



# 2020/2021 Annual Report



Richmond  
Valley  
Council



# **RICHMOND-UPPER CLARENCE REGIONAL LIBRARY**

## **MANAGER REGIONAL LIBRARY'S**

### **ANNUAL REPORT FOR 2020/21**

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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 2020 to 30 June 2021. **The Regional Library wishes to acknowledge the traditional landowners and pay respect to elders both past, present, and emerging.**

#### **Regional Administration and Physical Activities**

As with the rest of the world, the library was still dealing with the effects of COVID-19 and the restrictions placed upon us. The library staff were guided by the People & Culture Department of Richmond Valley Council and continued with a COVID-19 Safety Plan which was updated several times during the year.

While restrictions reduced the number of programs and events the library could hold, it was pleasing to see the way patrons and staff adjusted to limited services over the lockdown periods.

A couple of big projects were undertaken during the year. Construction on the **Evans Head Library** project commenced in February 2021 by local company Bennett & Robertson Construction. Prior to this work commencing, the Evans Head Library was transferred to a temporary location at the **Evans Head Visitor Information Centre** which opened on the 11 January 2021. It was a massive job with the work carried out by library and council staff.



**Pictured Above: Inspecting the work progress on the Evans Head Project**



**Pictured Above: Evan Head team members, Terrie Costello, and Sue-Ellen Little at the temporary Library/Council location at the Evans Head Visitor Information Centre**

The Kyogle Library played an important role in the inaugural **Kyogle Writers Festival** held in May 2021. The Kyogle Library hosted several workshops with Kyogle Branch Librarian, **Corinne Hughes** present onsite while the workshops were conducted.



**Pictured Above: Kyogle Writers Festival Workshop at the Kyogle Library**

In April 2021 the Regional Library was informed of the success of two **Public Library Infrastructure Grant Applications**. The Manager Regional Library submitted the grants on behalf of the two councils. Kyogle Council was successful in gaining funding of \$46,509 for solar panels on the Mobile Library, while Richmond Valley Council received \$192,800 for the Casino Community Courtyard Project.



**Pictured Above: Successful Public Library Infrastructure Grant announcement at the Casino Library**

Despite COVID restrictions, the library service continued to thrive as the Library continued to play an essential role in supporting an educated community. The varied needs of both individuals and groups in the community covers needs such as education, access to information, personal development, and recreation and leisure. The Library supports accessibility for all by providing access to materials in a variety of formats, including both physical and digital resources.

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 2020/21 The Regional Library had 70,583 **members and guests** walk through the doors to use the library facilities. This comprised of:

Casino – 41,758  
Kyogle – 14,803  
Evans Head – 9,164  
Mobile Library – 3,177  
Coraki – 1,681

The Regional Library had **16,338 members** with **793 new members** joining during the year. The Library has over **51% of the population being members of the Library which is higher than the state average**. Our membership also includes 910 non-residents as members. The total weekly opening time of all the libraries was 140.5 hours.



**Figure Above: New Membership by month 2020/2021**

Despite restrictions, the library facilitated, hosted, and conducted an enriching and a diverse range of programs and activities meeting the needs of the community, with the Regional Library running **818 programs during the year**. Staff were very pleased when some programs and events were re-introduced. A very pleasing and rewarding outcome of our program and events schedule is the library easing social isolation 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 supported accessibility to online appointments and meetings that needed to occur via videocall. The libraries were often the first point of call for families who moved to the area.

**eResources** and **online databases** were made available to patrons via the library website and app 24/7. The eService comprising of eBooks, eAudiobooks and eMagazines had 13,954 loans during the year, which was an impressive **increase of 43%** on the previous year. Richmond-Upper Clarence Regional Library and Clarence Regional Library were involved in two consortia which gave library members access to a wider range of eResources.

**Beamafilm** viewings amounted to 1,021 during the year. The State Library online databases was another method of providing the community with a trusted, high quality resource which is available from the comfort of their own home. Good use of the Health, Medical, eBooks and newspapers were recorded.

The **StoryBox Library** had 1,753 stories streamed during the year. The Library also provided access to **Haynes Online**, which is a subscription to online motor car and motorcycle repair manuals.

**TheComputerSchool**, which is an Interactive Online Computer and Technology Training Centre, was used 2,770 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 597 online viewing.

**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 8,320 members borrowing and/or renewing 26,382 items during the year. The Evans Head self-serve kiosk was not available at the temporary location due to space restrictions.

There was 438 uses of the Library **laptops from the laptop dispensers** at Casino, Kyogle, and Evans Head Libraries, proving to a popular and valuable library resource. The laptops became available at Casino in August 2020, Kyogle Library in March 2021 and the Evans Head Library laptops were not available all year.

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

The library also participated in **Share the Dignity** and **It's In the Bag** charitable programs. Both these were coordinated by **Taryn Kelly**. The Library also participated as a collection location for **Lids for Kids**, and **Aussie Bread Tags for Wheelchairs**, again coordinated by Taryn, which while put on hold during the COVID-19 restrictions, still managed to catch the attention of the community on resumption.

## Branches

Once restrictions were eased, the **Casino Library** conducted many promotions that engaged the community and promoted both library, and community services. The feedback was very positive.

The **children's literacy programs** at the libraries and via the **Outreach** program suffered due to the COVID restrictions with very few programs held until February 2021 when some restrictions were lifted.

A fantastic and bright new feature wall was installed at the Casino Library in November 2020 plus a new Junior Non-fiction sign to celebrate this collection being separated from the Adult Non-fiction.



**Pictured Above: New feature wall at Casino Library**



**Pictured Above: The new Junior Non-Fiction sign at the Casino Library**

The Casino Library has **8,921 registered members** with 330 new members joining during the year. Many people from our Aboriginal community used the library every day, including the public internet and Wi-Fi 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 members and guests 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**. The Casino Craft group resumed their Tuesday fortnightly get-togethers at the Casino Library in September 2020.

The **Book Discussion Group**, supervised by **Taryn Kelly**, again enjoyed good numbers at their monthly sessions with 80 people attending 12 sessions.

