



2018/2019 Annual Report



Richmond
Valley
Council



RICHMOND-UPPER CLARENCE REGIONAL LIBRARY

REGIONAL LIBRARY MANAGER'S ANNUAL REPORT FOR 2018/19

I am pleased to present the Annual Report of the Richmond-Upper Clarence Regional Library, providing a summary of activities for the period 1 July 2018 to 30 June 2019

Regional Administration and Physical Activities

The Library continued to play an essential role in developing an educated community by providing access to materials in many formats to meet the many varied needs of individuals and groups; be that for education, information, or personal development, through learning, recreation and leisure. The library service is thriving and membership and visitation continue to increase.

Our libraries are welcoming spaces that remain central to service delivery in their respective communities. Richmond-Upper Clarence Regional Library prides itself on providing an environment in which everyone is comfortable and accepted.

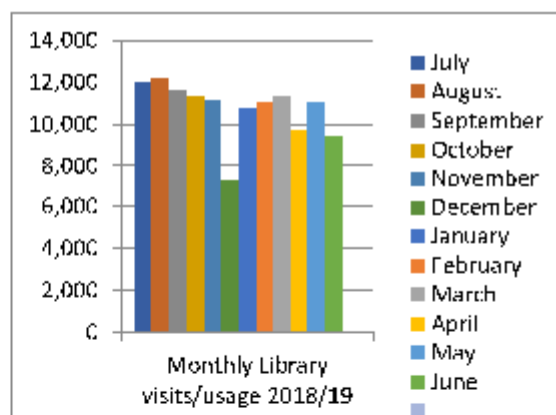
All branches welcome travellers and visitors who regularly visit our libraries to access the internet and Wi-Fi facilities to stay in touch with family and friends as well as access online services such as banking while they are away from home.

In 2018/19 we...

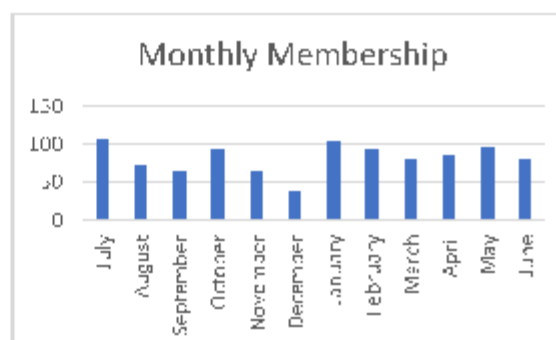
had 128,634 people visit
lent 174,564 to 16,622 members
satisfied 11,092 reserves
offered 907 events attended by 10,563 people
introduced a new seed library
hosted 13,170 internet sessions
have 1,098 Facebook followers
celebrated 40 years as Regional Library

The Regional Library had 128,634 patrons and visitors walk through the doors to use the library facilities. This comprised of:

Casino – 68,442
Kyogle – 33,561
Evans Head – 19,972
Mobile Library – 4,650
Coraki – 2,009



The Regional Library had **16,622 members** with **976 new members** joining during the year. The Library has over **52% of the population being members of the Library which is higher than the state average**. Our membership also includes 984 non-residents as members. The total weekly opening time of all the Libraries was 139.5 hours.



The library facilitated, hosted and conducted an enriching and a diverse range of programs and activities meeting the needs of the community. The Regional Library ran **907 programs during the year, an increase of 6% on the previous year and an increase of 137% over 5 years**. A very pleasing and rewarding outcome of our program and events schedule is the library easing social exclusion in the community.

The libraries were continually used as a **meeting hub**, providing a free public space in comfortable, friendly and safe surroundings. They were also used throughout the year for exams and tutoring, and as a meeting place. The libraries were often the first point of call for families who moved to the area and the free Wi-Fi and internet service was



also used heavily by visitors passing through the area.

The library continues to experience high demand for access to the computers by the public. Internet usage for the year was 13,170 while Wi-Fi usage was 12,269.

eResources and online databases were made available to patrons via the library website 24/7. The eService comprising of eBooks, eAudio books, eMagazines and eComics had 5,947 loans during the year, which was a massive increase of 156% on the previous year. Richmond-Upper Clarence Regional Library and Clarence Regional Library formed a Borrowbox consortia which gave library members access to a wider range of eBooks and eAudio Books.

Beamafilm viewings amounted to 1,337 during the year. The State Library online databases was another method of providing the community with a valuable resource which is available from the comfort of their own home. The **StoryBox Library** had 718 stories downloaded during the year. The Library also signed up with **Haynes Online**. This is a subscription to online motor car and motorcycle repair manuals.

TheComputerSchool, which is an Interactive Online Computer and Technology Training Centre, was used 929 times. Microsoft Office and Computer Basics were the most popular training modules. The Library also provided **Good Reading** – an online magazine for book lovers.

RFID technology continued to be used successfully throughout the region. The use of self-serve kiosks at Casino, Kyogle and Evans Head Libraries continued to grow in popularity, with 11,177 customers borrowing and/or renewing 34,998 items during the year.

There was 1,457 uses of the **laptop dispensers** at Casino, Kyogle and Evans Head Libraries, proving to a popular and valuable library resource.

In November 2018 the Richmond-Upper Clarence Regional Library **celebrated 40 years** as a regional library. There was an official function with **Manager, Public Library Services, State Library of NSW, Cameron Morley, Richmond Valley Council Mayor, Robert Mustow and General Manager, Vaughan Macdonald**, former library and council staff and other invited guests. The library also included library members in the celebrations.



40-year celebration of the Regional Library

A **new seed library** was launched in April 2019 at the Casino Library with Mayor Robert Mustow. The seed library is a partnership with Richmond Valley Council and the seed library became available at all libraries and proved to be very popular with 1,454 seed loans in just 3 months.



Seed Library launch at the Casino Library

School holiday activities attracted a great number of participants. Everything from StoryBox mini cinema, science lab, slime making, scavenger hunts, Lego, giant Jenga, playdough, coding and more was on offer. There were also some money advice sessions.

