

**MINUTES**  
**CLARENCE REGIONAL LIBRARY COMMITTEE 4 December 2024**  
**Sir Earle Page Library and Information Centre Pound Street Grafton NSW 2460**

**PRESENT:** *Bellingen Shire Council*

Cllr Jo Brotherton  
 Rowena Sierant (Bellingen Shire Librarian)  
 Maxine Compton (Group Leader Community Partnerships)

*Clarence Valley Council*

Cllr Lynne Cairns  
 Kylie Petersen (Manager Communication & Engagement)  
 Alex Moar (Director of Corporate & Community)  
 Kathryn Breward (Regional Librarian)  
 Di Collins (Team Leader (Public Library Services))  
 Victoria Keane (Team Leader (Regional Resources))  
 Terri Simmons (Business Accountant)

**1. Acknowledgement of Traditional Custodians**

Kathryn Breward

**2. APOLOGIES**

Cllr Christie Yager

**3. CRL Committee Onboarding presentation - Kathryn Breward (Regional Librarian)**

- 2x PowerPoints providing an overview of the Regional Library service, the CRL Committee and what the legislation considers a regional library can be.
- BSC delegate requested for the Branding Style Guide, fonts and logos to be resent to Bellingen Shire during the presentation of the CRL Marketing Plan.
  - i. NOTE: This has been sent
- CVC delegate asked for an explanation on what *Library Lego Legends* was and this was provided.
- BSC delegate asked whether there was a possibility of having meetings in Coffs Harbour as a compromise to the distance being travelled, and could we provide pricing from Coffs Harbour Library meeting rooms?



#### 4. AGM - Election of Chair and Deputy Chair

Returning Officer - Executive Officer for the nomination process

- i. Nominated Chair: Cllr Jo Brotherton

Nominated by: cllr Jo Brotherton

Seconded by: Maxine Compton

Cllr Jo Brotherton Confirmed as Chair and adopted

- ii. Nominated Deputy Chair: Cllr Lynne Cairns

Nominated by: Cllr Lynne Cairns

Seconded by: Kylie Peterson

Cllr Lynne Cairns Confirmed as Deputy Chair and adopted

#### 5. Disclosure of Conflict of Interest

Nil

#### 6. Confirmation of Minutes

- 11 July 2024

Moved: Rowena Sierant

Seconded: Maxine Compton

Adopted

#### 7. Business arising from the Minutes - Meeting held 14 December 2023

##### 7.2 Contributions for 2024/25 Financial Year

Recommendation

That member Councils note their per capita contribution for the 2024/25 financial year as per the decision to continue the Library Agreement and funding formula for an additional 12 months.

Moved: Maxine Compton



Second: Cllr Lynne Cairns

Adopted

### 7.3 Annual Budget

Request from Committee that the CRL Reserve Expenditure Projects 2024/25 be separated into Capitol and Operational expenditure for the March CRL Committee Meeting 2025.

A CVC delegate asked how Subscriptions work annually in the CRL Reserve Expenditure Projects, should it be in the subscriptions budget? Explanation was provided by the Finance Officer that the Subscription Budget would be adjusted to accommodate the increased expenditure on new subscriptions.

CVC delegate asked why we were asking for expenditure now and not in the usual council cycle of budgets? Explanation indicated it was due to the delays in the meeting and in the appointment of new Councillor delegates to the Committee. The Finance Officer will provide an Updated budget to the March 2025 CRL Committee meeting.

Preparation for the 2025/26 budget to go to the March CRL Committee meeting to match the CRL Strategic Plan.

#### Recommendation

That:

- The Report on the Clarence Regional Library Budget for 2024/25 is endorsed by the Committee.
- The CRL Committee endorse the CRL Reserve Expenditure Projects for 2024/25.

Moved: Maxine Compton  
Second: Cllr Lynne Cairns

Adopted

## 8. FINANCIAL PAPERS



## 8.1 INCOME STATEMENT as at 30 June 2024

Recommendation

That the Report on the Clarence Regional Library Income and Expenditure YTD for 2023/24 is endorsed by the CRL Committee.

Moved: Maxine Compton  
Second: Cllr Jo Brotherton

Adopted

## 8.2 INCOME STATEMENT as at 30 September 2024

Recommendation

That the Report on the Clarence Regional Library Income and Expenditure YTD for 2023/24 is endorsed by the CRL Committee.

Moved: Maxine Compton  
Second: Cllr Jo Brotherton

Adopted

## 9. Executive Officer's Reports - Nil

## 10. Regional Library Reports

### 10.1 Library Highlights 2023/24 Infographics with summary and comparison

Recommendation

The CRL Committee note the:



- 2023/24 operational statistics of the Clarence Regional Library services
- Comparison to the 2022/23 statistics for the CRL

Moved: Kylie Petersen  
Second: Cllr Lynne Cairns

Adopted

## 10.2 Update of State Library Review 2022

### Recommendation

The CRL Committee note the steps taken to implement the recommendations of the State Library Review 2022 of the CRL service and acknowledge the progress made to date with these improvements.

Moved: Cllr Lynne Cairns  
Second: Cllr Jo Brotherton

Adopted

## 10.3 Update on CRL Workplan

Information was provided to the Committee on the Work Plan developed for the CRL Committee to review the progress of the CRL Strategic Action Plan 2024-34.

### Recommendation

That the Clarence Regional Library Committee note the updates on the progress of the Regional Library Strategic Action Plan and specifically endorse the following items:

- The CRL website to move to the Open Cities platform
- CRL Reserve funds to be used to finance the Website Renewal Project including:



- o One-time fee of \$10500 to move the CRL website content across and develop the new look and structure
- o Annual fee for Spydus connector licence of \$5000
- o Annual fee for OpenCities Subsite Licence of \$3150

Moved: Maxine Compton  
Second: Kylie Petersen

Adopted

#### **10.4 Review of CRL Policies: Children's and Young Adult Policy, Volunteer Policy and Internet Policy**

Committee members determined that further consultation with volunteers to be undertaken prior to their endorsement of the revised CRL Volunteer policy.

##### Recommendation

- That the progress of the policy review is noted and the amendments to the:
  - CRL Children and Young Adult Policy
  - CRL Internet Policy
 are endorsed by the CRL Committee. That the progress of the policy review is noted and the amendments to the policies are endorsed by the CRL Committee.
- The CRL Volunteer Policy is taken to the volunteers for consultation.

Moved: Rowena Sierant  
Second: Cllr Lynne Cairns

Adopted

## **11 Correspondence**

### **11.1 In-coming:**

11.1.2 email from Maxine Compton 29 July re Minutes & response from Regional Librarian 5 August



11.1.3 Email request from Maxine Compton to use CRL Reserve funds for new Dorrigo Library Public access PCs 30 August and Regional Librarians response 2 September

11.1.4 BSC and CVC State Library Subsidy Letters for 2024/25

- various community comments via feedback forms and social media

Recommendation

Incoming correspondence Noted.

Moved: Maxine Compton  
Second: Cllr Lynne Cairns

Adopted

11.2 Out-going:

10.2.1 Media Releases:

20241002 - CVC - Jacaranda Colouring Comp

20240927 - CVC - then and now - Service women and men of the Clarence Valley

20241003 - CRL - Golden ticket

20240913 - CRL - Cosplay at your library

20241024 - BSC - Simplify your life with the "less is more" workshop at Bellingen Library

20241024 - BSC - Golden ticket competition clarence valley and Bellingen Shire Libraries

11.2.2 1<sup>st</sup> quarter Social media engagement

Recommendation

Outgoing correspondence Noted.

Moved: Cllr Lynne Cairns  
Second: Maxine Compton



Adopted
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## 12 Items for Information

### 11. Additional Matters

#### **PROPOSED MEETING SCHEDULE - Times and Dates 2025 - Confirmed**

- 6 March 2025
- 10 July 2025
- 6 November 2025

Meetings commence at 10:30 am with refreshments available from 10:00am  
Morning tea and Lunch are provided by the Regional Library

### 12. Items for next meeting

- 12.1 CRL Reserve Expenditure Projects 2024/25 report dividing Capitol and Operational
- 12.2 YTD INCOME AND EXPENDITURE SPREADSHEET
- 12.3 CRL Volunteer Policy
- 12.4 Update on progress of Strategic Plan as per the CRL Committee Work plan

Regional Librarian acknowledged the resignation of Rowena Seirant as Bellingen Shire Librarian and on behalf of the Committee and Regional Services team wished her well in her new role at Nambucca Shire Council.

Meeting Closed: 1.18pm

Next Meeting: 6 March 2025





## **ITEM: 7.2 No. 1 No. 3/24 - CONTRIBUTIONS FOR 2024/25 FINANCIAL YEAR**

<b>Meeting:</b>	Clarence Regional Library Committee	4 December 2024
<b>Reviewed By:</b>		
<b>Attachment:</b>	yes	

### **REPORT SUMMARY**

This report provides the per capita contribution for member Councils to the Clarence Regional Library budget for the 2024/25 financial year.

### **OFFICER RECOMMENDATION**

That member Councils note their per capita contribution for the 2024/25 financial year as per the decision to continue the Library Agreement and funding formula for an additional 12 months.

### **LINKAGE TO CVC COMMUNITY STRATEGIC PLAN 2032**

Theme: Society

Objective: Creating a place where people are healthy, safe, connected and in harmony with the natural environment to retain and improve the quality of community life.

### **LINKAGE TO BSC COMMUNITY VISION 2035**

Theme 2: Community Wellbeing

Objective: 1.1 Enhance community capacity by supporting & creating partnerships to deliver targeted social & cultural programs and activities for community participation.  
 1.2 Work to enhance the accessing of information and services.  
 2.1 Actively engage with and include the perspectives and knowledge of our Gumbaynggirr community.  
 2.2 Enable meaningful creative learning and cultural experiences.  
 3.1 Promote meaningful and inclusive opportunities for volunteering

### **KEY ISSUES**

Of Note: IPART has set the 2024/25 rate peg for each council at between 4.5% and 5.5%. For Bellingen Shire the Rate Peg remains at 4.5% and for Clarence Valley it has been reduced to 4.7% (see Table 3 Information-Paper-Rate-peg-for-NSW-councils-for-2024-25 21-November-2023 attached).

Bellingen Shire Council's (BSC) Estimated Resident Population as at 30 June 2023 (released by the ABS 26 March 2024) is 13,231. Clarence Valley Council's (CVC) Estimated Resident Population as at 30 June 2023 (released by the ABS 26 March 2024) is 55,323.

Total per capita contribution for 2024/25 for each council is as follows:

- CVC of \$1,199,048.57 and
- BSC of \$286,763.40

Clarence Valley Council will further contribute \$30,512.05 towards the Regional Librarians wage to cover time spent administering CVC Public Libraries. (This is based on 20% of the current wage costs for the Regional Librarian).

## **BACKGROUND**

The Library Service Agreement sets the per capita contributions of members as follows:

*Item 10.3 An agreed formula shall be used to determine the budget Contribution for each Member Council which shall be based on a per capita rate contribution.*

*Contribution = Population x Per Capita Rate*

*Item 10.3.1 Specified amount of Contribution from each Member will be provided when the population figures are released by the Australian Bureau of Statistics (ABS), generally in March of each year. The population is determined by the ABS report 3218.0 Regional Population Growth, Australia Table 1. Estimated Resident Population, Local Government Areas, New South Wales.*

The annual increase for each Council contribution is based on the following formula:

*Item 10.6 The annual level of increase in the Per Capita Rate for member Contributions is set at:*

*Per capita increase = 2% per year*

The agreement also makes provision for the agreed changes to the staffing arrangements which require 20% of the Regional Librarian's time being allocated to CVC library business. Therefore, a reduction of 20% of the wage costs of the Regional Librarian are to be subtracted from Bellingen Shire Council's (BSC) contribution and paid for by Clarence Valley Council (CVC).