**Pictured Below: Making macramé feathers at the Casino Library**



**Sylvia Cooling** also conducted 36 **Create Make Share** programs at the Casino Library with 223 attending.



**Pictured Above: Create Make Share Program**

**Sue Bland** continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 72 people attending 11 sessions.

The **Monthly Lego Club** and the **Family Lego** days at the Casino Library, organised by **Tamara Patino** returned with 31 kids attending 5 Lego sessions.

**Tamara** also re-introduced **Playdough Playtime** sessions with 80 kids attending 9 sessions.

The Casino Library also hosted Gwen Gray being awarded the Clarence Electorate Local Woman of the Year Award on the 24 February 2021.

**Pictured Below: Lego Club and Playdough group at the Casino Library**



The **Kyogle Library** also conducted many programs for its 3,825 members including 203 new members. The Kyogle Library was also the venue for many meetings for community groups throughout the year. The feedback from the members and guests that visit Kyogle Library was again very positive.

The **Kyogle Library** hosted regular Adult Colouring-in, Book Discussion Group, Read, Rhyme & Romp, LEGO Club, Playdough Playtime, Tech Savvy, Halloween Pizza & Pages, School Holidays Activities in April 2021 as well various community meetings.

On the 19 September 2020 Kyogle Library hosted launch of Linda Woodrow's book **470**. This was also streamed live. David Hallett visited **Kyogle Library** 27 March 2021, performing poetry to celebrate International Poetry Month and launch his new book **Out of the Blue**. Author Captain Don Maidlow and illustrator Sara Stephens Huddleston did a book launch at Kyogle Library on 28 May 2021.





**Pictured above: David Hallett performing some of his poetry at the Kyogle Library**

On the 29 May 2021, **Corinne** also offered the Kyogle Library resources for the Kyogle Red Cross to undergo Online training.



**Pictured Above: Red Cross Online training at the Kyogle Library**

**Cheryl Thompson** continued to supervise the very popular **Adult Colouring-in** at the Kyogle Library with 120 people attending 25 sessions. **Sylvia Cooling** conducted 16 **Create Make Share** workshops at Kyogle with 56 in attendance.

**Corinne Hughes** ran 11 **Kyogle Book Club** sessions with 57 attending as well as hosting author visit from

The **Evans Head Library** had 118 new members to make a total of 2,198 registered members. In January 2021 the Evans Head Library commenced operating out of a temporary location at the Evans Head Visitor Information Centre. Despite operating in a very small space, a quality library service was delivered.

**The Coraki Library** has 253 members including 12 new members. There were 18 Internet usages and **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the customers. There were 3 programs with 14 attending at the Coraki Library.

**The Mobile Library** has 1,141 members with 77 new members 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. A great social media post about this Library service was created by **Steve Locke and Tamara Patino** in May 2021 and shared online.



**Pictured Above: Aerial Photo of the Mobile Library on the Road**

The Mobile Library was involved in a partnership with the **Red Cross** during the year assisting Bush Fire victims with their claims. Customers of the Mobile Library service included community members, small schools, and central schools.

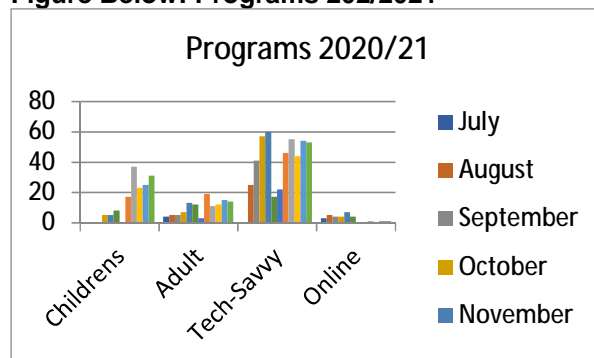
The mobile library did experience some issues during the year with the generator and the disabled access, but for most of the time it was business as usual.

## Promotions and Extension Services

Programming still has an important role to play in the library service engaging the community and easing social isolation. The 818 programs conducted at the libraries consisted of:

Children's 3,248 attending 169 sessions  
 Tech savvy for seniors –482 sessions  
 Adult education/craft and hobby – 856 attending 128 sessions  
 Tangles on Tuesday (online) – 2,938 for 23 sessions  
 Online author talks – 30 attending 11 sessions  
 Author visits - 99 attending 5 sessions

**Figure Below: Programs 202/2021**



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, the Community Newsletter, Kyogle Council Newsletter and featured in stories in the Richmond River Independent, Northern Rivers Times and Coraki & District News. The library also featured on some Richmond Valley Council videos.

Promotion of the Library was shared on social media via Facebook, Instagram, and YouTube. The coordination of Facebook posts, event scheduling, and the Library's YouTube account was coordinated by **Library Technician, Taryn Kelly. Library Assistant, Tamara Patino**, created content, and coordinated the Library's Instagram page. Social media content highlighting the Library's collections, programs and events was created by many of the Regional team, with staff both involved in creating, and/or starring in the content shared online.

**Coordinator Programs and Events, Sylvia Cooling** contributed weekly stories for the Library News Column in the **Richmond River Independent Newspaper** which promoted library events and programs. Regular book reviews from the library team also featured in the Newspaper.

**The Manager Regional Library** also spoke about library services on **Cow FM** on the first Monday of the month when services returned in September 2021. The library also had an Instagram post regrammed by ALIA (Australian Library and Information Association). A photo taken by Library Assistant; **Tamara Patino** was again featured in the James Bennett calendar.

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 2020/21 winner was Jackson Whitney.

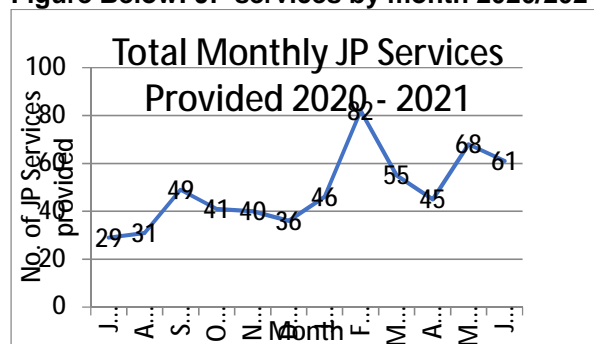
**Displays** continued to play a large part in promoting the collection and brightening the interior of the libraries. **Linda Clark**, with assistance from **Tamara Patino**, created a **Local Heroes Literature** display to celebrate Beef Week. **Cheryl Thompson** created a display highlighting the plight of individuals experiencing homelessness at the Kyogle Library that was acknowledged on Facebook by Ryan Dowd, the creator of the Homelessness training the library team undertook.

