
Inter Library Loan Expenses	14,000	6,111	14,000	0	
Reference Service Charges	2,500	1,478	2,500	0	
Libraries Australia Licence	11,000	6,381	11,000	0	
Book Retrieval	1,900	0	1,900	0	
Genealogy Equipment Expenses	3,000		3,000	0	
Patron Amenities	50	2,570	3,000	2,950	Coffee machine expenses

EXPENDITURE	Original Budget to June 30th,2010	Actual Expenditure to date	Estimated Total Expenditure to June 30th,2010	Variation to Approved Vote	REMARKS
Library Service Working Expenses (continued)					
Public Libraries NSW Country		327	4,000	4,000	Matching income
Navigator Equipment Expenses		14,105	15,000	15,000	$10,000 from Local Priorities 2009-10,$5,000 from Unspent Subsidy R.A.
GST Charges	60	24	60	0	
Publications					
Sequels Series & Sequences	50	0	50	0	
Butts Certificates - First Publicans Licence	25	0	25	0	
Land Grants Leases & Purchases	25	0	25	0	
Certificates of Depasturising Licenses	25	0	25	0	
Other Reference Publications	55	0	55	0	
Richmond River Historical Society Publications	55	0	55	0	
Index to the Northern Star	25	0	145	120	Matching income
Computer Processing Centre Expend.				0	
Maintenance Contract - Hardware	11,000	0	11,000	0	
Software Maintenance	51,500	12,861	51,500	0	
Computer Consumables	36,700	21,146	36,700	0	
PUBLIC ADSL	13,500	19,990	30,000	16,500	Compensating reduction to line item for Central Internet Hub
Mobile Communication Costs	5,000	1,839	5,000	0	
Central Internet Hub	68,000	803	51,500	-16,500	
Fixed Assets/Capital Expenditure					
Purchase of Books	629,349	93,334	619,349	-10,000	To cover Your Tutor costs under Children's Activities
Reference Books	27,458	1,050	27,458	0	

EXPENDITURE	Original Budget to June 30th,2010	Actual Expenditure to date	Estimated Total Expenditure to June 30th,2010	Variation to Approved Vote	REMARKS
Fixed Assets/Capital Expenditure (continued)					
Multi-Media	20,790	16,066	20,790	0	
Genealogy	5,800	318	5,800	0	
Talking Books	44,651	8,760	44,651	0	
Video Cassettes / Video Discs	41,375	21,644	49,229	7,854	$7,854 Local Priorities Grants 09-10
Compact Discs	19,664	3,485	19,664	0	
Photocopiers	3,000	704	3,000	0	
Motor Vehicles	29,000	14,613	29,000	0	
Fax Machines	1,500	0	1,500	0	
Library Equipment	9,500	1,783	9,500	0	
Computer System	21,000	22,440	35,480	14,480	$13,756 from Unspent Subsidy R.A.,$724 Local Priorities Grants 09-10
Furniture & Fittings	7,500	7,721	11,098	3,598	$3,598 Local Priorities Grants 09-10
Let's Read Resources		1,595	18,735	18,735	$18,735 from Unspent Subsidy R.A.(Let's Read Resources)
Transfers to Restricted Assets					
Security System R.A.	5,000	1,667	5,000	0	
Mobile Library Replacement R.A.	28,000	9,333	28,000	0	
Central Processing Centre R.A.	5,000	1,667	5,000	0	
Computer Replacement R.A.	15,000	5,000	15,000	0	
Library Equipment R.A.	5,500	1,833	5,500	0	
Branch Computer Upgrade R.A.	16,750	5,065	16,750	0	Matches income.
Mobile Trailer Loan Repayment (E.L.E. R.A.)	4,000	1,333	4,000	0	
Employee Leave Entitlements R.A. (25% LSL Accrual)	19,711	6,570	19,711	0	
Regional Library Agrrement R.A.	2,000	667	2,000	0	
Depreciation Expense					
Depreciation Expense	***969,000***	323,000	969,000	0	*Unfunded Depreciation Expense based upon Depreciation Expense as disclosed in the 2007/2008 Financial Reports.*
TOTAL EXPENDITURE	**6,368,826**	**1,840,575**	**6,460,161**	**91,335**	

INCOME	Original Budget to June 30th,2010	Actual Income	Estimated Total Income to June 30th,2010	Variation to Approved Vote	REMARKS
Charges and Fees					
Lost Book Charges	31,500	5,739	31,500	0	
Fines	133,000	43,921	133,000	0	
Photocopying Charges	12,800	4,869	12,800	0	
Reservations/Registrations	79,000	24,435	79,000	0	
I.L.L.	4,500	2,059	4,500	0	
Fax Charges	3,200	1,091	3,200	0	
Sequels Series & Sequences	50	20	50	0	
Butts Certificates-First Publications	25	0	25	0	
Certificates of Depasturising Licenses	25	0	25	0	
Land Grants Leases and Purchases	120	0	120	0	
Other Reference Publications	120	5	120	0	
Richmond River High School Publications	55	0	55	0	
Index to the Northern Star	25	120	145	120	
Printouts	30,000	9,557	30,000	0	
Computer Equipment Hire	16,750	5,065	16,750	0	To Branch Computer Upgrade R.A.
Grants					
Local Priorities Grant Funding		22,274	22,274	22,274	Matches expenditure items noted within the budget.
Adult Learner's Week		500	500	500	Matches expenditure item
Sundry Income					
Sale of Old Books	2,000	884	2,000	0	
Interest on Investments	118,000	17,376	118,000	0	over 50% under budget at 31.10.2009
Sundries	350	187	350	0	
Contribution from Public/Donations	14,000	4,302	14,000	0	
Promotional Sales/Community Directories	1,400	448	1,400	0	
Reference Service Charges	400	73	400	0	
Staff Uniforms	2,500	1,454	2,500	0	
Coffee Machines		727	2,950	2,950	Matching expenditure
Public Libraries NSW Country		3,026	4,000	4,000	Matching expenditure

INCOME	Original Budget to June 30th,2010	Actual Income to date	Estimated Total Income to June 30th,2010	Variation to Approved Vote	REMARKS
Transfers from Restricted Assets					
Carry Over Works Restricted Asset	100,000		100,000	0	To fund Purchase of Books
Unspent Subsidy Restricted Asset		5,000	37,491	37,491	Navigator Equipment Expenses $5K,$13,756 Computer Equipment (Local Priorities) $18,735 Let's Read Resources
Council Contributions					
Ballina Council	1,027,000	513,500	1,027,000	0	
Byron Council	829,052	412,500	829,052	0	
Lismore City Council	1,145,000	593,136	1,145,000	0	
Tweed Council	1,800,848	900,424	1,800,848	0	
Additional Superannuation - Lismore City Council	22,700	0	22,700	0	
Additional Superannuation - Tweed Shire Council	25,406	25,406	25,406	0	
Business Plan Consultancy Costs		0	24,000	24,000	
TOTAL INCOME	**5,399,826**	**2,598,098**	**5,491,161**	**91,335**	

FINANCIAL SUMMARY 2009/2010

$6,368,826	**Anticipated total expenditure to 30/6/10**	**$6,460,161**
$5,399,826	**Anticipated total income to 30/6/10**	**$5,491,161**
-$969,000	**Anticipated Budget(Deficit) to 30/06/10**	**-$969,000**

The Budget (Deficit) represents the unfunded depreciation expense included above.

RICHMOND-TWEED REGIONAL LIBRARY

ACCOUNTING OFFICER'S REPORT TO COMMITTEE MEETING

4TH DECEMBER 2009

SUBJECT: FINANCIAL REPORTS – YEAR ENDING 30TH JUNE 2009

The Library's Financial Reports for the period ending 30th June 2009 were completed in draft form by the 23rd September 2009. They were then referred to the Auditor who has since conducted the audit of the Library's financial records, including the reports and has subsequently issued the attached *draft* audit report. The Auditor has verbally indicated that he intends to issue an unqualified audit report once the statements are formally adopted. Copies of the Income statement, Balance sheet, Statement of changes in equity and Cash flow statement are also attached.

Tabled below is a summary of the Financial Reports:

Income statement	**2009 $'000**	**2008 $'000**
Income from continuing operations	5,231	5,010
Expenses from continuing operations	5,331	5,002
Operating result from continuing operations	(100)	8
Net operating result for the year	(100)	8
Net operating result for the year before grants & contributions for capital purposes	(350)	(181)
Balance sheet		
Total current assets	1,141	1,234
Total non-current assets	5,136	5,072
Total current liabilities	1,056	983
Total non-current liabilities	24	27
Total equity	5,197	5,297

The Net operating result for 2009, was a deficit of ($100,000) compared to a minor surplus of $8,000 for the previous period. This 2009 result was brought by total expenses ($5,331,000) outstripping total income ($5,231,000) by this amount.

Conversely, the 2008-2009 adopted budget, allowed for a net surplus operating result of $42,000. The budget provided income of $4,970,000 with total operating expenses of $4,928,000. The following table comprising comparisons from the original budget, to the actual income and expenses as detailed on the Income statement, highlights the areas in which there were significant variations.

