

Richmond - Upper Clarence Regional Library



2022/2023 Annual Report



Richmond
Valley
Council



RICHMOND-UPPER CLARENCE REGIONAL LIBRARY

MANAGER REGIONAL LIBRARY'S

ANNUAL REPORT FOR 2022/23

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 2022 to 30 June 2023. **The Richmond-Upper Clarence Regional Library wishes to acknowledge the traditional landowners and pay respect to elders both past, present, and emerging.**

Regional Administration and Physical Activities

It was very pleasing to see our libraries begin to return to pre-covid usage. The libraries played an important role in the mental health of the communities who are still feeling the effects of the floods and Covid. The libraries provided a safe and welcoming space.

The completion of the **Casino Library Courtyard** project in February 2023 was one of the major highlights of the year. There was a soft launch with Richmond Valley Council Mayor, Robert Mustow.

The State Librarian, Dr John Vallance officially opened the Casino Courtyard on the 7 June 2023. The State Librarian and six members of the Library Council of NSW also inspected the Evans Head, Kyogle and Mobile Libraries while visiting our region.



Pictured above: Official opening of the Casino Library Courtyard

The new sail cloth cover for the entrance for the Casino Library was also installed in June 2023, which completed the project.



Pictured Above: Sail cloth at the front entrance of the Casino Library

The library was successful with another **Public Library Infrastructure Grant Application**, gaining **\$173,803 in funding for meeting rooms at the Casino Library.**

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 covered 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 2022/23 the Regional Library had **117,924 members and guests** walk through the doors to use the library facilities. This comprised of:

Casino – 60,170	Kyogle – 33,568
Evans Head – 16,518	Coraki – 1,633
Mobile Library – 6,035	

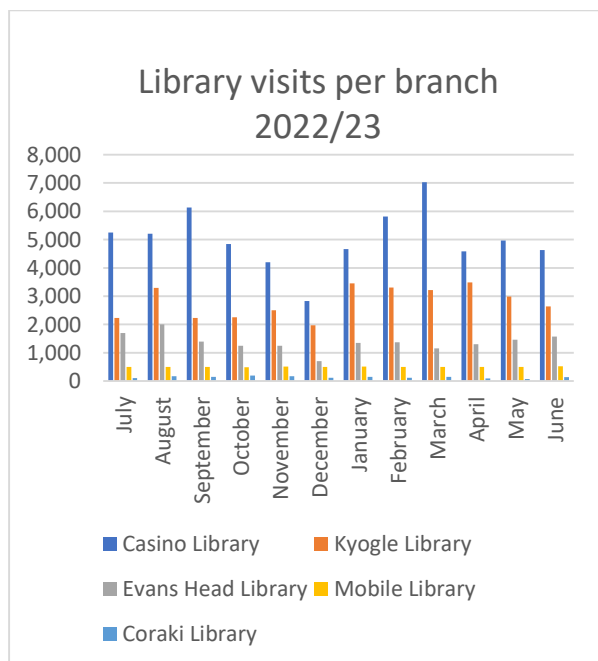


Figure Above: Library visits per Branch 2022/2023

As at the 30 June 2023 the Regional Library had **16,544 members** with **1,162 new members** joining during the year. The library has over **50% of the population being members of the library which is higher than the state average**. Our membership also includes 936 non-residents as members. The total weekly opening time of all the libraries was 140.5 hours.

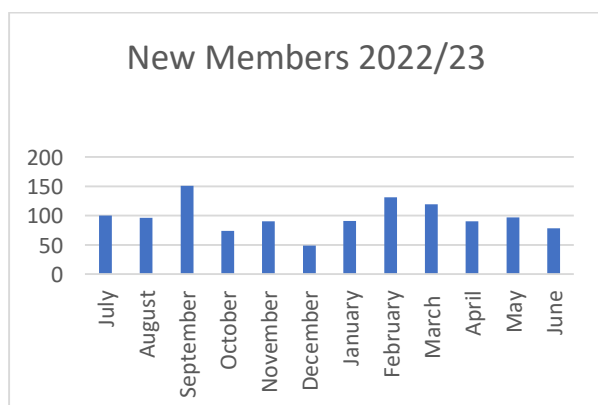


Figure Above: New Membership by month 2022/2023

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 **872 programs during the year**. A very pleasing and rewarding outcome of our programs 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 meetings, 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 22,987 loans during the year, which was an impressive **23% increase** on the previous year and 57% 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 1,281 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 4,256 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 well used with Microsoft Office and Computer Basics the most popular training modules. The library also provided **Good Reading** – an online magazine for book lovers.

RFID technology continued to be used successfully throughout the region. The use of self-serve kiosks at Casino, Kyogle and Evans Head Libraries continued to grow in popularity, with 8,368 members borrowing and/or renewing 30,727 items during the year. At some stages during the year the self-serve kiosks were unavailable at the three libraries due to software issues.

There were 1,514 uses of the library **laptops from the laptop dispensers** at Casino, Kyogle, and Evans Head Libraries, proving to be a popular and valuable library resource.

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

The library continued to participate in the **Dolly Parton Imagination Project** with 276 registered in Richmond Valley and 101 in Kyogle Council areas.

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**.

In March 2023 the Casino, Kyogle, and Evans Head Libraries between them hosted 15 sessions of the short film **Tinnie heroes** with 282 people attending.

Branches

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

The Casino Library **has 9,157 registered members** with **613 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.

In late May 2023, the library team carried out a major re-organisation of the shelving and collection with the idea of making the collection more accessible and inviting.