**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, interaction and easing of social isolation.

**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 602 JP services during the year.

**Figure Below: JP services by month 2020/2021**



A library creative program instigated by **Sylvia Cooling** was the **"Create Make Share" craft sessions**. These proved very popular at the Casino and Kyogle Libraries when they recommenced in October 2020. Social distancing did put some restrictions on these programs. In March 2021 this program was offered to a special "Wendy Edwards Group". All up 279 ladies attended 52 sessions. Sylvia also created some online content **"Tangles on Tuesdays"** while programs were not available in the libraries.

On 27 September 2020 **Art Van Go** had an official launch by Member for Clarence, Chris Gulaptis and Richmond Valley Council Mayor, Robert Mustow with some students at St Mary's Primary School.



**Pictured Above: Launch of Art Van Go at St Mary's Primary School with Member for Clarence, Chris Gulaptis and Richmond Valley Council Mayor, Robert Mustow**

The bright new van was regularly seen around the Richmond Valley and Kyogle Council communities



as it was used for delivering items to members as part of the **Home Delivery Service** in lieu of volunteers during restrictions.

The **Tech Savvy for Senior's Program** continued to be successful and well attended with 482 people involved in one-on-one sessions. These sessions were mostly conducted by **Taryn Kelly, Laura Ramstadius, Ngarie Macqueen** and by **Aaron Wilkes**. Casino Library Tech Savvy program also benefited from the services of community volunteer, **Therese Schier**. **Corinne Hughes** conducted the Tech Savvy sessions at the Kyogle Library.

17-23 May 2021 saw the library **celebrate Library and Information Week** with several of the library team being involved in Facebook posts on how they commenced their library career.

During the year there were several online authors talks which proved popular with a number of people viewing these.

## Children's Services

During the first seven months of the year Children's Programs were limited due to the ongoing COVID-19 restrictions. In-house and Outreach programs remained on hold across the region. Throughout this period, School Holiday Activity Packs were developed and distributed in lieu of the regular holiday program. A total of 991 packs were received by library members and local schools/preschools between July 2020 and January 2021.

In November 2020, **Playdough Play Time**, which is run by Library Assistant **Tamara Patino**, was the first in-house program to resume following strict COVID-19 guidelines.

February to April 2021 saw the reintroduction of regular in-house programs including Bookworms, Baby Bounce, Lego Club, preschool and family day care visits. The reintroduction of School Holiday Activities has been positive with strong attendance numbers.

Across the region there was a total of 169 programs offered with 3,248 children/youth participating. While it has been an extremely challenging period with COVID-19 restrictions, it is pleasing to note that the current schedule of in-house and outreach programs has all but returned to what it was prior to COVID-19 restrictions being enforced. Jumbunna Preschool have begun fortnightly visits to the Bookworms Program and the number of preschool outreach programs has returned to pre COVID-19 frequency.

While the quality of children's/youth services continues to be maintained at an exceptionally high standard, overall attendance is still not what it was pre-COVID.

Naturally, there appears to remain a hesitancy in the community to resume normal activities. The challenge for the next 12 months will be to recapture lost audiences and attract new ones.

The **Casino Library hosted 120 children's programs/events with 2,774 attendees**. This included regular Bookworms programs, after school activities, visits from local schools, community group visits, Lego clubs, and the Baby Bounce program.

Because of restrictions the library could not continue to support weekly visits from **Kookaburra Early Learning**, so **Tamara Patino** joined them on their bus trips.



**Pictured Above: Library Assistant, Tamara Patino Storytelling on the Kookaburras bus**

This initiative was picked up by ALIA and featured in the State Library of NSW publication "Open Book" spring ed.

The **Kyogle Library hosted 44 children's programs** during the year with 459 attendees. Programs included Lego Club, school holiday activities, preschool visits, day-care story time, Pizza and Pages for youth and the Parents 'n' Kids group.

**Coraki Library hosted 14 children attending 3 children's activities** including 2 Lego Clubs.

Monthly visits to the **Bentley Preschool** to present story time sessions continued as well as monthly visits from the mobile library which was always eagerly awaited.

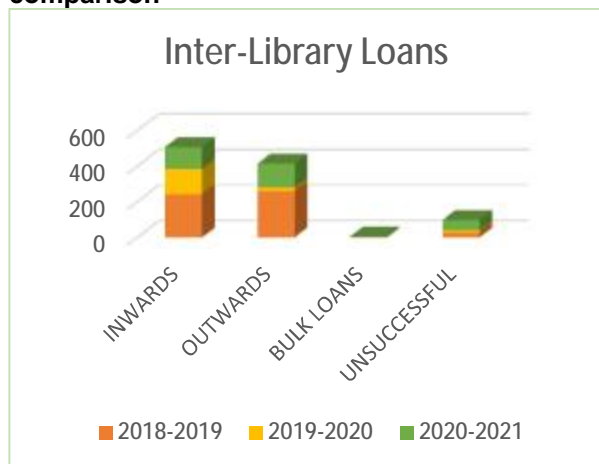


## Information Services

During the year the Regional Library staff successfully supplied **18,291 information requests and 25,298 customer service requests**. The ability to provide relevant, timely resources is supported by the ability to access materials via the Internet and the Library's eResource collection and becomes an increasingly important service to the community as more and more services and resources are only available online.

The **Document Delivery Service** (Interlibrary Loans) under the management of **Sue Bland** was a well-used service with **122 requests being satisfied with an 67% success rate**. The 33% 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. 136 items were loaned to other libraries from this library service.

