

Richmond Tweed Regional Library

Meeting Notice

A meeting of the Richmond Tweed Regional Library will be held
Online on Wednesday, 17 May 2023 at 9.00am

Members of the Committee are requested to attend.

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

Rino Santin
Executive Officer – RTRL

10 May 2023



ETHICAL DECISION MAKING AND CONFLICTS OF INTEREST

A guiding checklist for councillors, staff and community committees

Ethical decision making

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

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

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

The test for conflict of interest

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

Identifying problems

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

Disclosure and participation in meetings

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

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

Non-pecuniary Interests - Must be disclosed in meetings.

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

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

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

Agenda

1. Acknowledgement of Country and welcome to delegates

2. Apologies

3. Disclosure of Interest

4. Confirm Minutes from Previous Meetings

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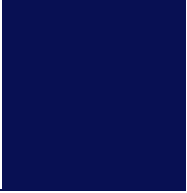
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6. Next Meeting: Online, Wednesday, 16 August 2023

Reports/Recommendations



Reports/Recommendations

Subject	2021/22 Special Purpose Financial Statements
TRIM Record No	BP23/329:EF09/74-5
Prepared by	Principal Accountant
Item Number	5.1

Overview of Report

The purpose of this report is to provide the Richmond Tweed Regional Library Committee (Committee) with an overview of the 2021/22 Special Purpose Financial Statements, and for the Committee to then approve the 'Statement by Richmond Tweed Regional Library Committee and Management'. The Auditor relies on this Statement as part of the independent audit process.

The 2021/22 Special Purpose Financial Statements, including the Independent Audit Report are attached to this report for review by the Committee before the meeting.

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

- Net operating result for the year is a \$199,000 surplus;
- Other comprehensive income for the year is \$730,000, resulting from the 2022 flood event;
- Net operating result before capital grants and contributions is a \$43,000 surplus;
- Total income from continuing operations increased from \$7.47 million in 2020/21 to \$7.86 million in 2021/22;
- Total expenses from continuing operations decreased from (\$7.75) million in 2020/21 to (\$7.67) million in 2021/22;
- Net Assets increased from \$4.567 million in 2020/21 to \$5.496 million in 2021/22;
- Cash, Cash Equivalents and Investments total increased from \$1.737 million in 2020/21 to \$2.009 million in 2021/22; and
- Unrestricted Current Ratio is 3.76:1.

At the time of this report the Auditor, Thomas Noble & Russell, had undertaken an audit but had not finalised the audit. The 2021/22 Special Purpose Financial Statements are attached to this report for review by the Committee before the meeting.

Recommendation

That:

1. the Richmond Tweed Regional Library Committee adopts the 2021/22 Special Purpose Financial Statements and the 'Statement by Richmond Tweed Regional Library Committee and Management': and
2. the Committee delegate to the Chair and Deputy Chair authority to sign the 'Statement by Richmond Tweed Regional Library Committee and Management' on behalf of the Richmond Tweed Regional Library Committee.

BACKGROUND

The 2021/22 Special Purpose Financial Statements for Richmond Tweed Regional Library (RTRL) have been prepared and detailed information on the results reported. To finalise, the Committee must approve the signing of the 'Statement by Richmond Tweed Regional Library Committee and Management'.

This Statement attests that from the Committee's perspective:

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

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

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

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

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

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

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

The Independent Audit Report and Closing Report will be distributed to the Committee before the meeting. The Auditor, Adam Bradfield, will attend the meeting via video link.

Special Purpose Financial Statements – Key Financial Results

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

Income Statement

The following table displays the summarised information from 2020/21 to 2021/22:

Item	2021/22 \$'000	2020/21 \$'000
Revenues from continuing operations	7,865	7,469
Expenses from continuing operations	(7,666)	(7,746)
Net operating result for the year	199	(277)
Net operating result before capital grants and contributions	43	(302)

A summary of the movements follows:

Total Revenues from Continuing Operations have increased from \$7.47 million in 2020/21 to \$7.86 million in 2021/22. This represents a 5.2% increase.

Expenses from continuing operations have decreased from (\$7.75) million in 2020/21 to (\$7.67) million in 2021/22. This represents a 1.1% decrease.

Statement of Financial Position

The Statement of Financial Position is used to summarise the total net assets. The total net assets as at 30 June 2022 were \$5.496 million compared to \$4.567 million as at 30 June 2021.

Type	2021/22 \$'000	2020/21 \$'000
Cash & Cash Equivalents	1,865	1,737
Receivables	144	-
Infrastructure, Property, Plant & Equipment (IPP&E)	4,621	4,203
Intangible Assets	-	3
Right of Use Assets	2	4
Payables	(141)	(141)
Lease Liabilities	(2)	(5)
Provisions	(993)	(1,234)
Total Net Assets	5,496	4,567

Infrastructure, Property, Plant & Equipment at 30 June 2022 totalled \$4.621 million. The major components of IPP&E are Library Resources \$2.230 million, Buildings \$1.204 million, Office Equipment \$192,000 and Land \$850,000.

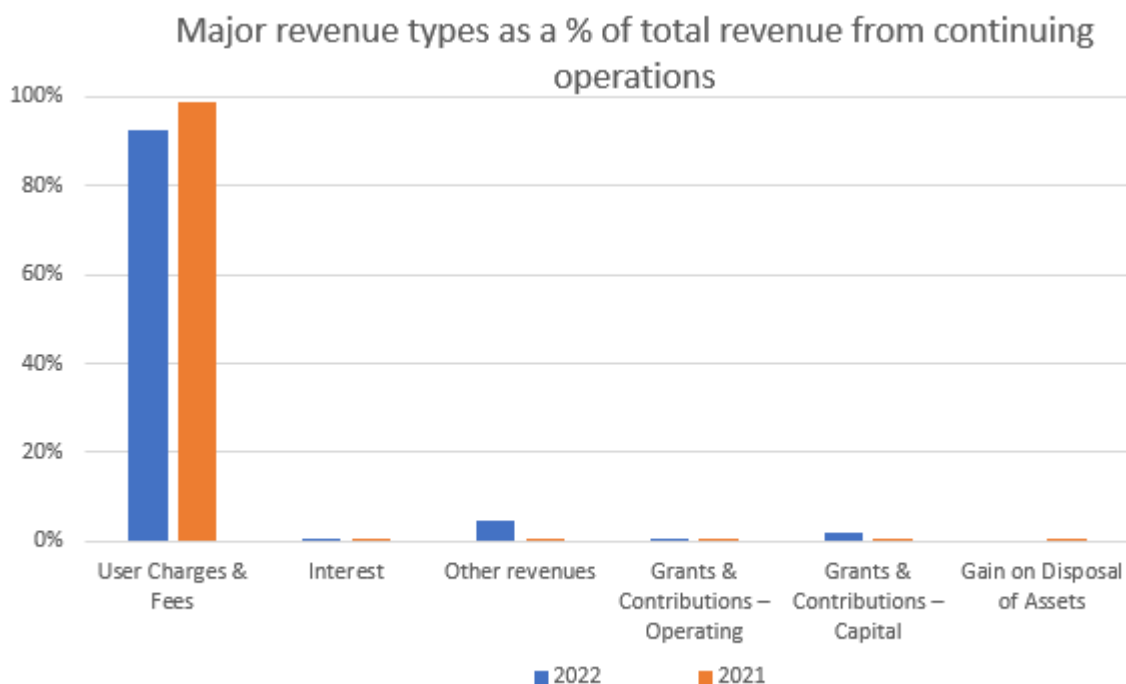
Revenues from continuing operations

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

Type	2021/22 \$'000	2020/21 \$'000
User Charges & Fees	7,280	7,375
Interest	12	16
Other revenues	371	39
Grants & Contributions – Operating	46	12
Grants & Contributions – Capital	156	25
Gain on Disposal of Assets	0	2
Total	7,865	7,469

- **User Charges & Fees** – Decreased by 1.30% or \$95,000. The decrease is mainly attributable to a decrease in Member Council contributions of \$39,000 or 0.5%, and a decrease in revenues from Printouts \$48,000 resulting from reduced demand for border passes.
- **Interest** – There has been a decrease in revenues from 2020/21 due to lower rate of returns on investments.
- **Other Revenues** – Increased by \$332,000. The increase is mainly attributable to an increase in insurance revenues of \$122,000 and donations received \$225,000.
- **Grants & Contributions** – Increased by \$165,000. This is attributable to an increase in operating grants of \$34,000 and an increase in capital grants of \$131,000.

