



2019/2020 Annual Report



RICHMOND-UPPER CLARENCE REGIONAL LIBRARY

MANAGER REGIONAL LIBRARY'S ANNUAL REPORT FOR 2019/20

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 2019 to 30 June 2020. **The Regional Library wishes to acknowledge the traditional landowners and pay respect to elders both past and present.**

Regional Administration and Physical Activities

As it was for the rest of the world it was an extremely different year for the Richmond-Upper Clarence Regional Library. **COVID-19** had a major impact on the library services. All libraries were closed for a 10-week period closing 24 March 2020 and re-opening on 1 June 2020. The re-opening of the libraries came with a few restrictions imposed by the NSW State Government. The library in partnership with Richmond Valley Council People and Culture Department developed a COVID-19 Safety Plan.



Manager Regional Library, Gary Ellem and the re-opening of the Casino Library 1 June 2020

Throughout the 10-week closure, the library was still able to provide a library service. A **“Click and Collect Service”** was greatly appreciated by the library customers, with 11,007 Items borrowed, 62 new members joined, and 3,339 reserves were satisfied during this period.



Library Assistant, Tamara Patino and the protective screens as part of the COVID-19 Safety Plan



Social Distancing markers at the Kyogle Library

A couple of big projects were undertaken during the year. **The Kyogle Library refurbishment** was carried out by Quantum Libraries. This project was funded by a 2017-18 Public Library Infrastructure Grant. The Kyogle Library project was enhanced by Kyogle Council also contributing \$163,664 to improve the building and redesign the outside.

The library went “live” with the **new library app** (on a Solus platform) in April 2020. It was planned that a new internet booking system and print management system would also be installed but this has been deferred to 2020/21.





The newly refurbished Kyogle Library

When the libraries closed on the 24 March 2020 due to COVID-19 library staff decided it would be a great opportunity to undertake some big projects which would have been difficult with the libraries open. Like a lot of other public libraries in Australia, the Richmond-Upper Clarence Regional Library undertook a **stocktake**. This was a big job and involved staff scanning every item on the shelves at the Casino, Evans Head, Coraki, Kyogle and Mobile Library and involved physically scanning over 41,000 items.



Mayor Robert Mustow and Gary Ellem and the soft launch of the library app

The library previously had the adult fiction and paperback adult fiction shelved separately but tackled the big job of shelving all the fiction together and relabelling the paperbacks. This has resulted in a better-looking collection making browsing and selecting much easier for our patrons.

The easy junior fiction also received new genre labels and are now shelved by genre but still in alphabetical order within each genre.



Mayor Danielle Mulholland and Library Assistant Cheryl Thompson and the soft launch of the library app

It was also decided it would be an ideal time to separate the non-fiction collections at the Casino Library, so there is now an adult non-fiction collection and junior non-fiction collection. The two non-fictions collections were first interfiled back in 1991.



Library Assistant, Linda Clark and the reorganisation of the Junior Non-Fiction

In June 2020 it was announced that a successful 2019/20 **Public Library Infrastructure Grant** application for \$399,053 had been submitted to "Rejuvenate, remodel, renew, and refresh the **Evans Head Library**". Richmond Valley Council is also contributing \$480,000 to the project.





Mayor Robert Mustow, Casino Library Coordinator, Ngarie Macqueen, Manager Regional Library, Gary Ellem and Member for Clarence Chris Gulaptis on NBN News at the announcement of the successful grant funding for the Evans Head Library project

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 free 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.

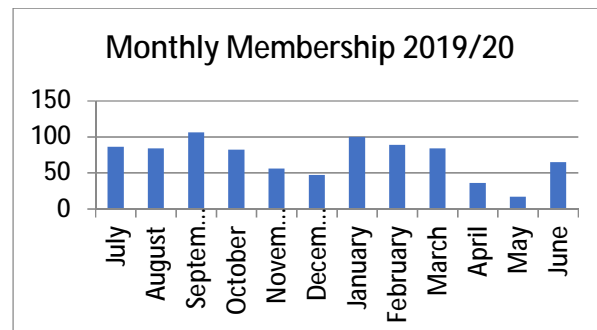
In 2019/20:

The Regional Library had 88,379 **patrons and visitors** walk through the doors to use the library facilities. This comprised of:

Casino – 45,257
Kyogle – 25,556
Evans Head – 12,479
Mobile Library – 3,576
Coraki – 1,511

This does not include the 5,773 library members who took advantage of the click and collect service for the 10-week period the libraries were closed.

The Regional Library had **16,657 members** with **852 new members** joining during the year. The Library has over **53% of the population being members of the Library which is higher than the state average**. Our membership also includes 972 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 **752 programs during the year. Prior to the 10-week closures due to COVID-19 the library was on track to smash the previous year's number of programs**. 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 15,210 while Wi-Fi usage was 9,620.**

eResources and **online databases** were made available to patrons via the library website 24/7. The eService comprising of eBooks, eAudiobooks, eMagazines and eComics had 9,789 loans during the year, which was a massive increase of 65% 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



eAudiobooks. Due to lack of use the subscription to eComics was not renewed in January 2020.