The **pop-up libraries** at the Casino Railway Station, Kyogle Swimming Pool and the Evans Head Library proved popular with visitors and travellers.



The library also participated in **Share the Dignity** and **In the bag** charitable programs. Both these were coordinated by **Taryn Kelly**. The Library also participated as a collection location for the **Tabulam bushfire aid program** with the mobile library delivering the items to the Tabulam School.

Branches

The **Casino Library** had a busy year with many promotions that engaged the community and promoted both library, and community services. The feedback was very positive with requests for more programs.

The Casino Library has **9,065 registered members** with 515 new members joining during the year. Many community members from our indigenous population used the library every day, including the public internet and wifi service.

Staff at Casino Library, headquarters of the Regional Library, were responsible for the purchasing and processing of new items for the region, as well as serving the needs of the customers each day. Library Assistants all had core duties they were responsible for as well as several rostered duties.

The Casino Library hosted monthly meetings of the Book Discussion Group, and Adult-Colouring-in. There were several author visits throughout the year. Authors included: Jenn J. McLeod, Jeremy Scott, Noel Baum and Victoria Purman. The author talk by Jenn J. McLeod was particularly interesting because Jenn mentioned the Casino Library and staff members Ngarie and Taryn and former staff member Helen Sjostedt in her latest book.



Author visit with Jenn J. McLeod

Customers were entertained with a bush poetry recital by Don Macqueen during Seniors Week in March 2019. While on **Harmony Day** in March

2019 there was a talk on the **Children of Cambodia** by **Maggie Coulihan** and **Taryn Kelly** gave a presentation on the **Tanzaroo Library Project**.

Casino Library hosted two very successful and well attended **book launches**. **Gwen Gray**, a local from Casino selected the library as the venue to launch her children's book "**The watery tale of Bucket the naughty duckling**" on 21 August 2018 with 90 people attending. Gwen launched her 2nd book "Bucket the naughty duckling's first day of school" with another 51 people in attendance on the 22 January 2019.



Book Launch of "The watery tale of Bucket the naughty duckling"

The **Casino CWA** also held their Tuesday fortnightly get-togethers at the Casino Library while the Casino Writers Group held monthly meetings.

The **Book Discussion Group**, supervised by **Taryn Kelly**, again enjoyed good numbers at their monthly sessions with 87 people attending 10 sessions.

The **children's literacy programs**, run by **Sylvia Cooling**, continue to be popular and the outreach services were welcomed by St Mary's Pre-school and Primary School, Kookaburra Early Learning, Bentley Pre-school, Baptist Pre-school, Rainbow Station Day Care Centre, Jumbunna and Stratheden School. With this, the library now provides an early literacy program to all preschool and day care centres in Casino.

Sylvia also conducted 50 **Create Make Share programs** at the Casino Library with 465 attending.

Sue Bland continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 280 people attending 23 sessions.

The **Monthly Lego Club** and the **Family Lego** days at the Casino Library, organised by **Linda Clark** in 2018 and by **Tamara Patino** in 2019 were



also very successful with 130 kids attending 11 Lego sessions.



Lego Club at Casino Library

Tamara also introduced a new session of **Playdough Playtime** with 70 kids attending 9 sessions.



Playdough Playtime at the Casino Library

Linda also continued running the popular **Recipe Club** at the Casino Library with 62 people attending 9 sessions. This was held with a monthly theme, and participants creating and sharing some wonderful cooking and recipes.



Recipe Club at the Casino Library

The **Kyogle Library** also conducted many programs for its 4,006 members including 229 new members. The Kyogle Library was also the venue for many meetings for community groups throughout the year. The feedback from the patrons at Kyogle Library was again very positive.

The **Kyogle Library** hosted regular Adult Colouring-in, Literacy Club, Book Discussion Group, Pizza and Pages, Lego Club and the Saturday parents'n'kids. The Kyogle Library was also the place that hosted many community groups and their functions. This included the Mah-Jong Club, Start Storytime, Italian Language Group and Red Inc. A total of 1,137 people attended 279 such meetings.

Cheryl Thompson continued to supervise the very popular **Adult Colouring-in** at the Kyogle Library with 182 people attending 24 sessions.

Sylvia Cooling conducted 13 **Create Make Share** workshops at Kyogle with 115 in attendance.

Corinne Hughes ran 12 **Kyogle Book Club** sessions with 54 attending. There were another 10 functions with 207 people participating throughout the year such as Byron Writers Festival Road Show, Patsy Kemp author visit and Zentangle workshops.

The **Evans Head Library** had 143 new members to make a total of 2,116 registered members. **Sylvia Cooling** conducted 10 successful monthly **Create Make Share** craft sessions at the Evans Head Library with 79 in attendance. Customers continued to make great use of the free internet while Wi-Fi also proved to be a very popular service, especially with visitors.

The **Coraki Library** has 270 members including 15 new customers. There were 91 Internet usages which was consistent with the previous year and



Aaron Wilkes made a concerted effort to keep the collection up-to-date and relevant to the customers. There were 16 children's programs with 101 attending and 25 attending 8 Book Club meetings.

The Mobile Library has 1,165 members with 72 new customers enjoying the unique service. It has been designed to provide high quality, equitable library services to rural and remote patrons. The mobile library operates on a fortnightly schedule with the schedule being reviewed and updated every quarter. The mobile library did experience some generator issues in the early months of 2019.

Customers of the mobile library service included community patrons, single teacher schools and central schools. It was pleasing when the Bonalbo Multi-Purpose Service was included into the Mobile Schedule in early 2019.