The following graph represents the main types of revenue from continuing operations expressed as a percentage of total continuing revenue for the years 2020/21 and 2021/22.



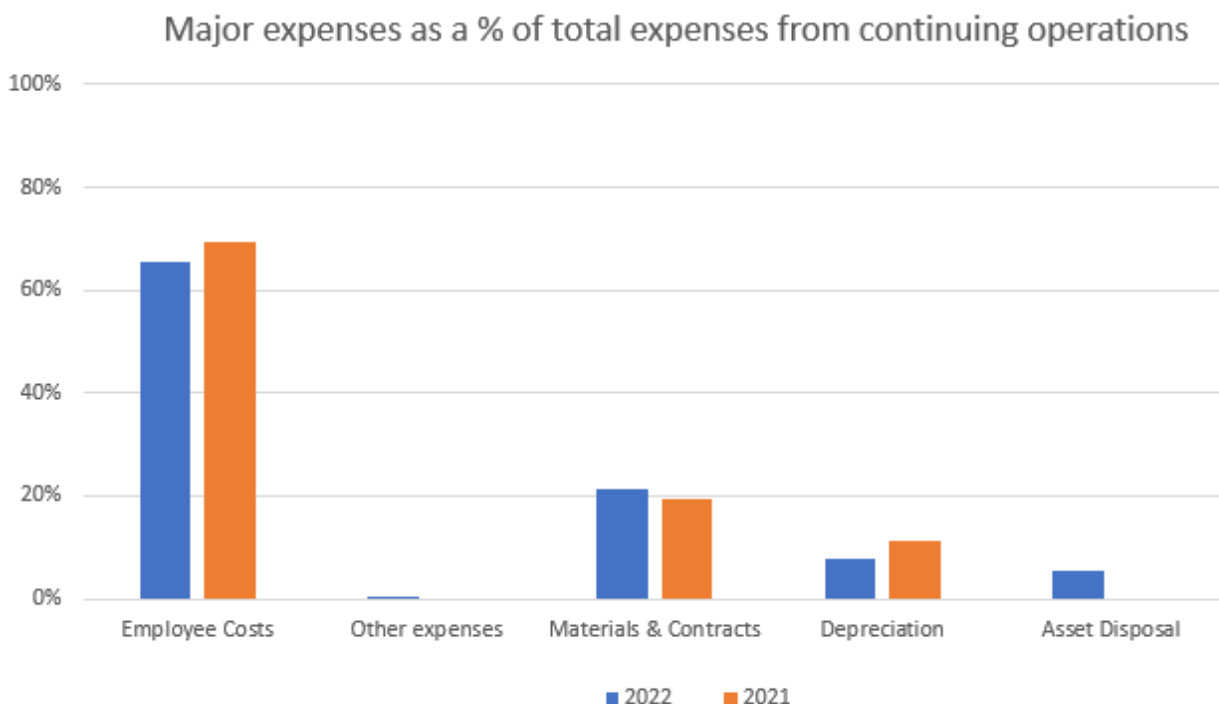
Expenses from continuing operations

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

Type	2021/22 (\$'000)	2020/21 (\$'000)
Employee Costs	(5,022)	(5,377)
Other expenses	(5)	-
Materials & Contracts	(1,624)	(1,493)
Depreciation	(598)	(876)
Asset Disposal	(417)	-
Total	(7,666)	(7,746)

- **Employee Costs** – A decrease is reported for Employee Costs of (\$355,000) for the period. This comprises a salary decrease (\$140,000), decrease in leave entitlements expense (\$172,000), superannuation expense decreased by (\$5,000) and a Workers' Compensation premiums decrease of (\$2,000). The major movement is associated with the impact of COVID 19 on the previous period and the re-opening of libraries during the 2021/22 year.
- **Materials and Services** – An increase is reported of (\$131,000). The major movement are operational cost increases associated with the reopening of libraries after COVID 19 closures and the associated cleaning and security costs.
- **Depreciation** – Depreciation expense has increased from 2020/21 by (\$278,000). This is primarily due to write-offs and impairments (see Note C1-3).

The following graph represents the types of expenses from continuing operations expressed as a percentage of total continuing expenses for years 2020/21 and 2021/22 inclusive:



Cash, Cash Equivalents and Investments

The total cash, cash equivalents and investments were \$1.737 million as at 30 June 2021, compared to \$1.866 million in 2021/22, an increase of \$129,000. Typically, total cash, cash equivalents and investments are reasonably stable, but can fluctuate depending on the timing of work related cash flows.

Statement of performance measurements

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

- Operating Performance Ratio – This ratio measures RTRL's achievement of containing operating expenditure within operating revenue. The benchmark is greater than 0%;
- Unrestricted Current Ratio – This ratio represents the ability to meet short term obligations as they fall due. It is the total cash or cash convertible assets available to meet liabilities within the next twelve months, or current period, expressed on a dollar for dollar basis excluding assets and liabilities. The benchmark is greater than 1.5; and

Reports/Recommendations

- c) Cash Expenses Cover Ratio – This liquidity ratio indicates the number of months RTRL can continue paying for its immediate expenses without additional cash inflows. The benchmark is greater than three months.

The following table is a summary of the key performance indicators from 2020/21 to 2021/22:

Performance Indicator	2021/22	2020/21
Operating Performance Ratio	6.03%	(4.08%)
Unrestricted Current Ratio	3.76	2.99
Cash Expense Cover Ratio	3.25	3.10

Commentary on all performance indicator results is provided below:

- Operating Performance Ratio – Favourable. The result is above the benchmark, showing a profit of 6.03% as a percentage of operating income. This is a very good result compared to the previous two years of negative results. This indicates that operations are no longer being negatively affected by COVID and the floods.
- Unrestricted Current Ratio – Favourable. This result is above the benchmark; and
- Cash Expenses Cover Ratio – Favourable. This result is above the benchmark. The result reflects the increased expenditure of funds held in Internal Reserves for the purposes intended, and Member Council contributions generally received on a quarterly (three monthly) basis i.e., potentially expended in full by the end of each quarter.

February and March 2022 Floods

Additional disclosures have been provided at Note C1-3 Infrastructure, property, plant and equipment.

While the floods caused damage to some assets and temporarily closed branches, this is not considered to be an “adjusting event”. That is, the 2021/22 Special Purpose Financial Statements are not adjusted to record any impact of the floods as they occurred before the reporting date of 30 June 2022.

Conclusion

The RTRL is in a solid financial position with cash, cash equivalents and investments at reasonable levels to support services.

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

Attachment/s

1. Richmond Tweed Regional Library 2021_2022 Financial Statements FINAL (Over 7 pages)
2. Auditors Report - RTRL 2022
3. RTRL Closing Report 2022 (Over 7 pages)



Independent Auditor's Report to the Members of Richmond Tweed Regional Library

Report on the audit of the financial report

Opinion

We have audited the financial report of Richmond Tweed Regional Library ("the Library") which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance or other applicable assertion by management or those charged with governance.

In our opinion, the accompanying financial report presents fairly, in all material aspects, the financial position of the Library as at 30 June 2022, and its financial performance and its cash flow for the year then ended in accordance with the accounting policies described in Note A1-1 of the financial report

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Library in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note A1-1 of the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Library to meet the financial reporting requirements of member Council's. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Library Committee for the Financial Report

Management is responsible for the preparation and fair presentation of the special purpose financial report in accordance with the accounting policies described in Note A1-1 of the financial report and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, management is responsible for assessing the Library's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Library or to cease operations, or have no realistic alternative but to do so.