The function room and function area at the Casino Library received numerous bookings throughout the year by community groups, businesses and Richmond Valley Council as well as individuals.

The Casino Library hosted monthly meetings of the **Book Discussion Group**, and **Adult Colouring-in**. The **Casino Craft Group** were regular users of the Function area on their Tuesday get-togethers.

The **Book Discussion Group**, supervised by **Sylvia Cooling** were again popular at their monthly sessions with 81 people attending 12 sessions. Local author Graeme Gibson also

gave an author talk at the Book Club at the Casino Library on 9 May 2023.

Sylvia conducted 42 Create Make Share Programs at the Casino and Kyogle Libraries throughout the year with 228 attending. 163 attended 29 sessions at Casino Library and 65 attended 13 sessions at Kyogle Library.

Sylvia also conducted 7 **Wendy Edwards programs** at the Casino Library with 60 attending.



Pictured Above: Create, Make Share program at the Casino Library



Pictured Above: Paint Pouring at Casino Library

Sue Bland continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 82 people attending 17 sessions.



Pictured Above: Adult Colouring-in at Casino Library

The **Monthly Lego Club** and the **Family Lego** days at the Casino Library, organised by **Tamara Patino** was very popular with 55 children attending 9 Lego sessions.

Tamara also conducted **Playdough Playtime** sessions with 73 children attending 9 sessions and regular visits with **Kookaburras** with 107 children attending 11 sessions.



Pictured Above: Tamara Patino and Kookaburras in the new Casino Library Courtyard

Laura Ramstadius organised 9 **Xbox gaming sessions** with an attendance of 22. **Amy Boyd** commenced monthly **film club** at the Casino Library in February 2023. There were 5 sessions with 45 attending.

The **Kyogle Library** also conducted many programs for its 3,838 members including 246 new members. The Kyogle Library was 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 the **Byron Writers Festival Roadshow** on 24 August 2022. This was a very successful night with 50 people attending.



Pictured Above: Byron Writers Festival Roadshow at the Kyogle Library

On the 24 February 2023 the **Kyogle Library** hosted an author visit by Graeme Gibson attracting 22 people. Graeme also presented a memoir writing workshop with 21 people attending.

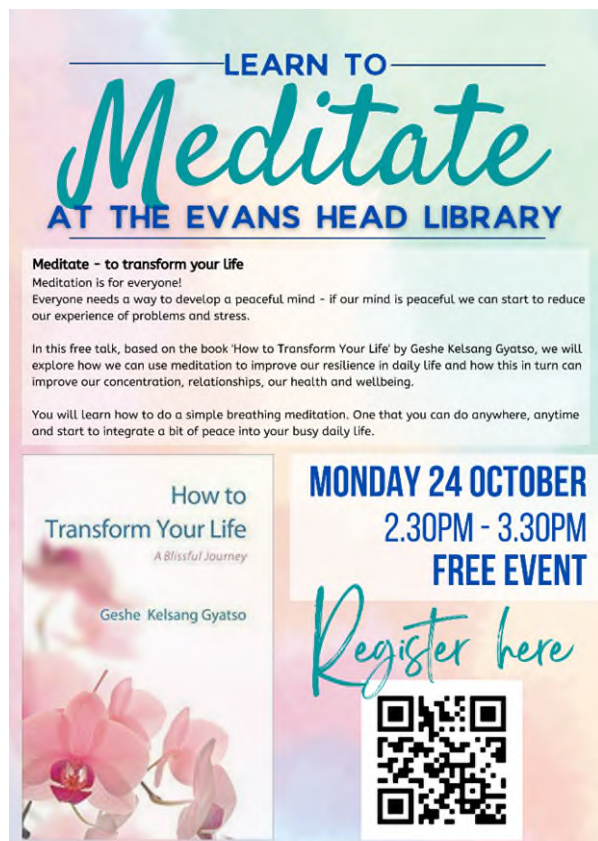


Pictured Above: Graeme Gibson Author talk at Kyogle Library

Cheryl Thompson continued to supervise the very popular **Adult Colouring-in** at the Kyogle Library with 99 people attending 24 sessions. **Sylvia Cooling** conducted 13 **Create Make Share** workshops at Kyogle with 65 in attendance.

Corinne Hughes ran 12 **Kyogle Book Club** sessions with 79 attending. **Corinne** also conducted 106 children's sessions, both within the library and as part of the outreach program with 911 children participating.

The **Evans Head Library** had 215 new members to make a total of 2,105 registered members. The Evans Head Library hosted a successful **meditation workshop** on 24 November 2022 with 17 people attending.



Pictured Above: Promotion of the Meditation workshop at Evans Head Library

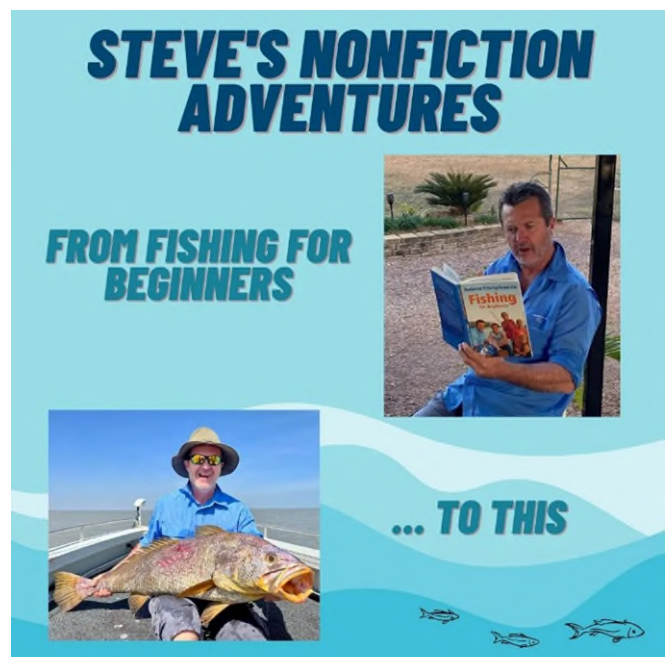
The **Coraki Library** has 211 members including 10 new members. There were 31 Internet usages and **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the customers. He also did regular displays to promote the collection and during the year transformed the Coraki Library into a Library jungle.