Beamafilm documentary and film viewings amounted to 1,131 views 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. Good use of the Health, Medical, eBooks and digital newspapers were recorded.

The **Story Box Library** had 968 stories downloaded during the year. The Library also provided **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 1,783 times. Microsoft Office and Computer Basics were the most popular training modules. The Library also provided **Good Reading** – an online magazine for book lovers with 591 online viewings.

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 7,973 customers borrowing and/or renewing 25,477 items during the year.

There was 892 uses of the **laptop dispensers** at Casino, Kyogle and Evans Head Libraries, proving to a popular and valuable library resource. The laptops were also used by several council staff who worked remotely during May-June 2020.

School holiday activities attracted a great number of participants. Everything from Story Box, mini cinema, playdough, friendship bead bracelets, Lego, Zentangle beeswax, fork creatures, paper helicopters, and macramé key chains plus more was on offer. There were also some money advice sessions.

The **pop-up libraries** at the Casino Railway Station, Kyogle Swimming Pool and Visitor Information Centre, 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. The Library also participated as a collection location **Lids for Kids** and **Aussie Bread Tags for Wheelchairs** which really caught the attention of the community and other councils/libraries throughout NSW. Both these were coordinated by **Taryn Kelly**.

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 **9,098 registered members** with 420 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 was an author visit by Jenn J. McLeod, who also spoke at the Kyogle Library



Rendering of interior walls at Casino Library

Casino Library hosted another successful and well attended **book launch**. **Gwen Gray**, a local from Casino selected the library as the venue to launch her third children's book "**Bucket the naughty ducklings new best friend**" on 22 January 2020. The 40 people in attendance were entertained with a reading of the book by **Claire Macqueen**.





Claire Macqueen reading at the Book Launch of "Bucket the naughty ducklings new best friend"

Up until the library closures on the 24 March 2020 a local **Casino craft group** 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 60 people attending 8 sessions before 10 attended 3 online book club 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. **Tamara Patino** ran two storytime sessions each week with classes that visited Casino Library from Kookaburra Early Learning to help support the learning outcomes for their students.

The library was also fortunate to have **Shelley and Frankie** – a pets for therapy dog who participated in both Tamara and Sylvia's children's programs (Kookaburra Early Learning visits and Bookworms).

Sylvia also conducted 32 **Create Make Share programs** at the Casino Library with 287 attending.

Sue Bland continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 130 people attending 12 sessions.

The **Monthly Lego Club** and the **Family Lego** days at the Casino Library, organised **Tamara Patino** were also very successful with 72 kids attending 7 Lego sessions.

Tamara Patino also introduced a new session of **Playdough Playtime** with 73 kids attending 8 sessions. Tamara also led a groups of local family day care educators and their children, coordinated by Clarence Family Day Care, attended storytime and playdough sessions at Casino Library.



Lego Club at Casino Library

Linda Clark also continued running the popular **Recipe Club** at the Casino Library with 48 people attending 8 sessions. This was held with a monthly theme, and participants creating and sharing some wonderful cooking and recipes.

The **Kyogle Library** also conducted many programs for its 3,927 members including 185 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.





Playdough Playtime at the Casino Library

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 310 people attended 221 such meetings.

Cheryl Thompson continued to supervise the very popular **Adult Colouring-in** at the Kyogle Library with 122 people attending 17 sessions. **Sylvia Cooling** conducted 6 **Create Make Share** workshops at Kyogle with 62 in attendance.



Author visit with Jenn J. McLeod at Kyogle Library

Corinne Hughes ran 8 **Kyogle Book Club** sessions with 30 attending as well as hosting an author visit from Jenn J. McLeod

The **Evans Head Library** had 181 new members to make a total of 2,251 registered members. **Sylvia Cooling** conducted 5 successful monthly **Create Make Share** craft sessions at the Evans Head Library with 46 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** had 262 members including 13 new customers. There were 45 Internet usages and **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the customers. There were 22 programs with 127 attending at the Coraki Library

The **Mobile Library** had 1,119 members with 53 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 ceased operating for 10 weeks when libraries were forced to close. During this time the Mobile Library Operator, Steve Locke was able to use **Art Van Go** to provide a drop-off service to the villages of Bonalbo, Woodenbong, Woodburn, Broadwater, Rappville and Whiporie.



Art Van Go providing a service to mobile library customers



Customers of the mobile library service included community patrons, single teacher schools and central schools.

The mobile library also participated in the 2019 Casino Truck show and was present at the special community meetings held at Rappville after the bushfires.