Income	**Original 2009 Budget $'000**	**Actual 2009 $'000**	**Variation $'000**
Interest and investment revenue	110	93	(17)
Other revenues	4,837	4,862	25
Grants & contributions for operating purposes	23	25	2
Grants & contributions for capital purposes	NIL	250	250
Net gain from the disposal of assets	NIL	1	1
TOTAL INCOME	**4,970**	**5,231**	**261**
Expenses			
Employee benefits and on-costs	3,403	3,616	213
Materials and contracts	379	502	123
Depreciation and amortization	915	1,006	91
Other expenses	231	207	(24)
TOTAL EXPENSES	**4,928**	**5,331**	**403**
Net operating result	**42**	**(100)**	**(142)**

Other Financial Information	2009	2008
Unrestricted current ratio = *Current assets less all external restrictions* *Current liabilities less specific purpose liabilities*	0.97	1.08
Debt service ratio = *Debt service cost* *Revenue from continuing operations excluding capital items and specific purpose grants/contributions*	0.00	0.00

The Library's financial position although not robust continues to remain stable as demonstrated by the following key indicators:

	2007	2008	2009
	$'000	**$'000**	**$'000**
Indebtedness	NIL	NIL	NIL
Externally restricted assets	117	176	118
Internally restricted assets	1,015	943	849
Equity	4,908	5,297	5,197

As is indicated in the above table, the Library is currently debt free and should remain so into the foreseeable future. The balance of the externally restricted assets as at June 30th 2009 is $118,000.This is represented by State Library Development grants of $35,000. Of this $26,000 represents funding received for Newspaper Copy Grant. A further $64,000 constitutes grant funding received for Local Priorities and Community Grants. Finally the Library also is holding a total of $19,000 received for Let's Read Resources. It is intended that where possible all of these funds will be expended in the 2009-2010 financial period.

The following table displays the opening and closing balances of both the externally and internally restricted assets along with the movements to and from for the period:

	Opening balance 30.06.08 $'000	Transfers to restriction $'000	Transfers from restriction $'000	Closing balance 30.06.09 $'000
External restrictions				
Specific purpose unexpended grants	176	89	147	118
Total external restrictions	**176**	**89**	**147**	**118**
Internal restrictions				
Employee leave entitlements	416	55	134	337
Branch computer upgrade	8	17	0	25
Carry over works	144	89	131	102
Central processing centre	34	0	29	5
Computer replacement	86	20	42	64
Library equipment	21	5	0	26
Motor vehicle replacement	121	55	0	176
Security system	94	5	0	99
Regional library agreement	15	0	0	15
Legal expense	4	0	4	0
Total internal restrictions	**943**	**246**	**340**	**849**

An explanation of the externally restricted assets was given above.

The Employee Leave Entitlements balance of $337,000 represents 36.59 % of the actual liability of $921,000. Unfortunately, due to the requirement to utilise this restriction to fund unbudgeted Long Service Leave and Annual, this balance is not in keeping with the Committee's requirement to hold the total liability to around 50%. Hopefully the 2009-

2010 financial period, will present opportunities to restore a balance closer to required holding
.
The Committee had also previously given approval to borrow $95,000 from this restriction, to assist with the replacement of the Mobile Library Trailer. To date, $72,500 has been repaid, leaving the balance owed at June 30th of $22,500. Further repayments were included in the 2009-2010, adopted budget.

There was also only a minor total of $4,000 of unrestricted cash at June 30 which was a slight decrease on the $26,000 held at the close of the previous reporting period.

It is fair to say that the Library's financial position continues to remain stable and is able to meet its responsibilities in the short term. Long term however, there is still a limit to its cash resources and the Committee must continue recognise that constraint.

In closing I would like to again thank Martin Field and his staff for their assistance over the course of the past year.

RECOMMENDATION:

That the reports of the Accounting Officer and the Committee's Auditors relating to the Financial Reports for the year ending 30th June 2009 be received and adopted,

Barry Pagotto
Accounting Officer

23rd November 2009

RICHMOND-TWEED REGIONAL LIBRARY
INDEPENDENT AUDIT REPORT

Report on the Financial Report

We have audited the accompanying financial report of Richmond-Tweed Regional Library (the Library), which comprises the balance sheet as at 30 June 2009, the income statement, statement of changes in equity and cash flow statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the Statement by Committee and Management.

Committee of Managements' Responsibility for the Financial Report

The Committee of Management of the Library is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations), the Local Government Act 1993 and the Library Act 1939. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement. Our audit responsibility does not extend to the original budget information included in the income statement, cash flow statement, note 2(a), note 16 budget variation explanations, and accordingly, we do not express an opinion on such.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Library's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Library's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee of Management, as well as evaluating the overall presentation of the financial report.

Our audit did not include an analysis of the prudence of business decisions made by the Committee of Management or management.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

31 Keen Street (PO Box 106) | **Email**: lismore@tnr.com.au | **Website**: www.tnr.com.au
Lismore NSW 2480 | **Phone**: Business Services +61 (0)2 6621 8544 | **Facsimile**: +61 (0)2 6621 9035
Audit & Assurance +61 (0)2 6626 3000

Liability limited by a scheme approved under the Professional Standards Legislation.

homas Noble & Russell is a member of HLB International. A world-wide organization of accounting firms and business adviser

DRAFT

Audit Opinion

In our opinion:

(a) The Library's accounting records have been kept in accordance with the requirements of the Local Government Act, 1993, Chapter 13, Part 3, Division 2;

(b) The Library's financial reports:

i. have been prepared in accordance with the requirements of that Division;

ii. are consistent with the Library's accounting records;

iii. present fairly, in all material respects, the Library's financial position as at 30 June 2009 and the results of its operations and cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations);

(c) all information relevant to the conduct of the audit has been obtained; and

(d) there are no material deficiencies in the accounting records or financial reports that have come to light in the course of the audit.

Dated at Lismore, this 4th day of December 2009

THOMAS NOBLE & RUSSELL
CHARTERED ACCOUNTANTS

.....
G W DWYER (Partner)
Registered Company Auditor

DRAFT

Richmond-Tweed Regional Library

Income statement
for the year ended 30 June 2009

Original budget (1) 2009 $'000		Notes	Actual 2009 $'000	Actual 2008 $'000
	Income from continuing operations			
	Revenue:			
110	Interest and investment revenue	3a	**93**	117
4,837	Other revenues	3b	**4,862**	4,628
23	Grants and contributions provided for operating purposes	3c,d	**25**	60
-	Grants and contributions provided for capital purposes	3c,d	**250**	189
	Other Income:			
-	Net gain from the disposal of assets	5	**1**	16
-	Share of interests in joint ventures and associates using the equity method	19	**-**	-
4,970	**Total income from continuing operations**		**5,231**	5,010
	Expenses from continuing operations			
3,403	Employee benefits and on-costs	4a	**3,616**	3,272
-	Borrowing costs	4b	**-**	-
379	Materials and contracts	4c	**502**	439
915	Depreciation and amortisation	4d	**1,006**	969
-	Impairment	4d	**-**	-
231	Other expenses	4e	**207**	322
-	Interest and investment losses	3a	**-**	-
-	Net Loss from the disposal of assets	5	**-**	-
-	Share of interests in joint ventures and associates using the equity method	19	**-**	-
4,928	**Total expenses from continuing operations**		**5,331**	5,002
42	**Operating result from continuing operations**		**(100)**	8
-	**Operating result from discontinued operations**	25	**-**	-
42	**Net operating result for the year**		**(100)**	8
	Attributable to:			
42	- Library		**(100)**	8
-	- Minority interests		**-**	-
42	**Net operating result for the year before grants and contributions provided for capital purposes**		**(350)**	(181)

Note: (1) Original budget as approved by Committee - refer Note 16

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

Richmond-Tweed Regional Library

Balance Sheet
as at 30 June 2009

	Notes	**Actual 2009 $'000**	Actual 2008 $'000
ASSETS			
Current assets			
Cash and cash equivalents	6a	**971**	1,145
Investments	6b	**-**	-
Receivables	7	**170**	89
Inventories	8	**-**	-
Other	8	**-**	-
Total current assets		**1,141**	1,234
Non-current assets			
Investments	6b	**-**	-
Receivables	7	**-**	-
Inventories	8	**-**	-
Infrastructure, property, plant and equipment	9a	**5,136**	5,072
Investments accounted for using equity method	19	**-**	-
Investment property	14	**-**	-
Other	8	**-**	-
Total non-current assets		**5,136**	5,072
Total assets		**6,277**	6,306
LIABILITIES			
Current liabilities			
Payables	10a	**157**	179
Borrowings	10a	**2**	4
Provisions	10a	**897**	800
Total current liabilities		**1,056**	983
Non-current liabilities			
Payables	10a	**-**	-
Borrowings	10a	**-**	-
Provisions	10a	**24**	27
Total non-current liabilities		**24**	27
Total liabilities		**1,080**	1,010
Net assets		**5,197**	5,297
EQUITY			
Retained earnings	20	**4,816**	4,916
Revaluation reserves	20	**381**	**381**
Library equity interest		**5,197**	**5,297**
Minority equity interest		**-**	-
Total equity		**5,197**	5,297

The above Balance sheet should be read in conjunction with the accompanying notes.

Richmond-Tweed Regional Library

Statement of changes in equity
for the year ended 30 June 2009

		Actual 2009 $'000						Actual 2008 $'000					
	Notes Ref.	Retained earnings	Asset revaluation Reserve	Other reserves	Library equity interest	Minority interest	Total equity	Retained earnings	Asset revaluation reserve	Other reserves	Library equity interest	Minority interest	Total equity
Balance at beginning of the reporting period	20	**4,916**	**381**	**-**	**5,297**	**-**	**5,297**	4,908	-	-	4,908		4,908
Transfers to/from Asset revaluation reserve		-	-	-	-	-	-	-	381	-	381	-	381
Transfers to/from Other reserves	20	-	-	-	-	-	-	-	-	-	-	-	-
Income and expenses recognised directly in equity		-	-	-	-	-	-	-	-	-	-	-	-
Other adjustments	20	-	-	-	-	-	-	-	-	-	-	-	-
Distributions to minority interests		-	-	-	-	-	-	-	-	-	-	-	-
Net movements recognised directly in equity		-	-	-	-	-	-	-	381	-	381	-	381
Net operating result for the year		**(100)**	**-**	**-**	**(100)**	**0**	**(100)**	8	-	-	8	-	8
Total recognised income and expense for the year		**(100)**	**-**	**-**	**(100)**	**0**	**(100)**	8	381	-	389	-	389
Balance at end of the reporting period	20	**4,816**	**381**	**-**	**5,197**	**-**	**5,197**	4,916	381	-	5,297	-	5,297
Effect of correction of errors in previous years being on retained earnings	20(d)	-	-	-	-	-	-	-	-	-	-	-	-
Effect of accounting policy changes on retained earnings	20(e)	-	-	-	-	-	-	-	-	-	-	-	-

The above Statement of changes in equity should be read in conjunction with the accompanying notes.

