

Richmond - Upper Clarence Regional Library



2023/2024 Annual Report



Richmond
Valley
Council



RICHMOND-UPPER CLARENCE REGIONAL LIBRARY

MANAGER REGIONAL LIBRARY'S ANNUAL REPORT FOR 2023/24

We are pleased to present the Annual Report of the Richmond-Upper Clarence Regional Library, providing a summary of activities for the period 1 July 2023 to 30 June 2024. **The Richmond-Upper Clarence Regional Library wishes to acknowledge the people of the Bundjalung Nations as Custodians and Traditional Owners of the lands in which the regional library operates and recognises their connection to the land and values their rich cultural heritage and all it brings to our area.**

Regional Administration and Physical Activities

The library service covered the varied needs of both individuals and groups within the Richmond Valley and Kyogle Council areas such as education, access to information, personal development, recreation, and leisure. The library strives to support accessibility by providing access to and supporting the use of 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, including residents, as well as travellers and visitors, who regularly visit our libraries to access library facilities to stay in touch and access online services while they are away from home.

Unfortunately, some of the libraries experienced anti-social behaviour throughout the year, with unacceptable behaviour from several teenagers and unaccompanied children. Sadly, this has become a wide spread issue that libraries in many areas are facing. Several incidents were reported to the NSW Police and lodged as an incident report into Vault, the Richmond Valley Council's safety, risk management software.

In 2023/24 the regional library had **129,049 members and guests** walk through the doors to use the library facilities, which is an **additional 11,125 people** on the previous year. This figure is comprised of:

Casino 67,580

Kyogle 36,080
Evans Head 18,566
Coraki 1,496
Mobile Library 5,327

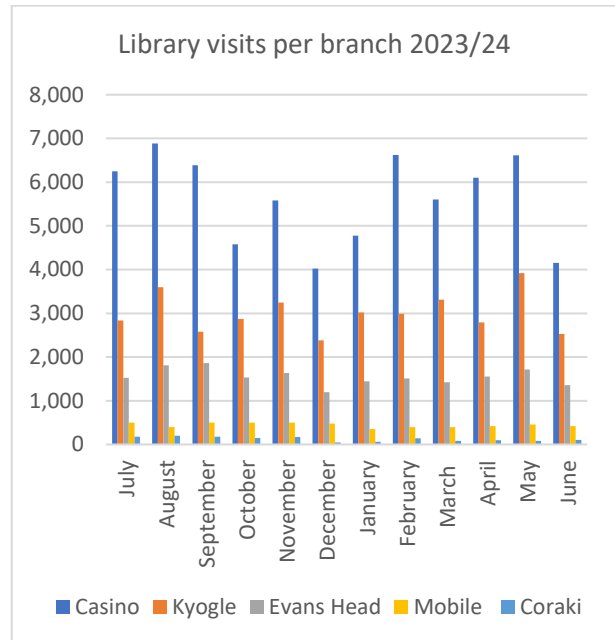


Figure above: **Library visits per branch 2023/2024**

As of 30 June 2024, the regional library had **16,407 members** with 1,044 new members joining during the year. The membership also includes 933 non-residents as members. The total weekly opening time of all the libraries was 140.25 hours.

The library facilitated, hosted, and conducted an enriching and diverse range of programs and activities for the community, with the regional library running **1044 programs during the year, which is close to a 20% increase in the number of programs run through the year and the highest number of programs run in the library's history.** The library is proud to be running programs and events for people of all ages.

The libraries continued to be utilised as a **meeting hub**, providing a free public space in comfortable, friendly, and safe surroundings. They were also used throughout the year for meetings and appointments, both in-person and online, as well as tutoring, and a space for government agencies and not-for-profit organisations to meet with community members.

Staff at the **circulation desks** received numerous requests from library members and visitors for printing/photocopying/scanning, booking internet PCs, general IT support, collecting reserved items, the issuing and renewing of library items, and questions and support for accessing specific library items in the library's physical and eResources collections.

There were **148,771** loans of items from the physical collection throughout the year. **14,410 reservations** for library items were satisfied from within the regional collection which is a 9% increase on the number of reservations from the previous year.

eResources and **online databases** were provided free of charge to the community via several mobile apps and websites. The library's eResource collection, which now comprises of eBooks, eAudiobooks, eComics, and eMagazines, had **22,564 loans** during the year. Richmond-Upper Clarence Regional Library continued to partner with Clarence Regional Library in two consortia, which gave library members access to a wider range of eResources through the BorrowBox and Libby collections, as well as a wider NSW Public Library consortium with uLibrary.

Streamed content through Beamafilm, StoryBox Library, and hoopla amounted to 1,997 viewings during the year. The State Library of New South Wales's subscription to the Gale suite of information databases allowed the library to provide free access to accurate and up-to-date information on a range of topics such as healthcare, politics and media outlets.

The library provided access to **World Book Online** encyclopedia and **Haynes Online** car and motorcycle repair manuals. The library also continued to provide access to **TheComputerSchool**, which is an online IT training website, as well as access to **Good Reading** – an online magazine for book lovers, with separate content for children, young adults, and adults.