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT Item 7.2: Information Paper for Rate peg for NSW councils for 2024-25

**ITEM: 7.3 No.3/24 - ANNUAL BUDGET**

4 December 2024

**Meeting:** Clarence Regional Library Committee  
**Reviewed By:**  
**Attachment:** yes

**REPORT SUMMARY**

This report provides updated information on the 2024/25 Clarence Regional Library Budget.

**OFFICER RECOMMENDATION**

That:

- The Report on the Clarence Regional Library Budget for 2024/25 is endorsed by the Committee.

**LINKAGE TO CVC COMMUNITY STRATEGIC PLAN 2032**

Theme: Society

Objective: Creating a place where people are healthy, safe, connected and in harmony with the natural environment to retain and improve the quality of community life.

**LINKAGE TO BSC COMMUNITY VISION 2035**

Theme 2: Community Wellbeing

- Objective: 1.2 Enhance community capacity by supporting & creating partnerships to deliver targeted social & cultural programs and activities for community participation.
- 1.2 Work to enhance the accessing of information and services.
  - 2.1 Actively engage with and include the perspectives and knowledge of our Gumbayngirr community.
  - 2.2 Enable meaningful creative learning and cultural experiences.
  - 3.1 Promote meaningful and inclusive opportunities for volunteering.

**KEY ISSUES**

Items of note in the 2024/25 Annual CRL Budget include:

- *Clarence Valley & Bellingen Shire Contributions* - this includes the per capita contributions and State Library Subsidies for each Council and it also included the regional Librarian contribution to wages that CVC additionally provides.
- This financial year 50% of the State Library Subsidies received to each LGA will be provided to the CRL as income.
- *Salaries, Wages & Oncosts* - increase from 1 July due to 3.5% CPI under the award.
- *Other Employee Costs* - the budget needs to be adjusted to accommodate Budget for Seminars & Conferences and meeting expenses both of which have an OBUD budget reflecting the COVID-19 affected expenditure.

- *Contractors & Consultancies* - has been adjusted to reflect the expenditure from the previous year.
- *Administration Expenses - Printing & Stationery* has been increased slightly to accommodate increased charges.
- *Operating Expenses* - increase in annual RFID maintenance for additional equipment for Maclean & Iluka has seen this budget increase this year.
- *Subscription & Memberships* - is something we are looking at increasing as viable options present themselves. This budgeted amount could be higher based on last years result, a variation may be considered. See discussion below in the Reserves.
- *Book Replenishment* - We have planned for a budget of \$344,000, this includes the additional stock for Dorrigo and Yamba libraries.
- *Furniture & fixtures* -
- *Office equipment* - this is to cover replacement TV in Mackey Archive and staff/branch iPads
- *Reserve Opening* -
  - RA 41125 - from the 1July 2024 OBUD is \$888,818.97
  - RA 411327 - from the 1July 2024 OBUD is \$30,656.74
- The annual request to rollover all committed funds from last financial year has been sent in the first week of July.

### **CRL Reserve Expenditure projects for 2024/25**

A number of projects have been identified by the Library Teams for expenditure from the CRL Reserve in 2024/25, they include:

- Website - \$18,650
- BSC Public Library PCs - \$12,000
- CVC Public Library - Yamba library fitout & removalist costs - \$48,000
- Hoopla ePlatform - maintaining the current level of access for community - \$10,000
- Online newspaper subscriptions we would initially opt for the 20x simultaneous downloads and monitor the usage:
  - SMH \$3399.99 (unlimited)
  - Sun Herald - \$2699.99 (unlimited)
  - Saturday Paper - \$899.99 (SIM 20) or \$1349.99 (SIM 50)
  - Daily Telegraph - awaiting costs - will likely be similar to SMH
  - Washington Post - \$1299.99 (SIM 20), 1949.99 (SIM 50)
  - Daily Mirror UK - \$699.99 (SIM 20) or \$1049.99 (SIM 50)
  - New Zealand Herald - \$1699.99 (SIM 20)
- Online subscription to Choice Magazine - price is still pending, may have a confirmed price by the meeting date.
- *Informit explore* - \$5,000 (curated articles that align with the syllabus as well as general interest see attachment)
- RFID Refresh:
  - 3x DIY self check Kiosks in Bellingen & Grafton Libraries
  - 8x Circulation Assist Pads -
    - Capitol - \$37,213.0
    - Operations annual maintenance subscriptions - \$3,659.00
    - Library Live Subscription - \$294.00

- *Hublet* (Reface Industries) - iPad docking and self service station 6x - \$18,984.60 (includes annual subs \$2,639.52)
  - If the committee agrees this could be purchased to install in Grafton as a Pilot with the intention of applying for an accessibility infrastructure grant in 2025 to roll out to each library a set of 3x iPads in the docking station.
- Document Station - Envisionware - this is also something we could add to the Accessible infrastructure grant - one for each LGA - as it can provide instructions for use in audio and can convert written text into MP3 audio and also 60 different languages. - \$11,742.50
- *TOTAL requested additional Expenditure from the CRL Reserves for 2024/25 is approximately*  
**= \$176243.10**

## **BACKGROUND**

*CRL Income Summary:*

*Clarence Valley & Bellingen Shire Contributions* - this includes the per capita contributions and State Library Subsidies for each Council, and it also included the regional Librarian contribution to wages that CVC additionally provides.

*Other revenue* - includes income from fees and charges, book sales, lost and or damages

CRL Expenditure explanation summary:

*Salaries, wages & oncosts* - includes permanent and casual staff, ordinary hours, overtime, allowances, annual, sick, special, and long service leave. Also, superannuation and workers compensation.

*Other employee costs* - covers training, seminars, conferences, and workshops (Event Fee, Travel, Accommodation), WHS, meeting attendance (State library, NSWPLA, NE Zone, Regional Managers & Regional Staff Meetings, CRLC meetings) and the Regional Librarians vehicle.

*Materials* - include volunteer Christmas gift/celebration, computer consumables, materials, stock processing materials - contact/plastic, spine labels, genre labels, preservation materials, brother printer toner for labels, RFID tags, barcodes, and Inter Library Loans National library expenses.

*Contractors & consultancies* - covers our freight & cartage courier services, our website developer and our supplier provided end processing (Covered, Labelled, Catalogued (Shelf Ready)). It can also include one-off consultation for item like the strategic plan development, the user/nonuser survey etc.

*Insurance Expenses* - this covers our insurances for the book stock.

*Administration expenses* - covers postage, printing & stationery (ie) Membership cards, packing tape, Velcro dots, paper, laminating pouches, envelopes, badgemaking supplies, generic stationery orders, 3x DLs per year, promotional items, stickers, pull-ups/signage, internet fees, meetings.

Promotional advertising (Radio, newspaper ads, marketing collateral, signage, social media marketing, displays/posters promotional items for library collections and services, major targeted events - *live n loud*, *On Record*, *Mini Writer's Festival*, *Cosplay*, eNewsletter/mailouts, General advertising including the Yellowpages and advertising for policies and strategic plans etc.

*Operating expenses* - covers computer maintenance including the Spydus Library Management System, FE Technologies RFID hardware and software, maintenance of furniture and equipment, for example the letter folder and disk cleaner. It also covers our Internet fees through Hitech and TPG and Go4 media who host our website as well as lost item refunds and temporary borrower refunds.

*Subscriptions & Memberships* - is divided into our Public Access digital stock licenses including Bolinda eBooks, Campaign Titles, Libby ebooks, Ulverscroft eBooks & eAudio, Hoopla, and database subscriptions for public use like Ancestry.com, Find My Past etc. It also includes our Administrative Subscriptions including ILL fees, ALIA, Trove, Children's Book Council, interactive table, library app, FE Technologies RFID Library Live, Adobe creative license, FoLA, PC Management, Yodeck media TV display - Social media tools: Linktree, Animoto.

*Internal costings* - cover the ABC costings from Clarence Valley Council.

*Furniture & fixtures* - can include *shelves, tables, chairs etc for the Regional Library*.

*Office equipment* - can include Laptops, iPads, cameras, guillotines, letter folder, Disk cleaner, slip printers etc.

## **NOTE**

The *Public Libraries in NSW Financial Reporting Manual* says it depends on whether the eContent is owned or leased. If it is owned in perpetuity, it is capital. If it is licensed/leased it is operational. finance section depreciates our eResources along with all other capital. As they are assets that CRL owns and are treated in the same as other book purchases.

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT Item 7.3: INCOME STATEMENT as at 30 September 2024

**ITEM: 8.1 No. 3/24 - YTD INCOME AND EXPENDITURE SPREADSHEET - INCOME STATEMENT as at 30 June 2024**

**Meeting:** Clarence Regional Library Committee 4 December 2024  
**Reviewed By:**  
**Attachment:** yes

**REPORT SUMMARY**

This report provides updated information on the Year-to-Date income and expenditure for 2023/24.

**OFFICER RECOMMENDATION**

That the Report on the Clarence Regional Library Income and Expenditure YTD for 2023/24 is endorsed by the CRL Committee.

**LINKAGE TO CVC COMMUNITY STRATEGIC PLAN 2032**

Theme: Society  
 Objective: Creating a place where people are healthy, safe, connected and in harmony with the natural environment to retain and improve the quality of community life.

**LINKAGE TO BSC COMMUNITY VISION 2035**

Theme 2: Community Wellbeing  
 Objective: 1.3 Enhance community capacity by supporting & creating partnerships to deliver targeted social & cultural programs and activities for community participation  
 1.2 Work to enhance the accessing of information and services  
 2.1 Actively engage with and include the perspectives and knowledge of our Gumbaynggirr community  
 2.2 Enable meaningful creative learning and cultural experiences  
 3.1 Promote meaningful and inclusive opportunities for volunteering

**KEY ISSUES**

Budget expenditure currently tracking in most areas according to the CRL cycle of expenditure for this point in the year. Items of note in the YTD (6 June 2024) Income and Expenditure spreadsheet include:

- *Income - Contributions* - CVC is at 100% BSC is lower as a result of inaccurate budget forecast for the year. This will be amended for the 2025/26 budget
- *Salaries and wages costs* - is under the revised budget.

- *Other Employee Costs* - this includes MasterCard transactions for the SWITCH conference for 2023 as well as 2024 so is over. Also has volunteer gifts (\$500) which should have been from the Materials budget which is tracking under budget.
- *Materials* - expenditure in this item are under budget
- *Contractors & Consultancies* - under spent with regards collection maintenance expenses
- *Insurance* - as expected
- *Administration Expenses* - while postage and printing and stationery are under budget our Internet fees have increased as we change over to high speed NBN services for the libraries, this has been adjusted in the 2024/25 budget. Likewise Advertising has been underspent slightly this year.
- *Operating Expenses* - annual Spydus maintenance fees are as expected while the FE Technology annual maintenance is under budgeted expectations.
- *Subscriptions & Memberships* - we continue to review each renewal prior to payment to consider whether we continue for another year. We also spend time reviewing emerging databases and subscription services to determine whether they are worth adding to the library's suite of online services. We currently have a watch on Beamafilm which has been growing in popularity, We are also monitoring the take up of our new Hoopla subscription services. Increase is a result of increased charges for these subscriptions.
- *Internal expenses* - ABC operation costs have been 100% completed.
- *Book replenishment* - \$283,711.79 actuals spent from budgeted amount.

