

THE MINUTES OF THE ABORIGINAL LIAISON COMMITTEE MEETING HELD IN THE COUNCIL CHAMBERS 76 CAPPER STREET TUMUT, ON WEDNESDAY 16 JUNE 2021

<u>COMMENCING AT</u>	10.00am
<u>PRESENT:</u>	Clr Geoff Pritchard (Councillor Delegate), Sue Bulger – Elder (Chairperson), Meegan Cameron, Mary Greenhalgh – Brungle/Tumut LALC, John Casey - Director of TKNIC, Lorna Casey - Director of TKNIC, Craig Wilesmith.
<u>IN ATTENDANCE:</u>	Lisa McAuliffe – Community Development Officer Tracy Wiggins - Manager Community Services (Council Delegates)
<u>BY TELEPHONE:</u>	Nil

1. APOLOGIES

Coral Bulger, Winnie Bulger, Sandra Casey, Rhonda Casey, Bernadette Radford, Stan Russell, Paul Holton and Albert Machala.

2. MINUTES OF PREVIOUS MEETINGS**AL01/21 RESOLVED:**

That the Minutes of the Aboriginal Liaison Committee Meeting held on 19 February 2020 be received.

Craig Wilesmith/John Casey

CARRIED

AL02/21 RESOLVED:

That the Minutes of the Aboriginal Liaison Committee Extraordinary Meeting held on 23 September 2020 be received.

Craig Wilesmith/John Casey

CARRIED

3 BUSINESS ARISING FROM 23 SEPTEMBER MEETING 2020**Letter from Rotary Club Tumut Re Peace Poles at Pioneer Park**

Discussions were held regarding the Rotary Peace Pole at Pioneer Park Project and the committee agreed that Stephen and Winnie had been working with Rotary on this project.

After further discussions, the committee agreed that the concept of erecting peace poles is not culturally appropriate to local indigenous people. It was suggested that by using existing scare trees in Pioneer Park to identify local gathering place for indigenous people

Minutes of the Meeting of the Aboriginal Liaison Committee held in the Council Chambers 76 Capper Street Tumut on Wednesday 16 June 2021

would be more appropriate than erecting peace poles and that a letter be sent to the Tumut Rotary expressing this.

AL03/21 RESOLVED:

THAT THE COMMITTEE:

Send a letter to Rotary Club Tumut in response to the letter received regarding the Peace Poles in Pioneer Park project dated September 2020 expressing that the committee would like to use the existing scar trees in Pioneer Park that identify a place of gathering rather than erecting peace poles.

John Casey/Lorna Casey

CARRIED

Memorandum of Understanding Between Aboriginal Community of Snowy Valleys and Snowy Valleys Council (MOU)

MOU to be put on the agenda for the next committee meeting to review. Following Council election in 2021, the new Council will review and update the MOU.

4. AGENDA ITEMS

4.1 ABORIGINAL LIAISON COMMITTEE MATTERS - 16 JUNE 2021

AL04/21 RESOLVED:

THAT THE COMMITTEE:

1. Receive the report on Aboriginal Liaison Committee matters.

Sue Bulger/Craig Wilesmith

CARRIED

4.1 NADIOC WEEK

Events Activation Officer was an apology. Committee discussed options and activities to celebrate NAIDOC week and agreed that Councils Events Activation Officer would contact Sue Bulger and John Casey regarding celebrations for 2021 NAIDOC week.

Activities discussed as follows:

Monday 5th July - Flag Raising in Tumut at 9.00am and Tumbarumba at 10.00am morning tea provided.

Tuesday 6th July - Tree planting Bila Park Tumut at 11.00am and a BBQ at Coe-ee Cottage, 12.00pm for lunch

Wednesday 7th July - Tumut TAFE activities

Thursday 8th July - Gundagai – family fun day

Friday 9th July - Movie in Tumut and or Tumbarumba

4.2 Draft SVC Reconciliation Action Plan (RAP)

The draft RAP was presented to the committee, for its consideration, and agreed to

- change dates attached to actions in the document to allow more suitable time frames for RAP actions to be completed.
- remove actions in the Draft RAP document highlighted in pink and leave the blue highlighted.
- committee members sending Councils Community Development Officer photos from previous Indigenous events and activities or of local Indigenous art. These photos are to be included in the Draft RAP.

The committee also discussed the possibility of adding remuneration for Welcome to Country as an action to the RAP. Council delegates to discuss this with relevant staff and advise at the next Aboriginal Liaison Committee meeting.

4.3 Aboriginal Liaison Committee Representatives on SVC RAP Working Group (RWG)

Sue Bulger nominated Shirley Marlow (not present) and Meegan Cameron as representatives on the RWG from the Aboriginal Liaison committee.

4.4 Aboriginal Liaison Committee Terms of Reference (TofR's)

The current Terms of Reference were reviewed and after discussion, the committee agreed to the following changes if possible:

- Quarterly meetings in the Tumbarumba Council Chambers or RHB Tumut, 10.00am – 12.00pm
- Community Transport added to: Item 9 SUPPORT AND RESOURCING THE COMMITTEE

Item 9 in the Aboriginal Liaison Committee TofR's currently reads as follows;

- 9. SUPPORT AND RESOURCING THE COMMITTEE
Council will provide administrative services and other resources, including a venue, preparation and distribution of agendas/minutes) to support the function of the Committee and any working groups.

The committee would like community transport added to Item 9 to read as follows;

- 9. SUPPORT AND RESOURCING THE COMMITTEE
Council will provide community transport, administrative services and other resources, including a venue, preparation and distribution of agendas/minutes) to support the function of the Committee and any working groups.

The committee also discussed at length changing from a single chairperson to a co – chairperson structure to allow a change in chair to reflect fair representation at meetings when held in either Tumbarumba or Tumut. Should this occur the sentence needs to be removed that in the absence of the chairperson the deputy chair shall chair the meeting.

4.1 ABORIGINAL LIAISON COMMITTEE TERMS OF REFERENCE

AL05/21 RESOLVED:

THAT THE COMMITTEE:

Request Council adopt the suggested changes to the Aboriginal Liaison Committee Terms of Reference.

Sue Bulger/Craig Wilesmith

CARRIED

4.5 Feedback from representatives who attended the Hearing with the Select Committee on Regional Australia – Tumut on the 14th of May 2021.

Sue Bulger and John Casey attended as representatives of the Aboriginal Liaison Committee and provided valuable feedback regarding issues for Indigenous people in regional areas such as jobs and housing.

Councils Community Development Officer to find out what process is followed regarding the feedback given and report back to the next committee meeting.

5 GENERAL BUSINESS

Clr. Pritchard attended Clontarf Academy at Tumut High School and was very impressed with the confidence of the young aboriginal students.

John Casey shared some wonderful news with the committee, TOOMAROOMBAA – NGARIGO COUNTRY will be displayed on Johansen Tumbarumba ROSE PINOT NOIR label.

The committee spoke briefly regarding implementing Aboriginal Culture activities within Snowy Valleys Children's Services for NAIDOC week. Councils Manager Community Services will liaise with children's services staff regarding activities to be held.

6 NEXT MEETING

Wednesday the 18th of August 10.00am, Tumbarumba Council Chambers

Minutes of the Meeting of the Aboriginal Liaison Committee held in the Council Chambers 76 Capper Street Tumut on Wednesday 16 June 2021

There being no further business to discuss, the meeting closed at 11.18am.

Minutes of the Meeting of the Aboriginal Liaison Committee held in the Council Chambers 76 Capper Street Tumut on Wednesday 16 June 2021

THE MINUTES OF THE AUDIT, RISK & IMPROVEMENT COMMITTEE MEETING HELD VIA VIDEO LINK, ON WEDNESDAY 4 AUGUST 2021**COMMENCING AT** 9.01am**PRESENT:** Carolyn Rosetta-Walsh (Acting Chairperson), Melissa Tooke (External Member), Cate Cross (Councillor), Phil Swaffield (National Audits Group), Brad Bohun (Crowe Horwath), Michael Kharzoo (Audit Office).

Matthew Hyde (Chief Executive Officer), Shelley Jones (Executive Chief of Staff), Susanne Andres (Chief Financial Officer), Brook Penfold (Coordinator Governance and Risk).

IN ATTENDANCE: Paul Holton (Executive Director Community and Corporate), Heinz Kausche (Executive Director Infrastructure), Matthew Suter (Risk Management Officer), Amanda Sutton (Coordinator Financial Accounting), Kristin Twomey (Manager Customer Experience and Technology).

Suzanna Rona, Thomas Partalis, Andrew Anderson and Ben Ellem (Audit Office).

1. APOLOGIES

John Larter (Councillor), Steven Walker (Chairperson),

2. MINUTES OF PREVIOUS MEETINGS**ARI.31 RESOLVED:**

That the Minutes of the Audit, Risk & Improvement Committee Meeting held on 5 May 2021 be received.

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY**3 BUSINESS ARISING**

Nil

4. AGENDA ITEMS

Committee moved into confidential Chief Executive Officers Confidential Report, the time being 9:03am

Ms Susanne Andres left the meeting, the time being 09:03 am.

Mr Brad Bohun left the meeting, the time being 09:03 am.

Mr Phil Swaffield left the meeting, the time being 09:03 am.

Ms Shelley Jones left the meeting, the time being 09.03 am.

Ms Brook Penfold left the meeting, the time being 09:03 am.

Mayor James Hayes joined the meeting, the time being 09.05am

4.1 CHIEF EXECUTIVE OFFICER CONFIDENTIAL REPORT

ARI.32 RESOLVED:

Received and noted the Chief Executive Officer's Confidential Report.

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY

Ms Susanne Andres joined the meeting, the time being 09:21 am.

Mr Brad Bohun joined the meeting, the time being 09:21 am.

Mr Phil Swaffield joined the meeting, the time being 09:21 am.

Ms Brook Penfold joined the meeting, the time being 09:21 am.

Ms Shelley Jones joined the meeting, the time being 09:21 am.

Ms Suzanna Rona joined the meeting, the time being 09:21 am.

Mr Thomas Partalis joined the meeting, the time being 09:21 am.

Mr Andrew Anderson joined the meeting, the time being 09:21 am.

Mr Ben Ellem joined the meeting, the time being 09:21 am.

4.2 UPDATE SNOWY VALLEYS BOUNDARIES REVIEW

ARI.33 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on Update Snowy Valleys Boundaries Review.
2. Examined and discussed the Snowy Valleys Boundaries Review outcome.

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY

Mr Michael Kharzoo joined the meeting, the time being 09.25 am

4.4 NSW AUDITOR-GENERAL'S REPORT ON LOCAL GOVERNMENT 2020

ARI.34 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on NSW Auditor-General's Report on Local Government 2020.

2. Examined and discussed the report.

Cr Cate Cross/Melissa Tooke

CARRIED UNANIMOUSLY

4.3 NSW AUDIT OFFICE VERBAL REPORT ON THE CURRENT PERFORMANCE AUDIT

ARI.35 The Committee received a verbal update from the NSW Audit Officer regarding Business and Service Continuity Arrangements for Natural Disasters.

RESOLVED:

THAT THE COMMITTEE:

1. Received the report on NSW Audit Office Verbal Report on the Current Performance Audit.
2. Request that upon completion of the performance audit the final report be presented to the Audit Risk and Improvement Committee.

CARRIED UNANIMOUSLY

Melissa Tooke/Cr Cate Cross

Ms Suzanna Rona left the meeting, the time being 09:45 am.
Mr Thomas Partalis left the meeting, the time being 09:45 am.
Mr Andrew Anderson left the meeting, the time being 09:45 am.
Mr Ben Ellem left the meeting, the time being 09:45 am.

4.5 NSW AUDIT OFFICE INTERIM MANAGEMENT LETTER FY21

ARI.36 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on NSW Audit Office Interim Management Letter FY21.
2. Examined and discussed the Interim Management Letter.

Cr Cate Cross/Melissa Tooke

CARRIED UNANIMOUSLY

4.6 SVC POSITION PAPERS - FY2021

ARI.37 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on SVC Position Papers for 2020/21.
2. Examined and discussed the Position Papers.

Cr Cate Cross/Melissa Tooke

CARRIED UNANIMOUSLY

4.7 AUDIT MATRIX**AR.38 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Audit Matrix.
2. Examined and discussed the Audit Matrix.
3. Closed the following recommendations as complete:
 - a. 945
 - b. 957
 - c. 1338
4. Endorsed the Audit Matrix Business Rules to be presented to Council for adoption.
5. Although not yet adopted, agreed to remove the following two low risk internal audit recommendations from the Audit Matrix
 - a. 946 Info asset register
 - b. 949 BCP Confidentiality of information

Carolyn Rosetta-Walsh/Melissa Tooke

CARRIED UNANIMOUSLY

Mr Brad Bohun left the meeting, the time being 10.11am

Mr Michael Kharzoo left the meeting, the time being 10.11am

Ms Amanda Hobson left the meeting, the time being 10.11am

4.8 ENDORSEMENT OF INTERNAL AUDIT ENGAGEMENT LETTER FOR RECORDS MANAGEMENT AS WELL AS HR RECRUITMENT AND TERMINATION**ARI.39 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Endorsement of Internal Audit Engagement Letter for Records Management as well as HR Recruitment and Termination.
2. Endorsed the Internal Audit Engagement Letter – Records Management as the first internal audit to be undertaken during 2021/22.
3. Endorsed the Internal Audit Engagement Letter – HR Recruitment and Termination as the second internal audit to be undertaken during 2021/22.

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY

Mr Phil Swaffield left the meeting, the time being 10.17am

4.9 ACTION REPORT TO THE AUDIT, RISK AND IMPROVEMENT COMMITTEE

ARI.40 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on Action Report to the Audit, Risk and Improvement Committee.
2. Examined and discussed the current status regarding the progress of actions.
3. Closed out the following items as complete
 - a. ARI.63 NSW Auditor General Report on Credit Card Management
 - b. ARI.27 Audit Risk and Improvement Terms of Reference
 - c. ARI.29 Telstra IT Report
 - d. ARI.28 Audit Matrix Business Rules

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY

4.10 LOCAL GOVERNMENT AMENDMENT ACT 2021

ARI.41 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on Local Government Amendment Act 2021.
2. Examined and discussed the report.

Carolyn Rosetta-Walsh/Melissa Tooke

CARRIED UNANIMOUSLY

4.11 SRV ENGAGEMENT PROJECT

ARI.42 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on SRV Engagement Project.
2. Examined and discussed the information provided in the report.

Carolyn Rosetta-Walsh/Melissa Tooke

CARRIED UNANIMOUSLY

4.12 PURCHASE CARD POLICY

ARI.43 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on Purchase Card Policy.
2. Reviewed and discussed the information provided.

Melissa Tooke/Carolyn Rosetta-Walsh

CARRIED UNANIMOUSLY

Mr Paul Holton joined the meeting, the time being 10.30 am.
Ms Kristin Twomey joined the meeting, the time being 10.30 am

4.13 TELSTRA PURPLE HIGH LEVEL SECURITY REVIEW

ARI.44 RESOLVED:

THAT THE COMMITTEE:

1. Received the report on Telstra Purple High Level Security Review.
2. Examined and discussed the report.

Melissa Tooke/Carolyn Rosetta-Walsh

CARRIED UNANIMOUSLY

4.14 CRM IMPROVEMENT PROJECT UPDATE**ARI.45 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on CRM Improvement Project Update.
2. Examined and discussed the report.

CARRIED UNANIMOUSLY

Melissa Tooke/Carolyn Rosetta-Walsh

Ms Kristine Twomey left the meeting, the time being 10.38 am
Mr Heinz Kausche joined the meeting, the time being 10.38am.

4.15 PROJECT STATUS REPORT**ARI.46 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on Program Management Office (PMO) 2018/2019 and 2019/2020 Major Projects Program and Project Management Group (PMG) projects on progress to 30th June 2021.
2. Examined and discussed the reports.

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY

Mr Heinz Kausche left the meeting, the time being 10.42 am.

4.16 SAFETY, RISK & QUALITY COMMITTEE QUARTERLY UPDATE**ARI.47 RESOLVED:**

THAT THE COMMITTEE:

1. Receive the report on Safety, Risk & Quality Committee Quarterly Update.
2. Examined and discussed the report.

Melissa Tooke/Carolyn Rosetta-Walsh

CARRIED UNANIMOUSLY

Mr Paul Holton left the meeting, the time being 10.52 am.

4.17 2020/2021 OPERATIONAL PLAN - FOURTH QUARTER UPDATE

Minutes of the Meeting of the Audit Risk & Improvement Committee held via videolink on Wednesday 4 August 2021

ARI.48 RESOLVED:

THAT THE COMMITTEE:

1. Receive the report on Operational Plan Fourth Quarter Update as at 30 June 2021.
2. Reviewed and discussed the Operational Plan Fourth Quarter Update.

Cr Cate Cross/Carolyn Rosetta-Walsh

CARRIED UNANIMOUSLY

4.18 2021 COMMUNITY SATISFACTION SURVEY RESULTS**ARI.49 RESOLVED:**

THAT THE COMMITTEE:

1. Received the report on the 2021 Community Satisfaction Survey Results.
2. Reviewed and discussed the 2021 Community Satisfaction Survey Results.
3. Discussed and compared the 2021 Community Satisfaction Survey Results against the 2016 & 2018 Community Satisfaction Survey results.

Melissa Tooke/Cr Cate Cross

CARRIED UNANIMOUSLY

5 GENERAL BUSINESS

Melissa Tooke questioned the deferral of the Local Government Election and any further possible deferrals given potential COVID restrictions. CEO Matthew Hyde responded that there can be no further deferrals of the Local Government Elections without a change of legislation.

Brook Penfold advised that she will be taking leave during October/November. Matthew Suter will be the secretariat for the November 2021 ARIC meeting. Matthew will also be responsible for compilation of the business paper.

6 NEXT MEETING

Next meeting will focus on and discuss the annual financial statements. The meeting date is yet to be finalised. Once finalised, the committee will be notified.

The next ordinary meeting will be held Wednesday 03 November 2021 9am in the Tumut Room and via Zoom, if COVID restrictions permit.

There being no further business to discuss, the meeting closed at 11:11am.



Procedure Title	Audit Matrix Business Rules
Procedure Category	Operational
Number & Version	SVC-GOV-PR-074-02
Procedure Owner	Governance and Risk
Approval by	
Effective date	
Date for review	August 2024

1 PROCEDURE STATEMENT

In alignment with the Snowy Valleys Council (Council) *Community Strategic Plan*, the *Audit Matrix Business Rules* demonstrates strong leadership through a governance framework which drives progress towards achieving the community vision.

2 PROCEDURE PURPOSE

The purpose of the *Audit Matrix Business Rules* is to outline the manner in which Council will manage internal and external audit findings. This procedure is to support the *Internal Audit Charter*, which is essential to ensure that any emerging problems are identified and rectified quickly before their consequences escalate and risks materialise.

Council is committed to identifying and managing risks to increase organisational effectiveness and provide confidence to the community.

3 DEFINITIONS

ARIC	Audit, Risk and Improvement Committee (advisory committee of Council)
Head of Internal Audit	The Coordinator Governance and Risk, is the designated Head of Internal Audit for Council.
SRQ	Safety, Risk and Quality Committee (operational committee of Council which has been established as a sub-committee of the Executive Leadership Team)

4 AUDIT MATRIX MONITORING AND REPORTING

Where possible, Council requires all audits including internal and external to use the Council's risk matrix as per the *Risk Management Policy* and *Enterprise Risk Management Framework*.

4.1 Final Audit Reports

After the completion of an audit review, Council receives a final report for both internal and external audits. These final reports outline findings (issues) identified during the audit engagement. For each finding identified, the following information is required:

- recommendation
- risk rating (preferably in alignment with Council's risk matrix)
- formal management response
- responsible officer
- due date for implementation of agreed management action(s)

4.2 Audit Matrix

The Audit Matrix contains all internal audit recommendations and external audit findings (referred to as recommendations). The Audit Matrix is contained within the Pulse Risk Register software. Where audit recommendations require a treatment plan the associated tasks will also be entered into Pulse to the corresponding recommendation/finding.

4.3 Approval of Recommendations/findings into Audit Matrix

The final audit reports are presented to ARIC for examination and discussion. ARIC are responsible for approving the inclusion of audit recommendations from the final reports into the Audit Matrix as follows:

4.3.1 Internal Audit

Recommendations with a risk rating of 'Low' will be treated as opportunities for improvement and not incorporated into the Audit Matrix. Recommendations of 'Medium' and above will be incorporated into the Audit Matrix.

4.3.2 External Audit

All External Audit findings will be incorporated into the Audit Matrix.

4.4 Treatment Plans

Recommendations requiring treatments, in accordance with Council's risk matrix, will require appropriate treatment plans to be developed, monitored and reported.

Recommendation Risk Rating	Treatment Plan
Extreme	Requires a treatment plan to accompany final audit report to ARIC
High	Requires treatment plan to be presented at SRQ following final report being presented to ARIC
Medium and Low	Tasks will be assigned but does not require a treatment plan to be presented.

4.5 Monitoring of the Audit Matrix

SRQ, in accordance with their Terms of Reference are responsible for the management and supervision of the performance of the management agreed actions within the Audit Matrix.

The Audit Matrix will be reported on at least quarterly by Head of Internal Audit to both the SRQ and ARIC. This involves the responsible officer providing comments and updates to ensure that the Audit Matrix remains up to date and those recommendations requiring treatment are being actioned.

Any foreseeable difficulties implementing any recommendations within the nominated time frame should be advised immediately to the Head of Internal Audit stating the cause of delay.