In September 2023, **Hublio** was introduced, which is an online tool that allows library members to recommend new and upcoming titles being published by voting on the titles they'd like to see purchased for the collection.

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 be well utilised, with 8,375 instances of members borrowing and/or renewing 28,200 items during the year.

There were 1,705 uses of the library **laptops** from the laptop dispensers at Casino, Kyogle, and Evans Head Libraries, a **12.6% increase** on the previous year.

The Casino, Kyogle, and Evans Head libraries provided **meeting room facilities**, and these were well used throughout the year for a variety of purposes including library events, meetings for council staff, as well as usage by organisations, community groups and individuals. The Casino Function room was booked 347 times while the Function Area was used 229 times. The meeting room at Evans Head Library was used on 92 occasions.

The **pop-up libraries** at the Casino Railway Station, Kyogle Swimming Pool and the Evans Head Visitor Information Centre continued to be popular with visitors and travellers as well as enabling re-use of withdrawn library items.

The library continued to support the **Dolly Parton Imagination Project** with 436 children registered in Richmond Valley and 187 in Kyogle Council areas.

The library was also a collection point for the **Share the Dignity** and **It's in the Bag** charitable initiatives where items collected went directly to those locals in need of access to period care products. The library also participated as a collection point for **Aussie Bread Tags for Wheelchairs**, and as a distribution point for **Escabags (escape bags)**, which are bags filled with necessities adults and children may need when escaping a violent or unsafe situation.

Branches

The **Casino Library** conducted many promotions that engaged the community and promoted both library, and community services. The Casino Library had **9,268 registered members** with **519 new members** joining during the year.

Staff at Casino Library, headquarters of the regional library, support the operational needs of the Casino branch, as well as performing tasks that support the regional library such as

purchasing and processing new items for the collection, and collection maintenance. Library Assistants all had core duties they were responsible for, as well as several rostered duties, and many running programs and events for the branch as well.

The Function Room and Function Areas at the Casino Library received a combined 576 bookings by community groups, individuals, businesses, government agencies, and Richmond Valley Council staff. This also included the Casino Craft Group, who were regular users of the Function Area on their Tuesday get-togethers.

The Casino Library hosted several author visits with Patsy Kemp - 11 August 2023, Gary Davis - 10 October 2023, Judith Masters - 30 April 2024 and Annika Johansson - 14 May 2024.



Picture above: Author visit – Gary Davis at the Casino Library with Sylvia Cooling

The Casino Library hosted monthly meetings of a **Book Discussion Group**, supervised by team member, Sylvia Cooling. This group was again popular during the year with 48 people attending 8 sessions.

Sylvia also conducted 56 Create Make Share Programs at the Casino and Kyogle Libraries throughout the year with 356 attending. 325 attended 50 sessions at Casino Library and 31 attended 6 sessions at Kyogle Library.



Pictured above; Wendy Edwards Create Make Share group finger painting at the Casino Library

Sue Bland continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 101 people attending 20 sessions.

The monthly **Lego Club** afternoons at the Casino Library, organised by **Tamara Patino**, with 86 children attending 11 Lego sessions, and a different theme as inspiration for the children each month.



Pictured above: Lego Club at Casino Library – building a town

Tamara also conducted **Playdough Playtime** sessions with 66 children attending 10 sessions and regular visits with **Kookaburra Early Learning** with 144 children attending 16 sessions.

Amy Boyd supervised the monthly **Casino Film Club** at the Casino Library, with 12 sessions and 95 attending, and the monthly **Anime Club** for young people with 9 sessions and 30 children attending.

Amy also did a wonderful job coordinating the Easter Colouring-in competition that had 125 entries.



Pictured Above: Judging the Easter Colouring-in competition

The Kyogle Library also conducted many programs for its 3,727 members including 186 new members. In addition to Kyogle Library programs and events, the Kyogle Library was the venue for many meetings for community groups throughout the year with regular positive feedback from their experience.

The Kyogle Library also hosted author visits with Patsy Kemp – 17 October 2023, Gary Davis – 21 November 2023, P.A. Thomas – 19 March 2024, Judith Masters – 30 April 2024 and Annika Johansson – 21 May 2024.



Pictured Above: Judith Masters author visit at Kyogle Library

Cheryl Thompson continued to supervise the very popular **Adult Colouring-in** program at the Kyogle Library with 121 people attending 24 sessions. **Sylvia Cooling** conducted 6 **Create Make Share** workshops at Kyogle with 31 in attendance.



Pictured above: Create Make Share - Finger knitting at Kyogle Library

Corinne Hughes ran another successful year of **Kyogle Book Club**, with 11 sessions being held with 81 attendees. Corinne also conducted **110 children's sessions**, both within the library and as part of the library's outreach program, with 1,699 children participating. **Ian McLean** ran the **Children's Lego Club** with 58 children attending 10 sessions and a range of STEM-based ideas to stimulate their creativity.

The Kyogle Library also received a visit from **Australian of the Year Amar Singh** in August 2023.



