



AGENDA AND BUSINESS PAPER

Riverina Regional Library Advisory Committee

**To be held on
WEDNESDAY
27 MARCH 2019
AT 9.30AM**

RRL Administration Centre

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RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE

AGENDA AND BUSINESS PAPER

WEDNESDAY 27 MARCH 2019

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	Amplify (Michael Scutti, Team Leader Information, Literacy & Learning, Wagga Wagga City Library).	
	<u>CLOSE OF MEETING</u>	

ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land that we are meeting on today. I would also like to pay my respect to the Elders both past and present of the Wiradjuri Nation and extend that respect to other Aboriginal people who are present today.

APOLOGIES**REPORTS FROM STAFF****RP-1 CONFIRMATION OF MINUTES OF THE RIVERINA REGIONAL
LIBRARY ADVISORY COMMITTEE MEETING HELD 31 OCTOBER
2018**

Author: Robert Knight

Recommendation

That the Committee endorse the minutes of the Riverina Regional Library Advisory Committee meeting held on 31 October 2018 as a true and accurate record.

Report

The Riverina Regional Library Advisory Committee meeting was held on 31 October 2018. Minutes of the meeting are attached.

Attachments

1. RRL Advisory Committee - Minutes - 31 October 2018

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 October 2018.



RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE

MINUTES

31 OCTOBER 2018

PRESENT

Cr Leigh Bowden	Cootamundra-Gundagai Regional Council
Cr Yvonne Braid	Wagga Wagga City Council
Cr Cate Cross	Snowy Valleys Council
Cr Pam Halliburton	Junee Shire Council
Cr Dan Hayes	Wagga Wagga City Council
Cr Rod Kendall	Wagga Wagga City Council
Cr Denise Osborne	Greater Hume Shire Council
Cr Dennis Sleigh	Temora Shire Council
Cr Bronwyn Thomas	Federation Council
Cr Dallas Tout	Wagga Wagga City Council
Cr Greg Verdon	Lockhart Shire Council
Cr Jan Wyse	Bland Shire Council
Ms Adele Casey	Bland Shire Council
Mr Steve Firth	Temora Shire Council
Ms Susan Kane	Greater Hume Shire Council
Ms Kristy Kay	Federation Council
Mr David Smith	Greater Hume Shire Council
Mr Peter Veneris	Lockhart Shire Council
Ms Tracey Wiggins	Snowy Valleys Council

IN ATTENDANCE

Ms Wendy Manning	Temora Shire Council
Mr Phil Stone	Snowy Valleys Council
Ms Lynnette O'Reilly	Greater Hume Shire Council
Ms Carolyn Rodney	Wagga Wagga City Council

RIVERINA REGIONAL LIBRARY STAFF

Mr Robert Knight	Executive Director
Ms Wendy Callis	Business Support Officer
Ms Amy Heap	Outreach & Promotions Coordinator
Mr Brian Plummer	Support & eServices Coordinator
Ms Karen Wendt	Business & Communications Coordinator

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 October 2018.

The meeting of the Riverina Regional Library Advisory Committee commenced at 9:37am.

ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land that we are meeting on today. I would also like to pay my respect to the Elders both past and present of the Wiradjuri Nation and extend that respect to other Aboriginal people who are present today.

APOLOGIES

Cr Gail Law	Federation Council
Mr James Davis	Junee Shire Council
Mr Tony Donoghue	Coolamon Shire Council
Mr Peter Thompson	Wagga Wagga City Council

Recommendation

On the motion of Cr Bowden and Cr Braid

That the Apologies of the Riverina Regional Library Advisory Committee meeting held on 31 October 2018 be received and accepted.

CARRIED

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 October 2018.

REPORTS FROM STAFF

RP-1 CONFIRMATION OF MINUTES OF THE MEETING HELD ON 28 MARCH 2018

Recommendation

On the motion of Cr Kendall and Cr Verdon

That the minutes of the Riverina Regional Library Advisory Committee meeting held on 28 March 2018 be confirmed as a true and accurate record.

CARRIED

RP-2 MANAGER FINANCIAL SERVICES REPORT

Recommendation

On the motion of Cr Halliburton and Cr Braid

That the Committee:

- a note the final result for the year ended 30 June 2018**
- b endorse the Riverina Regional Library Asset Register as at 30 June 2018**
- c endorse the signing of the 2017/18 Riverina Regional Library Financial Statements pursuant to s413(2)(c) of the Local Government Act 1993**
- d note the budget review for the quarter ended September 2018**

CARRIED

RP-3 RRL EXECUTIVE DIRECTOR REPORT

Recommendation

On the motion of Cr Wyse and Cr Halliburton

That the Committee receive and note the report.

CARRIED

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 October 2018.**RP-4 RRL ADVISORY COMMITTEE MEETINGS - 2019****Recommendation**

On the motion of Cr Cross and Cr Thomas

That the Committee endorse the following meeting dates in Wagga Wagga during 2018:

- Wednesday 27 March 2019
- Wednesday 30 October 2019

CARRIED**RP-5 FOOD FOR FINES - 2018****Recommendation**

On the motion of Cr Sleigh and Cr Halliburton

That the Committee:

- a endorse the Food for Fines initiative for consideration by member Councils for application at their libraries for a four (4) week period concluding on Christmas Eve
- b endorse the restriction of fine exemptions to a maximum of four (4) weeks per year, during the specified Christmas period, in each RRL branch library.

CARRIED**RP-6 LIBRARY ACTIVITY STATISTICS REPORT****Recommendation**

On the motion of Cr Bowden and Cr Sleigh

That the Committee receive and note the Library Activity Statistics report.

CARRIED

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 October 2018.**RP-7 REGIONAL CULTURAL FUND GRANT APPLICATION FOR PROPOSED RRLAC BUILDING EXTENSION****Recommendation**

On the motion of Cr Halliburton and Cr Cross

That the Committee note the submission of a grant application to the Regional Cultural Fund for funding to extend the Riverina Regional Library Administration Centre building.

CARRIED

Cr Kendall left the meeting at 11:06am.

RP-8 RENEW OUR LIBRARIES FUNDING CAMPAIGN**Recommendation**

On the motion of Cr Bowden and Cr Wyse

That the Committee note the Renew Our Libraries Funding Campaign update report.

CARRIED**CORRESPONDENCE**

Nil

GENERAL BUSINESS

Robert Knight acknowledged the recent passing of Phillip Potter (better known as Phil), who passed away on 28 October aged 79. Phil was a founding member of the CPLA, and was Chair of the first CPLA Conference at Parkes on 21-22 June 1989, where 200 people (including Councillors, General Managers and Library Managers) lobbied the then Minister for the Arts, Peter Collins, to review the NSW library funding model. On day two of the Conference, a motion to form the NSW Country Public Libraries Association was unanimously supported and Phil was appointed as the inaugural Chair of the Association. Phil was instrumental in bringing positive change to NSW libraries, particularly those in country areas and worked tirelessly to ensure a brighter future for the NSW Public Library Network.

PRESENTATION

Robert Knight and Cr Dallas Tout delivered a Renew Our Libraries presentation.

CLOSE OF MEETING

The Riverina Regional Library Advisory Committee rose at 11:25AM.

RP-2 MANAGER FINANCIAL SERVICES REPORT**Author:** Carolyn Rodney**Recommendation**

That the Committee:

- a endorse the draft RRL Budget for 2019/20
- b note that once endorsed by the RRL Advisory Committee and the Executive Council, the 2019/20 RRL Budget will be placed on public exhibition as part of the Executive Council process
- c note the RRL Budget Review for the quarter ended 31 December 2018.

Report

2019/20 Draft Budget

The 2019/20 budget has been completed and is attached for consideration. The budget has been developed using the RRL funding formula and provides a balanced outcome.

Quarterly Budget Review

The budget review for the period ended 31 December 2018 has been completed and is attached for consideration. All budget variations for the period are transfers between accounts to better reflect expenditure and have a nil effect on the bottom line. The year to date budget remains in line with the current financial year forecast.

Financial Implications

This report provides updates on the RRL 2019/20 draft Budget and the financial position of the organisation as at 31 December 2018.

Policy and Legislation

N/A

Attachments

- 1. RRL Draft Income Budget 2019-2020
- 2. RRL Draft Expense Budget 2019-2020
- 3. RRL Draft Capital and Reserves Budget 2019-2020
- 4. RRL Quarterly Financial Report (Oct-Dec 2018)

RIVERINA REGIONAL LIBRARY
Draft Budget 2019/20

INCOME	2018/19 Budget	2019/20 Budget	Variance
Contribution from Member Councils	-2,897,882	-2,903,724	-57,042
Fines, Subs. & Charges	-20,000	-20,000	0
Inter Loan Charges	-1,000	-1,000	0
South West Zone Libero UNQ Consortium	-9,488	-9,235	247
State Library Reimburse Travel Costs	-1,500	-1,500	0
Vehicle Lease	-5,000	-5,000	0
Investment Income	-20,000	-20,000	0
Children's Youth Services	-1,500	-1,500	0
Collections Service Income	-1,000	-1,000	0
Reservations and Replacement Cards	-10,500	-10,500	0
Sundry Income	-1,000	-1,000	0
	-2,878,670	-2,975,959	-97,289

RIVERINA REGIONAL LIBRARY
Draft Budget 2019/20

EXPENDITURE	2018/19 Budget	2019/20 Budget	Variance	Notes
RRL Administration Centre				
Salaries	1,107,541	1,140,292	32,751	1,431,052
Long Service Leave	41,809	47,101	5,292	
Superannuation - General Levy	84,878	88,817	1,939	
Superannuation - Defined Benefit	97,812	104,827	7,015	
Workers Compensation	55,357	57,015	1,658	
ELE Timing Adjustment Expense	15,000	15,000	0	
Mobile Library				
Salaries	95,650	98,552	2,902	155,163
Overtime	12,140	12,514	374	
Labour Hire/Relief	20,970	21,348	378	
Long Service Leave	4,627	4,737	110	
Superannuation	11,079	11,381	312	
Workers Compensation	6,446	6,621	175	
Other Expenses				
Audit Fees	7,000	7,000	0	
Rental Headquarters	29,036	29,820	784	
Corporate Uniforms	1,000	750	-250	
Recruitment Expenses	500	1,000	500	
Training & Travel	19,481	24,691	5,210	
FBT	10,000	11,000	1,000	
South West Zone Libro UNO Consortium	9,488	9,735	247	
South-West Zone Digital Library Zinio Mainten	-5,638	5,500	-138	
Postage	7,000	7,000	0	
Freight	2,000	2,000	0	
Telephone	8,000	8,000	0	
Stationery	3,000	3,000	0	
Printing	4,000	4,000	0	
Libro Computer Licenses	-59,473	0	-59,473	
Libro Hosting & Licences	43,200	100,879	57,679	
M & R Computers	8,000	8,000	0	
RRL Member Cards	3,000	3,000	0	
Overdue Notices - Printing	3,000	3,000	0	
Advertising	5,000	9,000	4,000	
Administration charge	73,683	75,672	1,989	
Website Maintenance and Development	8,000	10,000	2,000	
Memberships	2,500	2,500	0	
Collections & Equipment Maintenance	12,000	12,000	0	
Outreach & Promotions Program Materials	12,000	12,000	0	
RFID Maintenance Agreement	3,750	1,750	-2,000	
SMS Messaging	3,000	2,500	-500	
Libraries Australia Subscription	8,000	8,000	0	
Running Expense Library Vehicles	46,000	48,575	2,575	
Running Expense Mobile Library	91,334	78,236	-13,098	
Insurance	35,000	38,000	3,000	
Photocopying	4,500	3,500	-1,000	
ILL Postage/Freight	3,000	2,500	-500	
Training Recharges from Skills Centre	3,202	3,202	0	
Depreciation	800,000	800,000	0	
Team Development Activities	2,000	2,000	0	
RRL Advisory Committee Expenses	1,000	1,000	0	
Misc Sundries	8,000	8,000	0	
	2,875,093	2,931,025	55,932	