The Library Committee are responsible for overseeing the Library's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in

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accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Library's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Library to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Library Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**THOMAS NOBLE & RUSSELL
CHARTERED ACCOUNTANTS**

Per:

.....
A J BRADFELD (Partner)

Dated at Lismore this day of May 2023



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Reports/Recommendations

Subject	Regional Library Managers Report
TRIM Record No	BP23/223:EF09/74-5
Prepared by	Manager Richmond Tweed Regional Library
Item Number	5.2

Overview of Report

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

Recommendation

That:

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

1. MOBILE LIBRARY REPLACEMENT FUNDING

At the 30 September 2022 Regional Library Committee meeting, the Mobile Library Replacement Plan was adopted. Resolutions made in relation to this report were:

1. *Adopt the RTRL Mobile Library Replacement Plan.*
2. *Management to proceed with making grant applications for the RTRL Mobile Library Replacement Plan.*
3. *Management to proceed with the procurement of a prime mover and mobile library trailer, or similar sized vehicle once grant funding of at least \$500,000 has been approved.*
4. *The RTRL Committee provide a letter of support for grant application purposes.*
5. *Member Councils be requested to provide a letter of support for grant application purposes.*

As a result of the resolutions, RTRL staff commenced work on the replacement plan. A Public Libraries Infrastructure Grant application for \$500,000 was submitted in November 2022 and although successful, only \$475,000 was awarded for the project. This falls \$25,000 under the \$500,000 required by resolution 3 of the September meeting. To progress the replacement project an amended resolution is requested. Further grant funding will be sought once the mobile library replacement model is finalised in terms of the configuration, setup, and vehicle chosen.

2. DEED – RICHMOND TWEED REGIONAL LIBRARY

Reports/Recommendations

At its 9 December 2022 meeting, the Committee endorsed the Deed – Richmond Tweed Regional Library for the period 1 July 2023 to 30 June 2027 with services continuing to be delivered by an Executive Council model.

All Member Councils have been informed of the Committee's resolution. As this time Ballina Shire Council, Byron Shire Council and Lismore City Council have adopted the Committee's resolution with Lismore City Council continuing as the Executive Council. Tweed Shire Council will consider a report on the Deed – Richmond Tweed Regional Library shortly.

The Committee will be informed of Tweed Shire Council's decision and subsequent actions.

3. LIBRARY MANAGEMENT RECRUITMENT

Mason Blackadder have been contracted to provide professional assistance in the recruitment of the Business Manager (formerly titled Regional Library Manager) for Richmond Tweed Regional Library. The advertisement closing date was 8 May 2023.

4. BYRON AREA LIBRARIAN RECRUITMENT

Brenda Anderson retired in April 2023 after more than ten years of professional service. Stacey Shepard was the successful applicant for the Byron Area Librarian position.

5. LIBRARY STOCK UPDATE

Processing of the donated books continue with 5195 items being catalogued in this quarter (January to March 2023). Books have been shared across all libraries to supplement the library collection.

6. STAFF ACKNOWLEDGEMENT – YEARS OF SERVICE

Lucy Kinsley	45 Years
Michelle Harper	35 Years
Pam Crummy	30 years
Rita Chilcott	25 Years
Jenny Johnson	20 Years

Congratulations to the dedicated library staff on reaching these milestones.

7. AQUARIUS FESTIVAL 50 YEARS

The Aquarian Archive consists of several separate collections from our areas Aquarius era combined in this incredible archive:

- The Peter Hamilton collection concerning the New Settler movement in the area
- The North East Forests Archive, being the records of conservation groups and environmental campaigns in northern NSW since the Terania Creek campaign of 1979
- The Benny Zable collection of placards, fabrics and banners
- The Graham Irvine collection of audio tapes and documentaries
- The General collection including documents, films, videos, maps and a collection of posters

It is available on the RTRL website:

https://rtrl.nsw.gov.au/cp_themes/default/page.asp?p=DOC-ZLL-78-62-44

8. SERVICE LEVEL AGREEMENTS – PROGRESS REPORTS

Service Level Agreement progress reports for the third quarter (January to March 2023) for all Member Councils have been prepared and are attached.

9. CONFIRMED SENIOR LEADERSHIP GROUP MEETING MINUTES

See attached the February 2023 and March 2023 confirmed SLG minutes.

Attachment/s

1. Quarter 3 SLA Progress Report_January to March Ballina (Over 7 pages)
2. Quarter 3 SLA Progress Report_January to March Byron (Over 7 pages)
3. Quarter 3 SLA Progress Report_January to March Lismore (Over 7 pages)
4. Quarter 3 SLA Progress Report_January to March Tweed (Over 7 pages)
5. SLG Confirmed Meeting Minutes 21 February 2023
6. SLG Confirmed Meeting Minutes 10 March 2023

Richmond Tweed Regional Library

Connect. Discover. Escape.

CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD AT BYRON SHIRE COUNCIL ON TUESDAY, 21 FEBRUARY 2023 AT 2.05PM

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

Present

- 1.0** Rino Santin (Chair, Executive Officer Lismore), Lucy Kinsley (Regional Library Manager), Caroline Klose (Manager Communications and Customer Service Ballina), Esmeralda Davis (Director Corporate and Community Services Byron), Kelly Brown (Director Corporate and Community Ballina), Helen Carter (Manager Inclusive & Creative Communities), Kristian Enevoldson (Director/Chief Financial Officer, Lismore), Darryn Goodwin (Management Accountant Lismore), Suzy Arthur-Smith (Communications and Engagement Support Librarian RTRL), Peter Wallace (Systems and Resources Librarian RTRL), Ellie Misdale (Administration Officer RTRL, Minute Taker)

Apologies

- 2.0** Nil

Welcome and Acknowledgement of Country

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

Confirmation of Minutes

- 4.0** Minutes of the previous SLG Meeting held on 9 December 2022 were confirmed.

Discussion Items

5.1 Introductions to the Senior Leadership Group – New Staff at Lismore City Council

Rino

Rino introduced Kristian Enevoldson, recently employed as the Chief Financial Officer for Lismore City Council. The RTRL is part of Kristian's directorate, so may attend future SLG meetings.

Also introduced Darryn Goodwin, recently employed as the Management Accountant for Lismore City Council. Darryn will be working closely with the RTRL Regional Library Manager and Management team, so may be invited to future SLG meetings as required.

5.2 WHS

All

Lucy raised an incident at Tweed Heads library, regarding a patron on a mobile scooter, accidentally clipping the side of a bookshelf causing the shelving to collapse. No injuries were sustained from the incident; however, it did prompt the question, if any member Council had a policy or procedure which covers these types of incidents. In answer, the SLG representatives could not provide such a policy or procedure as the member Councils do not have such guidelines.

Helen acknowledged that there are still some reports about homelessness and camping at the Tweed Heads library, however the number has declined. Helen communicated an email response from Tweed Council Rangers, providing some explanation of how they are managing the issue. RTRL staff are strongly encouraged to continue to report any incidents.

DECISIONS:

- Receive and note.

ACTION REQUIRED:

- RTRL to investigate and review requirements for accessibility and shelving placement, if there are any maximum or minimum distance requirements between shelving units. Findings to be communicated with SLG and library staff.
- Helen to forward the Tweed Council Rangers email response to Lucy.

5.3 Service Level Agreements: Update**Suzy and Peter**

Suzy and Peter present the draft 2nd Quarter Service Level Agreement Progress Report template that was circulated prior to the meeting. This template was amended to include feedback received from both the SLG and RTRL Committee December 2022 meetings. After analysis, further amendments were agreed, primarily relating to document formatting and layout.

Separate to this, the SLG consider the possibility of annual:

1. Self-assessment of the performance of the Executive Council against Deed requirements,
2. Self-assessment of the Member Councils performances.

The members agree it would be meaningful to track how the Executive and Member Councils are performing, throughout the term of the four-year Deed. This self-assessment may assist in reviewing SLA targets.

DECISIONS:

- The SLG agree that the template submitted satisfies the current needs of the group and support the document moving forward, accepting the following formatting changes:
 - Clearly identify the two sections of the report 1. being Target performance and 2. being Commentary.
 - Remove Member Council KPI
 - Halve the Strategic Plan section

ACTION REQUIRED:

- Suzy and Peter to enact the formatting changes.
- Suzy to investigate a self-assessment format for both the Executive and Member Councils.

Both Suzy and Peter left the meeting.