Picture Above: Australia of the Year Amar Singh and the library team at the Kyogle Library

The **Evans Head Library** had 253 new members to make a total of 2,160 registered members. The Evans Head Library hosted the **Byron Writers' Festival Roadshow** on 10 August 2023 with 24 people attending. The library also hosted author visits on Saturday 16 September 2023 with Fiona McArthur, P.G.

Robertson on Thursday 11 April 2024, and Annika Johansson on the 23 May 2024.



Pictured above: Byron Writers Roadshow Festival at the Evans Head Library

A monthly book club was also established at the Evans Head Library on 24 August 2023, with 42 people attending 8 sessions throughout the year. There were also visits from schools during **Children's Book Week** in August 2023, (5 school visits with a total of 99 students visiting the branch) as well as successful school holiday activities held. These programs were conducted by **Sue-Ellen Little, Haylee Webber and Sue Custer**.



Pictured above: Evans Head Book Club

The Evans Head team also got into the swing of things dressing up and decorating the library for several events including Children's Book Week and Talk Like a Pirate Day.



Pictured above: Sue-Ellen Little and Haylee Webber dressed up for Children's Book Week at the Evans Head Library

The Coraki Library had 131 members, including 15 new members. Team member **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the Coraki community, taking time to reserve items of interest for the members who visited the branch regularly, and transferred targeted library stock from other branches so the Coraki members had a fresh selection to choose from when they visited. He also did regular displays to promote the collection.

The Coraki Library was closed on a few occasions in February 2024 and in April 2024 due structural work being carried out on the library and adjoining museum. Library Assistant/Technician, **Aaron Wilkes** was able to put "**Art Van Go**" to use and still provide a library service to the Coraki community.



Pictured Above: Art Van Go at Coraki

The Mobile Library has 921 members with 67 new members enjoying the unique service. **39% of the Mobile Library membership are junior members aged up to 14 years of age (compared to 7.9% for the regional library)**, which shows the importance of the Mobile Library to the young people in the regional areas within our LGAs. The Mobile Library strives to provide high quality, equitable library services to rural and remote patrons. It operates on a fortnightly schedule with the schedule being reviewed and updated every quarter. Unfortunately, after serving the Cawongla community for 20 years, the Mobile Library ceased operating there in late September 2023 due to lack of use.

Steve Locke and Tamara Patino produced some great social media posts to highlight the Mobile Library service.



Pictured above: Steve Locke “caught reading” on the Northern Rivers Rail Trail

The Mobile Library experienced several mechanical issues during the year, including a major breakdown at Mallanganee in August 2023 where it was required to be towed.



Pictured above: Mobile Library being towed after breaking down in Mallanganee.

Promotions and Extension Services

Programming continued to play an important role in providing an engaging and informative library service to the community. The 1044

programs conducted at the libraries consisted of:

Children’s	491 sessions
Tech savvy for seniors	390 sessions
Adult education/craft/hobby	163 sessions

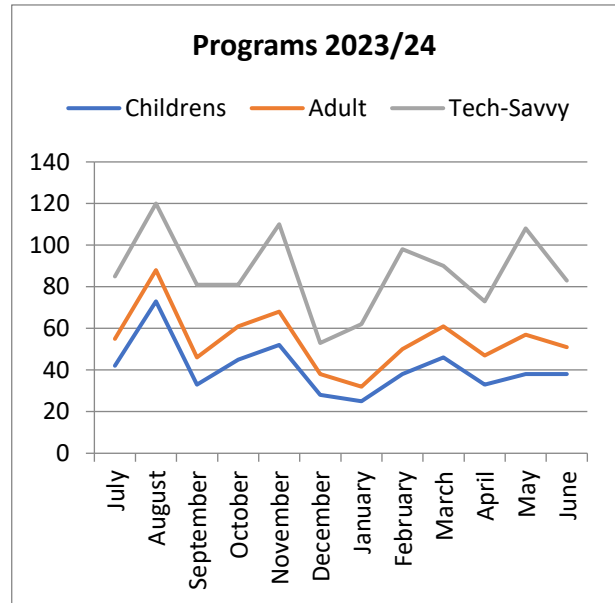


Figure Above: Library programs 2023-24

Library staff made a concerted effort to further develop and provide quality library programs for our community. These programs were promoted through the local media, social media, local community radio, and within the libraries. The monthly **eNewsletter** supervised by **Coordinator Programs and Events, Sylvia Cooling** proved to be a successful and effective means of informing the community of library news, events, and programs.

The library was also a regular contributor to the Richmond Valley Council staff eNewsletter, the Valley Views newsletter, Kyogle Council Newsletter, and the Broadwater Babblers.

Promotion of the Library also utilised several online avenues throughout the year, including Facebook, Instagram, YouTube, and the Richmond Valley Council website. A highlight from Instagram was a post from Tamara Patino that was re-grammed by ALIA (Australian Library and Information Association). Amy Boyd maintained the What’s On and Read All About It webpages within Council’s website to highlight book reviews and upcoming programs and events to the community. Aaron Wilkes was responsible for filming and uploading filmed book reviews to the library’s YouTube channel. These marketing initiatives were created, maintained, and contributed to by **Library Technician, Amy Boyd, Coordinator Programs and Events, Sylvia Cooling, Library Assistant, Tamara Patino, and**

Library Assistant/Technician, Aaron Wilkes.