**RIVERINA REGIONAL LIBRARY
Draft Budget 2019/20**

	2018/19 Budget	2019/20 Budget	Variance
CAPITAL INCOME			
RRL Book Club Contributions	27,000	27,000	0
South West Digital Library Contributions	140,138	145,725	5,637
Book Replacement Income	300	2,000	1,700
TOTAL CAPITAL INCOME	167,438	174,725	7,337
CAPITAL EXPENDITURE			
Collections (Books & Magazines)	453,484	476,018	12,534
Additional Bland Collections Expenditure	10,000	10,000	0
Additional Greater Hume Collections Expenditure	12,000	12,000	0
RRL Book Club Books	20,460	21,012	552
Mobile Library Book Collection	300	2,000	1,700
RRL E Resources	115,871	119,004	3,133
Office & Other Equipment	7,000	7,000	0
Irrigation and Landscaping	0	5,000	5,000
Shelf Ready Processing	45,000	45,000	0
Cataloguing	8,000	8,000	0
RFID tags/labels	30,000	30,000	0
RRL IT Development	2,400	2,400	0
South West Zone Digital Library Content	105,000	110,250	5,250
South West Zone Digital Library Platform Fee	19,000	19,000	0
South West Zone Digital Library Administration Fee	10,500	11,025	525
TOTAL CAPITAL EXPENDITURE	899,015	937,709	38,694
TRANSFERS FROM RESERVES			
From Mobile Library North to Working Funds	0	0	0
TOTAL TRANSFERS FROM RESERVES	0	0	0
TRANSFERS TO RESERVES			
RRL Admin Centre Employee Entitlements	5,000	5,000	0
Mobile Library	60,000	65,000	5,000
IT Development	0	5,000	5,000
Office Equipment Renewal	7,000	7,000	0
TOTAL TRANSFERS TO RESERVES	72,000	82,000	10,000
	2018/19 Budget	2019/20 Budget	Variance
TOTAL OPERATING INCOME	2,876,870	2,906,889	30,019
TOTAL OPERATING EXPENDITURE	2,875,093	2,931,025	55,932
TOTAL CAPITAL INCOME	167,438	174,725	7,337
TOTAL CAPITAL EXPENDITURE	899,015	937,709	38,694
TRANSFER TO RESERVES	72,000	82,000	10,000
TRANSFER FROM RESERVES	0	0	0
ADD BACK DEPRECIATION	800,000	800,000	0
ESTIMATED RESULT FOR YEAR (SURPLUS)/DEFICIT	0	0	0

	Proposed Opening Balance 2019/20	Transfers To	Transfers From	Proposed Closing Balance 2019/20
DRAFT RESERVES				
RRL Admin Centre Employee Entitlements	812,934	5,000		817,934
Mobile Library Replacement	745,896	65,000		810,896
IT Development	111,433	5,000		116,433
Collections Reserve	56,841			56,841
RFID Strategy	46,633			46,633
RRL Book Club	49,403			49,403
Member Cards Reserve	3,047			3,047
eResources Reserve	60,829			60,829
Office Equipment Renewal	48,411	7,000		55,411
RRL Building Reserve	10,310			10,310
Overdue Notices Reserve	3,000			3,000
	1,948,737	82,000	0	2,027,737

RIVERINA REGIONAL LIBRARY - October to December 2019 Quarterly Financial Report

December 2018, 50%

	ORIGINAL BUDGET	APPROVED BUDGET	YTD ACTUALS	ACTUAL V BUDGET	UNEXPENDED BUDGET	NOTES
OPERATING INCOME						
RRL Executive Director						
RRL Overdues Fines Income	(20,000)	(20,000)	(7,788)	38.83%	(12,212)	1
RRL Interest Income	(20,000)	(20,000)	0	0.00%	(20,000)	
RRL Vehicle Lease Income	(5,000)	(5,000)	(2,358)	47.07%	(2,642)	
Member Councils Contributions	(2,807,682)	(2,807,682)	(2,807,682)	100.00%	0	1
	(2,852,682)	(2,852,682)	(2,817,802)	98.78%	(34,880)	
RRL Outreach & Promotions						
Good Things Foundation Program Income	0	0	(500)	100.00%	500	
Outreach and Promotions Programs Income	(1,500)	(1,500)	(2,345)	156.31%	845	2
Inter Library Loan Charges Income	(1,000)	(1,000)	(394)	39.40%	(606)	3
	(2,500)	(2,500)	(3,239)	129.55%	739	
RRL Support & eServices						
South West Zone Libero UNO Consortium Member Contributions	(9,488)	(9,488)	(9,488)	100.00%	0	
RRL Collection Services Income	(1,000)	(1,000)	0	0.00%	(1,000)	4
	(10,488)	(10,488)	(9,488)	90.47%	(1,000)	
RRL Business & Communications						
RRL Sundry Income	(1,000)	(1,000)	(1,788)	178.85%	788	5
Reservations and Replacement Member Cards Income	(10,500)	(10,500)	(5,962)	56.78%	(4,538)	
Reimbursement of State Library of NSW Travel Costs Income	(1,500)	(1,500)	(573)	38.18%	(927)	
	(13,000)	(13,000)	(8,324)	64.03%	(4,676)	
TOTAL OPERATING INCOME	(2,878,670)	(2,878,670)	(2,838,652)	98.62%	(39,818)	
OPERATING EXPENDITURE						
RRL Executive Director						
RRL Salaries	1,013,443	1,013,443	475,968	46.97%	537,475	6
RRL Casual Staff	11,378	11,378	0	0.00%	11,378	
RRL Public Holidays	0	0	16,453	-100.00%	(16,453)	
RRL Sick Leave	0	0	10,564	-100.00%	(10,564)	
RRL Annual Leave	82,720	82,720	44,438	53.72%	38,282	
RRL Workers Compensation	55,357	55,357	27,688	50.02%	27,669	
RRL Employer Contribution	0	0	41,650	-100.00%	(41,650)	
RRL Defined Benefit Superannuation	97,812	97,812	4,936	5.05%	92,876	
RRL Super Gen Levy Superannuation	64,878	64,878	32,254	49.71%	32,624	
RRL Long Service Leave	41,809	41,809	28,422	67.98%	13,387	
RRL Fringe Benefits Tax	10,000	10,000	0	0.00%	10,000	7
RRL Oncoasts	0	0	47	-100.00%	(47)	
RRL Executive Council Administration Charge	73,683	73,683	36,841	50.00%	36,841	
RRL Internal Plant Hire	0	0	15	-100.00%	(15)	
RRL Vehicle Operations Expenses	46,000	46,000	24,052	52.29%	21,948	
RRL ELE Timing Adjustment Expense	15,000	15,000	12,800	85.33%	2,200	
RRL Depreciation	800,000	800,000	400,000	50.00%	400,000	
Auditors Fees	7,000	7,000	6,300	90.00%	700	
Headquarters Rental	29,036	29,036	14,518	50.00%	14,518	
Insurance	35,000	35,000	36,733	104.95%	(1,733)	8
	2,383,115	2,383,115	1,213,679	50.93%	1,169,436	

6 RRLAC Labour Costs			
Budgeted	Actual	Difference	% Spent
1,382,397	695,220	1,367,397	50.29

Dec 2018

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RIVERINA REGIONAL LIBRARY - October to December 2019 Quarterly Financial Report

December 2018, 50%

	ORIGINAL BUDGET	APPROVED BUDGET	YTD ACTUALS	ACTUAL V BUDGET	UNEXPENDED BUDGET	NOTES
RRL Outreach & Promotions						
Good Things Foundation Materials	0	0	99	-100.00%	(99)	
Libraries Australia Subscription	6,000	6,000	5,716	95.27%	284	9
Freight	2,000	2,000	0	0.00%	2,000	
Advertising	4,000	4,000	1,470	36.76%	2,530	
Printing	0	2,000	1,131	56.56%	869	
Outreach Promotions Program Materials	12,000	12,000	4,868	40.57%	7,132	
ILL Postage/Freight Postage	3,000	3,000	1,005	33.49%	1,995	3
	27,000	29,000	14,290	49.28%	14,710	
RRL Support & eServices						
Website Development Services	8,000	8,000	6,055	75.68%	1,945	10
South West Zone Libero UNO Consortium	9,488	9,488	4,711	49.66%	4,777	
Member Cards	3,000	3,000	0	0.00%	3,000	
Overdue Notices Printing	3,000	3,000	4,150	138.33%	(1,150)	11
South West Zone Digital Library Collection	0	61,734	61,734	100.00%	0	12
South West Zone Digital Library Zinio Magazines Licencing	5,638	5,638	0	0.00%	5,638	13
Mobile Library Salaries	109,262	109,262	36,727	33.61%	72,534	14
Mobile Library Overtime	12,140	12,140	0	0.00%	12,140	
Mobile Library Casual Staff	0	0	5,769	-100.00%	(5,769)	
Mobile Library Public Holidays	0	0	991	-100.00%	(991)	
Mobile Library Annual Leave	7,358	7,358	3,225	43.83%	4,133	
Mobile Library Workers Compensation	6,446	6,446	3,219	49.95%	3,227	
Mobile Library Gen Levy Superannuation	11,079	11,079	5,586	50.42%	5,493	
Mobile Library Long Service Leave	4,627	4,627	2,603	56.25%	2,024	
Mobile Library Vehicle Operations	91,334	91,334	39,849	43.63%	51,485	
Collection Equipment and Materials	12,000	12,000	13,653	113.78%	(1,653)	15
Computer Maintenance and Repair	8,000	8,000	2,356	29.45%	5,644	
RFID Services	3,750	3,750	2,290	61.07%	1,460	
SMS Messaging Services	3,000	3,000	620	20.68%	2,380	
Computer Hosting and Maintenance	101,673	101,673	98,227	96.61%	3,446	16
	399,795	461,529	291,766	63.22%	169,762	
RRL Business & Communications						
RRL Advisory Committee Expenses	1,000	1,000	428	42.85%	572	
Corporate Wardrobe	1,000	1,000	54	5.44%	946	
RRL Materials	0	0	15	-100.00%	(15)	
Stationery	3,000	3,000	727	24.24%	2,273	
Team Development Activities	2,000	2,000	394	19.72%	1,606	
Sundry Expenses	8,000	8,000	4,451	55.63%	3,549	
Recruitment Expenses	500	500	0	0.00%	500	
Postage	7,000	7,000	2,988	42.68%	4,012	
Telephone	8,000	8,000	1,521	19.01%	6,479	
Advertising	1,000	1,000	0	0.00%	1,000	
Printing	4,000	2,000	918	45.90%	1,082	
Memberships	2,500	2,500	1,813	72.51%	687	

Mobile Library Labour Costs			
Budgeted	Actual	Difference	% Spent
150,912	58,121	92,791	38.51

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RIVERINA REGIONAL LIBRARY - October to December 2019 Quarterly Financial Report

December 2018, 50%

	ORIGINAL BUDGET	APPROVED BUDGET	YTD ACTUALS	ACTUAL V BUDGET	UNEXPENDED BUDGET
Photocopying	4,500	4,500	1,311	29.14%	3,189
Staff Training	19,481	19,481	2,975	15.27%	16,506
Staff Training Services	0	0	1,596	-100.00%	(1,596)
Staff Training Travel Costs	0	0	8,560	-100.00%	(8,560)
	61,981	59,981	27,751	46.27%	32,230
TOTAL OPERATING EXPENDITURE	2,871,891	2,933,625	1,547,487	52.75%	1,386,138
OPERATING SURPLUS / DEFICIT	(6,779)	54,955	(1,291,365)	-2349.86%	1,346,320
RRL Business & Communications					
Staff Training - Bob Osborne Skills Centre Costs	3,202	3,202	0	0.00%	3,202
	3,202	3,202	0	0.00%	3,202
TOTAL RECHARGES	3,202	3,202	0	0.00%	3,202
TOTAL OPERATING SURPLUS / DEFICIT	(3,577)	58,157	(1,291,365)	-2220.48%	1,349,522
RRL Executive Director					
Transfer to Operating Reserve (ELE)	5,000	5,000	0	0.00%	5,000
	5,000	5,000	0	0.00%	5,000
OPERATING RESERVE MOVEMENTS	5,000	5,000	0	0.00%	5,000
CAPITAL INCOME					
RRL Outreach & Promotions					
RRL Books Clubs Membership Income	(27,000)	(27,000)	(14,909)	55.22%	(12,091)
	(27,000)	(27,000)	(14,909)	55.22%	(12,091)
RRL Support & eServices					
Lost Books Replacement Income	0	(300)	(2,200)	733.42%	1,900
Lost Books Replacement Income	(300)	0	0	0.00%	0
South West Zone Digital Library	(140,138)	(140,138)	(137,301)	97.98%	(2,837)
	(140,438)	(140,438)	(139,501)	99.33%	(937)
TOTAL CAPITAL INCOME	(167,438)	(167,438)	(154,410)	92.22%	(13,028)
CAPITAL EXPENDITURE					
RRL Outreach & Promotions					
RRL Book Clubs - Book Purchases	12,000	12,000	11,329	94.41%	671
	12,000	12,000	11,329	94.41%	671
RRL Support & eServices					
Collections - Lost Book Replacement Purchases	0	300	0	0.00%	300
Collections - Mobile Library	20,460	20,460	0	0.00%	20,460
Collections - Books	463,784	463,484	259,058	55.89%	204,426
Collections - Postage and Freight	0	0	121	-100.00%	(121)
Collections - Shelf Ready Processing	58,000	58,000	23,766	40.98%	34,234
Collections - Cataloguing	45,000	45,000	19,436	43.19%	25,564
IT Equipment	30,000	30,000	8,425	28.08%	21,575
Collections - Legal Information Access Centre Tool Kit Collections	2,400	2,400	0	0.00%	2,400
Collection - eResources	115,871	54,137	49,788	91.97%	4,349
	735,515	673,781	360,595	53.52%	313,186

