

# Richmond - Upper Clarence Regional Library



## 2021/2022 Annual Report



Richmond  
Valley  
Council



# **RICHMOND-UPPER CLARENCE REGIONAL LIBRARY**

## **MANAGER REGIONAL LIBRARY'S**

### **ANNUAL REPORT FOR 2021/22**

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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 2021 to 30 June 2022. **The Regional Library wishes to acknowledge the traditional landowners and pay respect to elders both past, present, and emerging.**

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

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.

It was another challenging year as Covid continued to affect all library services. The library staff were very thankful for the guidance 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. It was also pleasing to see the libraries getting back to somewhere near pre-covid usage in the last quarter of 2021/22.

The floods in late February and March 2022 also affected library services, particularly the mobile library service. But again, it was pleasing that the libraries played a role in the mental health of the community and provided a safe and welcoming space and the resources. The mobile library service had the weekly stops at Broadwater and Woodburn put on hold while those communities recovered. It was very satisfying when the mobile library returned to serving Broadwater in late June 2022. It was also great the mobile library could provide a library service to St Joseph's School Woodburn who relocated to the Evans Head Catholic Church and the Coraki Pre-school.



**Pictured Above: Students from St Joseph's Woodburn on the Mobile Library**

The completion of the **Evans Head Library** project in August 2021 and the official opening in October 2021 was the major highlight of the year. The magnificent Evans Head Library was undertaken by Bennett & Robertson Construction, and the refurbishment was by Resource Furniture.

A substantial job carried out by the library team was the transferring of all the book stock from the Evans Head Visitor Information Centre and reshelving onto the new shelves.

The Evans Head Library was not without its dramas with the Evans Head Library like the majority of libraries in NSW closing for 5 weeks only one week after opening.



**Pictured Above: The official opening of the Evans Head Library**





**Pictured Above: The new Evans Head Library**

Another great project completed was the **transformation of the Coraki Library** in October 2021. The shelving that was previously used at Evans Head which was only 5 years old was transferred to the Coraki Library. Library Assistant, **Aaron Wilkes** created a new floor plan that rejuvenated the Coraki Library. There was also some beautification of the exterior of the building which completed the project.



**Pictured Above: The new look exterior and interior of the Coraki Library**

The Kyogle Library played an important role in the 2<sup>nd</sup> **Kyogle Writers Festival** held in May 2022. 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**

The two **Public Library Infrastructure Grant Applications 2020/21** the library was successful in gaining were both delayed due to Covid and the flood. These were \$46,509 for solar panels on the Mobile Library (Kyogle Council) and \$192,800 for the Casino Community Courtyard Project. (Richmond Valley Council). There was one unsuccessful Public Library Infrastructure Grant Application submitted during the year.

The Library was successful for the 2<sup>nd</sup> year running with winning the 2021 NSW Public Libraries Association Innovation in **Outreach Services Award with Sylvia Cooling's** submission "**Handicraft as a catalyst for connection and self-esteem**". The library was also again successful with another **Backyard Cricket Grant** for \$1,000, with funds to be used to run programs to enhance inclusion for children with disability or development delay.

Both Kyogle Council and Richmond Valley Council were selected to participate in the **Dolly Parton Imagination program** with 65 registered as of 30 June 2022. This is State Government 5-year initiative and **Sylvia Cooling** is supervising Richmond Valley Council's section and **Corinne Hughes** in supervising the Kyogle Council section.

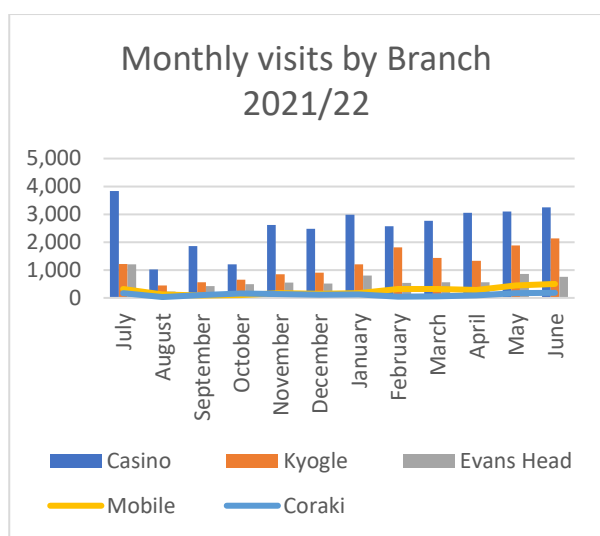
Despite COVID restrictions, the library service continued to thrive as the Library continued to play an essential role in supporting an educated community. The varied needs of both individuals and groups in the community covers needs such as education, access to information, personal development, and 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.