Steve Locke and the mobile library delivering the community aid to Tabulam after bushfires

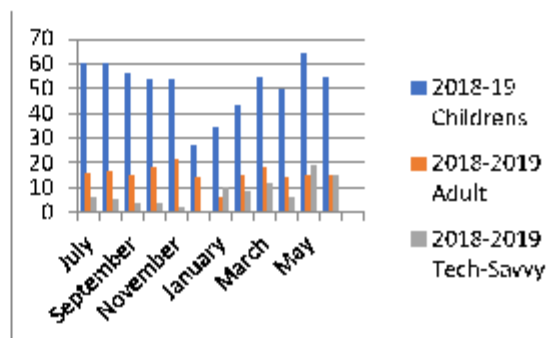
Promotions and Extension Services

Programming has become a focal point of the library service, and continues to increase each year. The 907 programs conducted at the libraries was a 6% increase on the previous year of 855 and consisted of:

Children's – 8,382 attending 625 sessions

Tech Savvy for seniors – 179 attending 92 sessions

Adult education/craft and hobby – 2,002 attending 190 sessions



Library staff made a concentrated effort to increase and improve library programs and engage the community. These programs were promoted through the local media, social media and within the libraries. The **eNewsletter** supervised by Library Technician, **Taryn Kelly** proved to be a very successful and effective means of informing the community of library events and programs.

The Library was also a regular contributor to the Richmond Valley Council staff eNewsletter and the Community Newsletter and featured in stories in the Northern Star, Richmond River Express Examiner, Heartland Magazine and Coraki & District News. The Kyogle Library was also regularly promoted in the Kyogle Council Newsletter. The Manager Regional Library also spoke about library services on **Cow FM** in October and November 2018 and **2LM Radio** in April 2019.

The library **Facebook** page also played an important role in the promotion of the library. The Facebook posts were mostly created by **Taryn Kelly** in 2018 and **Tamara Patino** in 2019.

The year saw the continuation of the **"Our Digital Perspective"** digital photo competition created and supervised by **Ngarie Macqueen**. Each month had a theme with the photos posted to the Library Facebook page and the photo with the most likes was that month's winner.

Displays continued to play a large part in promoting the collection and brightening the interior of the libraries. They were also used to promote local, national and global events, as well as local organisations and community groups. These displays were changed on a regular basis.

Adult Colouring-in sessions coordinated by **Cheryl Thompson** at Kyogle Library and **Sue Bland** at Casino Library proved to be very popular creating great opportunities for community engagement and interaction.

The **Justice of the Peace** service was a well-used resource at Casino, Kyogle, Evans Head and



Coraki Libraries. The staff JPs consisting of **Sue-Ellen Little, Roxine Gittoes, Corinne Hughes, Linda Clark, Sue Bland, Tamara Patino and Aaron Wilkes** between them provided 796 JP services during the year. This was a staggering 30% increase on the previous year and 64% over the past two years.



The Biggest Morning Tea held in **June 2019** was again very successful, raising \$760 for the Cancer Council with the popular "bake-off", craft and library staff having mufti days.



Biggest Morning Tea at the Casino Library

The library also celebrated National Chocolate Day and besides having some fun with some delicious food there was also \$333 raised to support "buy a bale" drought relief fund. The staff at Evans Head Library got right into the swing of things by dressing up to the Willie Wonka.



National Chocolate Day at Casino Library

A library creative event program instigated by **Sylvia Cooling** was the "Create Make Share" craft sessions. These proved very popular at the Casino, Kyogle and Evans Head Libraries with requests for more. 659 ladies attended 73 sessions at the 3 libraries.



Create Make Share at Casino Library

In June 2019 the library and the Richmond Valley Council Events team took delivery of **Art Van Go**. This van will be shared between the two with the library using it to conduct the Outreach program. This was funded by **Regional and Cultural Grant funding**.

Tech Savvy for Senior's Program continued to be successful and well attended with 186 people attending 92 sessions. The training conducted at Casino under the supervision of **Tamara Patino** (July-December 2018) and **Taryn Kelly** (January - June 2019). The tech savvy sessions were run by **Tamara Patino, Taryn Kelly, Ngarie Macqueen, Mitchell Pitman and Trenell Williams**. The library



was also successful in gaining \$5,000 in funding to purchase hardware to help with the tech savvy program.

Weeded library stock and donations were included in a book sale. Some of this stock also went to the **pop-up library** that was set-up for travellers at the Casino Railway Station, Kyogle Swimming Pool and Evans Head Library. Some books were also given to charities.

Children's Services

During the year **8,635 children/youth participated in 590 scheduled events across the region**. This was a 3% decrease on both children's youth participation and the number of programs on the previous year. But over the last 5 years attendance has increased by a staggering 318% and programs by 215%. This is a great reflection on the library's aim to both increase programming, as well as encourage children/youth to use the library and increase overall literacy levels.

The Casino Library hosted 464 children's programs/events. There were 7,368 attendees, an increase of 8% in programs and a 17% increase in attendance on the previous year. This included regular Bookworms programs, after school activities, visits from local schools, community group visits, Lego clubs, and the **Baby Bounce** program. The School holiday activities continued to be very popular with most sessions booked out.

The library continued to support weekly visits from Kookaburra Early Learning and visits from Casino High School Special Education Unit. Jumbunna Community Preschool commenced Library visits to participate in the Bookworms program and Playdough Sensory program. Weekly reading sessions ceased with the Richmond Employment Access and Learning Service supporting school leavers with intellectual disabilities as the organising carers pursued roles elsewhere.

Visits to Baptist Community Preschool continued to provide four story time sessions per week, supporting their nominated area of learning. Jumbunna Community Preschool visits expanded to three storytime sessions per week and Jumbunna Mobile Playgroup continued to welcome the library into their programming with fortnightly outreach visits. Fortnightly visits to Bentley Preschool continued, with every second visit being a storytime aboard the Mobile Library.

Visits to Stratheden Primary School expanded to include separate junior and senior room programs. Several visits were made to St Mary's Primary School throughout the year to promote reading and literacy, including The Reading Hour and National Simultaneous Storytime. Visits to Casino West Primary School commenced with two year 3-4 and one year 4-5 class on a weekly basis. This facilitated reading, literacy and STEM activities and a strong rapport with both teachers and students developed in a short time.



The Outreach Program at Stratheden School

The Kyogle Library hosted 110 children's programs during the year with 1,166 attendees. Programs included Lego Club, school holiday activities, preschool visits, day-care storytime, Pizza and Pages for youth and the Parents 'n' Kids group.