The mobile library featured in the Casino Truck Show

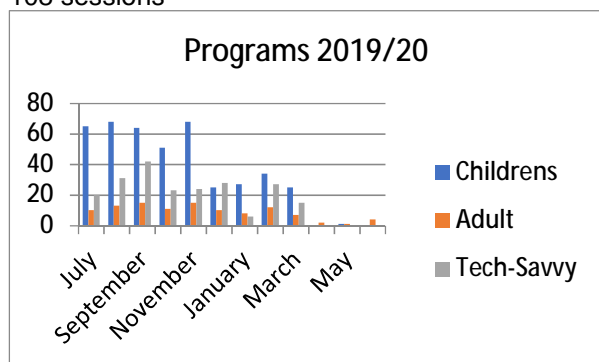
Promotions and Extension Services

Programming has become a focal point of the library service and continues to increase each year. The 752 programs conducted at the libraries consisted of:

Children's – 6,665 attending 428 sessions

Tech Savvy for seniors –216 sessions

Adult education/craft and hobby – 911 attending 108 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 monthly **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 library also featured on some Richmond Valley Council videos with one featuring Taryn Kelly talking about the lids and bread tags going viral. It also created interest with other libraries and councils wishing to participate.

The Kyogle Library was also regularly promoted in the Kyogle Council Newsletter. The Manager Regional Library also spoke about library services on **Cow FM** on the first Monday of the month until COVID-19 put these sessions on hold. The library was also featured on Prime News on the 1 June featuring a story on the libraries re-opening and on NBN News on 10 June 2020 with the announcement of the successful funding bid for the Evans Head Library project. The library also had an Instagram regrammed by ALIA.

The library **Facebook** page and Instagram pages also played an important role in the promotion of the library. The social media content was created by **Taryn Kelly** and **Tamara Patino** with regular input from other staff. The Library webpage and Google Calendar for Library events were both maintained and regularly updated by **Taryn Kelly**.

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. The overall 2019/20 winner was Jackson Whitney.



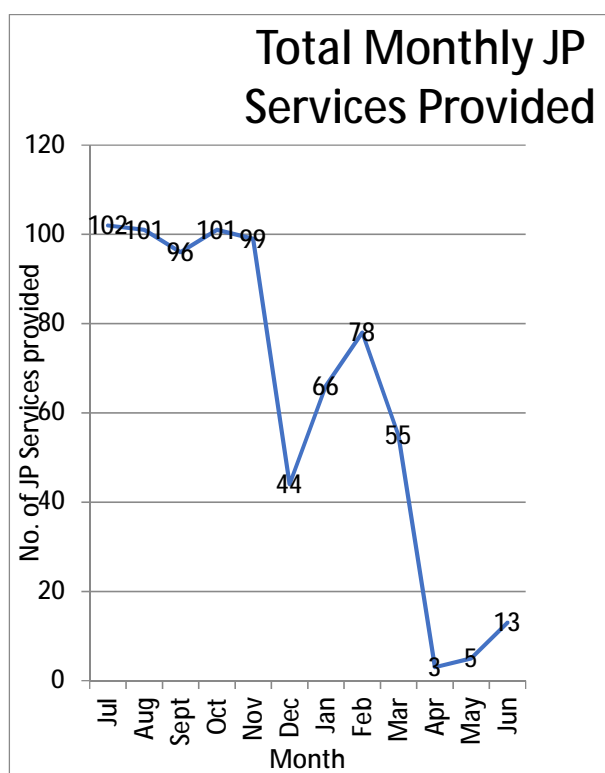
The winning Digital Photography photo



Displays continued to play a large part in promoting the collection and brightening the interior of the libraries.

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, Corinne Hughes, Linda Clark, Sue Bland, Tamara Patino** and **Aaron Wilkes** between them provided 768 JP services during the year. Of these 743 JP services were provided prior to 24 March 2020 when the libraries closed.



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. 395 ladies attended 43 sessions at the 3 libraries. After 24 March 2020 Sylvia filmed some Create Make Share sessions that were made available on-line.

In April 2019 **Art Van Go** finally had the wrap completed. Unfortunately, due to COVID-19 there were no outreach programs conducted after this. However, the bright new van was seen around the Richmond Valley and Kyogle Council communities as it was used as a drop off service to a some of the larger villages on the mobile library schedule. It was also used to deliver the Housebound items in Kyogle.



Art Van Go

Pre COVID-19 the **Tech Savvy for Senior's Program** continued to be successful and well attended with 216 people involved in one-on-one sessions. Most of the training was conducted by **Taryn Kelly**. Other staff that assisted were **Laura Ramstadius, Ngarie Macqueen, Trenell Williams** and **Linda Clark**. **Gary Ellem** was also successful in gaining \$1,500 in funds to assist 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. Some books were also given to charities. **Ngarie Macqueen** supervised the new arrangement with **James Bennett – Sustainability Project** which was used for the first time in June 2020. This initiative helps the Library reach sustainability goals by ensuring books do not go into landfill but are sold or go responsibly into pulp to produce new books. This project also supports not-for-profit organisations as well.