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 2021/22 The Regional Library had 56,992 **members and guests** walk through the doors to use the library facilities. This comprised of:

Casino – 30,723  
Kyogle – 14,387  
Evans Head – 7,513  
Mobile Library – 2,985  
Coraki – 1,364

These numbers are down on previous years, but the libraries were closed for 7 weeks in the 1<sup>st</sup> and 2<sup>nd</sup> quarters of the year and some people were still reluctant to visit libraries.



**Figure Above: Monthly visits by Branch 2021/22**

The Regional Library had **16,199 members** with **993 new members** joining during the year. The Library continues to have over **50% of the population being members of the Library which is higher than the state average**. Our membership also includes 886 non-residents as members. The total weekly opening time of all the libraries was 140.5 hours.



**Figure Above: New Membership by month 2021/2022**

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 **597 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 easing of 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 18,708 loans during the year, which was an impressive **increase of 34%** on the previous year and 77% increase over 2 years. Richmond-Upper Clarence Regional Library and Clarence Regional Library were involved in two consortia's which gave library members access to a wider range of eResources.

**Beamafilm** viewings amounted to 1,208 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** had **4,893** stories streamed during the year. The Casino Library regularly had a StoryBox story running in the children's section which created a lot of interest. 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 807 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 777 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 5,494 members borrowing and/or renewing 20,626 items during the year. At different stages during the year the self-serve kiosks were unavailable at the three libraries due to software upgrades.

There were 1,009 uses of the Library **laptops** at Casino, Kyogle, and Evans Head Libraries, proving



to a popular and valuable library resource. Again, at different stages during the year the laptop dispensers were unavailable due to technical issues.

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. The Library also participated as a collection location for **Lids for Kids**, and **Aussie Bread Tags for Wheelchairs** with the Casino and Evans Head libraries also the collections points for **community recycling stations** for old mobile phones, household batteries and smoke detectors.

## 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.

During the 5-week lockdown in August/September 2021 the library ran an online Lego challenge and connected with 6,759 children.

The Casino Library **has 8,795 registered members** with 434 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.

The Function Room at the Casino Library was booked 401 times during the year. This included a number of uses of the room by Richmond Valley Council staff.

Staff at Casino Library, headquarters of the Regional Library were responsible for much of 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 **Book Discussion Group**, supervised by **Taryn Kelly** and then by **Sylvia Cooing** who took over in **November 2021**, again enjoyed good numbers at their monthly sessions with 67 people attending 9 sessions. **Sue Bland** continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 68 people attending 18 sessions.

The Casino Library hosted a **Book Launch** on June 15 with 23 people attending Amanda Gray's launch of her book "Cries of happiness".

**Tamara Patino** also re-introduced **Playdough Playtime** sessions with 31 kids attending 5 sessions. **Laura Ramstadius** organised **73 X-Box gaming programs**.

**Sylvia Cooling** also conducted "**Friday Ladies**" **Share programs** at the Casino Library with 83 attending 6 sessions.



Pictured Above: Scrapbooking

The **Monthly Lego Club** and the **Family Lego** days at the Casino Library, organised by **Tamara Patino** returned with 21 kids attending 5 Lego sessions.

The **Kyogle Library** also conducted many programs for its 3,781 members including 204 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 3 author visits/workshops during the Kyogle Writers Festival in May 2022 with 41 people attending.

**Cheryl Thompson** continued to supervise the very popular **Adult Colouring-in** at the Kyogle Library with 73 people attending 19 sessions. **Corinne Hughes** ran 11 **Kyogle Book Club** sessions with 66 attending.

**Corinne** was also involved in the purchase of new Audio Books for the regional library.

The **Evans Head Library** had 192 new members to make a total of 2,186 registered members. In August 2021 the Evans Head Library commenced operating out of the new look library and had its official opening in October 2021. The Evans Head Library was also used for Pre-poll voting for the Local Government Elections. The meeting rooms at the Evans Head Library were booked 31 times during the year.

**The Coraki Library** has 198 members including 13 new members. There were 14 Internet usages and **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the customers.

**The Mobile Library** has 1,239 members with 152 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. The mobile library's schedule was affected by the floods in February and March 2022 with the Woodburn and Broadwater communities affected the most.

The mobile library was also used to freight items between all the libraries. This included freight runs to Evans Head and Coraki every Tuesday. The mobile library did the Kyogle freight runs Fridays and every 2<sup>nd</sup> Wednesday. Gary also did weekly freight runs to Evans Head. Whenever staff were visiting another branch, they also took freight.



**Pictured Above: Mobile Library Operator, Steve Locke unloading freight for the Kyogle Library**

## Promotions and Extension Services

During the first half of the year programs and events across the region were limited due to the ongoing COVID-19 restrictions, with the main hurdle being social distancing. Another COVID-19 lockdown in August-September 2021 led to the creation of 25 engaging online programs for LEGO Club and National Science Week.