Pictured Above: Library Jungle at the Coraki Library

The **Mobile Library** has 1,233 members with 78 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. Steve Locke and Tamara Patino produced some great social media posts to promote the mobile library service.

It was also very pleasing the mobile library was able to return to the flood affected communities of Broadwater and Woodburn. The mobile library also provided a weekly service to the relocated St Joseph's School which was set-up in Evans Head.



Pictured Above: Mobile Library promotion

Promotions and Extension Services

Programming still has an important role to play in the library service engaging the community and easing social isolation. The 872 programs conducted at the libraries consisted of:
Children's - 6,078 attending 404 sessions
Tech savvy for seniors –329 sessions
Adult education/craft and hobby – 614 attending 112 sessions
Author visits - 49 attending 3 sessions
Miscellaneous – 436 attending 24 sessions

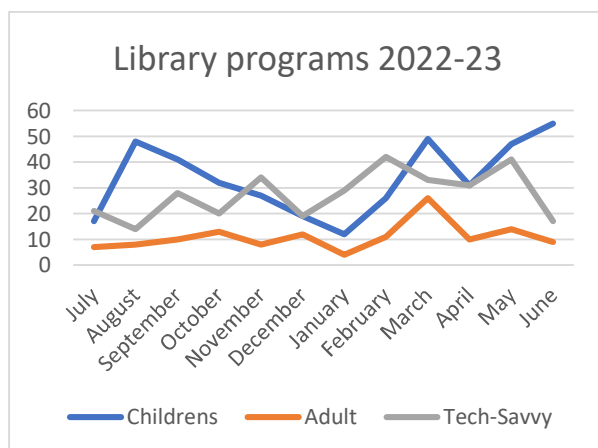


Figure Above: Library programs 2022-23

Library staff made a concerted 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 Valley Views, Kyogle Council Newsletter and the Broadwater Babblers. 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 **Library Technician, Amy Boyd, Library Assistant, Tamara Patino, Casino Programs and Events Coordinator, Sylvia Cooling** and **Library Assistant Aaron Wilkes**. Tamara also created content and coordinated the Library's Instagram page. Aaron also commenced filming **Ngarie** and **Corinne** doing book reviews. 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 Manager Regional Library also spoke about library services on **Cow FM** on the first Monday of each month. **Ngarie** also did one session on Cow FM in November 2022. The library also had an Instagram post programmed by ALIA (Australian Library and Information Association).

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 extremely popular creating great opportunities for community engagement, interaction and easing of social isolation.

The brightly coloured **Art Van Go** was regularly seen around the Richmond Valley and Kyogle Council communities as it was used for the **outreach program** delivered by **Sylvia Cooling**. It was also used on occasions when the mobile library was off the road, including visits to Woodenbong, Bonalbo, Broadwater, Woodburn and Cawongla.

The **Tech Savvy for Senior's Program** continued to be successful and well attended with 329 people involved in one-on-one sessions. These sessions were conducted by **Laura Ramstadius, Amy Boyd, Ngarie Macqueen, Aaron Wilkes, Sophie-Rose Hastie and Sebastian Scholl**. **Corinne Hughes** conducted the Tech Savvy sessions at the Kyogle Library.

Library Technician, Amy Boyd, commenced working on the Richmond Valley Council **Community Directory**, which will be available on the Richmond Valley Council website. Amy received assistance and liaised with **School Based Trainee, Sebastian Scholl, Manager of Customer Experience, Sharon Banning, Application Development & Support Analyst, Earl Whittaker and Officer Communications and Digital Experience, Adam Hourigan**.

Children's Services

The quality of children's/youth services continues to be maintained at an exceptionally high standard and this was enhanced by **Sylvia Cooling and Corinne Hughes attending Sensory training** in Sydney in May 2023.

The Casino Library hosted 295 children's programs/events with 5,167 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 106 children's programs during the year with 911 attendees. Programs included Lego Club, school holiday activities, preschool visits, day-care story time, and the Parents 'n' Kids group.

Sylvia accompanied the **mobile library** with monthly visits to the **Bentley Preschool** to present story time sessions. These were always eagerly awaited, and it was pleasing when the same service commenced at **Manifold School** in May 2023.

Information Services

During the year, the Regional Library staff successfully supplied **24,206 information requests and 27,638 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 increased services and resources are only available online.

The **Document Delivery Service** (Interlibrary Loans) under the coordination of **Sue Bland** recorded **82 requests being satisfied with an 88% success rate.** The 12% 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. **135 items** were loaned to other libraries from this library service.

Free public internet access continues to be a major draw card for all libraries, with **9,374 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 **9,849 connections.** This service was particularly well-used during school holidays.