NOTES

Staff Training Costs			
Budgeted	Actual	Difference	% Spent
16,506	13,131	3,375	79.55

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RIVERINA REGIONAL LIBRARY - October to December 2019 Quarterly Financial Report

December 2018, 50%

	ORIGINAL BUDGET	APPROVED BUDGET	YTD ACTUALS	ACTUAL V BUDGET	UNEXPENDED BUDGET	NOTES
RRL Business & Communications						
Office Equipment	7,000	7,000	8,843	126.33%	(1,843)	18
	7,000	7,000	8,843	126.33%	(1,843)	
RRL Executive Director						
Bland Shire Council - Additional Collections Expenditure)	10,000	10,000	0	0.00%	10,000	
	10,000	10,000	0	0.00%	10,000	
RRL Support & eServices						
Collections - South West Zone Digital Library	134,500	134,500	56,371	41.91%	78,129	
	134,500	134,500	56,371	41.91%	78,129	
TOTAL CAPITAL EXPENDITURE	899,015	837,281	437,139	52.21%	400,142	
CAPITAL SURPLUS / DEFICIT	731,577	669,843	282,728	42.21%	387,115	
CAPITAL RESERVES						
RRL Support & eServices						
Mobile Library Transfer to Capital Reserves	60,000	60,000	0	0.00%	60,000	
	60,000	60,000	0	0.00%	60,000	
RRL Business & Communications						
RRL Office Equipment Renewal Transfer to Capital Reserves	7,000	7,000	0	0.00%	7,000	
	7,000	7,000	0	0.00%	7,000	
CAPITAL RESERVE MOVEMENTS	67,000	67,000	0	0.00%	67,000	
TOTAL SURPLUS / DEFICIT	800,000	800,000	(1,008,637)	-126.08%	1,808,637	

Notes:

1. Calculated at EOFY
2. Additional paid programs provided
3. Reduced ILL income offset against reduced ILL postage expenses
4. No requests for collection services outside the Service Level Agreement parameters
5. Additional income from NSWPLA - reimbursement of expenditure made in 2017-18
6. RRL Administration Centre labour budget 50.3% spent
7. Calculated at EOFY
8. Fully paid for 2018/19. Insurance premiums 5% higher than budgeted for.
9. Fully paid for 2018/19
10. Package of website "support hours" purchased in July
11. Overexpenditure to be funded from reserves at EOFY
12. RRL contribution to South West Zone Digital Library
13. Paid annually in January
14. Mobile Library labour budget 38.5% spent. Annual leave and sick leave replacement costs 100% funded, but not fully used.
15. Misallocation of RFID tags purchase (\$8,000) to Collection Equipment budget. To be reallocated to Shelf Ready Processing
16. Fully paid for 2018/19. Costs 3.4% lower than budgeted.
17. New photocopier purchased in 2018. Significantly lower operating costs.
18. Includes purchase of two stand-up desks. To be funded from Office Equipment Reserve at EOFY.

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RP-3 EXECUTIVE DIRECTOR REPORT**Author:** Robert Knight**Recommendation**

That the Committee receive and note the report.

Report**1 EXECUTIVE DIRECTOR****1.1 Matters Referred to the Executive Council from the Riverina Regional Library Advisory Committee**

The November 2018 meeting of the Executive Council of the Riverina Regional Library, Wagga Wagga City Council, made the following resolution in relation to the matters referred to it from the Riverina Regional Library Advisory Committee meeting held on 31 October 2018:

That Council:

- a receive and note the minutes of the Riverina Regional Library Advisory Committee Meeting held on 31 October 2018.*

1.2 Draft RRL Fees and Charges 2019-2020

The draft Riverina Regional Library 2019-2020 Fees & Charges, which are included in the Executive Council 2019-2020 Draft Fees and Charges for public exhibition, are attached to this report. The Fees & Charges schedule has been divided into external and internal charges (on separate pages) to enable the charges that apply to customers to be displayed in branch libraries if desired.

The November 2006 meeting of the RRL Advisory Committee resolved to recommend the annual adoption and application of RRL region wide fees and charges by all member Councils to ensure consistency and equity for all RRL constituents. This strategy has been followed by RRL member Councils in subsequent years.

The draft 2019-2020 Riverina Regional Library Fees & Charges schedule has been circulated to member Councils requesting incorporation into their individual 2019-2020 planning documents.

1.3 Regional Cultural Fund Grant Application for Proposed Extension of the Riverina Regional Library Administration Centre

The RRL Advisory Committee meeting held on 31 October 2018 resolved to support an application to the NSW Regional Cultural Fund (RCF) for grant funding to extend the RRL Administration Centre (RRLAC).

It was noted that since relocating to its current building, RRL has become even more of a hub for a range of RRL region wide activities, as well as a meeting and training venue for the greater South-West Zone cohort of councils and libraries.

In addition, the increased demand for programs across the RRL branch network has created the need for additional creative/collaborative workshop spaces at the RRLAC.

An underutilised external area of the building was identified as an ideal location for the proposed expansion. It is located at the north-east corner of the building, and is a seldom-used undercover outdoor area. The RRL Advisory Committee endorsed a contribution of up to \$150,000 from RRL working funds should the project receive RCF funding.

Correspondence (see attached) was received from the RCF in early January 2019 advising that the application was not successful. The information compiled for the application will be used in a submission to the 2019 \$6m public library grants program, provided that the subject of the application meets the new grant program criteria.

1.4 RRL Revised Financial Reconciliation Arrangements at Branch Libraries

As reported to the October 2018 meeting of the RRL Advisory Committee, the RRL Administration Centre (RRLAC) has improved and updated the process for the reconciliation of RRL funds taken at branch libraries. The previous process required manual reconciliation of takings against the cash register log, banking of the funds into the associated council finance system, and production of a cheque to be sent to the RRLAC for banking. This was a cumbersome process that did not easily facilitate internet banking transactions at either end of the process.

RRLAC staff developed an improved process that utilises the accounting feature of the Libero library management system (LMS) for reconciliation with the RRL takings in the library's cash register. The RRLAC will issue a quarterly invoice to each member council based on the aggregated LMS takings (of RRL funds at branch libraries) for electronic payment. Branch libraries will bring cash register takings to their associated councils for deposit into council accounts.

This streamlined process also provides more flexibility for Councils to introduce EFTPOS payment options for transactions conducted at the library, as the funds will be administered through the financial management systems of each Council.

RRLAC staff provided training in the new financial reconciliation model to branch library staff at the all-staff training days in late October/early November 2018. The new process commenced on 1 January 2019, and appears to be operating seamlessly based on RRLAC interactions with branch library staff.

One noteworthy outcome of the revised financial model has been the introduction of a new process by Wagga Wagga City Council for stricter oversight of conditions under which library charges can be waived to ensure that the requirements of the Local Government Act are met. A fee waiver request form (see attached), which can be adapted for use by any RRL member Council, has been developed to ensure that library staff do not inadvertently breach the Act. The RRLAC has introduced a temporary membership status to enable library members who have completed a fee waiver request form to continue borrowing while their request is being considered.

1.5 Service NSW Kiosks

The State Library of NSW report (see 1.7.1 below) makes reference to the installation of Service NSW Kiosks on an opt-in basis as a \$1m component of the additional \$60m state funding package for libraries for the four-year period 2019-2020 to 2022-2023.

Whilst the opportunity to install a Service NSW Kiosk may be appealing in libraries of Council area where no close Service NSW outlets are operating, it should be noted that the staff of libraries in which the Kiosks are currently installed strongly refute the proposition that they are “self-service”. Email exchanges over the NSW public library network list during early March revealed that libraries that currently have Service NSW Kiosks installed have found them very labour intensive. Residents who come to libraries to access Service NSW resources are often those with little or no digital literacy, no email address and/or no credit card – all of which are generally required in some combination to successfully utilise the Kiosks unassisted.

When customers visit a staffed Service NSW outlet, they are generally greeted by a member of the concierge staff who triages the service requirement and, where possible, escorts the customer to computer terminal and undertakes the requested transaction there and then. It is therefore reasonable to assume that Service NSW customers would expect a similar level of service from a library that was hosting a Service NSW Kiosk.

The following comments summarise the general view of libraries that contributed to the email conversation about Service NSW Kiosks:

- *It's basically a computer with the Service NSW site as the home page and a printer. Our computer hasn't worked for some time and we cannot find the number to call and don't have the time to chase it up! If you have computers at your library, customers can access the Service NSW site on those computers. There is nothing special about the kiosk computer! The customers who ask to use it are the ones who need help anyway so a staff member ends up helping with or doing the transaction with them which can take some time. Unless the new kiosks are easier to use I really don't see the point in them. It would be better if the government gave libraries a few \$\$\$ to cover staff time for helping their customers process their transactions. Most of the older customers don't have a credit card, they also think they will be able to do tasks like change ownership of vehicles, renew licences etc. which they can only do at a proper centre.*
- *It's unrealistic in rural areas where digital literacy is low. It is also counter productive for one arm of the state government to propose cuts to public library funding while another, wishes to introduce more services to underfunded libraries.*
- *Unless libraries can afford another 3-6 staff hours a week, they really are costly service*

In summary, it would appear that the success of Service NSW Kiosks in libraries depends very much on the availability of staff to assist Service NSW customers to access the required services. This may well be a good investment in areas that have no alternative access to Service NSW products.

Given that there is a 4-year rollout period, there is plenty of time to determine whether a Service NSW Kiosk is a good fit for individual libraries and communities.

1.6 ParentsNext Program

[ParentsNext](#) is an Australian government program described as an ‘engagement and referral program’ for parents in receipt of Government income support payments. The ParentsNext website states that the program “helps eligible parents to plan and prepare for employment by the time their children go to school. It now operates in all non-remote areas of Australia”.

ParentsNext makes it compulsory for single parents receiving Centrelink payments to meet a fortnightly participation plan negotiated with a case worker, known as a ParentsNext provider (including agencies such as the Salvation Army and Mission Australia). Parents are required to attend activities including playgroup or library storytime, otherwise risk having their parenting payment suspended or terminated.

An article in The Guardian on 6 November 2018, '[Single parents forced to attend storytime or lose Centrelink payment](#)' alerted the Australian Library and Information Association (ALIA) to the unwitting involvement of public libraries in the ParentsNext program. ALIA subsequently received complaints from several public libraries in NSW and Queensland that ParentsNext providers have been using libraries as meeting points with clients (without alerting the library manager) and have sought the assistance of staff in identifying parents and children attending storytimes and other children's activities.

This is in breach of state legislation. The NSW Library Act 2018 states:

Clause 14 Proper use of a library

A person must not, without the consent of the governing body for the library, use a library for a purpose other than reading, consulting or borrowing the library material of the library or for any other library service or information service.

ALIA wrote to the Minister for Jobs and Small Business in November 2018 raising concerns about the ParentsNext Program, and received a response in January 2019 advising that "*The department has written to CEOs of all ParentsNext providers to remind them of the need to establish a relationship with services such as libraries before referring participants. We also reminded them that their staff should not ask libraries to record and report the attendance of parents and children*".

Unfortunately, ParentsNext providers are continuing to inappropriately use some NSW libraries, including the Wagga Wagga City Library, by requiring parenting payment recipients to attend library programs in the absence of discussion with library managers. In the Wagga Wagga case, the attendance requirement includes the Language Café – a program designed to provide newly arrived Australians (in particular) with a safe and friendly venue to practise their English language conversation skills. One of the main problems with the ParentsNext referral to public library programs is that libraries are unwittingly implicated in a federal government compliance issue that involves some of the most vulnerable and socially isolated of library clients.

ALIA has made a [submission](#) to the ParentsNext Senate Inquiry on behalf of Australian public libraries.

1.7 Australian Library and Information Association Presidency

Robert Knight, Executive Director of RRL, will assume the role of President of the Australian Library and Information Association (ALIA) in May 2019 after serving in the role of President Elect since May 2018.

ALIA has invited Robert, in his role as ALIA President, to represent the Association at the International Federation of Library Associations (IFLA) World Library & Information Congress <https://2019.ifla.org/> to be held on 24-30 August in Athens, Greece. ALIA will meet all expenses associated with attendance at the Congress.

As well as representing ALIA at this event, other duties during the Congress include presenting a paper about ALIA's international collaboration agenda and co-hosting a reception at the Australian Embassy in Greece for the incoming President of IFLA, Christine McKenzie from Australia.