4.6 Closing out recommendations

During the monitoring of the Audit Matrix, the responsible officer may suggest to the Head of Internal Audit that the recommendation has been finalised. This is then a prompt for the Head of Internal Audit to verify, along with the responsible director, that the recommendation is in fact complete. Once verified, a recommendation is made to SRQ for closure of the recommendation from the Audit Matrix.

Recommendation for closure of external audit findings will require the approval of the Chief Financial Officer in addition to the Head of Internal Audit.

4.7 Reporting of the Audit Matrix

4.7.1 Quarterly Report to SRQ

Report to include:

- Audit Matrix
- Audit recommendations added to the Audit Matrix
- Recommendations for closure of audit recommendations as complete
- Overdue audit recommendations
- Additional commentary foreseeable difficulties implementing the recommendations brought to the attention of the Head of Internal Audit

4.7.2 Quarterly Report to ARIC

Report to include:

- Statistical summary of Audit Matrix
- Audit recommendations by risk rating
- Audit recommendations that have been closed as complete
- Recommendations that require amendment
- Any reports received by SRQ regarding outstanding audit matrix recommendations

4.7.3 Overdue Audit Matrix Recommendations Reports

Extensions will not be granted for audit matrix recommendation due dates. Instead each recommendation will be reported as number of days overdue.

Above Councils Risk Tolerance

If the action has a High or Extreme risk rating and becomes overdue, a report will be presented to the quarterly SRQ meeting. The report will be written by the responsible officer and contain information on why the action is overdue, what are the problems encountered, how the requirements of this action now can be met. The responsible officer will also be expected to attend the meeting to present the report.

The Head of Internal Audit and the Risk Owner will also present the report to ARIC.

Within Councils Risk Tolerance

If an action with a risk rating of Medium or below becomes overdue, then a verbal report is expected to be provided to the SRQ of the progress of the implementation outlining progress to meeting the requirements, problems encountered and necessary steps that are needed to reach completion.

4 RESPONSIBILITIES/ACCOUNTABILITIES

Group/ Officer	Responsibilities
Audit, Risk and Improvement Committee (ARIC)	Review all audit reports and consider significant issues identified in audit reports and action taken on findings/issues raised. Monitor the process for implementation of audit recommendations by management, noting any exceptions and completions of treatment plans.
Executive Leadership Team	The ELT is responsible for effective and timely action and responses on all audit recommendations.
Safety, Risk & Quality Committee	The sub-committee of the ELT responsible for managing and supervising the performance of the management agreed actions within the audit matrix.
Head of Internal Audit	Reporting quarterly to the SRQ and ARIC on the final audit reports and the audit matrix
Responsible Officers	Implementing and reporting on recommendations by the required timeframes as referred from the ARIC committee. Reporting on outstanding audit matrix recommendations.

5 ASSOCIATED LEGISLATION

Office Local Government Internal Audit Guidelines - September 2010

6 ASSOCIATED COUNCIL DOCUMENTS

Internal Audit Charter - SVC-GOV-PR-058

Risk Management Policy - SVC-RM-PO-003

Enterprise Risk Management Framework - SVC-RM-Pln-002

Safety Risk & Quality Committee Terms of Reference - SVC-TofR-005

Audit Risk & Improvement Committee Terms of Reference - SVC-TofR-006

7 HISTORY

Date	Action	Name	Procedure Number	Resolution Date	Resolution Number
01/07/2020	Endorsed	Audit Matrix Business Rules	SVC-GOV-PR-074-01	01/07/2020	SRQ.21
05/08/2020	Endorsed	Audit Matrix Business Rules	SVC-GOV-PR-074-01	05/08/2020	ARI.44
17/09/2020	Adopted	Audit Matrix Business Rules	SVC-GOV-PR-074-01	17/09/2020	M210/20
24/06/2021	Endorsed	Audit Matrix Business Rules	SVC-GOV-PR-074-02	24/06/2021	SRQ11/21
04/08/2021	Endorsed	Audit Matrix Business Rules	SVC-GOV-PR-074-02	04/08/2021	XXX

THE MINUTES OF THE DISABILITY INCLUSION ACCESS REFERENCE GROUP MEETING HELD VIA VIDEO LINK, ON THURSDAY 22 JULY 2021**COMMENCING AT** 11:06am**PRESENT:** Cllr Cate Cross (Councillor Delegate), (Martin Brown (Chair), Catherine Anderson (Kurrajong Therapy Plus),), Christine Webb (Aspire Quality Assurance and Training).

Community Members: Wendy Arentz,

Amanda Lewis (MSO Coordinator), Fiona Scott (Community Services Policy and Projects Officer).

IN ATTENDANCE: Albert Machala (Event Activation Officer),**BY TELEPHONE:** Nil**OBSERVER:** Nil**1. APOLOGIES**

Judi Boyd (Community Member), Tracy Wiggins (Community Services Manager), Grace McEachern (Community Member).

Late apology, Melissa Bradshaw (Teacher Snowy Valleys School).

2. MINUTES OF PREVIOUS MEETINGS**DIA08/21 RESOLVED:**

That the Minutes of the Disability Inclusion Access Reference Group Meeting held on 24 June 2021 be received.

Christine Webb / Martin Brown
CARRIED UNANIMOUSLY.**3 BUSINESS ARISING**

Pathway between Kurrajong and the Bull Paddock: (mentioned in DIARG June 2021 Meeting) – has there been any follow up action on this. This requires follow up action.

Terms of reference: Cr Cross provided feedback regarding the 2nd point of the objective to change the wording from 'insight' to 'feedback'.

4. AGENDA ITEMS

4.1 AGENDA - DISABILITY INCLUSION ACCESS REFERENCE GROUP - 22 JULY 2021

DIA09/21 RESOLVED:

THAT THE COMMITTEE:

1. Receive the report on DIARG Matters – 22 July 2021.

Christine Webb / Martin Brown
CARRIED UNANIMOUSLY.

5 GENERAL BUSINESS

Acknowledgement of Country given.

Grace McEachern (Community Member) has decided to step down from the DIARG Committee due to health reasons; however would like to assist in the future when possible. The committee would like to thank Grace for her time and support that she has contributed to our cause.

5. SVC Event Activation Officer:

SVC Event Activation Officer has researched several ticketing companies that provide services to events and has found a ticketing platform by an Australian company "Humanitix" that has the ability for people with a disability, access requirements or additional needs to make contact directly with the events coordinators to discuss their access / additional needs and if it would be appropriately accommodated for at the event.

SVC Event Activation Officer discussed the areas of difficulty when planning organisation events to ensure that everyone's needs are met around accessibility, as this often depends on budget, funds, location, and the type of event that is being held.

It was suggested by the committee that a checklist or criteria be devised to ensure basic access, disability or additional needs are met, that event organizers need to comply with before permission is granted for events to be held or funded.

5.2 Discussion Disability Inclusion Access Plan survey questions.

It was agreed to use the following questions in a survey to the community to gain their insight and feedback to inform the development of the next DIAP:

1. Are there any limitations for you or others to access services, facilities, or amenities?
If yes, what are these limitations?
2. What difficulties or limitations do you/they have accessing, utilizing and/or interacting with the following within the Snowy Valleys Council?
 - a. Businesses
 - b. Facilities
 - c. Parks / Sportsgrounds etc.
3. What requirements do you need to access to use the following?

- a. Businesses
 - b. Facilities
 - c. Parks / Sportsgrounds etc.
4. What disability / aged care services and/or resources are you currently accessing?
 5. What type of services and/or resources do you require?
 6. How can Council help improve these services, resources, facilities?
 7. What does Council need to do to improve access to Council services, resources, and facilities? E.g. buildings, footpaths, parks, hearing loops in public access areas etc. What and where are they?
 8. Have you been unable to access any Council services because of a disability or additional needs?
 9. Is sign posting for services, resources, facilities etc. adequate? How can it be improved?
 10. Is transport access adequate and affordable for people with a disability or additional needs in our area?
 11. How can employment for people with a disability or additional needs be improved in our area?
 12. How can Council improve communication with you?
 13. Any other comments or suggestions?
 14. Please provide contact details (*optional*).

6 NEXT MEETING

Thursday 26 August 2021, 11.00am via Zoom

There being no further business to discuss, the meeting closed at 12.31 pm.

Minutes of Annual Meeting of Glenroy
Heritage Reserve Committee Meeting Held
on 25th July 2021 at 1.30pm.

Present: Bob Smit (SVC Rep) Neil Christie,
Anne Thoroughgood, Brenda Wiggett, Steve
Weeks, Annadies Leaver & Colleen McAnuliffe

Minutes were read by Annadies. Moved by
Anne Thoroughgood seconded Brenda Wiggett
All positions declared vacant.

Nominations were called for President.
As there were no nominations Neil
Christie accepted interim President
until more members are recruited.

Anne Thoroughgood nominated by
Colleen McAnuliffe Sec. Brenda Wiggett
Accepted.

Treasurer. Steve Weeks nominated by
Annadies seconded Colleen McAnuliffe.
Steve accepted

Secretary Colleen McAnuliffe nominated
by Annadies Leaver seconded by
Brenda Wiggett Colleen will act
until someone is found.

Those in interim positions will carry
on until more members are
recruited.

Committee: Neil Christie, Anne Thoroughgood,
Brenda Wiggett, Steve Weeks, Colleen
McAnuliffe Annadies Leaver resigned
due to her husband's health.

Minutes of previous meeting held 11/11/2020
presented. Moved to McAnuliffe Sec. S. Weeks.

President reported on the reserve.

Treasurer's Report: presented by Steve Weeks Sec
by Brenda Wiggitt. See attached copy.

Pioneer Hut Report presented by Anne
Thoroughgood. See attached copy.
Sec. by S. McAnuliffe.

Bus Co-Ordinators report presented by
Anne Thoroughgood Sec. Brenda Wiggitt
See attached copy

A note of thanks to SVC for support
in maintenance of the reserve and
works carried out over the year.
Moved by Anne Thoroughgood, Sec
Neil Christie

Meeting closed 2.15pm.



Minutes of the general meeting of
Glenroy Reserve Committee held
25th July at 2.15pm

Present: Anne Thoroughgood, Neil Christie,
Brenda Wiggett, Andrew Lives, Steve
Weeks & Melissa McAuliffe.

Minutes of previous meeting were read
and confirmed by Brenda Wiggett.

Treasurer's Report by Steve Weeks: Balance
in bank 30.6.21 \$9,239.90 as per annual
report. Ascended to McAuliffe

Pioneer Hut Report: As per annual report
attached

Bus Report: As per annual meeting
see attached report.

Button Hut Report: Final decision to go
solar, approx cost \$3000-5000. Quote to
be got. It was decided to have
acrylic screens fitted first then get a
new quote for fitting solar. Anne
Thoroughgood presented report.

General Business:

- ① Neil Christie suggested if money is
available area behind men's toilet
be tied up with some pebbles laid
- ② Brenda Wiggett moved a motion that
as the present flag has become damaged
a new flag be purchased. All agreed.



- ③ It was suggested a battery blower be purchased to ease maintenance of outside area.
- ④ Anne Thoroughgood suggested as the mower is very old if more maintenance is needed maybe we should consider replacing same.
- ⑤ Some landscaping needs to be done around hutton hut.
- ⑥ Railing on P.W. Hut verandah is in need of repair. P.W.H would help out with cost.
- ⑦ Heating in P.W.H. On very cold days it is hard to keep visitors warm. Annelies Lewis suggested looking into a "Tiva" heater. Bring any other ideas to next meeting.

The committee thanked Annelies for her work as Secretary.

Meeting closed 3pm.

Next meeting 7th November 2021 @ 1.30



Glenroy Heritage Reserve Treasurers Report 2020-2021

At 1st July 2020 we had funds of \$27,554

Major expense during the year were

Button Hut completion \$19,827

Gas & Power \$1,722 < \$1,492 -2020>

Supplies \$964 <\$962 - 2020>

Income for the year came from

Catering \$2,848 - 9 < \$3,830 - 11 -2020>

Entry fees \$1,950 - 13, of which 5 had no catering

Total catering and entry fees total \$4,798 as we had an increase in numbers from 11 in 2020 to 13 in 2021

Future budgeted expense of solar electricity for the button hut is \$7,000

Funds in the bank at 30.6.21 are \$9,239

Stephen Weeks

Treasurer

25.7.2021

Glenroy Heritage Reserve end of year Report 2020- 2021					
1/7/20	Balance brought forward				27,554.78
	Total Income				5,071.63
	Total Expenditure				23,386.51
	Balance as at 30/6/2021				9,239.90
	Bank Statement	Balance	30.6.2021		10,170.13
	Less Cheques Not cashed			200755	417.37
				200756	512.86
	Add outstanding dep				-
					-
					-
	Balance as at the 30/6/2021 on glenroy books				9,239.90

		Expenditure for 2020 - 2021							
Glenroy Heritage Reserve									
Date	To	Chq	Amount	Supplies	Labour	Gas & Power	Maintenance	Miscellaneous	Publicity
6.7.20	SCV Button hut	200730	19,772.73					19,772.73	BUTTON HUT
7.7.20	Elgas	200731	83.60			83.60			
15.9.20	Origin	200732	529.86			529.86			
13.10.20	N christie button paint	200733	55.20					55.20	BUTTON HUT
1.11.20	Sue L postage print	200734	25.90	25.90					
17.11.20	Big springs water	200735	24.00	24.00					
19.12.20	Origin	200736	385.11			385.11			
19.12.20	IGA	200737	72.13	72.13					
19.12.20	Anne T supplies	200738	78.55	78.55					
19.12.20	P Cash	200739	64.15	64.15					
19.12.20	pioneer womens hut entry	200740	270.00					270.00	PWH entry fee
27.1.20	Wilkie watson agm	200741	28.05						28.05
23.2.21	Wagga catering supplies anne	200742	45.05	45.05					
23.2.21	Big springs water annual fee	200743	132.00	132.00					
3.3.21	Big springs water	200744	24.00	24.00					
2.3.21	Teistra prepaid elien	200745	152.00					152.00	phone
16.3.21	IGA	200746	32.42	32.42					
16.3.21	Origin feb march	200747	211.15			211.15			
31.3.21	Pcash	200748	55.54	51.44			4.10		
7.4.21	Yvonne Albert	200749	47.40	47.40					
26.4.21	IGA	200750	86.96	86.96					
26.4.21	Big springs water	200751	12.00	12.00					
27.4.21	N christie Ink supplies	200752	114.99	114.99					
21.5.21	IGA Supplies	200753	141.49	141.49					
28.5.21	Big springs water	200754	12.00	12.00					
30.6.21	Snowy council	200755	417.37		417.37				
30.6.21	Origin april may	200756	512.86			512.86			
Total Expenditure			23,386.51	964.48	417.37	1,722.58	4.10	20,249.93	28.05

Income for Glenroy Heritage Reserve 2020- 2021

Date	Income from	Bus Invoice	Receipt	Deposit	Catering	entry fee	Miscellaneous	Donations	Bank Interest	Banked
31.7.20	bank interest			1.91					1.91	dd
31.8.20	bank interest			0.65					0.65	dd
30.9.20	bank interest			0.62					0.62	dd
30.10.20	bank interest			0.58					0.58	dd
30.11.20	bank interest			0.27					0.27	dd
8.12.20	BillyCANS = UZA tour	351024		376.00	170.00	80.00		126.00		376.00
10.12.20	Expanding Horizon bus	351025		798.00	608.00	190.00				dd
11.3.21	Expanding Horizon bus	351026		420.00	320.00	100.00				dd
25.3.21	Gang Gang tours	351027		120.00		120.00				120.00
12.3.21	PWH visit to museum	351028		0.00						0.00
12..3.21	On course tours	351029		0.00		130.00				0.00
16.3.21	Insight tours	351030		0.00	190.00	95.00				0.00
23.3.21	Marulan coaches	351031		0.00	310.00	155.00				0.00
27.3.21	Retired Police	351032		0.00	80.00					0.00
27.3.21	On course tours	351033		0.00		160.00				0.00
2.4.21	Palmer's tours	351034		1296.00	96.00	80.00				1296.00
23.4.21	SVC Anzac	351035		795.00	530.00	265.00				dd
25.4.21	Expanding Horizon bus	351036		714.00	544.00	170.00				dd
30.4.21	Donations billy can Pankin			143.60				143.60		143.60
7.5.21	Scenic journeys	351037		190.00		190.00				190.00
01.06.21	Scenic tours by rail	351038		215.00		215.00				
	Total Income 2020 / 2021			5071.63	2848.00	1950.00	0.00	269.60	34.64	0.00



Electronic Statement

Statement Period
31 May 2021 - 30 June 2021

Westpac Community Solutions One

Account Name
GLENROY HERITAGE RESERVE

Customer ID
2004 5223 GLENROY HERITAGE
RESERVE

BSB Account Number
032-765 116 925

Opening Balance	+ \$10,108.62
Total Credits	+ \$215.00
Total Debits	- \$153.49
Closing Balance	+ \$10,170.13

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
31/05/21	STATEMENT OPENING BALANCE			10,108.62
01/06/21	Transfer/Replenishment From Account 259637 2766259637 Value-Date-31/05/2021		215.00	10,323.62
03/06/21	Withdrawal/Cheque 200753	141.49		10,182.13
04/06/21	Withdrawal/Cheque 200754	12.00		10,170.13
30/06/21	CLOSING BALANCE			10,170.13

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PWH Hut Report

Report for Meeting

25.7.21

- Jackie Fox Button Collection Hut almost complete. Screens still to be installed and lighting to be completed.
 - Accessioning continuing as items of significance continue to be donated.
 - Incorporation paperwork sent away.
-
- Visitors to the Pioneer Women's Hut are still being encouraged to wear gloves to protect the collection from hand sanitiser.
 - Dennis Burgun has changed light bulbs in the Pioneer Women's Hut and Quilt Room and installed a surge meter.
 - We may revisit our "Help Wanted" sheet for volunteers.
 - Kathy not coming out anymore – she has offered to do any laundry we have at her home.
 - Blue Bird of Happiness workshop – a huge success – all textile boxes repacked and rotated.
 - Reverse cycle air conditioning discussed for heating in museum. PWH could fund purchase and installation costs.
 - Sophie Ersay (textile expert) – continuing her research.
-
- Council repaired roof of PWH by putting new iron over old.
 - It was decided to replace the wooden railing on PWH veranda with the same railing as Quilt Room.
 - Wall hanging created for Riverina Exhibition is looking for a home. It was suggested it may be suitable to hang in the coffee room.

PIONEER WOMENS HUT**Committee Members as at 30 June 2021**

Kathy Lyons Director
Glenys Hawkins Director
Anne Thoroughgood Sec/Treasurer
Jill Taylor Member

**Statement of Income and Expenditure(Includes GST)
For the year ended 30 June 2021**

Income

Euco Sales	513.50
Donations	2,257.20
Donation TogasGHR	270.00
Midwives of Rosewood	195.00
Midwives of Tumbarunba	285.00
Memories	224.00
Never too old	30.00
Interest	3.83
Quilt room donation	2,153.40
Bendigo bank grant	5,000.00

Total Income 10,931.93

Expenditure

Euco costs GST Free	212.80
Conservation and Display GST	
Building maintenance GST	720.25
Stamps and Admin GST	316.50
Catering and cleaning GST Free	
Catering and cleaning GST	20.00
Button hut display GST	1,130.85
Catering work shop	48.00

Total Expenditure 2,448.40

Net cash flow 8,483.53

PIONEER WOMENS HUT**Bank Reconciliation
as at 30 June 2021**

Opening balance 1 July 2020	5,028.99
Add Income	10,931.93
<hr/>	
add outstanding chq	0.00
	0.00
Less Expenditure	2,448.40
o/s dep	0.00
Closing balance as at 30 June 2021	13,512.52
Balance per bank statement as at 30 June 2021	13,512.52

PIONEER WOMENS HUT

**Cash book
Income 2020--2021**

date	amount	recpt	Euco sales	Donations	Quilt rm Donation	Sales MW Rose	Sales MW Tumb	Memories	N/TOO Old	other
2.7.20	5,000.00	Bendigo bank grant								5000.00
7.7.20	194.00	26		194.00						
28.8.20	493.50	28	32.50	181.00	210.00	30.00	15.00	25.00		
13.10.20	658.80	29	71.50	189.80	370.00		15.00	12.50		
24.11.20	680.15	30	155.50	248.15	189.00	22.50	30.00	25.00	10.00	
22.12.20	585.75	31		105.75	160.00	7.50	30.00	12.50	DONTocasGHR	270.00
20.01.21	404.30	32	39.50	130.30	165.00	22.50	15.00	12.00	20.00	
20.01.21	10.30	33		2.80		7.50				
23.2.21	384.55	34		108.55	276.00				TermD	
30.3.21	803.40	35	156.00	272.40	305.00	15.00	30.00	25.00	Acct	
29.4.21	708.90	36	39.00	221.50	338.40	15.00	45.00	50.00		
28.5.21	456.50	37	13.00	149.00	140.00	45.00	60.00	49.50		
26.4.21	80.25	38		12.75		22.50	45.00			
21.6.21	467.70	39	6.50	441.20		7.50		12.50		
31.5.21	3.83	0.00							interest	3.83
	10,931.93		513.50	2,257.20	2,153.40	195.00	285.00	224.00	30.00	5,273.83
			10,931.93							

Expenditure 2020--2021

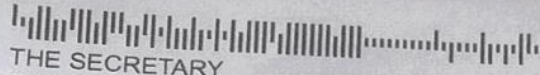
date	Chq no	Amount	Euco sales	Button Hut Display	Cleaning	Build maint	Stamps and Admin	Catering Wshops	Inv GST
18.7.20	501	15.95				15.95			Inv GST
15.8.20	502	88.00		88.00					Inv GST
15.8.20	503	191.20		191.20					Inv GST
19.9.20	504	21.55		21.55					Inv GST
18.10.20	505	190.00	190.00						Inv GST
19.11.20	506	121.00		121.00					Inv GST
21.11.20	507	84.40		84.40					Inv GST
19.12.20	508	39.00					39.00		Inv GST
20.1.21	509	22.80			20.00				Inv GST
21.2.21	510	64.00					44.00		Inv no GST
23.3.21	511	136.00					136.00		Inv GST
23.3.21	512	25.00					25.00		Inv GST
29.4.21	513	704.30				704.30			Inv no GST
30.4.21	514	374.00		374.00					Inv GST
27.5.21	515	60.50					60.50		Inv no GST
19.6.21	516	310.70		250.70			12.00	48.00	Inv no GST
		2,448.40	212.80	1,130.85	20.00	720.25	316.50	48.00	
		2,448.40							



Statement Period
31 May 2021 - 30 June 2021

Westpac Community Solutions One

Account Name
PIONEER WOMEN'S HUT



THE SECRETARY
PIONEER WOMEN'S HUT
PO BOX 192
TUMBARUMBA NSW 2653

019

Customer ID
6450 6993 PIONEER WOMEN'S HUT

BSB
032-765

Account Number
112 676

Opening Balance	+ \$13,416.02
Total Credits	+ \$467.70
Total Debits	- \$371.20
Closing Balance	+ \$13,512.52

TRANSACTIONS

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DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
1/05/21	STATEMENT OPENING BALANCE			13,416.02
7/06/21	Withdrawal/Cheque 200515	60.50		13,355.52
2/06/21	Transfer/Replenishment From Account 259725 2766259725 Value-Date-21/06/2021		467.70	13,823.22
3/06/21	Withdrawal/Cheque 200516	310.70		13,512.52
30/06/21	CLOSING BALANCE			13,512.52

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*Hi Steve,
This needs to go to Tumut
with PWH Financials.
Thank you
Anne*

Bus Report 2020-2021.