5.4 Draft 2023/24 RTRL Budget and Fees & Charges**All**

The financial documents prepared for the 2023/24 RTRL Budget and Fees and Charges were discussed. The following items were of significant interest:

- Support Services building and adjacent block of vacant land investigation: unfunded in the proposed budget, potential hire and/or lease of the Support Services building, potential purpose build library facility on the adjacent land, potential sale of the adjacent land.
- Lismore Library rebuild: grant funding application, results not yet announced.
- Gift Recipient Account: a clear understanding of how the funds intend to be used.
- A decrease in PC usage and Printing revenues.
- Discretionary items: any items that are potentially discretionary and may not be absolutely necessary for the 2023/24 financial year.
- Technology Services budget: request to provide a more accurate and detailed breakdown of proposed costings.

DECISIONS:

- The Draft 2023/24 RTRL Budget and Fees and Charges to be reported to the RTRL Committee at the 15 March meeting.

- Rino to bring answers regarding any discretionary items and the Technology Services budget to the 10 March SLG meeting.

ACTION REQUIRED:

- Rino and Kristian to consult on further action for the Support Services land investigation.

5.5 Mobile Library Street Traffic Signage Responsibility: update**All****DECISIONS:**

- The SLG agree that Mobile Library Street Traffic Signage installation and maintenance is the responsibility of the Member Council.

ACTION REQUIRED:

- When Ballina area stops have reverted back to normal, Ballina Council to install Mobile library signage, (currently being stored at Support Services).

5.6 12 May 2023 meeting date: alternative options**All****DECISIONS:**

- Agreed to change the May meeting to Tuesday 9th at 9-11am.

ACTION REQUIRED:

- Ellie to change our meeting invite
- Ellie to investigate an alternative for future meetings, other than a Friday.

6.0 Other Business

Carolyn gave a brief update on the recruitment process for the Regional Library Manager position. After the unsuitability of recent candidates, the recruiting panel decided to re-advertise. Lismore City Council will manage the next stage of advertising.

Kelly strongly recommends outside contractors to gain the best potential candidates. Kelly was encouraged to send her recommendation to People and Culture at Lismore City Council.

Closure:

This concluded the business and the meeting closed at 4.03pm

Upcoming Meetings:**SLG:**

Friday, 10 March 2023 Online

Friday, 14 April 2023 Online (Alternative being investigated)

COMMITTEE:

Friday, 15 March 2023 Online

Richmond Tweed Regional Library

Connect. Discover. Escape.

CONFIRMED MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY SENIOR LEADERSHIP GROUP (SLG) MEETING HELD ONLINE VIA MS TEAMS ON FRIDAY, 10 MARCH 2023 AT 9.02AM

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

Present

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

Apologies

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

Welcome and Acknowledgement of Country

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

Confirmation of Minutes

- 4.0** Minutes of the previous SLG Meeting held on 21 February 2023 were confirmed.

Discussion Items

5.1 WHS

All

Helen confirmed she had completed the action from the previous meeting, to pass on the Tweed Councils' Ranger response to Lucy regarding homelessness patrols in Tweed's library areas.

Helen confirmed Tweed Heads library has building works scheduled to replace roof materials. This is scheduled to take place from 24 April to 22 May 2023. It is expected that Tweed Heads library will be required to stay closed to the public during this period. Helen was confident that during the building works assets inside the library would not be affected.

Appropriate communication will need to be circulated to patrons and staff, ensuring notice of closure is provided. Lucy recommended the loans per person limit be increased for Tweed area patrons, so that those library users are not without library resources throughout the closure.

Lucy informed the SLG that the Goonellabah Community Centre (home to the Goonellabah library) will also have roof repairs, during March. These works do not dictate a library closure, however there will be disruption to available parking spaces in the Community Centre carpark.

Lucy answered to following two actions stemmed from previous meetings:

1. Snake Bite procedures at library branches. All branches have been supplied with –
 - a. Relevant first aid poster and documentation to display
 - b. First Aid Kit – Snake Bite specific

- c. Trained library staff in accredited First Aid course
- 2. Library shelving requirements to comply with access and mobility building standards –
 - a. the minimum aisle width between shelves is 150cm.
 - b. most portable mobility scooters measure between 45 to 70 cm in width.
 - c. Tweed Heads library confirmed their shelving complies with the minimum aisle width.

DECISION:

- Give appropriate notice of closure concerning the Tweed Heads library, indicating that if changes to the timeframe 24 April – 22 May were to take place, these will be relayed as soon as possible.

ACTION REQUIRED:

- Lucy to follow up with the other library branches about their minimum aisle width between shelves.

5.2 Draft 2023/24 Budget and Fees & Charges**Rino**

Rino summarised the actions outlined from the previous meeting and reported that:

- Discretionary items in the draft 2023/24 Budget were identified, promoting an amended budget to be presented to the RTRL Committee and SLG. A small decrease in Member Council Contributions was the result.
- A meeting was held with the Lismore City Council (LCC) Technology Services Manager to verify;
 - a) which items in the IT budgets could be adjusted,
 - b) the clarity of some items that required greater detail.

Helen thanked Rino for his commitment and hard work regarding the budget process.

DECISIONS:

- Endorse the amended draft 2023/24 Budget and Fees & Charges
- Supports the approach that if a Member Council requires a reduction in its Member Council Contribution, the Executive Council will provide a report on options that would include decreasing services/service levels in the Member Council local government area.
- Supports the sale of vacant land.

ACTION REQUIRED:

- Nil.

6.0 Other Business

Regional Library Manager position was discussed:

- Helen shared with the Group that Tweed Council does use a recruitment agency for manager levels from time to time. Helen offers to set up contact between this agency (Dean Ling Executive) and the recruiting panel.
- Kelly recommends another consultancy agency Mason Blackadder.

Lucy discussed a few items listed in the Regional Library Managers report going to the Committee.

Rino mentioned the Committee meeting dates for the remainder of 2023, hoping to finalise those dates at the next Committee meeting.

Lucy informed the Group she had been approached by the NSW Department of Education, in request for a secure storage space to house HSC papers, likely to come in locked boxes or crates.

DECISIONS:

- The SLG's preference is not to be involved in storing sensitive items for the NSW Department of Education.

ACTION REQUIRED:

- Rino to request Kristian Enevoldson (LCC) to convene a recruiting panel meeting to discuss the engaging a specialist recruitment agency for the Regional Library Manager's position.

- Ellie to follow up on Committee attendance for the next meeting on the coming Monday.

Closure: This concluded the business and the meeting closed at 9.42am

Upcoming Meetings: **SLG:**
Tuesday 4 April, 9am – online via MS Teams
Tuesday 9 May, 9am – in person at Byron Shire Council Offices

COMMITTEE:
Wednesday 15 March, 10am – online via MS Teams

Reports/Recommendations

Subject	Finance Related Matters
TRIM Record No	BP23/320:EF09/74-5
Prepared by	Manager Investment & Commerce
Item Number	5.3

Overview of Report

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

Recommendation

That the Committee:

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

2022/23 Budget Review

A detailed review of the 2022/23 Budget compared to actual or anticipated results has been completed. Significant variations have occurred, are proposed or anticipated, and where quantifiable are reported.

The recommended changes to the **Net Operating Result** have a negative impact of (\$180,700) with the overall result for the year anticipated to be a deficit of (\$298,600).

For the **Net Operating Result excluding Capital Revenues**, the recommended changes have a negative impact of (\$266,200) with the overall result for the year anticipated to be a deficit of (\$384,100).

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

The following table shows the budgeted financial results for 2022/23:

Key Financial Performance	2022/23 Adopted Budget	2022/23 Changes	2022/23 Forecast Budget
Net Operating Result – Surplus/(Deficit)	(\$117,900)	(\$180,700)	(\$298,600)
Net Operating Result before Capital Grants & Contributions – Surplus/(Deficit)	(\$117,900)	(\$266,200)	(\$384,100)
Net Cash – Surplus/(Deficit)	Balanced	Balanced	Balanced

Historically, RTRL has budgeted for a deficit net operating result. It is acknowledged that there is an underlying net operating deficit for 2022/23 of (\$94,900). This is the difference between the annual revenue provided for new assets and the annual expense of depreciating

Reports/Recommendations

existing assets. As reported previously, this shortfall is generally funded by applying for ad-hoc grant funding for major assets such as the mobile library or support services building, when reinvestment is required.