The IFLA Public Libraries Standing Committee will meet in Rome, Italy just prior to the World Library & Information Congress on 22-23 August. This presents an ideal opportunity for Robert to represent the RRL at this international forum at a minimal cost of approximately \$1,000 to cover a flight from Rome to Athens, three nights' accommodation, and conference registration. A number of Australian public library colleagues will be attending this event in Rome.

The attendance of the Executive Director, RRL at these international library events was endorsed by the February 25 2019 meeting of the Executive Council, and presents both an excellent professional development forum as well as a promotional opportunity for RRL and the NSW Public Library Network.

1.8 State Library of NSW Update

1.8.1 NSW Public Library Funding 2019/20 to 2022/23

At the time of compiling this report the outcome of the 2019 NSW state election, scheduled for Saturday 23 March, is unknown.

The NSW Public Libraries Consultative Committee (PLCC) will meet on Monday 25 March, and a verbal update on any developments in relation to funding for NSW libraries will be presented to the Advisory Committee.

As advised to the October 2018 meeting of the Advisory Committee, the NSW State Government has pledged an additional \$60.5m funding for libraries in the quadrennial period 2019/20 to 2022/23.

This is the largest single commitment to increasing public library funding by the NSW Government since the Library Act was introduced in 1939. It should be noted, however, that after 40 years of funding attrition which saw the state contribution shrink from 23.6% to 7.8% of the total cost of operating NSW libraries, the currently proposed additional funding will only increase the state contribution to around 13%.

The State Library understands that the staging of the increase over the 4 years will be as follows:

	2019/20	2020/21	2021/22	2022/23
Increase	\$12.95M	\$14.03M	\$15.09M	\$16.94M
Service NSW	\$0.25M	\$0.25M	\$0.25M	\$0.25M
Total	\$13.2M	\$14.28M	\$15.34M	\$17.19M

The figures will be confirmed in the 2019/20 budget.

Per Capita Subsidy

The per capita amount for subsidy will increase annually from the current \$1.85 per head to reach \$2.85 per head by 2022/23.

Year	New per capita amount
2019/20	\$2.45
2020/21	\$2.55
2021/22	\$2.65
2022/23	\$2.85

This is a 54% increase in per capita subsidy payments by 2022/23 for all councils.

The State Library has provided the high level detail on the funding commitment, however the finer details, including individual council payments, will be confirmed once additional modelling and stakeholder consultation has been undertaken.

The State Library will follow the usual process to model the payments, which includes the preparation of funding options for consultation through the Library Council of NSW's Public Libraries Consultative Committee, and the recommendation of a preferred model for the consideration of the Minister for the Arts.

1.8.2 Early Literacy Framework

The *Early Literacy Framework for NSW public libraries* was launched at a seminar at the State Library on 5 November. The seminar featured presentations by the researchers, who are early childhood experts and have become very familiar with the public library context through the research project.

The Framework and other project publications are on the State Library website at: <https://www.sl.nsw.gov.au/public-library-services/early-literacy-project>.

1.8.3 People Places Revision

Since its publication in 2000, *People Places: a Guide for Public Library Buildings in New South Wales* has assisted many New South Wales local authorities to plan and build new or enhanced public library buildings. In 2005 the guidelines were reviewed, evaluated and revised, with a substantially revised third edition published in 2012. Due to changes in public library trends and usage an update was required, specifically to the planning tools.

The population and service-based calculators have been updated and are now on the State Library website. A new renovation calculator is also on the website at www.sl.nsw.gov.au/public-library-services/library-building-planning-tools.

The renovation calculator will help in allocating service spaces within an existing area or footprint. Additional tools, trends and other planning information will be published on the website in the coming months.

1.8.4 Portable Local Studies Collecting Project

Inspired by the *Archivist in a backpack program* from Southern Historical Collection (SHC) at the Wilson Special Collections Library at the University of North Carolina, NSW councils will be eligible to apply to participate in a local studies collecting project involving equipment kits and training.

These kits in backpacks (oral history) or wheeled suitcase (scanning) contain items to assist public library staff conduct and record oral history interviews or scan photographs, letters, documents and meaningful artefacts. There will be ten of each kind of kit available. These kits will become the property of the relevant councils and will be used to target under-collected information across NSW. Preference will be given to proposals which include collecting material with Aboriginal and Torres Strait Islander people, including collecting material in a language other than English and/or collecting material with other culturally and linguistically diverse communities including in languages other than English.

The aim is to have 20 councils across NSW using these kits (either oral history or scanning) to collect new material in their communities and have this material freely available through their libraries and online. The equipment will be maintained by each council and consumables are to be replaced as required by the councils. Suppliers' details will be provided.

Training will be provided in oral history recording as well as using the oral history equipment, or in scanning. All participants will receive basic collection care training.

As well as participating in one (scanning/basic collection care) or two (oral history/basic collection care) days training, participating libraries will have the capacity to commit to at least 4 – 10 hours per month to work on this project for at least 18 months.

The call for expressions of interest was sent to NSW libraries via email on 18 March and will be due on 12 April 2019.

1.8.5 Indyreads™

Indyreads is a digital content management platform that has been under development by the State Library of NSW for the past three years to enable NSW libraries to aggregate local digital content and commercial digital content that is not generally available through mainstream library suppliers. The Indyreads™ platform rollout has commenced. A request for SIP2 server configuration details and platform agreement was forwarded to library managers in late December 2018.

NSW.net has re-licensed the content from its Australian pilot publishing partners for the statewide consortia collection. The opening state-wide collection will contain approximately 6000 eBook titles sourced from Australian independent publishers, a selection of titles in languages other than English as well as international content including reference, modern literacy, classic fiction and non-fiction titles.

1.9 NSW Public Libraries Association (NSWPLA) Update

1.9.1 NSWPLA South-West Zone Meeting

The second 2018 meeting of the NSWPLA South-West Zone was held at the RRL Administration Centre on 15 November. A good attendance of 22 delegates discussed a variety of matters including the importance of support by councils and their libraries for the Renew Our Libraries campaign. A workshop called Renew Our Zone considered how the South-West Zone could be strengthened to better represent its member councils and libraries through stronger representation of members at meetings. The attendance of 11 councillors – the largest assemblage of councillors for some time - was a highlight of the meeting, and added a valuable perspective to the workshop.

The next meeting of the South-West Zone will be held on 30 May 2019 at Narrandera. Representation by RRL member Councils and Libraries is encouraged, noting that every Council in NSW is currently a member of the Association. The NSWPLA Executive would also appreciate the views of its member Councils about how the Association can best support and engage with its membership.

1.9.2 NSWPLA Annual SWITCH Conference and AGM

The NSW Public Libraries Association SWITCH 2018 Conference was held in Coffs Harbour on 20-23 November 2018.

SWITCH is the only annual public libraries conference in Australia. It has been running since 2014, when the two previously separate NSW public library associations (one representing country libraries and one representing metropolitan libraries) merged to form a single peak body to support NSW libraries and their councils. Prior to 2014, the individual associations had held separate conferences for many years.

SWITCH 2018 incorporated REACH OUT 2018, a symposium developed by RRL staff in 2018, which was held prior to SWITCH 2018 on Monday 19 and Tuesday 20 November. REACH OUT was established to support the Australasian Mobile Library & Outreach Services Network (AMLOSNet) – an association that represents the interests of the burgeoning area of library outreach programs and services including mobile libraries. This two-day event included a practical workshop session for mobile library operators, the majority of whom work in personal and professional isolation, speaker sessions, panel presentations and program workshops. Biennial mobile library sector awards were presented at the REACH OUT dinner.

SWITCH 2018 commenced with a Conference Welcome Reception and official opening of the Exhibition and Sponsorship Program on the evening of Tuesday 20 November. 36 Trade Exhibitors contributed more than \$130,000 to the conference, as well as providing a valuable opportunity for delegates to liaise with the suppliers who support the Australian library sector. NSW library awards, including the Kath Knowles Emerging Leader Award, Innovation in Outreach Services Awards, and the Multicultural Excellence Awards were presented at the Welcome Reception.

The SWITCH 2018 conference program was carefully curated based on delegates' evaluation data from the past four conferences, to provide two days of diverse, relevant and compelling presentations.

Given that SWITCH caters for a broad range of delegates including councillors, council managers, library managers, other library staff, and people from interstate, multi-faceted program content ensures that the delegates enjoy a positive conference experience.

Anecdotal evidence received from delegates during SWITCH 2018 was unanimously positive, and this was reinforced by post-conference delegate evaluation data which demonstrated that 89% of respondents rated the conference program as excellent or good, and 95% of respondents would recommend future SWITCH Conferences to colleagues.

A copy of the "conference wrap up", compiled and presented at the conclusion of each day's program by Amy Heap from RRL, is available on the SWITCH 2018 website at <https://nswpla.org.au/switch2018/>. This summary amply illustrates the quality and diversity of the program.

A councillors' breakout session, hosted by NSWPLA President Cr Dallas Tout, was held during the conference and was attended by all councillor delegates. Darren Rodrigo from Essential Media, the company that is administering the very successful Renew Our Libraries funding campaign that is jointly auspiced by NSWPLA and LGNSW, addressed the session and reinforced the important role of councillors as community ambassadors for Renew Our Libraries. To date, the campaign has resulted in election pledges for the highest single funding increase in the history of NSW libraries from both major political parties, with the Government announcing an increase of \$60m over the period 2019-2020 to 2022-2023 and the Opposition announcing an increase of \$61m over the same period.

The conference program was complemented by a successful social program. The Exhibitors & Sponsors Dinner, held on Wednesday 21 November, was a "Fun-Raiser" for the Brainchild Foundation, a charity which supports children suffering from brain and spinal cancer, and their families. A compelling presentation from James (Jimmy) Harrington, who famously walked around Australia in 2014 to raise awareness and funds for the Brainchild Foundation. Over \$3,000 was raised for Brainchild at the Dinner through raffle ticket sales and competitions.

The Conference Dinner on Thursday 22 November was a fitting grand finale for SWITCH 2018. A number of NSW library managers who had retired during the previous 12 months were formally recognised at the Dinner, and a NSWPLA Life Membership Award was also conferred.

The NSWPLA Annual General Meeting was held on Friday 23 November. The meeting was unremarkable, mainly concentrating on administrative matters relating to constitutional changes, however there was animated discussion about the success of the Renew Our Libraries campaign.

The RRL region was well represented at SWITCH 2018, with 16 councillors and staff from the 10 member Councils attending.

The annual NSWPLA SWITCH Conference continues to be the pre-eminent public libraries conference in Australia. As the reputation of the conference grows, so does the opportunity to further enhance the quality and diversity of the program.

Planning for the SWITCH 2019 Conference, scheduled for 19-21 November at Penrith Panthers Leagues Club, is well underway.

2 BUSINESS AND COMMUNICATIONS

2.1 Integrated Planning Strategy – Biannual Report

The Riverina Regional Library Integrated Planning Strategy 2018-2022 (IPS) was activated on 1 July 2018 and builds on the three key objectives of Build Capacity, Shape the Future, and Create Connections.

The July-December 2018 report will be distributed in March 2019, in accordance with the associated performance indicator. The reports may be accessed on the secure portal of RRL website and copies will be tabled at the meeting.

2.2 Service Level Agreement – Biannual Report

Service Level Agreements (SLAs) were officially implemented at RRL on 1 July 2007. As prescribed in the Service Level Agreement Policy, SLAs are reviewed annually in collaboration with member Councils and branch library staff to ensure that the agreement reflects the service needs of each Council.

The July-December 2018 report will be distributed in March 2019, in accordance with the associated performance indicator. The reports may be accessed on the secure portal of the RRL website and copies will be tabled at the meeting.

2.3 Annual Review of RRL Policies

Each year a comprehensive review of Riverina Regional Library (RRL) policies is undertaken to ensure that all policies align with the current strategic, operational and legislative environment in which RRL operates.

In consultation with RRL Administration Centre staff, peak bodies, and feedback received from South West Zone meetings, the policies were reviewed to ensure they are consistent with and represent RRL objectives, and can be effectively implemented and administered.

All policies were reviewed to ensure legislative context is up to date and compliant, and consistent terminology and language is used throughout. Only minor changes were required within this review period.

3 Outreach and Promotions Division

3.1 Be Connected

After a number of years of providing Tech Savvy Seniors classes for the seniors within our community, along with being available for technology related enquiries from any library visitors, RRL branch libraries have joined many other community organisations in the Be Connected program. Be Connected is an initiative of the Australian Government and the Good Things Foundation, that aims to empower all Australians to thrive in a digital world, with a particular focus on 'older Australians' - those aged over fifty.