In a most challenging year we have been fortunate to have enough support from bus & groups to keep our finances positive. We thank our Pioneer Women (Hut committee) for allocation the donations which come with bookings to the Reserve Committee.

We revised our menu to best suit current trends but still enable our "buss" volunteers and crafters to enjoy the "buss of the buses". As one bus operator commented "they need" no just as hope much as we need them" - So let's hope we can keep up our good workings for

Shere a Sprinkling of bookings for Spring & autumn - Hopefully some at least will be able to stay on ^{at T.V.I.C.} their

Thank you to Sophie and staff for their work taking bookings is invaluable. I thank you to all our wonderful volunteers, crew, ground staff and Council 100 - Gantry is looking & functioning beautifully. Anne Thoroughgood.

Minutes of the general meeting of
Glenroy Reserve Committee held
25th July at 2.15pm

Present: Anne Thoroughgood, Neil Christie,
Brenda Wiggitt, Andrew Lives, Steve
Weeks & Melissa McAuliffe.

Minutes of previous meeting were read
and confirmed by Brenda Wiggitt.

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in bank 30.6.21 \$9,239.90 as per annual
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attached

Bus Report: As per annual meeting
see attached report.

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solar, approx cost \$3000-5000. Quote to
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available area behind men's toilet
be tied up with some pebbles laid
- ② Brenda Wiggitt moved a motion that
as the present flag has become damaged
a new flag be purchased. All agreed.



- ③ It was suggested a battery blower be purchased to ease maintenance of outside area.
- ④ Anne Thoroughgood suggested as the mower is very old if more maintenance is needed maybe we should consider replacing same.
- ⑤ Some landscaping needs to be done around hutton hut.
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- ⑦ Heating in P.W.H. On very cold days it is hard to keep visitors warm. Annelies Leves suggested looking into a "Tiva" heater. Bring any other ideas to next meeting.

The committee thanked Annelies for her work as Secretary.

Meeting closed 3pm.

Next meeting 7th November 2021 @ 1.30



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Stephen Weeks

Treasurer

25.7.2021

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				200756	512.86
	Add outstanding dep				-
					-
					-
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Glenroy Heritage Reserve									
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31.3.21	Pcash	200748	55.54	51.44			4.10		
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30.6.21	Snowy council	200755	417.37		417.37				
30.6.21	Origin april may	200756	512.86			512.86			
Total Expenditure			23,386.51	964.48	417.37	1,722.58	4.10	20,249.93	28.05

Income for Glenroy Heritage Reserve 2020- 2021

Date	Income from	Bus Invoice	Receipt	Deposit	Catering	entry fee	Miscellaneous	Donations	Bank Interest	Banked
31.7.20	bank interest			1.91					1.91	dd
31.8.20	bank interest			0.65					0.65	dd
30.9.20	bank interest			0.62					0.62	dd
30.10.20	bank interest			0.58					0.58	dd
30.11.20	bank interest			0.27					0.27	dd
8.12.20	BillyCANS = UZA tour	351024		376.00	170.00	80.00		126.00		376.00
10.12.20	Expanding Horizon bus	351025		798.00	608.00	190.00				dd
11.3.21	Expanding Horizon bus	351026		420.00	320.00	100.00				dd
25.3.21	Gang Gang tours	351027		120.00		120.00				120.00
12.3.21	PWH visit to museum	351028		0.00						0.00
12..3.21	On course tours	351029		0.00		130.00				0.00
16.3.21	Insight tours	351030		0.00	190.00	95.00				0.00
23.3.21	Marulan coaches	351031		0.00	310.00	155.00				0.00
27.3.21	Retired Police	351032		0.00	80.00					0.00
27.3.21	On course tours	351033		0.00		160.00				0.00
2.4.21	Palmer's tours	351034		1296.00	96.00	80.00				1296.00
23.4.21	SVC Anzac	351035		795.00	530.00	265.00				dd
25.4.21	Expanding Horizon bus	351036		714.00	544.00	170.00				dd
30.4.21	Donations billy can Pankin			143.60				143.60		143.60
7.5.21	Scenic journeys	351037		190.00		190.00				190.00
01.06.21	Scenic tours by rail	351038		215.00		215.00				
	Total Income 2020 / 2021			5071.63	2848.00	1950.00	0.00	269.60	34.64	0.00



Electronic Statement

Statement Period
31 May 2021 - 30 June 2021

Westpac Community Solutions One

Account Name
GLENROY HERITAGE RESERVE

Customer ID
2004 5223 GLENROY HERITAGE
RESERVE

BSB Account Number
032-765 116 925

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Total Credits	+ \$215.00
Total Debits	- \$153.49
Closing Balance	+ \$10,170.13

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
31/05/21	STATEMENT OPENING BALANCE			10,108.62
01/06/21	Transfer/Replenishment From Account 259637 2766259637 Value-Date-31/05/2021		215.00	10,323.62
03/06/21	Withdrawal/Cheque 200753	141.49		10,182.13
04/06/21	Withdrawal/Cheque 200754	12.00		10,170.13
30/06/21	CLOSING BALANCE			10,170.13

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PWH Hut Report

Report for Meeting

25.7.21

- Jackie Fox Button Collection Hut almost complete. Screens still to be installed and lighting to be completed.
 - Accessioning continuing as items of significance continue to be donated.
 - Incorporation paperwork sent away.
-
- Visitors to the Pioneer Women's Hut are still being encouraged to wear gloves to protect the collection from hand sanitiser.
 - Dennis Burgun has changed light bulbs in the Pioneer Women's Hut and Quilt Room and installed a surge meter.
 - We may revisit our "Help Wanted" sheet for volunteers.
 - Kathy not coming out anymore – she has offered to do any laundry we have at her home.
 - Blue Bird of Happiness workshop – a huge success – all textile boxes repacked and rotated.
 - Reverse cycle air conditioning discussed for heating in museum. PWH could fund purchase and installation costs.
 - Sophie Ersay (textile expert) – continuing her research.
-
- Council repaired roof of PWH by putting new iron over old.
 - It was decided to replace the wooden railing on PWH veranda with the same railing as Quilt Room.
 - Wall hanging created for Riverina Exhibition is looking for a home. It was suggested it may be suitable to hang in the coffee room.

PIONEER WOMENS HUT**Committee Members as at 30 June 2021**

Kathy Lyons Director
Glenys Hawkins Director
Anne Thoroughgood Sec/Treasurer
Jill Taylor Member

**Statement of Income and Expenditure(Includes GST)
For the year ended 30 June 2021**

Income

Euco Sales	513.50
Donations	2,257.20
Donation TogasGHR	270.00
Midwives of Rosewood	195.00
Midwives of Tumbarunba	285.00
Memories	224.00
Never too old	30.00
Interest	3.83
Quilt room donation	2,153.40
Bendigo bank grant	5,000.00

Total Income 10,931.93

Expenditure

Euco costs GST Free	212.80
Conservation and Display GST	
Building maintenance GST	720.25
Stamps and Admin GST	316.50
Catering and cleaning GST Free	
Catering and cleaning GST	20.00
Button hut display GST	1,130.85
Catering work shop	48.00

Total Expenditure 2,448.40

Net cash flow 8,483.53

PIONEER WOMENS HUT**Bank Reconciliation
as at 30 June 2021**

Opening balance 1 July 2020	5,028.99
Add Income	10,931.93
<hr/>	
add outstanding chq	0.00
	0.00
Less Expenditure	2,448.40
	o/s dep 0.00
Closing balance as at 30 June 2021	13,512.52
Balance per bank statement as at 30 June 2021	13,512.52

**PIONEER WOMENS HUT
Cash book
Income 2020--2021**

date	amount	recpt	Euco sales	Donations	Quilt rm Donation	Sales MW Rose	Sales MW Tumb	Memories	N/TOO Old	other
2.7.20	5,000.00	Bendigo bank grant								5000.00
7.7.20	194.00	26		194.00						
28.8.20	493.50	28	32.50	181.00	210.00	30.00	15.00	25.00		
13.10.20	658.80	29	71.50	189.80	370.00		15.00	12.50		
24.11.20	680.15	30	155.50	248.15	189.00	22.50	30.00	25.00	10.00	
22.12.20	585.75	31		105.75	160.00	7.50	30.00	12.50	DONTOcasGHR	270.00
20.01.21	404.30	32	39.50	130.30	165.00	22.50	15.00	12.00	20.00	
20.01.21	10.30	33		2.80		7.50				
23.2.21	384.55	34		108.55	276.00				TermD	
30.3.21	803.40	35	156.00	272.40	305.00	15.00	30.00	25.00	Acct	
29.4.21	708.90	36	39.00	221.50	338.40	15.00	45.00	50.00		
28.5.21	456.50	37	13.00	149.00	140.00	45.00	60.00	49.50		
26.4.21	80.25	38		12.75		22.50	45.00			
21.6.21	467.70	39	6.50	441.20		7.50		12.50		
31.5.21	3.83	0.00						interest		3.83
	10,931.93		513.50	2,257.20	2,153.40	195.00	285.00	224.00	30.00	5,273.83
			10,931.93							

Expenditure 2020--2021

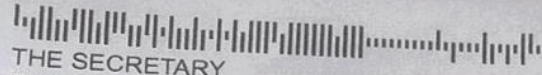
date		Chq no	Amount	Euco sales	Button Hut Display	Cleaning	Build maint	Stamps and Admin	Catering Wshops	
18.7.20	Glenys Hawkins	501	15.95				15.95			Inv GST
15.8.20	Annette Brown	502	88.00		88.00					Inv GST
15.8.20	Anne Thoroughgood	503	191.20		191.20					Inv GST
19.9.20	Glenys Hawkins	504	21.55		21.55					Inv GST
18.10.20	Gone Barney	505	190.00	190.00						Inv GST
19.11.20	Khan signs	506	121.00		121.00					Inv GST
21.11.20	Annette Brown	507	84.40		84.40					Inv GST
19.12.20	Glenys Hawkins	508	39.00					39.00		Inv GST
20.1.21	Gone Barney	509	22.80	22.80						Inv GST
21.2.21	Jill Taylor	510	64.00			20.00		44.00		Inv no GST
23.3.21	Aust post	511	136.00					136.00		Inv GST
23.3.21	Neil Christie	512	25.00					25.00		Inv GST
29.4.21	D Burgun	513	704.30				704.30			Inv no GST
30.4.21	John Blake paint	514	374.00		374.00					Inv GST
27.5.21	Glenys Hawkins	515	60.50					60.50		Inv no GST
19.6.21	Anne Thoroughgood	516	310.70		250.70			12.00	48.00	
			2,448.40	212.80	1,130.85	20.00	720.25	316.50	48.00	
				2,448.40						



Statement Period
31 May 2021 - 30 June 2021

Westpac Community Solutions One

Account Name
PIONEER WOMEN'S HUT



THE SECRETARY
PIONEER WOMEN'S HUT
PO BOX 192
TUMBARUMBA NSW 2653

Customer ID
6450 6993 PIONEER WOMEN'S HUT

BSB
032-765

Account Number
112 676

Opening Balance	+ \$13,416.02
Total Credits	+ \$467.70
Total Debits	- \$371.20
Closing Balance	+ \$13,512.52

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
1/05/21	STATEMENT OPENING BALANCE			13,416.02
7/06/21	Withdrawal/Cheque 200515	60.50		13,355.52
2/06/21	Transfer/Replenishment From Account 259725 2766259725 Value-Date-21/06/2021		467.70	13,823.22
3/06/21	Withdrawal/Cheque 200516	310.70		13,512.52
30/06/21	CLOSING BALANCE			13,512.52

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Hi Steve,
 This needs to go to Tumut
 with PWH Financials.
 Thank you
 Anne

Bus Report 2020-2021.

In a most challenging year we have been fortunate to have enough support from tours & groups to keep our finances positive. We thank the Pioneer Womens Hat Committee for allocation the donations which come with bookings to the Reserve Committee.

We revised our menu to best suit current trends but still enable our volunteers and crafters to enjoy the "buss of the buses". As one bus operator commented "they need us just as much as we need them" - So lets hope we can keep up our good work.

Theres a sprinkling of bookings for spring & autumn - hopefully some at least will be able to stay on tracks ^{at T.V.I.C.} their

Thank you to Sophie and staff ^{at T.V.I.C.} their work taking bookings is invaluable.
Thank you to all our wonderful volunteers, crafters, ground staff and Council 100 - Gentry is looking & functioning beautifully.
Ann Thoroughgood.

MINUTES FROM MEETING HELD AT THE TOOMA HALL ON

JULY 15TH, 2021 AT 7.30PM

PRESENT:

Barry & Ros Cadle, Glen McGrath, Neil Bombardier, Jeff Sheather, Suzie Mitchell, Brie Jones and Bruce Saxton.

APOLOGIES:

Kay, John & Yola, Sarah McColl, Kate, Roger & Amy, Richard Triggs, Noel, Bronwyn, Julia Ham, Keith Mitchell, Sarah Whiteley, Maryanne, James Crain.

MINUTES FROM PREVIOUS MEETING:

Moved: Barry.

Seconded: Suzie.

BUSINESS ARISING FROM PREVIOUS MINUTES:

FRRR - Licence to get water from creek - ongoing, however we will need to apply for an extension of the grant application

PRESIDENTS REPORT:

Since the last meeting we have held the Tooma Gymkhana which was a fantastic success financially but more importantly a great time was had by all, and from one that has never attended or been involved in the Gymkhana it demonstrated how this community works together to make an event work particularly when 2 key people were unavoidably absent. The Gymkhana is a great event.

Since last meeting Sarah Whiteley has successfully applied for a \$5000 grant for sporting equipment which will purchase equipment of our own for the Gymkhana.

The pump and water system is progressing.

Shelving in the store room has been organised but work hasn't started yet.

Also remedial work has begun to address water ingress into toilets.

Looking to the future we are about to apply for a Government Grant that will build onto the foundations that the pioneering families of Tooma have established for our community. What will be proposed will give the Rec Reserve and Hall a greater use opportunities and a safe refuge.

TREASURERS REPORT: see attachment.

Moved: Jeff.

Seconded: Brie.

CORRESPONDENCE:

IN:

email from Kate with suggestions for improving the running of the Gymkhana.
Successful grant application for \$5000 for Gymkhana equipment from SVC.

OUT:

Sarah Whiteley has applied for an online grant for sports equipment - correspondence not received at the time of the meeting.

GENERAL BUSINESS:

Gymkhana. - suggestions on how to improve the running of it.
Improve the sound system and buy our own.
Don't charge extra entry for the Challenge.
Are the afternoon tea prices too high?

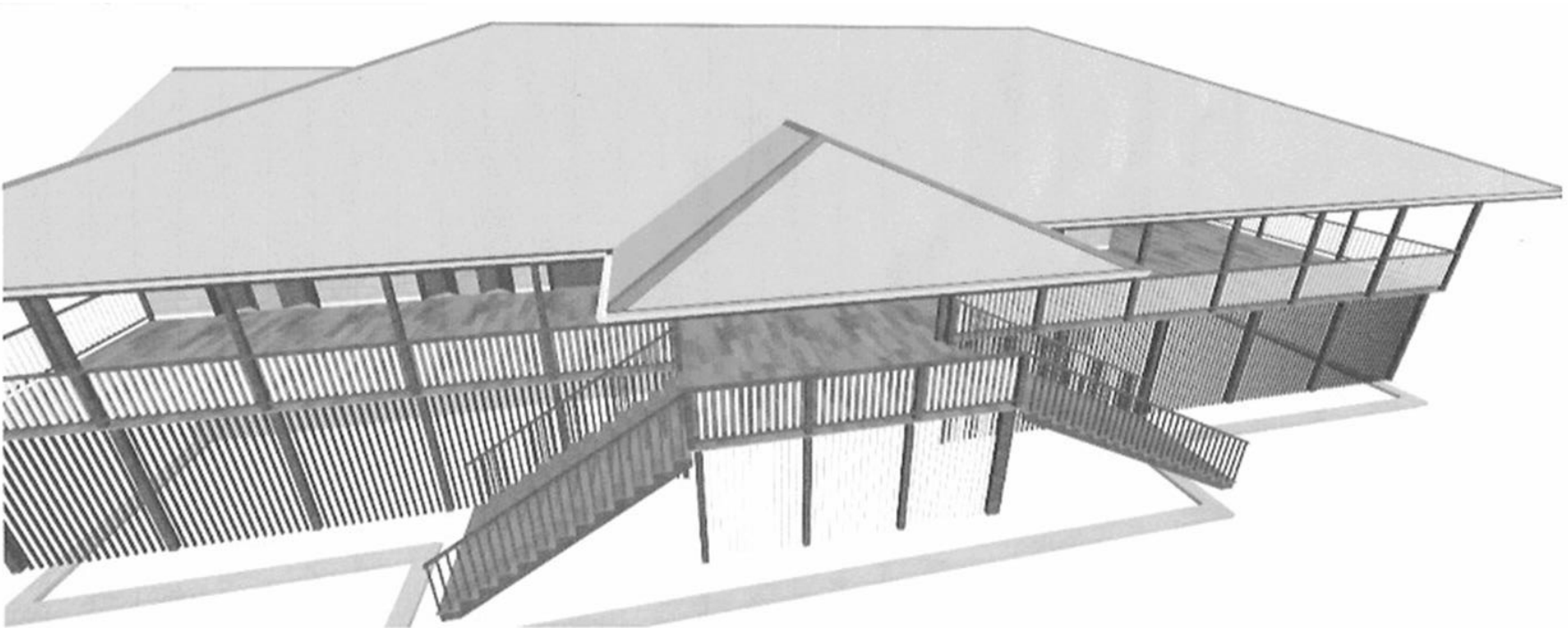
It was moved to give a donation to the Lions Club for \$300 from the proceeds.

Moved: Jeff.

Seconded: Ros

A discussion was held around ideas to improve the facade and functionality of the Hall.
Jeff Sheather presented a conceptual drawing of what we would like the Hall to look like if we were able to obtain a grant to fund the work - see attached.
An architect will be at the Hall on 22/7/2021 to discuss ideas, his fee will be 6% of construction cost. Allow for fees and permits plus 3% for structural engineer.

CLOSE MEETING: 8.30 PM





MINUTES of the **RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE** held on **Wednesday 31 March 2021**.



RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE

MINUTES

31 MARCH 2021

The meeting of the Riverina Regional Library Advisory Committee commenced at 9:30am.

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 Vanessa Keenan	Wagga Wagga City Council
Cr Annette Schilg	Federation Council
Cr Dallas Tout	Wagga Wagga City Council
Cr Greg Verdon	Lockhart Shire Council
Ms Alison Balind	Bland Shire Council
Ms Miriam Crane	Cootamundra-Gundagai Regional Council
Mr Tony Donoghue	Coolamon Shire Council
Ms Stacy Moses	Junee Shire Council
Ms Jo Shannon	Federation Council
Mr David Smith	Greater Hume Council
Mr Peter Thompson	Wagga Wagga City Council
Ms Kristin Twomey	Snowy Valleys Council
Mr Peter Veneris	Lockhart Shire Council

IN ATTENDANCE

Mr Zac Armistead	RRL Digital Engagement Coordinator
Ms Amy Heap	RRL Outreach & Promotions Coordinator
Mr Robert Knight	RRL Executive Director
Ms Nicole Raleigh	Federation Council
Ms Carolyn Rodney	Wagga Wagga City Council
Ms Madeleine Scully	Wagga Wagga City Council
Ms Karen Wendt	RRL Business & Communications Coordinator

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.

MINUTES of the **RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE** held on **Wednesday 31 March 2021**.