**Figure Below: Inter-Library Loans 3-year comparison**

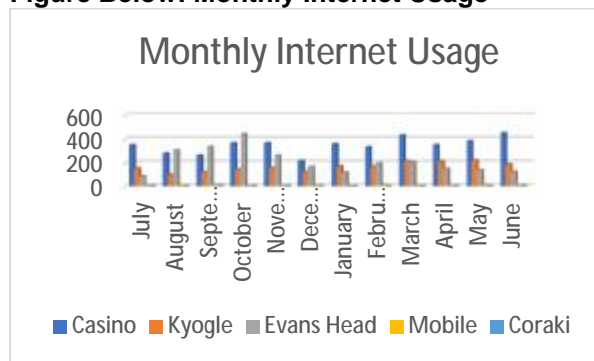


**Free public internet access** continues to be a major draw card for all libraries, albeit in a limited capacity, with **8,714 bookings** made to use the Internet at the five libraries that provide the service. The Wi-Fi service was also an extremely popular service with **6,946 connections**. This service was particularly well-used during school holidays.

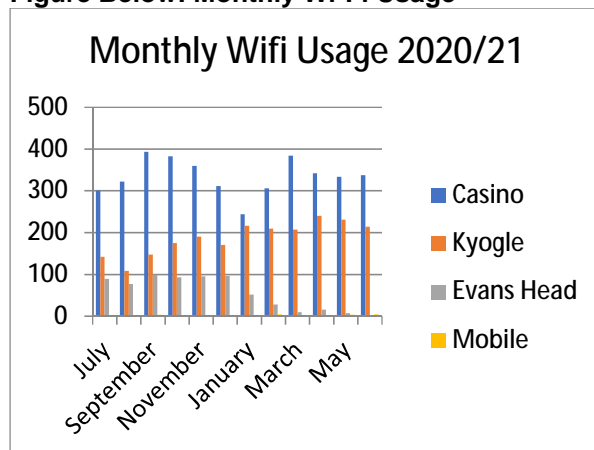
Due to COVID restrictions, staff assistance with IT queries was very limited in the early part of the year. This all changed and really ramped up as border closures were announced. For large parts of the day, library staff's time was taken up printing and assisting with border pass applications. Over 2,500 print jobs were carried out by the library team during the year.

There were some restrictions placed on the public internet PCs due to COVID-19 physical distancing regulations. Casino (increased to 4 in February 2021) and Evans Head only provided 3 of the 8 PCs (only 3 pcs were taken to the temporary location in January 2021) while Kyogle only 2 of 4 and the Mobile Library 1 of 2 PCs.

**Figure Below: Monthly Internet Usage**



**Figure Below: Monthly Wi-Fi Usage**



## Technical Service Maintenance

Because **LIBERO**, the Library Management System is cloud based, all upgrades were received automatically. Under the guidance of **Casino Library Coordinator, Ngarie Macqueen** Libero continued to function at a high level with the addition of utilising the module for Interlibrary Loans which hadn't been used previously.

Kyogle Library continued to experience regular IT issues with network and the phone system. All libraries logged regular support calls.

During the COVID lockdown the library laptops from the dispensers were made available to both Kyogle and Richmond Valley Council staff working from home. There were some delays in getting all the laptops back and reconfigured to the dispensers. For a period, Casino only had 3 laptops available for public use while Kyogle laptops were not available until March 2021. Due to the lack of space at the temporary Evans Head Library the laptops were not available.

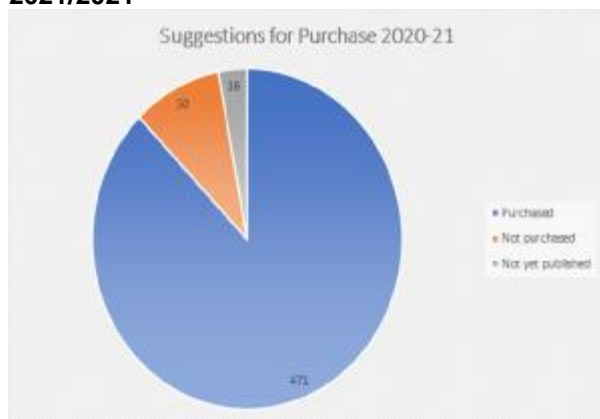
RFID continued to function well. Again, due to lack of space at the temporary Evans Head Library, the self-serve kiosk was not in use. Kyogle Library members made the most use of the self-serve kiosk with 65% of loans made this way, while Casino was 11% and Evans Head 31%.

The **public Internet** usage was limited due to social distancing restrictions years however it was still a popular facility with the public continuing to advice in the use of Internet facilities.

Organising and **printing border passes** for members and guests wishing to enter Queensland became a massive job for library staff. Scanning of documents to email addresses was again one the most utilised services provided by library staff throughout the year. Staff also spent anywhere from 5 minutes to 30 minutes providing IT assistance to members and guests. There was also support given for a variety of tasks such as TFN applications, passport applications, Library eResource setup and use, and troubleshooting for IT devices.

The Regional Library had a successful year purchasing new high-quality new items for the Library collection. While some items were purchased from visiting book suppliers, the majority were selected through on-line purchasing which has increased dramatically over recent years. **The Standing Orders** for the most popular authors also continued to be a successful purchasing tool. **Suggestions for purchase from members was managed by Library Technician, Taryn Kelly** with a high success rate and resulted in many satisfied members being able to borrow items they suggested for the collection.

**Figure Below: Suggestions for Purchase 2021/2021**



The library collection continued to evolve with **5,195 titles added** and **5,405 items discarded**. Due to time, space, and a preference for new books only a few donations were added to the collection during the year.

Weeded library stock and donations went to the **pop-up libraries** that was set-up for travellers at the Casino Railway Station, Kyogle Swimming Pool and Evans Head Library and Visitor Information Centre. Some books were also given to not-for-profit organisations. **Ngarie Macqueen and Laura Ramstadius** supervised the Library's

connection to the **James Bennett Sustainability Project**, which involved most of the weeded library stock, ensuring the weeded items are responsible recycled and/or go towards the support of not-for-profit organisations.