Gary promoted the library on **COWFM** on the first Monday of the month throughout the year. When Gary was unavailable, other members of the team stepped in with **Sylvia** on COWFM in July 2023 and **Ngarie** did the library session on the first Monday in December 2023.

Displays continued to play a large part in promoting the collection, and information was also displayed and shared on important community, council, government, and health updates.

The brightly coloured **Art Van Go** vehicle was regularly seen around the Richmond Valley and Kyogle Council communities as it was used for the **outreach programs** delivered by **Sylvia Cooling**. It was also used by the Mobile Library team member **Steve Locke**, on occasions when the Mobile Library was off the road, including visits to Woodenbong, Bonalbo, Broadwater, and Woodburn. It was also used when the Coraki Library was unavailable.

Adult Colouring-in sessions coordinated by **Cheryl Thompson** at Kyogle Library and **Sue Bland** at Casino Library continued to support the easing of social isolation through creating a quiet and calm space for people to connect and spend time together.

The **Tech Savvy for Seniors** program continued to be successful and well attended with 390 people involved in one-on-one sessions throughout the region. These sessions were conducted by **Laura Ramstadius, Amy Boyd, Aaron Wilkes, and Sebastian Scholl** at the Casino Library. **Corinne Hughes and Ian Mclean** ran the sessions at the Kyogle Library, with occasional assistance from **Cheryl Thompson and Kayla Elliott. Haylee Webber, Sue-Ellen Little and Aaron Wilkes** conducted the Tech Savvy sessions at the Evans Head Library. These sessions support digital literacy for community members, which has an increasing importance with so many government and community services only existing online.

The most common requests for general IT troubleshooting, and **Tech Savvy** appointment bookings included :

- forwarding documents/attachments,
- printing emails and printing from devices,

- how to use specific functionality of devices,
- online storage and saving to USB,
- texting, sending photos, video calling,
- updating apps and software, completing government forms including passports,
- how to use Facebook,
- anything to do with passwords,
- access to and use of the library's eResources

A fun but informative event, coordinated by **Tamara Patino**, was a number of **mocktail events** which were held as part of the State Library of NSW's DrugInfo community health initiative. Mocktail events were held at the Casino, Kyogle, and on the Mobile Library in February 2024.

Tamara also coordinated the **Library Shelfie Day**, which is held every year on the fourth Wednesday in January. Several staff took a photo for a social media post to share their favourite books and library shelves with the world in a fun way.

The Richmond Valley Council Community Directory, was researched, designed and completed by **Library Technician, Amy Boyd**. Amy received assistance and liaised with **Trainee, Sebastian Scholl, and Officer Communications and Digital Experience, Adam Hourigan**, who provided Amy with technical support. **Adam** also worked with Sylvia and Amy transitioning from Whispir to Mailchimp email service, which is used to distribute the monthly library eNews.

Children's Services

The quality of children's/youth services continues to be maintained at an exceptionally high standard.

The **Casino Library** hosted **321 children's programs/events with 6,050 attendees, which is a 17% increase on the number of attendees on the previous year**. This included programs and events for a range of ages from Baby Bounce, Playdough Playtime, Bookworms, Lego Club, and Anime Club, to visits from local schools, community group visits, outreach to other educational facilities, and the school holiday events.

The **Kyogle Library** hosted **190 children's programs/events** during the year with **1,741 attendees which is a 91% increase in the**

number of attendees on the previous year. Programs held included Baby Bounce, Lego Club, Kids Book Group, school holiday activities, outreach to educational facilities, and the Saturday Parents 'n' Kids group.

The **Evans Head Library** had 10 programs/events during the year with 115 attendees. This included school holiday activities and school class visits during Children's Book Week.

Sylvia accompanied the **Mobile Library** with monthly visits to the **Bentley Preschool** and **Manifold School** to present story-time sessions. These were always eagerly awaited.

Information Services

During the year, the regional library staff successfully supplied **23,439 information requests and 30,407 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.

The **Document Delivery Service** (Inter-library Loans) under the coordination of **Sue Bland** recorded 183 requests being satisfied with an 89% success rate. **This is a 94% increase in the number of requests on the previous year.** The 11% unsuccessful included very hard to locate books and member making the decision to cancel their request. **179 items were loaned to other libraries** from this library service, which is a 33% increase on the previous year.

Free public internet access continues to be a major draw card for all libraries, with **9,441 bookings** made to use the Internet at the five libraries that provide the service. The **Wi-Fi** service was also well utilised, with **10,234 connections.** Both show increased use compared with the previous year.