## BACKGROUND

Note: The *Public Libraries in NSW Financial Reporting Manual* says it depends on whether the content is owned or leased. If it is owned in perpetuity, it is capital. If it is licensed/leased it is operational. Page 12 of the report has the most information. Currently when completing the annual financial reporting for the State Library our finance section depreciates our eResources along with all other capital. As they are assets that CRL owns and are treated in the same as other book purchases.

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT item 8.1: INCOME STATEMENT as at 30 June 2024



**ITEM: 10.1 No. 3/24 - LIBRARY HIGHLIGHTS 2022/23 INFOGRAPHICS**

<b>Meeting:</b>	Clarence Regional Library Committee	4 December 2024
<b>Reviewed By:</b>		
<b>Attachment:</b>	yes	

**REPORT SUMMARY**

This report provides statistical information on the 2023/24 operations of the Clarence Regional Library Service.

**OFFICER RECOMMENDATION**

The CRL Committee note the:

- 2023/24 operational statistics of the Clarence Regional Library services
- Comparison to the 2022/23 statistics for the CRL

**LINKAGE TO CVC COMMUNITY PLAN**

Theme	<b>1 Society</b>
Objective	<b>1.3 We will have a diverse and creative culture</b>
Strategy	<b>1.3.1 Support arts, learning, cultural services, community events and festivals</b>

**LINKAGE TO BSC COMMUNITY VISION 2030**

Theme 2:	Community Wellbeing
Objective:	<ol style="list-style-type: none"> <li>1 Our children, youth and seniors are valued, involved and supported</li> <li>2 We are a learning and creative community</li> <li>3 We value, honour and actively acknowledge our Gumbaynggirr culture and heritage</li> <li>4 we are connected, safe and healthy with a strong sense of community</li> </ol>

**KEY ISSUES**

Items of particular interest in the Summary comparison 2023/24 and 2022/23 include the following:

- Increase of 10.62% in visits across the region overall, with Grafton, Yamba and the Mobile Library being the outstanding performers.
- 47% Increase in website visits.
- loans up overall by 3.56% and last year was 3% on the previous year. Good news as we continue to get back to pre-covid standards.

- The story of Reservations has again done a flip with a 4.21% increase this year. (last year 2022/2023 saw a -11% decrease on 2021/2022 while 2021/2022 had an 11% increase on 2020/2021).
- CRL stock on the shelves has remained the same and is at current capacity. This will see an increase once Dorrigo reopens and the new Yamba library is built.
- 6.78% increase for programs/events and 15.32% increase in attendance on last year.
- Wi-Fi is up 4.07% particularly in CVC
- Internet sessions are up 33.6% across all locations
- Information requests were mixed in the results with the overall still seeing an increase of 9.31% for the year.
- Our eBooks, eAudio and eMagazines have all increased on last year. Usage remains higher than our Pre-Covid usage levels.
- Use of the Library App continues to increase on last year by 26%.
- The online catalogue access last year was down by -2%, this year has seen a 22% increase.
- eResource searches are down by -42%. The Regional Librarian has requested the State Library consider other methods of data gathering (ie: clicks, engagement etc) to reflect use of these databases as we have a good range of people accessing and using the various functions within a database without conducting searches, we will be monitoring this over the next year.
- eFilm now includes *Beamafilm* and *Hoopla* downloads has increased by 23%
- all social media platforms saw increased engagement on the previous year as we continue to grow in this medium

## BACKGROUND

At the end of each financial year the Regional Library condenses the statistical result into infographics for the region, the two Local Government Areas and each library location including the Mobile and our eLibrary. The statistics selected for these infographics are based on the infographics the State Library develops each year for the State Public Library Network and the NSW.net eResources.

The Regional Librarian also completes the summary comparison spreadsheet that compares the result to the previous year.

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT item 10.1 library highlights 2023/24 Infographics & Infographics summary & comparison with 2022/23 infographic statistics

**ITEM: 10.2 No. 3/24 - LIBRARY REVIEW 2022 PROGRESS UPDATE**

4 December 2024

**Meeting:** Clarence Regional Library Committee**Reviewed By:****Attachment:** yes**REPORT SUMMARY**

The report covers the steps taken in the State Library Review of the CRL service to date.

**OFFICER RECOMMENDATION**

The CRL Committee note the steps taken to implement the recommendations of the State Library Review 2022 of the CRL service and acknowledge the progress made to date with these improvements.

**LINKAGE TO CVC COMMUNITY PLAN**Theme **1 Society**Objective **1.3 We will have a diverse and creative culture**Strategy **1.3.1 Support arts, learning, cultural services, community events and festivals****LINKAGE TO BSC COMMUNITY VISION 2030**

Theme 2: Community Wellbeing

Objective:

- 1 Our children, youth and seniors are valued, involved and supported
- 2 We are a learning and creative community
- 3 We value, honour and actively acknowledge our Gumbaynggirr culture and heritage
- 4 we are connected, safe and healthy with a strong sense of community

**KEY ISSUES**

The summary of these recommendations and the progress in implementation are below. The majority of the recommendations have now been implemented completely or to some degree. The 2 issues remaining are the need for casuals to be available for particular library locations and the recommended increase in levels of permanent staffing across the Regional Library to meet the State Library baseline standards for optimum service.

**11.1 Faster implementation**

- Make sure items in languages other than English are always part of library displays in each library. These items should continue to be added to the displays (when borrowed) or changed to other items (if not borrowed for a few days).

- LOTE Marketing Project Commenced 2024 and has been highly successful with a 300% increase in usage of the State Library's multicultural book boxes. The Regional Librarian was requested to provide an article for Public Library News see ATTACHMENT Item 8.2 (written by Jolana Voeks Library Support Officer (Reader Services) responsible for this service in Regional Services)
- Use State Library of NSW promotional fliers, signs, and posters (digital or printed) in all libraries to promote collections in languages other than English.
  - done
- Use pull-up banners promoting the bulk loans from the State Library of NSW in each library
  - done
- Use hashtags for social media posts
  - where appropriate this is now being done.
- Provide links to each library's social media on their library page on their website as well as promotion in each library
  - this has been completed
- Increase the visibility of the collection and the libraries in the social media posts
  - Collection highlights are regularly featured in Social Media and the Monthly Newsletter.
- Use social media to promote transcription on Amplify at least once a fortnight.
  - posting regularly every 4-6 weeks as per our revised schedule from 2023.
- Improved visibility of Amplify on the library website.
  - Website has some issues in terms of arrangement we are in the process of updating this.
- Improved visibility of programs at Bellingen Shire Libraries - make sure the information
  - is in Spydus for access.
    - done
      - Regional focus has been on Regional programming, services and collections
- Use social media resources from the State Library of NSW including posts about
  - Openbook magazine, indyreads, and law and health related posts.
    - Now happening
- Clarence Regional Library to reconsider their use of volunteers considering the ALIA
  - statement on voluntary work in library and information services.
    - New Management Plans for Maclean & Yamba libraries to improve paid staffing levels are awaiting feedback from Manager and Executive.

## 11.2 Medium implementation

- Regular (weekly/fortnightly) posts about the local studies collection
  - done
- Provide links to the social media on each of the library webpages as part of the contact details for each library, as well as promoting these in the libraries. The website has links to the Clarence Regional Library social media and needs to add links to the Iluka, Maclean or Yamba Facebook pages as well as those at Bellingen, Dorrigo and Urunga.
  - Links have been added to each library page on the website, however links in the contact details can only be added via the contractor and has not yet been scheduled as we are reviewing our website options.
- Add Amplify to the Clarence Regional Library website to make it easier for the community to find it and to increase the amount of transcription which is undertaken. Put the links in the local studies section as well as in other relevant locations on the website *Amplify*.
  - Amplify has been added to the Website and we are monitoring its accessibility.
- Explore options to increase the number of casuals local to each library. Note this does not appear to be an issue for Bellingen library.
  - This is a particularly pressing issue for Dorrigo Library and also for CVC Libraries
- Install automatic doors at all sites
  - Yamba will be getting auto doors in the new facility
  - Dorrigo library won't be getting auto doors due to the structure
- Developed a structured plan for social media posting to Regional library accounts
  - In development, has been drafted but awaiting further input.

### **11.3 Longer implementation**

- It is recommended that Clarence Regional Library aim for enhanced staffing of 23.79 as this would provide approximately 70 additional hours a week to keep all the libraries open at lunchtime as well as provide time for program preparation and professional development for library staff in the five smaller libraries. It may even permit smaller libraries to open at 9.30am, making them available to people who are out and about earlier in the day. It is suggested that this is an additional 0.8 people for Bellingen, Dorrigo and Urunga libraries, and an additional 1.2 people for Iluka, Maclean and Yamba libraries.
  - BSC -
    - Have been in discussions to see if they can keep Dorrigo open on Thursdays and Fridays at Lunch but this will take a much longer process with the Executive Leadership Team, so nothing to add at this stage. This discussion has come about due to community needs, increased usage, and workloads.
  - CVC -
    - Yamba Management Plan has been drafted for the new facility and currently with the Manager for review. This review has mapped out 3

additional FT positions for the intended increased space, open hours and programming for the new library in Yamba.

- A draft Maclean Management Plan is also underway that looks to increasing the hours and programs for this location (based on community feedback) in this it is recommended that an additional 2 FT positions be created to accommodate the increased services, this has not yet progressed to the Manager as awaiting feedback on the Yamba proposal.
- Note while this is a longer implementation, planning for this needs to start soon.

## BACKGROUND

There were 19 Recommendations from the Review of Services and Programs conducted by the State Library in November 2022, these recommendations were divided into *faster implementation: medium implementation and longer implementation.*

The Terms of Reference for the State Library Review of the Clarence Regional Library service were:

- *Efficiency and effectiveness of the services as benchmarked against NSW figures. This would be looked at for region as a whole and by local government area.*
  - *What are the trend for public libraries? This would look at Australian examples and may consider some international examples.*
- *The efficiency and effectiveness of the current Regional Library service and staffing ratios.*
- *Is Clarence Regional Library supplying the right balance of services:*
  - *book stock v online*
  - *evidence we are purchasing the right stock.*
- *Is Clarence Regional Library providing services for a range of people in the community including:*
  - *Youth*
  - *Adults*
  - *Aboriginal people*
  - *People with a disability*
- *How will the services need to adapt to COVID world and a post pandemic transformed world- e.g.:*
  - *More tertiary students studying online already the Country University at Grafton has 150 students.*
  - *Trend to home offices.*
- *What potential services can be provided to the Clarence Correctional Centre?*
  - *Every prisoner has online access via an individual electronic device*
- *Using the community consultation information and other data look at how the mobile library is being used, and consider opportunities which it could be used for*
- *Hours of operation of branches*

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT Item 8.2 20240807 LOTE article VK JV by 23 August for Public Library News

**ITEM: 10.3 No. 3/24- CRL WORKPLAN****Meeting:** Clarence Regional Library Committee

4 December 2024

**Reviewed By:****Attachment:** Yes**REPORT SUMMARY**

This report provides information to the Clarence Regional Library (CRLC) Committee on the Work Plan 2024-2027 developed for the CRL Committee to review the progress of the CRL Strategic Action Plan 2024-34.