There is also a significant component that relates to the timing of when revenues are received and expenses are incurred, which can be different financial years. For example, it is recommended that \$465,100 in 'Transfers from Reserves' revenues be applied to fund expenses in the 2022/23 Budget. Of this amount, \$265,400 (Funded Projects \$140,000, Activities & Projects \$4,900 and ELE \$120,500) relate to revenues received in previous years and expended in the current year. This has the effect of increasing the deficit in 2022/23 by (\$265,400) even though revenues have been received.

Budget Commentary

All recommended changes are shown in the attached 2022/23 Budget Review and notes on significant changes (>\$5,000) compared to the 2022/23 Adopted Budget are provided below:

Note 1 – Staff Salaries

A decrease of \$194,500 is proposed. The major elements are a) \$45,000 transferred to 'Grant Projects' for processing donated library resources, b) \$49,000 transferred to 'Maintenance of Books/AV Maintenance' reflecting the cost of cataloguing library resources by suppliers and not in-house by staff, and c) \$100,500 to 'Employee Leave Entitlements' to substantially offset increased sick leave expenses.

Note 2 – Employee Leave Entitlements

An increase of \$249,000 is proposed. The major elements are a) \$128,500 for increased sick leave expenses with a substantial amount relating to long term not short term sick leave, with \$100,500 from 'Staff Salaries' savings and the balance from overall operations, and b) \$120,500 for additional annual and long service leave taken by staff which is supported by management and funded by the 'ELE' Reserve.

Note 3 – Workers Compensation Insurance

An increase of \$7,100 is proposed. This relates to a reassessment of total salary and claim history costs for workers compensation purposes compared to budget.

Note 4 – Staff Training & Professional Development

A decrease of \$14,600 is proposed. This reduction recognises the increased use of on-line training services rather than off site training, and subsequent reduced use of consultants.

Note 5 – Recruitment Expenses

An increase of \$20,000 is proposed. This primarily reflects the estimated cost to engage a specialist employment agency to recruit the Regional Library Manager.

Note 6 – Security

A decrease of \$10,000 is proposed. This primarily reflects reduced security services now required after an increase due to the COVID response.

Note 7 – Cleaning, Electricity and Rates

A decrease of \$21,000 is proposed. This primarily reflects reduced costs of cleaning or supplies for COVID related purposes at the Support Services building and branch libraries.

Note 8 – Maintenance of Books / AV Maintenance

An increase of \$19,000 is proposed. The major elements are a) (\$30,000) transferred to 'Grant Projects' for RFID costs associated with processing donated library resources, and b) \$49,000 transferred from 'Staff Salaries' to reflect the cost of cataloguing library resources by suppliers and not in-house by staff.

Note 9 – Periodicals

A decrease of \$13,100 is proposed. The major elements are a) \$9,000 transferred to 'eResources', and b) \$4,100 to offset overall operating costs.

Note 10 – Promotion and Advertising

Reports/Recommendations

A decrease of \$5,200 is proposed. This reduction is proposed to offset overall operating costs.

Note 11 – eResources

An increase of \$9,100 is proposed. This relates to a budget transferred from 'Periodicals'.

Note 12 – Local Priority Grants – Operational

An increase of \$117,300 is proposed. This reflects proposed additional spending of:

- \$5,000 Ballina
- \$55,600 Byron
- \$10,800 Lismore
- \$45,900 Tweed

This additional spend is primarily funded by \$56,700 in 'Local Priority Grants – Operational' grants and \$59,400 from the 'Funded Projects' Reserves.

Note 13 – Grant Projects

An increase of \$228,200 is proposed. This reflects a number of grant or specific funded projects including:

- \$75,000 Cataloguing donated library resources with funding from the Deductible Gift Recipient Account
- \$47,400 Reference Room Refurbishment funded from Ballina Friends of the Library
- \$11,500 Be Connected Program – Ballina
- \$11,000 Be Connect Program – Tweed
- \$10,500 Tech Savvy Seniors Program – Ballina
- \$9,900 Reducing Senior Isolation Program – Lismore
- \$8,900 Reducing Senior Isolation Program – Ballina
- \$7,500 Summer Holiday Break Program – Lismore
- \$5,000 Be Connected Program – Byron
- \$41,500 Small Grants >\$5,000 each – All LGA's

These projects are primarily funded from budget transfers (\$75,000), 'Donations' (\$47,400), 'Funded Projects' Reserve (\$80,000) or 'Small Grant Projects' (\$25,800).

Note 14 – Activities & Projects

An increase of \$18,900 is proposed. This reflects increases of:

- \$6,600 Ballina
- \$3,700 Byron
- \$4,800 Lismore
- \$3,800 for Tweed.

These are primarily funded by the 'Sale of Second Hand Goods' and 'Activities & Projects' Reserves.

Note 15 – Hardware Maintenance

A decrease of \$10,000 is proposed. This reflects savings in hardware costs.

Note 16 – Software Maintenance & Purchases

A decrease of \$25,000 is proposed. This reflects savings in software costs.

Note 17 – Operating Lease – PC's & MFD's

A decrease of \$29,400 is proposed. This reflects a delayed introduction of planned leased hardware.

Note 18 – Library Resources

An increase of \$51,600 is proposed. This increase is funded by a) an insurance claim refund of \$18,600 for the Tweed Heads Library, b) \$30,200 from the 'Library Resources' Reserve, and c) \$2,800 from 'Book Club' contributions.

Note 19 – Byron LGA – Furniture, Equipment and Buildings Upgrade

Reports/Recommendations

An increase of \$10,000 is proposed for upgrades in the Byron Shire. This is funded from the 'Special Projects' Reserve.

Note 20 – Local Priority Grant – Capital

An increase of \$188,900 is proposed. The spend comprises:

- \$37,000 Ballina
- \$64,900 Byron
- \$50,600 Lismore
- \$36,400 Tweed.

The spend is funded by \$113,400 from the 'Funded Projects' Reserve and \$75,500 from 'Local Priority Grants – Capital' grants.

Note 21 – Support Services – Job Access Upgrade

An increase of \$10,000 is proposed. This reflects an access upgrade to the Support Services building and is fully funded by an 'Other Capital Contribution'.

Note 22 – CCTV and Access Controls - Support Services

An increase of \$20,000 is proposed. This reflects an upgrade to security and access facilities to the Support Services building. It is funded by the 'Special Projects' Reserve.

Note 23 – Fines

An increase of \$5,000 is anticipated. This reflects the historical fines paid by patrons. RTRL no longer raises fines for the late return of borrowed library resources.

Note 24 – Reservations/Registrations

A decrease of \$15,000 is anticipated. This reflects a reduction in the demand for paid reservations of library resources.

Note 25 – Printing

A decrease of \$83,700 is anticipated. This reflects a significant reduction in the demand for these services.

Note 26 – Sale of Second Hand Goods

An increase of \$7,800 is anticipated. This reflects the sale of library resources which are past their use by date and the proceeds are used to offset costs associated with 'Activities & Projects' in each local government area.

Note 27 – Small Grant Projects

An increase of \$25,800 is anticipated. This primarily relates to grants received for:

- \$9,100 Tech Savvy Seniors Program – Ballina
- \$5,000 Be Connected Program – Byron
- \$7,500 Summer Holiday Break Program – Lismore
- \$2,200 Tech Savvy Seniors – Tweed

Note 28 – Local Priority Grants - Operational

An increase of \$56,700 is anticipated. This related to grants received for:

- \$5,000 Ballina
- \$7,000 Byron
- \$44,700 Tweed

Note 29 – Local Priority Grants - Capital

An increase of \$75,500 is anticipated. This relates to grants received for:

- \$25,000 Ballina
- \$35,700 Byron
- \$14,800 Tweed

Note 30 – Interest On Investments

An increase of \$12,900 is anticipated. This relates to additional interest income being earned due to mainly increasing interest rates.

Note 31 – Donations

An increase of \$55,000 is anticipated. This primarily relates to a) \$47,400 from the Ballina Friends of Library with these funds being spent on refurbishing the Reference Room at the Ballina Library, and b) \$3,300 from the Deductible Gift Recipient Account for flood donations and is being reserved for the Committee to determine its use.

Note 32 – Property Insurance – Claim Reimbursement

An increase of \$18,600 is anticipated. This reflects an insurance refund received for the replacement of library resources destroyed by stormwater inundation at the Tweed Heads Library.

Note 33 – Other Capital Contributions

An increase of \$10,000 is anticipated. This reflects a contribution received to upgrade access at the Support Services building.