The library also celebrated **National Chocolate Day** and besides having some fun with some delicious food there was also \$932 raised to support “buy a bale” drought relief fund.





Library Assistant, Laura Ramstadius and the James Bennett Sustainability Project



Talk Like a Pirate Day Lego Club

Children's Services

The quality of children's/youth services continues to be maintained at an exceptionally high standard. Attendance records and the number of established programs would have increased significantly except for COVID-19. The high standard of children's services was highlighted by various community-based organisations approaching the library to learn more about these programs.

During the year(pre-COVID-19) **6,665 children/youth participated in 428 scheduled events across the region.** 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 300 children's programs/events. There were 5,465 attendees, 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.

While there were many great children's programs conducted pre COVID-19 one highlight was when in early December 2019 the Richmond-Upper Clarence Regional Library organised to have **Stig Weymss, Australia's most loved narrator of Andy Griffiths audio books for children, come to Casino.**

Over three days Stig did five shows for our local schools, with a special show at Rappville School on Wednesday at which Stig gave his time free of charge. Stig made a small documentary while at the Rappville school where he spoke to some of the children and teachers affected by the fires

Stig's performances in libraries and schools around the country have become notorious with children and adults alike. His shows are wildly entertaining, cleverly irreverent and chocked full of fun.

Children at the Casino Library were also entertained in July 2019 with some **Action Reaction Superhero workshops.**





Stig at Stratheden School

The Library was also a winner in the Innovation in Outreach Services with the project “collaboration for an inclusive future” which including funding of \$1,000. This award was in recognition of the Outreach program Sylvia Cooling and Corinne Hughes created.



Gary Ellem with the Innovation in Outreach Service Award at the Switch Conference

The library continued to support weekly visits from **Kookaburra Early Learning** and visits from **Casino High School Special Education Unit**. **Jumbunna Community Preschool** continued Library visits to participate in the Bookworms program and Playdough Sensory program.

Visits to **Baptist Community Preschool** continued to provide four story time sessions per week, supporting their nominated area of learning. Visits to **Jumbunna Community Preschool** continued to provide three storytime sessions per week and **Jumbunna Mobile Playgroup** continued to welcome the library into their programming with fortnightly outreach visits.

Fortnightly storytime visits continued with **Bentley Community Preschool**, including one fortnight in conjunction with the Mobile Library.

Children's Book Week continued to be celebrated with **Leeville Primary School**. Visits to **Stratheden Primary School** continued 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, Children's Book Week and National Simultaneous Storytime. Fortnightly storytime visits to **St Mary's Primary School K-1** commenced in support of their reading program. 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.



Coordinator Programs and Events, Sylvia Cooling at Casino West School

Storytime visits to the **Northern Rivers Family Day-care Playgroup** continued at Casino and Kyogle, along with Family Day Care storytime visits at the Casino Library. Outreach storytime at **Family Day-care Provider** premises commenced.

The **Kyogle Library** hosted **110 children's programs** during the year with 1,080 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 **93** children attending 17 children's activities including 7 Lego Club while **Evans Head** hosted 1 storytime with **27** attending.



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

The library also participated in the **First Lego League Challenge**. The team was called Casino Construction Crew and competed in the regional heats in Ballina where they came 3rd out of 20 teams for the robot mission challenge but didn't place overall and so didn't go onto the next level of the competition.



First Lego League Challenge

Information Services

During the year the Regional Library staff successfully supplied **22,178 information requests and 24,492 customer service requests**. This total of 46,670 recorded a completion rate of 89.18%. 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 **143 requests being satisfied with an 92% success rate**. The 8% 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. 190 items were loaned to other libraries from this library service.

Until March 2020 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

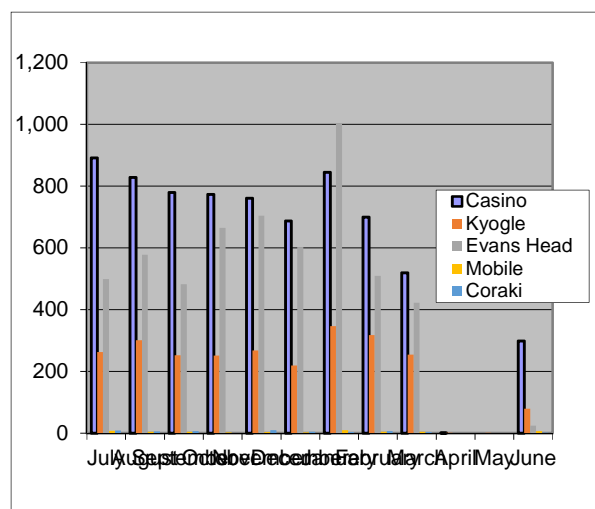
book shelving, preparing books for sale, disc cleaning and covering new books.