**OFFICER RECOMMENDATION**

That the Clarence Regional Library Committee note the updates on the progress of the Regional Library Strategic Action Plan and specifically endorse the following items:

- The CRL website to move to the Open Cities platform
- CRL Reserve funds to be used to finance the Website Renewal Project including:
  - One-time fee of \$10500 to move the CRL website content across and develop the new look and structure
  - Annual fee for Spydus connector licence of \$5000
  - Annual fee for OpenCities Subsite Licence of \$3150

**LINKAGE TO CVC COMMUNITY PLAN**

Theme 1 Our Society

Objective 1.3 We will have a diverse and creative culture

Strategy 1.3.1 Provide innovative and enhanced library services that support and encourage life long learning

**LINKAGE TO BSC COMMUNITY VISION 2030**

Theme 2: Community Wellbeing

- Objective:
- 1 Our children, youth and seniors are valued, involved and supported
  - 2 We are a learning and creative community
  - 3 We value, honour and actively acknowledge our Gumbaynggirr culture and heritage
  - 4 we are connected, safe and healthy with a strong sense of community

**KEY ISSUES**

Items to cover include:

1.3.1 Technology Platforms and access to digital devices/resources

- 1.3.6 Further develop and promote culturally and linguistically diverse resources and collections
- 1.3.8 Further develop and promote collections that support children's and youth interests and needs
- 2.2.4 Introduce new programs and opportunities based on ongoing community consultation  
0 *Cosplay, Game On* etc.
- 2.3.4 Develop a digitisation Plan and seek grant funding
- 3.1.3 Redevelop the library website to improve functionality and discoverability of resources and programs
- 3.3.4 Ensure the library staffing cohort reflects demand, locations and additional services

### **1.3.1 Technology Platforms and access to digital devices/resources**

Hoopla, a new streaming platform, was added to the Library's suite of eResources in May 2024. It allows simultaneous access to a wide range of content including eAudiobooks, eBooks, comics, Movies, TV series and music.

Hoopla is a pay per use platform, the Library only pays for titles that are borrowed. This allows access to a lot more content and provides a wide range of choice for our borrowers.

There are over a million titles to choose from with eAudiobooks being the most popular format followed by eBooks, and TV Series.

Since May 2024 there have been 2723 loans across all formats at an average cost of \$2.92 per loan.

### **1.3.6 Further develop and promote culturally and linguistically diverse resources and collections**

#### *CRL LOTE display project 2024*

#### **Results of the display**

For the 2021-2023 period, requests averaged 1.1 per month. For the approximately 8 months of the display in 2024, requests averaged 4.4 per month. This represents a 300% increase in total requests.

The locations showing a significant increase in loans during and following the display being at their location, were Yamba, Grafton & Bellingen with Iluka recording their first bulk loan request since January 2021.

A synopsis of Clarence Regional Library's 2024 LOTE display appears as an article in the SLNSW's Public Library Services e-newsletter *In the Libraries*, September 2024 edition.

Going forward, Regional Services will run the *LOTE display project* every couple of years to keep up the knowledge of the service with community members.



## **What we did**

Towards the end of 2023 we obtained 200 DL flyers from the SLNSW as handouts to be included with the display. We also obtained two most recently designed pull-up banners, one for each LGA (CVC & BSC) to be housed at Grafton and Bellingen libraries. These promotional materials were provided free by SLNSW.

The plan for the display was to circulate it between 7 locations: Maclean, Yamba, Grafton, Iluka, Bellingen, Dorrigo & Urunga, in that order. This order was specifically chosen due to courier logistics between locations. Our Mobile library was not included due to space restraints.

Working on the maximum period we could have the display (9 months) for seven locations, and guesstimated travel time between locations by courier, each location would have the display between 3-4 weeks.

A rota was written up, showing the final date that each location would need to box up the display and send it on to the next location in the rota order (in the case of Iluka the display needed to come back to Regional Services (REG) and then it was passed it on to Bellingen, due, to courier logistics). The rota start date was 12 January 2024.

The rota plus other information & instructions on what was included in the display boxes (books, DL flyers grouped by location, book lists, display poster), movement of the pull-up banners and how to promote the display, was emailed to participating locations early in 2024, prior to the mixed-language bulk loan being requested from SLNSW.

Once the process was in place the request was made at the beginning of January. When the books arrived (32 items) from the SLNSW, the promotional material was packed into the boxes and dispatched to the first location.

Each location received an email prior to them receiving the display, and a reminder email about when to pack up the display and pass it on to the next location. Each location was required to put a photo of the display onto their individual Facebook page, and send a copy to REG.

A PowerPoint presentation has been compiled from these photos, with information about which languages each location requested during the display and a selection of "conversations" or comments they had with patrons about the display. This presentation will be an item at the CRL Full Staff Meeting held at the end of the year, where team members can discuss the display and any ideas they may have moving forward to promote CALD resources.

Statistics were also kept by each location to show how many people viewed their display.

## **A change of plan**

Dorrigo library was being renovated in 2024, which required them to relocate to a much smaller venue. Unfortunately, in the end, the renovations were not completed in time for Dorrigo to participate due to space constraints, so their position in the rota was replaced by Urunga and the display ended there.

The mixed-language display has now been returned to the SLNSW.

### **Background**

As part of their multicultural services to NSW public libraries and their patrons, the State Library of NSW (SLNSW) supply free bulk loans of language material (books & limited audiovisual).

Also available is the Community Languages Directory which shows language collections held by individual public libraries. Clarence Regional Library (CRL) has had recent occasion to obtain a bulk loan from another NSW public library (Parramatta) after consulting the directory, for a language not held by SLNSW.

CRL has received an average of 14 requests for multicultural material from patrons per year for the 2021-2023 period (41 requests for 36 months), confirming that this is a valuable service to our clients. However, we wanted to spread the word further to encourage more patrons to use the service, so apart from promoting on social media, we decided to have a hands-on display to increase visibility & awareness. This would be a non-lending display to encourage patrons to submit requests.

SLNSW advised that we could request a mixed-language bulk loan which we could keep for 6 months with the option to renew for a further 3 months.

### **1.3.8 Further develop and promote collections that support children's and youth interests and needs**

To support the development of children's literacy CRL will trial a new collection of Wonderbooks. These are read-along books that can also be used as audiobooks. There are 19 picture book titles and 11 junior fiction titles which will be located at Grafton Library.

These titles can be borrowed like a print book and have up to 19 hours of play when fully charged. They will also be able to be Reserved by community members from other libraries.

### **2.2.4 Introduce new programs and opportunities based on ongoing community consultation - Cosplay, Game On etc.**

CRL -

A Cosplay event targeting Youth was held at the Grafton Library on Saturday 12 October 2024 between 12:30 and 3:30.

The plan is to run this event every 2<sup>nd</sup> year (with the alternate year running the *Mini Writers Festival* during the same time period as we do not have staffing capacity to run both events each year).

The event also included a satellite event from 11:00 - 12:00 *Boxheads* - this involved the younger cohort of children where they decorated boxes to wear as costume heads with the option to attend the major Cosplay event in the afternoon wearing their created "Box Head" in the parade.

Activities during the Cosplay event included:

- Cosplay parade with prizes
- Prop making workshop
- Marvel Trivia
- Xbox and PlayStation
- Photo booth and Selfie booths
- Refreshments
- Evaluation of library services – post it board

Age range: 12+ (all ages welcome but with parental supervision)

Attendee numbers – 100

BSC –

- Consultation with local playgroup – we have changed days of Storytime so that families can attend.
- Listened to local writers to organise a Write-In once per month at Bellingen Library
- Initiated discussions with high school students – regular HSC study group in the lead up to exams
- Collaborated with Great Fashion Stitch up Event to promote awareness about fast fashion (24-25) – 3 workshops in the library
- Tech Savvy Seniors to begin in September 24
- Author Talk – The Rewilding – awareness about climate fiction
- BRWF – catering for home-schooled groups
- JP services introduced in Urunga Library Thursday and Friday afternoons

CVC –

- Careers Expo – 51 youth surveys were completed at our stall with suggestions for youth services and programs featuring in the feedback.
- Author talk – Sami Bayley – schools' sessions – 242 attendees
- MOU developed with New School of Arts, Neighbourhood House inc. to run monthly event titled *Parent Cafe* from Grafton Library. The purpose is to provide supportive space for parents to gather, share experiences and engage in discussions pertinent to parenting whilst their child/children are being supervised in paly be a member of the New School of Arts.
- Outreach attendance at the RIO Carnival held in Townsend by *Connect You Too* Aimed at seniors' services.
- Outreach at annual *Children's Spring Carnival* in Grafton.

### **2.3.4 Develop a digitisation Plan and seek grant funding**

Bellingen Shire applied for funding to progress their digitisation however they were unsuccessful in their application.

Regional Services plan in 2025 to assess the Mackey Archive maps and seek quotes for digitisation of the collection.

There are over 500 maps housed in archival map boxes in the Mackey Archive reading room. They comprise county maps, parish maps and topographic maps originally produced by the Department of Lands and the Central Mapping Authority of NSW. The maps cover various parts of the mid north and far north coast and provide an insight into the development of the region.

Digitisation of this collection will achieve two aims, preservation of the collection by reducing handling and accessibility by having a digital copy that can be accessed if researchers are unable to visit the library in person.

### **3.1.3 Redevelop the library website to improve functionality and discoverability of resources and programs**

The Strategic Plan identifies the above need as an early priority. The Library Officer (Library Systems) has provided the following background information to inform the move to a new platform:

#### *Key Issues*

Both Clarence Valley and Bellingen Shire councils' websites are now hosted by the OpenCities platform. Therefore, we have approached Granicus (OpenCities Supplier) and made initial enquires about the benefits of migrating the current library site to the OpenCities platform under the Clarence Valley Council account as an Independent Subsite using our own [crl.nsw.gov.au](http://crl.nsw.gov.au) domain.

As an Independent Subsite, the CRL site will still be able to have its own identity, colour scheme and design layout.

Our current site has become out-dated and is heavily "hard coded" in the backend by GO4 which makes design changes to the site difficult and expensive. The drop-down page menus have become awkward to re-configure and the mobile responsive design is very basic when viewing on mobile devices.

The OpenCities platform will allow us to engage with our community with a more fresh and modern design particularly when viewed within the mobile environment.

- Support is included as part of the subscription, and this removes the burden of providing IT support from internal teams.
- The site is constantly being updated ensuring that it is secure now and into the future.
- It can have the ability to share content between Council's OpenCities site, which raises the amount of online traffic to the libraries site passively through cross promotion.
- OpenCities provides a Spydus API Connector which enables synchronisation of library events from the Spydus library management system into the website.

Throughout Australia, the OpenCities platform has been taken up by many Councils and Library services, they have migrated their websites to this platform design in the past couple of years, this includes libraries which use the Spydus Library Management System (LMS).

This means that the OpenCities technical team have had significant experience in integrating elements from the Spydus LMS into their website platform, particularly the Spydus Catalogue search boxes.

On the 25 July 2024 the Regional Team met online with a Granicus representative, and he took the team through various library sites already using the OpenCities platform including the following:

Frankston - <https://library.frankston.vic.gov.au/Home>

Hume - <https://www.humelibraries.vic.gov.au/Home>

Lake Macquarie - <https://library.lakemac.com.au/Home>

Coffs Harbour - <https://libraries.coffsharbour.nsw.gov.au/Home>

Nambucca Library - <https://www.nambucca.nsw.gov.au/Community/Nambucca-Facilities-Local-Maps/Libraries-Home>

The Granicus representative also provided a breakdown of the costs involved to move across to the new platform and the ongoing costs for the annual subscription. The fees include:

- setting up the website on the OpenCities platform a one-off fee of \$10,500
- annual fee for the OpenCities Subsite Licence \$3,150
- Spydus Connector Licence \$5,000

(The quote is attached).