Note 34 – Transfers from Reserves: Library Resources

An increase of \$30,200 is anticipated. This reflects unexpended funds held in Reserves being expended in 2022/23 for:

- \$6,500 Ballina
- \$6,600 Byron
- \$3,000 Lismore
- \$3,600 Tweed
- \$9,900 Support Services
- \$600 Mobile Library

Note 35 – Transfers from Reserves: Funded Projects

An increase of \$254,600 is anticipated. This primarily reflects unexpended funds held in Reserves being expended in 2022/23 for:

- \$80,600 Unexpended Small Grants – All LGA's
- \$48,600 LPG Operational – Byron
- \$10,800 LPG Operational – Lismore
- \$12,000 LPG Capital – Ballina
- \$29,200 LPG Capital – Byron
- \$50,600 LPG Capital – Lismore
- \$21,600 LPG Capital – Tweed

Note 36 – Transfers from Reserves: Special Projects

An increase of \$30,000 is anticipated. This reflects funds held in Reserves being expended in 2022/23 for a) \$20,000 to upgrade security and access facilities at the Support Services building, and b) \$10,000 the proposed upgrades to Byron Shire libraries.

Note 37 – Transfers from Reserve: ELE

An increase of \$120,500 is anticipated. This reflects unexpended funds being held in Reserves being expended in 2022/23 to offset increased annual and long service leave taken by staff and encouraged by Management.

Note 38 – Transfers from Reserves: Operating Result

An increase of \$24,900 is anticipated. This reflects funds held in Reserves being expended in 2022/23 to offset the operating result and cash position.

2023/24 Budget and Fees & Charges

At its 15 March 2023 meeting, the Committee endorsed the 2023/24 Budget and Fees & Charges and recommended adoption by Member Councils.

As the Executive Council, Lismore City Council adopted the RTRL's 2023/24 Budget and Fees & Charges at its 11 April 2023 meeting.

The Committee will be informed as Member Councils determine their position with regards to the adopted Member Council Contribution.

At this time, Tweed Shire Council have advised that they have applied for a special rate variation. If the special rate variation is not approved, Tweed Shire Council will consider the closure of the Kingscliff Library to partially offset rising service costs. Tweed Shire Council will consider this situation in June 2023.

Cash, Investments and Interest on Investments

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

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

As at 28 April 2023, RTRL cash and investments balance was \$2,931,302.49.

Interest on RTRL funds is calculated on a daily basis. The interest rate used is the average interest rate for Councils' overall investment portfolio. For 2022/23 to date approximately \$56,068.33 in interest has been generated on RTRL funds at an average interest rate of 2.916%.

Member Council Contributions

All Member Councils have paid 4 quarterly contributions except for Tweed Shire Council.

Attachment/s

1. 2022/23 Budget Review

RICHMOND-TWEED REGIONAL LIBRARY 2022/23 Budget					
EXPENDITURE	Adopted Budget 2022/23	Changes 2022/23	Forecast Budget 2022/23	Percentage Change	Notes
Salaries and Overheads Expenses					
Staff Salaries	\$4,206,900	-\$194,500	\$4,012,400	-4.62%	1
Employee Leave Entitlements	\$799,200	\$249,000	\$1,048,200	31.16%	2
Superannuation	\$569,100	\$0	\$569,100	0.00%	
Workers Compensation Insurance	\$61,300	\$7,100	\$68,400	11.58%	3
Staff Training & Professional Development	\$39,200	-\$14,600	\$24,600	-37.24%	4
Recruitment Expenses	\$3,000	\$20,000	\$23,000	666.67%	5
Fringe Benefits Tax	\$100	\$0	\$100	0.00%	
Private Vehicle Reimbursement	\$2,000	-\$500	\$1,500	-25.00%	
	\$5,680,800	\$66,500	\$5,747,300	1.17%	
Administration					
External Printing	\$1,500	\$2,600	\$4,100	173.33%	
Stationery	\$6,100	\$0	\$6,100	0.00%	
Postage	\$5,000	-\$1,000	\$4,000	-20.00%	
Audit Services	\$10,000	\$0	\$10,000	0.00%	
Legal Expenses	\$5,000	-\$1,700	\$3,300	-34.00%	
Security	\$20,000	-\$10,000	\$10,000	-50.00%	6
Special Projects	\$10,000	\$0	\$10,000	0.00%	
NSWPLA Membership Fees	\$7,000	\$200	\$7,200	2.86%	
Contribution to Executive Council	\$626,500	\$0	\$626,500	0.00%	
	\$691,100	-\$9,900	\$681,200	-1.43%	
Expenses of Providing Assets					
Building Maintenance	\$13,400	\$0	\$13,400	0.00%	
Cleaning, Electricity and Rates	\$63,100	-\$21,000	\$42,100	-33.28%	7
Furniture & Equipment M & R	\$6,100	\$1,000	\$7,100	16.39%	
Equipment Maintenance	\$6,000	\$0	\$6,000	0.00%	
Vehicle Running	\$113,600	\$0	\$113,600	0.00%	
	\$202,200	-\$20,000	\$182,200	-9.89%	
Library Service Working Expenses					
Technical Aids	\$10,500	-\$2,000	\$8,500	-19.05%	
Maintenance of Books/AV Maintenance	\$67,000	\$19,000	\$86,000	28.36%	8
Periodicals	\$40,300	-\$13,100	\$27,200	-32.51%	9
Freight	\$1,200	\$800	\$2,000	66.67%	
Insurance	\$26,200	\$0	\$26,200	0.00%	
Children's Services	\$6,400	\$500	\$6,900	7.81%	
Promotion and Advertising	\$22,300	-\$5,200	\$17,100	-23.32%	10
Consumables & Catering	\$8,500	-\$500	\$8,000	-5.88%	
Inter Library Loan Expenses	\$8,000	\$3,500	\$11,500	43.75%	
Libraries Australia Licence	\$9,200	\$0	\$9,200	0.00%	
Ancestry.com Expense	\$10,700	\$200	\$10,900	1.87%	
Councillors Professional Development	\$1,000	\$0	\$1,000	0.00%	
Licenses & Fees	\$21,600	\$0	\$21,600	0.00%	
eResources	\$117,700	\$9,100	\$126,800	7.73%	11
Merchandise Purchases	\$5,000	-\$2,000	\$3,000	-40.00%	
Local Priority Grants - Operational	\$11,700	\$117,300	\$129,000	1002.56%	12
Grant Projects	\$0	\$228,200	\$228,200	N/A	13
Activities & Projects	\$33,600	\$18,900	\$52,500	56.25%	14
Rental Charge	\$8,000	\$0	\$8,000	0.00%	
	\$408,900	\$374,700	\$783,600	91.64%	
Information Services					
Hardware Maintenance	\$63,300	-\$10,000	\$53,300	-15.80%	15
Software Maintenance & Purchase	\$327,800	-\$25,000	\$302,800	-7.63%	16
IT Consumables	\$0	\$0	\$0	N/A	
Telecommunication Costs & Charges	\$58,200	\$0	\$58,200	0.00%	
Printing Equipment Expenses	\$32,300	\$0	\$32,300	0.00%	
Operating Lease - PC's & MFD's	\$124,200	-\$29,400	\$94,800	-23.67%	17
	\$605,800	-\$64,400	\$541,400	-10.63%	