From March-June 2020 no volunteers were used in any of the libraries. Housebound deliveries at Casino and Kyogle were delivered by library staff.

Free public Internet access continues to be a major draw card for all libraries with **15,210 bookings** made to use the Internet at the five libraries that provide the service. The wifi service was also an extremely popular service with **9,260 Wi-Fi connections**. This service was particularly well-used during school holidays.

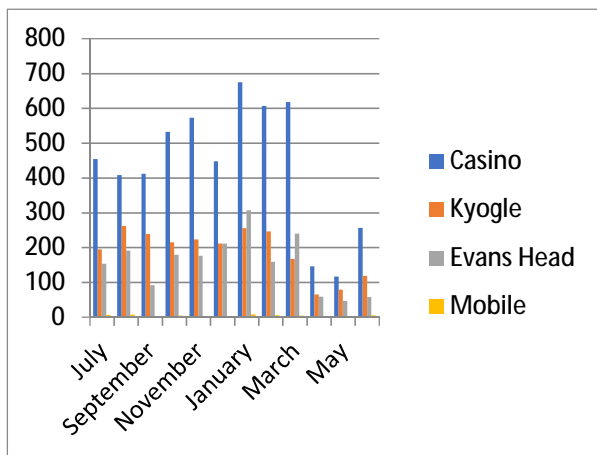
A large portion of staff time was spent on IT assistance and ranged anywhere from 5 to 30 minutes. This included among other things – passport renewal, registering a business name and ABN, wi-fi issues, email setup on phones, setting up iPads and tablets, installing apps, scanning, printing, and the set-up and use of the Library's many eResources. Later in the year many border passes were printed for customers wishing to enter Queensland.

When the libraries re-opened on 1 June 2020 there were some **restrictions** placed on the public internet PCs. Casino and Evans Head only provided 3 of the 8 internet pcs while Kyogle only 2 of 4 and the mobile library 1 of 2. There was a limit of 20 minutes per use and there was no staff assistance.

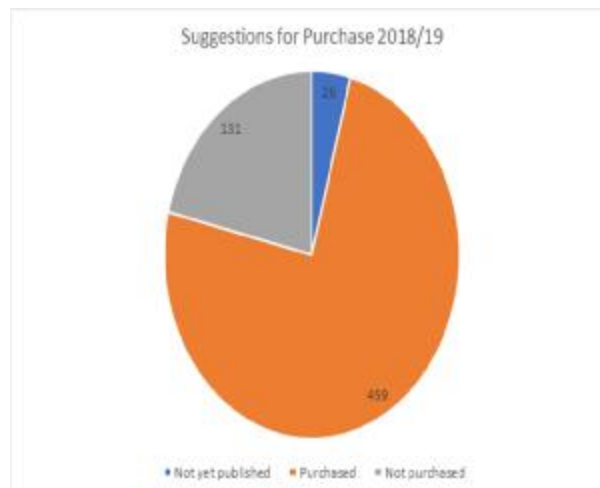


Public Internet usage 2019/20





Wi-Fi usage 2019/20



Technical Service Maintenance

Because LIBERO, the Library Management System was cloud based any upgrades were received automatically

Kyogle Library continued to experience regular IT issues with network problems and slow internet and Wi-fi speed. There were also some issues with the changeover to NBN. 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.

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 with all staff being involved in ordering new resources for the collection and many suggestions for purchase from patrons were satisfied.

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 **5,527 titles added** and **5,940 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. This was resolved later in the year with the James Bennett Sustainability Project.

12,231 reserves were satisfied from within the Regional collection. The increase in reserves can be contributed in part to the "Click and Collect Service".

The Regional Library continued membership with Public Libraries NSW, Libraries Australia and Libero User Group as well as being part of a Borrowbox consortia arrangement with Clarence Regional Library.

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. **CollectionHQ** (a web-based software for analysis of library collections) 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.

Cheryl Thompson's working hours were increased to fulltime in January 2020. **Nancy Van Iersel** hours were increased to 15 hours per fortnight in 2020. **Laura Ramstadius** was the successful applicant to the Part-time Library Assistant Position (20 hours per week). **Mikayla Cribb** joined the team at Evans Head. The staff consisted of:

Gary Ellem	Manager Regional Library
Ngarie Macqueen	Casino Library Coordinator
Sylvia Cooling	Coordinator Programs and Events January
Corinne Hughes	Kyogle Branch Librarian
Taryn Kelly	Library Technician
Sue Bland	Library Assistant (Casino)
Linda Clark	Library Assistant (Casino)
Tamara Patino	Library Assistant (Casino)
Laura Ramstadius	Library Assistant (Part-time) March 2020 (Casino)
Steve Locke	Mobile Library Operator
Cheryl Thompson	Library Assistant – Part time (Kyogle) Fulltime January 2020
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)
Mikayla Cribb	Casual Customer Service Officer – (Evans Head)
Aaron Wilkes	Library Assistant – Part-Time (Coraki)
Nancy Van Iersel	Library Assistant – Part-time