Figure Below: Monthly Internet Usage

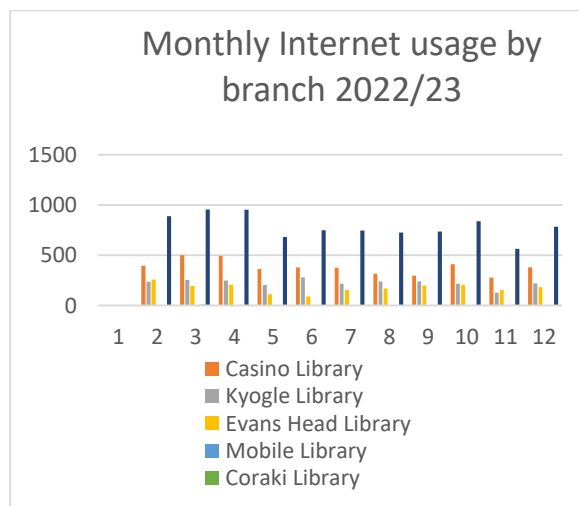
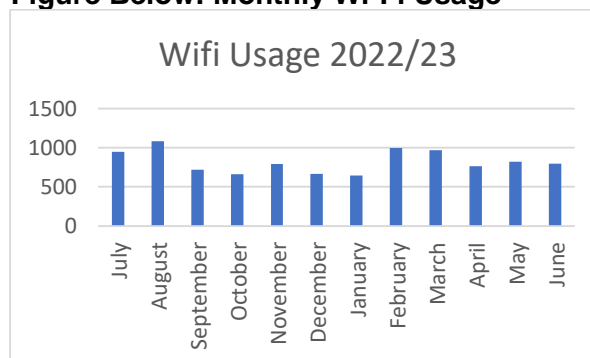


Figure Below: Monthly Wi-Fi Usage



Technical Service Maintenance

With **LIBERO**, the Library Management System being cloud based, all upgrades were received automatically. Under the guidance of **Casino Library Coordinator, Ngarie Macqueen**, Libero continued to function at a high level. Ngarie also mentored Laura Ramstadius in some of the Libero functionality. The library also received 2 site visits from Libero during the year.

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

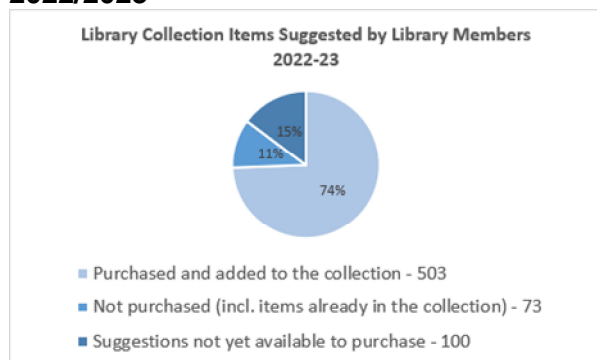
RFID continued to function well overall though all libraries experienced some issues throughout the year. Kyogle Library members made the most use of the self-serve kiosk with 48% of loans made this way, while Casino was 12% and Evans Head 15%.

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 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 Casino Library Coordinator, **Ngarie Macqueen** 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 2022/2023



The library collection continued to evolve with **5,735 titles added** and **5,028 items discarded**. Due to time, space, and a preference for new books only a few donations were added to the collection during the year.

13,226 reservations for Library items were satisfied from within the regional collection. It was pleasing to see the large amount of weekly freight that occurred between all the libraries which consisted of large amounts of reserved items.

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.

The Casino Library hosted an on-going book sale throughout the year. The sale items were continually added to throughout the year, providing a wide variety to choose from. Over \$1,000 was raised by the continual book sale.

The Casino, Kyogle and Evans Head Libraries also sold weeded and donated stock in book sales to raise funds for the flood affected

communities. Funds from Casino and Evans Head libraries was used to purchase Christmas trees and decorations for the Coraki and Woodburn flood victims and Bunnings vouchers were purchased for the Broadwater flood victims. All were distributed by their prospective community hubs.

Kyogle Library distributed their funds to the Kyogle Uniting Church Op-shop and Kyogle Lions Community Pantry to be distributed to flood victims.



Pictured Above: Kyogle Library Assistant, Cheryl Thompson (centre) presenting funds for the flood victims to the Kyogle Lions Community Foodpantry

The **seed library**, coordinated by **Library Assistant, Linda Clark** was highly successful with 5,083 packets of seeds loaned. Each monthly Library eNewsletter also featured a seed of the month.

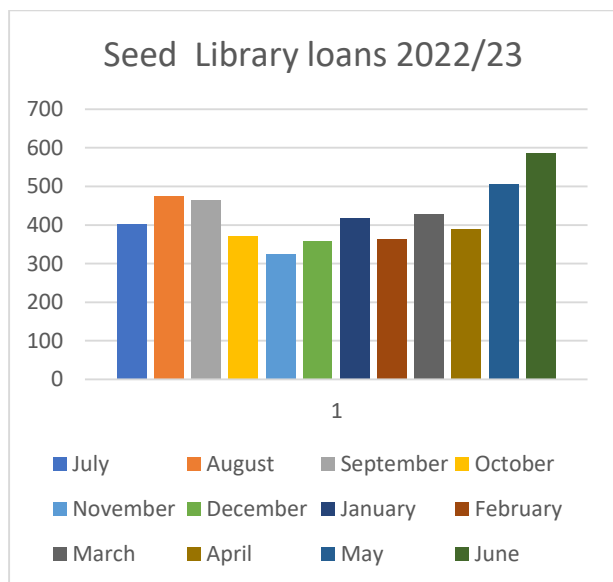


Figure Above: Seed library loans 2022-23

The Regional Library continued membership with Public Libraries NSW, Trove Collaborative Services and Libero User Group as well as retaining a **Borrowbox consortia** and **Overdrive consortia** arrangement with Clarence Regional Library. A new **uLibrary Consortia** was established between several NSW Public Libraries during the last quarter. These consortiums provide the library members with a greater selection of eResources.