The Riverina Regional Library, as well as supporting technology related activities in branches, purchased Virtual Reality equipment with two purposes in mind. This equipment is available for youth programming, but is also being used with older community members. Exposure to newer technologies, in a safe space, and with no pressure, is a great way for older community members to gain confidence and see the value of technology in their lives.

3.2 Reading Rocks

The physical, mental, and emotional benefits of reading for all ages are well documented. Lifelong readers are lifelong learners, who are also more relaxed, empathetic, and live longer! Promoting reading for leisure is a great part of what libraries do, and Library Bingo was an extra way that RRL promoted its collections in 2018.

Each quarter a Library Bingo board was printed with each square containing a reading suggestion. These included different genres, formats, or things like reading a book with a cover you don't like. Entries were sent in at the end of each quarter, and winners were drawn for the bookish prizes, provided by RRL and Bolinda.

Summer is the perfect time to get more reading in, and to reignite a love for reading. Funding and resource contributions from the Australian Public Libraries Alliance (APLA) enables the annual creation and delivery of a themed SRC program and resources for use by Australian public libraries. RRL orders resources for all branch libraries to participate over the school holidays, giving children the opportunity to engage with libraries and library collections, discover creatures, both real and imagined according to the theme, and enjoy reading.

RRL extends this beyond primary school-aged children by providing summer reading booklets for youth and adults. These booklets provide reading suggestions and reviews, for many genres of books, and DVDs, across multiple formats. Some branches also provided extra incentive in the form of prizes.

3.3 All Staff Training

Over four days in October and November, RRL Administration Centre staff provided training to branch staff from all RRL branch libraries. One day was dedicated to new staff, with targeted training to their needs.

Training was provided in areas such as eResources, Libero (library management system), eSmart Libraries, 3D printing and design, and Augmented Reality. A workshop on technology trouble shooting and Storytime was an opportunity for branch staff to share their challenges and successes.

4 Support and eServices Division

4.1 Collection Maintenance Strategy Update

As reported to the November 2018 meeting of the Advisory Committee, the RRL Administration Centre's Support and eServices team is continuing its focus on the Collection Maintenance Strategy during 2019.

The main objectives of the strategy are to ensure that the RRL regional collection remains up-to-date, relevant, presented in good condition and is accessible to library members.

During the July – December 2018 period, RRL Administration Centre staff undertook 7 collection maintenance visits to 6 of the region's 19 branch libraries (including the Mobile Library and Temora Library twice).

The table below shows the impact and importance of an evidence based collection maintenance program. Every one of the branch libraries from which identified items were removed from the collection during the July - December period had a lower “% for Weeding” (ie, collection items not borrowed for more than 3 years) after December 2018.

It also shows that the collection maintenance program needs to be on-going. By way of example, both Gundagai and Adelong Libraries had a 4% increase in the number of items “for weeding” for the July - December period. Collection Maintenance visits to branch libraries also provide other valuable services beyond weeding, including:

- Advising and assisting branch staff with improvements to library layout.
- Collection re-arrangement to optimise collection use and access.
- Identification of stock in poor physical condition caused by heavy usage so that replacement copies can be purchased.
- Giving a “second life” to stock that is still in good physical condition but not being used at one branch by transferring it to another location.

Branch Library	Total Stock July 2018	*Items for Weeding	% for Weeding	Total Stock Dec 2018	*Items for Weeding	% for weeding
Adelong	2332	206	9%	2501	313	13%
Batlow #	5450	639	12%	5022	280	6%
Bland	17757	1446	8%	14803	1183	8%
Cootamundra	15230	480	3%	15311	776	5%
Coolamon	7585	359	5%	7405	491	7%
Corowa **	10659	725	7%	10649	865	8%
Culcairn #	3767	173	5%	3639	157	4%
Gundagai **	9718	1581	16%	9996	2035	20%
Holbrook	5388	389	7%	5472	516	9%
Henty **	4327	268	6%	4645	315	7%
Howlong #	4293	258	6%	3996	55	1%
Junee	12953	1002	8%	13103	1248	10%
Mobile # **	6876	23	0.3%	6293	29	0.46%
Mulwala #	4035	336	8%	3956	176	4%
Tumut	14639	833	6%	14884	1013	7%
Tumbarumba	7436	270	4%	7346	374	5%
Temora ##	13278	2036	15%	10792	586	5%
Talbingo ^^	3761	599	16%	3856	1401	36%
Wagga Wagga	78187	7385	9%	77147	3450	4%

* Items for weeding are the number of items that haven't been borrowed in the past 3 years

Branches weeded by the Collection Maintenance team between July - December 2018

** Branch Libraries scheduled for collection maintenance visits Jan - June 2019

^^ Talbingo Library contains a large number of NSW Department of Education owned items which are not controlled by RRL collection protocols

4.2 Libero Hosting Update

RRL made the transition to Libero cloud hosting in early July 2018. The migration of data from RRL's on-site servers to Libero's cloud-based hosting service took place after close of business and was completed by 6:00am the following morning. No down-time was experienced to normal library operations at any of RRL's 20 service points.

Libero support staff were meticulous in the planning, project management and implementation of the transition.

Libero cloud hosting has many benefits for both RRL and our end-users. It was becoming increasingly difficult in an on premise solution to achieve the level of functionality that can be provided by adopting the newest, most contemporary functionality available in the cloud.

Immediate software upgrades now take place overnight in smaller incremental releases. Staff learn new functionality in easily manageable amounts rather than being faced with pages and pages of changes every few months. This continuous deployment is very beneficial to customers - new features are available sooner and are quickly adopted by staff to benefit library members.

RRL IT staff no longer have to schedule and perform "out of hours" software upgrades and the Library Management System is no longer impacted by local network or infrastructure issues. To this point in time there has been zero down-time.

Significant long term IT infrastructure cost-savings are also anticipated with onsite server numbers now being able to be reduced by two. There are also product benefits in the form of new functionality that can only be offered in a hosted environment. The most significant of these so far is "relevance searching" which is seen as the most significant development in library catalogue searching in years.

4.3 Mobile Library Breakdown

The Mobile Library prime mover is currently off the road having experienced a major mechanical breakdown. The unit, which has done 320,000kms had to be towed back to the Wagga Wagga City Council workshop from Boree Creek. On investigation, it was found that all six pistons were cracked. After assessment by fleet and workshop staff it was decided to replace rather than repair the motor. WWCC fleet staff have been able to arrange a hire prime mover to keep the service running until repairs have been completed.

4.4 Jindera Library

Greater Hume Shire will open its fourth branch library (and RRL's 19th) at Jindera in the near future. A space has been made available in the Jindera Community Hub building which houses a number of other Council facilities and also an agency of the Hume bank.

Greater Hume Shire have allocated an additional \$8,000 for stock and processing for the new library. RRL Administration Centre staff have already purchased, catalogued and processed a substantial amount of new stock. Additional stock is also being sourced from good quality donations and other Greater Hume Shire branch libraries. An RFID self-loan station and front counter PC have already been installed. Shelving is due to arrive at the end of March.

Jindera is currently serviced by the Mobile library which visits fortnightly on Saturday mornings. The Mobile library will continue to service Jindera for at least the next two years which is the timeframe required for member Councils to notify RRL of any intention to terminate the service.

Financial Implications

N/A

Policy and Legislation

N/A

Attachments

1. RRL Fees and Charges Table 2019-2020
2. Regional Cultural Fund Application - Letter of Advice
3. RRL Fee Waiver Request Form

RIVERINA REGIONAL LIBRARY FEES AND CHARGES 2019-2020**EXTERNAL CHARGES**

<i>item</i>	<i>basis</i>	<i>fee</i>	<i>gst</i>	<i>total</i>
RRL Administration Centre Meeting Room – room hire (full day)	each	436.36	43.64	\$480.00
RRL Administration Centre Meeting Room – room hire (half day)	each	309.09	30.91	\$340.00
RRL Administration Centre Meeting Room – IT technical assistance (business hours and for RRL equipment only)	per hour	95.45	9.55	\$105.00
RRL Administration Centre Meeting Room – late lock up fee (per half-hour after 5.00pm)	per half-hour after 5.00pm	40.91	4.09	\$45.00
RRL Administration Centre Meeting Room – photocopying (business hours only)	each (per page)	.45	.05	\$0.50
RRL Administration Centre Meeting Room – tea/coffee facilities	per person per day	3.27	.33	\$3.60
Inter Library Loan search fee	each	4.00	.40	\$4.40
Inter Library Loan – fee for loan requests from non-reciprocal libraries	each	15.00	1.50	\$16.50
Library Loan from overseas	each	cost recovery		cost recovery
Inter Library Loan – Rush fee	each	30.00	3.00	\$33.00
Inter Library Loan – Express fee	each	45.00	4.50	\$49.50
Reservation fee	each	1.00		\$1.00
An exemption applies to reservations placed under the following member categories: Class Cards; Book Clubs; Branch Libraries; Housebound; Home Library; Hospitals & Nursing Homes; Inter Library Loans; Wagga Community Links	each	-	-	-
Replace member card	each	2.00		\$2.00
Replacement charge for lost/damaged periodicals and articles	flat fee plus replacement cost	\$5.00 plus replacement cost		\$5.00 plus replacement cost

Replacement charge (lost/damaged collection items other than periodicals and articles)	flat fee plus replacement cost	\$10.00 plus replacement cost		\$10.00 plus replacement cost
Replace lost or damaged CD/DVD case (One-Time CD/DVD/MP3 cases)	each	3.00	.30	\$3.30
Replace lost or damaged CD/DVD case (multi-CD sound recording cases)	each	10.00	1.00	\$11.00
Overdue item fines - Charge per item per work day plus overdue notice fee	total fines	\$0.10 per work day plus \$2 overdue notice fee		maximum \$12.00 per item
An exemption applies to fines on overdue items borrowed under the following member categories: Mobile Library; Book Clubs; Branch Libraries; Housebound; Home Library; Hospitals & Nursing Homes; Inter-Library-Loan Libraries; Wagga Community Links. This exemption does not extend to lost or damaged items.	each	-	-	-
Periods of amnesty apply when no overdue item fines are charged for specified periods - Specific days to be announced	each	-	-	-
Library Bags	each	1.82	.18	\$2.00
Library Backsacks	each	4.55	.45	\$5.00
Mobile Library – A4 printing/photocopying (black & white)	per page	.18	.02	\$0.20
Mobile Library – A4 printing/photocopying (colour)	per page	.50	.05	\$0.55
Programs	each	\$2.00 - \$50.00 depending on content		\$2.00 - \$50.00 depending on content
Professional Research Fee – per hour (includes photocopying & postage)	per hour	60.00	6.00	\$66.00
Visitor's Fee (non-refundable) – one month	each	30.00	3.00	\$33.00
Visitor's Fee (non-refundable) – three months	each	80.00	8.00	\$88.00
RRL Membership Fee for non-residents (excluding eligible reciprocal members and residents of Wahgunyah and Yarrawonga) - twelve months	each	100.00	10.00	\$110.00

RRL Membership Fee for Victorian residents of Wahgunyah and Yarrowonga – full membership - twelve months	each	50.00	5.00	\$55.00
RRL membership for Victorian residents of Wahgunyah and Yarrowonga - limited membership no charge (a limit of 4 physical loans at any one time and no access to any other physical or electronic collections, programs or services)	each	nil	nil	nil
RRL Book Club Membership fee (per club of up to 10 members)	each	363.64	36.36	\$400.00
Replacement charge for lost or damaged Book Club collection items	each	36.36	3.64	\$40.00
Replacement charge for e-Readers that are lost or damaged beyond reasonable repair (repair cost more than \$75)	each	150.00	15.00	\$165.00
Replacement charge for lost or damaged e-Reader charging cords	each	33.00	3.30	\$36.30

INTERNAL CHARGES

<i>item</i>	<i>basis</i>	<i>fee</i>	<i>gst</i>	<i>total</i>
Additional storytime pack	each	40.00	4.00	\$44.00
Additional holiday program	each	220.00	22.00	\$242.00
Processing/cataloguing fee for additional items – processed book item with cataloguing	each	6.82	.68	\$7.50
Processing/cataloguing fee for additional items – processed non-book item with cataloguing (includes One-Time CD/DVD/MP3 cases)	each	10.00	1.00	\$11.00
Processing/cataloguing fee for additional items – processed digitised item with cataloguing and linking	each	10.00	1.00	\$11.00
Processing/cataloguing fee for additional items – processed non-book item with cataloguing (includes multi-CD sound recording cases)	each	15.00	1.50	\$16.50
Additional computer terminal & associated peripherals	each	2,750.00	275.00	\$3,025.00
Additional Libero licenses	each	910.00	91.00	\$1,001.00



App ID: RCF18A082
Our ref: DOC18/890447

Mr Peter Thompson
General Manager
Wagga Wagga City Council
PO Box 20
WAGGA WAGGA NSW 2650

Dear Mr Thompson

Re: Extension of the Riverina Regional Library Administration Centre Building

Thank you for your application to Round Two of the Regional Cultural Fund (RCF).