RICHMOND-TWEED REGIONAL LIBRARY 2022/23 Budget					
EXPENDITURE	Adopted Budget 2022/23	Changes 2022/23	Forecast Budget 2022/23	Percentage Change	Notes
Fixed Assets or Capital Items					
Library Resources	\$619,700	\$51,600	\$671,300	8.33%	18
Byron LGA - Furniture, Equipment and Buildings Upgrade	\$0	\$10,000	\$10,000	N/A	19
Local Priority Grant - Capital	\$28,600	\$188,900	\$217,500	660.49%	20
Support Services - Job Access Upgrade	\$0	\$10,000	\$10,000	N/A	21
CCTV and Access Controls - Support Services	\$0	\$20,000	\$20,000	N/A	22
	\$648,300	\$280,500	\$928,800	43.27%	
Transfers to Reserves (Restricted Assets)					
Vehicle Replacement	\$30,000	\$0	\$30,000	0.00%	
Surplus Funds	\$24,300	\$600	\$24,900	2.47%	
Deductible Gift Recipient Donations	\$0	\$3,300	\$3,300	N/A	
	\$54,300	\$3,900	\$58,200	7.18%	
Depreciation Expenses					
	\$680,600	\$0	\$680,600	0.00%	
TOTAL EXPENDITURE	\$8,972,000	\$631,300	\$9,603,300	7.04%	
INCOME	Adopted Budget 2022/23	Changes 2022/23	Forecast Budget 2022/23	Percentage Change	Notes
Fees and Charges					
Lost Book Charges	\$18,500	-\$1,000	\$17,500	-5.41%	
Fines	\$0	\$5,000	\$5,000	N/A	23
Reservations/Registrations	\$95,000	-\$15,000	\$80,000	-15.79%	24
Inter Library Loans	\$4,100	-\$600	\$3,500	-14.63%	
Printing	\$225,700	-\$83,700	\$142,000	-37.08%	25
PC Usage Charges	\$11,000	-\$3,700	\$7,300	-33.64%	
Book Club	\$9,200	\$2,800	\$12,000	30.43%	
Merchandise Sales	\$5,000	-\$500	\$4,500	-10.00%	
Sale of Second Hand Goods	\$13,400	\$7,800	\$21,200	58.21%	26
	\$381,900	-\$88,900	\$293,000	-23.28%	
Grants					
Diesel Rebate Scheme	\$1,500	\$0	\$1,500	0.00%	
Small Grants Projects	\$0	\$25,800	\$25,800	N/A	27
Local Priority Grant - Operational	\$0	\$56,700	\$56,700	N/A	28
Local Priority Grant - Capital	\$0	\$75,500	\$75,500	N/A	29
	\$1,500	\$158,000	\$159,500	10533.33%	
Sundry Income					
Interest on Investments	\$45,300	\$12,900	\$58,200	28.48%	30
Leaseback Vehicle Charges	\$9,400	\$0	\$9,400	0.00%	
Donations	\$47,600	\$55,000	\$102,600	115.55%	31
Property Insurance - Claim Reimbursement	\$0	\$18,600	\$18,600	N/A	32
Other Incomes	\$0	\$600	\$600	N/A	
Other Capital Contribution	\$0	\$10,000	\$10,000	N/A	33
	\$102,300	\$97,100	\$199,400	94.92%	
Transfers from Reserves (Restricted Assets)					
Library Resources	\$36,400	\$30,200	\$66,600	82.97%	34
Funded Projects	\$40,300	\$254,600	\$294,900	631.76%	35
Donations - Gift Recipient Account	\$35,000	\$0	\$35,000	0.00%	
Activities & Projects	\$18,200	\$4,900	\$23,100	26.92%	
Special Projects	\$10,000	\$30,000	\$40,000	300.00%	36
ELE	\$0	\$120,500	\$120,500	N/A	37
Operating Result	\$0	\$24,900	\$24,900	N/A	38
	\$139,900	\$465,100	\$605,000	332.45%	

RICHMOND-TWEED REGIONAL LIBRARY 2022/23 Budget					
INCOME	Adopted Budget 2022/23	Changes 2022/23	Forecast Budget 2022/23	Percentage Change	Notes
Member Council Contributions					
Ballina Council	\$1,605,900	\$0	\$1,605,900	0.00%	
Byron Council	\$1,558,900	\$0	\$1,558,900	0.00%	
Lismore Council	\$1,740,500	\$0	\$1,740,500	0.00%	
Tweed Council	\$2,760,500	\$0	\$2,760,500	0.00%	
	\$7,665,800	\$0	\$7,665,800	0.00%	
TOTAL INCOME	\$8,291,400	\$631,300	\$8,922,700	7.61%	
<u>Summary</u>					
Total Expenditure	\$8,972,000	\$631,300	\$9,603,300		
Depreciation	(\$680,600)	\$0	(\$680,600)		
Net Expenditures	\$8,291,400	\$631,300	\$8,922,700		
Total Income	(\$625,600)	(\$631,300)	(\$1,256,900)		
Total Council Contributions	(\$7,665,800)	\$0	(\$7,665,800)		
Balance	\$0	\$0	\$0		
FINANCIAL RESULTS	Adopted Budget 2022/23	Changes 2022/23	Forecast Budget 2022/23		
Net Operating Result - Surplus/(Deficit)	(\$117,900)	(\$180,700)	(\$298,600)		
Net Operating Result before Capital Grants & Contributions - Surplus/(Deficit)	(\$117,900)	(\$266,200)	(\$384,100)		
Net Cash - Surplus/(Deficit)	\$0	\$0	\$0		

Reports/Recommendations

Subject	Impact of changing financial environment on library services
TRIM Record No	BP23/334:EF09/74-5
Prepared by	Manager Investment & Commerce
Item Number	5.4

Overview of Report

The Committee resolved in part that staff provide a report on the impacts of the changing financial environment on budgeted library services and patrons.

The RTRL Management Team has provided a comprehensive response and it is reported. The provision of library services and programs with a clear focus is recommended.

Commentary on potential budget impact has also been included.

Recommendation

That the Committee:

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

Background

When endorsing the draft 2023/24 Budget and Fees & Charges report at its 15 March 2023 meeting, the Committee also resolved in part that staff provide a report on the impacts of the changing financial environment on budgeted library services and patrons.

The purpose of this report is to respond to the Committees resolution.

RTRL Management Response

RTRL is constantly adapting library services to meet community needs and demands. In preparing a response for this resolution, the RTRL Management Team undertook a thorough analysis of community demographics, library membership and usage, and desktop research to ensure a thorough understanding of the issues and possible responses. A user centred methodology was used to develop possible solutions ensuring the community is at the heart of our response (see Further Reading at the end of this report for more in depth discussion of topics and methods).

Historically, research shows that an economic downturn leads to an increase in demand for library services as people turn to libraries for free access to books, resources, and educational materials, as well as social connection, and technology access. Our library network incorporates an area which has both a higher than national average of people living with disadvantage and lower than average level of digital inclusion skills in our community. This is particularly concerning as this combination has the potential for an economic downturn to affect our community more significantly.

During periods of economic downturn, the impacts that may be experienced by our community are:

- the high cost of living,
- limited job opportunities,
- increased social isolation,
- increased mental health issues,
- lack of transportation, and
- housing stress due to increased rents, higher interest rates, or housing shortages.

In response, library services and programs should focus on:

- supporting job seekers,
- providing educational support, including financial literacy,
- providing access to technology, including basic training and support to access to technology and digital services, and
- providing programs to increase social connection and support mental wellbeing.

The RTRL Management Team are working to deliver, or continuing to deliver, services and programs in the following areas in 2023/2024 that align with the identified service and program focus, and that fit within existing budgets or grant funding including:

- Participating in the Be Connected Digital Device program with plans to reapply for further grant funding to acquire more devices for personal use by the community,
- Basic training and support in technology device use and navigation of online services, including cybersecurity, supported by grant funding from both Tech Savvy Seniors and Be Connected grant programs,
- Partnership with NBN Co Community Ambassador to deliver community talks on topics such as scam awareness,
- Seek funding for Get Online Week with a focus on cybersecurity and scam watch awareness,
- Continuation and further development of the Social Circle programs which aim to decrease social isolation for older members of the community and are largely grant funded,
- Community information session and talks with subject experts to deliver talks in areas such as resume writing, financial literacy, digital literacy, wills, cybersecurity, HSC study support,
- Continuing to register our branches as Australian Tax Office Tax Help locations,
- Continuation of Justice of the Peace service where available,
- Continuation of our Homework Help program that includes five free printouts for homework purposes,
- Upgrades to facilities utilising Public Library Infrastructure Grant funding at Kingscliff, Tweed Heads, and Lismore Libraries, and the Mobile Library Replacement Project,
- Review and reconfiguration of the RTRL website and Library App to ensure ready access to links to other online support resources such as study links, cybersecurity, and the online library,

Reports/Recommendations

- Focus collection purchases to ensure adequate resources to support job finding, study, mental wellbeing, and financial and digital literacy resources.

RTRL will survey users during Library and Information Week which runs from July 31-6 August 2023 using the Culture Counts survey tools which are designed to provide benchmarkable data on outcomes for library users rather than just outputs currently reported through RTRL Service Level Agreement and annual reports. This survey will further inform our response to changes in community need.