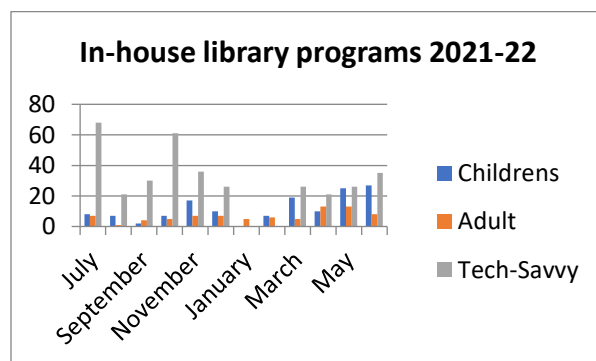
School holiday activities during 2021 took the form of Take and Make kits. In April 2022 a full school holiday program of in-house activities resumed at Casino and Kyogle libraries with pleasing attendance numbers. Many outreach programs remained on hold until February 2022 when guidelines governing outside visitors to preschools were eased. In June 2022 the Library was notified by the last of its outreach locations that staff could once again visit and conduct Storytime sessions.

Adult programs of Tech Savvy, Adult Colouring-In, and Book Group were re-introduced in July 2021 with attendance continuing to fluctuate throughout the year. Partnerships were re-established in the second half of the year with Social Futures and NE Waste. Several workshops were held at Casino and Kyogle libraries as a result.

Across the region there was a total of 164 children's/youth programs offered with 2,142 attending onsite and 6,759 engaging with the Library's online content. A total of 299 adult programs and events were offered with 954 in attendance. It is pleasing to note that while the current schedule of programs and events is not yet back to pre-COVID-19 levels, it continues to be maintained at an exceptionally high standard, with overall attendance slowly returning to what it was pre-COVID. It is envisaged that the remaining programs will recommence during the first quarter of 2022-2023.

The 597 programs conducted at the libraries consisted of:

Children's 3,233 attending 164 sessions  
 Tech savvy for seniors –350 sessions  
 Adult education/craft and hobby – 539 attending 78 sessions  
 Author visits - 64 attending 5 sessions  
**Online Programs**  
 Online Lego challenge and Science week 6,759 attending 18 sessions  
 Online author talks – 5 attending 2 sessions



**Figure above: Programs 2021/22**

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



Programs and Events Coordinator, **Sylvia Cooling** proved to be a 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 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 Facebook posts, event scheduling, and the Library's YouTube account was coordinated by **Amy Boyd, Tamara Patino, Sylvia Cooling and Aaron Wilkes**. **Tamara** also 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.

The year saw the final year 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 2021/22 winner was Felicity Caterer with her photo "Along the fence line"



**Pictured above: The winning photo of the "Our Digital Perspective"**

**Displays** continued to play a large part in promoting the collection and brightening the interior of the libraries. **Laura Ramstadius** with assistance from **Linda Clark**, created a wonderful **40 years of Beef Week display** to celebrate Beef Week and our local authors. **Cheryl Thompson**

and **Ian McLean** created regular displays at the Kyogle Library.

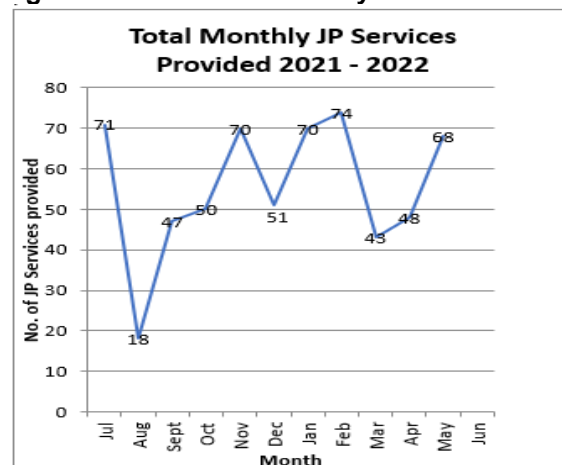


**Pictured above: Men's Health Display created by Cheryl Thompson at the Kyogle Library**

**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 635 JP services during the year up to the end of May 2022. In May 2022 the decision was made by the team members who were JPs to cease offering the service.

**Figure Below: JP services by month 2021/22**



The brightly coloured Art Van Go 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 350 people involved in one-on-one sessions. These sessions were conducted by **Laura Ramstadius, Ngarie**

**Macqueen, Aaron Wilkes, Amy Boyd, Sophie-Rose Hastie, and Taryn Kelly. Corinne Hughes** conducted the Tech Savvy sessions at the Kyogle Library.

During the year there were three online authors talks which were not that successful with only 5 people attending.



**Pictured Above: Amanda Gray Book launch at the Casino Library**

## Children's Services

During the year children's programs were affected by covid restrictions and library closures. Across the region there was a total of 164 programs offered with 3,232 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.