**Pictured Above: Casino Library Coordinator, Ngarie Macqueen and Library Assistant Laura Ramstadius and the James Bennett Sustainability Program**

**11,780 reservations** for Library items were satisfied from within the Regional collection.

The Regional Library continued membership with Public Libraries NSW, Libraries Australia and Libero User Group as well as retaining a Borrowbox consortia arrangement with Clarence Regional Library while establishing a new Overdrive consortium 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. **Collection HQ** reporting software also played a significant role in the selection of Library stock to be rotated between branches as well as assisting keeping the collection modern and relevant.

EFTPOS and new banking procedures was introduced at the Casino and Kyogle libraries in April 2021.



## Staffing

The library staff comprised of nine full-time, four permanent part-time staff, three library/customer service, a school-based trainee, three casual library assistants, and two casual backup mobile library drivers. Evans Head. Kellie-Anne Rack joined the library team at Evans Head on a more permanent basis in January 2021. The staff consisted of:

<b>Gary Ellem</b>	Manager Regional Library
<b>Ngarie Macqueen</b>	Casino Library Coordinator
<b>Sylvia Cooling</b>	Coordinator Programs and Events Part-time
<b>Corinne Hughes</b>	Kyogle Branch Librarian
<b>Taryn Kelly</b>	Library Technician Part-time
<b>Sue Bland</b>	Library Assistant (Casino)
<b>Linda Clark</b>	Library Assistant (Casino)
<b>Tamara Patino</b>	Library Assistant (Casino)
<b>Laura Ramstadius</b>	Library Assistant Part-time (Casino)
<b>Nancy Van Iersel</b>	Library Assistant – Part-time
<b>Steve Locke</b>	Mobile Library Operator
<b>Cheryl Thompson</b>	Library Assistant (Kyogle)
<b>Michelle Popp</b>	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)- resigned February 2021
<b>Terrie Costello</b>	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)
<b>Sue-Ellen Little</b>	Customer Service Officer – (Evans Head)
<b>Kellie-Anne Rack</b>	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head) – commenced February 2021
<b>Mikayla Cribb</b>	Casual Library/Customer Service Officer – (Evans Head) – resigned January 2021
<b>Aaron Wilkes</b>	Library Assistant – Part-Time (Coraki), Part-time Library Technician May 2021
<b>Sophie-Rose Hastie</b>	School Based Trainee commenced February 2021
<b>Kate Benecke</b>	Casual Library Assistant

<b>Sophie Drew</b>	Casual Mobile Library Operator and Library Assistant
<b>Ian McLean</b>	Casual Library Assistant (Kyogle)
<b>Paul Kilmurray</b>	Casual Mobile Library Operator

There are also some casual library assistants who are still on the library's books who were not called upon during the year.

When the Mobile Library Operator was unavailable, the mobile library was operated by casual staff member **Sophie Drew** who unfortunately later became unavailable. Richmond Valley Council staff, Glenn Sidhu was trained and on quite a few occasions operated the mobile library independently. In May/June 2021 Paul Kilmurray commenced learning mobile library procedures.

In May 2021 there were some staff adjustments with **Taryn Kelly** reducing her hours to 4 days a week and **Aaron Wilkes** commenced working at the Casino Library as a Library Technician one day week. Part-time Library Assistant, **Nancy Van Iersel** also reduced her hours which resulted in Library Assistant, **Laura Ramstadius'** hours being increased.

Even though it was an unusual year with COVID restrictions, volunteers still played an important role for the library service. However, for a time during the COVID restrictions library staff delivered the Home Delivery service in Casino and Kyogle. In December 2020 Library Assistant, **Sue Bland** celebrated 15 years as a member of the library team.



**Pictured Above: Library Assistant, Sue Bland celebrating 15 years**

## Staff Training/Meetings

Staff attended many training courses and meetings throughout the year with several staff involved in webinars.

**Monthly team meetings** were held at the Casino Library where library policies and procedures were discussed as well as brainstorming and acknowledging the library's successes. Regular **Library Marketing and Promotions meetings** coordinated by **Sylvia Cooling** were also held. **Corinne Hughes** was a regular participant at all these meetings both in person and by Skype. **Cheryl Thompson and Aaron Wilkes** attended these meetings regularly via Skype for Business. **Ngarie Macqueen** coordinated regular Casino Library workroom meetings,

Throughout the year **Gary** attended regular **Manager Meetings** at Richmond Valley Council as well as numerous other meetings with other council staff. **Ngarie** attended Richmond Valley Council Coordinators meetings while **Taryn** commenced **Emerging Leaders** training in 2021.

The SWITCH Conference that was to be held at Albury was cancelled due to COVID. **Gary** participated in a North-East Zone Library Managers on 23 July 2020 and a North East Zone meeting 24 September 2020. Both these online meetings were via Bluejeans. He also attended a North East Zone Library Managers meeting at Grafton 11/12 March 2021 and a Full Zone meeting at Walcha on 13 May 2021.

**Ngarie**, along with several Richmond Valley Council Coordinators participated in a **Leadership** program with Leading Teams, presented by Tim Ferguson, completing this training in 2021. She also attended a "**Seven Habits of Highly Effective People**" training at Evans Head 12/13 April 2021. In 2021 **Taryn Kelly** commenced "**Emerging Leaders**" training via Richmond Valley Council.

In July 2020 **Ngarie** was involved in a Readers Advisory training with Neal Wyatt. In December 2020 **Ngarie** was involved in a **Libero Symposium**, where she gave a wonderful presentation on the effects of COVID-19 on our library service and what we did to provide a service during this time. She was also returned as the **Secretary of the LIBERO User Group**.

**Ngarie** also attended an online **Libero Focus Group** in May 2021. Attending these Libero meetings has assisted Ngarie in ensured the LMS is being used at a high capacity. **Ngarie** also attended a **Local studies** meeting online in March 2021.

During the year **Gary, Ngarie and Taryn** participated in several online discussions, including some online demonstrations with several library suppliers.

**Taryn and Aaron** participated in some online **Reader Advisory** workshops in March 2021. Most of the library staff completed their Reader Advisory training under the supervision of **Aaron Wilkes**.