Richmond-Tweed Regional Library

Cash flow statement
for the year ended 30 June 2009

Budget 2009 $'000		Notes	Actual 2009 $'000	Actual 2008 $'000
	Cash flows from operating activities			
	Receipts			
110	Investment revenue and interest		**135**	115
23	Grants and contributions		**275**	249
4,837	Other		**4,741**	4,651
-	Net G.S.T.		**18**	4
	Payments:			
(3,403)	Employee benefits and on-costs		**(3,491)**	(3,226)
(379)	Materials and contracts		**(503)**	(441)
-	Borrowing costs		-	-
(231)	Other		**(210)**	(323)
957	**Net cash provided by (or used in) operating activities**	11(b)	**965**	1,029
	Cash flows from investing activities			
	Receipts:			
-	Sale of investments		**-**	-
-	Sale of investment property		**-**	-
-	Sale of infrastructure, property,plant & equipment		**1**	100
-	Other		**-**	-
	Payments:			
	Purchase of investments		**-**	-
(969)	Purchase of infrastructure property,plant & equipment		**(1,138)**	(1,151)
-	Other		**-**	-
(969)	**Net cash provided by (or used in) Investing activities**		**(1,137)**	(1,051)
	Cash flows from financing activities			
	Receipts:			
-	Borrowings & advances		**-**	-
-	Other		**-**	-
	Payments:			
-	Borrowings & advances		**-**	-
-	Lease liabilities		**-**	-
-	Other		**-**	-
-	**Net cash provided by (or used in) financing activities**		**-**	**-**
(12)	**Net increase/(decrease) in cash and cash equivalents**		**(172)**	(22)
1,141	**Cash and cash equivalents at beginning of reporting period**	11(a)	**1,141**	1,163
1,129	**Cash and cash equivalents at end of reporting period**	11(a)	**969**	1,141

The above Cash flow statement should be read in conjunction with the accompanying notes.

RICHMOND-TWEED REGIONAL LIBRARY

READER SERVICES MANAGER'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING 4TH DECEMBER 2009

Subject: First Quarterly Report (July – September) 2009/10

The Reference and Genealogy continues to b well-patronised by local and family history researchers, including Genealogy discussion groups from Lismore U3A.

A new Branch Technician in Charge began work at Byron Bay on 21 September, and Isobel Edward-Moon has already proven to be an asset to the Region bringing an infectious enthusiasm, fresh ideas and a capacity for hard work. I have spent a large amount of time on preparing a grant submission to the State Library of NSW for the new Byron Bay library. I prepared the application with the help of Anne McLean at Byron Council, who was of enormous assistance, and we should find out the result early next year.

I have been spending a few hours each month at the mobile library in various locations around the Region in order to assess the need for any adjustments or changes to the schedule.

We have recently introduced the loan of energy monitors into all branches. These devices allow people to see how much electricity each of their appliances uses while in use and on standby. These devices were provided with funding through each Councils' sustainability program, and have proven extremely popular with our patrons.

Reference and Genealogy

Reference/Genealogy enquiries

	July- Sept 2008	**July – Sept 2009**
Reference & genealogy enquiries	578	574
Online/CD Rom	402	438
Total	**981**	**1012**

Patrons visiting Reference and Genealogy library

	Lismore	**Ballina**	**Byron**	**Tweed**	**Other**	**Total**
July – Sept 2008	684	118	16	7	40	867
July – Sept 2009	498	133	10	0	2	674

Computer and equipment usage (in hours)

	July – Sept 2008	**July – Sept 2009**
Microfilm reader/printers	1112	1042
Public access computers	1269	1291
CD-Rom	20	16.5
Total hours	2401	2349.5

Reference enquiries and patron numbers have remained steady over the last quarter. Staff assist patrons as much as possible on their first visit, enabling them to be "independent researchers" on subsequent visits. Of course, staff are always available to answer questions from patrons and assist them in using the equipment.

Training and Conferences

Susan Dynan and I attended a family history seminar organised by the Richmond Tweed Family History Society on using records from NSW State Records. This was a very valuable seminar as the Genealogical Library holds many State Records documents.

I also attended a Grant Writing Workshop at State Library of NSW which assisted in the preparation of the grant for the new Byron Bay library.

Training Provided:

I provided Web 2.0 training for 6 staff so they could conduct programs for the public during Adult Learners Week.

Media

The Regional Library was mentioned 54 times in local papers from July – September 2009, covering a wide range of programs and activities run by the Library.

Nicole Don
Reader Services Manager

4 November 2009

CENTRAL STATISTICS: 1ST QTR. 2009/2010

CENTRAL TOTALS

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
DOOR COUNT		226	212	236	674	867	-22.26%	674	867	-22.26%
LOANS		973	830	966	2,769	3,219	-13.98%	2,769	3,219	-13.98%
HOLDS		263	256	292	811	1,549	-47.64%	811	1,549	-47.64%
REF ENQ		4	3	4	11	23	-52.17%	11	23	-52.17%
PATRON ADDED		1	3	2	6	5	20.00%	6	5	20.00%
PATRON DELETED		0	0	0	0	3	#DIV/0!	-	3	-100.00%
PATRON TOTAL	454	455	458	460						

as at 30th June 2009

CENTRAL COMPUTER STATISTICS

	July	August	September	1st QTR 2009/2010 TOTAL	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
INTERNET USE (hrs)	278.4	246.5	212.3	737.2	1269.5	-41.93%	737.24	1270	-41.93%
FICHE/FILM(hrs)	265.35	242.55	163.40	671.30	1112.5	-39.66%	671.30	1112.50	-39.66%
CDROM(hrs)	10.30	0.00	6.05	16.35	19.75	-17.22%	16.35	19.75	-17.22%
PC USAGE (hrs)	141	107	93	341.0	458	0.00%	341.0	458	-25.55%
WIRELESS	1	4	2	7.0	0.0	#DIV/0!	7.0	0.0	#DIV/0!
TOTAL COMPUTER USE:							**1094.6**	**1747.3**	-37.35%

RICHMOND-TWEED REGIONAL LIBRARY

CHILDREN & YOUTH SERVICES TECHNICIAN'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING, 4TH DECEMBER 2009

Subject: Frist Quarterly Report

Ten Minutes a Day-Baby Book Time

Newcastle Permanent Charitable Foundation presented the Ballina Public Library and Lismore City Library with a $15,000 cheque each to fund the Ten Minutes a Day early childhood literacy program .
Ten Minutes a Day is an educational program which aims to improve literacy rates within the community by engaging parents and children.

Ten Minutes a Day – Baby Book Time is a literacy program designed for parents and their babies two years of age and under. The program is designed to give parents an opportunity to share and experience the love of reading with their baby. The program will give parents practical ideas on using stories, rhymes, songs and music to help babies develop early literacy skills!

Ten Minutes a Day – Baby Book Packs are available for loan at Lismore and Ballina Libraries.

- The packs include board books, music CD and nursery rhymes and can be borrowed for four weeks.

- The packs have been carefully selected to suit the developmental needs of babies two years and under.

Ballina Public and Lismore City Library hosted a launch with Newcastle Permanent Building Society staff and Management from the Charitable Foundation Newcastle attended. Library Committee members and Councilors also attended the launches to acknowledge the support of the Newcastle Permanent Charitable Foundation for their support in an important early literacy program.

National Child Protection Week

National Child Protection Week is an annual campaign that aims to raise awareness of the wellbeing and safety of children in Australia this being everyone's responsibility. The safety and wellbeing of children in our communities is everybody's business, it is no longer seen as the responsibility of governments but a responsibility that can be shared by the whole community.

Richmond Tweed Regional Library participated in the Teddy Bears Picnic at Tweed Heads Recreation grounds and at Missingham Bridge Park Ballina. During both events Library cards, early literacy programs at your library, storytime and baby bounce were distributed.

During the July, August, September quarter there shows an increase in 0-4 years joined their library in Ballina and Tweed shires.

Organisations such as, DOCS, Family Network Support, Bunjum Pre School, Fire Brigade, Reconnect and Inter Relate set up booths for parents and children to gather information, join the library, Teddy Bear judging and a community coming together to celebrate an important occasion, child protection.

Book Week – Book Safari 2009

A celebration of Children's Book Week 2009 was conducted in all branch libraries following the theme Book Safari.

All branch libraries decorated the front entrances of the libraries and the children's section with paper Mache branches, trees and stuffed animals. Local schools contributed to the displays at the libraries, attended storytime/information sessions about Children's Book Week and Children's Book Council of Australia.

Book Week Book Safari 2009 was popular with the schools with record number of attendance visiting the libraries. All staff performed, entertained and excelled with the branch displays and large class group visits and I congratulate them for working effectively during such a busy week.

HSC Resource Kit and Yourtutor

During this quarter Children and Youth Services visited Primary and High School P&C meetings in the Lismore and Ballina areas. During the evening visits I was able advise parents about the new HSC Resource kit available at their public library to assist young adults who will be preparing for Year 11 and 12.
In attendance at these meetings were the Principal, School Librarian and parents taking pleasure in perusing the HSC Resource Kit and felt the purpose of the kit would be extremely beneficial and well used be their students. They believed Richmond Tweed Regional Library had targeted the HSC curriculum very well and will be very popular for students as a resource. Schools are organizing for the year 2010 class group visits to their local library to assist Higher School Certificate students become informed how their local library can benefit them during their studies.