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. Most children's programs were put on hold from August 2021 when libraries were closed and did not recommence until February 2022. However, the library still engaged the children in the community with 6,089 participating in online Lego challenge, Science Week, and online Storytime

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 members.

**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.

**The Kyogle Library hosted 44 children's programs** during the year with 488 attendees.

Programs included Lego Club, school holiday activities, preschool visits, day-care story time, Read, Rhyme and Romp Storytime and the Parents 'n' Kids group.

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

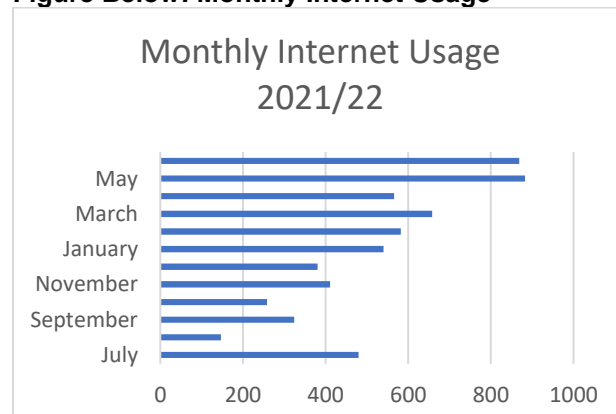
During the year the Regional Library staff successfully supplied 18,235 **information requests** and **26,763 customer service requests**. The ability to provide relevant, timely resources is supported by the ability to access materials via the Internet and the Library's eResource collection and becomes an increasingly important service to the community as more and more services and resources are only available online.

The **Document Delivery Service** (Inter library Loans) under the management of **Sue Bland** was a well-used service with **162 requests being satisfied with a 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. 128 items were loaned to other libraries from this library service.

**Free public internet access** continues to be a major draw card for all libraries, albeit in a limited capacity, with **6,099 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 **8,094 connections**. This service was particularly well-used during school holidays.

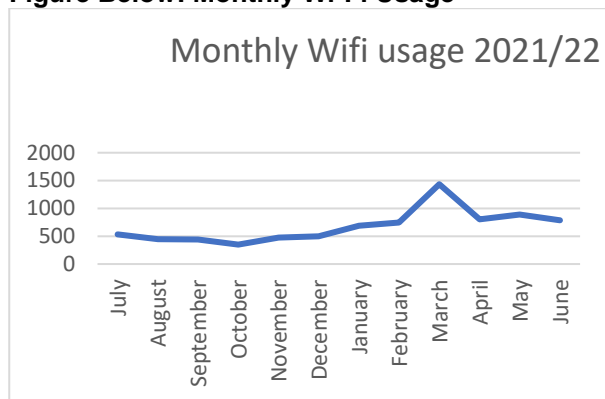
Due to COVID restrictions, staff assistance with IT queries was very limited in the early part of the year. This all changed and really ramped up as border closures were announced. For large parts of the day, library staff's time was taken up printing and assisting with border pass applications. Over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

**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 majority of modules.

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

RFID continued to function well overall though all libraries experienced some issues throughout the year. Kyogle Library members made the most use of the self-serve kiosk with 45% of loans made this way, while Casino was 8% and Evans Head 13%.

The **public Internet** usage was limited due to social distancing restrictions for the first part of year, but full Internet usage was returned in December 2021. However, while it was still a popular facility it is noticeable that internet usage has not returned to pre-covid usage. This appears to be common with most public libraries in Australia.

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 of 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.

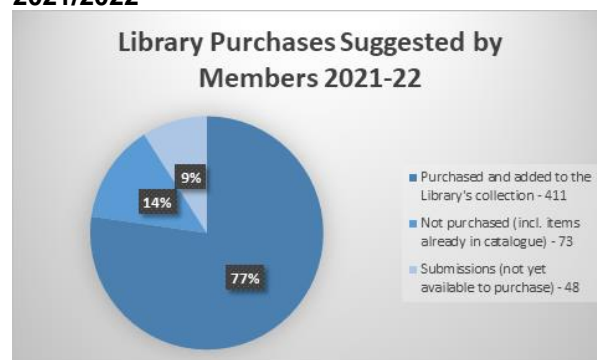
Downloading, scanning, and printing documents for customers referred by Resilience NSW also became a major service provided by the library team during the months of March, April, and May 2022

The Regional Library had a successful year purchasing new high-quality new items for the Library collection. While some items were

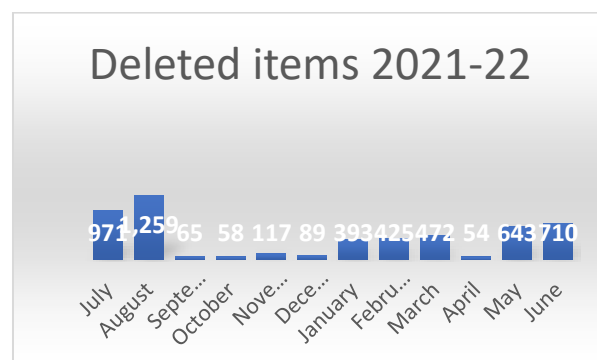
purchased from visiting book suppliers, the majority were selected through on-line purchasing which has increased dramatically over recent years. **Ngarie and Amy** also did a big purchase of new books with the Book Warehouse in Ballina in June 2022.