APOLOGIES

Cr Dan Hayes	Wagga Wagga City Council
Cr Rod Kendall	Wagga Wagga City Council
Cr Kerrilee Logan	Coolamon Shire Council
Cr Dennis Sleigh	Temora Shire Council
Cr Jan Wyse	Bland Shire Council
Mr James Davis	Junee Shire Council
Ms Elizabeth Smith	Temora Shire Council

Recommendation

On the motion of Cr Pam Halliburton and seconded by Ms Kirstin Twomey

That the Apologies of the Riverina Regional Library Advisory Committee meeting held on 31 March 2021 be received and accepted.

CARRIED

REPORTS FROM STAFF

RP-1 CONFIRMATION OF MINUTES OF THE RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE MEETING HELD 28 OCTOBER 2020

Recommendation

On the motion of Mr Peter Veneris and seconded by Ms Kristen Twomey

That the Committee endorse the minutes of the Riverina Regional Library Advisory Committee meeting held on 28 October 2020 as a true and accurate record.

CARRIED

RP-2 CONFIRMATION OF MINUTES OF THE RIVERINA REGIONAL LIBRARY EXECUTIVE COMMITTEE MEETING HELD 26 NOVEMBER 2020

Recommendation

On the motion of Cr Pam Halliburton and seconded by Cr Cate Cross

That the Committee endorse the minutes of the Riverina Regional Library Executive Committee meeting held on 26 November 2020 as a true and accurate record.

CARRIED

At this stage of the meeting the Committee resolved to move forward for consideration RP-11 and RP-14 to allow Wagga Wagga City Council delegates to participate in discussions prior to vacating the meeting to attend a prior commitment.

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on **Wednesday 31 March 2021**.

RP-11 TRANSFER OF UNRESTRICTED RRL FUNDS

Recommendation

On the motion of Ms Kristin Twomey and seconded by Cr Pam Halliburton

That the Committee:

- a endorse the transfer of \$500,000 from the unrestricted RRL reserve fund to the Riverina Regional Library Building Reserve**
- b endorse the transfer of \$200,000 from the unrestricted RRL reserve fund to the a newly established Riverina Regional Library Employees Separation Reserve**

CARRIED

RP-14 WAGGA WAGGA CITY LIBRARY REVIEW

Recommendation

On the motion of Ms Alison Balind and seconded by Cr Vanessa Keenan

That the Committee:

- a reaffirm their commitment to the current RRL membership and service delivery model
- b respect and value the principles and vision of our regional library service and acknowledge the mutually beneficial outcomes provided to all
- c note the request from WWCC to provide costings for a potential "Pick and Mix" service delivery model to all member councils
- d note WWCC to confirm its commitment to enter into a new RRL Deed of Agreement commencing from 2022, by 31 December 2021.

The MOTION on being put to the meeting was LOST.

On the motion of Mr David Smith and seconded by Cr Pam Halliburton

That the Committee:

- a reaffirm their commitment to the current RRL membership and service delivery model**
- b respect and value the principles and vision of our regional library service and acknowledge the mutually beneficial outcomes provided to all**
- c reject the request from WWCC to provide costings for a "Pick and Mix" service delivery model.**

CARRIED

MINUTES of the **RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE** held on **Wednesday 31 March 2021**.

Mr Peter Thompson left the meeting at 10:45am.

<p>RP-3 MANAGER FINANCE REPORT</p> <p>Recommendation</p> <p>On the motion of Cr Greg Verdon and seconded by Ms Kristin Twomey</p> <p>That the Committee:</p> <p>a endorse the draft Riverina Regional Library (RRL) Budget for 2021/22</p> <p>b note that once endorsed by the RRL Advisory Committee and the Executive Council, the 2021/22 RRL Budget will be placed on public exhibition as part of the Executive Council process</p> <p>c note the RRL Budget Review for the quarter ended 31 December 2020.</p> <p style="text-align: right;">CARRIED</p>

Ms Carolyn Rodney left the meeting at 11:00am.

<p>RP-4 EXECUTIVE DIRECTOR REPORT</p> <p>Recommendation</p> <p>On the motion of Cr Pam Halliburton and seconded by Cr Leigh Bowden</p> <p>That the Committee receive and note the report.</p> <p style="text-align: right;">CARRIED</p>
--

Cr Vanessa Keenan left the meeting at 11:15am.

Ms Carolyn Rodney returned to the meeting at 11:20am.

<p>RP-5 LIBRARY ACTIVITY STATISTICS REPORT</p> <p>Recommendation</p> <p>On the motion of Ms Kristin Twomey and seconded by Mr Tony Donoghue</p> <p>That the Committee receive and note the report.</p> <p style="text-align: right;">CARRIED</p>

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on **Wednesday 31 March 2021**.

RP-6 DRAFT MEMBER COUNCIL CONTRIBUTIONS 2021-2022

Recommendation

On the motion of Ms Kristin Twomey and seconded by Mr Tony Donoghue

That the Committee endorse the draft 2021-2022 RRL Member Council Contributions table as an interim document for presentation to the June 2021 meeting of the Executive Council, subject to there being no significant variations prior to that time.

CARRIED

RP-7 DRAFT RRL MANAGEMENT PLAN 2021-2022

Recommendation

On the motion of Cr Cate Cross and seconded by Cr Pam Halliburton

That the Committee endorse the draft RRL Management Plan 2021-2022 as an interim document for presentation to the June 2021 meeting of the Executive Council, subject to there being no significant variations prior to that time.

CARRIED

RP-8 PROPOSED REVISED RRL MEMBER COUNCILS CONTRIBUTIONS MODEL

Recommendation

On the motion of Ms Kristin Twomey and seconded by Mr Peter Veneris

That the Committee endorse the recommendation of the RRL Executive Committee meeting held on 26 November 2020, contingent upon Wagga Wagga City Council retaining RRL membership beyond 30 June 2022, as follows:

That the Executive Committee recommend to the RRL Advisory Committee the adoption of Model 4 - \$190,000 Branch Library Contributions as the basis for future RRL member Councils' financial contributions.

An AMENDMENT was moved by Cr Pam Halliburton and seconded by Cr Leigh Bowden

That the Committee endorse the recommendation of the RRL Executive Committee meeting held on 26 November 2020, contingent upon Wagga Wagga City Council retaining RRL membership beyond 30 June 2022, as follows:

- a That the Executive Committee recommend to the RRL Advisory Committee the adoption of Model 4 - \$190,000 Branch Library Contributions as the basis for future RRL member Councils' financial contributions

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 March 2021.

- b That the Committee endorse the proposal from Junee Shire Council to exclude the Junee Correctional Centre's inmate population from the Junee population that is used to determine the per capita contribution portion of Council's membership contribution to RRL.

The AMENDMENT on being put to the meeting was LOST.

On the motion of Ms Kristin Twomey and Mr Peter Veneris

That the Committee endorse the recommendation of the RRL Executive Committee meeting held on 26 November 2020, contingent upon Wagga Wagga City Council retaining RRL membership beyond 30 June 2022, as follows:

That the Executive Committee recommend to the RRL Advisory Committee the adoption of Model 4 - \$190,000 Branch Library Contributions as the basis for future RRL member Councils' financial contributions.

CARRIED

RP-9 RENEWAL OF RRL ADMINISTRATION CENTRE LEASE**Recommendation**

On the motion of Ms Alison Balind and seconded by Ms Kristin Twomey

That the Committee:

- a **endorse the renewal of the RRL Administration Centre lease for a further five years from 1 October 2021 to 30 September 2026**
- b **authorise the RRL Executive Director to sign the lease renewal documentation.**

CARRIED

RP-10 PROPOSAL TO PURCHASE THE RRL ADMINISTRATION CENTRE BUILDING AT 2 GALING PLACE, WIRADJURI**Recommendation**

On the motion of Cr Pam Halliburton and seconded by Ms Kristin Twomey

That the RRL Advisory Committee endorse the following recommendation from the RRL Executive Committee meeting held on 26 November 2020:

That the Executive Committee recommend to the RRL Advisory Committee:

- a negotiations be entered into with Wagga Wagga City Council for the purchase of the Riverina Regional Library Administration Centre building at 2 Galing Place, Wiradjuri.

MINUTES of the RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE held on Wednesday 31 March 2021.

- b a cost analysis of Riverina Regional Library Administration Centre outgoings (electricity, building insurance, water, land rates and maintenance) be undertaken.

An AMENDMENT was moved by Cr Greg Verdon and seconded by Mr Peter Veneris

That the Committee:

- a endorse negotiations to be entered into with Wagga Wagga City Council for the purchase of the Riverina Regional Library Administration Centre building at 2 Galing Place, Wiradjuri
- b endorse a cost analysis of Riverina Regional Library Administration Centre outgoings (electricity, building insurance, water, land rates and maintenance) to be undertaken
- c defer the recommendation to a future meeting.

The AMENDMENT on being put to the meeting was LOST.

An AMENDMENT was moved by Mr Kristin Twomey and seconded by Cr Leigh Bowden

That the Committee endorse a cost analysis of Riverina Regional Library Administration Centre outgoings (electricity, building insurance, water, land rates and maintenance) to be undertaken with Wagga Wagga City Council and a report tabled at the RRL Advisory Committee meeting in October 2021.

The AMENDMENT on being put to the meeting was CARRIED and became the Motion.

On the Motion of Mr Kristin Twomey and seconded by Cr Leigh Bowden

That the Committee endorse a cost analysis of Riverina Regional Library Administration Centre outgoings (electricity, building insurance, water, land rates and maintenance) to be undertaken with Wagga Wagga City Council and a report tabled at the RRL Advisory Committee meeting in October 2021.

CARRIED

RP-12 RRL DIGITISATION AND PRESERVATION STRATEGY**Recommendation**

On the motion of Ms Kristin Twomey and seconded by Cr Pam Halliburton

That the Committee endorse the RRL Digitisation and Preservation Strategy.

CARRIED

MINUTES of the **RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE** held on **Wednesday 31 March 2021**.

RP-13 MEMBER COUNCIL REPORT

Recommendation

On the motion of Cr Leigh Bowden and seconded by Ms Kristin Twomey

That the Committee receive and note the report.

CARRIED

GENERAL BUSINESS

A meeting poll will be distributed in September following the Local Government elections to determine the most suitable date for the RRL Advisory Committee AGM in October 2021.

CLOSE OF MEETING

The Riverina Regional Library Advisory Committee rose at 12:14pm.



Management Plan 2021-2022

Riverina Regional Library Management Plan 2021-2022

Riverina Regional Library Management Plan 2021-2022

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Riverina Regional Library Management Plan 2021-2022

CHAIRPERSON'S WELCOME

It is my pleasure to introduce the 2021-2022 Riverina Regional Library (RRL) Management Plan. This important document provides an overview of the primary strategies and documents that summarise the service intent of the organisation over the coming 12 months.

In the five years since being elected to the position of Chairperson of the RRL Advisory Committee, I have gained a much deeper appreciation of the value of a high functioning regional library service to its member councils, libraries and their communities. The RRL Administration Centre continues to demonstrate its capacity for responsive and effective service provision against a backdrop of increasing demand for existing and emerging library services. The RRL model provides high quality agreed centralised services from the RRL Administration Centre, with the management of individual libraries, staff and facilities undertaken at the local level, providing the best outcome for the many communities that RRL serves.

Libraries across the region responded with promptness and ingenuity to the NSW COVID-19 shutdown of libraries from late March to early June 2020. Supported by their colleagues at the RRL Administration Centre, staff at all libraries reimaged their service provision models to best meet the needs of local communities. Some libraries offered "click and collect" borrowing services whilst others implemented home deliveries; a number of libraries took their children's storytimes and other library programs online; and many took the opportunity for collection stocktakes and other administrative jobs that are difficult to fit into regular library operations. The RRL Administration Centre provided support to staff at all libraries across the region in many forms, increased the budget for online resources, and instigated weekly region wide Zoom meetings to ensure that staff were well supported.

After the exceptional success of the 2018-19 Renew Our Libraries funding campaign, which delivered an extra \$60m for NSW libraries over the 4-year period 2019-20 to 2022-23, the NSW Public Libraries Association (NSWPLA), of which I am President, continued to work on Phase 2 of the campaign. On behalf of its 128 member councils across the state, NSWPLA is asking the government to secure the new funding package in legislation and commit to ongoing indexation to cost of living increases, thereby ensuring the long term sustainability of the NSW public library network. Although COVID-19 has delayed the lobbying for this important change to funding for NSW libraries, the Association is at the ready to resume discussions when the time is right.

In the final two years of my last term as NSWPLA President, I remain committed to continue working with NSWPLA members and partner organisations, the State Library of NSW and communities across the state, to ensure that the value of public libraries will continue to be recognised by government for the exceptional benefit they provide to communities across the state.

In closing, I would like to acknowledge the contribution of RRL's 10 member councils to the ongoing success of the organisation. This strong commitment will ensure that RRL moves into the future as an exemplar of regional collaboration, demonstrating the exceptional benefits that can accrue from a robust and resilient mutual association of councils.

Councillor Dallas Tout
Chairperson

Riverina Regional Library Management Plan 2021-2022

EXECUTIVE DIRECTOR'S INTRODUCTION

I am pleased to present the Riverina Regional Library (RRL) Management Plan 2021-2022. This document provides an overview of the service intent of the organisation by aggregating our organisational planning and financial mechanisms.

RRL is the largest regional library service, in terms of participating Councils, in NSW. The organisation includes 10 member Councils in a geographic area of 47,915 sq km, served by a network of 19 branch libraries, 2 deposit stations, and a mobile library that visits 27 communities.

Libraries continue to evolve as the needs of their diverse communities trigger new collection, program and service requirements. There are some 1,500 public libraries across Australia, all recognised as community focal points where people can be informed, educated, entertained and integrated. They are safe places where people can meet, socialise, share experiences, or simply just enjoy the ambience.

The RRL network is experiencing the same demands for increased collections, programs, services and spaces. Whilst the RRL Administration Centre (RRLAC), which develops and delivers a range of centralised services to its branch library network, has well established processes in place to ensure high quality service provision, the organisation has a variety of challenges that need to be mitigated in the short term. With an aging workforce of just 14.3 FTE employees and an average age of 50 years, succession planning is a critical success factor for the future prosperity of the organisation. We need to consider what our emerging workforce will look like, and how it may differ from the current roles and associated skillsets.

The prominence of technology across almost everything that we do highlights the need for new skills and capabilities to ensure that optimum digital engagement is achieved across the RRL network. As part of a rolling restructure that is being implemented as staff retire, the new role of Digital Engagement Coordinator was filled during 2020. This transformative role will consider all things digital, from the capability of the current library management system, to the redevelopment of the RRL website, and onwards to the establishment of a regionwide digitisation strategy for the preservation of historical records and items that are held in libraries and communities across the region.

The COVID-19 NSW library shutdown from late March to early June 2020 placed libraries across the country in an unprecedented position – libraries without people. Whilst libraries have for many years incorporated a growing range of online resources and programs into their service offerings, in the main they augmented physical resources and in-house presentations. For the first time in living memory, online resources and programs took centre stage as the dominant library offerings in the absence of physical access to library services. The Australian public library sector is in the fortunate position to have a well established and effective network of collaboration at national, state, regional and local levels, which provided a beneficial platform for libraries across the country to optimise capacity, share innovations, and strengthen partnerships. RRLAC worked closely with its regional, interstate and national networks to ensure that all libraries across the RRL network were well supported to continue offering services to their communities even while libraries were closed. Additional online resources were purchased to help fill the gap created by library closures.

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Staff at all RRL branches pivoted services to suit local needs, demonstrating their amazing capacity to continue meeting the needs of their communities, even under the most challenging of circumstances. Although the mobile library had to be withdrawn from service for the duration of the shutdown, the combined efforts of RRL libraries and RRLAC staff ensured that mobile library borrowers also had access to collections.

The RRL Integrated Planning Strategy 2018-2022 (IPS) remains the centrepiece of the Management Plan. It articulates the vision, mission, values and strategic objectives of the organisation, and demonstrates how these aspirations will be achieved through specific actions with measurable outcomes. The updated IPS has been developed with a greater focus on the capacity and sustainability of the regional library service as a whole. The IPS strategic objectives of Build Capacity; Shape the Future; Create Connections, reflect this intent.

The ongoing support of RRL member Councils, Advisory Committee and staff provide the organisation with a strong vision and a clear mandate to pursue excellence through inspired planning, embracing change, optimising innovation, and always seeking to improve. The RRL Administration Centre looks forward to working closely with its member Councils and branch libraries during 2021-22 to provide an inspiring range of library spaces, collections, programs and services for the constituents across our region.

Robert Knight
Executive Director – Riverina Regional Library

ABOUT THE RIVERINA REGIONAL LIBRARY

The Riverina Regional Library (RRL) is the largest regional library service in NSW in terms of participating member Councils, and the second largest in terms of population served. It provides library services to 140,761 constituents of 10 local government areas, those being the Councils of Bland, Coolamon, Cootamundra-Gundagai, Federation, Greater Hume, Junee, Lockhart, Snowy Valleys, Temora and the City of Wagga Wagga. The service consists of 19 stationary library branches, as well as a mobile library serving 27 communities.

RRL was established in 1978 and has grown from its initial membership through the admission of additional Councils throughout its history. Bland Shire Council is the most recent LGA to join RRL, commencing on 1 January 2015.

RRL has for some years been considered a leader amongst regional libraries. Staff from across the organisation participate in a number of statewide projects, provide representation on various State Library of New South Wales committees, contribute to the development of policy and other documentation at the State level, and demonstrate leadership in a range of service and technology innovations. RRL has also taken a lead role regionally, and has instigated various collaborative initiatives with other libraries in the South-West Zone as well as willingly sharing its capacity with libraries across the Zone.

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RIVERINA REGIONAL LIBRARY GOVERNANCE

The Riverina Regional Library operates under two primary pieces of legislation – the Local Government Act 1993 and the Library Act 1939.

Riverina Regional Library operates under Section 12) 1) a) of the Library Act, which prescribes that:

“Two or more local authorities may enter into an agreement whereby the local authority of one area undertakes the function of providing, controlling and managing libraries, library services or information services within the area or areas of the other local authority or local authorities.”

Wagga Wagga City Council undertakes the role of “Executive Council” under the current Riverina Regional Library Deed of Agreement, and the Riverina Regional Library operates under the policies of the Executive Council in order to comply with the requirements of the Local Government Act.

An advisory committee, known as the Riverina Regional Library Advisory Committee, provides advice and recommendations to the Executive Council on matters pertaining to Riverina Regional Library. The Advisory Committee includes 23 representatives from member Councils, as well as the Executive Director. The Advisory Committee has appointed an Executive Committee that meets on an as-required basis to consider complex issues for recommendation to the Advisory Committee.

The Riverina Regional Library Advisory Committee meets twice each year.

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RIVERINA REGIONAL LIBRARY DEED OF AGREEMENT

The current Riverina Regional Library Deed of Agreement was adopted in 2018 for a period of 4 years.

The content of the Agreement is as follows:

RIVERINA REGIONAL LIBRARY

**Deed of Agreement
Between
the Council of the City of Wagga Wagga
and the Councils of Bland, Coolamon, Cootamundra-Gundagai, Federation, Greater Hume,
Junee, Lockhart, Snowy Valleys and Temora
for the Provision of Library & Information Services
2018 - 2022**

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THIS AGREEMENT made the day of two thousand and thirteen BETWEEN THE COUNCIL OF THE CITY OF WAGGA WAGGA AND THE COUNCILS OF BLAND, COOLAMON, COOTAMUNDRA-GUNDAGAI, FEDERATION, GREATER HUME, JUNEE, LOCKHART, SNOWY VALLEYS AND TEMORA, (hereafter called "the Member Councils") WHEREAS the Councils have by individual resolutions resolved to adopt the Library Act 1939 (as amended) AND WHEREAS it is provided in Section 12(1) of the said Library Act that two (2) or more Councils may enter into an agreement whereby the Council of the one area undertakes the function of providing, controlling and managing libraries, library services or information services within the area or areas of the other Council or Councils upon the terms and subject to the conditions specified in the said agreement and WHEREAS the Member Councils have agreed to delegate to the Council of the City of Wagga Wagga (hereafter called WWCC) the power to provide, control and manage all libraries, library services or information services within the abovementioned Local Government Areas in accordance with the provisions of the said Library Act (as amended) and with the conditions hereinafter appearing AND WHEREAS the Member Councils have agreed that this agreement shall replace any other library agreements existing between the WWCC and Bland, Coolamon, Cootamundra-Gundagai, Federation, Greater Hume, Junee, Lockhart, Snowy Valleys and Temora (hereafter called the other Councils):

1. RIVERINA REGIONAL LIBRARY SERVICE

1.1 A joint library service to be known as the Riverina Regional Library (hereafter called RRL) shall operate throughout the entirety of the areas of the Councils.

1.2 The Mission Statement of the RRL shall be:

Creatively connecting people, information and knowledge

1.3 The residents of the WWCC and the other Councils shall be entitled to the same privileges in regard to the services provided under this agreement.

2. RIVERINA REGIONAL LIBRARY ADVISORY COMMITTEE

2.1 A Riverina Regional Library Advisory Committee (hereafter called the Committee) shall be appointed to advise the Councils on matters of library, information management networks and research, records management and archiving policy, including the preparation of policy statements and Management Plans and strategies for the overall development of library and information services for the RRL and within the Areas of the Councils for adoption by the Councils.