While visiting the P&C evening's yourtutor information and explaining what this program is was demonstrated during the night. Parents were particularly interested in the online tutor program.

During this quarter saw an increase in the usage of the yourtutor program with 123 students getting online. I believe the key to increasing the popularity and usage of the yourtutor program is to maintain a level of information to the parents through evening meeting and school bulletins.

North East Zone Children and Youth Librarian Meeting

During September 19 North East Zone Children and Youth Librarians and Mylee Jospeh from the State Library of NSW got together at Coffs Harbour to discuss current programs, new idea programs, policy making, parent information sessions and a general overview of Children and Youth Services within the Public Library sector and their local community.

The two day meeting is of great benefit to the Children and Youth Librarians as it gives an opportunity to discuss with Mylee Joseph (State Library Youth and Teens Librarian) how the State Library of NSW can maintain a beneficial and informative link with Children and Youth Services within the Public Libraries on the Far North Coast.
Topics discussed and displayed were

- Web 2.0 for parents
- The Big Book Club Inc
- Homework Help for Parents and Kids
- Keeping up to date with collection knowledge
- Premiers Reading Challenge
- YourTutor
- Planning and gathering feedback to Library Managers

Children and Youth Services have maintained a busy output of promotion for Parents, 0-4 year olds, Primary and High School students. Ongoing publicity in the local newspapers and school newsletters reminds parents and students of their Public Library with Children and Youth Services continuing to access as many forms of media to highlight their libraries as a building for social networking and a hub of support for their educational needs.

Nicole Eldridge
Children and Youth Services Technician

19th November 2009

RICHMOND-TWEED REGIONAL LIBRARY

BALLINA AREA LIBRARIAN'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING 4th December 2009

Subject: First Quarterly Report

Door Count

1st quarter	50,183 estimate only as door counter was under repair
1st quarter last year	53,824

Loan Count

1st quarter	109,153 decrease 10.2%
1st quarter last year	121,536

Holds Count

1st quarter	2,596 increase 60%
1st quarter last year	1,622

Adult/Child Count

1st quarter	27,726 new patrons = 411 this quarter
1st quarter last year	397 new patrons

PC Usage

1st quarter	4,261 + 213 wireless
1st quarter last year	4,536

Patron/Computer Training

At Ballina library, there were 4 classes in July, 4 in August and one in September to train 26 adults in searching and emailing on the internet. During September, for Adult Learners month, 5 classes were held on Web 2.0, including Facebook and blogs, training 20 people.

At Lennox Head library, 3 classes were held during this quarter, training 6 people.

Children's Activities

A programme called 10 Minutes a day began at Ballina Library on 22nd July. This was sponsored by Newcastle Permanent Building Society, who provided 100 kits for the library. An official launch was held at the library on 14th July, and was well attended.
Initially, staff ran a session on Mondays and a session on Wednesdays, to provide for the number of people who expressed interest. Three sessions were held in July, seven sessions in August, and 5 in September. New mothers join and others finish, as the programme is designed so that parents attend for 5 or 6 weeks. It is proving both fun and informative, and also helps new mothers to meet others.

Storytime continues twice weekly at Ballina, with an average of 15-20 children attending.

Storytime is held weekly at Alstonville, and attendance is gradually increasing.

Children's Book Week

In August, a large number of palms and other potted plants was delivered to Ballina Library by the Council's gardener, to transform the library into jungle for the theme, "Book Safari". The library looked fantastic, and everyone coming to library commented on the display. At Ballina, there were 26 classes, averaging 25 children in each group. Staff read some of the award winning books, and spoke to each group about the library.

At Alsonville, 6 classes attended from St Joseph's School, and staff read stories and spoke with the children. One class had requested that a Living Book be available for their visit at Alstonville and Lismore Library helped staff at Alstonville to arrange this. The class found this to be a very enjoyable experience.

Lennox Head Library had a display of the award winning books.

Youth Activities

On 15th July, for school holidays, a workshop was held called Claymation. It was attended by 15 children, from 9 years and over. Clay models are made, and then the characters are put into a sequence of movements using a digital camera and laptop computer, to make a short film. This is very popular, and will be offered each holiday period, as funds permit.

A staff member ran a workshop to teach children 8 years and over, how to make jewelry using beads. Twelve children enjoyed this session, again as a holiday activity in July. This was offered a second time the following week, attracting 14 children.

Friends of Ballina Shire's Libraries

A meeting is held on the first Monday each month, at Ballina Library at 9.30am. Each month, a guest speaker addresses the group, followed by morning tea, with about 20 people usually attending.

The Friends held a book sale on Friday 2nd and Saturday 3rd October to fund raise for our libraries. It was very successful, making a profit through book sales, coffee shop and raffle, totaling $5167. In April 2009, the group raised $4107 at a one day sale. Combined, the sum of $9,364 has been banked, to buy new books. This is from library discards and unwanted donations, which mostly sell for 50 cents…..a tremendous effort!

Staff Training

Three staff members shared a 3-day pass to attend the Byron Bay Writers festival in August. It is a very interesting experience to hear writers from all walks of life, discussing their lives and books.

A Year 10 student from Alstonville High did work experience for a week at Ballina Library in August.

Media Articles

Different staff members have taken turns to speak on Paradise Radio every Tuesday morning, to highlight displays and activities in the library. This is an effective way to reach non users of the

library, and inform them about a wide range of topics including Yourtutor, HSC resources, housebound deliveries, the library's website and databases, storytime for preschoolers and baby bounce for babies.

The Ballina Advocate continues to publish a column called "In your Libraries" each month. A good article called "Mate, learn to save on power" helped to promote the availability of Powermates now available in libraries. They are available for loan, to help people monitor their power usage.

Housebound and Bulk Loan Deliveries

In September, a count showed 53 housebound patrons at Ballina, 7 individuals and 2 bulk loans per month at Alstonville, and 3 housebound at Lennox Head. These numbers vary, but provide a vital lifeline to many who are not able to visit the libraries themselves.

Contacts/Liason with community groups/organizations

Ballina, Alstonville and Lennox Head libraries promoted the competition for children, held by Ballina Shire Council during Local Government Week.

Children from Wardell School visited Ballina library in September. 25 children from Year 3-6 spent an hour at the library, listening to stories, and introductory talk and lots of questions, plus some free time to explore. Later, 25 children from Kindergarten, Year 1 and 2, visited for an hour for a similar experience, which was very popular.

River Street Preschool visited Ballina Library with 17 children in July for orientation.

Kerrie attended a book launch for 2 books published locally in September, and written by Berth Kapeen. This was a well attended event, with many of the local Aboriginal Elders coming together to celebrate these publications.

A grant application has been submitted to the NSW State Library seeking funds to establish a new and separate collection at Ballina Library to promote Aboriginal History and Culture. Library Development Grants are very competitive, but it will be great if funds become available.

Displays, exhibitions and events

A display arrived at Ballina Library on 9th July, on the history of cookbooks in Australia. This was a travelling exhibition from NSW State Library, and was exhibited until 31st July. It detailed covers from cook books over 200 years, and was very interesting.

Lennox Head Library

From 28th September, the car park at Lennox Head Library has been closed. Building started at Lennox Head Public School to erect a school hall, and unfortunately, the car park was claimed as space needed to support the building site. This will continue until mid March 2010.

Kerrie Fairlie
Ballina Area Librarian

20th October 2009

BALLINA AREA STATISTICS: 1ST QTR. 2009/2010

DOOR COUNT		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Culumative 2009/2010	Culumative 2008/2009	Culumative % CHANGE
Ballina		12000	12800	12500	37300	40388	-7.65%	37300	40388	-7.65%
Alstonville		2989	2929	2864	8782	9692	-9.39%	8782	9692	-9.39%
Lennox Head		1549	1268	1284	4101	3744	9.54%	4101	3744	9.54%
	TOTAL	16538	16997	16648	50183	53824	-6.76%	50183	53824	-6.76%
LOANS										
Ballina		29,094	26,388	25,523	81005	90360	-10.35%	81005	90360	-10.35%
Alstonville		6,154	5,834	5,518	17506	20352	-13.98%	17506	20352	-13.98%
Lennox Head		3,847	3,276	3,519	10642	10824	-1.68%	10642	10824	-1.68%
	TOTAL	39095	35498	34560	109153	121536	-10.19%	109153	121536	-10.19%
HOLDS										
Ballina		602	474	503	1579	1091	44.73%	1579	1091	44.73%
Alstonville		241	184	165	590	277	113.00%	590	277	113.00%
Lennox Head		150	143	134	427	254	68.11%	427	254	68.11%
	TOTAL	993	801	802	2596	1622	60.05%	2596	1622	60.05%
REF ENQ										
Ballina		0	0	0	0	2580	-100.00%	0	2580	-100.00%
Alstonville		0	0	0	0	576	-100.00%	0	576	-100.00%
Lennox Head		0	0	0	0	888	-100.00%	0	888	-100.00%
	TOTAL	0	0	0	0	4044	-100.00%	0	4044	-100.00%