**The Standing Orders** for the most popular authors also continued to be a successful purchasing tool. **Suggestions for purchase from members was managed by Casino Library Coordinator, Ngarie Macqueen** who took over in **October 2021** from Librarian 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 2021/2022**



The library collection continued to evolve with **5,639 titles added** and **5,631 items discarded**. Due to time, space, and a preference for new books only a few donations were added to the collection during the year.



**Figure Above. Items deleted 2021-22**

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 were responsibly recycled and/or went towards the support of not-for-profit organisations.

After the floods many books were donated to the Richmond-Tweed Regional Library as their Lismore Library was severely damaged. The Casino and Evans Head Libraries also conducted a book sale with funds to go to local flood victims.

Items damaged while on loan during the floods were just written off. 274 items were discarded from the system due to this. The NSW Public Libraries Association donated \$1,000 to assist in the reimbursement of these flood damaged items.

**11,994 reservations** for Library items were satisfied from within the Regional collection. **The team of Ngarie and Linda** organized and entered all 63 editions of **the Richmond River Independent Newspaper** so they were available for viewing on the library catalogue as well as each record having a link to the digital version in Trove.

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.

## Staffing

The library staff comprises of eight full-time, six permanent part-time staff, three library/customer service, a school-based trainee, one casual library assistants, and two Richmond Valley Council backup mobile library drivers. 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 – resigned October 2021
<b>Amy Boyd</b>	Library Technician – commenced January 2022
<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). Went Part-time in March 2022
<b>Haylee Webber</b>	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)- Commenced February 2022
<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) – till February 2022
<b>Aaron Wilkes</b>	Library Assistant – Part-Time (Coraki), Part-time Library Technician
<b>Sophie-Rose Hastie</b>	School Based Trainee
<b>Kate Benecke</b>	Casual Library Assistant
<b>Ian McLean</b>	Casual Library Assistant (Kyogle). Appointed permanent Part-time Library Assistant in March 2022

Several Customer Experience team members worked at the Evans Head Library during the year. These were **Sharon Banning, Ashlee Armfield, Megan Dobbie and Mikaylah Trew**. **Aaron Wilkes** also worked at the Evans Head Library on a regular basis.

When the Mobile Library Operator was unavailable, the mobile library was operated independently by Richmond Valley Council staff, **Glenn Sidhu, and Col Richardson**.

In October 2021 **Library Technician, Taryn Kelly** resigned to take up a role with Richmond-Tweed Regional Library. In February 2022 **Cheryl Thompson** reduced her hours as a Library Assistant at Kyogle and **Ian McLean** went from Casual Library Assistant to Part-time Library Assistant. **Haylee Webber** joined the library team at Evans Head in February 2022.

In May 2022 our **School Based Trainee, Sophie-Rose Hastie** was informed that she was a finalist



in the NSW Training Awards with the Award presentation taking place on July 1, 2022.

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 conducted the Home Delivery service in Casino, Kyogle, and Evans Head. As a way of saying thank you, a morning tea was held 17 May 2022 for the Casino Library Volunteers during National Volunteer Week.

A home delivery service was also trialled for those members who were unable to visit their local library.

In March 2022 **Programs and Events Coordinator Sylvia Cooling** celebrated 30 years and in June 2022 **Library Assistant, Linda Clark** celebrated 10 years as members of the library team.



**Pictured Above: Programs and Events Coordinator Sylvia Cooling celebrating 30 years**

## Staff Training/Meetings

Staff attended many training courses and meetings throughout the year with several staff involved in webinars. Some of these included Unconscious bias, libraries as community connectors, strategies for increased community engagement, you can't have engagement without emotion, podcast seminar, Hybrid management, creating Auslan Storytime's, Library Marketing strategy, CSU Covid findings.

**Gary and Sylvia** also attended 3 **Kevin Hennah** online workshops in May 2022, while **Ngarie and Amy** attended some online Copyright workshops in June 2022.

Several the team from Casino participated in a Collection HQ Diversity, Equity, and Inclusion analysis training on the 15 June 2022. **Corinne and Gary** also attended 2 NBN meetings during the year.

**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. **Corinne Hughes** attended most of these meetings in person while other team members at branches attended via Skype.

Regular **Library Marketing and Promotions meetings** coordinated by **Sylvia Cooling** were also held. Again, **Corinne** 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.

The team at the Casino Library conducted fortnightly workroom meetings, while the Kyogle Library team commenced their fortnightly workroom meetings in May 2022.