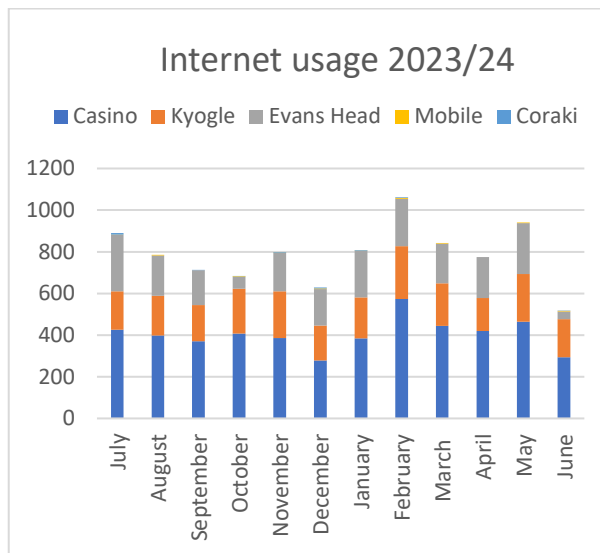


Figure above: Monthly internet usage

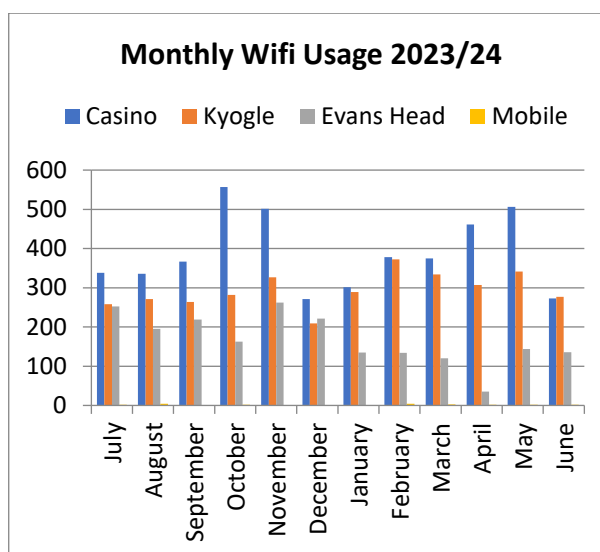


Figure above: Monthly Wi-Fi usage

Sebastian Scholl coordinated the introduction of **3D printer** services into the regional library as well as giving a 3D printer demonstration at the Casino Pop Culture Festival in April 2024. 10 designs were printed for library members and visitors during the year.

Technical Service Maintenance

With **Libero**, the Library's Library Management System being cloud based, all upgrades were performed automatically from the team at Knosys. **Casino Library Coordinator, Ngarie Macqueen**, and **Casino Library Assistant Laura Ramstadius**, both sought to utilise the functionality of the software to most benefit the library staff and community and ensured they lodged requests with Libero's technical support team as required. The library also received 2 site visits from Libero staff members during the year and Ngarie attended the Libero User Group Conference in Sydney.

Kyogle Library continued to experience regular IT issues with their network and all libraries logged regular IT support calls as needed. All libraries received new printer/copiers as part of the Richmond Valley Council upgrade in March 2024, but the Coraki printer was not yet functional due to further work needed on the network in that branch.

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 51% of loans made this way, while Casino was 10% and Evans Head 11%.

Assisting library members and visitors by scanning documents to email addresses and printing out documents was one of the most utilised services provided by staff. Staff also spent anywhere from 5 minutes to 30 minutes providing ad-hoc **IT assistance**, while also booking people in for a longer Tech-Savvy one-on-one sessions where required. There was also support given for a variety of tasks such as support in printing out documents, Tax File Number applications, passport applications, Library eResource setup and use, and troubleshooting for IT devices.

The regional library had a successful year purchasing new high-quality items for the collection. Most resources were selected online from recognised suppliers registered with Local Government Procurement. There was also a percentage of independent and self-published authors whose works were purchased as well. There was only one supplier who continued to visit and bring physical resources for the team to select from.

The **Standing Orders** for the most popular fiction authors also continued to be a successful purchasing tool, ensuring the new releases from the most well-known and popular authors arrived as soon as they were released. **Hublio was introduced** throughout the year, giving library members a chance to vote on new and upcoming releases that they would like to see purchased for the collection.

Suggestions for purchase sent in from library members was managed by Casino Library Coordinator, **Ngarie Macqueen**. The library prides itself on purchasing items recommended by the community to support connection and engagement with the library members. This year saw a slight increase with 557 requests for suggestions satisfied, and only 67 requests not

purchased (40% of those requests being for items already in the collection).

The library collection continued to evolve with **6,944 titles added** and **7,317 items discarded**. Discarded titles included items that were lost or damaged by library members, well-used resources that need to be replaced, items whose information is out of date, and items that have not been borrowed for an extended period of time.

Weeded library stock and donations not added to the collection went to the pop-up libraries that were set-up for travellers at the Casino Railway Station, Kyogle Swimming Pool, and Evans Head Visitor Information Centre. Some items were sold through book sales, some were donated to Rotary to assist them with raising funds, and some went into paper recycling.

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. A successful book sale was also conducted at Kyogle Library by Library Assistant **Cheryl Thompson**. \$2,240.18 was raised from book sales throughout the year.

Members of the Casino team continued to use **CollectionHQ software** to access data on the library's collection to identify grubby (well-used) and dead (underutilised) items. Regular stock rotations were also undertaken to transfer library stock between the branches to keep the collection looking fresh at each branch.