BALLINA AREA STATISTICS: 1ST QTR. 2009/2010

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Culumative 2009/2010	Culumative 2008/2009	Culumative % CHANGE
ADULT PATRON										
Ballina	**EXISTING**	16,093	16,184	16,254	16,254					
	INACTIVE	0	0	0	0					
	ADDED	93	73	67	233	262	-11.07%	233	262	-11.07%
	DELETED	2	3	5	10	15		10	15	
	TOTAL	16,184	16,254	16,316	16,316					
Alstonville	**EXISTING**	3,379	3,384	3,398	3,398					
	INACTIVE	0	0	0	0					
	ADDED	5	14	13	32	40	-20.00%	32	40	-20.00%
	DELETED	0	0	1	1	1		1	1	0.00%
	TOTAL	3,384	3,398	3,410	3,410					
Lennox Head	**EXISTING**	2,161	2,181	2,188	2,188					
	INACTIVE	0	0	0	0					
	ADDED	20	7	6	33	66	-50.00%	33	66	-50.00%
	DELETED	0	0	0	0	6		-	6	
	TOTAL	2,181	2,188	2,194	2,194					
JUNIOR PATRON	**EXISTING**	3,887	3,909	3,947	3,947					
Ballina	**INACTIVE**	0	0	0	0					
	ADDED	22	38	43	103	62	66.13%	103	62	66.13%
	DELETED	0	0	0	0	0		0	0	
	TOTAL	3,909	3,947	3,990	3,990					
Alstonville	**EXISTING**	1,227	1,229	1,229	1,229					
	INACTIVE	0	0	0	0					
	ADDED	3	0	8	11	14	-21.43%	11	14	-21.43%
	DELETED	1	0	0	1	0		1	0	
	TOTAL	1,230	1,229	1,237	1,237					
Lennox Head	**EXISTING**	625	630	632	632					
	INACTIVE	0	0	0	0					
	ADDED	5	2	4	11	8	37.50%	11	8	37.50%
	DELETED	0	0	0	0	0		0	0	
	TOTAL	630	632	636	636					
PATRONS ADDED J+A										
Ballina		115	111	110	336	324	3.70%	336	324	-20.37%
Alstonville		8	14	21	43	54	-20.37%	43	54	7.32%
Lennox Head		25	9	10	44	41	7.32%	44	41	7.32%
	TOTAL PATRONS ADDED	148	134	141	423	419	0.95%	423	419	0.95%
PATRON DELETED										
Ballina		2	3	5	10	15	-33.33%	10	15	-33.33%
Alstonville		1	0	1	2	1	100.00%	2	1	100.00%
Lennox Head		0	0	0	0	6	0.00%	-	6	0.00%
	TOTAL	3	3	6	12	22	-45.45%	12	22	-45.45%
NET TOTAL PATRONS J+A ADDED		145	131	135	411	397	3.53%	411	397	3.53%

BALLINA AREA STATISTICS: 1ST QTR. 2009/2010

BALLINA AREA TOTALS

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Culumative 2009/2010	Culumative 2008/2009	Culumative % CHANGE
DOOR COUNT		16,538	16,997	16,648	50,183	53,824	-6.76%	50,183	53,284	-5.82%
LOANS		39,095	35,498	34,560	109,153	121,536	-10.19%	109,153	121,536	-10.19%
HOLDS		993	801	802	2,596	1,622	60.05%	2,596	1,622	60.05%
REF ENQ		-	-	-	-	4,044	-100.00%	-	4,044	-100.00%
PATRON ADDED		148	134	141	423	419	0.95%	423	419	0.95%
PATRON DELETED		3	3	6	12	22	-45.45%	12	22	-45.45%
TOTAL PATRON	27,315	27,460	27,591	27,726	~	~	~			~
as at 30th June 2009										

BALLINA COMPUTER STATISTICS

	July	August	September	1st QTR 2009/2010 TOTAL	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % Change
PC USAGE (hrs)									
Ballina	1,121	990	944	3055.0	3322.0	-8.04%	3055.0	3322.0	-8.04%
Alstonville	216	212	220	648.0	720.0	-10.00%	648.0	720.0	-10.00%
Lennox Head	188	196	174	558.0	494.0	12.96%	558.0	494.0	12.96%
	1525.0	1398.0	1338.0	4261.0	4536.0	-6.06%	4261.0	4536.0	-6.06%
WIRELESS									
Ballina	54	49	46	149.0	0.0	#DIV/0!	149.0	0.0	#DIV/0!
Alstonville	7	5	3	15.0	0.0	#DIV/0!	15.0	0.0	#DIV/0!
Lennox Head	22	16	11	49.0	0.0	#DIV/0!	49.0	0.0	#DIV/0!
	83.0	70.0	60.0	213.0	0.0	#DIV/0!	213.0	0.0	#DIV/0!

RICHMOND-TWEED REGIONAL LIBRARY

BYRON BAY BRANCH TECHNICIAN'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING 4TH DECEMBER 2009

Subject: First Quarterly Report

Door Count

1st quarter	37,530 increase 70%
1st quarter last year	22,056

Loan Count

1st quarter	26,235
1st quarter last year	28,057

Holds Count

1st quarter	1,341 increase 39%
1st quarter last year	965

Adult/Child Count

1st quarter	194
1st quarter last year	164

PC Usage

1st quarter	2,351 and Wireless 91
1st quarter last year	2508

Patron/Computer Training

Computer training was conducted by Louise Daneau for four library members.
Those who attended were very appreciative of Louise's patient, gentle manner and so overcame any fears with using the Internet.

Children's Activities

Children's Storytime every Wednesday is a happy, noisy activity-filled session. Parents (Mums and Dads) all happily assist their children with the craft activity. Bronwyn Orme and Kathleen Grant, kept the Storytime and Activities going whilst Andrea was on Annual Leave. Thanks to all for a well-delivered, interesting Craft/Storytime.

Bronwyn, responding to suggestions from Parents, suggested we have a display board in the Children's section to display the Storytime crafts and promote the activity. A cork board is now in the Children's section with wonderful Storytime crafts pinned to it.

Children's Book Week

Our biggest event this quarter was very successful and saw lots of classes visit the library. Altogether we had 13 classes with some 260 children visiting.
The Book Week Display and the decorations in the Children's Section were brilliant. WE didn't want to take them down! A big thanks to all for the effort.

Youth Activities

In the July holidays, a Creative Decoupage activity was organized with participants making Placemats. 8 youth attended and enjoyed the session.

Friends of Byron Bay Library

The President of The Friends was away overseas for some part of this quarter so there was no formal Friends activities.

The Friends of Byron Bay Library did hold a stall at the Byron Bay Writer's Festival and managed to raise $2,700. Well done and Thank You!

The new Branch Technician met the President, Bob, when he returned from holidays.

Staff Training

Part-time Casual staff attended Induction Training at Headquarters.

Media Articles

There were a number of items appearing in the media concerning the Libraries in this quarter. Positions Vacant were advertised in the Northern Star and The Courier Mail in July.

"Borrow an energy meter from a library" was in Byron Bay Echo in August. In this issue too, there was a lovely coloured picture of the new library with the heading, "Byron Bay library DA to go to Council".

On the 13th of August, there was comment in the column "Ear to the Ground" about the picture of the new library having the name 'Byron Library' exclude the word 'Bay'. In this issue there was also a write up about the Energy Meters and their availability at the library.

On the 29th September, there was an article about the Eco-Challenge art competition for children, and that the libraries were places to leave artwork. In the same issue was an article "Assistance for vision impaired" this talked about being able to borrow Navigators from the library.

Housebound and Bulk Loan Deliveries

12 Patrons across 2 institutions, Feros Village and Orthodox Home
2 Private Patrons
252 items delivered
Library staff provide a caring wonderful service, sometimes delivering specially if a book is in high demand. Volunteers from Feros and Orthodox Homes collect from and return items for their Residents.

Displays, exhibitions and events

As mentioned elsewhere, we had a wonderful display of Children's Book Week books.

We have had a good response from the "50 Books you can't put down". The free booklets have been taken and a lot of Reservations have resulted.

The other significant "event" was the setting alight of the Book Return bin. We were very fortunate not to have the whole library burn down. Although not a very good situation, the outcome was positive in highlighting how well the Library, Council, Security Company and Fire Service all cooperated.

Staffing

Half way through September, a new Branch Technician joined the service at Byron Bay Library. The last library Isobel Edward-Moon worked at was Bribie Island in Queensland. One of the similarities between the two libraries is that they are both holiday destinations, but the difference in how this affects the library is significant. Byron is dealing with a normal branch function and a lot of visitors – most of whom are from overseas and a good portion of non-English speaking backgrounds. This and dealing with cramped conditions and implementation of a new system put pressure on the team. The staff here are to be congratulated for maintaining a superlative service that presents RTRL as a dynamic, receptive and honourable organization to be working for. Each staff person's dedication and integrity is reflected in the positive, supportive organisational culture. I am honoured to be working with them all and commend them for their patience and commitment.

Isobel Edward-Moon
Byron Bay Library Branch Technician

16th November 2009

RICHMOND-TWEED REGIONAL LIBRARY

MULLUMBIMBY BRANCH TECHNICIAN'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING, 4TH DECEMBER 2009

Subject: First Quarterly Report

Door Count

4th Quarter	19,132
1st Quarter	19,138
1st Quarter last year	20,418

Loan Count

4th Quarter	33,828
1st Quarter	28,451
1st Quarter last year	32,028

Holds

4th Quarter	896
1st Quarter	1178
1st Quarter last year	978

New Adults/Child Patron Count

4th Quarter	109
1st Quarter	88
1st Quarter last year	124

PC Usage

4th Quarter	1,104
1st Quarter	1,195
1st Quarter last year	1,415

Children's Activities – Storytime

4th Quarter	11 sessions	Children attending	122
1st Quarter	13 sessions	Children attending	146
1st Quarter last year	13 sessions	Children attending	173

Displays, Exhibitions or Events

- During July we liaised with the organizers of the "Mullum to Bruns" family fun run and created a display in the library to support this local event which in its second year proved to be even bigger than anticipated.

- Children's Book Week, August 22-28, was celebrated at the branch with a very creative and quirky display including patron participation in why "Horrible Horace" had lost his head. The theme was "Book Safari" and 130 children visited our library and were given a presentation about the listed books and the winning titles.