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3. MEMBERSHIP OF THE COMMITTEE

- 3.1 WWCC shall appoint five persons, three of which must be elected members, and each of the other Councils shall appoint two persons, one of which must be an elected member, (hereinafter referred to as delegates) to be members of a committee to be known as the Riverina Regional Library Advisory Committee (hereinafter referred to as "the Committee").
- 3.2 Each Member Council shall appoint one alternate delegate (hereinafter referred to as the alternate delegates) to the Committee to attend in the absence of delegates.
- 3.3 The Member Councils shall appoint their delegates and alternate delegate at the first Council meeting held after the quadrennial Local Government Elections.
- 3.4 Any vacancy occurring in the Committee by death, resignation, disqualification or otherwise, shall be filled by the appointment of a new delegate by the appropriate Council at its next Ordinary Meeting for the remainder of the quadrennial term. A Member Council will notify the Committee in writing of the new member's details.
- 3.5 Each delegate and alternate delegate may be removed from office at any time by the resolution of the appointing Council.
- 3.6 Each Member Council shall indemnify the Executive Council in respect of any liability incurred in relation to each of its appointed members.

4. PROCEEDINGS OF THE COMMITTEE

- 4.1 The Committee shall meet on not less than two occasions each year.
- 4.2 The meeting of the Committee immediately following the appointment of delegates by each of the Member Councils in Local Government election years shall be the meeting for the election of Office Bearers and the Executive Committee (see section 4.7) for the period until the next Local Government election and shall be known as the Annual General Meeting (AGM). The order of business to be conducted at the first AGM after a Local Government election shall be as follows:
 - i) Election of Chairperson
 - ii) Election of Deputy Chairperson
 - iii) Election of Executive Committee

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- iv) Any other business that is necessary for the due and proper conduct of the RRL, including receipt of Annual Reports for financial year preceding
- v) Meeting places for the forthcoming year shall be decided

The final meeting for the year will be the AGM in years between Local Government elections. The order of business to be conducted shall be as follows:

- i) Any business that is necessary for the due and proper conduct of the RRL, including receipt of Annual Reports for financial year preceding
- ii) Meeting places for the forthcoming year shall be decided

- 4.3 The election for the Chair, Deputy Chair and Executive Committee will be carried out in accordance with Schedule 7 of the Local Government General Regulation 2005. (See Appendix One for Election Procedure)
- 4.4 The Executive Director shall call an extraordinary meeting on the request of the Chairperson or any three members of the Committee.
- 4.5 The procedure for the conduct of Meetings and General Business of Councils as provided for in the Local Government Act, 1993, (as amended), and the Regulations made there under shall apply to the conduct of Meetings and General Business of the Committee.
 - 4.5.1 The quorum for a meeting of the RRL Advisory Committee is a majority of delegates or alternate delegates appointed by Member Councils
 - 4.5.2 If a quorum is not present at a meeting, the Executive Committee has the power to make recommendations on behalf of the Advisory Committee to the Executive Council on matters arising from that meeting
- 4.6 WWCC has five votes and each other Member Council has two votes. Delegates or alternate delegates must be present at meetings to cast their vote.

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- 4.7 The Executive Committee, comprising the Chairperson, Deputy Chairperson and four other delegates appointed by the Committee, two of which must be elected members, and two of which must be Council officers together with the Executive Director, shall form a Working Group within the Committee to act on urgent issues as required by the Committee and develop plans and policies for presentation to the Committee. Business shall not be transacted at any meeting of the Executive Committee unless a majority of members be present.
- 4.8 In the event of a vacancy occurring in the Executive Committee by reason of death, resignation, disqualification or otherwise, the Committee shall fill the vacancy by appointment of a member of the Committee to the Executive Committee.
- 4.9 Any notice of motion recommending amendment of this Agreement by the Committee shall be given in writing by the Member Councils at least one month before the meeting of the Committee at which the motion is to be discussed.
- 4.10 No alteration shall be made to this Agreement unless the proposal for alteration has the support of two thirds of the Member Councils.
- 5. RESPONSIBILITIES OF THE MEMBER COUNCILS**
- 5.1 Member Councils aim to conduct public library and public information services at a standard no less than that recommended from time to time by the Library Council of New South Wales.
- 5.2 The Member Councils shall provide suitable Branch Library facilities complete with the necessary fittings and furnishings, and any computer and RFID equipment required beyond that specified in the RRL Information Technology Plan. Maintenance, cleaning, lighting and security of the facilities will be provided by member Councils. The number of Branch Libraries to be serviced under this agreement shall be limited to those approved by the Committee from time to time.
- 5.3 Should any member Council require an additional Branch facility, that Member Council shall, at its own expense and after consultation with the Library Committee, provide suitable Branch Library buildings within their respective council area complete with the necessary fittings and furnishings, computer and RFID equipment and establishment collection at a standard agreed to by the Committee. (Establishment stock is defined as a core collection of library material that is of a comparable quantity and standard to the collections held by other branch libraries in the region of a similar size.) Such buildings, fittings and furnishings and establishment stock shall remain the property of the individual member Council.

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- 5.4 In planning new buildings for branch libraries or the refurbishment of existing libraries, the Member Councils shall seek the advice of the RRL Executive Director. The RRL Executive Director is to be consulted on all library resourcing matters which relate to the Riverina Regional Library.
 - 5.5 Staff required at Branch Libraries shall be employed by the Member Council concerned. Parties to the Agreement agree to confer with the RRL Executive Director on matters concerning employment, conduct, performance, discipline and promotion of staff.
 - 5.6 The Member Councils shall determine the opening hours of the Branch Libraries in their areas in consultation with the RRL Executive Director.
 - 5.7 RRL shall administer a Mobile Library Service for member Councils that request a Mobile Library Service. All costs for the mobile service shall be met by those Member Councils receiving service in proportion to the extent of service provided and agreed to for each Member Council as provided for in the funding formula. Mobile Library timetables will be established by negotiation.
 - 5.8 Any member Council that utilises the Mobile Library Service must provide not less than two years notice of its intention to withdraw from, or reduce its level of, service provision. Requests for increased levels of mobile library service by member Councils currently utilising the service, or requests for the provision of Mobile Library service from member Councils currently not utilising the service, will be considered if service hours become available. Councils currently utilising the service will be given priority for additional service hours.
 - 5.9 The Member Councils shall make payment in full of half-yearly membership contributions, as agreed in the annual RRL budget, during the months of July and January each year.
- 6. RESPONSIBILITIES OF THE COMMITTEE**
- 6.1 To conduct its meetings and business and to ensure its records and accounts are kept in accordance with the provisions of the Local Government Act and Regulations, 1993, the Library Act Section 11 and Regulations, 1939 (as amended), and of this agreement.
 - 6.2 To provide annually to member Councils the estimates of expenditure and income for the ensuing year in accordance with the requirements of Section 9.5
 - 6.3 To provide member Councils with copies of the Minutes of each meeting of the Library Committee.

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- 6.4 To submit to the Councils an annual report which shall include details of the activities of the Library Committee and the Regional Library service over the preceding twelve months.
- 6.5 To make recommendations on matters pertaining to the provision of library and information services.
- 6.6 To develop, maintain and monitor the implementation of a RRL Management Plan as required of Councils under the Local Government Act, 1993.
- 6.7 To prepare policy statements on relevant aspects of service for adoption by all Member Councils and periodically review policies as determined by the Committee when adopting the policy in order to improve the provision of library services for residents of the RRL area.
- 6.8 To use its best endeavours to obtain the full benefit of grants and maximum subsidies made available by the Commonwealth, the State and other respective instrumentalities and agencies for Libraries and Library Services.
- 6.9 To co-operate with libraries and library systems in the wider library network on such terms and conditions as may be agreed.
- 6.10 The Committee shall pay rental for the workspace, furniture, fittings, equipment used by Riverina Regional Library Administration Centre staff in accommodation provided by the Wagga Wagga City Council. The charge shall be based upon the rental charge contained in the 2018-2019 budget with rate pegging applied as prescribed in the adopted funding formula. This amount to be included as part of the annual budget for the Riverina Regional Library.
- 6.11 To pay to the Executive Council each year an administration fee to compensate for the accounting, financial, human resources, fleet management and any other agreed functions performed by the Executive Council. This amount to be included as part of the annual budget for the Riverina Regional Library.
- 6.12 The Committee shall be responsible for meeting the costs of insuring:
- collection of the Riverina Regional Library
 - mobile library and collections
 - library management system and RFID hardware and software at branches and regional headquarters
 - motor vehicles used by regional headquarters staff
 - regional headquarters public liability and professional indemnity

Insurance for establishment stock is the individual responsibility of member Councils (see 5.3).

Riverina Regional Library Management Plan 2021-2022**7. RESPONSIBILITIES OF THE EXECUTIVE COUNCIL**

The appointment of the Executive Council shall be for a period of four years, to be determined by the Committee at its AGM in the preceding year.

WWCC shall be the Executive Council in the period of this agreement and will be responsible for the provision of full administrative services to the Committee. The service shall be provided in accordance with the policies established by WWCC at the time of signing this agreement and thereafter decided upon by it with the advice of the Committee in accordance with the provisions of the Library Act 1939 (as amended), including Sections 10 and 10a as specified, and this agreement.

It should be noted that this Agreement provides a mechanism for dispute resolution and mediation as detailed in Section 12.

Administrative services provided by the Executive Council to the Committee shall include:

- 7.1 Appointment of Regional Headquarters staff within an approved organisational structure and determination of the desirable qualifications and grading of such staff in consultation with the Committee.

For the purpose of continuity of service, cessation of service, superannuation contributions, taxation deductions, Workers Compensation Insurance, Holidays, Sick Leave and Long Service Leave, all RRL Staff shall be deemed to be employees of the Executive Council. The Committee shall indemnify and reimburse the Executive Council for all expenditure and any liabilities incurred by the Executive Council under this Section.

- 7.2 The keeping and auditing of all records and accounts in accordance with the provision of all Acts, regulations and by-laws.

- 7.3 The preparation of agendas and business papers for Committee meetings, the keeping of minutes of the meetings and the implementation of all decisions of the Committee.

- 7.4 The lodgement of all accountability documents and the signing of all contracts relating to the library service as required by law on decision of the Committee.

- 7.5 The employment conditions of RRL Administration Centre staff.

- 7.6 The maintenance of all vehicles owned on behalf of the Committee.

- 7.7 The powers and duties of a local authority relating to the provision, control and management of the RRL as prescribed in Section 12 (1) (c) Library Act 1939.

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8. RIVERINA REGIONAL LIBRARY MANAGEMENT AND ADMINISTRATION

- 8.2 A RRL Executive Director shall be appointed by the Executive Council in consultation with the Committee.
- 8.2.1 The RRL Executive Director shall be a qualified Librarian or will hold a degree level qualification in a related field .
- 8.2.2 The RRL Executive Director shall be responsible to the General Manager for the administration of the services provided by the library service and to supervise and control RRL staff employed by the Executive Council.
- 8.2.3 The RRL Executive Director shall provide administrative services and support to the Committee and the Executive Committee.
- 8.2.4 The RRL Executive Director shall attend meetings of the Committee and of the Executive Committee, but is not entitled to vote.

9. MANAGEMENT PLAN

- 9.1 The Committee shall adopt an annual RRL Management Plan by 30 June in each year.
- 9.2 The Committee shall, by February each year, provide each Member Council with a copy of the Riverina Regional Library's draft annual Management Plan, incorporating any requirements under the Local Government Act 1993 and the Library Act.
- 9.3 The proposed annual Riverina Regional Library Management Plan shall also include the following financial information
- i) The amount of funds currently held by the Riverina Regional Library.
 - ii) The amount of each Member Council's proposed financial contribution to the RRL for the financial year commencing 1 July.
 - iii) The amount of funds to be received from any other source by the RRL in the financial year commencing 1 July.
- 9.4 The amount to be contributed to the RRL by each Member Council during each financial year shall be the amount specified in the Riverina Regional Library's adopted annual Management Plan as the contribution of that Member Council.

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- 9.5 An agreed formula shall be used to determine the budget contribution for each Member Council which shall be predicated on a per capita contribution by member Councils according to the most recent ABS census data available. The formula (attached as Appendix Two) shall be reviewed and adopted annually by the Committee.
- 9.6 Should the Committee determine that the budget contribution for Member Councils involves an increase above the the amount resulting from the application of the agreed funding formula (see section 9.5 and Appendix One) in any year, adoption will require the unanimous approval of Member Councils.
- 9.7 In addition to the contributions payable under this Section, a Member Council shall be responsible for the Riverina Regional Library's costs in providing any additional service or resource requested by that Member Council. These costs are to be paid within thirty days of the Member Council receiving an invoice from the RRL for the provision of such service or resources.
- 9.8 In the event that the proposed annual RRL Management Plan does not obtain the unanimous approval of the Member Councils the matter shall be referred back to the Committee for review and subsequently may be adopted in its original or amended form by a majority of members of the Committee. In this event contributions by member councils shall be the amounts specified as per Section 9.5 and Appendix One. In the event of the proposed annual RRL Management Plan not obtaining a majority approval the matter will be referred to the Executive Council for resolution and the resolution will be no more than the amounts specified as per Section 9.5 and Appendix One. The adoption of the annual RRL Management Plan is binding on all Member Councils.
- 9.9 Each Member Council's financial contribution to the RRL shall be paid in half-yearly instalments during the months of July and January of each year.
- 9.10 Any Member Council may make a contribution to the RRL above the adopted contribution in any one year.

Riverina Regional Library Management Plan 2021-2022**10. ASSETS**

- 10.1 All Library materials, equipment and other assets held by the Committee on behalf of the Member Councils prior to the execution and following the execution of this agreement shall be held by the Executive Council on behalf of Member Councils until termination of this agreement.
- 10.2 The Executive Director shall maintain a current register of the assets owned by the Executive Council on behalf of RRL. The Assets Register will be tabled at the Committee's Annual General Meeting.
- 10.3 Member Councils, unless otherwise agreed to, are to give a minimum of two years notice in writing of its intention to withdraw assets from the use of the RRL.
- 10.4 The Executive Council shall be responsible for the maintenance, repair, replacement and operating costs of assets owned by the Executive Council on behalf of the RRL. The costs will be budgeted for and borne by the RRL.
- 10.5 Member Councils shall, unless otherwise agreed to by all Member Councils, be responsible for the maintenance, repair, replacement and operating costs of assets owned by the respective Councils and provided for the use of the RRL.

11. ENTRY AND EXIT OF PARTIES

- 11.1 A Council which is not a party to this Agreement may, by supplementary agreement with the Member Councils, be admitted as a party to this Agreement and subject to the provisions of the supplementary agreement, shall have the same rights, duties and obligations of the Councils under this Agreement. The amount payable by the new Council for admission to membership in the RRL shall be as recommended by the Committee and resolved by the Executive Council.
- 11.2 A Member Council may withdraw from this Agreement having given not less than two years' notice in writing to the Executive Director of its intention. The final date for providing notice of withdrawal from this Agreement is two years prior to the expiry of the Agreement.
- 11.3 A Member Council which has given notice under Section 11.2 must, unless otherwise agreed to by all Member Councils, withdraw from this Agreement on 30 June in any year.

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- 11.4 A Member Council which withdraws from this Agreement shall be entitled to:
- i) the physical library collection currently allocated to libraries in the Council's area
 - ii) the computer hardware and RFID hardware currently allocated to libraries in the Council's area in accordance with the RRL Information Technology Plan
 - iii) a portion of the unrestricted funds held by the RRL (those being funds not held in reserves for a specific purpose) as at the date of its withdrawal from the Agreement, less an agreed amount which represents the administration costs to RRL of the withdrawal
- 11.5 The portion of unrestricted funds to which a Member Council is entitled:
- i) Shall be calculated according to the value of the unrestricted funds as disclosed by the relevant audited financial statements
 - ii) Shall be in the same proportion as its financial contribution to the RRL over the five-year period prior to exit date, or since joining the RRL if the period is less than five years
 - iii) Will be taken as a cash payment
- 11.6 A Member Council which withdraws from this Agreement shall be liable for a portion of the liabilities, including contingent liabilities, of the RRL as at the date of its withdrawal from the Agreement.
- 11.7 The portion of the liabilities and contingent liabilities to which a Member Council is liable:
- i) Shall be calculated according to the liabilities and contingent liabilities as disclosed by the relevant audited financial statements and reports, and any notes attached to them
 - ii) Shall be in the same proportion as its financial contribution to the RRL over the previous five-year period or since joining the RRL if less than five years.
- 11.8 It is agreed by all Member Councils that the decision of the group comprising the Chairperson of the Committee the RRL Executive Director and a delegate from the withdrawing Council, shall be final and binding in respect of calculating the unrestricted funds and liabilities of the Committee at any time and of the books, computer and RFID hardware, and cash to be apportioned or paid to a Member Council upon termination, withdrawal or expulsion pursuant to this Agreement.
- 11.9 All Member Councils agree that there shall be a right of appeal in respect of any such decision with the Library Council of New South Wales to act as arbitrator in any dispute regarding the allocation of assets to Regional Libraries on the exit of a Member Council.

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12. DISPUTE RESOLUTION

In the event of any dispute or difference arising between the Member Councils concerning matters related to the Library Service, and where they are unable to agree on any such matter, then such a dispute, difference or inability to agree shall be submitted by the Committee to the Library Council of NSW for mediation and advice as prescribed under section 12(5) of the Library Act 1939 as amended.

12 (5) It shall be a term of every agreement made under this section, whether the agreement is made before or after the day appointed and notified under section 2 (2) of the Library (Amendment) Act 1977, that any dispute arising under the agreement shall, on the application to the Council of a party to that agreement, be settled by arbitration by an arbitrator appointed by the Council.

13. DISSOLUTION

13.1 The RRL may be dissolved by agreement of at least two thirds of the parties to this Agreement including those admitted as a party by supplementary agreement on the 30th June in the following calendar year.

13.2 If the RRL is dissolved under this Section:

- i) Each Member Council shall be entitled to a portion of the Riverina Regional Library's assets calculated according to its proportion of financial contribution and the assets held at its branch libraries. Distribution of assets shall be determined as follows:
 - a) Each Member Council shall be entitled to retain the computer and RFID hardware at the library premises within their local authority area.
 - b) Each Member Council shall be entitled to retain the current collection of books and other library resource materials at the library premises within their local authority area. Items on loan to other libraries should be returned to the home branch.
 - c) The software licences used by the libraries within a Member Council's area should be retained by that Member Council, or assigned to that Member Council for the remainder of the period for which software licences are paid
 - d) The Mobile Library is to be sold at public auction and the proceeds of the sale be distributed between the Member Councils who use the mobile library on the same basis that they contributed to it.

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- e) The remaining tangible property (not dealt with above) which is held at the RRL Administration Centre by the Executive Council on behalf of the member Councils of the RRL shall be sold at public auction and the proceeds of the sale be distributed between the Member Councils in the same proportion as its financial contribution to the RRL over the previous five-year period or since joining the RRL if less than five years.
 - f) If there are any funds left over after all liabilities have been met by the Executive Council in relation to the RRL, then these funds should be distributed to the Member Councils in the same proportion as their financial contribution to the RRL, over the previous five-year period or since joining the RRL if less than five years.
- ii) Each Member Council shall be liable for a portion of the liabilities and contingent liabilities of the RRL in the same proportion as its financial contribution to the RRL over the duration of this agreement.

14. EXPULSION OF A MEMBER COUNCIL

14.1 Upon the passing of a recommendation having the support of the delegates of a majority of the Committee for the expulsion from the Agreement of a Member Council, and after opportunity accorded to the delegates of that Member Council to be heard and or make written submissions to the Committee prior to such a resolution being made, then such Council shall be expelled from the Committee and from the benefits of this Agreement to take effect on 30 June in the following calendar year after notification by the Executive Council.

14.2 In such case the expelled Council shall be entitled to:

- i) the physical library collection currently allocated to libraries in the Council's area
- ii) the computer hardware and RFID hardware currently allocated to libraries in the Council's area under the RRL Information Technology Plan
- iii) a portion of the unrestricted funds held by the RRL (those being funds not held in reserves for a specific purpose) in the same proportion as its financial contribution to the RRL over the previous five-year period or since joining the RRL if less than five years, at the date of expulsion and after provision for payment thereof of all the liabilities of the Committee as prescribed in Section 11 of this Agreement.

15. STANDARDS OF SERVICE

15.1 The standard of library service to be provided shall be reviewed annually, particularly with regard to expenditures on library resources and staff, with a view to raising the standard by stages towards a target level determined in the approved Management Plan.

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15.2 Specific Service Level Agreements will be maintained with each Member Council to ensure services are being provisioned to the agreed standards and targets. These Agreements will include collection development, collection management, provision of information services, technical services and systems development, training programs and the provision of library programs.

16. CURRENCY OF AGREEMENT

- 16.1 This agreement shall continue in force for a period of four (4) years from the 1 July 2018 unless dissolved in accordance with Clause 13.
- 16.2 This Agreement supersedes in all respects all preceding agreements relating to the provision of library services between the City of Wagga Wagga and the Councils of Bland, Coolamon, Cootamundra-Gundagai, Federation, Greater Hume, Junee, Lockhart, Snowy Valleys and Temora.
- 16.3 In the event of any amalgamations the Executive Council, in consultation with the Committee, will review the Agreement and provide a report recommending necessary actions for the continuance of the Riverina Regional Library.

17. ELIGIBILITY FOR STATE SUBSIDY PAYMENTS

- 17.1 Member Councils of RRL will comply with the provisions of Section 13 of the Library Act 1939 in order to be eligible for library subsidy payments from the state.

18. REVIEW OF AGREEMENT

Following the granting of Royal Assent to a revised Library Act, all member councils of RRL agree to have this Library Agreement reviewed in accordance with the provisions of the new Act in order to achieve compliance.