Trenell Williams	School Based Trainee – 1 day a week finished December 2019
Kate Benecke	Casual Library Assistant
Laura Ramstadius	Casual Library Assistant
Amy Boyd	Casual Library Assistant
Sophie Drew	Casual Mobile Library Operator and Library Assistant
Ian McLean	Casual Library Assistant (March 2020)
Emma Walsh	Casual Library Assistant (March 2020)

During the year when the Mobile Library Operator was unavailable, the mobile library was operated by casual staff member **Sophie Drew**. 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. Just prior to the libraries closing on 24 March 2020, Ian McLean and Emma Walsh commenced as Casual Library Assistants at the Kyogle and Casino Libraries respectively.

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.

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.

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. In the last quarter the Team Meetings were held monthly and there were regular Casino Library workroom meetings. A couple of **Skype for Business Team meetings**



were held to discuss COVID-19 and the re-opening of the libraries.

Gary Ellem also attended regular Manager Meetings at Richmond Valley Council as well as numerous other meetings with other council staff.



Casino Library staff participating in a Skype for Business meeting to plan the re-opening of the libraries during COVID-19

Gary Ellem and **Ngarie Macqueen** attended the **Public Libraries NSW Conference (Switch)** at Penrith in November 2019. **Gary** attended a **North-East Zone Library Managers** Meeting in Coffs Harbour in March 2020 as well as Full North-East Zone meeting via Bluejeans in May 2020.



Casino Library staff practising social distancing during a team meeting

Aaron Wilkes attended **Reader Advisory Training** in Sydney in November 2019 and then commenced training other library staff in February 2020. Unfortunately, the training was put on hold due to COVID-19. The online **Homeless** training package was purchased for the library staff and

several staff commenced and some completed the training.

In September 2019 **Sylvia** and **Gary** represented the Library at the YES Career Expo. **Gary, Ngarie, Linda and Sue** participated in a training session in **CollectionHQ**. Several staff were involved in webinars throughout the year.

Ngarie Macqueen attended a **Libero User Group** meeting at Twin Towns in October 2019 where she was appointed Libro User Group secretary staff. Ngarie had ensured the LMS is being used at a high capacity.

Gary Ellem participated in **Leading Teams** training with the other Richmond Valley Council Managers with monthly sessions in 2019 followed by regular catchups in 2020. **Ngarie Macqueen** commenced **Leadership** training in 2020 with other Richmond Valley Council Co-ordinators.

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 and grants as well as answering regular surveys.

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 2019 he submitted the **2018/19 NSW Public Libraries Statistical Return** and in October 2019 both Richmond Valley Council and Kyogle Council submitted their **2018/19 Public Library Funding**.

The Casino and Kyogle Libraries received visits from Richmond-Tweed Regional Library staff who inspected the libraries to gain ideas.

The library also gave RFID and laptop dispenser demonstrations and advice to other library services.

Library staff was also in regular contact with the various suppliers with whom the library was associated.



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

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. This was never more evident when the libraries were forced into a 10-week closure due to COVID19 when all library staff accepted and met the new challenge.

Gary Ellem
Manager Regional Library



Taryn Kelly, Tamara Patino, Laura Ramstadius and Ngarie Macqueen as Diva's during National Simultaneous Story at the Casino Library during the "click and collect" service