The rotation of stock between the Regional Library's service points continued with regular exchanges taking place. **Ngarie Macqueen** supervised and consulted 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 comprised of eight full-time, six permanent part-time staff, three library/customer service and a school-based trainee. **Terrie Costello** retired in March 2023 and **Sue Custer** joined the library team at Evans Head in March 2023. The staff consisted of:

Gary Ellem	Manager	Regional Library
Ngarie Macqueen	Casino Coordinator	Library
Sylvia Cooling	Coordinator	Programs and Events Part-time
Corinne Hughes	Kyogle Branch Librarian	

Amy Boyd	Library Technician	
Sue Bland	Library (Casino)	Assistant
Linda Clark	Library (Casino)	Assistant
Tamara Patino	Library (Casino)	Assistant
Laura Ramstadius	Library Assistant Part-time (Casino)	
Nancy Van Iersel	Library Assistant Part-time (Casino)	
Steve Locke	Mobile Library Operator	
Cheryl Thompson	Library Assistant Part-time (Kyogle).	
Ian McLean	Library Assistant Part-time (Kyogle)	
Sue-Ellen Little	Customer Service Officer (Evans Head)	
Haylee Webber	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)	
Terrie Costello	Library Assistant - Customer Service Officer- Job Share – (Evans Head) – resigned March 2023	
Sue-Custer	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head) commenced March 2023	
Aaron Wilkes	Library Assistant Part-Time (Coraki), Part-time Library Technician	
Sophie-Rose Hastie	School Based Trainee – completed in December 2022. Casual Library Assistant December 2022-May 2023	
Sebastian Scholl	School based trainee commenced February 2023	

Several Customer Experience team members worked at the Evans Head Library during the year when team members were on leave or unavailable. **Aaron Wilkes** also worked at the Evans Head Library on a regular basis.

Members of the Casino Team worked at the Kyogle and Coraki libraries on numerous occasions during the year due to staff being on leave.

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

On 1 July 2022 our **School Based Trainee, Sophie-Rose Hastie** was a finalist in the NSW Training Awards North Coast and Mid North Coast with the Award presentation in Coffs Harbour. **Gary and Ngarie** also attended the ceremony where **Sophie** was announced the **Regional Winner North Coast School Based Apprentice/Trainee of the Year.**



Pictured Above: Sophie-Rose Hastie - Regional Winner North Coast School Based Apprentice/Trainee of the Year.

Staff Training/Meetings

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

The library team represented the library or spoke at several events in the community during the year including:

- 14 July 2022** – Gary – View Club
- 6 September 2022** – Gary – RVC Job Expo
- 5 October 2022** – Gary – Wellness in the Workplace
- 13 October 2022** - Sylvia – Accidental Counsellor Foundations Workshop
- 23 November 2022** – Gary – Judge at Casino Lions Club Public speaking
- 24 November 2022** – Ngarie – Youth Support Meeting
- 15 December 2022**– Amy and Tamara – Red Cross Morning Tea
- 19 December 2022** – Sylvia - Casino West School Wellbeing Day

- 2 February 2023** – Corinne - Kyogle & District Historical Society
- 2 February 2023** – Corinne – Kyogle Youth Action
- 9 February 2023** – Aaron – Seniors Expo at Coraki
- 10 February 2023** - Sylvia – Wendy Edwards Group
- 11 March 2023** – Gary and Ngarie – Evans Head Living Museum 20-year celebration
- 30 March 2023** – Corinne and Cheryl – Headspace
- 12 April 2023** – Ngarie and Amy – Headspace
- 21 April 2023** – Corinne - Kyogle Garden Club Fete
- 18 May 2023** – Ngarie – Probus
- 23 May 2023** - Ngarie – Youth Support Meeting

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. Bi-monthly **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 and Teams. **Cheryl Thompson and Aaron Wilkes** attended these meetings regularly via Skype/Teams. **Ian McLean and Sue-Ellen Little** were also occasionally able to participate.

The Casino and Kyogle Libraries conducted regular workroom meetings with team members sharing the chairing and taking minutes of these meetings.

Throughout the year **Gary** attended regular **Manager Meetings and Organisational Service meetings** at Richmond Valley Council as well as numerous other meetings with other council staff. **Gary** also filled the role of **Acting Director Organisational Services** 22 May-2 June 2023.

Gary, Ngarie and Corinne attended the **SWITCH Conference** in Albury in November 2022. This was the first Switch Conference held in person since 2019. **Gary** attended a **North-East Zone Library Managers** at Quirindi 11/12 August 2022. The Evans Head Library hosted a **Library Managers Meeting** 9/10 March 2023 and Gary attended full **North-East Zone meetings** at Kempsey 8 September 2022 and at Bingara 11 May 2023.

Ngarie attended a **Libero User Group** meeting 26-28 October 2022 where 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.

Ngarie, Laura and Gary attended an online Libero Development Plan webinar on the 15 November 2022.

During the year **Gary and Ngarie** participated in several online discussions, including some online demonstrations with several library suppliers. Library staff was also in regular contact with the various suppliers with whom the library was associated.

Amy and Gary received an online demonstration of **Beanstack** on the 21 July 2022 before going "live" in November 2022. This new feature provided **Amy** with resources to run reading competitions as well as training for the library team.

Ngarie was a speaker at a **Reader Advisory** session at the State Library of NSW on 20 March 2023 while **Aaron Wilkes** coordinated proceedings online. Most of the library staff continued their **Reader Advisory** training under the supervision of **Aaron**.