These fees can come from the CRL Reserve as a variation for the 2024/25 financial year. The Annual fees will be accommodated through the CRL Operational Budget from the 2025/26 financial year.

### *Background*

Clarence Regional Library website ([crl.nsw.gov.au](http://crl.nsw.gov.au)) was initially created back around 1998 using Microsoft FrontPage and was wholly maintained by CRL staff.

In 2008 GO4 Multimedia in Bellingen tendered to design and host the CRL website based on the WordPress platform, the site was refreshed again in April 2015 to include responsive mobile design format.

The costing for J4 Design Pty Ltd T/A Go4 Multimedia to host the CRL website is \$500.00 per year on an overseas server. Plus, we pre-pay \$1,000 for 10hr blocks for ongoing website maintenance charges every year or two.

Back in 2022 there was a major Bot attack on the overseas server which left the library website down for 3-4 days. This incidence raised serious concerns for the future data security of the library website within the current cyber environment.

In the past financial year (2023/24), the CRL website has been accessed with 125,096 hits and had 157,4630 page views for the whole site.

The website is now coming up to 10 years since the last rebuild and there is a need to look at all aspects of the library's online presence to reflect our branding, marketing plan and address our cyber security data concerns.

### **3.3.4 Ensure the library staffing cohort reflects demand, locations and additional services**

CVC Libraries will be working through the Library Service review from 2022/23 and assessing service levels. A business case for the new Yamba Library and Community Centre is also being developed.

CVC Libraries have had casual resignation from Grafton Library, and we had added a casual to replace.

BSC Libraries have employed 2 new casuals that are Dorrigo based a 1 new casual that is Bellingen based.

## **BACKGROUND**

The Strategic Plan can only be systematically and consistently implemented by all members of the CRL through the delivery of the Action Plan. The Action Plan contains a list of 54 comprehensive strategies to be progressively implemented over the next ten years. However, only a subset (20) of these will be directly pursued by the Committee as identified in the Work Plan. While timeframes and priorities have been identified, the best form of management is considered to be the timely scheduling of those actions within the meeting timeframe of the CRL Committee.

In effect, this will form the Work Plan for the CRL Committee and will provide a context for the committee. It will also provide the reference for reviewing achievements of the CRL Committee against its stated goals.

A review is scheduled to monitor progress and make amendments as appropriate.

When the CRL's Strategic Plan was developed an Action Plan was also developed to guide the achievement of the priorities within the Strategic Plan. As the CRL has the responsibility for overseeing the delivery of the Strategic Plan, a Work Plan has also been developed to guide issues to be addressed at each meeting over the life of the Committee.

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT Item 10.3 Granicus quote for new CRL website

## ITEM: 10.4 No. 3/24 - CRL POLICIES FOR REVIEW: CHILDRENS AND YOUNG ADULT POLICY, VOLUNTEER POLICY AND INTERNET POLICY

**Meeting:** Clarence Regional Library Committee

4 December 2024

**Reviewed By:**

**Attachment:** yes

### REPORT SUMMARY

This report provides details of the changes to the following policies as a result of the review process:

*CRL Children and Young Adults Policy*

*CRL Volunteer Policy*

*CRL Internet Policy*

### OFFICER RECOMMENDATION

That the progress of the policy review is noted and the amendments to the policies are endorsed by the CRL Committee.

### LINKAGE TO CVC COMMUNITY PLAN

Theme **1 Society**

Objective **1.3 We will have a diverse and creative culture**

Strategy **1.3.1 Support arts, learning, cultural services, community events and festivals**

### LINKAGE TO BSC COMMUNITY VISION 2030

Theme 2: Community Wellbeing

- Objective:
- 1 Our children, youth and seniors are valued, involved and supported
  - 2 We are a learning and creative community
  - 3 We value, honour and actively acknowledge our Gumbaynggirr culture and heritage
  - 4 we are connected, safe and healthy with a strong sense of community

### Key actions to date

All policies have had an initial review by the library teams including Regional Services, Bellingen Shire and Clarence Valley Libraries. feedback from staff is attached in a single document for reference. All policies have had an update of format to reflect changes to format in Executive Council policy formatting. Note, it is likely that the changes to the Volunteer Policy under the Executive Council Policy process are minor and will not go to Public Exhibition whilst the Childrens and Youth and the Internet Policies will have changes requiring Public Exhibition for Community Feedback.

Changes include:

*CRL Children and Young Adult Policy:*

- Item 3.1- replaced wording with phrasing from *Library Council Guidelines Oct 2020* and added school holiday programs and after school programs to the list of services provided.
- Item 3.3.1 - replaced wording with phrasing from *Library Council Guidelines Oct 2020*
- Item 3.3.2 - removed reference to outdated *Parents Guide to the Internet*
- Item 3.4.1 - replaced Act reference to the Regulation reference as it is more precise and in line *Library Council Guidelines Oct 2020*
- Item 3.4.3 - updated the wording to read better and to reflect Department name change to its current title
- Item 3.4.5 - regulation has been updated from 2010 to 2018
- Item 3.5 - has been added to reflect the changes in child safe practices that have been legislated
- Item 3.6 - has been added to reflect the need for a *Working With Children's Check* for library staff working with children regularly.
- Item 7 *Related Documents* - this has been extensively updated to include all relevant legislations and guidelines used in the development of this policy

*CRL Volunteer Policy:*

- *Item 5 Implementation*
  - bullet points have been converted to numbering for ease of referencing, typos and improved wording in 5.1.1 and 5.1.2
  - added : item 5.1.3 *Will sign in and out of the Library each time they work*
- *Item 7 Related Documents* - this has been updated to include current links to relevant legislations and guidelines used in the development of this policy.

*CRL Internet Policy:*

- *Item 4.5 Printing and downloading* -
  - "Clients" changed to **Community member**
  - *Printing via a wireless connection may be available depending on the location and device being used* has been added.
- *Item 4.6* wording has changed to: **the community members** session may be **terminated**, and future access may be denied. (removed "your" from the sentence).
- *Item 4.7 Consideration of staff and library equipment* - the Library Regulation date has been updated
- *Item 5.1.2* - wording changed to: *Provide community members with assistance while recognising that staff are not experts with regards to particular problems. Level of assistance will be determined by staff capacity.*
- *Item 5.1.3* - green Highlight has now been removed
- *Item 5.1.4* - wording changed to - Respect privacy and maintain **community member** confidentiality.



- *Item 6 Appeal/ objection process* - updated the Regulation and added the following:  
*Appeals need to be in writing to the Regional Librarian.*
  
- *Item 7 Related Documents* -
  - *Item 7.1 Library Council of NSW - Internet Policy Guidelines for NSW Public Libraries -2011* - the link has been updated to the online document
  
  - *item 7.3 State Library Children's Policy Guidelines for NSW Public Libraries* - has been updated to include the latest document.
  
  - *Item 7.6 Parents guide to the internet* - this has been removed as it is no longer current and has not been replaced.
  
  - *Item 7.7 added the words that appear on public PCs for signing in process: Clarence Regional Library Terms & Agreement for using Public PCs*

## **BACKGROUND**

The three policies listed above are due for review and adoption by the Executive Council this year.

- *CRL Children and Young Adult Policy* was last updated April 2020 with minor changes only from July 2018
- *CRL Volunteer Policy* was last updated in April 2020 without significant changes from 2015
- *CRL Internet Policy* was last reviewed and adopted without significant change in April 202

Prepared by	Kathryn Breward - Regional Librarian
Attachment	ATTACHMENT Item 10.4 CRL Children and Young Adult Policy - Draft ATTACHMENT Item 10.4 CRL Volunteer Policy - Draft ATTACHMENT Item 10.4 CRL Internet Policy - Draft

# Media Release

21 November 2023

## Rate peg set for 2024-25

The NSW Independent Pricing and Regulatory Tribunal (IPART) has set council rate pegs, before adjusting for population growth, for the 2024-25 financial year, ranging from 4.5% to 5.5%.

IPART Chair Carmel Donnelly said the Tribunal had reviewed and updated the methodology used to set the rate peg for the coming financial year.

"We have implemented the new methodology this year because it will produce rate pegs that more accurately reflect the increase in costs for each council" she said.

"We understand ratepayers across the State are facing cost-of-living pressures including the affordability of council rates.

"The new methodology we have applied will better account for the diversity among NSW councils and help ensure ratepayers contribute only to costs relevant to their local government area.

"These rate pegs are based on employee cost increases, forecast inflation and council-specific changes in Emergency Services Levy contributions and population growth."

An additional population factor applied for 49 of the 128 councils with growing populations will increase their final rate pegs.

Councils that receive a population factor will be able to spread the larger increase in general income among the increased number of ratepayers. This will reduce the impact on existing ratepayers while still providing councils with the additional revenue required to keep revenue per capita before inflation consistent, as populations grow.

Ms Donnelly said the rate pegs were one of several factors councils needed to consider in their budgets.

"Councils across NSW provide important goods, services, and facilities to their local communities and fund their operations from a mix of income sources, one of which is general income. The rate peg represents the maximum percentage amount by which a council may increase its general income," she said.

"It applies to each council's general income in total, not to individual ratepayers' rates. Councils may increase categories of rates by more or less than the rate peg, provided the total increase in general income remains within the rate peg."

More information is available from [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au).

Media Contact: Mark O'Brien



0427 105 865



[media@ipart.nsw.gov.au](mailto:media@ipart.nsw.gov.au)

# LIBRARY RFID PROPOSAL



FE Technologies  
RFID your way

## Clarence Valley Council Clarence Regional Library

Prepared by: Avin Lee  
Email: [avin.lee@fetechgroup.com](mailto:avin.lee@fetechgroup.com)  
Mobile: 0409 177 433  
Date: 24-Sep-2024

# V6 SELF LOAN STATION

## 100% SELF CHECKOUT



The FE Technologies V6 Self Loan Station provides your library with the next generation of self-check solutions. Designed in conjunction with libraries specifically to enhance the library patron user experience, the stunning V6 sets the benchmark for elegance and functionality.

The V6 Self Loan Station has evolved from versions V1 through to V5 and incorporates over a decade of learnings, and ensures every essential feature demanded by libraries remains intact; coupled with an exciting range of new features.

Equipped with our most powerful and robust computer yet, the V6 seamlessly operates the Envoy Software, setting the stage for a 100% self-service experience, and providing the largest range of functionality to increase circulation rates at your library.

## INNOVATIVE, STYLISH & USER FRIENDLY

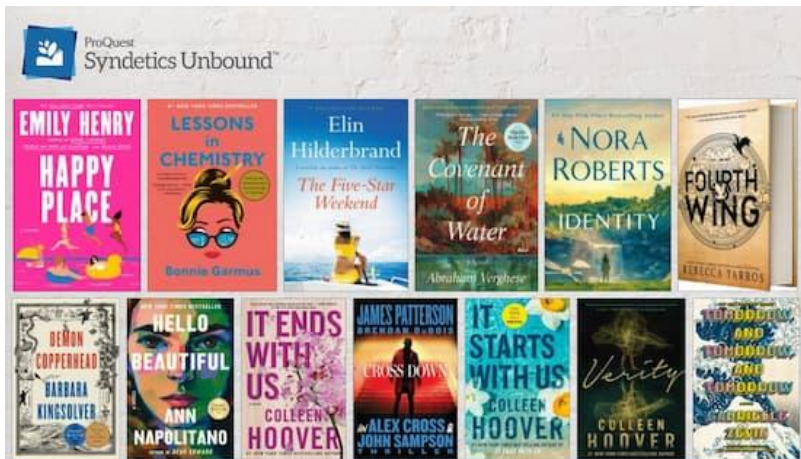
### Key Features:

- **Library-centric Design:** The V6 embodies elegance, seamlessly integrating into your library's architecture with a refined, timeless aesthetic, that is still highly recognizable as a self check station.
- **Non-Negotiable Features:** Retaining all the fundamental functionalities that libraries demand; the V6 comes with a huge range of optional features, functionality and integrations so you can tailor a user experience that suits both the business requirements of your library and the needs of your community
- **State-of-the-Art Technology:** The synergy between the V6 and the Envoy Software is engineered to deliver unparalleled convenience and efficiency, promising a seamless self-service journey.