Stig at the Rappville School



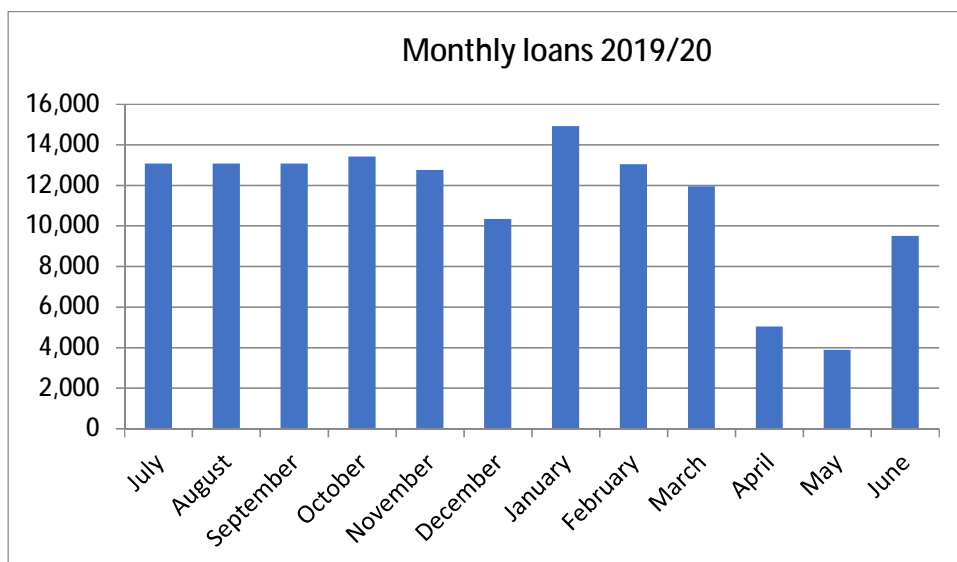
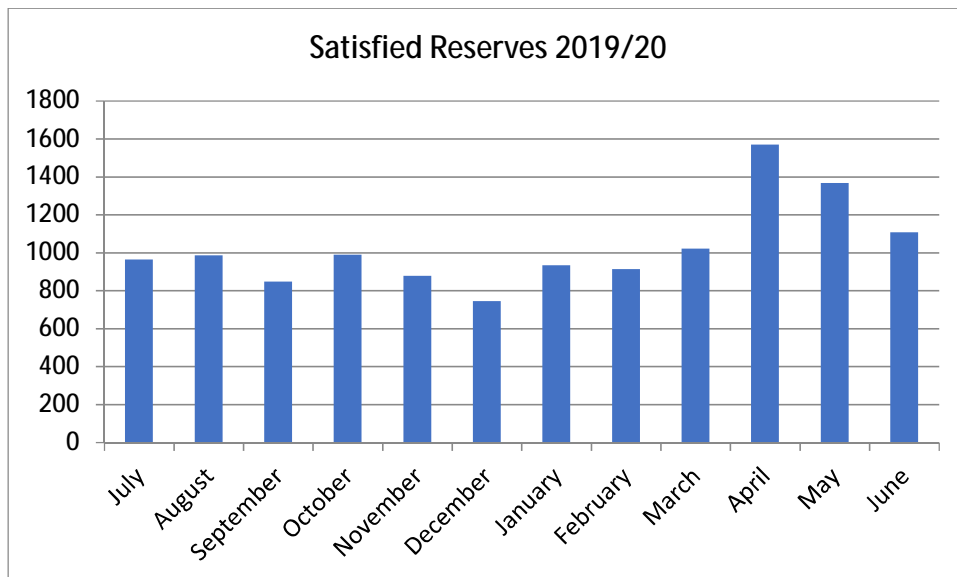


TABLE 1. LIBRARY COLLECTION STATISTICS

*Not included in Book Vote

Collection	As at	Added	Discarded	Expenditure
	30/6/20	1/7/19- 30/6/20	1/7/19- 30/6/20	1/7/19 - 30/6/20
Picture Books	4,110	498	988	5,641
Easy Junior Fiction	1,961	222	256	1,818
Junior Fiction	2,459	279	219	3,686
Teen Fiction	1,702	183	46	2,698
Music CDs	576	29	160	396
Junior Audio Books	76	3	8	102
Junior CD and Text	42	0	3	0
Junior Non-Fiction	2,797	178	36	2,870
Junior DVD	801	221	145	2,086
Junior Music	19	0	3	0
Teen Magazines*	59	29	6	0
Teen Audio	11	0	11	0
Teen Non-fiction	10	63	0	New collection created
Adult Fiction	13,802	1,694	2,382	30,065
Large Print	2,694	337	345	10,917
Adult Non- Fiction	10,721	768	360	15,443
Reference	459	42	30	91
Magazines *	861	382	494	0
DVD	2,461	491	335	5,336
Audio Books	1,135	108	108	5,951
Software	7	0	5	0
Total	46,763	5,527	5,940	87,100
E-Books	9,731	1,573	25	9,750
E-Audio Books	2,331	591	0	10,912
E-Magazines*	385	385	0	1,795
eTotal	12,447	2,549	25	22,457
Grant total	59,210	8,076	5,965	109,557

Also:**Cake tins – 41****Crochet hooks – 26****Knitting needles – 41****Jigsaw puzzles - 55**

TABLE 2. BORROWERS REGISTRATON STATISTICS AT 30 JUNE 2020

Library	TOTAL	Adult	Young Adult	Junior	Richmond Valley	Kyogle	Lismore	Other
Casino	9,098	8,136	248	714	8,251	350	181	316
Kyogle	3,927	3,523	104	300	20	3,699	67	141
Evans Head	2,251	2,065	46	140	2,079	1	13	158
Mobile	1,119	714	79	326	517	514	38	50
Coraki	262	205	17	40	254	0	0	8
REGIONAL TOTALS	16,657	14,643	494	1,520	11,121	4,564	299	673