In May 2024, **Library Technician, Amy Boyd**, planned and supervised the reclassification and reshelving of the regional library's DVD collection.

Tamara Patino researched and oversaw the introduction of a new range of picture books that support language and literacy development in young people into the regional library collection. The Speech Pathology Collection books were purchased with the proceeds of a donation from Kookaburra Early Learning Centre in Casino.

The **Seed Library**, coordinated by **Library Assistant, Linda Clark** continued to be well-utilised as it celebrated its 5th anniversary in April 2024, with 4,064 packets of seeds loaned throughout the year. Each monthly Library

eNewsletter also featured a seed of the month which was also shared through social media.

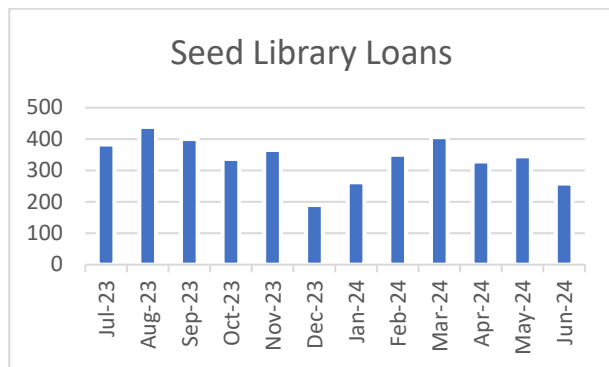


Figure above: Seed Library loans 2023-24

The regional library continued membership with Public Libraries NSW, Trove Collaborative Services and Libero User Group as well as retaining a **Borrowbox consortium** and **Overdrive consortium** arrangements with Clarence Regional Library. A new **uLibrary consortia** was established between several NSW Public Libraries during the last quarter. These consortia 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. **Linda Clark and Ngarie Macqueen** supervised and consulted with branch staff to ensure an effective exchange of collections between the libraries. **CollectionHQ** 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

After 45 years of service to the Richmond-Upper Clarence Regional Library, Manager Regional Library, Gary Ellem, retired in June 2024. Since beginning as a Library Assistant in November 1979, and then moving onto Deputy Chief Librarian in 1987, and Manager Regional Library in 1997, Gary knew and understood every facet of the regional library service and was instrumental in the library adapting and changing to meet the community's needs.

Some highlights of his time included writing 38 successful Library Development Grants to the value of 2.3 million dollars, which led to the implementation of new libraries, 2 mobile libraries, library refurbishments and new technologies. He was instrumental in bringing free public internet to the libraries and therefore

the local community, as well as the introduction of eResources and special collections such as the Exercise Equipment collection. His passion for public library services and his commitment to the Richmond Valley and Kyogle communities was evident to all right up until his very last minute on his last day, and we thank him for all he has put in place for future generations of public library staff to build upon.



Pictured above: Manager Regional Library Gary Ellem. (Photo credit: Adam Hourigan)

The library staff comprised of eight full-time, six permanent part-time staff, three library/customer service and a school-based trainee. Part-way through the year, school-based trainee Sebastian Scholl transferred from a school-based trainee to a full-time trainee in a shared role with the IT department.

Part-time Library Assistant **Nancy Van Iersel** retired in January 2024 and Manager Regional Library; **Gary Ellem** retired in June 2024. **Ngarie Macqueen** was appointed Acting Manager Regional Library.

Casino Library hosted work experience students as well as a Clarence Regional Library staff member who undertook a work placement at the library.



Pictured above: Nancy Van Iersel retirement farewell.

The staff consisted of:

Gary Ellem	Manager Regional Library (retired June 2024)
Ngarie Macqueen	Casino Library Coordinator and Acting Manager Regional Library – June 2024 -
Sylvia Cooling	Coordinator Programs and Events Part-time
Corinne Hughes	Kyogle Branch Librarian
	Library Technician
Amy Boyd	
Sue Bland	Library Assistant (Casino)
Linda Clark	Library Assistant (Casino)
Tamara Patino	Library Assistant (Casino)
Laura Ramstadius	Library Assistant Part-time (Casino)
Nancy Van Iersel	Library Assistant Part-time (Casino) Retired in January 2024
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)
Sue-Custer	Library Assistant/ Customer Service and Support Officer – Job Share (Evans Head)
Aaron Wilkes	Library Assistant Part-Time (Coraki), Part-time Library Technician

Sebastian Scholl	School-based trainee commenced as shared fulltime trainee in Library/IT – October 2023
Kayla Elliott	Casual Library Assistant - commenced September 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**. **Customer Experience Officer, Kim Jones** also spent some time on the Mobile Library with **Steve**, learning the procedures.