# BOOK RECOMMENDATIONS -SYNDETTICS UNBOUND

## FOR LIBRARY SELF LOAN STATIONS



### Top Titles at Public Libraries June 2023

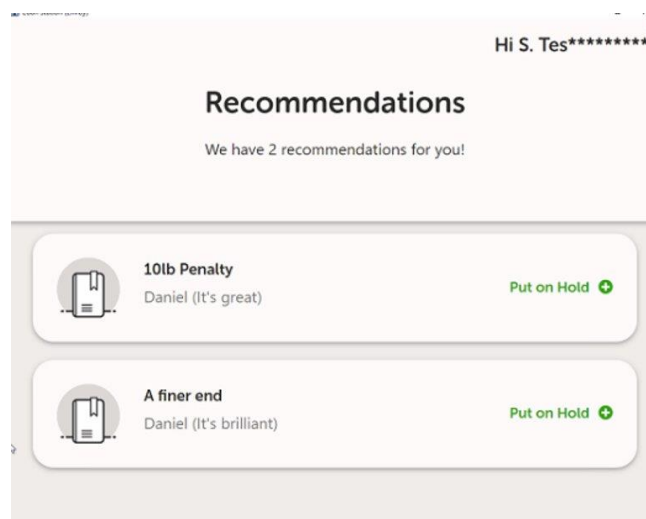
#### DISCOVER & DISPLAY

Library's collection can be setup to be displayed with eye-catching Book Display Widgets. Display widgets will be displaying books from customized book list that will be created based on the list of ISBN (S) from library ILS/LMS.

Book recommendation service provided by Syndetics Unbound is available fully integrated with the FE Technologies Envoy software, giving your patrons a complete user experience at your library.

Based on the patron's previous borrowing history, the service recommends library items to the patron – encouraging increased circulation and return visits by the patron.

Patron can immediately place on hold for the suggested library books at the self loan station.



#### BENEFITS FOR THE LIBRARY

- Engage patrons and connect them with more of library collection
- Integrated seamlessly into Envoy self loan software, showing patrons everything library have to offer

# CIRCULATION ASSISTANT – STANDARD SHIELDED

## STANDARD SHIELDED



Dimensions 245mm x 263mm x 17mm

The FE Technologies Standard Shielded Circulation Assistant converts an existing library terminal into a RFID enabled terminal for circulation functions. Comprises the circulation assistant software and a high-power RFID reader with a separate shielded antenna pad.

The smaller size shielded RFID pad is perfect for smaller and busy circulation desk. This model is designed to process multiple items at a time and is shielded so that items that are adjacent to the pad or under the desk are not inadvertently read.

---

### BENEFITS FOR THE LIBRARY

*Useful where high volumes of items are to be processed and desk space is not available.*

*Get all the benefits of a shielded antenna at a compact size.*

*Multiple and quick checking in or out.*

**Pricing Quotation**

Code	Product	Quantity	Price	Total	Maintenance (Year 2 Onwards)	Library Live / Annual License (Year 2 Onwards)
	<b>Replacement of RFID Equipment</b>					
LIB-232-D	V6 Self Loan Station Desktop	2	\$9,028.00	\$18,056.00	\$1,626.00	\$96.00
LIB-232-M	V6 Self Loan Station with Moveable Pedestal	1	\$9,608.00	\$9,608.00	\$865.00	\$48.00
LIB-235-F10	Syndetics Unbound 1st 10 Self Loan Stations (Kiosk Connector, No Syndetics Subscription)	3	\$50.00	\$150.00	\$0.00	\$150.00
LIB-188	Circulation Assistant -Standard Shielded - Grafton	2	\$729.00	\$1,458.00	\$292.00	\$0.00
LIB-188	Circulation Assistant -Standard Shielded - Bellingen	2	\$729.00	\$1,458.00	\$292.00	\$0.00
LIB-188	Circulation Assistant -Standard Shielded - Iluka	1	\$729.00	\$729.00	\$146.00	\$0.00
LIB-188	Circulation Assistant -Standard Shielded - Dorrigo	1	\$729.00	\$729.00	\$146.00	\$0.00
LIB-188	Circulation Assistant -Standard Shielded - Maclean	1	\$729.00	\$729.00	\$146.00	\$0.00
LIB-188	Circulation Assistant -Standard Shielded - Urunga	1	\$729.00	\$729.00	\$146.00	\$0.00
	Install Fee	1	\$2,000.00	\$2,000.00		
	Delivery Fee	1	\$1,567.00	\$1,567.00		
	<b>Total</b>			<b>\$37,213.00</b>	<b>\$3,659.00</b>	<b>\$294.00</b>

Maintenance is provided free for the first year after installation. Library Live is included for the first year after installation. Price quoted exclude GST.

Warranty & Support Levels: 9am-5pm weekday support. Parts and onsite included. Phone, onsite support and remote support are included in the package.



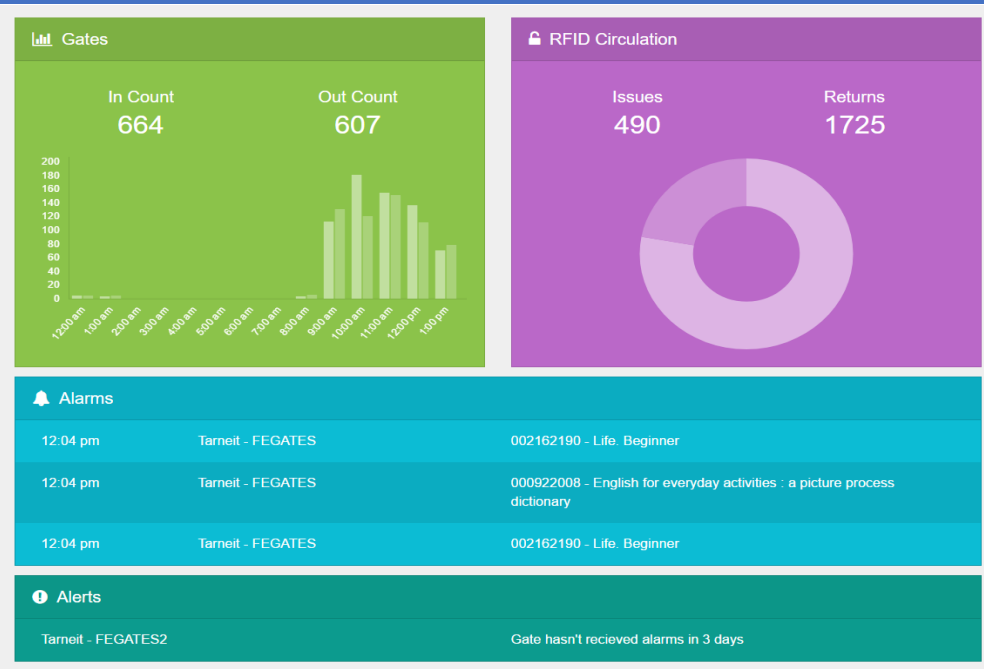
## PRICING TERMS AND CONDITIONS

On acceptance of this quotation, the following payment terms will apply: -

- a. Prices are ex-GST.
- b. Prices are valid for 30 days from the date of this quotation. This is due to the volatility of exchange rates and distribution channels.
- c. Payment of 50% of the total quoted costing is required prior to the commencement of the RFID project (excluding any applicable annual maintenance fees) and is due 7 days from invoice issue date.
- d. The remaining 50% will be invoiced within 7 days of the scheduled completion date and is due 7 days from invoice issue date. If the agreed installation timeframes in the contract cannot be met by the library, payment of this invoice is still required to FE Technologies on the date that the delivery originally planned.
- e. In the event that a delay is made by the library then FE Technologies reserve the right to charge for the warehousing of the equipment. Library also accepts to pay the full balance of the equipment if this happens.
- f. Any ad hoc items will require a separate purchase order, and payment is due 7 days from invoice issue date.
- g. The final payment of any product is due 7 days from final delivery.
- h. Non-standard security gate installation will incur an additional cost of \$1,750.00 A standard gate installation is a gate with a Standard Floor Ramp. See Smart Library™ Security Gate System - Architect Information Pack.
- i. The payment for book sorters shall be 50% deposit on order, 40% payable when it is due for shipping from overseas (i.e. when it leaves the overseas factory) and 10% 7 days after installation.
- j. Hardware delivery (excluding Sorters, ATL, Display Lockers, Laptop Dispensers): 10-12 weeks from date of order (Note: Freight prices are based on standard door-to-door delivery. Extra freight charges may apply if delivery is difficult due to complex unloading conditions.)
- k. Hardware delivery for Sorters, ATL, Display Lockers, Laptop Dispensers: 18-21 weeks from date of order (Note: Freight prices are based on standard door-to-door delivery. Extra freight charges may apply if delivery is difficult due to complex unloading conditions.)
- l. Some products have options and variations available – their codes (listed in the pricelist above) are as follows (multiple combinations of the below options can be purchased):
  - i. Self Loan Station – LIB-101-XXX
  - ii. Self Loan Station with DVD Unlocker – LIB-101-DXX
  - iii. Self Loan Station with EFTPOS – LIB-101-XXE
  - iv. Self Loan Station with Coin Acceptor – LIB-101-XXC
- m. If you wish to accept this quotation, a formal FE Technologies contract will be sent to you for signing.
- n. In the case of building sites, if a second installation visit is required by FE Technologies the library will be required to pay an additional installation fee.
- o. FE Technologies normal project plan provides for a technician who will complete the entire hardware and software installation in one trip. In the instance where a second trip is required due to a direct request from the customer or their nominated agent (building contractor), a charge of \$1000 will be added to recover the additional travel and accommodation costs.
- p. Any building works required for the installation of equipment is not included. Refer to the libraries responsibilities as described in the architect packs supplied for each product.
- q. Mobile Retrospective Encoders are provided for the agreed period without a rental charge. Any extension to the agreed period shall be charged at \$600 per month per Mobile Retrospective Encoder.
- r. Library hold the responsibility to look after the Mobile Retrospective Encoder crate when it is at library. An additional cost of \$800.00 will incur if the crate is damaged or lost.
- s. S1 Self Loan Station is based on a standard architectural laminates from <https://www.polytec.com.au/> Customisation fee of \$850.00 per self-loan station.
- t. Self-loan station with EFTPOS payment does not include the EFTPOS machine which the library orders directly with their bank or Windcave.
- u. In the event that the library has under estimated the library collection size for outsourced conversion and tagging, the library will be required to pay for any additional outsourced conversion and tagging costs at the rate quoted in the Proposal.
- v. Laptop dispensers, Battery Dispensers, Librarian Rover, Patron Mobile Checkout, Security API require a mandatory Annual Licence Fee to be paid.
- w. Replacement of inner workings of 24/7 Return Chutes and Secure Chutes for support is made from a pool of serviced components that floats between libraries after being repaired.
- x. Libraries migrating existing hardware from other vendors to FE Technologies will pay both Library Live and Full maintenance upon migration. There is no warranty period.
- y. New library customer will be setup with Library Live and Cloud Configuration as default. Shall library choose not to have cloud-based setup, library will need to inform FE Technologies in advance with formal request.
- z. For contracts longer than 12 months FE Technologies reserves the right to alter/increase prices of products due to changes caused by availability of components, supply chain issues and inflation as listed by the Producer Price Index of inputs to the Manufacturing Industry - <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/producer-price-indexes-australia/latest-release#manufacturing>

# LIBRARY LIVE

## LIBRARY DASHBOARD AND STATISTICS AT A GLANCE



The FE Technologies Library Live is a Cloud-based dashboard application that lets library staff view and report on various transactions and conditions of the FE Technologies RFID equipment in your network.