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

10,345 females, 6,254 males and 58 organizations

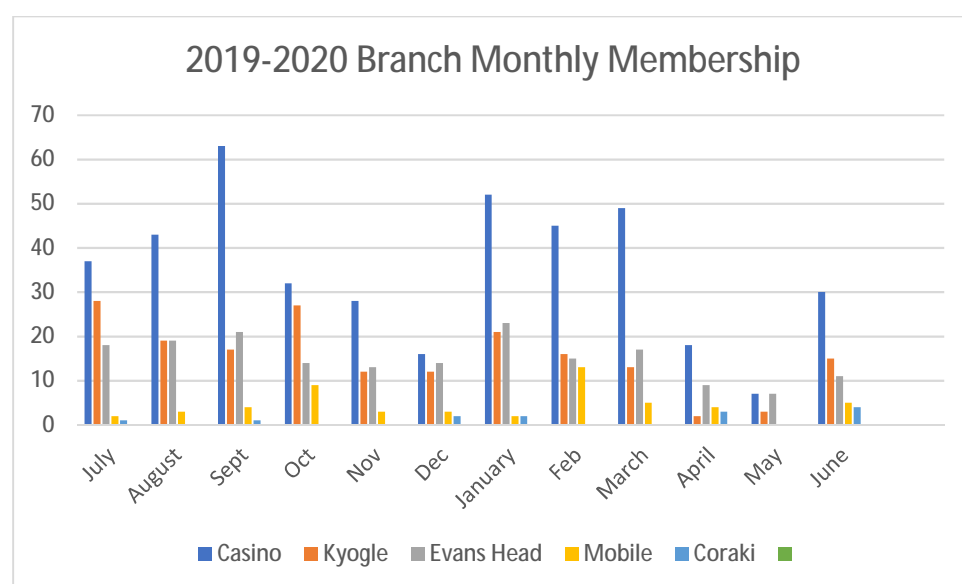


TABLE 3. CIRCULATION STATISTICS

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	25,809	9,430	7,868	2,767	612	46,486
Bulk Loans	9,290	1,008	198	3,966	690	15,152
Picture Book	5,999	2,961	1,694	1,044	244	11,942
Adult Non- Fiction	7,054	2,903	1,316	642	192	12,107
DVDs	6,253	3,530	1,410	595	251	12,039
Large Print	4,473	1,389	700	834	68	7,464
Magazines & Newspapers	2,781	968	494	198	32	4,473
Junior Fiction	2,098	1,323	409	342	32	4,204
Junior DVD	2,008	1,017	402	538	30	3,995
Easy Junior	1,390	899	454	332	28	3,103
Audiobooks	1,263	1,013	324	98	49	2,747
Junior Non- Fiction	1,133	568	129	236	62	2,128
Teen Fiction	1,197	465	232	64	40	1,998
Music CD	801	197	119	58	12	1,187
Junior CD & Text	20	10	53	0	0	83
Junior Audiobooks	45	23	10	16	0	94
Teen Magazines	32	2	0	82	0	116
Junior Music CD	8	4	1	0	0	13
Teen Audiobooks	8	8	4	1	0	21
TOTAL	71,662	27,718	15,817	11,813	2,342	129,352



Library Assistant, Sue Bland during stock take



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

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2020
Casino	21,952
Kyogle	11,982
Evans Head	6,118
Coraki	1,873
Mobile Library	3,357

Also:

Processing - 338

Stack – 1,318

In-transit - 282

Repairs -20

James Bennett Sustainability - 388

eResources – 12,447

(ii) Inter-Library Loans (Document Delivery)

Successful requests - 143

Unsuccessful requests - 12

Specific requests sent to other libraries -190

(iii) Satisfied reserves – 12,231**(iv) Internet services – 15,210**

Casino- 7,085; Kyogle-2,550; Evans Head-5,485; Mobile Library-45; Coraki-45

(v) Wi-Fi services – 9,620

Casino –5,426; Kyogle –2,275; Evans Head –1,872; Mobile –47

vi) RFID Self-Serve –customers (7,973) and items (25,477)

Casino 2,257 and 7,803, Kyogle 4,631 and 14,260, Evans Head 1,085 and 3,414

(vii) Laptops – 892

Casino – 528; Kyogle- 318, Evans Head 46

(viii) Seed Library – 3,418

Casino- 2,013; Kyogle -883, Evans Head – 385, Mobile Library – 69, Coraki- 68





Library Assistant, Tamara Patino during National Simultaneous Storytime



Frankie with his owner





Recipe Club at Casino Library



Talk like a Pirate Day at Evans Head Library





Lids for kids' collection point at Casino Library





Action Reaction Superhero workshop at the Casino Library





Library customer, Barbara Dunn borrowing part the new cake tin collection



First customer borrowing a cake tin at Coraki Library, Renee Brown and daughter Frankie



Casino Book Club Christmas Party





The Library entry in the BorrowBox display competition



Zentangle workshop at Kyogle Library





Adult Colouring-in at Casino Library



School based trainee, Trenell Williams at Kookaburra Early Learning





Cupcake making at Coraki Library



New Carpet at Kyogle Library