19. OTHER

Any provision of the Agreement or part thereof which in any way contravenes any applicable law of the Commonwealth of Australia or of the State of New South Wales thereof or which is declared by any court of the Commonwealth or the State of New South Wales to be void or unenforceable shall to the extent of such contravention of law, invalidity or unenforceability be deemed to be separate and shall not affect any other provision or part thereof of this Agreement.

APPENDIX ONE

(Reference: Item 4.2 of the Riverina Regional Library Agreement)

In accordance with Schedule 7 Part 1 of the Local Government Regulation 2005, a Returning Officer is to be appointed to record the election for the period of the election process.

Nominations will be accepted from the floor, requiring a mover and seconder as well as the consent of the nominee.

If only one member is nominated for a position and accepts the nomination, that member shall be elected.

If two members are nominated, voting shall be by a show of hands. The member who receives the highest number of votes shall be elected.

If the votes are tied, the member elected will be drawn by lot.

If three or more members are nominated, voting shall be by a show of hands. After the first count, the member with the lowest number of votes (or the members in excess of the number required for the Executive Committee with the lowest number of votes) is/are excluded. If the votes are tied, the member excluded will be drawn by lot.

Riverina Regional Library Management Plan 2021-2022**APPENDIX TWO****(Reference: Item 9.5 of the Riverina Regional Library Agreement)**

- i) The base contribution for this agreement will be the adopted 2018-2019 RRL budget.
- ii) The WWCC will pay the first \$100,000 of RRL operational costs each year in recognition of its status and benefits received as the Executive Council, and will continue such while ever it holds the position of Executive Council. The amount of \$100,000 will be indexed to rate pegging each financial year commencing 2008-2009.
- iii) Adequate provision shall be made for replacement of IT equipment and Mobile Library vehicles through annual contribution to reserves.
- iv) The funding provided for Riverina Regional Library Administration Centre staffing in year one of the Agreement shall not be less than the amount allocated in the adopted 2018-2019 budget. Annual adjustments to actual employment costs of RRL Headquarters staff shall be applied as prescribed in the funding formula. Any proposed variations to the adopted RRL organisational structure shall be endorsed by the RRL Advisory Committee and administered by the Executive Council.
- v) 100% provision for employee entitlements (excluding sick leave) of RRL Headquarters staff for the period of this agreement will be held in reserve.
- vii) Increases in contributions for operational, reserves and resourcing costs shall be based on annual rate pegging increases, unless varied in accordance with Section 9.6.
- viii) Increases in contributions for employee costs will be based on actual costs.
- ix) Total expenditure on collection resources in the adopted 2018-2019 budget will be the base amount for future rate pegging adjustments for collection resources expenditure.
- x) Any increase will apply to the per capita contribution in order to reflect population variances between Member Councils.
- xi) Mobile Library costs will be shared amongst Councils receiving mobile library services based on an hours of service calculation, which includes travel time and opening hours.
- xii) Member Councils shall pay the required contribution to the RRL in accordance with the agreed funding formula and retain all state government payments and grant funding other than grant funding for specific projects administered by the RRL Administration Centre.

Riverina Regional Library Management Plan 2021-2022

OUR VALUES

The Riverina Regional Library has adopted the following values as part of its 2018-2022 Integrated Planning Strategy:

Respect for people, ideas and knowledge

Commitment to fostering learning communities

Integrity, equity and quality of service

Riverina Regional Library Management Plan 2021-2022

OUR PEOPLE

The RRL Administration Centre is staffed by 17 staff members for a combined total of 14.9 full-time equivalent (FTE) staff. Of these, 2.4 FTE staff undertake their work outside the RRL Administration Centre on the Mobile Library and Internal Delivery Service.

The remaining 12.5 FTE staff members provide a broad range of centralised library services to the 20 libraries (including the Mobile Library) across the RRL network in the areas of:

- Administration and Governance
- Collection Services
- Information Services
- eLibrary and IT Services
- Outreach programs and promotions
- Mobile library services

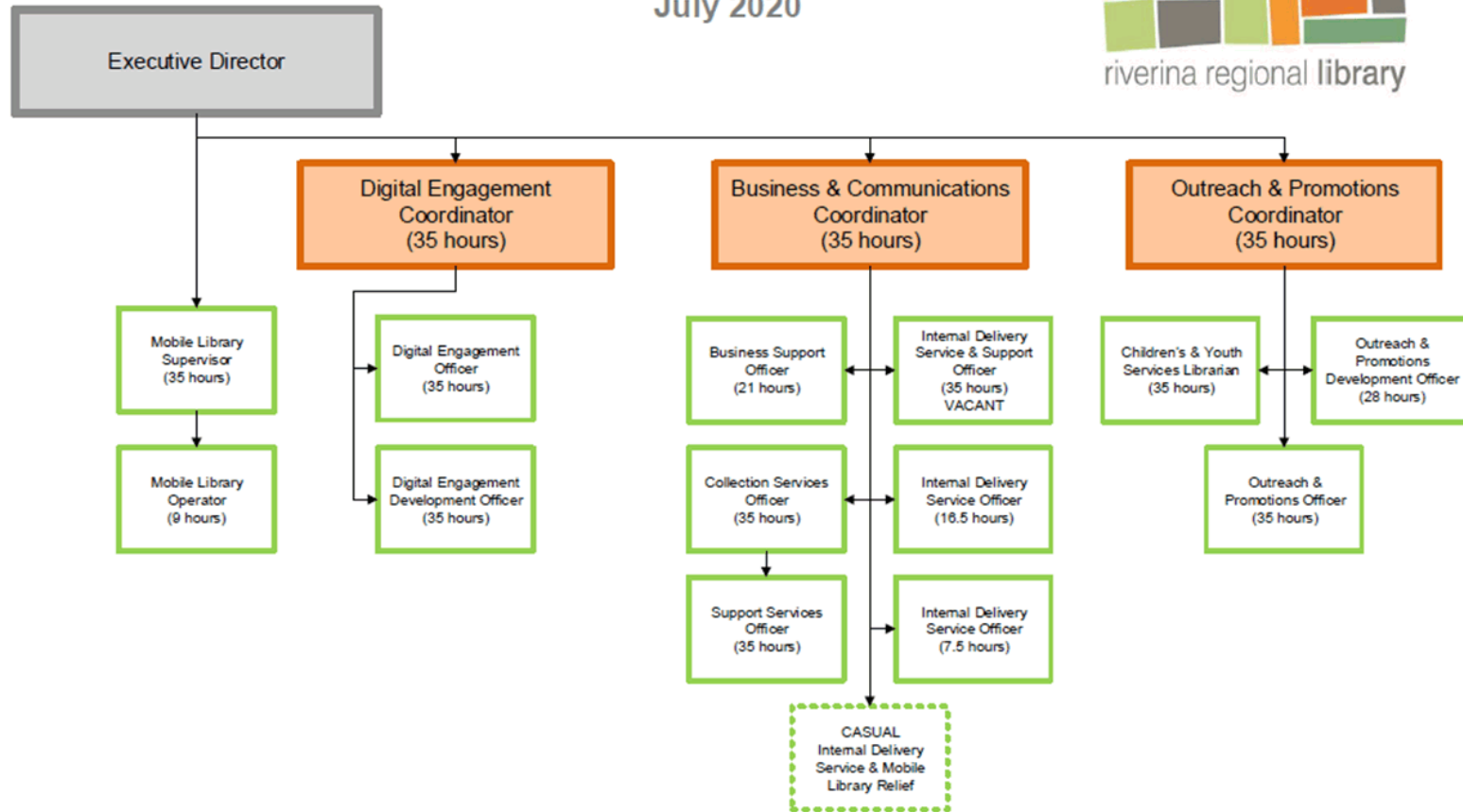
Service provision is split across the Office of the Executive Director and three divisions:

<p>Office of the Executive Director, which undertakes:</p> <ul style="list-style-type: none"> • Administration and Governance • Strategic Development • Political Alignment • Mobile Library Service 	<p>Business & Communications Division, which undertakes:</p> <ul style="list-style-type: none"> • Support for the office of the RRL Executive Director • Support of the RRL Advisory Committee • General administrative support • Development and maintenance of policy and strategy • Development and monitoring of budgets • Internal Delivery Service • Collection Services 	<p>Outreach & Promotions Division, which undertakes:</p> <ul style="list-style-type: none"> • Information Services • Community Learning • Programs and Promotions 	<p>Digital Engagement Division, which undertakes:</p> <ul style="list-style-type: none"> • IT Services • eLibrary Services
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The RRL organisational structure is reviewed annually to ensure that it includes the range of positions that are required to meet the changing demands of a dynamic organisation.

Riverina Regional Library Management Plan 2021-2022

RIVERINA REGIONAL LIBRARY ORGANISATIONAL CHART July 2020



Riverina Regional Library Management Plan 2021-2022

OUR STRATEGIC DIRECTION

The development of the Riverina Regional Library Integrated Planning Strategy 2018-2022 concentrated on the capacity and sustainability of the regional library service as a whole. Whilst the document continues to respond to the RRL Collections to Clients strategy, which changes the focus of library operations from the traditional collections orientation to customer service outcomes, the 2018-2022 strategy is more outward focussed. It pays close attention to strengthening the capacity and sustainability of our branch libraries and their communities. In addition, the strategy addresses, insofar as possible, the changing environment for public library spaces, collections, services and programs.

The document is underpinned by robust planning mechanisms and incremental process improvements that have been achieved over the past 10 years, enabling the 2018-2022 strategy to contemplate how RRL can best support community connectedness across the region's 10 member Council areas.

The Integrated Planning Strategy 2018-2022 is based around an organisation-wide strategy map featuring 3 focus areas, which devolves into an organisation wide action plan.

The RRL strategy map focus areas, demonstrating the outward focus of the organisation, are:

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

The Strategic Plan articulates the following Vision Statement and Mission Statement:

VISION: *Inspiring people, engaging communities, enriching lives*

MISSION: *Creatively connecting people, information and knowledge*

The Riverina Regional Library Integrated Planning Strategy 2018-2022 is included on the pages following.

Riverina Regional Library Management Plan 2021-2022

RIVERINA REGIONAL LIBRARY INTEGRATED PLANNING STRATEGY 2018-2022

Our Vision

Inspiring people, engaging communities, enriching lives

Our Mission

Creatively connecting people, information and knowledge

Our Values

*Respect for people, ideas and knowledge
Commitment to fostering learning communities
Integrity, equity and quality of service*

Riverina Regional Library Strategy Map

Our Strategic Priorities:

Build Capacity	Shape the Future	Create Connections
Maximise our physical and virtual spaces	Optimise existing and emerging technologies	Establish and maintain strategic partnerships and alliances
Establish an enabled workforce through the development of skills, leadership and advocacy	Maintain a flexible, scalable and sustainable service model	Develop programs, collections and services that strengthen communities
Expand the service capability of our branch library network	Foster a culture of innovative thinking	Engage our communities

Riverina Regional Library Management Plan 2021-2022			
Strategic Priority: Build Capacity			
OBJECTIVES	ACTIVITIES	TIMEFRAME	PERFORMANCE INDICATOR
Maximise our physical and virtual spaces	Support branch staff in creating and maintaining welcoming and functional spaces that encourage the use of the library	Ongoing – reported biannually	Advice provided for the creation and maintenance of welcoming and functional spaces
	Build skills in smart, safe and responsible use of technology for library staff and customers	Ongoing – reported biannually	Training for staff and programs for library customers developed and delivered
	Review the website to ensure it is engaging, up-to-date, and rich in content	Ongoing – reported biannually	Website is maintained and up-to-date
	Provide and maintain an accessible mobile library service to participating Councils	Ongoing – reported biannually	Undertake internal review and report on the mobile library service annually
Establish an enabled workforce through the development of skills, leadership and advocacy	Review organisational structure annually to ensure alignment with changing needs	Ongoing – reported biannually	Organisational structure review undertaken annually in February
	Build succession planning into overall organisational planning	Ongoing – reported biannually	Succession planning workshop held annually
	RRL staff contribute to the NSW library network and other industry forums through advocacy and participation	Ongoing – reported biannually	RRL staff attend and participate in NSW library network and other industry forums as appropriate
Expand the service capability of our branch library network	Promote the strategic use of volunteers to increase capacity across RRL branch libraries	Ongoing – reported biannually	Volunteer training is incorporated with onsite program delivery
	Convene an annual branch library meeting	Ongoing – reported biannually	Branch library meeting held annually in April
	Convene annual branch library staff training days	Ongoing – reported biannually	Branch library staff training days held annually in September
	Support and encourage branch library staff attendance at external professional development forums	Ongoing – reported biannually	External professional development forum opportunities offered to branch library staff

Riverina Regional Library Management Plan 2021-2022				
Strategic Priority: Shape the Future				
OBJECTIVES	ACTIVITIES	TIMEFRAME	PERFORMANCE INDICATOR	
Optimise existing and emerging technologies	Investigate hosting services for the Libero library management system (LMS)	Ongoing – reported biannually	Report provided on investigation outcomes	
	Apply technology to support and enhance program delivery at branch libraries	Ongoing – reported biannually	Report on technology related program delivery provided annually	
	Contribute to the development and capability of critical technology platforms including LMS and RFID	Ongoing – reported biannually	Report on contributions to critical technology platforms provided annually	
Maintain a flexible, scalable and sustainable service model	Review Service Level Agreements and Integrated Planning Strategy annually	Ongoing – reported biannually	Service Level Agreements and Integrated Planning Strategy reviewed annually in February	
	Compile and distribute a financial year Annual Report	Ongoing – reported biannually	Annual Report prepared and distributed annually in October	
	Participate in a biennial external customer perceptions survey	Ongoing – reported biannually	External customer perceptions survey conducted and results distributed in March	
	Conduct an annual review RRL policies	Ongoing – reported biannually	Review of RRL policies undertaken annually in December	
	Provide a statistical analysis of RRL branch library visitation, per capita expenditure on collections and library membership in relation to the Australian Public Libraries baseline library targets	Ongoing – reported biannually	Provide a statistical analysis of RRL performance in relation Australian Public Libraries baseline library targets annually	
	Foster a culture of innovative thinking	Document and report on continuous improvement outcomes and opportunities	Ongoing – reported biannually	Continuous improvement outcomes and opportunities reported
		Identify target areas for innovation and conduct workshops with relevant stakeholders as required	Ongoing – reported biannually	Innovation outcomes reported

Riverina Regional Library Management Plan 2021-2022			
Strategic Priority: Create Connections			
OBJECTIVES	ACTIVITIES	TIMEFRAME	PERFORMANCE INDICATOR
Establish and maintain strategic partnerships and alliances	Maximise partnerships with peak state and national library organisations	Ongoing – reported biannually	Report on involvement with peak state and national library organisations
	Activate strategies and program opportunities offered by strategic partners to branch libraries	Ongoing – reported biannually	Report on strategic partner involvement within branch libraries
	Support branch libraries to identify local strategic partners with a view to increasing the service capacity of the RRL network	Ongoing – reported biannually	Local strategic partners identified and active in utilising the library
Develop programs, collections and services that strengthen communities	Ensure that the RRL Collection Development Policy and associated processes facilitate a relevant, inclusive and accessible collection	Ongoing – reported biannually	Review the Collection Development Policy annually
	Coordinate visiting authors, presenters and exhibitions to tour branch libraries	Ongoing – reported biannually	Visiting authors, presenters and exhibitions coordinated
	Develop flexible programs with a learning, literacy and/or leisure focus	Ongoing – reported biannually	Flexible programs with a learning, literacy and/or leisure focus developed
	Compile annual statistics of collection profile and usage at RRL branches	Ongoing – reported biannually	Statistics compiled and reported annually
	Investigate and evaluate the implementation of livestreamed and/or video recorded programs for use at branch libraries	Project – report due December 2018	Report provided on investigation outcomes
Engage our communities	Provide and maintain the RRL Book Club program	Ongoing – reported biannually	RRL Book Club activities and statistics reported annually
	Investigate electronic mechanisms for information sharing and promotion	Ongoing – reported biannually	Report provided on investigation outcomes
	Encourage locally relevant programming at RRL branch libraries	Ongoing – reported biannually	Promotion of programs run at RRL branches reported

Riverina Regional Library Management Plan 2021-2022

OUR SUSTAINABILITY PRINCIPLES

Riverina Regional Library recognises the importance of organisational sustainability to ensure the future prosperity of this large, regionally focussed organisation.

In an environment of local government reform and increasing financial pressure, it is incumbent on each component of the sector to understand the critical success factors affecting its ongoing sustainability.

Equally important to the capability to achieve goals and objectives is the clear definition of the scope of goods and services provided.

This is how RRL defines its service provision and the associated sustainability factors.

What We Do

The RRL Administration Centre provides centralised library services in 6 areas:

- Administration and Governance
- Collection Services
- Information Services
- eLibrary and IT Services
- Outreach programs and promotions
- Mobile library services

The RRL service model provides only services that directly enhance the delivery of collections, services and programs to customers through its large network of libraries.

Riverina Regional Library Management Plan 2021-2022

Sustainability Focus

<i>We know our business</i>	<ul style="list-style-type: none"> • <i>Clarity of purpose</i> • <i>Understanding the critical success factors of our business</i> • <i>6 areas of service provision</i> • <i>Deed of Agreement & Service Level Agreements</i>
<i>We focus on the end game</i>	<ul style="list-style-type: none"> • <i>Collections to Clients strategy (refocuses energy on client outcomes)</i> • <i>Enabled organisational structure</i> • <i>Measure customer satisfaction and activate improvements (71%-100% in 5 years)</i>
<i>We plan, do, review and improve</i>	<ul style="list-style-type: none"> • <i>Integrated Planning Strategy (includes links to staff performance plans)</i> • <i>Reporting on KPIs</i> • <i>Continuous improvement focus</i> • <i>Acknowledge and celebrate success</i>
<i>We optimise technology</i>	<ul style="list-style-type: none"> • <i>Maximise technology capability (LMS, RFID, eResources)</i> • <i>Embrace new technology opportunities</i>
<i>We are innovative and brave</i>	<ul style="list-style-type: none"> • <i>Anticipate and embrace change</i> • <i>Focus on continuous improvement and make improvement our priority</i> • <i>Solution focussed</i> • <i>Change managers, not change followers</i> • <i>Flexible and scalable service model</i>
<i>We build trust, confidence and reputation</i>	<ul style="list-style-type: none"> • <i>Inbuilt financial certainty for member Councils</i> • <i>We gain confidence by delivering what we say we will</i> • <i>We work hard to establish and maintain political trust</i> • <i>We are inclusive and transparent</i> • <i>Our staff are our ambassadors</i> • <i>We contribute to improvement of the library sector</i> • <i>We have strong brand and we use it</i>

Riverina Regional Library Management Plan 2021-2022**SERVICE LEVEL AGREEMENTS**

The concept of Service Level Agreements (SLAs) between the Riverina Regional Library and member Councils was introduced as a recommendation of the organisational review undertaken by Libraries Alive! consultants in 2004. SLAs were recommended as a strategy to ensure consistency, equity and transparency of library service provision to member Councils, and as a mechanism to measure outputs against inputs.

Since their introduction in 2006-07, SLAs have proven to be a valuable tool to quantify and measure those services that can be quantified and measured. Progress is reported to member Councils on a quarterly basis. A sample Service Level Agreement for *Provision of Library Services by Riverina Regional Library to a Riverina Regional Library Member Council* during 2021-22 appears on the pages following.

SERVICE LEVEL AGREEMENT 2021-2022

for

PROVISION OF LIBRARY SERVICES

by

RIVERINA REGIONAL LIBRARY

to

MEMBER COUNCIL**(Revised January 2021)**

Riverina Regional Library Management Plan 2021-2022

Riverina Regional Library Service Level Agreements

Policy Framework

1. Legislative Framework

The Riverina Regional Library operates under two primary pieces of legislation – the NSW Library Act 1939 and the NSW Local Government Act 1993. The Library Act prescribes service and operational requirements under Sections 10, 11 and 12 and the Local Government Act prescribes the powers that may be delegated to Library Committees under Sections 355, 357 and 377.

2. Riverina Regional Library Governance

The Riverina Regional Library is administered under a Deed of Agreement (2018-2022) between the Wagga Wagga City Council and the Councils of Bland, Coolamon, Cootamundra-Gundagai, Federation, Greater Hume, Junee, Lockhart, Snowy Valleys and Temora. The Agreement prescribes governance and management processes, responsibilities of members and financial arrangements.

3. Service Level Agreement Objectives

The objective of Service Level Agreements (SLAs) between the Riverina Regional Library and member Councils is to ensure consistency, equity and transparency of library service provision to member Councils, and to provide a mechanism for measurement of outputs against inputs.

The SLAs detail the minimum level of service that will be provided, and each party may choose to exceed the minimum level of service at any time.

SLAs are not intended to quantify every service provided, but to detail the range of services provided, the responsibilities of all parties to the agreement, and prescribe key performance indicators to measurable outputs.

4. Service Level Agreement Reporting

Riverina Regional Library will report biannually (in February and August) on SLA outcomes using the Performance Planning automated reporting system. Biannual SLA reports will be emailed to the General Manager of each member Council as well as to members of the Riverina Regional Library Advisory Committee.