It allows staff to instantly view statistics and alerts for conditions that require attention, putting your whole suite of RFID equipment at your staff's fingertips at any given time.

## FEATURES

Library Live includes the ability for staff to instantly view statistics via a web browser including:

- Security Gates traffic reports and library capacity alerts
- Security Gate alarms
- Circulation Transactions
- Alerts for connectivity status
- Events notification

Statistics can also be filtered to a library group or single branch.

Library Live stores transactional data in the Cloud so there's no requirements for a local database or your IT staff to manage storage.

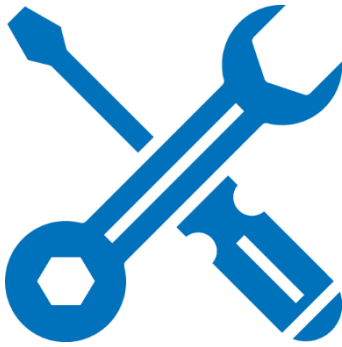
FE Technologies uses Microsoft Azure to host Library Live. Azure is a highly trusted, secure platform so your data is kept safe at all times. Microsoft Azure is hosted locally, not offshore and conforms to privacy regulations.

And finally, an automatic database backup gives you piece of mind and removes this requirement from your IT staff.

## BENEFITS FOR THE LIBRARY

- *Instant visibility of library statistics*
- *Alerts for operating conditions that require attention*
- *Data held in the Clou so no requirement for library IT staff to manage storage or backups*
- *Safe, secure with highly-regarded Microsoft Azure local hosting*

SUPPORT AND CUSTOMER CARE



Maintenance for all of FE Technologies' RFID products including hardware and software is provided free of charge for the first 12 months with our Warranty and Support Agreement. FE Technologies Customer Care Centre is staffed by experienced Technical Support Officers who are supported by a large research and development team and a quality assurance process that is audited annually for compliance with quality standard ISO9001:2008.

FE TECHNOLOGIES IS RENOWNED FOR ITS SUPPORT SERVICES. IN FACT, OUR SUPPORT TEAM IS FAR GREATER THAN THAT OF ANY OF OUR COMPETITORS AND ASSISTED BY A DAILY OPEN WORK TICKETS REPORT AND A GRAPH SHOWING OUR CURRENT CUSTOMER SATISFACTION RATING. ALL OUR STAFF HAVE A VESTED INTEREST IN SEEING OUR CUSTOMERS HAPPY!

TWO WAYS OF LOGGING SUPPORT TICKETS

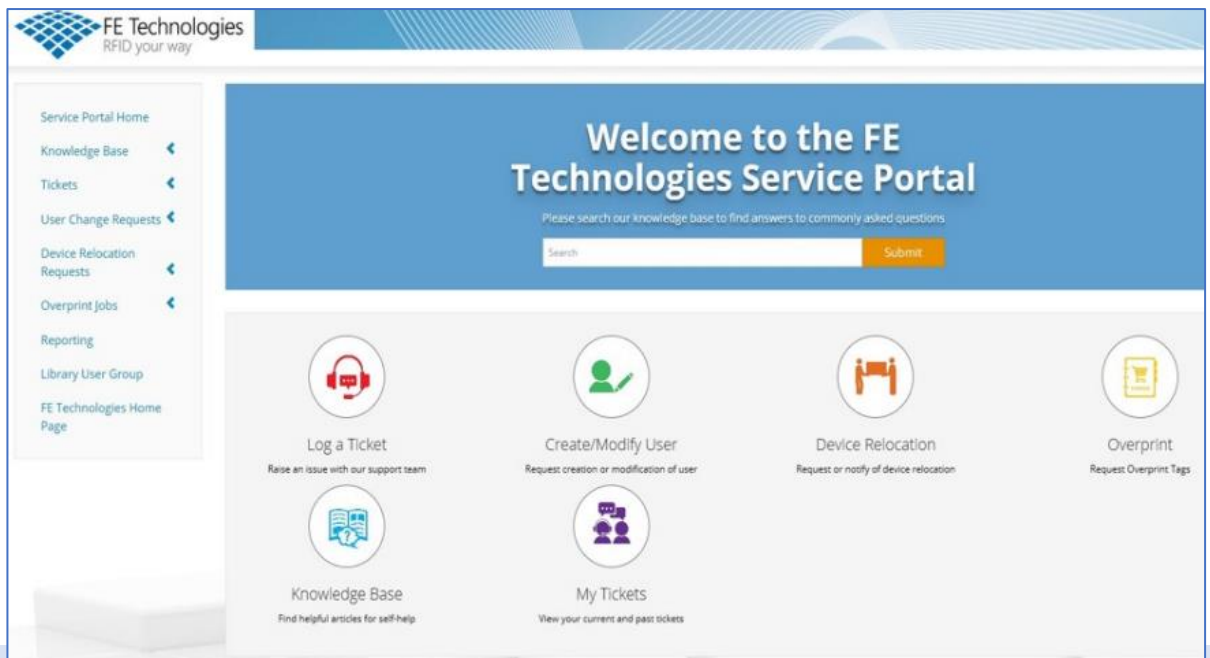
Local dedicated call centre



AUSTRALIA – 1300 731 991

NEW ZEALAND – 0800 231 977

Online Support Portal: [TICKETS.FETECHGROUP.COM](http://TICKETS.FETECHGROUP.COM)



WARRANTY & SUPPORT LEVEL:

9am-5pm weekday support. Parts and onsite included. Phone, onsite support and remote support are included in the package

## OUR TEAM

*"We are ready to capture great ideas and transform them into amazing solutions that solve your problems. We are driven by creating experiences that deliver results for your business and for your customers."*

### ANDREW POWELL



DIRECTOR, GENERAL MANAGER

Andrew Powell is the Director of the company. Andrew has several years' experience in management and production, and extensive experience in RFID technology especially during FE Technologies fledgling days. Andrew steers the operations of the company towards greater efficiencies and enhanced productivity.

### PETER FERENDINOS

DIRECTOR OF SALES



Peter's focused and driven management of the sales and marketing team since inception has seen FE Technologies gain a strong foothold Australia, New Zealand and South East Asia. Peter leads a sales and marketing team that is focused on job specialization which has led to huge efficiencies in our sales process, which in turn leads to real win-win in delivering relevant RFID solutions to libraries.

### AVIN LEE



BUSINESS DEVELOPMENT EXECUTIVE AUSTRALIA, NEW ZEALAND

Avin has business development and marketing experience and has worked for FE Technologies for many years, so he has a high level of product knowledge. He has worked for FE Technologies both in Asia and Australia in operational, sales and development roles. Avin's key focus is the NZ, NSW and SA market. Avin is fluent in Mandarin and also spends time in China, working with partners.

### ESADA PLECIC



BUSINESS DEVELOPMENT EXECUTIVE AUSTRALIA

Esada has 20+ years experience in sales and marketing in a wide range of industries. Esada has a proven understanding of the nature of libraries and an in-depth knowledge of the FE Technologies suite of RFID products. Esada has had considerable success with sales in both the public and education sectors. Esada specialises in tailoring an RFID solution to suit each individual library's unique requirements

*FE Technologies is at the cutting edge of library RFID development and library RFID is our SOLE area of business so we know it well, and invest all our resources into just that – library RFID – your way.*

JARRED STEENVOORDEN



RESEARCH AND DEVELOPMENT MANAGER

Jarred heads up the FE Technologies Research and Development Team and is behind our innovative software across our entire suite of RFID equipment. Jarred and his team are responsible for developing new software, including enhancements, new features and bug fixes. Software developer using C# on Microsoft Dot Net, HTML, Java, PHP, MySQL. Develops Web applications and point of sale software. Jarred leads the concept through to market process for the team for new products.

CLINT AGUSTSSON



HARDWARE DEVELOPMENT MANAGER

Clint has 15 years IT experience and has hands on involvement in the development of the FE Technologies Library system. Clint heads up the Hardware Team in the R&D lab. Clint is often a point of contact for escalated work tickets that require development work and is also in charge of the creation of new products and enhancements. Clint's and his team are responsible for hardware development and enhancement, compatibility and software integration. Clint has a expertise in automated materials handling.

CYNAN MCWILLIAM



SUPPORT MANAGER

Cynan is an integration specialist with 18 years of experience across Asia Pacific. Recently returning from a ten year in Hong Kong providing sales and technical support for Post Production and Broadcast customers across Asia. Prior to that he had similar postings in Bangkok and Wellington. He brings extensive workflow, networking and technical knowledge to the team. Cynan heads up the team and is a point of escalation for any unresolved issues.

KYLIE MOSS



OPERATIONS MANAGER

Kylie brings 10 years' quality assurance and auditing experience to her role. She works closely with the CEO to ensure high level operational KPIs are adhered to. Kylie is available to transitioning libraries during business hours. Kylie coordinates the installation and training for each new RFID customer and liaises with key stakeholders at the library throughout the transition process. Kylie will be the main point of contact throughout the project phase with will be available to the library fulltime (during business hours) until final sign-off.

## OUR PORTFOLIO

With over 1000 sites now installed, FE Technologies has customers all over Australia and New Zealand using a huge range of LMS's so we have considerable experience in delivering RFID projects that suit the unique requirements of each library. Here are just a handful of our projects:



### LIBRARY REBUILD

#### CHRISTCHURCH CITY LIBRARY

The re-opening of the Christchurch City Library marks a special day for the residents of Christchurch who have been without a city library since the earthquake of 2011. FE Technologies are privileged to supply our Library RFID solution for use by the residents of Christchurch.



### CITY LIBRARY

#### GEELONG REGIONAL LIBRARY CORPORATION

The new Geelong Library was awarded the Sir Zelman Cowen Award in 2016 for the "vertical village" design of the new library. The library is a significant landmark in the city. FE Technologies supply GRLC a full range of Library RFID solutions.



### UNIVERSITY LIBRARY

#### UNIVERSITY OF SYDNEY LIBRARY

The University of Sydney migrated to RFID in 2017. The University has collection of 1.1 million items, 55000 students and 15 branches. A full RFID solution is used including an 11-bin sorter with 4 different return points; 2 interior, 1 exterior and 1 staff return.

CLIENTS

FE Technologies customers are invited to our User Group – an independently run group of FE Technologies Users who meet annually and conduct training, share information on products and software and are in close contact with our R&D department to share ideas for upgrades, enhancements and new products.

Here is a selection of our valued customers:



THANKYOU!

QUESTIONS?

IDEAS?

CLARIFICATION?