Staff Training/Meetings

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

- Trove updates
- Hublio demo
- World Book Online
- Lifeline Accidental Counsellor
- Homeless training
- Indyreads
- Suicide: A conversation with a suicidologist
- Library App
- Cyber Essentials
- hoopla

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

17 July 2023 – **Ngarie** – DIAP Community Consultation.

23 August 2023 - **Gary and Amy** – Seniors Information Expo at Casino Lifestyle Village.

4 September 2023- **Ngarie** – Presentation to Casino/Richmond Valley Blind Citizens.

14 September 2023 – **Corinne** –Vaping and Cannabis “No Thanks” meeting.

19 September 2023 – **Corinne** - Community meeting at Kyogle Shire Historical Society.

24 September 2023– **Sylvia** – Rappville School Market Day.

contact with the various suppliers with whom the library was associated.

Ngarie participated in a very early morning (4am) online Actively Anti-racist Service to Readers session on the 31 January 2024 as part of a short course, while **Aaron Wilkes** was an active member of the state-wide Readers' Advisory Steering Committee and was involved in the organisation and running of the Readers Advisory seminar on 19 March 2024. A few of the library staff continued their **Readers' Advisory** training under the supervision of **Aaron**. **Ian McLean** also attended online **Readers' Advisory training** in August 2023. **Sylvia and Corinne** attended Supporting Children Sensory Challenges in February 2024.

Amy completed Vision Australia Accessible Communications and Marketing training as well as a Vision Australia webinar for Public Libraries.

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 assisting the **Casino Indoor Sports Stadium Coordinator, Richard Campbell** and liaising with different Council Departments on his behalf.

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 2023 he submitted the **2022/23 NSW Public Libraries Statistical Return** as well as submitting Richmond Valley Council and Kyogle Council's **2022/2023 Public Library Funding**.

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 23 May 2024.

Conclusion

We would like to sincerely thank the relevant Council staff for their continued support and assistance throughout the year; their knowledge and assistance helps the library team continue to provide a quality library service to the community.

We also wish to acknowledge and congratulate all regional library staff on their dedication, commitment, and enthusiasm in providing their service and time to library members and guests of all ages. The regional library is a vibrant and active space, with a strong community focus, and we will do all we can to continue this into the future.

Gary Ellem
Manager Regional Library
and
Ngarie Macqueen
Acting Manager Regional Library



Pictured above: Author Fiona McArthur with Amy Boyd and Sylvia Cooling

Library Collection Statistics 2023/24

*Not included in Book Vote

Collection	As at 30/6/24	Added 1/7/23-30/6/24	Discarded 1/7/23-30/6/24	Expenditure 1/7/23- 30/6/24
Picture Books	4,313	572	566	\$7,000
Easy Junior Fiction	1,736	196	214	\$1,800
Junior Fiction	2,226	292	300	\$4,300
Teen Fiction	1,226	174	268	\$2,300
Music CDs	274	0	71	\$100
Junior Audiobooks	49	3	10	\$100
Junior Non-Fiction	2,070	138	312	\$1,800
Junior DVD	716	67	70	\$1,000
Junior Music	5	0	5	\$0
Teen Magazines*	112	23	6	
Graphic novels	971	147	42	\$1,500
Teen Non-fiction	140	7	12	\$60
Adult Fiction	13,655	1,561	2,393	\$32,000
Large Print	2,441	340	319	\$8,300
Adult Non- Fiction	9,075	673	1,922	\$15,500
Reference	193	11	13	\$200
Magazines *	912	337	326	
DVD	2,762	328	290	\$5,600
Audiobooks	1,334	163	98	\$5,340
Local History	886	41	6	\$300
Total	45,496	5,234	8,981	\$102,304

eBooks -\$4,500

eAudio Books - \$13,000

Miscellaneous (Seeds, Puzzles, freight, etc.) - \$3,500

Also added to the collection:

Cake tins 52 – added 5 and discarded 1

Crochet hooks 26 – added 0 and discarded 0

Knitting needles 41 – added 0 and discarded 0

Jigsaw puzzles 168 - added 47 and discarded 59

Exercise Library 38 – added 0 and discarded 1

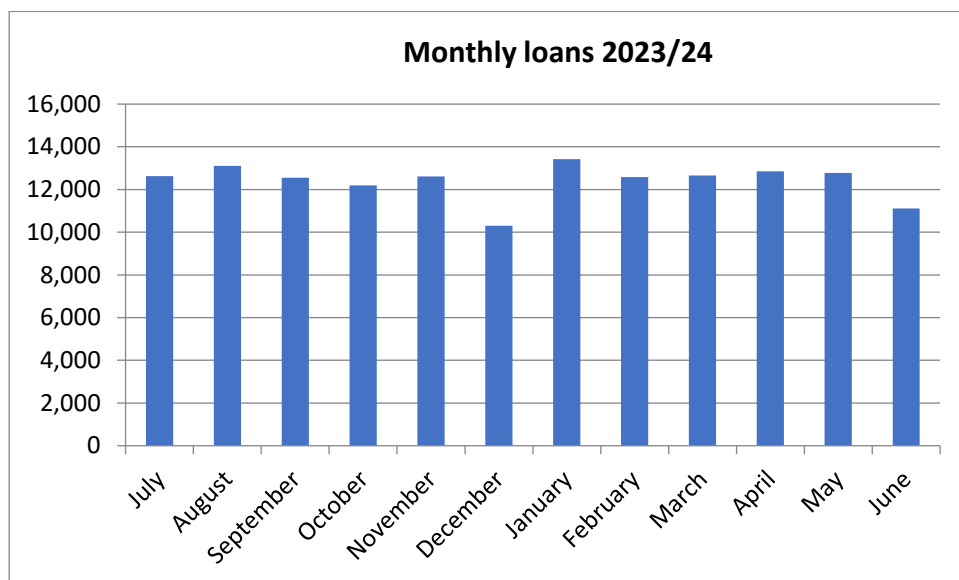
Power mates and Save Power kits 3 – added 0 and discarded 1