There were also several meetings to discuss re-opening after the closures due to covid as well as our click n collect and home delivery services.

Throughout the year **Gary** attended monthly **Manager Meetings** at Richmond Valley Council as well as regular Organisational Services meetings plus numerous meetings with other council staff.

The **SWITCH Conference** that was to be held at Penrith was cancelled due to COVID but **Gary and Ngarie** attended a one-day online conference on 18 November 2021. **Gary** participated in an online North-East Zone Library Managers on 27 July 2021 and 20 September 2021 and attended a full North East Zone meeting at Inverell on the 12 May 2022. Gary and Ngarie attended **Leadership training sessions** on 8 November 2021, 13 December 2021, and 2 May 2022.

**Ngarie, Laura and Gary** attended an online **Libero Symposium** 28 October 2021 and a Libero meet and greet 7 April 2022. **Ngarie** also attended an online Libero User Group meeting on 19 May 2022. She was also returned as the **Secretary of the LIBERO User Group**.

Attending these Libero meetings has assisted Ngarie in ensuring the LMS is being used at a high capacity. **Collection HQ** meetings did not occur due to COVID.

**Sylvia and Tamara** attended a **Maths is fun** workshop at Ballina on 25 February 2022. This was organised by Richmond Tweed Regional

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

**Aaron Wilkes** participated in an online **Reader Advisory** workshop in March 2022. Most of the library staff completed their Reader Advisory training under the supervision of **Aaron**.

Several staff attended **Emergency Warden training** and **Compliance** training. Several staff also attended **First Aid Refresher Training** through Richmond Valley Council.

On a 6<sup>th</sup> April 2022 several of the team attended TechOne and purchasing training with **Richmond Valley Council, Strategic Procurement Officer, Daniel Parker**.

**Corinne Hughes** represented the Regional Library on the **Richmond Valley Council WHS Committee** and regularly attended these meetings. Corinne also participated in some discussions prior to the **Kyogle Writers Festival** in May 2022. **Corinne** was on site at the Kyogle Library whenever a workshop was held at the library.

**Gary, Ngarie, Sylvia and Amy** attended some meetings with the **Sports Stadium Manager, Ben West** to discuss possible partnerships and cooperation. The flood damage to the Sports Stadium and Ben's involvement with the Casino Flood Recovery Centre put these meetings on hold.

**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 2021 he submitted the **2020/21 NSW Public Libraries Statistical Return** and both Richmond Valley Council and Kyogle Council submitted their **2021/22 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



Pictured Above: Celebrating Beef Week at the Casino Library



Pictured Above: Library lovers display at Evans Head





**Figure Above: Satisfied Reserves 2021-22**



**Pictured Above: Taking delivery of new library books**

**TABLE 1. LIBRARY COLLECTION STATISTICS**

\*Not included in Book Vote

Collection	As at	Added	Discarded	Expenditure
	30/6/22	1/7/21-30/6/22	1/7/21-30/6/22	1/7/21- 30/6/22
Picture Books	4,031	545	585	\$6,143
Easy Junior Fiction	1,836	188	259	\$1,714
Junior Fiction	2,424	398	317	\$4,751
Teen Fiction	1,656	237	198	\$3,029
Music CDs	385	1	14	\$20.00
Junior Audio Books	54	0	24	0
Junior CD and Text	0	0	36	0
Junior Non-Fiction	2,343	145	232	\$2,216
Junior DVD	729	90	120	\$1,595
Junior Music	12	0	5	0
Teen Magazines*	86	20	8	0
Teen Audio	1	0	3	0
Teen Non-fiction	143	3	5	\$34
Adult Fiction	14,001	1,964	2,300	\$30,788
Large Print	2,453	255	328	\$7,680
Adult Non- Fiction	10,796	714	430	\$14,163
Reference	219	7	7	0
Magazines *	870	443	378	0
DVD	2,516	339	322	\$5,661
Audio Books	1,189	121	59	\$4,558
Local History	782	169	1	\$326
Total	46,526	5,639	5,631	\$82,678

**eBooks -\$6,665**

**eAudio Books - \$8,004**

**Miscellaneous (Seeds, Puzzles, freight etc.) \$1,332**

**Also added to the collection:**

**Cake tins 45 – added 1 discarded 0**

**Crochet hooks 26– added 0 discarded 0**

**Knitting needles 41– added 0 discarded 0**

**Jigsaw puzzles 202- added 32 discarded 47**

**Exercise Library 46 – added 7 discarded 0**

**Power mates and Save Power kits 11 – added 4 discarded 0**





**TABLE 2. BORROWERS REGISTRATON STATISTICS AT  
30 JUNE 2022**

Library	TOTAL	Adult	Young Adult	Junior	Organisations	Richmond Valley	Kyogle	Lismore	Other
Casino	8,795	7,960	244	571	20	7,952	338	194	311
Kyogle	3,781	3,415	88	269	9	19	3,557	74	131
Evans Head	2,186	2,034	35	116	1	2,095	1	14	76
Mobile	1,239	755	85	382	17	642	516	30	51
Coraki	198	165	8	23	2	193	0	0	5
<b>REGIONAL TOTALS</b>	<b>16,199</b>	<b>14,329</b>	<b>460</b>	<b>1,361</b>	<b>49</b>	<b>10,901</b>	<b>4,412</b>	<b>312</b>	<b>574</b>

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

10,152 Females, 5,998 males and 49 organizations

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



Pictured Above: Staff lockdown reads promotion



TABLE 3.