- Mullumbimby Branch hosted a school visit from Wilson's Creek Primary School during their community visits throughout Mullumbimby.

Staff Meetings

Byron Area staff attended staff meetings at Byron Branch 5th August, 2009 and at Brunswick Branch on 2nd September, 2009.

Gabrielle Cocks
Mullumbimby Branch Technician

13 November, 2009

RICHMOND-TWEED REGIONAL LIBRARY

BRUNSWICK HEADS BRANCH REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING, 4TH DECEMBER 2009

Subject: 1st Quarterly Report

Door Count
1st quarter: 19,619
1st quarter last year: 16,587

Loans
1st quarter: 23,833
1st quarter last year: 24,523

Holds Count
1st quarter: 1,050
1st quarter last year: 530

Adult/Child Count - new patrons added
1st quarter: 73
1st quarter last year: 88

PC Usage
1st quarter: 1249
1st quarter last year: 1352
Wireless: 109

Children's Activities
1st quarter sessions: 16
Children attending: 201
Includes storytime and school holiday activities.

Displays/Events

Daffodil Day – display at front counter. Brunswick Library raised over $160.

Children's Book Week – Staff turned the children's area into a jungle, complete with a rainforest canopy and a river. Various animals hid throughout the books. Staff also made a native book hut and canoe. Brunswick Public School kindly brought over some wonderful art work done by the kids to display. The children always get excited by their work hanging in the library. The school also visited over 2 days during which 150 children listened to staff do an orientation talk about the library and have Book Week stories read to them.

Collection

Due to space restrictions on the shelves at Brunswick, staff continue to civ (move) items back to the larger branches. We are also trying to complete monthly shelf checks to be able to check the lost/claim-return/in-transit list correctly

Staff

I attended 2 days of First Aid Training.
Katrina Cameron and Kim Vanderhope attended orientation at Headquarters.

Kate Taylor
Branch Library Technician
Brunswick Heads

19th November 2009

BYRON AREA STATISTICS: 1ST QTR. 2009/2010

	July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
DOOR COUNT									
Byron Bay	7972	7060	7467	22499	22056	2.01%	22499	22056	2.01%
Brunswick Heads	6628	6316	6675	19619	16587	18.28%	19619	16587	18.28%
Mullumbimby	6272	6548	6318	19138	20418	-6.27%	19138	20418	-6.27%
TOTAL	20872	19924	20460	61256	59061	3.72%	61256	59061	3.72%
LOANS									
Byron Bay	8,963	8,788	8,484	26235	28057	-6.49%	26235	28057	-6.49%
Brunswick Heads	8,202	7,706	7,925	23833	24523	-2.81%	23833	24523	-2.81%
Mullumbimby	9,862	9,238	9,351	28451	32028	-11.17%	28451	32028	-11.17%
TOTAL	27027	25732	25760	78519	84608	-7.20%	78519	84608	-7.20%
HOLDS									
Byron Bay	393	453	495	1341	965	38.96%	1341	965	38.96%
Brunswick Heads	385	351	314	1050	530	98.11%	1050	530	98.11%
Mullumbimby	387	340	451	1178	978	20.45%	1178	978	20.45%
TOTAL	1165	1144	1260	3569	2473	44.32%	3569	2473	44.32%
REF ENQ									
Byron Bay	0	0	0	0	3978	-100.00%	0	3978	-100.00%
Brunswick Heads	0	0	0	0	1380	-100.00%	0	1380	-100.00%
Mullumbimby	0	0	0	0	6434	-100.00%	0	6434	-100.00%
TOTAL	0	0	0	0	11792	-100.00%	0	11792	-100.00%

BYRON AREA STATISTICS: 1ST QTR. 2009/2010

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Culumative 2009/2010	Culumative 2008/2009	Culumative % CHANGE
ADULT PATRON										
Byron Bay	**EXISTING**	9,917	9,971	10,029	10,029					
	INACTIVE	0	0	0	0					
	ADDED	54	60	57	171	149	14.77%	171	149	14.77%
	DELETED	0	2	0	2	4		2	4	
	TOTAL	9,971	10,029	10,086	10,086					
Brunswick Heads	**EXISTING**	4,097	4,114	4,128	4,128					
	INACTIVE	0	0	0	0					
	ADDED	17	14	25	56	79	-29.11%	56	79	-29.11%
	DELETED	0	0	1	1	43		1	43	0.00%
	TOTAL	4,114	4,128	4,152	4,152					
Mullumbimby	**EXISTING**	4,898	4,923	4,947	4,947					
	INACTIVE	0	0	0	0					
	ADDED	27	24	20	71	94	-24.47%	71	94	-24.47%
	DELETED	2	0	1	3	1		3	1	
	TOTAL	4,923	4,947	4,966	4,966					
JUNIOR PATRON	**EXISTING**	1,707	1,716	1,725	1,725					
Byron Bay	**INACTIVE**	0	0	0	0					
	ADDED	9	9	5	23	15	53.33%	23	15	53.33%
	DELETED	0	0	0	0	0		0	0	
	TOTAL	1,716	1,725	1,730	1,730					
Brunswick Heads	**EXISTING**	1,056	1,064	1,069	1,069					
	INACTIVE	0	0	0	0					
	ADDED	8	5	4	17	9	88.89%	17	9	88.89%
	DELETED	0	0	1	1	0		1	0	
	TOTAL	1,064	1,069	1,072	1,072					
Mullumbimby	**EXISTING**	1,699	1,705	1,713	1,713					
	INACTIVE	0	0	0	0					
	ADDED	6	8	3	17	30	-43.33%	17	30	-43.33%
	DELETED	0	0	0	0	0		0	0	
	TOTAL	1,705	1,713	1,716	1,716					
PATRONS ADDED J+A										
Byron Bay		63	69	62	194	164	18.29%	194	164	-17.05%
Brunswick Heads		25	19	29	73	88	-17.05%	73	88	-29.03%
Mullumbimby		33	32	23	88	124	-29.03%	88	124	-29.03%
	TOTAL PATRONS ADDED	121	120	114	355	376	-5.59%	355	376	-5.59%
PATRON DELETED										
Byron Bay		0	2	0	2	4	-50.00%	2	4	-50.00%
Brunswick Heads		0	0	2	2	43	-95.35%	2	43	-95.35%
Mullumbimby		2	0	1	3	1	0.00%	3	1	0.00%
	TOTAL	2	2	3	7	48	-85.42%	7	48	-85.42%
NET TOTAL PATRONS J+A ADDED		119	118	111	348	328	6.10%	348	328	6.10%

BYRON AREA STATISTICS: 1ST QTR. 2009/2010

BRYON AREA TOTALS

		July	August	September	2009/2010	2008/2009	% CHANGE	2009/2010	2008/2009	% CHANGE
DOOR COUNT		20,872	19,924	20,460	61,256	59,061	3.72%	61,256	59,061	3.72%
LOANS		27,027	25,732	25,760	78,519	84,608	-7.20%	78,519	84,608	-7.20%
HOLDS		1,165	1,144	1,260	3,569	2,473	44.32%	3,569	2,473	44.32%
REF ENQ		-	-	-	-	11,792	-100.00%	-	11,792	-100.00%
PATRON ADDED		121	120	114	355	376	-5.59%	355	376	-5.59%
PATRON DELETED		2	2	3	7	48	-85.42%	7	48	-85.42%
TOTAL PATRON	23,381	23,500	23,618	23,729	~	~	~			~

as at 30th June 2009

BYRON COMPUTER STATISTICS

	July	August	September	1st QTR 2009/2010 TOTAL	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
PC USAGE (hrs)									
Byron	830	742	779	2351.0	2508.0	-6.26%	2351.0	2508.0	-6.26%
Brunswick Heads	416	421	412	1249.0	1362.0	-8.30%	1249.0	1362.0	-8.30%
Mullumbimby	386	416	393	1195.0	1415.0	-15.55%	1195.0	1415.0	-15.55%
	1632.0	1579.0	1584.0	4795.0	5285.0	-9.27%	4795.0	5285.0	-9.27%
WIRELESS									
Byron	29	20	42	91.0	0.0	#DIV/0!	91.0	0.0	#DIV/0!
Brunswick Heads	21	35	53	109.0	0.0	#DIV/0!	109.0	0.0	#DIV/0!
Mullumbimby	27	50	50	127.0	0.0	#DIV/0!	127.0	0.0	#DIV/0!
	77.0	105.0	145.0	327.0	0.0	#DIV/0!	327.0	0.0	#DIV/0!

RICHMOND-TWEED REGIONAL LIBRARY

LISMORE AREA LIBRARIAN'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING, 4th DECEMBER 2009

Subject: First Quarterly Report

Statistics

Loans

Lismore	97,956	13.3% decrease
Goonellabah	9,472	19.5% decrease
TOTAL	107,428	13.9% decrease

Door Count

Lismore	38,795	6.0% decrease
Goonellabah	8,811	0.4% decrease
TOTAL	47,606	5.0% decrease

Holds

Lismore	2,268	53.2% increase
Goonellabah	360	36.3% increase
TOTAL	2,628	50.7% increase

PC Usage

Lismore	3,669	6.8% decrease
Goonellabah	325	30.1 decrease

Patrons Added

Lismore	354	29.8% decrease
Goonellabah	36	5.2% decrease

I must express concern about the drop in these statistics. Working in the library, staff experience does not support these dramatic decreases in usage. The problems being experienced in the use of Spydus is, in my opinion, a major component of these drops in statistics.

Hopefully, if and when these problems are resolved, statistical measures will again give an accurate record of usage of the library.