Sylvia Cooling and Corinne Hughes participated in a Sensory Storytime workshop in Sydney on 3 May 2023.

A large majority of the library team undertook **HBDI** training coordinated by former Richmond Valley **Council People and Culture Manager, Caroline Redwood and People and Culture Analyst, Sophie Armour**.

Corinne Hughes represented the Regional Library on the **Richmond Valley Council WHS Committee** and regularly attended these meetings. Throughout the year **Corinne** also met and liaised frequently with several Kyogle community groups.

Gary was heavily involved in the recruitment of the new **Casino Indoor Sports Stadium Coordinator** and spent many hours assisting the new **Coordinator, Richard Campbell** and liaising with different Council Departments.

Gary regularly offered and sought advice/suggestions to other libraries in NSW, sharing library procedures, policies and grants as well as answering regular surveys. **Ngarie** was in regular contact with neighbouring **Clarence Regional Library** discussing

eResources. She also communicated with staff at Libero, Solus (Library App) and eResource platforms at Borrowbox, Overdrive, uLibrary and Hoopla.

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 2022 he submitted the **2021/22 NSW Public Libraries Statistical Return** and both Richmond Valley Council and Kyogle Council submitted their **2021/2022 Public Library Funding**.

Gary and Ngarie had a visit and meeting with Kathryn and Victoria from on 28 July 2022. Prior to this, the visitors were given a tour of the **Evans Head Library**. On 20 June 2023 Clarence Regional Library reciprocated, inviting **Gary and Ngarie** to the Grafton Library for a meeting and library tour.

The library was again indebted to the wonderful library volunteers who did an amazing work with the home delivery service and shelving returned items. A small thankyou morning tea was held at the Casino Library on 18 May 2023.

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 members and guests 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: Art Van Go at Woodenbong



Pictured Above: State Librarian and Library Council of NSW inspecting the mobile library at Broadwater



Pictured Above: Mental Health Month Display at Casino Library



Pictured Above: Ngarie Macqueen and the Probos Talk at the RSM Club

Figure below: Customers requests for reserved items fulfilled.