Coraki Library hosted 101 children attending 16 children's activities including 9 Lego Club.

Monthly visits to the Bentley Preschool to present storytimes continued as well as monthly visits from the mobile library.

The quality of children's/youth services continues to be maintained at an exceptionally high standard. Attendance records and the number of established programs have increased significantly. The high standard of children's services was highlighted by various community-based organisations approaching the library to learn more about these programs.



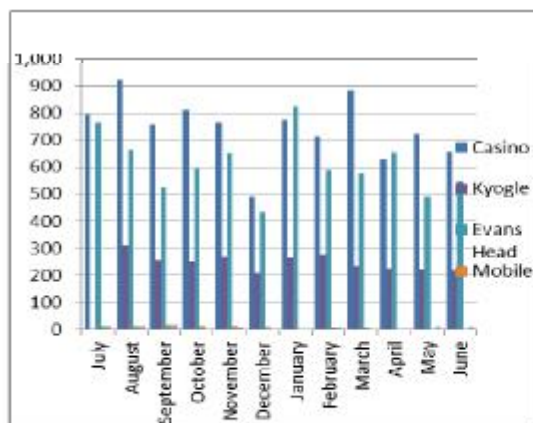
Information Service

During the year the Regional Library staff successfully supplied **19,725 information requests** and **22,758 customer service requests**. This total of 42,483 recorded a completion rate of 95.2%. The ability to provide relevant, timely resources is increasingly supported by the ability to access materials via the Internet.

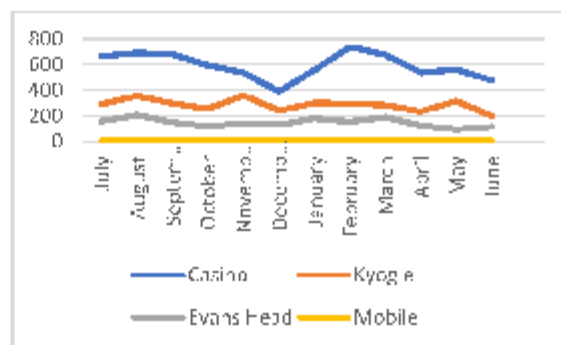
The **Document Delivery Service** (Inter-Library Loans) under the management of **Sue Bland** was a well-used service with **245 requests being satisfied with an 91% success rate**. The 9% unsuccessful included very hard to locate books and customers deciding not to pay the additional costs for the requests from the National, Academic or Specialist Libraries. 259 items were loaned to other libraries from this library service.

The **home library service** and deliveries to the **Aged Care facilities** continued to function smoothly thanks to the wonderful efforts of the volunteers at the Casino, Kyogle and Evans Head libraries. Other volunteer duties included book shelving, preparing books for sale, disc cleaning and covering new books.

Free public internet access continues to be a major draw card for all libraries with **13,170 bookings** made to use the Internet at the four libraries that provide the service. The wifi service was also an extremely popular service with **12,269 wi-fi connections**. This service was particularly well-used during school holidays. A large portion of staff time was spent on IT assistance and ranged anywhere from 5 to 30 minutes. This included among other things – passport renewal, registering a business name and ABN, wi-fi issues, email setup on phones, setting up iPads and tablets, installing apps, scanning, printing and email setups.



Public Internet usage 2018-19



Wi-Fi usage 2018-19

Technical Service Maintenance

Two Libero (Library Management System) upgrades took place in October 2018 and March 2019. On the 26 June 2019 the Libero migrated to a hosted environment. This caused a couple of minor issues involving the RFID Self-serve kiosks and the laptop dispensers.

Kyogle Library continued to experience regular IT issues with network problems and slow Internet and Wi-fi speed. All libraries logged regular support calls.

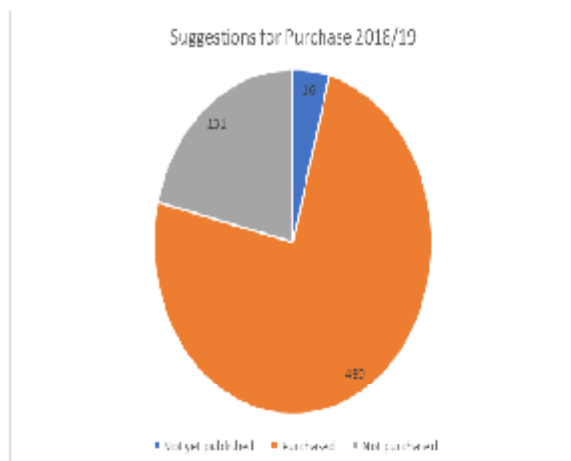
The **public internet** was a popular facility with the public continuing to place high demands on staff seeking technical advice in the use of Internet facilities.

The internet and wi-fi services were very popular amongst the indigenous community. These services were also heavily used by many youths during school hours.

Scanning of documents to customers email addresses was one the biggest and demanding services provided by library staff throughout the year. Staff spent anywhere from 5 minutes to 30 minutes providing IT assistance to patrons. The processing of passport applications online was again a popular request from customers this year. There were also ABN applications and eResource setup and trouble-shooting amongst others.

The Regional Library had a successful year purchasing new library items, which were of high quality. While many items were purchased from visiting book suppliers, more on-line purchasing was conducted throughout the year. **The Standing Orders** for the more popular authors also continued to be a successful purchasing tool. **Suggestions for purchase was managed by Library Technician, Taryn Kelly** with a high success rate and resulted in many satisfied patrons.





The library collection continued to evolve with **5,155 titles added** and **5,910 items discarded**. Due to time, space and a preference for new books only a few donations were added to the collection during the year.

Many books were donated to charities and to the pop-up libraries in Casino, Kyogle and Evans Head. The storage of discarded books and donations was an issue throughout the year.

11,092 reserves were satisfied from within the Regional collection. **410 reserves** were not satisfied and **1,296 reserves** were cancelled.