National Living Library

Australia Library and Information Association (ALIA) have now taken over the National Living Library strategy including the website from Lismore City Council. Co-ordinator, Tahnee Pearce visited Lismore's Living Library to gain a perspective of our Living Library. She has also visited others as every Living Library is run to suit that organising institution.

Casino View Club

This group requested another visit, this time from one of the Living Books. Sarah, a refugee from Sierra Leone went and spoke of her life and experiences. Sarah also experienced her first taste of corned beef and white sauce, which was the luncheon served at the meeting.

Book Launch

In conjunction with the Lismore Aero Club, Lismore Library was pleased to launch the latest book by Pat Studdy-Clift. This book, *The Incredible Klemm*, featured aeroplane Klemm L26, which was to be present at the launch. Unfortunately it was damaged in transit so was unable to be flown to Lismore. This successful launch was attended by more than 40 people. Some brought photos of their aeroplanes and experiences of flying in New Guinea to this launch. Also speaking at the launch was a Catholic nun who worked in the area of New Guinea for many years and spoke of how this book reinforced memories of her life there.

Government Stimulus Package

Our Lady of Lourdes School invited me to assist in the design of their new library funded by the Federal Government's stimulus package. The fit-out, with layout and furniture was also of interest to the school's staff. Their current library is very small so they are looking forward to having this new bright library.

Caroona Fete

Lismore's Living Library was invited to participate in Caroona's annual fete in August. Living Books were generous with their time as were the library staff who assisted with this session.

Lucy Kinsley
Lismore Area Librarian

20th November, 2009

LISMORE AREA STATISTICS: 1ST QTR. 2009/2010

	July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
DOOR COUNT									
Lismore	14374	10145	14276	38795	41306	-6.08%	38795	41306	-6.08%
Goonellabah	2989	3052	2770	8811	8847	-0.41%	8811	8847	-0.41%
TOTAL	17363	13197	17046	47606	50153	-5.08%	47606	50153	-5.08%
LOANS									
Lismore	34,704	31,896	31,356	97956	112992	-13.31%	97956	112992	-13.31%
Goonellabah	3,536	3,021	2,915	9472	11770	-19.52%	9472	11770	-19.52%
TOTAL	38240	34917	34271	107428	124762	-13.89%	107428	124762	-13.89%
HOLDS									
Lismore	789	712	767	2268	1480	53.24%	2268	1480	53.24%
Goonellabah	137	102	121	360	264	36.36%	360	264	36.36%
TOTAL	926	814	888	2628	1744	50.69%	2628	1744	50.69%
REF ENQ									
Lismore	0	0	0	0	2522	-100.00%	0	2522	-100.00%
Goonellabah	135		0	135	520	-74.04%	135	520	-74.04%
TOTAL	135	0	0	135	3042	-95.56%	135	3042	-95.56%

LISMORE AREA STATISTICS: 1ST QTR. 2009/2010

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
ADULT PATRON										
Lismore	**EXISTING**	20,163	20,258	20,340	20,340					
	INACTIVE	0	0	0	0					
	ADDED	97	82	100	279	340	-17.94%	279	340	-17.94%
	DELETED	2	0	3	5	20		5	20	
	TOTAL	20,258	20,340	20,437	20,437					
Goonellabah	**EXISTING**	1,736	1,744	1,753	1,753					
	INACTIVE	0	0	0	0					
	ADDED	8	9	5	22	25	-12.00%	22	25	-12.00%
	DELETED	0	0	0	0	2		0	2	
	TOTAL	1,744	1,753	1,758	1,758					
JUNIOR PATRON	**EXISTING**	7,176	7,222	7,255	7,255					
Lismore	**INACTIVE**	0	0	0	0					
	ADDED	46	34	25	105	207	-49.28%	105	207	-49.28%
	DELETED	0	1	0	0	0		0	0	
	TOTAL	7,222	7,255	7,280	7,280					
Goonellabah	**EXISTING**	1,017	1,020	1,025	1,025					
	INACTIVE	0	0	0	0					
	ADDED	3	5	6	14	13	7.69%	14	13	7.69%
	DELETED	0	0	0	0	0		0	0	
	TOTAL	1,020	1,025	1,031	1,031					
PATRONS ADDED J+A										
Lismore		143	116	125	384	547	-29.80%	384	547	-29.80%
Goonellabah		11	14	11	36	38	-5.26%	36	38	-5.26%
	TOTAL PATRONS ADDED	154	130	136	420	585	-28.21%	420	585	-28.21%
PATRON DELETED										
Lismore		2	1	3	6	20	0.00%	6	20	-70.00%
Goonellabah		0	0	0	0	2	-100.00%	0	2	-100.00%
	TOTAL	2	1	3	6	22	-72.73%	6	22	-72.73%
NET TOTAL PATRONS J+A ADDED		152	129	133	414	563	0	414	563	-26.47%

LISMORE AREA STATISTICS: 1ST QTR. 2009/2010

LISMORE AREA TOTALS

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
DOOR COUNT		17,363	13,197	17,046	47,606	50,153	-5.08%	47,606	50,153	-5.08%
LOANS		38,240	34,917	34,271	107,428	124,762	-13.89%	107,428	124,762	-13.89%
HOLDS		926	814	888	2,628	1,744	50.69%	2,628	1,744	50.69%
REF ENQ		135	-	-	135	3,042	-95.56%	135	3,042	-95.56%
PATRON ADDED		154	130	136	420	585	-28.21%	420	585	-28.21%
PATRON DELETED		2	1	3	6	22	-72.73%	6	22	-72.73%
TOTAL PATRON	30,046	30,198	30,327	30,460	~	~	~	~	~	~
as at 30th June 2009										

LISMORE COMPUTER STATISTICS

	July	August	September	1st QTR 2009/2010 TOTAL	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % Change
PC USAGE (hrs)									
Lismore	1,368	1,159	1,142	3669.0	3938	-6.83%	3669.0	3938.0	-6.83%
Goonellabah	132	94	99	325.0	465	-30.11%	325.0	465.0	-30.11%
	1500.0	1253.0	1241.0	3994.0	4403	-9.29%	3994.0	4403.0	-9.29%
WIRELESS									
Lismore	35	46	30	111.0	0.0	#DIV/0!	111.0	0.0	#DIV/0!
Goonellabah	9	4	0	13.0	0.0	#DIV/0!	13.0	0.0	#DIV/0!
	44.0	50.0	30.0	124.0	0.0	#DIV/0!	124.0	0.0	#DIV/0!

RICHMOND-TWEED REGIONAL LIBRARY

TWEED AREA LIBRARIAN'S REPORT TO THE REGIONAL LIBRARY COMMITTEE MEETING 4TH DECEMBER 2009

Subject: First Quarterly Report

Door Count

1st quarter	91, 902	
1st quarter last year	90, 471	1.58 % increase

Loan Count

1st quarter	176, 385	5.8 % decrease
1st quarter last year	187,242	

Holds Count

1st quarter	3,676	24.53 % increase
1st quarter last year	2,952	

Adult/Child Count

1st quarter	591	new patrons added
1st quarter last year	747	

PC Usage

1st quarter	4,640	public access + 388 wireless access
1st quarter last year	5,151	

Statistics:

As discussed with other staff I am not confident that the statistics collected from the Spydus system this quarter are a true reflection of our usage. As we have seen in the last 2 years the Tweed Area statistics have been continually increasing, when there is a door count increase that is also usually reflected by an increase in loans. A particular statistic in this quarter which reflects the error most strongly is Murwillumbah Library had a door count increase of 24.83% (not counted by Spydus) yet decrease in loans of 9.60%. Another point to note in the statistics is the drop in patrons added as compared to the same quarter last year. This time last year Tweed had a major increase in membership related to the Gold Coast Libraries annual charge for Tweed residents, the return of the Tweed residents to the Tweed Library has now settled to a more normal level of new membership.

Patron/Computer Training

Basic one on one Internet familiarization sessions were held for 14 library members in the Tweed Area.

Six Tweed Shire Council staff attended a Web 2.0 familiarization session including introduction to Facebook, My Space, You Tube and Flickr held at the Murwillumbah, this session was provided by the Tweed Area Librarian for the Community and Cultural Service unit staff to enable the staff to better understand the language used by community members.
Web 2.0 sessions were also held at the three branches as part of the Local Government Week activities held in the shire, with 40 people in attendance.

Children's Activities

Baby Bounce for new parents/carers and babies continues to be well supported in the 3 branches with 2 X6 week programs being held in Tweed, 1 x6 week program in Kingscliff and Murwillumbah in this quarter.

Fifty four pre-school story and craft session were held with in the 3 branches with 653 children attending.

Children's Book Week

In August Tweed Shire Libraries celebrated Australian Children's Book Week. Primary schools in the area are invited to attend with 35 classes taking the opportunity to view, hear and discuss selections from the Book Week winners. As this is always well supported library event staff go to great lengths using their many artistic talents to create a fun an inviting atmosphere, this year theme being Book Safari. Approximately 875 students visited the three branches during Book Week celebrations.

School Holiday Activities

The ever popular Claymation and Pizza holiday activity was held in July with 2 sessions being held at each branch with 55 children attending each week.

Seniors Services/Activities

The monthly Tweed Talks sessions for the quarter included Introducing Laws of Attraction, Local Author visit Phil Latz, and growing Bonsai.

Two staff provided a library stand at the Tweed Shire Seniors Expo in Murwillumbah giving out information related to library services such as large print books, home library services, audio read, living library and much more. Staff also took the opportunity to visit other stands to gain knowledge about other services to seniors and to generally liaise with other providers.

Currently 55 Audio Read Navigators are currently on loan to Tweed library members who have a visual impairment.

Staff Training

Three staff attended the Richmond Tweed Regional Library orientation sessions held at Central.