There has been an overwhelming level of enthusiasm for the RCF and this was reflected in the large number of high-quality applications from across regional NSW. To ensure funding is allocated consistent with the fund's objectives, an independent panel with members from the cultural sector, infrastructure sector and senior government officials reviewed and assessed each application. All applications were assessed under the RCF assessment criteria and a probity advisor was engaged to ensure that the assessment process was fair and transparent.

I regret to inform you that your application has been unsuccessful. I strongly recommend you contact the Create Infrastructure RCF office to seek feedback on your application.

Should you have any further questions in relation to this matter please contact Julia Pucci, Director, Priority Projects and Regions at julia.pucci@create.nsw.gov.au or call (02) 8289 6565. Alternatively, the RCF office can be contacted at regional@create.nsw.gov.au or on (02) 8289 6575.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Craig A Limkin'.

Craig A Limkin
Executive Director
Create Infrastructure

(Please affix member council letterhead or logo)

REQUEST TO WAIVE RIVERINA REGIONAL LIBRARY FEE OR CHARGE EXCEPTIONS FORM

Name	
Address	
Member No.	R
Reason for request to waive fee or charge	<input type="checkbox"/> Natural Disaster (eg, fire, flood, natural hazard) <input type="checkbox"/> Victim of Crime (eg, theft, property damage, domestic circumstances) <input type="checkbox"/> Member/Guarantor Deceased
	Please provide further details regarding your selected reason above:

.....
Member Signature

.....
Date

BRANCH LIBRARY OFFICE USE ONLY

- ☐ Member record/status updated in Libero
- ☐ Approved by member Council General Manager
- ☐ Member record/status confirmed in Libero
- ☐ Copy of this form to Riverina Regional Library: rrl2@wagga.nsw.gov.au

.....
Library Officer Signature

.....
Date

.....
General Manager Signature

.....
Date

Request to waive RRL fee or charge – Exceptions Form (V3)

23.01.19

RP-4 LIBRARY ACTIVITY STATISTICS REPORT**Author:** Robert Knight**Recommendation**

That the Committee receive and note the report.

Report

RRL collects and compiles a broad range of statistical data for a variety of strategic purposes including measuring activity at branch libraries, monitoring the effectiveness of programs and assessment of collection performance. The following report provides a statistical snapshot of RRL for the period **July to December 2018**.

eLibrary and Website Statistics (Support & eServices)

Combined RRL eLibrary and website statistics for the July to December 2018 period are attached in infographic format for the information of the Advisory Committee.

Comparative statistics have also been compiled for RRL and the broader South-West Zone Digital Library. These statistics are available on the secure portal of the RRL website:

- Comparative statistics of users, content, loans and turnover for eBooks and eAudio books by RRL and the broader South-West Zone Digital Library
- Kanopy movie usage
- RB Digital eMagazine usage
- RRL website statistics

The following points summarise the key issues arising from the statistics:

- eLibrary loan figures continue to increase. In comparison to the corresponding period of the previous year eAudio loans increased by 50.7 percent for RRL and 55 percent across the entire South West Zone Digital Library. eBook loans increased by 28.3 percent for RRL and 26.9 percent for the South West Zone.
- The RRL website continues to be a main point of contact with consistently strong visitation rates. During the July to December period there were 23,505 visitors, 11,502 of whom were new visitors, increases of 21.8 percent and 40.8 percent respectively.
- 57 percent of all visits to the RRL website were made on handheld devices.

Loans, Membership and Visitation Statistics (Support & eServices)

Combined RRL loan, membership and visitation statistics for the July to December 2018 period are attached in infographic format for the information of the Advisory Committee.

Comparative statistics have also been compiled for individual RRL branch libraries. These statistics are available on the secure portal of the RRL website:

- Loans by branch
- Reservations filled by branch
- Loans transacted through self-loan stations
- Library visitations by branch
- Loans by member Council
- New memberships by branch
- Library membership as a percentage of LGA population

The following points summarise the key issues arising from the statistics:

- There has been an overall decline of 8.6 percent in the number of loans of physical items compared to the corresponding period for the previous year but this has been off-set by the increase in loans of eResources.
- Membership levels per capita remained consistent with the corresponding period for the previous year increasing by 0.17 percent. In line with State Library of NSW guidelines RRL is very rigorous in removing members after 3 years of inactivity.
- The figures continue to indicate that the role of the public library varies considerably from branch to branch and LGA to LGA with there being little correlation between loans per capita, membership as a percentage of population and visitations per capita.

Social Media Statistics (Outreach & Promotions)

Combined RRL social media statistics for the July to December 2018 period are attached in infographic format for the information of the Advisory Committee.

Comparative statistics have also been compiled for social media platforms at RRL and branch library level. These statistics are available on the secure portal of the RRL website.

The following points summarise the key issues arising from the statistics:

- Each branch Facebook page has gained new followers over this period, and these followers are engaging with the content posted, and their branch libraries. Library users are communicating via Facebook to book program attendance, reserve books, and enquire about facilities.
- Instagram continues to grow as a place to share book reviews, and is especially good for promoting new items in our collection.
- Social media continues to provide another way for library users and community members to communicate and engage with branch libraries, including the mobile library.

Financial Implications

N/A

Policy and Legislation

N/A

Attachments

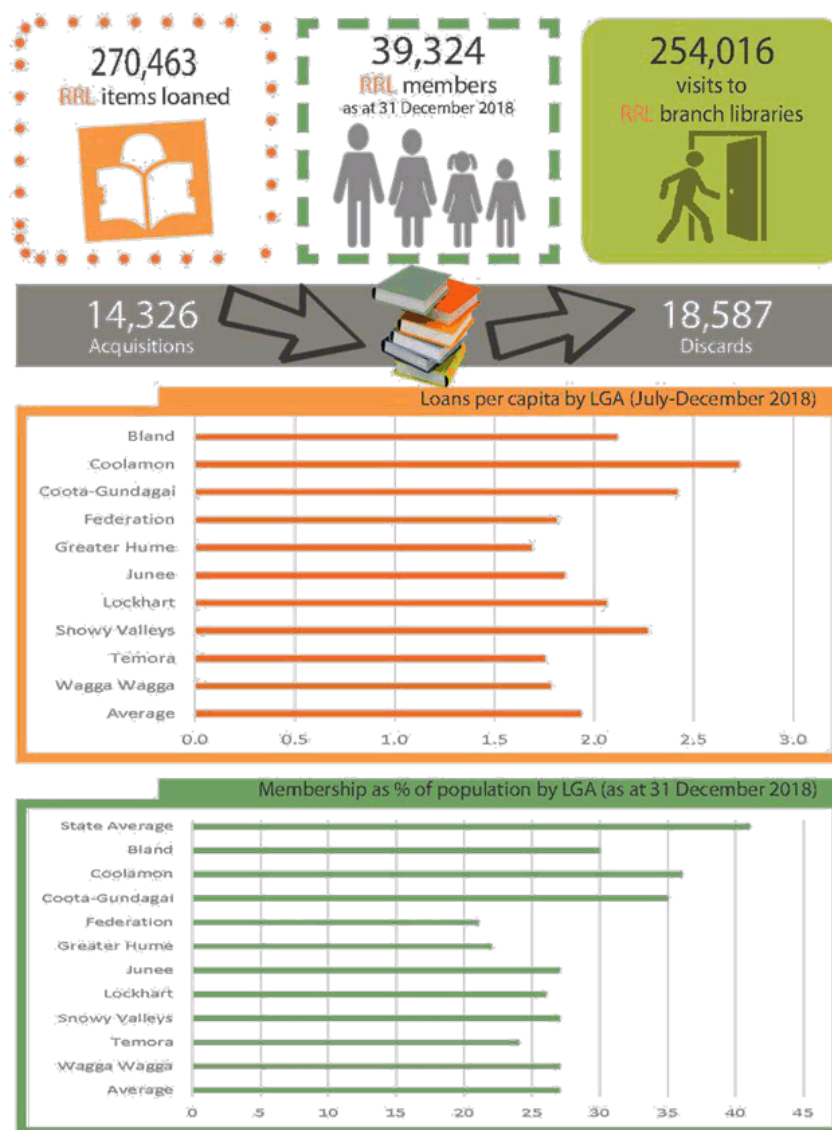
1. RRL eLibrary, website, loan and memberships statistics
2. RRL social media statistics

RRL eLibrary, DVD and Website Statistics July - December 2018



1

RRL Loans, Membership and Visitation Statistics July - December 2018



2

SOCIAL MEDIA STATISTICS - JULY 2018-DECEMBER 2018

Flickr

Photograph and video hosting. Used to display images for website gallery.

17 photos added—191 views

Most viewed—Slime at Coolamon Library



Pinterest

Virtual pin board. Used to pin themed collections and library related images

393 impressions (or views of a pin)

319 average daily viewers

Impressions are the number of times a Pin from your profile has appeared on Pinterest home feeds, category feeds and search. Average monthly viewers include anyone who sees a Pin from your profile on their feeds.

Rrlreads blog

Staff reviews of library materials

63 reviews published

277 views by 252 visitors



Facebook

RRL has 14 Facebook accounts. These are managed both at branch level and Headquarters.



Traffic = Total clicks on all the Ow.ly links you've posted

Engagement = The sum of reactions, comments and shares received by content associated with your Pages

Fans = The total number of fans (people who liked the Page) for your Pages

Posts = The total number of posts that have been published on your Pages

Facebook**Fans by Branch**

Wagga Wagga—2 K (+141)	Tumbarumba—252 (+42)
Cootamundra—728 (+59)	Mobile Library—227 (+6)
Bland Shire—624 (+51)	Culcairn—186 (+9)
Coolamon—588 (+31)	Temora—259 (+81)
Tumut region—594 (+66)	Henty—178 (+14)
Gundagai—347 (+27)	Holbrook—158 (+20)
Junee—315 (+26)	RRL Bookclub—144 (+8)

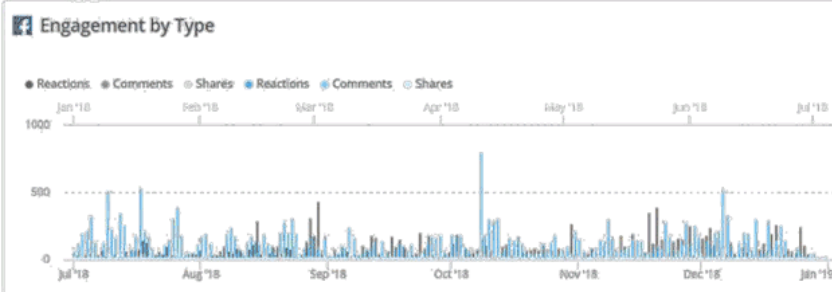
Facebook engagement**Instagram**

Photo and video sharing network. Posts of new arrivals, book reviews, bookish quotes are shared.



RP-5 DRAFT MEMBER COUNCIL CONTRIBUTIONS 2019-2020**Author:** Robert Knight**Recommendation**

That the Committee endorse the draft 2019-2020 RRL Member Council Contributions table as an interim document for presentation to the June 2020 meeting of the Executive Council, subject to there being no significant variations prior to that time.

Report

The Draft 2019-2020 RRL Member Council Contributions table, which determines the annual financial contributions of RRL member Councils, is attached for endorsement by the RRL Advisory Committee.

Calculations are based on the RRL Funding Agreement as detailed in Clause 9.5 and Appendix 2 of the RRL Deed of Agreement 2018-2022. This provides for:

- annual labour costs budgeted at actual costs
- operational and resourcing costs to be increased by rate pegging (2.7% in 2019-2020)
- the first \$100,000 of RRL operational costs to be paid by Wagga Wagga City Council (indexed to annual rate pegging level from 2008-2009; \$137,242 in 2019-2020).

The draft RRL Member Council Contributions table is presented as an interim document pending any contingencies identified between now and June 2019. The final RRL Member Council Contributions table will be presented in its current form to the June 2019 meeting of the Executive Council for endorsement if there are no significant variations prior to that time.

Financial Implications

The annual RRL Member Council Contributions provide the majority of income for RRL operations.