## CIRCULATION STATISTICS

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	22,349	10,013	7,446	2,822	838	43,468
Picture Books	6,411	3,396	2,214	1,678	272	13,971
Adult Non-Fiction	6,611	3,145	1,475	646	249	12,126
DVDs	5,205	3,292	970	360	144	9,971
Bulk Loans	3,996	984	0	3,336	1,338	9,654
Large Print	3,140	1,390	799	595	247	6,171
Junior Fiction	2,383	1,229	639	418	3	4,672
Magazines	2,499	976	375	272	96	4,218
Easy Junior	1,576	935	740	418	4	3,673
Seeds	2,064	1,105	238	11	110	3,528
Junior DVDs	1,330	738	414	338	15	2,835
Audio Books	806	1,176	502	115	65	2,664
Teen Fiction	1,668	431	181	68	11	2,359
Junior Non-Fiction	1,060	598	291	206	51	2,206
Music CDs	188	208	37	57	0	490
Jigsaws	298	91	18	9	11	427
Teen Magazines	39	0	1	202	0	242
Local Studies	140	27	5	6	5	183
Teen Non-Fiction	64	41	12	5	0	122
Junior Audio Books	37	35	0	4	0	76
Exercise Equipment	67	8	0	0	0	75
Cake Tins	32	1	1	0	0	34
Junior CD & Text	3	0	15	0	0	18
Junior Music CDs	8	4	0	0	0	12
Crochet Hook/Knitting Needles	8	1	0	0	0	9
Teen Audio Books	0	0	0	0	0	0
	<b>61,982</b>	<b>29,824</b>	<b>16,373</b>	<b>11,566</b>	<b>3,459</b>	<b>123,204</b>



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

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2022
Casino	22,034
Kyogle	11,488
Evans Head	5,649
Coraki	2,375
Mobile Library	3,274

Also:

Processing - 283

Stack – 1,481

In-transit - 292

Repairs – 10

Art Van Go - 79

James Bennett Sustainability - 0

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

Successful requests - 162

Unsuccessful requests - 14

Specific requests sent to other libraries - 128

**(iii) Satisfied reserves – 11,994****(iv) Internet services – 6,099**

Casino-2,684; Kyogle-1,878; Evans Head-1,515; Mobile Library-8  
Coraki-14

**(v) Wi-Fi services – 8,073**

Casino –2,931; Kyogle –3,704; Evans Head -1,424; Mobile –14

**(vi) RFID Self-Serve –customers (5,494) and items (20,626)**

Casino 1,323 and 5,183, Kyogle 3,595 and 13,337, Evans Head 576  
and 2,106

**(vii) Laptops – 1,009**

Casino – 816; Kyogle- 136 Evans Head – 57







**Pictured above: Local authors celebrated during Casino Beef Week  
From top left to right – Larissa Zimmerman, Susanna Freymark, Gwen Gray  
and Jeff Townsend**



**Pictured Above: Evans Head Staff, Sue-Ellen Little and Terrie Costello at the official opening of the Evans Head Library**