Media Articles

Various Tweed Media outlets continue to give the library great support with articles appearing regularly related to Tweed Talks, Book Week, Blokes and Books event, School Holiday activities and initial reports to gain interest in the up and coming Murwillumbah Living Library.

Housebound and Bulk Loan Deliveries

Deliveries were made to 18 housebound individuals and residents in 7 retirement/rest homes in the area were also supplied with library items.

Contacts/Liaison with Community Groups/Organisations

Chillingham School took the opportunity to visit the Murwillumbah Library in July.

A Library Development Grant application has been submitted to the NSW State Library seeking funds to extend the Murwillumbah Library this was done with assistance from Council staff.

Children's and Youth Services Technician, Nicole Eldridge and Tweed Area Librarian, Jo Carmody provided a stall at the Tweed Children's Protection Week Teddy Bears Picnic. Giving parents and carers information related to library services, answering questions and gaining feedback about the services we provide while also liaising with other providers.

Blokes and Books night was held at the Imperial Hotel in Murwillumbah. This event was to invite men to come along and talk to Area Librarian Jo Carmody about items they would like in their library for them to see what resources we already have available. Book Seller Steve Pearce from Steve Pearce Quality Books bought many new items for visitors to view and make purchase suggestions. This event received good media coverage and as a consequence many men who were unable to attend the event took the opportunity to make suggestions. This was a very worthwhile event as those who did attend gave me a lot of ideas about local groups and interests which I may not have heard about through normal channels. It also gave us an opportunity to network with some of the locals in the area to get future ideas and feedback.

Displays, Exhibitions and Events

Arts Unlimited and Tweed Valley Embroidery and the Chronic Fatigue Group all exhibited craft and art work in the Tweed Library during the quarter.

Jo Carmody
Tweed Area Librarian

24th November 2009

TWEED AREA STATISTICS: 1ST QTR. 2009/2010

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
DOOR COUNT										
Murwillumbah		8332	10348	8390	27070	21685	24.83%	27070	21685	24.83%
Kingscliff		7395	5875	4878	18148	21827	-16.86%	18148	21827	-16.86%
Tweed Heads		17280	15315	14089	46684	46959	-0.59%	46684	46959	-0.59%
	TOTAL	33007	31538	27357	91902	90471	1.58%	91902	90471	1.58%
LOANS										
Murwillumbah		15,840	14,571	13,796	44207	48902	-9.60%	44207	48902	-9.60%
Kingscliff		11,023	10,399	10,238	31660	33019	-4.12%	31660	33019	-4.12%
Tweed Heads		35,700	33,000	31,818	100518	105321	-4.56%	100518	105321	-4.56%
	TOTAL	62563	57970	55852	176385	187242	-5.80%	176385	187242	-5.80%
HOLDS										
Murwillumbah		459	402	430	1291	1049	23.07%	1291	1049	23.07%
Kingscliff		249	240	241	730	551	32.49%	730	551	32.49%
Tweed Heads		577	552	526	1655	1352	22.41%	1655	1352	22.41%
	TOTAL	1285	1194	1197	3676	2952	24.53%	3676	2952	24.53%
REF ENQ										
Murwillumbah		0	0	0	0	5498	-100.00%	0	5498	-100.00%
Kingscliff		2188	1826	1029	5043	4601	9.61%	5043	4601	9.61%
Tweed Heads		2327	2062	1897	6286	6340	-0.85%	6286	6340	-0.85%
	TOTAL	4515	3888	2926	11329	16439	-31.08%	11329	16439	-31.08%

TWEED AREA STATISTICS: 1ST QTR. 2009/2010

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Culumative 2009/2010	Culumative 2008/2009	Culumative % CHANGE
ADULT PATRON										
Murwillumbah	**EXISTING**	9,528	9,581	9,624	9,624					
	INACTIVE	0	0	0	0					
	ADDED	53	45	42	140	118	18.64%	140	118	18.64%
	DELETED	0	2	0	2	5		2	5	
	TOTAL	9,581	9,624	9,666	9,666			9,666		
Kingscliff	**EXISTING**	6,857	6,907	6,945	6,945					
	INACTIVE	0	0	0	0					
	ADDED	50	41	41	132	139	-5.04%	132	139	-5.04%
	DELETED	0	3	0	3	8		3	8	0.00%
	TOTAL	6,907	6,945	6,986	6,986			6,986		
Tweed Heads	**EXISTING**	20,751	20,855	20,952	20,952					
	INACTIVE	0	0	0	0					
	ADDED	106	99	85	290	364	-20.33%	290	364	-20.33%
	DELETED	2	2	2	6	20		6	20	
	TOTAL	20,855	20,952	21,035	21,035			21,035		
JUNIOR PATRON	**EXISTING**	3,116	3,134	3,143	3,143					
Murwillumbah	**INACTIVE**	0	0	0	0					
	ADDED	18	9	9	36	36	0.00%	36	36	0.00%
	DELETED	0	0	0	0	0		-	0	
	TOTAL	3,134	3,143	3,152	3,152			3,152		
Kingscliff	**EXISTING**	1,870	1,881	1,896	1,896					
	INACTIVE	0	0	0	0					
	ADDED	11	15	21	47	38	23.68%	47	38	23.68%
	DELETED	0	0	0	0	0		-	0	
	TOTAL	1,881	1,896	1,917	1,917			1,917		
Tweed Heads	**EXISTING**	3,562	3,579	3,592	3,592					
	INACTIVE	0	0	0	0					
	ADDED	17	14	19	50	52	-3.85%	50	52	-3.85%
	DELETED	0	1	0	1	0		1	0	
	TOTAL	3,579	3,594	3,611	3,611			3,611		
PATRONS ADDED J+A										
Murwillumbah		71	54	51	176	154	14.29%	176	154	1.13%
Kingscliff		61	56	62	179	177	1.13%	179	177	-43.27%
Tweed Heads		123	113	0	236	416	-43.27%	236	416	-43.27%
	TOTAL PATRONS ADDED	255	223	113	591	747	-20.88%	591	747	-20.88%
PATRON DELETED										
Murwillumbah		0	2	0	2	5	-60.00%	2	5	-60.00%
Kingscliff		0	3	0	3	8	-62.50%	3	8	-62.50%
Tweed Heads		2	3	2	7	20	0.00%	7	20	0.00%
	TOTAL	2	8	2	12	33	-63.64%	12	33	-63.64%
NET TOTAL PATRONS J+A ADDED		253	215	111	579	714	-18.91%	579	714	-18.91%

TWEED AREA STATISTICS: 1ST QTR. 2009/2010

TWEED AREA TOTALS

		July	August	September	2009/2010	2008/2009	% CHANGE	2009/2010	2008/2009	% CHANGE
DOOR COUNT		33,007	31,538	27,357	91,902	90471		91902	90471	
LOANS		62,563	57,970	55,852	176,385	187,242	-5.80%	176,385	187,242	-5.80%
HOLDS		1,285	1,194	1,197	3,676	2,952	24.53%	3,676	2,952	24.53%
REF ENQ		4,515	3,888	2,926	11,329	16,439	-31.08%	11,329	16,439	-31.08%
PATRON ADDED		255	223	113	591	747	-20.88%	591	747	-20.88%
PATRON DELETED		2	8	2	12	33	-63.64%	12	33	-63.64%
TOTAL PATRON	45,774	46,027	46,242	46,353	~	~	~			~

as at 30th June 2009

TWEED COMPUTER STATISTICS

	July	August	September	1st QTR 2009/2010 TOTAL	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
PC USAGE (hrs)									
Murwillumbah	641	601	692	1934.0	1877.0	3.04%	1934.0	1877.0	3.04%
Kingscliff	339	335	404	1078.0	1291.0	-16.50%	1078.0	1291.0	-16.50%
Tweed Heads	594	536	498	1628.0	1983.0	-17.90%	1628.0	1983.0	-17.90%
	1574.0	1472.0	1594.0	4640.0	5151.0	-9.92%	4640.0	5151.0	-9.92%
WIRELESS									
Murwillumbah	54	81	74	209.0	0.0	#DIV/0!	209.0	0.0	#DIV/0!
Kingscliff	18	9	10	37.0	0.0	#DIV/0!	37.0	0.0	#DIV/0!
Tweed Heads	52	54	30	136.0	0.0	#DIV/0!	136.0	0.0	#DIV/0!
	124.0	144.0	114.0	382.0	0.0	#DIV/0!	382.0	0.0	#DIV/0!

BOOKMOBILE STATISTICS: 1ST QTR. 2009/2010

BOOKMOBILE TOTALS

		July	August	September	1st QTR 2009/2010	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % CHANGE
DOOR COUNT		2,255	2,283	2,372	6,910	7,286	-5.16%	6,910	7,286	-5.16%
LOANS		4,820	4,689	4,461	13,970	13,782	1.36%	13,970	13,782	1.36%
HOLDS		120	100	133	353	217	62.67%	353	217	62.67%
REF ENQ		-	-	-	-	360	-100.00%	-	360	-100.00%
PATRON ADDED		9	26	10	45	80	-43.75%	45	80	-43.75%
PATRON DELETED		0	1	1	2	3	-33.33%	2	3	-33.33%
TOTAL PATRON	4,148	4,157	4,182	4,191	~					
as at 30th June 2009										

BOOKMOBILE COMPUTER STATISTICS

	July	August	September	1st QTR 2009/2010 TOTAL	1st QTR 2008/2009	% CHANGE	Cumulative 2009/2010	Cumulative 2008/2009	Cumulative % Change
PC USAGE (hrs)	33	57	43	133.0	161.0	-17.39%	133.0	161.0	-17.39%
	33.0	57.0	43.0						
WIRELESS	0.0	0.0	0.0	0.0	0.0	#DIV/0!	0.0	0.0	#DIV/0!
	0.0	0.0	0.0						