Policy and Legislation

RRL Deed of Agreement 2018-2022

Attachments

1. RRL Member Council Contributions 2019-2020

RIVERINA REGIONAL LIBRARY MEMBER COUNCIL CONTRIBUTIONS 2019-2020

	BLAND 2019/2020	COOLAMON 2019/2020	COOTA-GUND 2019/2020	FEDERATION 2019/2020	GREATER HUME 2019/2020	JUNEE 2019/2020	LOCKHART 2019/2020	SNOWY 2019/2020	TEMORA 2019/2020	WAGGA 2019/2020	TOTAL 2019/2020	PER CAPITA	NOTES
% Population of RRL	4.29%	3.15%	8.06%	8.92%	7.60%	4.67%	2.32%	10.43%	4.47%	46.08%			
Mobile Library Running & Capital Costs		\$11,602		\$24,221	\$34,907		\$27,401	\$16,701	\$5,830	\$22,574	\$143,236		1
Mobile Library Labour Costs		\$12,568		\$26,238	\$37,813		\$29,682	\$18,092	\$6,315	\$24,453	\$155,181		2
Mobile Library Collections		\$1,702		\$3,553	\$5,121		\$4,020	\$2,450	\$855	\$3,311	\$21,012		3
Base Contribution										\$137,242	\$137,242		4
Distribute Balance of HQ Costs	\$42,786	\$31,383	\$80,382	\$88,960	\$75,792	\$46,546	\$23,141	\$104,030	\$44,580	\$459,421	\$997,021	7.15	5
Additional Bland Collections Funding	\$10,000										\$10,000		
Additional Greater Hume Collections Funding					\$10,000						\$10,000		
Administration Centre Labour Costs	\$61,412	\$45,046	\$115,374	\$127,687	\$108,786	\$66,809	\$33,215	\$149,317	\$63,987	\$659,419	\$1,431,052	10.26	6
SUB-TOTAL	\$114,198	\$102,301	\$195,756	\$270,659	\$272,419	\$113,355	\$117,458	\$290,590	\$121,567	\$1,306,421	\$2,904,724		
GST	\$11,420	\$10,230	\$19,576	\$27,066	\$27,242	\$11,336	\$11,746	\$29,059	\$12,157	\$130,642	\$290,472		7
TOTAL AMOUNT PAYABLE	\$125,617	\$112,531	\$215,331	\$297,725	\$299,660	\$124,691	\$129,204	\$319,649	\$133,724	\$1,437,063	\$3,195,196		

1. Mobile Library costs increased by rate pegging and apportioned according to use by member councils as follows:
Coolamon 8.1%; Federation 16.91%; Greater Hume 24.37%; Lockhart 19.13%; Snowy 11.66%; Temora 4.07%; Wagga Wagga 15.76%

2. Mobile Library salaries based on actual costs incorporating funding for relief drivers (including external labour hire)

3. Year 1 of separate Mobile Library collections funding (endorsed by RRL Advisory Committee meeting 30.11.16)

4. Base Contribution of \$100,000 increased by rate pegging annually from 2008-09 (as per RRL Deed of Agreement, Appendix 1, Item ii)

5. Balance of Headquarters costs increased by rate pegging

6. Headquarters salaries calculated on adopted RRL structure as prescribed in RRL Agreement, Appendix One, Item iv

7. GST component added as a separate line item

Other notes:

* Collection resources expenditure included in Headquarters costs which is comprised of **Base Contribution** plus **Balance of HQ Costs** in spreadsheet

* RRL member council populations sourced from ABS population statistics (3218.0 - Regional Population Growth, Australia; Table 1 - Estimated Population, Local Government Areas, NSW released on 30 March 2017) as used by the Grants Commission and the State Library of NSW

ABS NSW Population Statistics @ 31 August 2018

council	population	% of region
Bland	5,985	4.29%
Coolamon	4,390	3.15%
Cootamundra-Gundagai	11,244	8.06%
Federation	12,444	8.92%
Greater Hume	10,602	7.60%
Junee	6,511	4.67%
Lockhart	3,237	2.32%
Snowy Valleys	14,552	10.43%
Temora	6,236	4.47%
Wagga Wagga	64,265	46.08%
	139,466	100%

council	sq.km	% of region
Bland	8,558	17.86%
Coolamon	2,431	5.07%
Coota-Gundagai	3981	8.31%
Federation	5685	11.86%
Greater Hume	5,749	12.00%
Junee	2,030	4.24%
Lockhart	2,896	6.04%
Snowy Valleys	8,959	18.70%
Temora	2,802	5.85%
Wagga Wagga	4,826	10.07%
	47,917	100%

Source for LGA population and geographic area statistics: ABS population statistics 3218.0 - Regional Population Growth, Australia, 31 August 2018

RP-6 DRAFT RRL MANAGEMENT PLAN 2019-2020**Author:** Robert Knight**Recommendation**

That the Committee endorse the draft RRL Management Plan 2019-2020 as an interim document for presentation to the June 2019 meeting of the Executive Council, subject to there being no significant variations prior to that time.

Report

The RRL Deed of Agreement requires the adoption of a Management Plan by 30 June each year, to be preceded by the provision of a draft Management Plan in February each year.

The RRL Management Plan aggregates all RRL organisational planning and financial mechanisms to provide an overview of the service provision intent of the organisation.

The draft RRL Management Plan 2019-2020 was circulated to Advisory Committee members and member Councils during February, and is included as an attachment. A copy will be tabled at the RRL Advisory Committee meeting on 27 March 2019 for consideration by the Committee.

The RRL Integrated Planning Strategy (IPS) is one of the key documents contained in the Management Plan. The current 2018-2022 iteration of this document expires on 30 June 2022. The document is based around the three strategic priorities of:

- *Build Capacity*
- *Shape the Future*
- *Create Connections*

Priorities 1 and 3 have been carried over from the 2014-2018 document, whilst Priority 2 (*Shape the Future*) has replaced a previous priority of *Innovation and Accountability*. This proposed change reflects two things – firstly, that the priority of *Innovation and Accountability* is now fully integrated into everything that the organisation does; and secondly, that the priority of *Shape the Future* reflects the capability of the organisation to adopt a more future focussed outlook, which combines with the priority of *Build Capacity* to strengthen the reach and service offering of the regional library service as a whole.

It is interesting to note that the 2018 Voice of Our Customers survey revealed a desire for “more programs” at a number of branch libraries. The 2018-2022 IPS responds to this very matter through a focus on a sustainable program delivery model based around inclusion of a training component with each program presented, as well as working with member libraries and their Councils on the development of effective volunteer programs (as are currently operating in a number of libraries across the state) to enhance capacity.

RRL fees and charges for 2019-2020 have been sent to each member Council for inclusion in 2019-2020 planning documents, thereby ensuring consistency and equity for all RRL constituents.

It is noted that the draft 2019-2020 RRL Budget was presented for adoption as part of the Wagga Wagga City Council Manager Financial Services report.

It is requested that member Councils and Committee members raise any issues of concern regarding the draft RRL Management Plan 2019-2020 with the Executive Director prior to June 2019 when the RRL Management Plan is scheduled for endorsement by the Executive Council.

Financial Implications

The RRL Management Plan 2019-2020 includes the draft 2019-2020 RRL Budget.

Policy and Legislation

RRL Deed of Agreement 2018-2022

Attachments

1. Draft RRL Management Plan 2019-2020 - Provided under separate cover

RP-7 RENEW OUR LIBRARIES FUNDING CAMPAIGN**Author:** Robert Knight**Recommendation**

That the Committee receive and note the report.

Report**Background**

NSW Councils receive funds from the State Government to support the provision of library services across the state, however funding has gradually declined over the past 40 years.

In 1980, state funding met 23.6% of the total cost of operating the 368 public libraries across NSW. By 2016/17 the state contribution had reduced to meet just 7.04% of library operating costs. The level of State Government funding for NSW public libraries has reached crisis point. This is an historic issue that has been ignored by successive NSW governments.

The key issues are that:

- NSW public libraries receive the lowest per-capita funding from their State Government compared to all other states in Australia.
- NSW councils are currently paying almost 93% of the costs to operate public libraries, up from 77% in 1980.
- In 2017-18, NSW State Government funding for public libraries was only \$28.3M compared to a contribution of \$373.9M from Local Government. NSW councils are paying 13 times more than the State Government to provide library services to their communities.
- The total funding available through the NSW Public Library Funding Strategy is not indexed to population growth or consumer price index (CPI), thereby contributing to the ongoing attrition of State Government funding.
- The 2018-19 NSW state budget delivered just \$23.528M for public library operations, \$2.275M less than the 2017-18 funding level and a cut of 5 per cent of funding direct to NSW Councils.
- Physical and virtual visitation, library borrowing and participation in library programs continue to increase year on year.
- Libraries play a major part in supporting the achievement of government literacy targets.
- Libraries provide collections, programs and spaces for marginalised groups including older people, refugee and multicultural communities, and people who are digitally disadvantaged.

Renew Our Libraries Campaign

The NSW Public Library Executive had always intended to mount a funding campaign in the lead up to the March 2019 NSW state election. After a disappointing response from the State Government to the previous campaign that was rolled out prior to the 2015 election, it was agreed that a fresh approach would need to be taken in 2018.

The NSWPLA Executive resolved to approach LGNSW with a proposal to run the library funding campaign in partnership. LGNSW agreed to become campaign partners, including meeting 50% of the campaign costs. An expression of interest process, targeting known media and campaign experts, was conducted in early 2018, resulting in the appointment of well-known Sydney consultants Essential Media.

A Work In Progress (WIP) committee was initiated, and regular teleconference meetings were scheduled to develop and manage the campaign. After three solid months of workshops and teleconferences to establish the basis for the library campaign, understand the key stakeholders, agree on a name, create a logo, establish a campaign strategy, and develop campaign collateral, Renew Our Libraries (ROL) was launched at Waverley Library on Wednesday 1 August 2018 by NSWPLA President Cr Dallas Tout and LGNSW President Cr Linda Scott.

It was agreed that ROL would be a social media based campaign in terms of community engagement, and would rely heavily on the buy-in of NSW councils to establish its political imprimatur.

ROL got off to a strong start after the launch, showing impressive statistics on Facebook and Twitter as well as high sign-up numbers to the campaign. Just three weeks and two days after the ROL was launched, the state government announced a new funding package for NSW libraries on Friday 24 August 2018. The announcement covers the quadrennial period 2019-20 to 2022-23 and provides an additional \$60m over those 4 years.

NSW Labour increased its previous March 2018 commitment (of an additional \$50m for public libraries over 4 years) to \$60.5m in an announcement at the NSW Local Government Conference in October 2018, and promised a further \$500,000 for the Outback Letterbox Library service on 25 February 2019.

The final phase of the campaign sought to ensure a sustainable future funding model through the following slogan:

Double the Funding → Index the Funding → Protect the Funding

- **Double the Funding** - by providing an additional \$94 million in funding to NSW public libraries over four years (as opposed to the current Government and Opposition commitments referred to above).
- **Index the Funding** - Index state funding commitments to ensure they increase with changes in the Consumer Price Index.
- **Protect the Funding** - by amending the legislation to lock in the funding arrangements for the future.

Key facts to support this request are as follows:

- Yearly visits to NSW public libraries have increased from 27 million in 2000 to over 35 million in 2017, but State recurrent funding has not increased to match demand and was in fact, slashed by 5% in the recent 2018 NSW Budget.
- Recent commitments of \$60 million and \$60.5 million over four years from the major parties only go part way to meeting the \$94 million objective Renew Our Libraries set at the beginning of the campaign.
- These commitments cut off in 2023 and without indexation, do not deliver a long-term solution for funding public libraries.
- Despite recent announcements of additional funding, the NSW Government still contributes less than 10% of total funding for public libraries, while local government continues to bear 90% of the cost.
- NSW public libraries make a massive \$330 million contribution to the NSW economy every year and support over 3,000 full time equivalent jobs.

ROL received amazing support from NSW local government, with 80% of councils officially endorsing the campaign through council resolutions. Extensive advocacy by libraries (enabled by the resolutions of their Councils) and communities across the state demonstrated the power of a targeted and well-orchestrated campaign.

The outcome of the 2019 NSW state election is not known at the time that this report is compiled however the ROL team, supported by NSWPLA and LGNSW, will be seeking a meeting with the newly elected government to discuss library funding at the earliest possible opportunity.

Double the Funding → Index the Funding → Protect the Funding will still be very much on the table during those discussions.

Financial Implications

All NSW Councils will receive a significant increase in the annual state government contribution to support the operation of their libraries from 2019-20.

Policy and Legislation

N/A

RRL Integrated Planning Strategy

Shape the Future

RP-8 MEMBER COUNCIL REPORT**Author:** Karen Wendt**Recommendation**

That the Committee receive and note the report.

Report

RRL branch libraries have been engaging with their communities and delivering a wide variety of exceptional library services. This report highlights some of those activities for the period July 2018 to March 2019.