The RTRL Management Team has identified a number of ways we could respond to changes at a management level including, but not limited to,

- recontextualising existing library programs and services for changing needs,
- refocusing marketing efforts toward target groups,
- redirecting available funds to the eResources budget to meet increasing demand for eBooks and eAudiobooks, as well as to provide capacity for the potential to expand our online database offering to include careers and further education support databases,
- create specific 'hubs' on the library online platforms that link to physical collections to support job hunting and education,
- expanding Wifi access to be available outside opening hours to support the community to connect to the internet on their own devices outside of library opening hours,
- develop partnerships with relevant local organisations to facilitate targeted information sessions

The RTRL Management Team and Senior Leadership Group can ensure training opportunities to upskill staff to assist them to navigate new information resources and share ideas and outcomes are provided. The main access point community members have with library services is through the front-line library assistants. By empowering these staff with training and information, staff can provide greater outcomes for their community through reliable information sources, and advice on finding these sources. Traditionally this has been achieved through the RTRL All Staff Development and Networking Day (DaN Day) which would normally take place in November each year and sees all RTRL branches closed for the day to allow all staff to be trained at the same time which is both economical and provides invaluable opportunities for networking and sharing of staff expertise across the whole library team.

There are opportunities to seek grant funding for programs and services that focus on supporting and developing technology skills, increasing social cohesion and reducing social isolation, particularly for our older community members, and programming to support students and school holiday activities. RTRL Management will continue to seek grant funding to improve the amenity of our library buildings in consultation with the Senior Leadership Group.

Our libraries play a vital role in providing free access to information, promoting education and lifelong learning, supporting literacy, fostering community connections, preserving local history, and providing access to technology. Whilst the impact of an economic crisis is felt across all sectors of government and the community, it is important to remember that our libraries are a vital community resource, and efforts to maintain our services and support ongoing operation are imperative to our capacity to support our community through tough economic times. RTRL staff will continue to adapt services to meet community needs and within allocated budgets to ensure the best outcomes from our services are delivered to our community.

Potential Budget Impacts

The RTRL annual budget anticipates fees and charges revenues to be received from library users. In difficult financial times, a downturn in these revenues is possible and probably likely.

The 2023/24 Budget anticipates approximately \$288,800 in fees & charges revenues. The 2023/24 Budget anticipates growth in revenues compared to the most recent COVID impacted financial years. Performance (actual vs budget) will be monitored as part of the quarterly budget review process and the results reported to the Committee.

Further Reading/ References

Australian Public Library Alliance & Australian Library and Information Association. (2021). *Standards and guidelines for Australian public libraries*. Retrieved from Australian Library and Information Association website: <https://read.alia.org.au/apla-alia-standards-and-guidelines-australian-public-libraries-may-2021>

Culture Counts survey tool information- Culture Counts Public Libraries Evaluation Network website: <https://culturecounts.cc/products/public-libraries-evaluation-network>

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Mabe, M.R. (2022). Impact of Great Recession on Library Use: Does a Negative Economy Impact Library Use?, *Public Library Quarterly*, Published online: 29 Sep 2022 <https://doi.org/10.1080/01616846.2022.2128628>

NSW Department of Planning and Environment. (April 2022). *Project report: Using behavioural insights to increase access to public libraries*. Retrieved from State Library New South Wales website: <https://www.sl.nsw.gov.au/public-library-services/advice-and-best-practice/research-projects/using-behavioural-insights>

Rooney-Browne, C. (2009). Rising to the challenge: a look at the role of public libraries in times of recession. *Library Review*, 58 (5), 341-352. <https://doi.org/10.1108/00242530910961765>

State Library Victoria. (2018). *Libraries work!: the socio-economic value of public libraries to Victorians*. Retrieved from Public Libraries Victoria website: <https://www.plv.org.au/resources/>

Zaugg, H. (2016). Using Persona Descriptions to Inform Library Space Design, *The Future of Library Space (Advances in Library Administration and Organization, Vol. 36)*, Emerald Group Publishing Limited, Bingley, pp. 335-358. Retrieved from: <https://doi.org/10.1108/S0732-067120160000036015>

Attachment/s

There are no attachments for this report.

Richmond Tweed Regional Library Minutes

15 March 2023

DRAFT MINUTES OF THE RICHMOND TWEED REGIONAL LIBRARY HELD IN ONLINE VIA MICROSOFT TEAMS ON WEDNESDAY, 15 MARCH 2023 AT 10.05AM

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

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

Present

Clr Simon Chate (Deputy Chairperson), Clr Peter Colby (Lismore Clr), Clr Asren Pugh (Byron Clr), Clr Mark Swivel (Byron Clr), Clr Nola Firth (Tweed Alternate Clr), Clr Meredith Dennis (Tweed Clr – arrived at 10.28am),

In Attendance

Rino Santin (Executive Officer RTRL, Lismore), Lucy Kinsley (Regional Library Manager), Caroline Klose (Manager Communications and Customer Service Ballina), Helen Carter (Manager Inclusive & Creative Communities), Suzy Arthur-Smith (Communications and Engagement Support Librarian), Michael Lewis (Area Librarian Lismore), Taryn Kelly (Area Librarian Ballina), Stacey Shepard (Acting Area Librarian Byron), Karen Joc (Area Librarian Tweed), Ellie Misdale (Administration Officer, Minute Taker)

Welcome

Deputy Chair Clr Simon Chate welcomed delegates and attendees to the meeting and made an acknowledgement of country.

Apologies

Clr Darlene Cook (Chairperson) with reason: bereavement,
Clr Rhiannon Brinsmead (Tweed Clr) with reason: work commitments
Clr Rod Bruem (Ballina Clr) with reason: attending a Rous County Council meeting
Clr Nigel Buchanan (Ballina Clr) with reason: out of the country.

Disclosures of Interest

Nil

Confirmation of Minutes

RTRL27 352/23 **RESOLVED** that the minutes of the Richmond Tweed Regional Library held on 9 December 2022 be confirmed.

(Councillors Colby/Swivel)

Voting for: Councillors Chate, Colby, Firth, Pugh and Swivel
Voting against: Nil

Reports/Recommendations

5.1 Regional Library Managers Report

- RTRL27353/23 **RESOLVED** that
1. Items 1, 2, 3, 5, 6, 7, 8, 9, 10 and 11 be received and noted.
 2. The use of the Deductible Gift Recipient Account is approved for the following library purpose:
 - \$54,900 for leasing costs associated with a youth library in the Lismore CBD.

(Councillors Swivel/Colby) (BP23/129)

Voting for: Councillors Chate, Colby, Firth, Pugh and Swivel
Voting against: Nil

5.2 2023 RTRL Committee Meeting Schedule

- RTRL27354/23 **RESOLVED** that the Committee determine the meeting schedule for the May, August and November 2023 meetings including dates, starting times and if the meetings are in-person or online.
- The dates agreed were as follows:
1. Wednesday 17 May, online commencing at 9am
 2. Wednesday 16 August, online commencing at 9am
 3. Wednesday 15 November, online commencing at 9am

(Councillors Swivel/Colby) (BP23/143)

Voting for: Councillors Chate, Colby, Firth, Pugh and Swivel
Voting against: Nil

5.3 Finance Related Matters

- RTRL27355/23 **RESOLVED** that the Committee:
1. Endorse the budget changes reported in the 2022/23 Budget Review.
 2. Receive and note the information reported for the 2021/22 Special Purpose Financial Report, and Cash, Investments and Interest on Investments, and Member Council Contributions.

(Councillors Swivel/Pugh) (BP23/144)

Voting for: Councillors Chate, Colby, Firth, Pugh and Swivel

Voting against: Nil

Councillor Meredith Dennis arrived to the meeting, the time being 10:28 AM

5.4 Draft 2023/24 Budget and Fees & Charges

RTRL27356/23 **RESOLVED** that :

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

(Councillors Swivel/Colby) (BP23/146)

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

Voting against: Nil

Other business

The Committee and library staff attendees briefly discuss the targets and content described in the Attachments Excluded, being the Service Level Agreement Q2 Progress Reports for each Member Council area.

Closure

This concluded the business and the meeting terminated at 10.41pm.