The Regional Library continued its involvement in the **Annual Bentley Art Prize** contributing \$350 for an acquisition prize. These paintings are displayed in the libraries within the region. The Regional Library also continued membership with Public Libraries NSW, Libraries Australia and Libero User Group.

The rotation of stock between the Regional Library's service points continued with regular exchanges taking place. **Ngarie Macqueen** supervised and liaised with branch staff to ensure an effective exchange of collections between the libraries. **Collection HQ** also played a significant role in the rotation of stock between branches as well as assisting keeping the collection modern and relevant.

Staffing

The library staff comprised of eight full-time, four permanent part-time staff, three library/customer service, a shared trainee, a school based trainee, three casual library assistants, and two casual backup mobile library drivers. The Library underwent a staff restructure with Ngarie Macqueen appointed to the new position of Casino Library Coordinator in August 2018. Sylvia

Cooling was appointed to the new position of Coordinator Programs and Events in January 2019. The staff consisted of:

Gary Ellem	Manager Regional Library
Ngarie Macqueen	Library Assistant (Casino) July 2018 Casino Library Coordinator August 2018 -
Sylvia Cooling	Deputy Regional Library Manager (Part time) July-December 2018 Coordinator Programs and Events January 2018 -
Corinna Hughes	Kyogle Branch Librarian
Taryn Kelly	Library Technician
Sue Bland	Library Assistant (Casino)
Linda Clark	Library Assistant (Casino)
Tamara Patino	Library Assistant (Casino)
Steve Locke	Mobile Library Operator
Cheryl Thompson	Library Assistant – Part time (Kyogle)
Roxine Gittoes	Library Assistant/Customer Service Part time (Evans Head) – retired August 2018
Michelle Popp	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)
Terrie Costello	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)
Sue-Ellen Little	Richmond Valley Council Customer Service Officer – (Evans Head)
Aaron Wilkes	Library Assistant – Part-Time (Coraki)
Nancy Van Iersel	Library Assistant – Part-time
Mitchell Pitman	Trainee (Share with Richmond Valley IT) 2 days a week
Trenell Williams	School Based Trainee – 1 day a week
Kate Benecke	Casual Library Assistant
Laura Ramstadius	Casual Library Assistant
Amy Boyd	Casual Library Assistant
Sophie Drew	Casual Mobile Library Operator and Library Assistant



Bill Meuffels

Casual Mobile Library
Operator to October 2018

During the year when the Mobile Library Operator was unavailable, the mobile library was operated by Richmond Valley Council staff member, **Colin Richardson** and casual staff members, **Bill Meuffels** and **Sophie Drew**. **Matt Smedley** from Richmond Valley Council also gained some minor experience in the operation of the Mobile Library.

A few staff also worked at other libraries during the year due to staff shortages and assisted with stock rotations and exchanges. **Aaron Wilkes**, **Kate Benecke** and **Laura Ramstadius** worked at the Casino, Evans Head, Kyogle and Coraki Libraries while **Nancy Van Iersel** and **Sophie Drew** worked at the Casino and Kyogle Libraries.

Roxine Gittoes retired in August 2018 after 20 great years working at the Evans Head Library. There was a small farewell function for Roxine.



Roxine Gittoes retired after 20 years' service

Casino Library staff had a farewell for Trainee **Mitchell Pitman** on the 26 June 2019. Mitch had been working 2 days a week at the Library since January 2018 and his traineeship had concluded.

The Casino, Kyogle and Evans Head Libraries are indebted to the fantastic work of the **library volunteers**. These people volunteer to deliver library service to house bound customers, aged home facilities while others arrive at the library each week and shelve returned items. Other volunteers assisted with preparing books for book sales and disc cleaning.

The volunteers were thanked with a Christmas Party which was a small way of acknowledging their wonderful assistance.

Staff Training/Meetings

Staff attended many training courses and meetings throughout the year. Fifteen staff attended **Dealing with Difficult Customers** training in September 2018 while Gary attended **Mental Health First Aid** training in the same month. All staff had an information session on **ESS** in April 2019.

Regular **fortnightly team meetings** were held at the Casino Library where library policies, procedures and promotions were discussed. The Kyogle Branch Librarian was a regular participant at these meetings.

Most staff attended the Richmond Valley Council all-staff gatherings and the Christmas party.

Gary Ellem and **Ngarie Macqueen** attended the **Public Libraries NSW Conference (Switch)** at Coffs Harbour in November 2018. At this conference Ngarie spoke at the Librarians Breakfast about the Instagram Project. **Sylvia Cooling**, **Corinne Hughes** and **Steve Locke** attended the inaugural **Outreach Symposium** at Coffs Harbour in November 2018. **Gary** attended a **North-East Zone Library Managers Meeting** in Uralla in March 2019 as well as Full North-East Zone meetings in Coffs Harbour in September 2018 and Armidale in May 2019. **Ngarie** presented a paper at the **ALIA Online Conference** in February 2019.

Gary Ellem also attended regular Manager Meetings at Richmond Valley Council as well as numerous other meetings with other council staff including the HBDI program. **Corinne** participated in fortnightly Kyogle Council Corporate Service Department meetings

Gary Ellem and **Corinne Hughes** met with Kyogle Council staff on many occasions to discuss the Kyogle Library redesign. In September 2018 **Gary** and **Corinne** met with the **Labor Minister Peter Primrose** and **Labor Candidate Janelle Saffin** to discuss library funding.

In September 2018 **Corinne Hughes** and **Tamara Patino** attended a **Storytelling workshop** in Grafton.

Ngarie Macqueen, **Sylvia Cooling**, **Taryn Kelly** and **Sue-Ellen Little** attended **Women in the Workforce** sessions in July 2018 with **Ngarie**, **Taryn** and **Sue-Ellen** attending a follow-up session in August 2018. **Ngarie** and **Taryn** also attended a **Reference and Information meeting** in Grafton in February 2019.



Taryn Kelly was also a guest speaker at an **International Women's Day – High Tea** at Windara in March 2019 where Taryn spoke about the **Tanzaroo Library Project**. In June 2019 **Ngarie Macqueen** addressed a **Mothers Union meeting** while **Gary Ellem** spoke at a **Casino Vision Impaired** meeting in September 2018.