BLAND SHIRE COUNCIL**Annual Author Visit – Bernard Caleo**

Bland Shire Library hosted a week-long visit by Bernard Caleo, author, illustrator, storyteller and performer, during September 2018. Bernard, who is based in Melbourne, shared his skills and extensive knowledge of comic art and graphic storytelling with some 700 students and staff from nine local schools. He was totally engaging, impressing everyone with his passion and excitement about comics. His style was both energetic and humorous with the students absolutely enthralled with his animated and fast paced approach. While he incorporated a graphic art / comic workshop into his sessions for older students, the main focus of his presentation was 'kamishiba', a form of Japanese street theatre and storytelling, which the younger children found fascinating. From feedback received, it was another very successful annual author visit and judged by many as one of the best. The visit was funded by a Cowal (Gold Operations) Partnering Grant. The aim of the library's annual author visit is to encourage reading for fun, motivate reluctant and struggling readers, improve writing confidence, make creativity accessible, and inspire students.

Seniors Experience New Technology

As part of Bland Shire Council's 2019 Seniors Week program, the library hosted a small group of adventurous seniors who were introduced to the world of virtual reality and then given the opportunity to experience it first-hand. Amy Heap from Riverina Regional Library delivered the two-hour virtual reality session which included an underwater descent and shark attack, sightseeing on the African plains, a visit to outer space and much more. Most of the seniors, if not all, embraced the interactive computer-generated experience within a simulated environment. However, from all accounts, a fun learning experience was had by all.



Bernard Caleo – Bland Shire Library

Virtual Reality for Seniors – Bland Shire Library

COOLAMON SHIRE COUNCIL

Storytime on the Road

The Coolamon Shire Library celebrated Local Government Week in August by offering *Storytime on the Road*. Library staff travelled to preschools and schools within the Shire that were otherwise unable to join regular Storytime sessions. Staff travelled to Ardlethan, Beckom and Matong Public Schools as well as the Ganmain Pre-School. The children loved the visits and very good feedback was received. It was a great way to promote the library, by giving away library bags and membership forms.

Live Theatre Production: *Charlie and the Chocolate Factory*

Louise Blackett, a drama teacher from Wagga Wagga, brought her live theatre production of *Charlie and the Chocolate Factory* to Coolamon. Young performers acted out this very popular Roald Dahl story. The Up-to-Date Store, adjacent to the Library, was filled with laughter, songs and dance. Two booked-out shows were held during the day and the audience was filled with young children, grandparents, mums and dads. Louise and the children enjoyed performing in Coolamon and they hope to return again.



Charlie and the Chocolate Factory – Coolamon Library

Storytime on the Road – Coolamon Library

COOTAMUNDRA-GUNDAGAI REGIONAL COUNCIL

Event Highlights - Cootamundra

Gabrielle Chan visited the library to promote her book, *Rusted Off: Why Country Australia is Fed Up*, during November. An audience of 30 people enjoyed Gabrielle draw conclusions about the current state of our rural political representation, the gap between city and country and how to bridge it.

Grant Luhrs gave a special charity concert in March as part of the highly successful Playing At the Pond series, in which local artists and special guests perform on the lawns surrounding the fishpond beside the library. Gold coin donations go to a charity of the performer's choice.

School Holiday Programs - Cootamundra

There was plenty for children to do during the January school holidays. Over 60 children participated in the Summer Reading Club (SRC). The SRC provides themed content and resources to enable parents, library staff and others to support the engagement of local children in an enjoyable reading program during their break from school. The library also ran a borrowing contest for the month to encourage children to borrow library resources. There was a huge prize draw at the end of the school holidays. Approximately 60 children also participated in library workshops: cup cake decorating, making bird feeders, and nail art.

Biblio Turismo Tour In Town - Gundagai

Each year, librarians on motorbikes visit libraries across NSW. They have been doing this for fifteen years and during November they rolled into Gundagai to deliver a very special Storytime. The surprise on everyone's faces when Alan Flores rode his 23 year old Ducati 600ss into the library was priceless!

The enthusiastic group of librarians read books and entertained with fun facts about the bikes and some children were even lucky enough to sit on the fast looking vintage red racing bike! This diversion from normal Storytime was a lot of fun and made a big impression on the littlest patrons.

The Return of Dr Crunch - Gundagai

What a packed house! The return of Crocodile Encounters after a five year break was triumphant. An unprecedented 90+ enthusiastic young reptile seekers jammed into the library after arrangements were made with the very accommodating organisers for the overflow. Normally a crowd of this size could be tricky but under the watchful eye of "Dr Crunch", they were captivated and hung on to advice such as, "*What do you do if you see a snake?...get mum...not dad!*" Every reptile book in the library soon disappeared and thankfully so did the snakes!



Playing at the Pond – Cootamundra Library



Biblio Turismo – Gundagai Library

FEDERATION COUNCIL

Junior Activities

Federation Council Libraries have increased the number of holiday activities across the region. These were enjoyed by young people of Corowa, Howlong, Mulwala, Urana and Oaklands. Children created some tasty homemade treats to invite birds into their own backyards. The library received a lovely letter from some children who attended the Oaklands 'Tweet Treats' activity. This is part of the letter: *'Thank you for organising the bird seed project. Kristy (Critelli) was a nice and kind person during the game and also when making bird feeders. Thank you for wasting your time to teach us more about names and what birds like to eat. Please do it again because it was a great experience and we loved it.'*

Adult Programs

Tech Savvy Seniors Introductory classes are always popular. Attendees are given the opportunity to develop the skills and confidence to use technology for socialising, accessing important services or conducting personal business. Seniors have now developed their basic skills, become more confident and are ready to move to that next step. Other popular events were Wreath Making, talks by authors Donna Cameron, *Beneath the Mother Tree*, and Jessica Grace, *Exposing the Life Thief*.

Farewell

Fond farewells to Nyree-Anne Terry and Jenny Orr following their resignations in December from their roles at the Howlong and Mulwala Libraries. Both served Council and, by extension, those communities very well over many years. A warm welcome and congratulations to Kristy Critelli and Chris Boyd, who have been appointed as Library and Customer Service Officers at the Howlong Library and Mulwala Library.



Tweet Treats – Corowa Library

Author Visit – Corowa Library

GREATER HUME SHIRE COUNCIL

Crocodile Encounters

A huge crowd gathered at the Holbrook Library for Crocodile Encounters. Mark from the Central Coast brought along 6 creatures to show and tell. A small crocodile, a blue-tongue lizard, a bearded dragon, a tortoise and two pythons, one large and the other not much smaller! The audience learned many new facts about these animals and Mark allowed some of the children to carry the turtle and lizards around for closer inspection while Mark held the crocodile. Everyone got the chance to have a python around their neck – however, no library staff took up the offer!

A new Branch Library in Jindera

The Greater Hume Council is currently in the process of establishing an additional branch library in Jindera. The library will be located within the newly built Jindera Community Hub and will be open Monday to Friday from 8.30am to 5:00pm. The first step of the project has commenced with the installation of a V5 high tech FE Technology Self Loan Station. The next step is the delivery of library shelving and the purchasing of collection resources. The official opening date of the Jindera Library is expected to be in May 2019.



Crocodile Encounters – Holbrook Library



Jindera Community Hub

JUNEE SHIRE COUNCIL

Augmented Reality Treasure Hunt

With a mixture of modern day technology and old fashioned fun, the Junee Library provided Augmented Reality Treasure Hunts over the summer school holidays. With a different challenge each week, children and young people of all ages were provided with a sheet of clues and, using one of the library's iPads, were asked to find the augmented auras hidden around the library. Anyone who completed the challenge was awarded a prize from the treasure box. Some children, teens and adults returned each week just to complete the next challenge. It was a huge hit and will be offered again.

Senior's Week Art of Ageing Exhibition

During Seniors Week, the Junee Library displayed the Art of Ageing Digital Exhibition on two television sets as well as providing a photo booth, old fashioned music on a record player, a display of books and seniors pamphlets, free pens and morning and afternoon tea. One husband and wife who came to see the photos, almost started dancing in the library it brought back such wonderful memories to them.



Seniors Week – Junee Library

LOCKHART SHIRE COUNCIL

Mobile Library

High stock turn over and loan figures for the Mobile Library continue to emphasize the importance of the service. Loans for Lockhart Shire Council service points totalled 3,641 for the July to December 2018 period.

Also during this period, RRL Administration Centre staff undertook collection maintenance visits on the Mobile Library twice, with only 29 items for weeding identified (ie, the number of items that have not been borrowed in the past 3 years).

Children's programs on the Mobile Library, including Lucky Dip and Reading Buddy, continue to be a great success during the school holiday period.



SNOWY VALLEYS COUNCIL

Multicultural Excellence Awards – Honourable Mention

The Snowy Valleys Council (SVC) libraries team received an Honourable Mention at the NSW Public Libraries 2018 SWITCH Conference held at Coffs Harbour, as part of the Associations' Multicultural Excellence Awards for their 2018 NAIDOC Week program. Continuing on from the successful partnerships developed through the NAIDOC Week program, the libraries have continued to host an array of indigenous activities including bush craft activities during the school holidays, and didgeridoo and clap stick lessons. SVC Libraries hope to be part of a pilot program with SLNSW to record indigenous oral history in language to form part of the SLNSW collection.

Piano Forte: Legal issues for older people

Tumut Library hosted the SLNSW workshop *Piano Forte* in February. The aim of the program was to educate people about elder financial abuse. The presentation included a film screening and panel discussion with legal and community service representatives from the area. The film showed a performance of the play *Piano Forte*, which highlights the subtle way elder abuse can occur, in addition to exploring the role and responsibilities of an Enduring Power of Attorney. The program is a partnership between the State Library of NSW, Legal Aid NSW, and Seniors Rights Service, and was extremely well attended by the local community.



Piano Forte – Tumut Library



NAIDOC Week

TEMORA SHIRE COUNCIL

Fresh New Programs

With a change in library staff towards the end of 2018, Temora Library engaged with the community and brought some fresh programs into the mix. 2019 has seen three new programs take off. This year, staff have developed a Housebound Delivery program, Technology for Seniors Group and Baby Bounce program. The Housebound Delivery program delivers library items to local residents, as well as two Aged Care Facilities. Library staff have also partnered with Temora Shire Council to develop and deliver a Technology for Seniors Group. Seniors attend the Library with their own devices to ask questions and gain guidance.

Baby Bounce

Temora Library has partnered with the local Baby Health Clinic to develop and present a Baby Bounce program created for parents with children aged 0-12 months. Temora Baby Health Clinic is using the library for their Mothers Group on a fortnightly basis and the library presents a 20-30 minute fun-filled session each alternate fortnight. This partnership is aimed at providing childhood development and support activities for young babies, and encourages social interaction between parents.



Technology for Seniors – Temora Library

Baby Bounce - Temora Library

WAGGA WAGGA CITY COUNCIL

ROBO Day – National Science Week 2018

Wagga Wagga City Library coordinated the 2018 Riverina Science Festival, funded by an Inspiring Australia grant of \$18,492 and the generosity of the Riverina Science Hub (RSH) partners. Across the week, 8,000 people attended a range of activities including the main event – ROBO Day. This day-long event focused on robotics and other cutting edge technologies such as 3D printing, digital microscopes and Virtual and Augmented Reality. ROBO Day featured industry experts drawn from commercial, business, government and the education sectors. Watch the video here: [ROBO Day](#).

The Riverina Science Hub (RSH) also held three other events: The National Indigenous Science Education Program (NISEP) Community Science Day with Charles Sturt University and Wiradjuri Elders; a Kitchen Science Storytime for families with children under 5 years of age; and a guided tour of the Marrambidya Wetland, formally the Narrung Street Sewage Treatment Works. Through the RSH network the library has forged new partnerships and attracted federal funding to purchase science books and kits to borrow, and equipment for events such as large telescopes and a giant museum style microscope.

Library Highlights

The Language Café English conversation classes expanded to include both Arabic and Italian language classes. Tech Savvy Senior computer classes were delivered in English, Arabic and Chinese languages as well. The One Book One Wagga 2019 title, *Scrublands* was launched at Date Night and Library Lovers Day on 14 February.

This city wide reading event will culminate in a gala dinner with author Chris Hammer in May. Wagga Wagga Oral Histories were made available on the Amplify platform following a pilot with the State Library. The Wagga Wagga Floods 2012 and the 2WG Women's Club were uploaded as text that can be edited by the community as they listen to the voices of Wagga Wagga. Take a look here: [Amplify](#).



ROBO Day – Wagga Wagga City Library



National Science Week – Wagga Wagga City Library

Financial Implications

N/A

Policy and Legislation

N/A

CORRESPONDENCE

Nil

GENERAL BUSINESS

PRESENTATION

Amplify (Michael Scutti, Team Leader Information, Literacy & Learning, Wagga Wagga City Library).

CLOSE OF MEETING