Brain Kits 11– added 0 and discarded 0

Samsung Tablets 6 – added 6 and discarded 0



Loans per Month 2023/24



Borrowers Registration Statistics at 30 June 2024

Library	TOTAL	Adult	Young Adult	Junior	Organisations	Richmond Valley	Kyogle	Lismore	Other
Casino	9,268	8,299	287	554	18	8,397	296	223	350
Kyogle	3,727	3,340	98	243	10	17	3,519	74	136
Evans Head	2,160	1,914	24	115	0	2,087	2	13	69
Mobile	1,121	655	69	366	18	622	429	24	42
Coraki	131	99	6	20	2	142	0	0	7
REGIONAL TOTALS	16,407	14,307	484	1298	48	11,265	4,246	334	604

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

10,300 Female, 6,012 male, 95 other



Circulation Statistics

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	22,935	10,543	8,723	1,846	896	46,415
Picture Books, including Board Books and Readers	10,196	4,333	3,303	2,551	181	20,564
Adult Non-Fiction	8,579	3,816	1,867	781	125	15,171
DVDs	6,671	3,622	1,316	550	424	12,583
Large Print	3,950	1,402	871	853	160	7,236
Junior Fiction	2,365	1,293	775	314	18	4,765
Easy Junior Fiction	2,112	1,261	581	511	27	4,492
Junior Non-Fiction	2,304	1,142	344	370	26	4,186
Magazines	2,110	1,065	522	356	47	4,100
Seed Library	2,894	659	402	20	89	4,064
Junior DVDs	2,020	694	255	503	33	3,505
Audiobooks	781	1,142	476	33	73	2,505
Teen Fiction	1,342	484	275	74	21	2,193
Graphic Novels - Junior	704	377	286	156	2	1,525
Graphic Novels - Young Adult	515	432	103	116	0	1,166
Graphic Novels - Easy Junior	346	163	95	71	0	675
Jigsaws	389	96	107	25	0	617
Music CDs	195	77	53	18	0	343
Teen Magazines	16	0	0	264	0	280
Local Studies	149	45	3	4	9	210
Teen Non-Fiction	118	38	16	2	3	177
Graphic Novels - Adult	67	18	1	13	3	102
Exercise Equipment	66	3	0	2	0	71
Cake Tins	47	0	7	2	0	56
Junior Audiobooks	13	19	1	5	0	38
Crochet Hook/Knitting Needles	20	0	1	0	0	21
Dyslexia Collection - Easy Junior and Junior	16	2	1	0	0	19
Junior Music CDS	2	6	0	4	0	12
Brain Kit	18	10	0	5	0	33
Braille Collection	8	0	0	0	0	8
Samsung Tablets	5	1	2	0	0	8



Stock/Services Activities

(i) Stock Movement within Region

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2024
Casino	21,613
Kyogle	10,527
Evans Head	6,044
Coraki	2,322
Mobile Library	3,226

Processing – 39
 Stack – 1,520
 In-transit - 271
 Repairs – 8
 Art Van Go - 99

(ii) Inter-Library Loans (Document Delivery)

Successful requests - 183
 Unsuccessful requests -23
 Specific requests sent to other libraries -179
 Bulk loans - 0

(iii) Satisfied Reserves – 14,410

(iv) Internet Services – 9,441

Casino - 4,846; Kyogle - 2,381; Evans Head - 2,168; Mobile Library - 24; Coraki - 22

(v) Wi-Fi Services – 10,234

Casino – 4,664 ; Kyogle –3,531 ; Evans Head – 2,016 ; Mobile – 23

(vi) RFID Self-Serve –8,375 customers and 28,200 items

Casino 2,138 and 8,158, Kyogle 5,425 and 17,563, Evans Head 812 and 2,479

(vii) Laptops – 1,705

Casino – 1,410; Kyogle- 284, Evans Head – 11





Pictured above: Ngarie Macqueen at the Probas talk at the Casino RSM
 Pictured above right: P.G. Robertson author visit at Evans Head Library



Pictured above: Beef Week display at the Casino Library
 Pictured above right: Spooky slime at the Kyogle Library





**Pictured above: Travelling DrugInfo display at the Casino Library
 Pictured above right: DrugInfo Mocktails promotion on the Mobile Library.**



**Pictured above: Library Lovers Day display at Kyogle Library
 Pictured above right: Seb Scholl, Ngarie Macqueen, Sylvia Cooling and Amy Boyd at the Casino Pop Culture Festival at Windara.**