14 library team members attended **Verbal Judo** training organised by Richmond Valley Council in July 2020 while in August and September 2020 several staff attended **Emergency Warden** training and **Compliance** training. Most staff completed their **Homelessness online** training prior to Christmas 2020.

**Sylvia, Corinne, and Tamara** attended an online **North East Zone Children's Librarian's meeting** in September 2020.



**Pictured Above: Corinne, Sylvia, and Tamara at the Online Children's Librarian's meeting**

**Gary, Ngarie, Linda, Sue and Laura** participated in regular meetings to discuss **Collection HQ**. **Linda Clark** became very competent in the aspects/modules of Collection HQ. **Ngarie** also arranged for staff to learn EFTPOS and new banking procedures in April 2021.

**Ngarie, Sue and Gary** were involved in an **Inter-Library loan module training** in March 2021, after which **Sue** successfully commenced using the new procedures and functionality of Libero.

**Corinne Hughes** represented the Regional Library on the **Richmond Valley Council WHS Committee** and regularly attended these meetings. Corinne gave a presentation on the library and WHS at the May 2021 meeting.

Throughout the year **Corinne** also met and liaised frequently with several Kyogle community groups. She also attended fortnightly **Kyogle Council Corporate Services and Art Deco** meetings. Corinne also participated in some discussions prior to the **Kyogle Writers Festival** in May 2021. **Corinne** was on site at the Kyogle Library whenever a workshop was held at the library.



In August 2020 **Gary and Sylvia** represented the library at the RSM Club for the Book Launch of **Gwen Gray's** book "**The watery tale of Bucket the naught duckling & the large bushfire**" where proceeds of the book sale went to Rotary Club and the bushfire appeal.

They both were also present with the Member for Clarence, Chris Gulaptis and Mayor Robert Mustow at the **launch of Art Van Go** at St Mary's School in September 2020. **Gary** also attended the **YES Welcome** in December 2020.

**Gary and Ngarie** attended a Richmond Valley Council staff induction at the Sports Stadium in February 2021 which include team member **Laura Ramstadius**. **Sylvia** conducted a **Wellbeing Day** at Casino West School at the end of the year school term. This has been well received and has become an annual event.



**Pictured Above: Casino West School Wellbeing Day run By Coordinator Programs and Events, Sylvia Cooling**

There were several meetings/inspections in relation to the **Evans Head Library project**. **Gary and Ngarie** (using Vendor Panel) selected Resource Furniture as the successful company to install the new library shelving and furniture and participated in several online meetings as well as numerous emails discussing the project.

The library team held their Christmas parties at the Cecil Hotel and Illawong Hotel.



**Pictured Above: Library team Christmas Party at Cecil Hotel**



**Library team/Customer Experience Team Christmas Party at the Illawong Hotel**

Since the Richmond Valley Council restructure in April 2021, **Gary** attended some meetings with the Sports Stadium Manager, **Ben West** to try and resolve some of the outstanding issues at the Stadium as well looking at ways the two organisations could cooperate.

**Gary Ellem** regularly offered and sought advice/suggestions to other libraries in NSW, sharing library procedures, policies and grants as well as answering regular surveys. **Ngarie Macqueen** was in regular contact with neighbouring **Clarence Regional Library** discussing eResources. She also communicated with staff at Insight (Libero) and Solus (Library App).

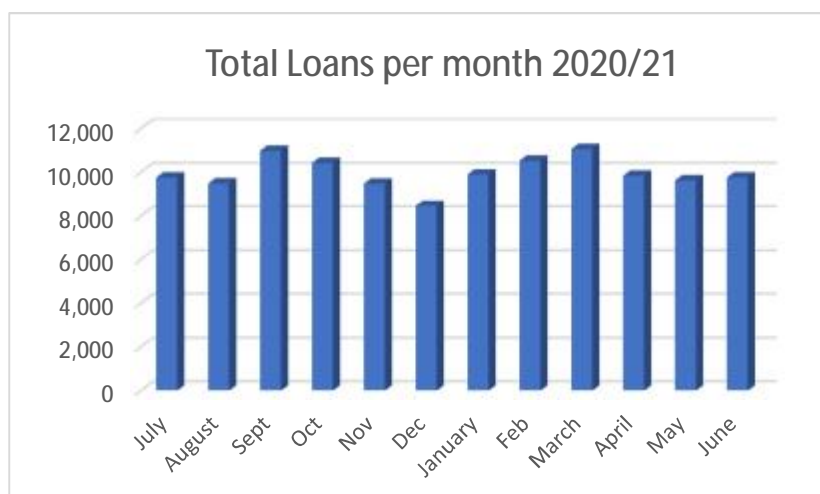
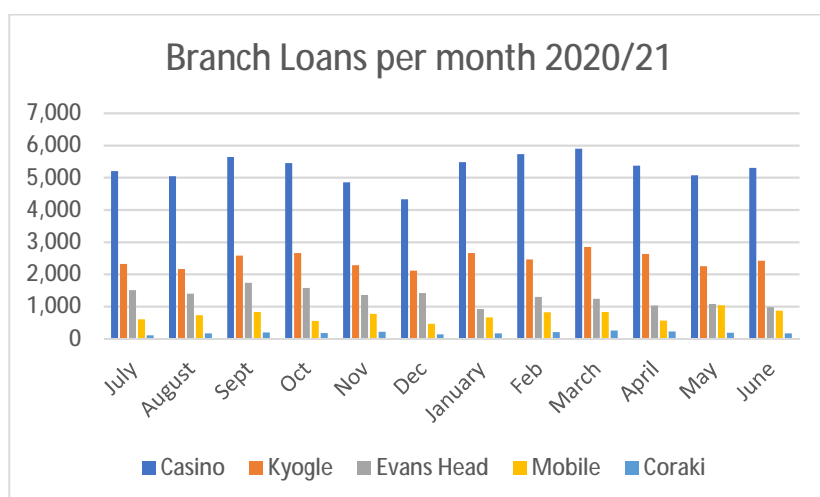
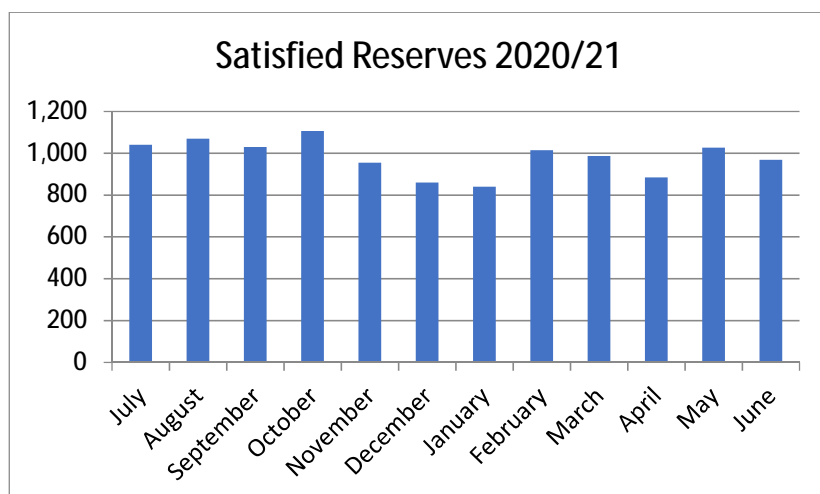
The Manager Regional Library was also in frequent contact with Library Managers in the **North-East Zone** as well as Consultants from the State Library of NSW. In October 2020 he submitted the **2019/20 NSW Public Libraries Statistical Return** and in October 2020 both Richmond Valley Council and Kyogle Council submitted their **2019/20 Public Library Funding**. Library staff was also in regular contact with the various suppliers with whom the library was associated.