In September 2018, **Sylvia** and **Gary** represented the Library at the YES Career Expo. **Gary, Ngarie, Linda and Sue** participated in regular training sessions in **Collection HQ**. Several staff were involved in webinars throughout the year.

Taryn Kelly attended a **Libero User Group** meeting at Twin Towns in October 2018 as well as conducting in-house **eSafety** training for library staff. **Gary** also participated in two **Regional Cultural Grants** teleconferences in August 2018.

Corinne Hughes represented the Regional Library on the **Richmond Valley Council WH&S Committee** and regularly attended these meetings. Throughout the year Corinne also met and liaised frequently with several Kyogle community groups. She also attended fortnightly **Kyogle Council Corporate Services** meetings.

The Manager Regional Library regularly offered and sought advice/suggestions to other libraries in **NSW**, sharing library procedures, policies or grants as well as answering regular surveys. Library staff was also in regular contact with the various suppliers with whom the library was associated.

Because of attending the **Switch Conference**, **Ngarie Macqueen** made some very useful contacts in the library industry resulting in the

purchase of new equipment and collection development.

The Manager Regional Library was also in frequent contact with Library Managers in the North-East Zone as well as Consultants from the State Library of NSW. In October 2018 he submitted the **2017/18 NSW Public Libraries Statistical Return** and in November 2018 both Richmond Valley Council and Kyogle Council submitted their **2018/19 Public Library Funding Strategy**.

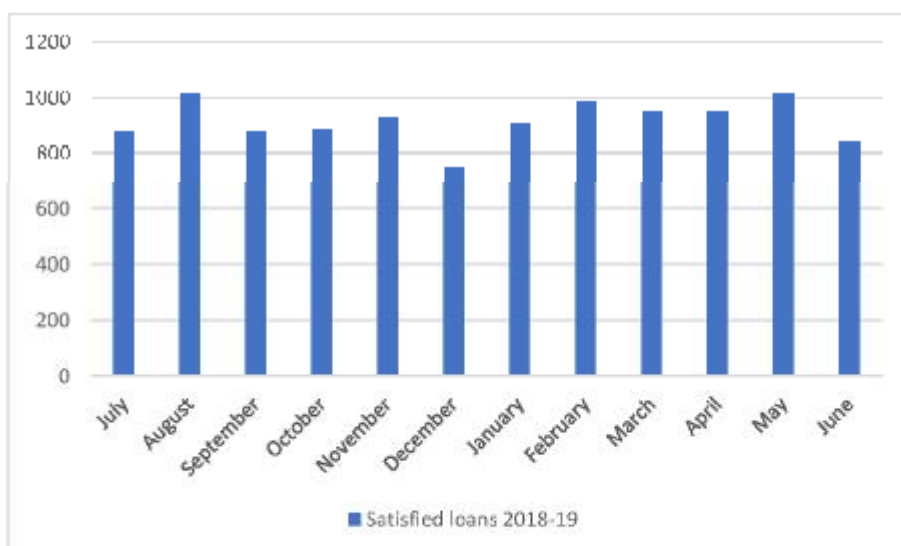
The Casino Library also hosted many visits throughout the year from **Richmond Tweed Regional Library** who were interested in the Casino Library fit out and RFID implementation. The library also gave RFID and laptop dispenser demonstrations and advice to other library services.

Conclusion

I would like to sincerely thank the relevant Council staff for their continued support and assistance throughout the year.

I wish to acknowledge and congratulate all library staff on their dedication, commitment and enthusiasm in providing personal service to library patrons of all ages. They have all contributed in a positive manner to ensure the library service's continuing success.

Gary Ellem
Manager Regional Library





Beef Week 2019 - Casino Library staff - Aussie Rock



Ngarie Macqueen speaking at the Librarians Breakfast at the Switch Conference



TABLE 1. LIBRARY COLLECTION STATISTICS

*Not included in Book Vote

Collection	As at	Added	Discarded	Expenditure	
	30/6/19	1/7/18 30/6/19	1/7/18 30/6/19	1/7/18	30/6/19
Picture Books	4,588	476	577		5,715.40
Easy Junior Fiction	2,021	267	259		2,049.92
Junior Fiction	2,384	315	295		4,542.81
Teen Fiction	3,943	244	396		3,459.12
Music CDs	644	45	205		439.50
Junior Audio Books	81	4	4		45.56
Junior CD and Text	45	0	6		0.00
Junior Non-Fiction	2,670	233	116		3,098.20
Junior DVD	714	209	150		3,072.55
Junior Music	22	3	5		0.00
Teen Magazines*	36	24	18		0.00
Teen Audio	26	2	17		0.00
Adult Fiction	14,395	1,327	1,669		24,064.71
Large Print	2,623	173	467		5,665.15
Adult Non- Fiction	10,780	799	587		15,045.85
Reference	458	73	69		89.63
Magazines *	970	424	664		0.00
DVD	2,209	447	323		7,324.53
Audio Books	1,108	90	88		5,182.08
Software	12	0	0		0.00
Total	48,819	5,155	5,910		79,795.01
E-Books	8,425	71	47		3,752.43
E-Audio Books	621	33	0		2,934.59
E-Comics	46	46	0		1,638.00
E-Magazines*	385	385	0		3,342.00
Total	59,296	5,690	5,957		91,462.03