Figure below: Loans per branch

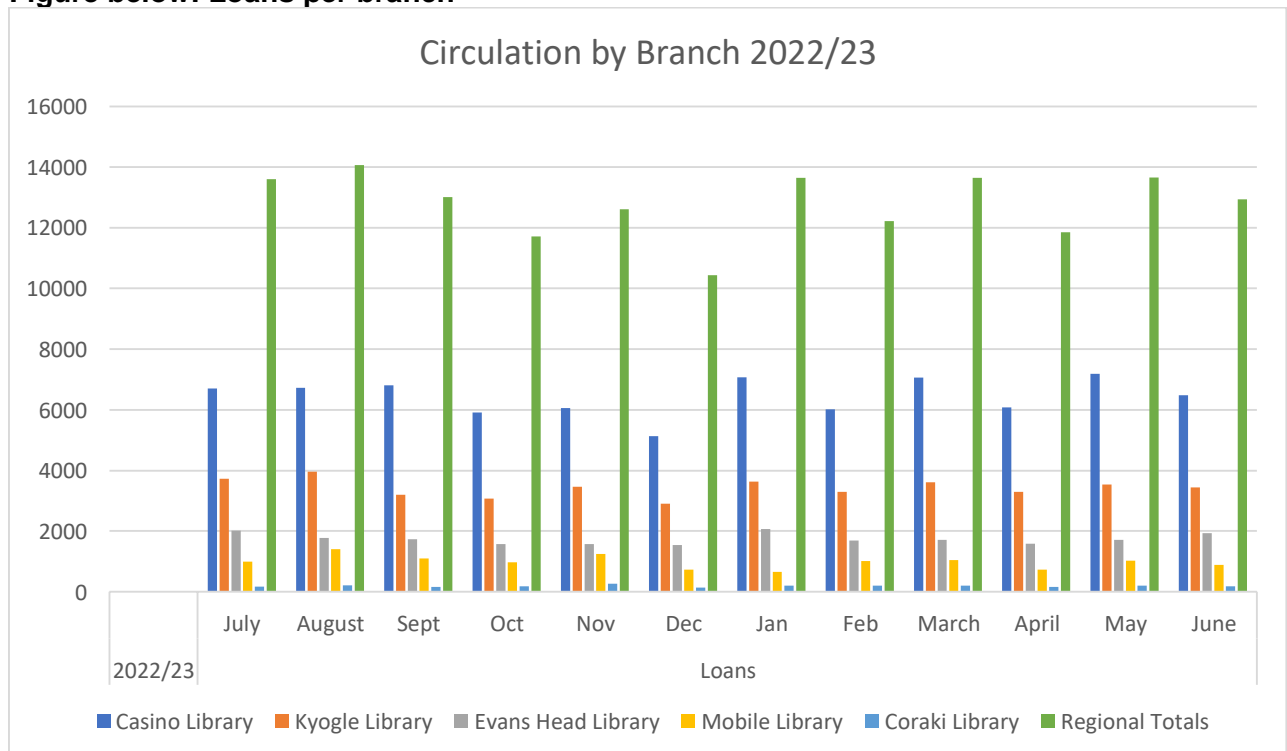


TABLE 1. LIBRARY COLLECTION STATISTICS

*Not included in Book Vote

Collection	As at	Added	Discarded	Expenditure
	30/6/23	1/7/22-30/6/23	1/7/22-30/6/23	1/7/22- 30/6/23
Picture Books	4,348	594	260	7,263
Easy Junior Fiction	1,891	216	158	1,830
Junior Fiction	2,565	442	275	4,512
Teen Fiction	1,703	282	240	3,029
Music CDs	345	2	42	11
Junior Audio Books	56	3	1	155
Junior Non-Fiction	2,243	151	252	2,404
Junior DVD	721	99	107	1,370
Junior Music	10	0	2	0
Teen Magazines*	95	25	16	0
Teen Audio	0	3	0	0
Teen Non-fiction	142	6	7	42
Adult Fiction	14,457	1,821	1,367	31,006
Large Print	2,434	272	290	7,739
Adult Non- Fiction	10,353	778	1,299	14,766
Reference	201	18	46	64
Magazines *	908	349	315	0
DVD	2,719	429	260	5,621
Audio Books	1,247	151	87	4,731
Local History	883	94	4	338
Total	47,321	5,735	5,028	84,881

Graphic novels – \$925

eBooks -\$6,139

eAudio Books - \$5,052

Miscellaneous (Seeds, Puzzles, freight, etc.) \$2,499

Also added to the collection:

Cake tins 48 – 4 added and discarded 2

Crochet hooks 26 – added 0 and discarded 0

Knitting needles 41– added 0 and discarded 0

Jigsaw puzzles 188 - added 50 and discarded 67

Exercise Library 44 – added 0 and discarded 2

Power mates and Save Power kits 4 – added 0 and discarded 7

Brain Kits 11– added 11

Samsung Tablets 6 – added 6



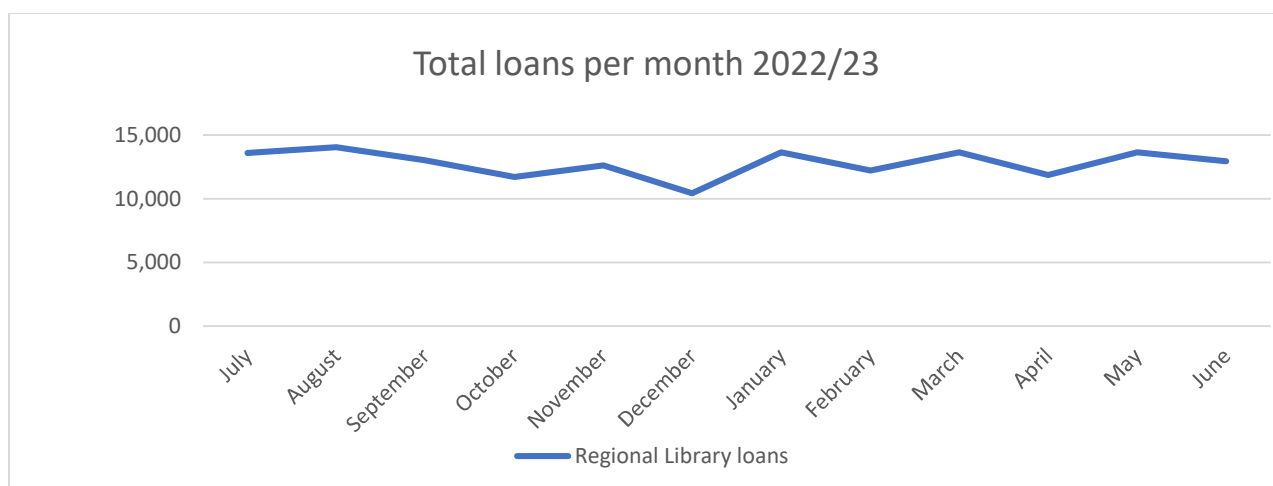


Figure above: Total loans per month

**TABLE 2. BORROWERS REGISTRATON STATISTICS AT
30 JUNE 2023**

Library	TOTAL	Adult	Young Adult	Junior	Organisations	Richmond Valley	Kyogle	Lismore	Other
Casino	9,157	8,300	284	554	19	8,278	312	213	329
Kyogle	3,838	3,459	103	265	11	18	3,606	84	141
Evans Head	2,105	1,977	20	106	2	2,026	2	14	71
Mobile	1,233	798	37	381	17	645	503	29	49
Coraki	211	177	9	23	2	218	0	0	6
REGIONAL TOTALS	16,544	14,711	453	1,329	51	11,185	4,423	340	596

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

10,357 Females, 6,136 males and 51 organizations

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



TABLE 3.

CIRCULATION STATISTICS

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	23,712	11,401	8,340	2,437	783	46,673
Picture Books	10,177	5,573	2,784	2,873	171	21,578
Adult Non-Fiction	8,270	4,324	1,732	1,147	224	15,697
DVDs	7,126	4,241	1,204	673	441	13,685
Bulk Loans	4,452	2,502	6	5,238	0	12,198
Junior Fiction	2,931	1,843	749	709	15	6,247
Large Print	3,285	1,305	499	763	137	5,989
Easy Junior Fiction	2,486	1,371	783	861	15	5,516
Seeds Library	3,448	1,041	380	42	172	5,083
Magazines	2,290	1,255	515	609	73	4,742
Junior Non-Fiction	1,999	1,136	277	571	27	4,010
Junior DVDs	1,890	812	413	490	11	3,616
Teen Fiction	1,568	796	257	114	22	2,757
Audio Books	538	1,458	570	80	105	2,751
Jigsaws	306	158	54	38	0	556
Music CDs	263	123	72	8	0	466
Teen Magazines	23	1	10	297	0	331
Teen Non-Fiction	83	55	24	2	1	165
Local Studies	84	50	6	10	5	155
Exercise Equipment	72	19	9	1	0	101
Junior Audio Books	63	14	0	3	0	80
Cake Tins	44	3	3	0	0	50
Crochet Hook/Knitting Needles	7	6	0	0	0	13
Junior Music CDS	10	0	0	0	0	10
	75,127	39,487	18,687	16,966	2,202	152,469