## 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 their service and time 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**





**TABLE 1. LIBRARY COLLECTION STATISTICS**

\*Not included in Book Vote

Collection	As at	Added	Discarded	Expenditure
	30/6/21	1/7/20-30/6/21	1/7/20-30/6/21	1/7/20- 30/6/21
Picture Books	4,067	501	484	\$6,345
Easy Junior Fiction	1,904	227	245	\$1,897
Junior Fiction	2,350	307	364	\$4,294
Teen Fiction	1,590	214	183	\$2,872
Music CDs	398	4	183	\$58
Junior Audio Books	78	3	3	\$140
Junior CD and Text	36	0	4	0
Junior Non-Fiction	2,435	132	334	\$1,746
Junior DVD	756	116	125	\$1,756
Junior Music	17	0	0	0
Teen Magazines*	73	27	15	0
Teen Audio	4	0	1	0
Teen Non-fiction	137	58	0	\$863
Adult Fiction	14,313	1,660	674	\$27,659
Large Print	2,522	292	259	\$9,662
Adult Non- Fiction	10,598	731	885	\$15,408
Reference	219	5	21	\$24
Magazines *	794	352	1,248	0
DVD	2,488	305	309	\$5,530
Audio Books	1,125	116	68	\$5,530
Local History	606	145	0	\$196
Total	46,510	5,195	5,405	\$83,980

**eBooks -\$4,224**

**eAudio Books - \$6,152**

**Also added to the collection:**

**Cake tins – added 5 discarded 1**

**Crochet hooks – added 0 discarded 0**

**Knitting needles – added 0 discarded 0**

**Jigsaw puzzles - added 162 discarded 9**

**Exercise Library – added 39 discarded 0**



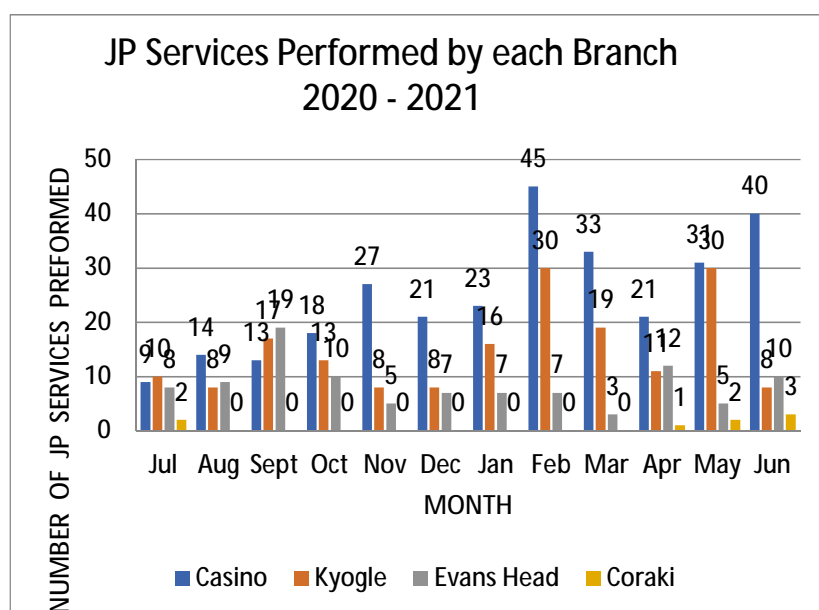
**TABLE 2. BORROWERS REGISTRATON STATISTICS AT  
30 JUNE 2021**

Library	TOTAL	Adult	Young Adult	Junior	Organisations	Richmond Valley	Kyogle	Lismore	Other
Casino	8,921	8,044	246	594	37	8,116	320	176	309
Kyogle	3,825	3,455	71	288	11	19	3,601	65	140
Evans Head	2,198	2,036	33	127	2	2,066	1	14	117
Mobile	1,141	720	88	316	17	544	515	32	50
Coraki	253	200	15	35	3	246	0	0	7
<b>REGIONAL TOTALS</b>	<b>16,338</b>	<b>14,455</b>	<b>453</b>	<b>1,360</b>	<b>70</b>	<b>10,991</b>	<b>4,437</b>	<b>287</b>	<b>623</b>

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

10,218 females, 6,050 males and 70 organizations

NB. Organisations consists of Aged Care Facilities, School, and other libraries.