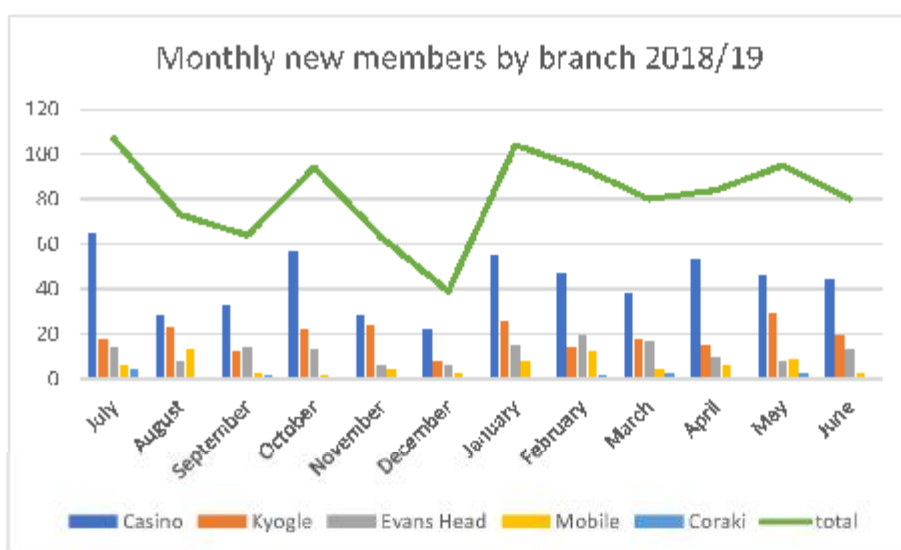


TABLE 2. BORROWERS REGISTRATON STATISTICS AT 30 JUNE 2019

Library	TOTAL	Adult	Young Adult	Junior	Richmond Valley	Kyogle	Lismore	Other
Casino	9,065	8,040	265	760	8,229	339	174	323
Kyogle	4,006	3,581	103	322	3	3,782	76	145
Evans Head	2,116	1,936	37	143	1,947	1	13	155
Mobile	1,165	715	75	375	533	540	40	52
Coraki	270	205	12	53	264	0	0	6
REGIONAL TOTALS	16,622	14,477	492	1,653	10,976	4,662	303	681

* Young Adult borrowers are aged between 14 years and 16 years.

10,289 females, 6,267 males and 66 organizations





Sylvia Cooling and Gary Ellem with author Victoria Purman

TABLE 3. CIRCULATION STATISTICS

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	26,645	12,882	11,134	3,764	687	55,112
Bulk Loans	13,056	3,054	66	12,708	600	29,484
Picture Book	8,052	3,668	2,551	1,985	448	16,704
Adult Non- Fiction	9,522	3,735	1,541	1,065	275	16,138
DVDs	7,226	1,269	1,735	917	312	11,189
Large Print	5,892	1,165	1,024	1,028	47	9,156
Magazines & Newspapers	3,428	1,128	543	514	47	5,660
Junior Fiction	3,100	1,245	459	674	53	5,531
Junior DVD	2,097	1,728	461	940	48	5,274
Easy Junior	2,257	1,008	670	578	63	4,576
Audiobooks	1,764	1,422	587	76	39	3,888
Junior Non- Fiction	1,755	751	96	588	98	3,288
Teen Fiction	1,483	682	288	163	30	2,646
Music CD	1,096	290	279	49	0	1,714
Junior CD & Text	73	34	88	2	0	197
Junior Audiobooks	109	49	3	27	0	188
Teen Magazines	20	0	0	123	0	143
Junior Music CD	33	11	10	0	0	54
Teen Audiobooks	27	4	6	2	0	39
TOTAL	87,635	37,125	21,541	25,203	2,777	174,281



Circulation Statistics

Adult fiction	Bulk loans	Adult non	Picture books	DVD
Large print	Magazines	Junior Fiction	Junior DVD	Easy Junior
Audic Books	Junior Non Fiction	Teen fiction	Music Cds	Junior cd and text
Junior Audio	Teen Magazines	Junior Music	Teen Audio	