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

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2023
Casino	22,307
Kyogle	11,661
Evans Head	5,883
Coraki	2,494
Mobile Library	3,433

Also:

Processing - 145

Stack – 1,410

In-transit - 337

Repairs – 5

Art Van Go - 94

(ii) Inter-Library Loans (Document Delivery)

Successful requests - 82

Unsuccessful requests -11

Specific requests sent to other libraries -135

Bulk loans - 1

(iii) Satisfied reserves – 13,226**(iv) Internet services – 9,374**

Casino-4,521; Kyogle-2,693; Evans Head-2,112; Mobile Library- 17;
Coraki-31

(v) Wi-Fi services – 9,849

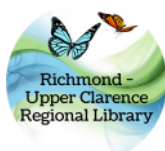
Casino –3, 729- ; Kyogle –3,977; Evans Head – 2,130; Mobile –13

vi) RFID Self-Serve –customers (8,368) and items (30,727)

Casino 2,172 and 8,960, Kyogle 5,390 and 18,963, Evans Head 806
and 2,804

(vii) Laptops – 1,514

Casino –1,180 ; Kyogle- 306; Evans Head – 28





Pictured Above: Library lovers at Evans Head Library



Picture Above: Quilts for St Mary's Primary School



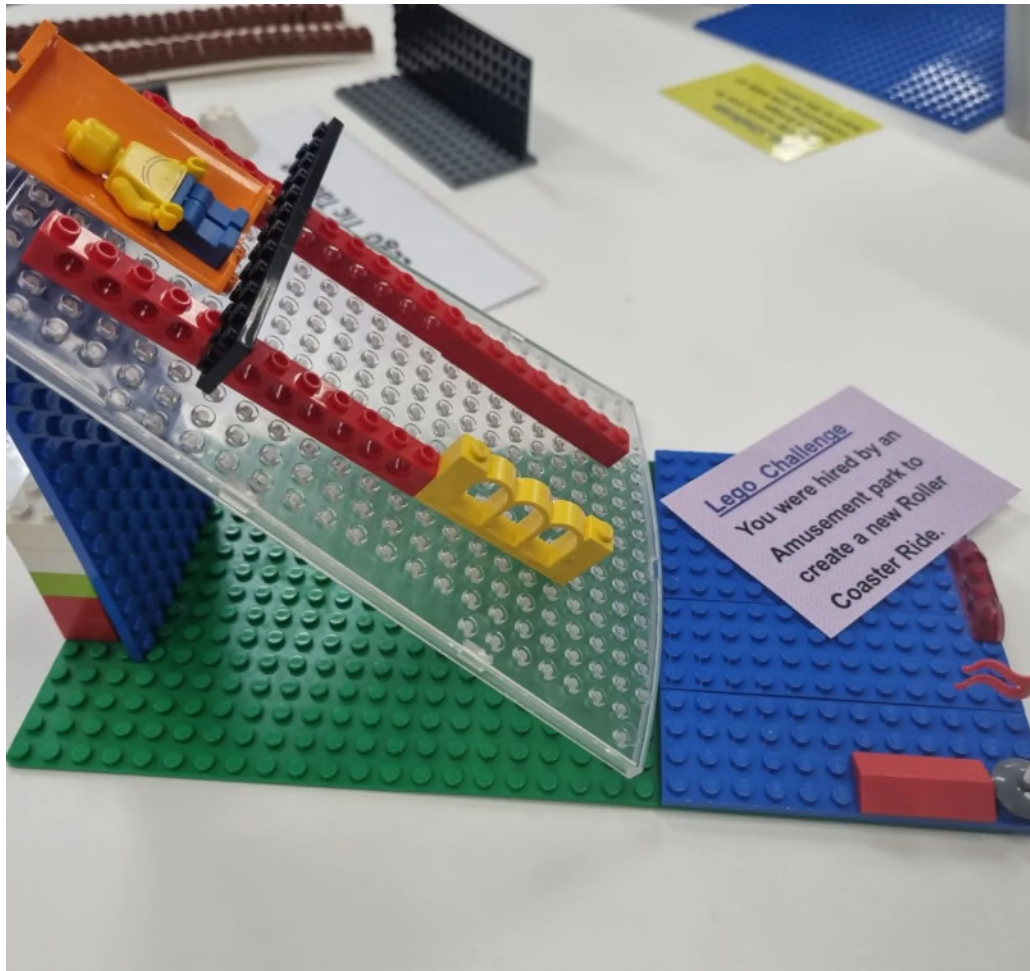
Pictured Above: Beef Week display at Casino Library



Picture Above: Legal display at Casino Library



Richmond
Valley
Council



Picture Above: Lego Club at Casino Library



Pictured Above: uLibrary display at Casino Library



Pictured Above: Blue September display at Kyogle Library



Pictured Above: Playdough playtime at Casino Library Playdough



Pictured Above: Children's Book Week Display at Casino Library



Pictured Above: Library team undertaking HBDI training



Pictured Above: Create Make share at Kyogle Library



Pictured Above: Pre-School visit to Kyogle Library



Pictured Above: Ngarie Macqueen , Mayor Robert Mustow and Gary Ellem at the soft launch of the Casino Library Courtyard



Pictured Above: Visit to Kyogle Library by State Librarian and Library Council of NSW