Riverina Regional Library Management Plan 2021-2022

5. Service Level Agreement Agreed Principles

The following set of core principles provide a framework for the development, implementation, monitoring and reporting of SLAs:

- Minimum core service provision levels have been established. Core service levels may not be reduced.
- Minimum standards have been developed for RRL products and services (e.g. children's storytime packs; procurement of shelf-ready collection resources; provision of IT hardware). Standards are articulated through a layer of policy documentation.
- The total level of products and services provided by RRL at 1 July 2007 formed the basis of service provision for the development of SLAs. It should be noted that, because a number of services were previously supplied on a "by demand" system, variations in service provision levels may occur between member Councils.
- In areas of service provision where it is either impractical or impossible to establish meaningful unit costing (e.g. administrative services; motor vehicle operation), costings will be allocated to member Councils on a per capita basis.
- Member Councils may purchase additional products and services in specified areas beyond their level of contribution as provided in the annual Fees & Charges schedule, or by negotiation (e.g. some Councils fund additional collection resources from time to time).
- Capacity for process review and service improvement has been built into the SLA model.
- Member Councils will agree to appropriate levels of staff release for continuing professional development.
- Any "unspent" products or services at the conclusion of each financial year will not roll over to the next year, unless in exceptional circumstances and by agreement.
- SLAs will specify the level and content of service provision in each category.
- Performance indicators have been developed for provision of products and services that can be measured. Indicators may include timeliness, quality and/or quantity, depending on the service in question.
- Adherence to agreed SLAs is dependent upon payment of annual financial contributions by member Councils in accordance with the adopted RRL funding formula (as specified in the RRL Deed of Agreement).
- Services will be delivered on a pro-rata basis according to time where appropriate (e.g. an agreed allocation of each member Council's resources entitlement will be provided each quarter) unless an alternative arrangement has been negotiated.

6. Responsibilities of Riverina Regional Library (RRL)

- RRL will develop and maintain a SLA system in accordance with item 3 above.
- RRL will adhere to terms of the RRL Deed of Agreement.
- RRL will provide half-yearly reports to member Councils on the status of SLAs.
- RRL will negotiate annually in February with member Councils regarding SLA variations for the following financial year.

Riverina Regional Library Management Plan 2021-2022

7. Responsibilities of Riverina Regional Library Member Councils

- Member Councils will adhere to terms of the RRL Deed of Agreement.
- Member Councils will make prompt payment of half-yearly contribution instalments.
- Member Councils agree to release library staff for appropriate periods of continuing professional development including attendance at meetings, conferences and training.
- Member Councils will provide and maintain suitable library buildings to meet agreed service provision standards.

8. Agreement

The undersigned representatives of Greater Hume Shire Council and Riverina Regional Library agree with the terms, conditions and content of the Riverina Regional Library Service Level Agreement for the period 1 July 2021 – 30 June 2022.

Signed: _____
General Manager
Member Council

Date: _____

Signed: _____
Robert Knight
Executive Director
Riverina Regional Library

Date: _____

Riverina Regional Library Management Plan 2021-2022

Riverina Regional Library Service Level Agreements

Service Levels

1. Executive Director

The Executive Director is responsible for the overall administration and governance of Riverina Regional Library. Responsibilities are broadly divided into the areas of:

- Administration and Governance
- Strategic Development
- Political Alignment
- Mobile Library Service

The Executive Director undertakes to provide the goods and services listed in this section of the SLA in accordance with the associated performance indicators.

1.1 Administration and Governance

Administration and Governance are provided as follows:

- Ongoing communication with and advice to RRL member Councils
- Reporting to the RRL Advisory Committee and the RRL Executive Committee
- Reporting to and liaising with the Executive Council
- Strategic development of policy and strategy
- Development and review of the RRL organisation structure
- Development of budgets and financial plans

Service	Performance Indicator
Provide a written report to the 2 meetings of the RRL Advisory Committee each year	▪ Timely, quality, advice with no significant oversights
Convene meetings of the RRL Executive Committee as determined by the RRL Advisory Committee and/or the RRL Chairperson.	▪ Meetings of the RRL Executive Committee convened in a timely manner
Present an annual budget and member Council contribution advice to the first RRL Advisory Committee meeting each year	▪ Annual budget and contribution advice presented at first RRL Advisory Committee meeting each year
Undertake an annual review of the RRL organisation structure	▪ Organisation structure update presented at first RRL

Riverina Regional Library Management Plan 2021-2022

1.2 Mobile Library Service

The Mobile Library service is provided to 7 member Councils areas (Coolamon, Federation, Greater Hume, Lockhart, Snowy Valleys, Temora and Wagga Wagga). Financial contributions of Councils that utilise the Mobile Library service are calculated on an hours of use basis to meet the overall costs of staffing, vehicle operations, collections and contribution to the vehicle replacement reserve. Member Councils are responsible for funding LGA specific staffing (i.e. where a Council requires additional staffing to improve the level of customer service at nominated service points) and LGA specific infrastructure (e.g. modifications and improvements to mobile library service points).

<i>Service</i>	<i>Performance Indicator</i>
Provide and maintain Mobile Library vehicle	<ul style="list-style-type: none"> ▪ Mobile Library provides for a mechanical service day once every 4 weeks
Mobile Library service provided according to RRL Agreement and Mobile Library schedule	<ul style="list-style-type: none"> ▪ Mobile Library adheres to prescribed schedule, with no more than 5% downtime

2. Business and Communications Division

The Business and Communications Division oversees the general administration of Riverina Regional Library. Service provision is divided into the areas of:

- Administration and Governance Support
- Internal Delivery Service
- Collection Services

The Business and Communications Division undertakes to provide the goods and services listed in this section of the SLA in accordance with the associated performance indicators. Adherence to the following Reciprocal Responsibilities by member Councils and libraries will support and enhance the overall quality and capacity of region wide service provision. An Operational Agreement between the RRL Administration Centre and RRL Branch Libraries articulates the broader details of each point below.

- Timely reporting of changes to staffing, changes to hours of operation, communication outages and library closures
- Prompt processing and reconciliation of RRL fees and charges
- Attendance at branch meetings and training opportunities coordinated by Riverina Regional Library
- Timely response to requests for information from the Business and Communications Division including collection maintenance and management matters.

2.1 Administration and Governance Support

Riverina Regional Library Management Plan 2021-2022

Administration and Governance services are provided as follows:

- Support for the RRL Executive Director
- Administration of the RRL Advisory Committee
- Reporting to the Executive Council
- General secretarial and administrative services
- Development, application and maintenance of policy and strategy
- Development and monitoring of budgets
- Development, implementation and reporting of SLAs
- Continuing professional development of staff

Service	Performance Indicator
Progress on RRL Integrated Planning Strategy reported on a half-yearly basis to member Councils	<ul style="list-style-type: none"> ▪ Progress on RRL Integrated Planning Strategy reported to member Councils in February and August
Progress on RRL Service Level Agreements reported on a half-yearly basis to member Councils	<ul style="list-style-type: none"> ▪ Progress on RRL Service Level Agreements reported to member Councils in February and August

2.2 Internal Delivery Service

The RRL Internal Delivery Service (IDS) provides a weekly delivery service to all member Council areas that have static libraries. The Mobile Library service also receives deliveries.

The delivery schedule is as follows:

- Monday: Wagga Wagga, Mobile Library, Gundagai, Tumut, Batlow, Tumbarumba
- Tuesday: Wagga Wagga, Mobile Library, Coolamon, Temora, Cootamundra, Junee
- Wednesday: Wagga Wagga, Mobile Library, Holbrook, Corowa, Howlong, Culcairn, Henty
- Thursday: Wagga Wagga, Mobile Library, Gundagai, Tumut, Batlow, Tumbarumba
- Friday: Wagga Wagga, Mobile Library, Coolamon, Bland, Temora, Cootamundra, Junee

Service	Performance Indicator
Provide and maintain RRL internal delivery service vehicle	<ul style="list-style-type: none"> ▪ Internal delivery service vehicle is serviced at prescribed intervals
RRL internal delivery service is provided in accordance with prescribed delivery schedule	<ul style="list-style-type: none"> ▪ Internal delivery service adheres to prescribed schedule, with no more than 5% downtime

2.3 Collection Services

Riverina Regional Library Management Plan 2021-2022

Collection Services are provided as follows:

- Development, maintenance and application of the RRL Collection Development Policy
- Allocation of collection resources funding to member Council libraries on a per-capita basis
- Administration of the RRL outsourced shelf-ready collections process
- Maintenance of collections at all RRL branch libraries
- Maintenance of item records in the Library Management System
- Development and application of internal and external KPIs for collection supply and performance

Service	Performance Indicator																
Shelf-ready provision of collection items funded from the RRL collection resources budget: <ul style="list-style-type: none"> • Provided through the RRL outsourced shelf-ready collections process 	<ul style="list-style-type: none"> ▪ Supplier KPIs are achieved 																
Shelf-ready processing of collection items not funded from the RRL collection resources budget: <ul style="list-style-type: none"> • No charge for processing of donations within the amount allocated to each LGA for the current financial year. If the annual cap for the cost of processing donations is exceeded, any further costs will be charged to the member Council in accordance with the fee schedule below (<i>see Note 1 below</i>). Reports on funds expended on donations processing will be provided to each member Council on a quarterly basis. • The following schedule of shelf-ready processing fees is applied to donations beyond the SLA threshold (<i>see Note 1 below</i>) and to any other externally funded collection items that are processed by RRL (<i>see Note 2 below</i>): <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">Book item:</td> <td style="text-align: right;">\$7.50 - \$33.00* (inc GST)</td> </tr> <tr> <td style="padding-left: 20px;">Non book item:</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">(incl. one time CD/DVD/MP3 cases):</td> <td style="text-align: right;">\$11.00 - \$27.00* (inc GST)</td> </tr> <tr> <td style="padding-left: 20px;">Non book item:</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">(incl. multi CD sound recording cases):</td> <td style="text-align: right;">\$16.50 - \$36.00* (inc GST)</td> </tr> <tr> <td style="padding-left: 20px;">Digitised item:</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">(cataloguing and linking):</td> <td style="text-align: right;">\$11.00 - \$27.00* (Inc GST)</td> </tr> <tr> <td></td> <td style="text-align: right;">* depending on specifications</td> </tr> </table>	Book item:	\$7.50 - \$33.00* (inc GST)	Non book item:		(incl. one time CD/DVD/MP3 cases):	\$11.00 - \$27.00* (inc GST)	Non book item:		(incl. multi CD sound recording cases):	\$16.50 - \$36.00* (inc GST)	Digitised item:		(cataloguing and linking):	\$11.00 - \$27.00* (Inc GST)		* depending on specifications	<ul style="list-style-type: none"> ▪ 100% of accepted donations processed within 10 weeks of being received ▪ Processing of donations does not exceed the amount allocated to the LGA for donations that may be processed at no charge in the current financial year ▪ Processing of externally funded collection purchases is the responsibility of individual libraries. (<i>See Note 2 below</i>). ▪ Processing of donations above the "free" quota are charged at the item processing costs as published in the annual RRL Fees & Charges schedule (Internal Charges) – <i>see also the costs in the opposite column.</i>
Book item:	\$7.50 - \$33.00* (inc GST)																
Non book item:																	
(incl. one time CD/DVD/MP3 cases):	\$11.00 - \$27.00* (inc GST)																
Non book item:																	
(incl. multi CD sound recording cases):	\$16.50 - \$36.00* (inc GST)																
Digitised item:																	
(cataloguing and linking):	\$11.00 - \$27.00* (Inc GST)																
	* depending on specifications																

Riverina Regional Library Management Plan 2021-2022

Note 1 – There is a cost attached to processing donated items, and all member libraries must be judicious about which donated items are added to the library collection. In order to control this area of cost, RRL has quarantined an amount of \$20,000 per year (allocated on a per capita basis) for the processing of donated items at no charge to member libraries. Donations exceeding the annual cap will be charged to the member Council in accordance with the fee schedule above.

Note 2 – Individual member Councils occasionally purchase additional library resources using external funding sources (i.e. funding that falls outside the RRL annual budget). As this expenditure falls outside the terms of the RRL Agreement and the Strategic Procurement model, branch libraries will source their own externally funded collection items, send them to the RRL shelf-ready provider for processing, and make financial arrangements through their individual Councils directly with suppliers.

3. Outreach and Promotions Division

The Outreach and Promotions Division is responsible for developing, implementing and promoting programs and services to RRL branch libraries. Service provision is divided into the areas of:

- Information and Digital Learning Services
- Community Learning, Programs and Promotions

The Outreach and Promotions Division undertakes to provide the goods and services listed in this section of the SLA in accordance with the associated performance indicators. Adherence to the following Reciprocal Responsibilities by member Councils and libraries will support and enhance the overall quality and capacity of region wide service provision. An Operational Agreement between the RRL Administration Centre and RRL branch libraries articulates the broader details of each point below.

- Each outreach program presented by RRL staff will include a training component for branch library staff and/or volunteers
- Branch library staff and/or volunteers will present any future versions of programs for which training has been provided

3.1 Information and Digital Learning Services

Information and Digital Learning Services are provided as follows:

- Facilitating access to information services
- Building and maintaining information collections
- Developing information services skills of staff across the RRL network appropriate to the needs of their clients
- Developing Digital Learning skills of staff across the RRL network appropriate to the needs of their clients

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Service	Performance Indicator
Inter library loans (ILL)	<ul style="list-style-type: none"> ▪ Requests from external libraries are responded to by RRL Central Staff within four working days of receipt as outlined in Australian Library & Information Association's (ALIA) ILL National Code
Branch information requests	<ul style="list-style-type: none"> ▪ Enquiries responded to within 48 hours
Information and Digital Learning Services staff training	<ul style="list-style-type: none"> ▪ Not less than one Information and Digital Learning Services staff training course offered to branch staff per annum

3.2 Community Learning, Programs and Promotions

Community Learning, Programs and Promotions services are provided as follows:

- Development of programs and services for the RRL constituency
- Build capacity for program presentation by branch library staff through training programs
- Build program capacity through the establishment of volunteer training programs at branch libraries
- Media liaison / media releases
- Co-ordination of internal and public training programs
- Development of internal exhibitions and displays
- Co-ordination of external exhibitions and displays
- Co-ordination of book launches and other events

Service	Performance Indicator
Children's storytime packs as required	<ul style="list-style-type: none"> ▪ Requested children's storytime packs delivered ▪ Evaluation forms indicate suitability of packs
5 programs per year per LGA, including two training-based programs presented or sourced by RRL Headquarters staff	<ul style="list-style-type: none"> ▪ 5 programs provided per LGA ▪ Evaluation forms indicate suitability of programs

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Develop a volunteer recruitment and training program for presentation to branch library staff	<ul style="list-style-type: none"> ▪ Volunteer recruitment and training program developed ▪ Volunteer recruitment and training program delivered in person or virtually to all branch libraries
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4. Digital Engagement Division

The Digital Engagement Division provides services in the areas of:

- Information Communications and Technology Services (ICT)
- eLibrary Services

The Digital Engagement Division undertakes to provide the goods and services listed in this section of the SLA in accordance with the associated performance indicators. Adherence to the following Reciprocal Responsibilities by member Councils and libraries will support and enhance the overall quality and capacity of region wide service provision. An Operational Agreement between the RRL Administration Centre and RRL branch libraries articulates the broader details of each point below.

- Timely reporting of ICT related matters affecting the performance of the RRL library management system (LMS)
- Prompt notification of issues affecting the quality and accuracy of the RRL website and/or RRL content on member Council websites
- Timely responses to requests for information from the Digital Engagement Division

4.1 Information Communications and Technology Services

ICT staff support library service provision across the region through the supply and maintenance of the Library Management System (LMS), and other online platforms. Provision and maintenance of public access and/or library staff computers and associated support, including virus protection, is the responsibility of each member Council.

Service	Performance Indicator
Library Management System (LMS) licensing provided as required (allocated according to ICT Services Plan)	<ul style="list-style-type: none"> ▪ LMS licences provided in accordance with ICT Services Plan
Library Management System (LMS) hardware and software support enquiries response time	<ul style="list-style-type: none"> ▪ LMS support enquiries will be responded to within 60 minutes of receiving a phone call and 90% of issues will be addressed within 2 working days

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RFID hardware and software support enquiries	<ul style="list-style-type: none"> ▪ Where required, RRL ICT staff will liaise with the technical support staff of equipment supplier in resolving issues arising on RFID equipment
I.T. training and onsite support	<ul style="list-style-type: none"> ▪ Support and instruction provided across library management system applications ▪ Remote support provided as required where issue relates to RRL resources
Procedural guides	<ul style="list-style-type: none"> ▪ Procedural guides will be provided and maintained in an electronic format
LMS Reports	<ul style="list-style-type: none"> ▪ Requests for LMS reports will be addressed within 5 working days provided raw data & table mappings exist

4.2 eLibrary Services

The term eLibrary encompasses the many aspects of technological development that influence the way libraries provide services to their customers. Riverina Regional Library has established a dedicated Digital Engagement team in recognition of the increasing importance of eLibrary services in future service provision. These include:

- Interactive websites
- Content creation opportunities for staff and customers
- eResources such as eBooks and databases
- Use of social networking tools
- Discovery tools to aggregate searches of library materials across all formats

<i>Service</i>	<i>Performance Indicator</i>
Commitment to the ongoing provision of eResources across the RRL region	<ul style="list-style-type: none"> ▪ 20% of the RRL resources budget to be spent on eResources
eResources training	<ul style="list-style-type: none"> ▪ Not less than one eResources training program delivered in person or virtually to all branch libraries per annum

Riverina Regional Library Management Plan 2021-2022
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5. Value Added Fee-For-Service Items

Service	Additional Cost
Additional storytime pack	\$44.00 per additional pack (inc GST)
Additional holiday program	\$242.00 per additional holiday program (inc GST)
Cataloguing and processing fee for additional donations	Book item: \$7.50 - \$33.00* (inc GST) Non book item: (incl. one time CD/DVD/MP3 cases): \$11.00 - \$27.00* (inc GST) Non book item: (incl. multi CD sound recording cases): \$16.50 - \$36.00* (inc GST) Digitised item: (cataloguing and linking): \$11.00 - \$27.00* (Inc GST) <i>* depending on specifications</i>
Additional Libero licences	\$1,800.00 per additional licence (inc GST)

Riverina Regional Library Management Plan 2021-2022

FINANCIAL MANAGEMENT

The Riverina Regional Library operates on financial contributions by member Councils. Contributions are based on a funding formula that uses different indexes to calculate annual service costs. Contributions are determined on a per capita basis.

The Riverina Regional Library Deed of Agreement provides that:

- 9.5 *An agreed formula shall be used to determine the budget contribution for each Member Council which shall be predicated on a per capita contribution by member Councils according to the most recent ABS census data available. The formula (attached as Appendix One) shall be reviewed and adopted annually by the Committee.*

Appendix One

- vii) *Increases in contributions for operational, reserves and resourcing costs shall be based on annual rate pegging increases (taking into account the qualification provided in 9.5 ii), unless varied by Section 9 .6*
- viii) *Increases in contributions for employee costs will be based on actual costs*

The Riverina Regional Library 2021-2022 Member Council Contributions table and 2021-2022 Budget appear on the pages following.

Riverina Regional Library Management Plan 2021-2022

RIVERINA REGIONAL LIBRARY MEMBER COUNCIL CONTRIBUTIONS 2021-2022

	BLAND 2021/2022	COOLAMON 2021/2022	COOTA-GUND 2021/2022	FEDERATION 2021/2022	GREATER HUME 2021/2022	JUNEE 2021/2022	LOCKHART 2021/2022	SNOWY 2021/2022	TEMORA 2021/2022	WAGGA 2021/2022	TOTAL 2021/2022
% Population of RRL	4.24%	3.08%	7.98%	8.84%	7.65%	4.75%	2.33%	10.29%	4.48%	46.36%	
Mobile Library Running & Capital Costs		\$12,142		\$25,348	\$36,530		\$28,676	\$17,478	\$6,101	\$23,624	\$149,899
Mobile Library Labour Costs		\$13,061		\$27,266	\$39,295		\$30,846	\$18,801	\$6,563	\$25,412	\$161,243
Mobile Library Collections		\$1,782		\$3,720	\$5,361		\$4,208	\$2,565	\$895	\$3,467	\$21,998
Total Mobile Library Costs		\$26,984		\$56,334	\$81,186		\$63,730	\$38,844	\$13,559	\$52,503	\$333,140
Base Contribution										\$143,626	\$143,626
Distribute Balance of HQ Costs	\$44,268	\$32,178	\$83,280	\$92,190	\$79,789	\$49,538	\$24,350	\$107,327	\$46,751	\$483,731	\$1,043,403
Administration Centre Labour Costs	\$63,344	\$46,044	\$119,168	\$131,917	\$114,172	\$70,885	\$34,843	\$153,576	\$66,897	\$692,181	\$1,493,029
SUB-TOTAL	\$107,612	\$105,207	\$202,448	\$280,442	\$275,147	\$120,424	\$122,923	\$299,747	\$127,207	\$1,372,040	\$3,013,198
GST	\$10,761	\$10,521	\$20,245	\$28,044	\$27,515	\$12,042	\$12,292	\$29,975	\$12,721	\$137,204	\$301,320
TOTAL AMOUNT PAYABLE	\$118,373	\$115,727	\$222,693	\$308,486	\$302,662	\$132,466	\$135,216	\$329,722	\$139,928	\$1,509,244	\$3,314,518
council	population	% of region			council	sq.km	% of region				
<i>Bland</i>	5,972	4.24%			<i>Bland</i>	8,558	17.86%				
<i>Coolamon</i>	4,341	3.08%			<i>Coolamon</i>	2,431	5.07%				
<i>Cootamundra-Gundagai</i>	11,235	7.98%			<i>Coota-Gundaga</i>	3,981	8.31%				
<i>Federation</i>	12,437	8.84%			<i>Federation</i>	5,685	11.86%				
<i>Greater Hume</i>	10,764	7.65%			<i>Greater Hume</i>	5,749	12.00%				
<i>Junee</i>	6,683	4.75%			<i>Junee</i>	2,030	4.24%				
<i>Lockhart</i>	3,285	2.33%			<i>Lockhart</i>	2,896	6.04%				
<i>Snowy Valleys</i>	14,479	10.29%			<i>Snowy Valleys</i>	8,959	18.70%				
<i>Temora</i>	6,307	4.48%			<i>Temora</i>	2,802	5.85%				
<i>Wagga Wagga</i>	65,258	46.36%			<i>Wagga Wagga</i>	4,824	10.07%				
	140,761	100%				47,915	100%				

Source for LGA population and geographic area statistics: ABS population statistics 3216.0 - Regional Population Growth, Australia: 25 March 2020

Riverina Regional Library Management Plan 2021-2022

RIVERINA REGIONAL LIBRARY 2021-2022 BUDGET AND SUMMARY OF FUNDS HELD

Following is the Riverina Regional Library 2021-2022 budget detailing projected income and expenditure for the year.