**Pictured Above: Richmond Valley Council and Library staff on the first day of opening of the Evans Head Library**







**Pictured Above: Library Assistant, Tamara Patino at a Kookaburras Outreach Program**



**Pictured Above: Pride Week Display created by Ian McLean**





Pictured Above: Kyogle Library Colouring-in Group







**Pictured Above: Sandbags at the front entrance of the Casino Library during the February/March 2022 floods**



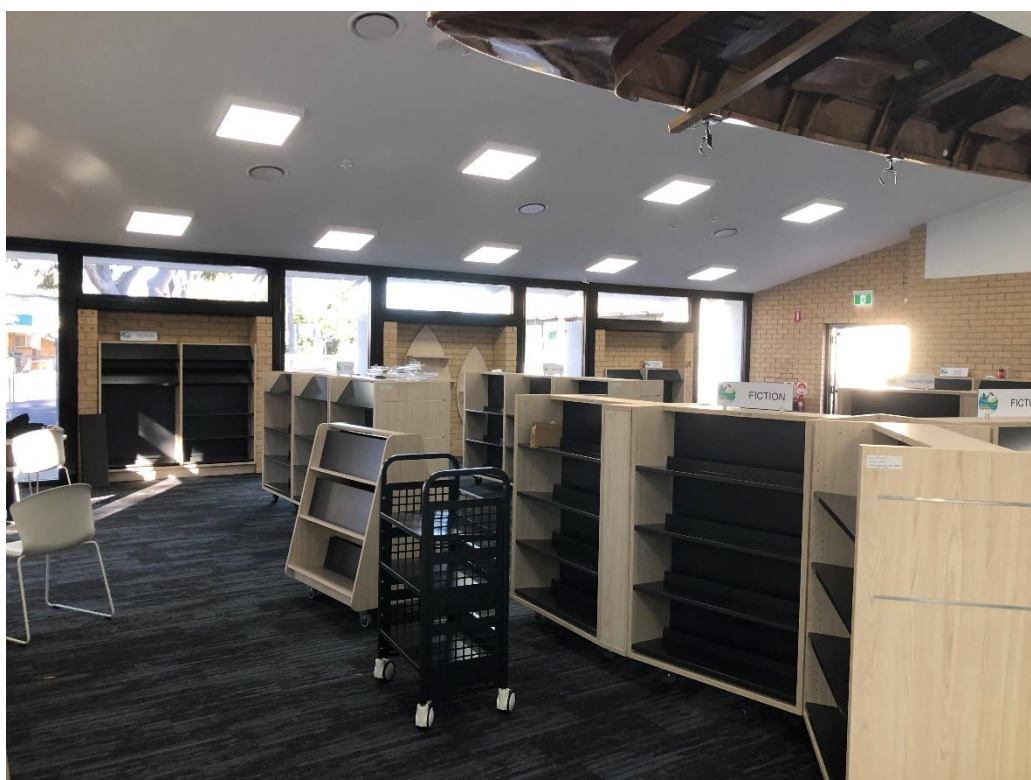
**Pictured Above. Celebrating Volunteer Week at the Casino Library**











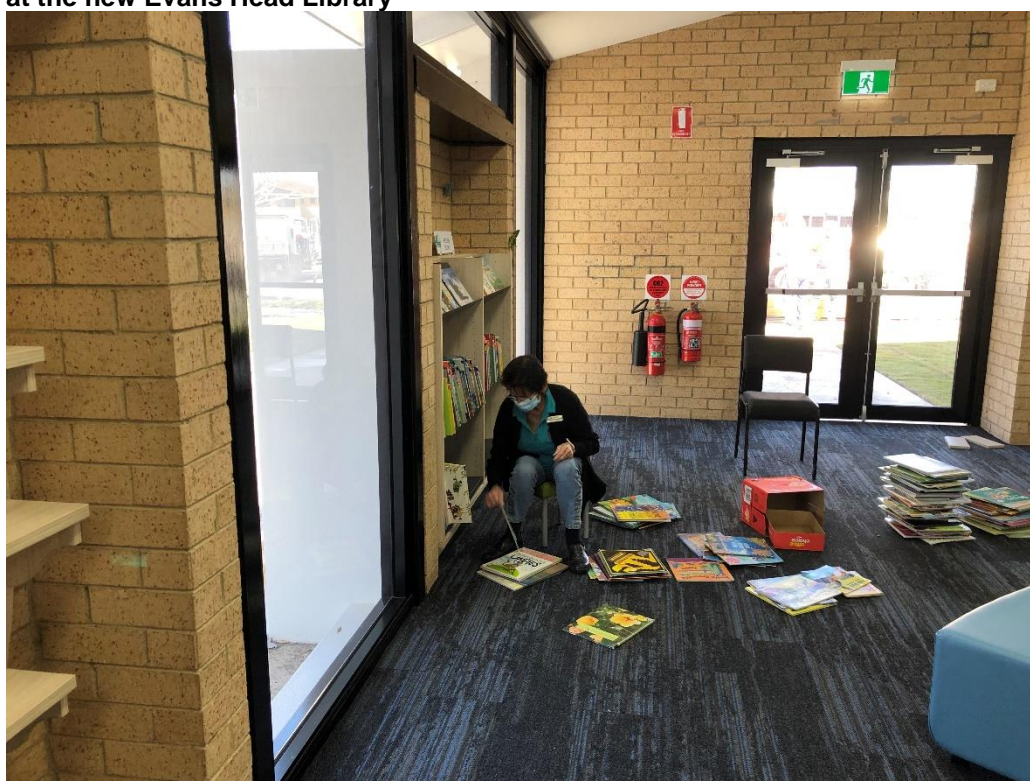
**Pictured above: The new shelving installation at the Evans Head Library**







**Pictured above: Library team members, Linda Clark and Sylvia Cooling reshelfing at the new Evans Head Library**



**Pictured above: Sue Bland reshelfing books at the new Evans Head Library**





Pictured Above: Compost week workshop at Kyogle Library



Waste workshop at Casino Library