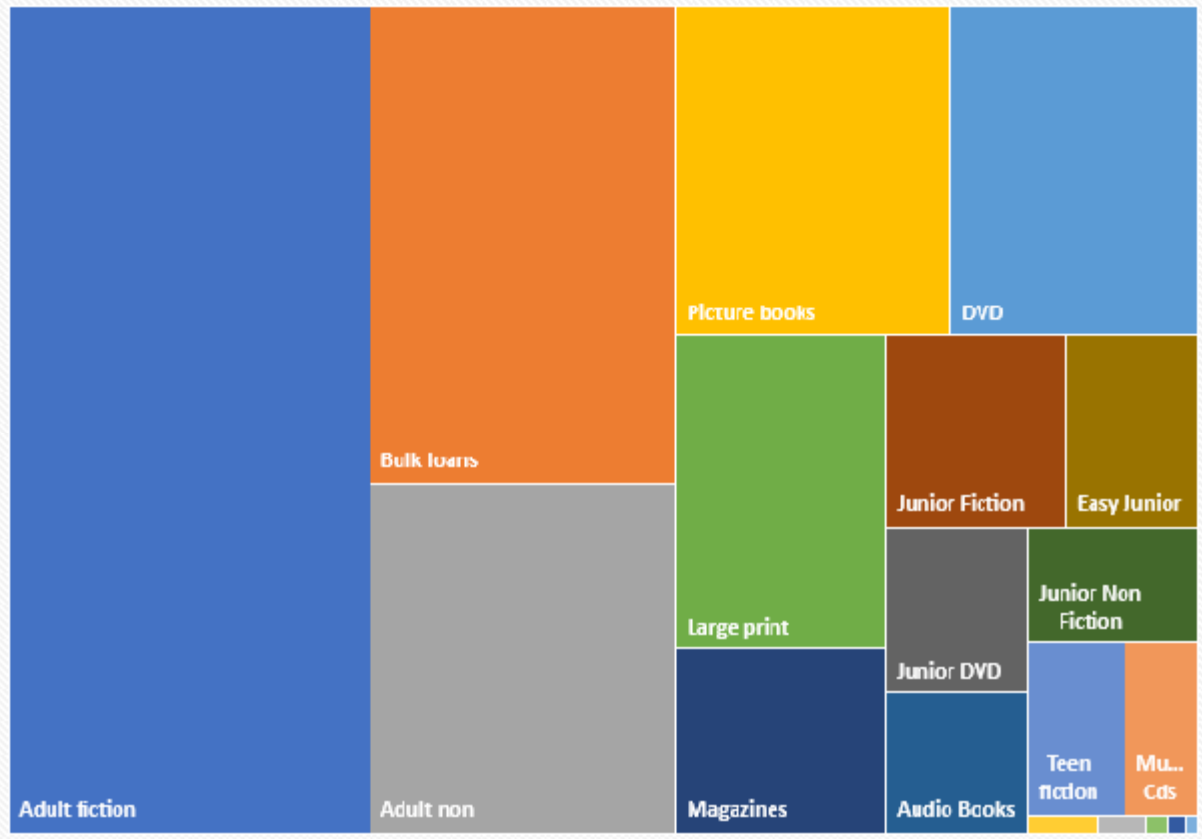


TABLE 4. STOCK/SERVICES ACTIVITIES**(i) Stock Movement within Region**

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2019
Casino	22,163
Kyogle	12,413
Evans Head	6,071
Coraki	1,806
Mobile Library	3,475

Also:

Processing - 100

Stack – 1,108

In-transit - 398

Repairs - 42

eResources – 9,477

(ii) Inter-Library Loans (Document Delivery)

Specific requests to other Libraries -272

Successful requests -245

Unsuccessful requests -27

Specific requests sent to other libraries -259

(iii) Satisfied reserves – 11,092

Unsatisfied reserves – (including cancelled reserves) – 1,706

(iv) Internet services – 13,170

Casino- 6,343; Kyogle-2,712; Evans Head-3,973; Mobile Library-51; Coraki-91

(v) Wi-Fi services – 12,269

Casino –7,076; Kyogle –3,407; Evans Head –1,734; Mobile –48

vi) RFID Self-Serve –customers and items

Casino 3,101 and 10,463, Kyogle 6,659 and 19,951, Evans Head 1,417 and 4,584

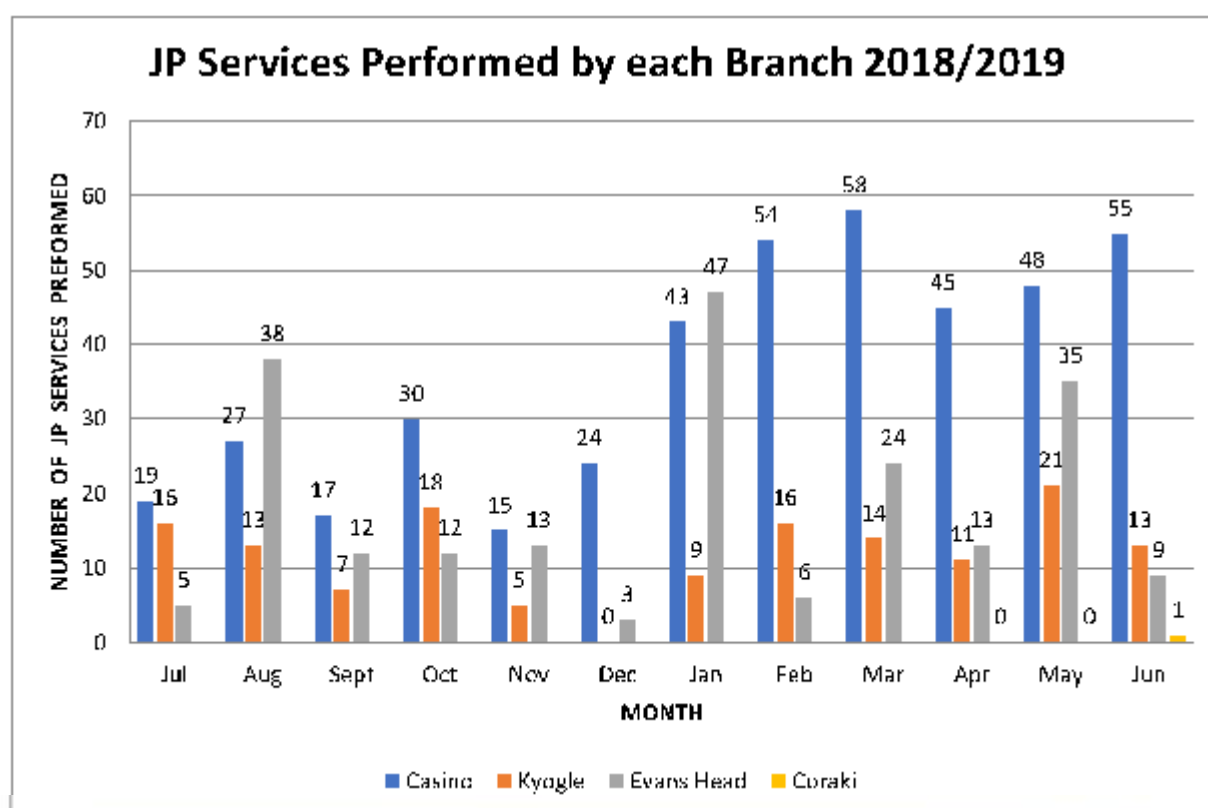
(vii) Laptops – 1,457

Casino – 706; Kyogle- 668, Evans Head 83

(viii) Seed Library – 1,454

Casino- 976; Kyogle -319, Evans Head – 49, Mobile Library – 43, Coraki- 67





Sue-Ellen Little and Terrie Costello – International Have Fun at Work Day





Casino Library staff participating in the Shelfie Promotion organised by the State Library





Taryn Kelly – Harmony Day



Library staff at the 2019 planning day





Tamara Patino and Kookaburras and the Poppies – 100-year celebration of Remembrance Day



Michelle Popp and Sue-Ellen Little – National Chocolate Day





Current and former Regional Library Staff celebrate 40 years



Byron Writers Festival Road Trip at the Kyogle Library





Blind date winner at Kyogle Library



NSW State Library Selfie booth at the Casino Library





Seed library at Kyogle Library



Richmond Valley Council staff complete Cover Crete





Borrowbox promotion at the Casino Library



Sylvia Cooling National Simultaneous Storytime