This document also provides a summary of funds held in reserve.

INCOME	2020/21 Budget	2010/22 Budget	Variance
Contributions from Member Councils	-2,955,357	-3,013,198	-57,841
Inter Loan Charges	-1,000	-1,000	0
South West Zone Libero UNO Consortium	-9,920	-10,247	-327
State Library Reimburse Travel Costs	-1,500	-500	1,000
Vehicle Lease	-5,000	-5,500	-500
Investment Income	-20,000	-20,000	0
Outreach & Promotions Income	-3,000	-5,000	-2,000
Collections Service Income	-1,000	-1,500	-500
Reservations and Replacement Cards	-11,500	-10,000	1,500
Sundry Income	-2,000	-2,500	-500
	-3,010,277	-3,069,445	-59,168

Riverina Regional Library Management Plan 2021-2022

EXPENDITURE	2020/21 Budget	2021/22 Budget	Variance
RRL Administration Centre			
Salaries	1,179,386	1,222,996	43,610
Long Service Leave	44,388	44,312	-76
Superannuation - General Levy	72,012	82,006	9,994
Superannuation - Defined Benefit	96,105	72,565	-23,540
Workers Compensation	58,969	61,150	2,181
ELE Timing Adjustment Expense	15,000	10,000	-5,000
Mobile Library			
Salaries	101,827	103,388	1,561
Overtime	10,318	10,529	211
Relief Staff/Allowances	21,774	22,043	269
Long Service Leave	4,859	6,569	1,710
Superannuation	11,742	11,916	174
Workers Compensation	6,696	6,798	102
Other Expenses			
Audit Fees	7,000	7,000	0
Rental Headquarters	30,595	31,207	612
Corporate Uniforms	500	0	-500
Recruitment Expenses	2,000	2,000	0
Training & Travel	21,333	16,222	-5,111
FBT	11,250	11,350	100
South West Zone Libero UNO Consortium	9,920	10,247	327
Postage	7,500	6,500	-1,000
Freight	1,000	750	-250
Telephone	7,000	6,000	-1,000
Stationery	2,500	2,000	-500

Riverina Regional Library Management Plan 2021-2022
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Printing	3,000	3,000	0
Libero Hosting and Licences	110,483	106,381	-4,102
Miscellaneous IT Expenses	5,000	9,000	4,000
RRL Member Cards	3,000	3,000	0
Overdue Notices - Printing	100	0	-100
Advertising	4,000	4,000	0
Administration charge	77,639	79,192	1,553
Website Maintenance and Development	10,000	10,000	0
Memberships	2,500	2,000	-500
Collections & RFID Materials	10,000	14,000	4,000
Outreach & Promotions Program Materials	13,500	13,500	0
RFID Maintenance Agreement	2,500	2,500	0
SMS Messaging	3,000	3,250	250
Libraries Australia Subscription	6,000	5,000	-1,000
Running Expense Library Vehicles	49,840	50,840	1,000
Running Expense Mobile Library	81,960	83,600	1,640
Insurance	39,000	41,000	2,000
Photocopying	3,000	3,000	0
ILL Postage/Freight	2,500	2,500	0
Training Recharges from Skills Centre	3,202	3,202	0
Depreciation	800,000	900,000	100,000
Team Development Activities	2,000	2,000	0
RRL Advisory Committee Expenses	1,000	1,000	0
Sundries	8,000	8,500	500
Grounds Maintenance	5,000	7,500	2,500
	2,969,897	3,105,513	135,616

Riverina Regional Library Management Plan 2021-2022
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	2020/21 Budget	2021/22 Budget	Variance
CAPITAL INCOME			
RRL Book Club Contributions	-32,000	-32,000	0
SW Zone Digital Library Contributions (all members)	-151,838	-158,343	-6,505
Book Replacement Income	-2,000	-2,000	0
TOTAL CAPITAL INCOME	-185,838	-192,343	-6,505
CAPITAL EXPENDITURE			
Collections (Books & Magazines)	498,394	508,362	9,968
RRL Book Club Books	12,000	12,000	0
Mobile Library Book Collection	21,567	21,998	431
Book Replacement (Lost/Damaged Books)	2,000	2,000	0
RRL eResources	57,359	56,959	-400
SW Zone Digital Library eResources (RRL Share)	64,679	67,468	2,789
Office & Other Equipment	7,000	7,000	0
Shelf Ready Processing	50,000	50,000	0
Cataloguing	47,900	55,900	8,000
Donations Cataloguing and Processing	0	20,000	20,000
RFID tags/labels	8,000	0	-8,000
RRL IT Development	30,000	33,000	3,000
LIAC Tool Kit Collections	2,400	2,400	0
SW Zone Digital Library Content	115,762	121,551	5,789
SW Zone Digital Library Platform Fee (Bolinda)	19,000	19,000	0
SW Zone Digital Library RB Digital Platform	5,500	5,637	137
SW Zone Digital Library Administration Fee	11,576	0	-11,576
TOTAL CAPITAL EXPENDITURE	953,137	983,275	30,138

Riverina Regional Library Management Plan 2021-2022
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	2020/21 Budget	2021/22 Budget	Variance
TRANSFERS FROM RESERVES			
TOTAL TRANSFERS FROM RESERVES	0	0	0
TRANSFERS TO RESERVES			
RRL Admin Centre Employee Entitlements	5,000	5,000	0
Mobile Library	65,000	65,000	0
IT Development	0	3,000	3,000
Office Equipment Renewal	3,000	0	-3,000
TOTAL TRANSFERS TO RESERVES	73,000	73,000	0
TOTAL OPERATING INCOME	-3,010,277	-3,069,445	-59,168
TOTAL OPERATING EXPENDITURE	2,969,897	3,105,513	135,616
TOTAL CAPITAL INCOME	-185,838	-192,343	-6,505
TOTAL CAPITAL EXPENDITURE	953,137	983,275	30,138
TRANSFER TO RESERVES	73,000	73,000	0
TRANSFER FROM RESERVES	0	0	0
ADD BACK DEPRECIATION	-800,000	-900,000	-100,000
ESTIMATED RESULT FOR YEAR (SURPLUS)/DEFICIT	-81	0	81

Riverina Regional Library Management Plan 2021-2022
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DRAFT RESERVES	Proposed Opening Balance 2021/22	Transfers To	Transfers From	Proposed Closing Balance 2021/22
RRL Admin Centre Employee Entitlements	1,054,780	5,000		1,059,780
Mobile Library Replacement	948,985	65,000		1,013,985
IT Development	112,963	3,000		115,963
Collections Reserve	28,027			28,027
RFID Strategy	45,141			45,141
RRL Book Club	50,603			50,603
Member Cards Reserve	1,441			1,441
eResources Reserve	54,810			54,810
Office Equipment Renewal	59,476			59,476
RRL Building Reserve	17,015			17,015
Overdue Notices Reserve	9,098			9,098
South West Digital Zone Library	10,979			10,979
	2,393,318	73,000	0	2,466,318

Riverina Regional Library Management Plan 2021-2022

FEES AND CHARGES

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	25.91	2.59	\$28.50
Library Loan from overseas	each	cost recovery		cost recovery
Inter Library Loan – Rush fee	each	47.28	4.72	\$52.00
Inter Library Loan – Express fee	each	64.10	6.40	\$70.50
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 lost member card	each	2.00		\$2.00
Replacement charge for lost/damaged audio disc	flat fee plus replacement cost	\$15.00 plus replacement cost		\$15.00 plus replacement cost

Riverina Regional Library Management Plan 2021-2022				
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
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 Backpacks	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 Yarrowonga) - twelve months	each	100.00	10.00	\$110.00

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RRL membership for Victorian residents of Wahgunyah and Yarrawonga - 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	7.50 – 33.00 depending on specifications		\$7.50 – \$33.00 depending on specifications
Processing/cataloguing fee for additional items – processed non-book item with cataloguing (includes One-Time CD/DVD/MP3 cases)	each	11.00 – 27.00 depending on specifications		\$11.00 – \$27.00 depending on specifications
Processing/cataloguing fee for additional items – processed digitised item with cataloguing and linking	each	11.00 – 27.00 depending on specifications		\$11.00 – \$27.00 depending on specifications
Processing/cataloguing fee for additional items – processed non-book item with cataloguing (includes multi-CD sound recording cases)	each	16.50 – 36.00 depending on specifications		\$16.50 – \$36.00 depending on specifications
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

Riverina Regional Library Management Plan 2021-2022

RISK MANAGEMENT

Riverina Regional Library operates under the following risk management principles of the Executive Council:

Risk is defined as the effect of uncertainty on objectives, and this uncertainty can have financial, operational, environmental and/or reputational consequences.

Riverina Regional Library understands that large, unmitigated risks can adversely impact its stakeholders and its ability to achieve its strategic, operational, financial and regulatory objectives.

Riverina Regional Library recognises that whilst risk is inherent in all its activities, the management of that risk is an integral part of good management practice and fully supports risk management as a central element in its Good Governance Framework. Therefore, the Riverina Regional Library will adopt a risk management approach consistent with AS/NZS ISO 31000:2018 in its planning, approval, review and control processes.

Risk management is a systematic process that involves establishing the context of risk management, identifying risks, analysing risks, evaluating risks, treating risks, periodic monitoring and communication. Risk management does not eliminate all risk. The application of risk management thinking, principles and practices aims to help the Riverina Regional Library deliver quality services, improve decision making, set priorities for competing demands/resources, minimise the impact of adversity and loss, ensure regulatory compliance and support the achievement of its objectives.

The Riverina Regional Library is committed to the formal, systematic and proactive management of risks.

INFORMATION TECHNOLOGY MANAGEMENT

**Riverina Regional Library
Information Technology Plan
2021 - 2022**

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9. Vision for the future

Riverina Regional Library Management Plan 2021-2022

1. INTRODUCTION

This Information Technology Plan is designed to support the continual provision and enhancement of a quality regional library service for the Riverina Regional Library and documents the management of Riverina Regional Library's information technology facilities and services affecting both library staff and library users. The plan aims to support and maintain the cost efficiency of operation and currency of means in Riverina Regional Library's (RRL) use of information technology (IT) to achieve its strategic directions.

Information technology can be defined as the application of technology in computers and communication systems to record, store, process, retrieve, transmit and receive information. IT management in today's progressive environment refers to those technologies that determine the efficiency and effectiveness of communication in the workplace, with the objectives of continually improving the devices that allow us to handle information.

For information technology to be managed effectively in a regional library environment, clear goals, objectives and strategic plans need to be in place. These objectives must be widely communicated, fully supported by and committed to by all member councils of the RRL - library staff, support groups and committees. This policy shall also be freely available to all members of the public. This document will develop guidelines for the effective management of information technology and clearly establish the future IT directions for the RRL.

2. IT SUPPORT AND SERVICES

GOALS

The objectives of information technology support and services are:

- To provide all branches of RRL with interactive real time access to a single regional database
- To provide all branch libraries of RRL with an equitable level of IT support for issues relating to shared services and resources where branch library IT support staff are unable to assist.
- To support and assist the Outreach & Promotions Division in the delivery of programs and services identified in the RRL Integrated Planning Strategy.
- To provide all clients of RRL with the highest quality provision of information services through the use of information technology facilities, regardless of location.
- To optimize RRL's online presence on the basis that an ever-increasing proportion of clients gain access to information online.
- To collect and disseminate statistics on RRL operational areas.
- To optimize the application of RFID technology by RRL with a view to improved services and process efficiency.
- To ensure that RRL staff have access to appropriate training in IT skills.
- To ensure RRL continually improves its level of service provision by constantly reviewing and updating information technology facilities as new and innovative technology emerge.

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RESPONSIBILITIES

It is the responsibility of the Digital Engagement Coordinator to:

- Support branch libraries in aspects concerning the installation, upgrading, operation and maintenance of the automated library management system, RFID and related technologies where library IT or supplier support staff are unable.
- Be aware of new and emerging technologies that can assist in improving the provision of library services to the entire region, and endeavour to implement these technologies among in the most cost-effective manner.
- Provide the Executive Director – RRL, and other parties where relevant, with the necessary information concerning planned changes to IT service provisions, and to ensure these directives are clearly communicated to staff and branch libraries.
- Regularly review the hardware and software needs of the RRL Administration divisions to ensure any necessary updates or new additions are approved and obtained in the most cost-effective manner.
- Develop specifications, investigate options, and evaluate future software development requirements.
- Represent RRL interests at User Group level and other appropriate forums.
- Evaluate staff training needs to develop and implement appropriate training strategies.
- Liaise with other Divisions of RRL in the development of best-practice online engagement strategies and other aspects of service provision.
- Ensure timely provision of RRL statistical reports and enhance statistical collection to most accurately reflect RRL operations.
- Liaise with the Executive Director – RRL regarding cost implications of proposed IT Services developments to ensure that appropriate levels of funding are available.
- Ensure that all IT services are provided within the parameters of current relevant RRL agreements (e.g. RRL Deed of Agreement; RRL Service Level Agreement)

It is the responsibility of the IT Department (or equivalent) in each participating Local Government area to:

- Provide the computer hardware, telecommunications, networking and internet infrastructure for their branch libraries.
- Ensure their library's telecommunication, networking structures, and Internet access is fully functioning.
- Provide and maintain any security and virus protection measures on hardware existing on their local networks.
- Provide advice to the Digital Engagement Coordinator as new technologies are investigated that may benefit the regional library service.
- Inform the Digital Engagement Coordinator of any changes made to branch library network infrastructure, policies, security measures etc.
- Inform the Digital Engagement Coordinator of any changes to third party IT support personnel or their contact details.

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3. HARDWARE

GOALS

- To ensure shared hardware is current, correctly functioning, and safe.
- To ensure system failsafes protect business critical data through effective policy management.

STRATEGIES

- Procurement decisions for major hardware components should be made with the knowledge and support of the RRL Advisory Committee and in consultation with ICT staff of The Executive Council.
- Hardware should be upgraded and/or replaced on a regular cycle to avoid obsolescence and degradation of library services. RRL funding for IT Services should reflect this requirement.
- All hardware acquired by the Regional Library will be registered on an asset register.
- In the procurement of hardware, all costs such as training, on-going maintenance, and any appropriate ergonomic furniture should be factored in.

4. SOFTWARE

GOAL

- To ensure any software provisioned by RRL fully meets the needs of the library service, is cost effective, and library staff are appropriately trained to effectively use all relevant aspects of the software.

STRATEGIES

- Procurement decisions for major software such as a new library management system or optional system modules should be made with the knowledge and support of the RRL Advisory Committee and ICT staff of The Executive Council.
- Any major purchase of software involving all branch libraries will only be made after extensive evaluation, reviewing, and any possible comparisons with competitor's programs, by nominated appropriate persons.
- Compatibility with existing equipment and software currently in use will be considered when making purchases.
- In the procurement of software, all costs such as training, ongoing maintenance, and license agreements will be factored in.

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5. TRAINING

GOALS

- To ensure library staff from all branches are appropriately and adequately trained in the effective and efficient operation of the library management system as necessary in their individual library settings.
- To ensure that RRL Digital Engagement staff have the knowledge and skills to train other library staff in the effective operation of the library management system as necessary in their individual library settings.

6. PUBLIC ACCESS INTERNET

GOALS

- To provide public access internet that is fast and reliable at all branch libraries.
- To provide sufficient computer terminals at each branch library to adequately meet the demand for public access internet.
- To facilitate information retrieval by Internet users through instruction by library staff.

STRATEGIES

It is the responsibility of RRL to:

- Advise member LGA's and branch library staff of appropriate policies, standards and requirements in relation to the provision of public access internet
- Collate region wide statistics in relation to public access internet usage.

It is the responsibility of the member LGA's to:

- Provide public access internet that is fast and reliable at their branch libraries.
- Provide sufficient computer terminals at each branch library to adequately meet the demand for public access internet.
- Provide and maintain any necessary security and virus protection measures.
- Provide and maintain any computer terminal reservation or management software they deem necessary.

It is the responsibility of branch library staff to:

- Monitor usage of the Internet in accordance with RRL policy, to determine whether inappropriate material is being accessed, and if so, to ask patrons to leave.
- Determine whether the use of any software to censor or regulate internet access is necessary for their library, and if so liaise with their LGA's IT staff to evaluate the most suitable programs for possible implementation.
- Maintain accurate Internet usage statistics at each branch.
- Where practical, arrange terminals and furniture in a way to allow Internet users some degree of privacy from other users, at the same time facilitating staff supervision.

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7. DISASTER MANAGEMENT AND CONTINGENCY PLANNING

GOALS

- To minimize the loss of the information resources and library services at any or all locations of the RRL in the event of a disaster.
- To have appropriate systems in place to reduce exposure to possible threats to library systems.

STRATEGIES

- All branch libraries should have plans in place for coping with major system failures where loss of information would threaten the integrity of the library service, either as part of their LGA's disaster management plans, or individually.
- Riverina Regional Library will take advice from the Information & Communications Technology staff of the The Executive Council on risk management issues associated with RRL IT Services.

8. VISION FOR THE FUTURE

GOALS

- To continually improve the level of services provided by the entire region through the use of information technology.
- To improve the telecommunications and networking capabilities between all libraries so as to provide a uniform regional library service.
- To widen the scope of the library service so it is available globally through the use of web technology.

STRATEGIES

- Investigate emerging new technology that can provide the best possible alternatives in a cost effective manner for the formation of one regional library database to serve all branches, with the view to implement this technology as soon as financially viable.
- Consult with IT specialists, State Library of New South Wales consultants, and telecommunications providers to receive expert advice on library IT trends and directions for the future.
- Ensure that RRL is financially capable of funding future RRL IT requirements.
- Endeavour to obtain external funding wherever possible to assist in meeting the costs of implementing new technology.
- To maintain and continually develop the Riverina Regional Library online presence including, but not limited to, searchable online catalogues and online member services that project a professional and positive image of the library service and utilize current technology for the benefit of library users.

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APPENDIX 1

1. *Current Information Technology Environment*

Riverina Regional Library's Library Management System (LMS) is an externally hosted "cloud-based" system managed by Insight Informatics Pty Ltd, providers of the Libero LMS.

All static branch libraries connect to this database through ADSL or NBN internet connections. The Mobile Library utilizes Telstra Broadband to connect to the RRL LMS.

1.1 *Hardware*

RRL currently owns 43 PCs and 8 laptops for staff use. Public access PCs are the responsibility of member LGA's. All RRL supplied PCs are HP SFF Elite. All PC's have LCD monitors. All headquarters PC's are connected to the The Executive Council Local Area Network (LAN). The majority of branch library PC's are connected to their LGA's LAN's.

All staff PC's have access to the Library Management System (LMS), Internet, Email and corporate office applications.

RRL Administration Centre uses networked Canon Photocopier/printers for desktop printing and Epson thermal slip printers for stock circulation.

Current PCs in branch libraries will not be replaced in subsequent years. As such, it is the duty of the LGA IT support staff to phase these machines out when required. This will result in a simpler solution for the LGA IT support staff and reallocation of funding to provide greater service to branch libraries in other areas. As Libero no longer requires a dedicated PC or software installation to function, the necessity of providing a PC for the client to run on has been superseded by the browser application and cloud hosting.

Wagga Wagga City Library was "RFID enabled" in February 2009. Remote branch libraries were RFID enabled in January 2010. All branches with the exception of Talbingo Library use RFID readers for stock circulation.

1.2 *Operating Systems*

Library servers are Windows 2008 R2 64 bit server and Windows Server 2016

Library PC's are Windows 7 Professional SP1 and Windows 10 Professional

1.3 *Servers*

- HPE DL160 G9 server which consists of 3 virtual servers
- HP 1340 Back-up server (Shadow Protect)

1.4 *Backup*

The Executive Council manages the backup of all server machines.

1.5 *Telecommunications, Internet, Email*

RRL Headquarters uses the telecommunications, Internet and email infrastructure of the The Executive Council. Individual member LGA's are responsible for the provision of these services to their branch libraries.

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1.6 Software

All software used by RRL is Windows based.

1.7 Library Management System

- Libero (Release 6.4.1 as at 1 January 2021) – produced by Insight Informatics. RRL is the principle Australian Beta test site for the Libero Library Management Software

1.7.1 Database Management Software

- Cache (Release 2014 as at January 2021) – produced by Intersystems

1.7.2 Reporting Software

- Crystal Reports 2020 (as at January 2021)

1.7.3 Remote Branch PC Management

- Logmein (as at January 2021)

1.7.4 Inter- Library Loans

- Libraries Australia/Libero

1.7.5 Desktop Productivity

- Microsoft Office Professional 2016, Adobe Indesign

1.7.6 Website Content Management

- Simple Pixels

1.7.7 RFID Technology

- FE Technologies