**TABLE 3.****CIRCULATION STATISTICS**

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	21,593	9,413	6,231	3,779	806	41,822
Adult Non-Fiction	7,417	3,178	1,217	617	243	12,672
Bulk Loans	4,512	4,230	0	1,110	1,368	11,220
DVDs	5,941	3,044	1,201	503	493	11,182
Picture Books	5,274	3,361	1,220	831	312	10,998
Large Print	3,865	1,133	847	779	206	6,830
Magazines	2,428	1,265	426	349	79	4,547
Seeds	2,635	1,155	267	32	96	4,185
Junior Fiction	2,232	854	282	471	15	3,854
Junior DVDs	1,727	595	344	405	12	3,083
Easy Junior Fiction	1,351	882	241	322	10	2,806
Audio Books	696	1,104	397	121	36	2,354
Junior Non-fiction	1,261	634	92	186	76	2,249
Teen Fiction	1,378	416	134	96	22	2,046
Music CDs	595	133	67	22	0	817
Jigsaws	233	125	4	12	17	391
Teen Magazines	23	6	0	136	0	165
Teen Non-Fiction	65	21	3	1	0	90
Cake Tins	45	5	2	0	3	55
Junior Audio Books	30	13	3	4	0	50
Local Studies	41	4	1	1	0	47
Junior CD & Text	10	4	29	0	0	43
Junior Music CDs	21	2	4	0	0	27
Teen Audio Books	0	10	5	0	0	15
Crochet Hook/Knitting Needles	10	0	2	0	0	12
Exercise equipment	11	1	0	0	0	12
<b>TOTAL</b>	<b>63,394</b>	<b>31,588</b>	<b>13,019</b>	<b>9,777</b>	<b>3,794</b>	<b>121,572</b>

**TABLE 4.****STOCK/SERVICES ACTIVITIES**

16





**(i) Stock Movement within Region**

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2021
Casino	22,097
Kyogle	11,338
Evans Head	6,057
Coraki	1,887
Mobile Library	3,217

Also:

Processing - 66

Stack – 1,473

In-transit -388

Repairs – 31

Art Van Go - 55

James Bennett Sustainability -336

**(ii) Inter-Library Loans (Document Delivery)**

Successful requests - 122

Unsuccessful requests -59

Specific requests sent to other libraries -136

Bulk loans - 2

**(iii) Satisfied reserves – 11,780**

**(iv) Internet services – 8,714**

Casino-4,163; Kyogle-1,981; Evans Head-2,523; Mobile Library-29;  
Coraki-18

**(v) Wi-Fi services – 6,946**

Casino –4,013; Kyogle –2,249; Evans Head –659; Mobile –25

**vi) RFID Self-Serve –customers (8,320) and items (26,382)**

Casino 2,047 and 6,639, Kyogle 5,607 and 17,748, Evans Head 666  
and 1,995 (unavailable since December 2020)

**(vii) Laptops – 438**

Casino – 385; Kyogle- 53 Evans Head – 0 (unavailable due to COVID  
and relocation)





**Pictured Above: Adult Colouring-in at Kyogle Library**



**Pictured Above: Captain Don Maidlow Book Launch at the Kyogle Library**





**Pictured Above: Library Lovers display at Kyogle Library**







**Pictured Above: Richmond Valley Council Events and Public Art Officer, Hayley Hancock, Manager Regional Library, Gary Ellem and Coordinator Programs and Events, Sylvia Cooling at the launch of Art Van Go**



**Pictured Above: Mobile library on the road**

The





**Pictured Above: Public Library Infrastructure Grant announcement with Member for Clarence, Chris Gulaptis, Richmond Valley Council Mayor, Robert Mustow, and the Casino Library team**



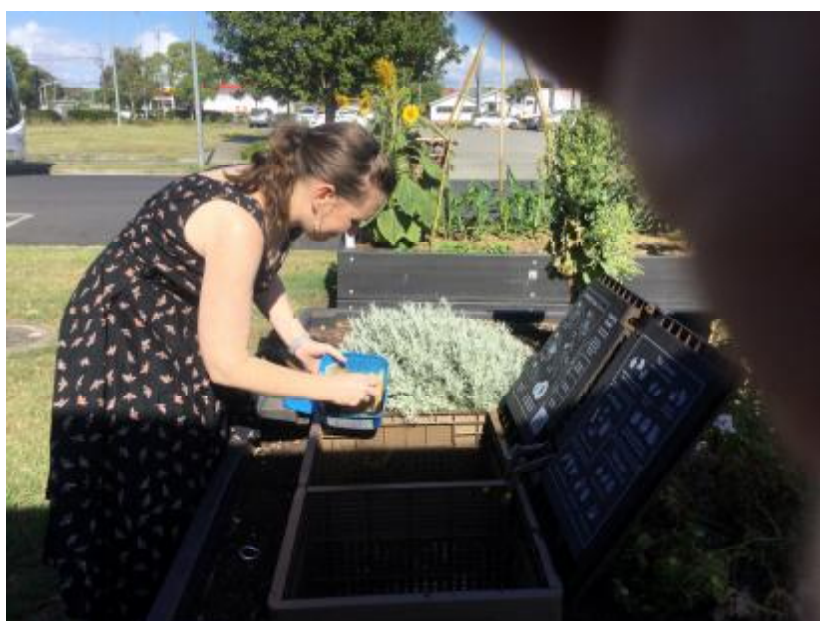
**Pictured Above: Library selfies – Library Assistants Laura Ramstadius and Cheryl Thompson**







**Pictured Above: Casino Library Coordinator, Ngarie Macqueen and Jackson Whitney with his winning Digital Photography competition photo “Muddy puddles after the rain”**



**Pictured Above: Ngarie Macqueen and the Worm Farm at Community Gardens maintained by Richmond Valley Council**





**Pictured Above: Gwen Gray, Woman of the year Award Presentation at Casino Library**



**Pictured Above: Staff training with the Money Mistress, Larissa Zimmerman**





Pictured Above: Homelessness display at Kyogle Library created by Library Assistant, Cheryl Thompson





**Pictured Above: Before and after photos of the Temporary Evans Head Library in the Visitor Information Centre**