CONTACT US TODAY:



**129 Fyans Street, South Geelong, Victoria 3220**



**1300 731 991**



**[enquiries@fetechgroup.com](mailto:enquiries@fetechgroup.com)**



**[www.fetechgroup.com](http://www.fetechgroup.com)**



# Reface Industries Pty Ltd



A.B.N. 28 106 335 433

107 Kew Street  
Welshpool 6106  
Western Australia

08-9472 8888

accounts@reface.com.au

Website: www.reface.com.au

## Quotation

Quote #: 00034209

Date: 20/11/2024

Purchase Order No: Kathryn Breward

### Billing Address:

Clarence Valley Council  
Locked Bag 23  
Grafton NSW 2460  
Australia

### Delivery Address:

Grafton Library (Clarence Regional Library )  
126-144 Pound Street  
Grafton NSW 2460  
Australia

QTY:	ITEM CODE	DESCRIPTION	UNIT PRICE (ex-GST)	DISC %	TOTAL PRICE (ex-GST)
1	HUB012	Hublet - 6 Version Dock system	\$8,860.84		\$8,860.84
6	HUBTT-X210/ X215	SM-X210/X215 (A9+) Tablet with Protective cases	\$800.00		\$4,800.00
1	Hub003A	Hublet SaaS Solution Plan for 12 months.  This is a 36 month term contract and will be separately billed at the expiration of each 12 month expiry  SaaS licenses: (6-11 devices) 6 Devices @ \$36.66 per device, per month.  Total per year: \$2639.52	\$2,639.52		\$2,639.52
1	HUB003	Reface Support and maintenance of Hublet for 12 months and includes remote installation. This is a 36 month term contract and will be separately billed at the expiration of each 12 month expiry Total per year:\$800.00	\$800.00		\$800.00

***This quote is valid for 30-days from date of issue***

Subtotal:	\$17,100.36
Freight (ex-GST):	\$158.37
GST:	\$1,725.87

Total (inc-GST):	\$18,984.60
Paid to Date:	\$0.00

**Balance Due: \$18,984.60**

**Delivery via:** Star Track Express

**Delivery Date:**

**Salesperson:** Omid Karimzada

Customer ABN: 85 864 095 684

Quote #: 00034209

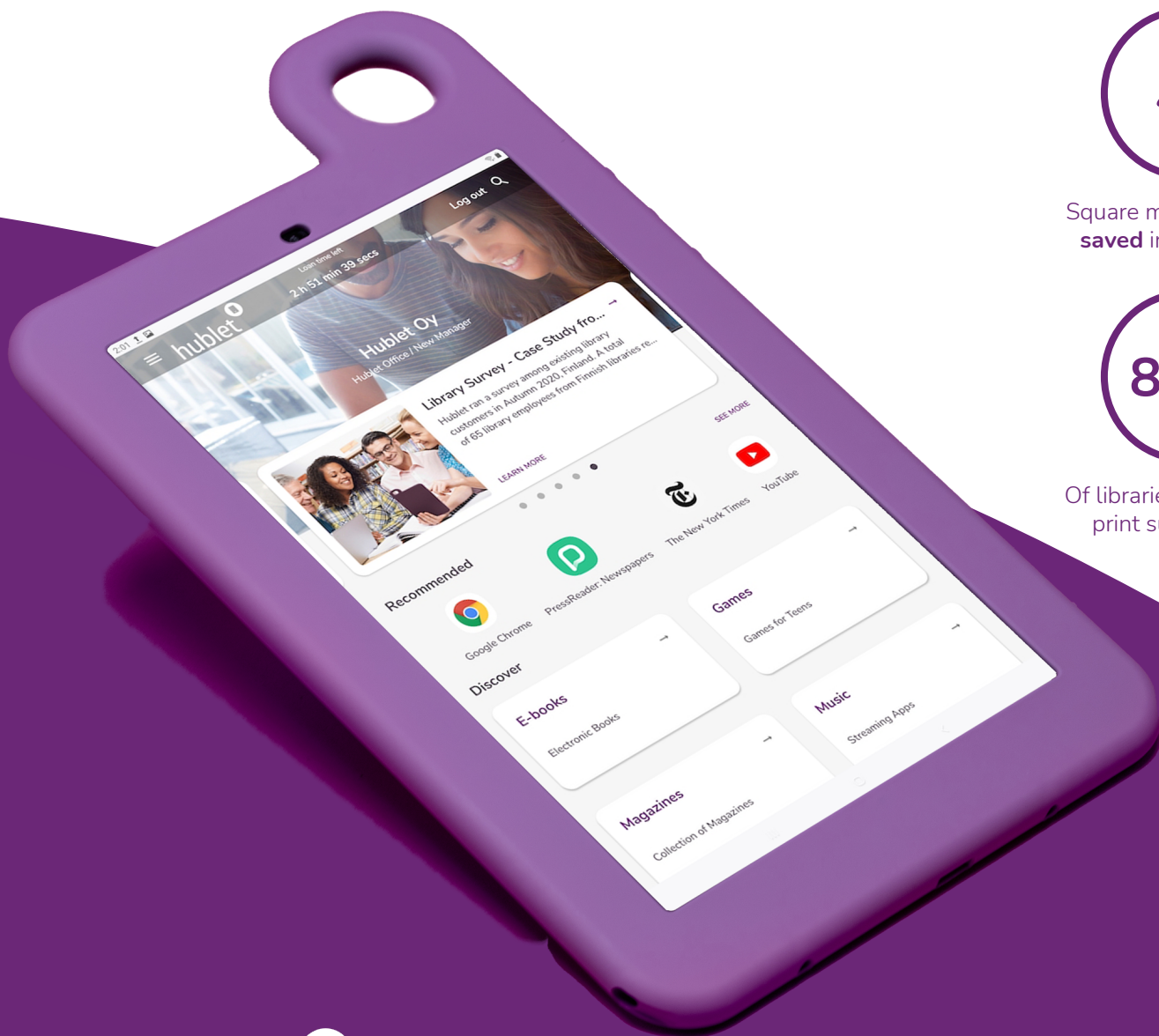
Amount Due: \$18,984.60

# Self-service tablets, exclusively for everyone

Hublet makes it simple for you to offer digital content to every single member of your library. No longer is your content restricted to those that have their own devices, or users tethered to a computer. With Hublet you can accelerate your electronic content roll-out and provide digital inclusion for everyone.

You may have experimented with loaning regular tablets in your library before, but likely became frustrated with the amount of time they take to set up, the lack of content control, the need to manually record who's loaned the device and, of course, the complexities around content, settings and personal information!

Hublet takes away all of these issues, with a complete self-service solution, allowing you to save hundreds of staff hours every year, while at the same time offering a solution that truly gives every user access to the content they deserve.



474

Staff hours **saved** per library every year

\$18,742

Average **savings** per library per year

4+

Square meters of space **saved** in each library

80%

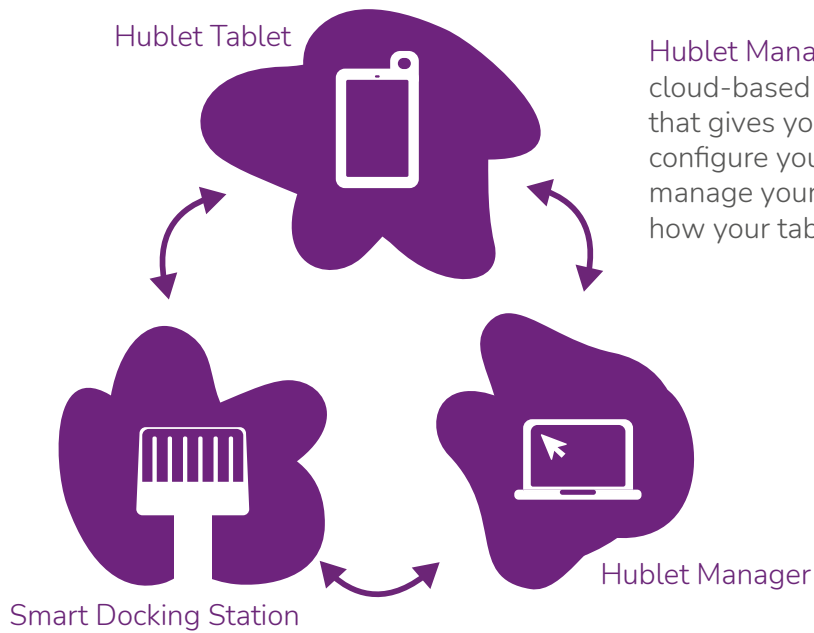
Of libraries **reduce** their print subscriptions

hublet<sup>o</sup>

# Your complete solution

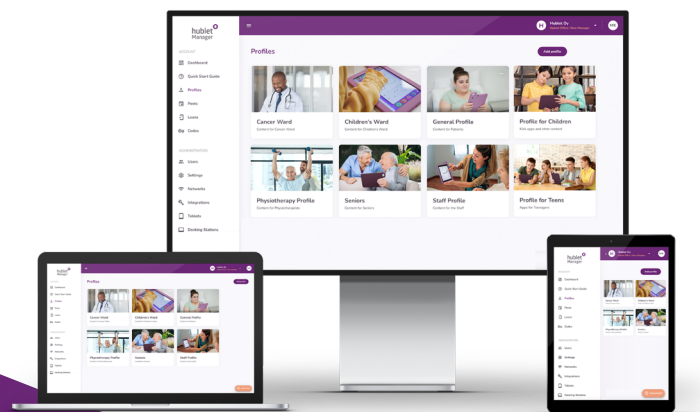
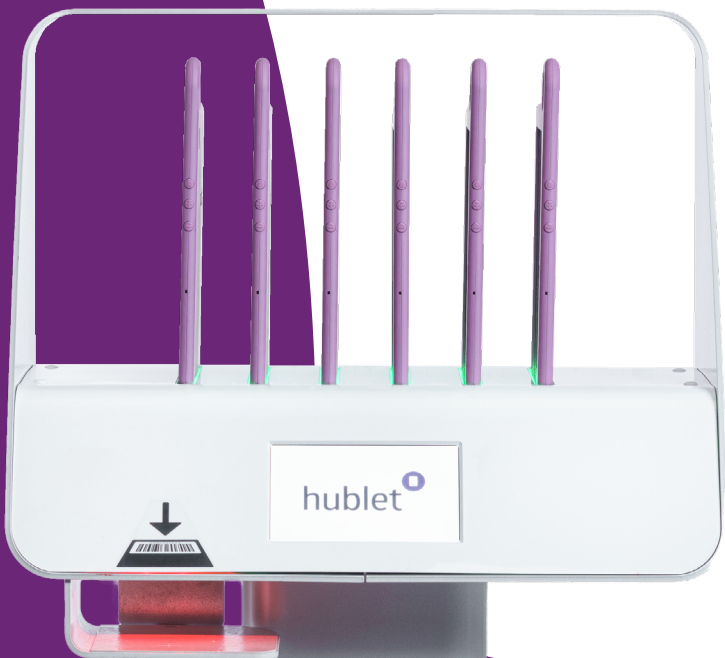
Hublet is much more than just a tablet. It's a complete solution that gives you, your staff and your library users self-service access to a range of digital content and services, all controlled, curated and managed by you.

Hublet Tablets are powerful, Android-powered personal devices that can be loaned as simply as borrowing a book. Once securely removed from their docking station, content and apps are available based on material that you curate for your unique library profile, including all their favourite loanable digital eBooks, music and video.



Hublet Manager is our user-friendly cloud-based administration platform that gives you all the tools you need to configure your devices, curate content, manage your account and understand how your tablets are being used.

Hublet Smart Docking Station provides a completely secure space for your Hublet tablets to be displayed, charged and data wiped (on return) in a package that is incredibly small in footprint.



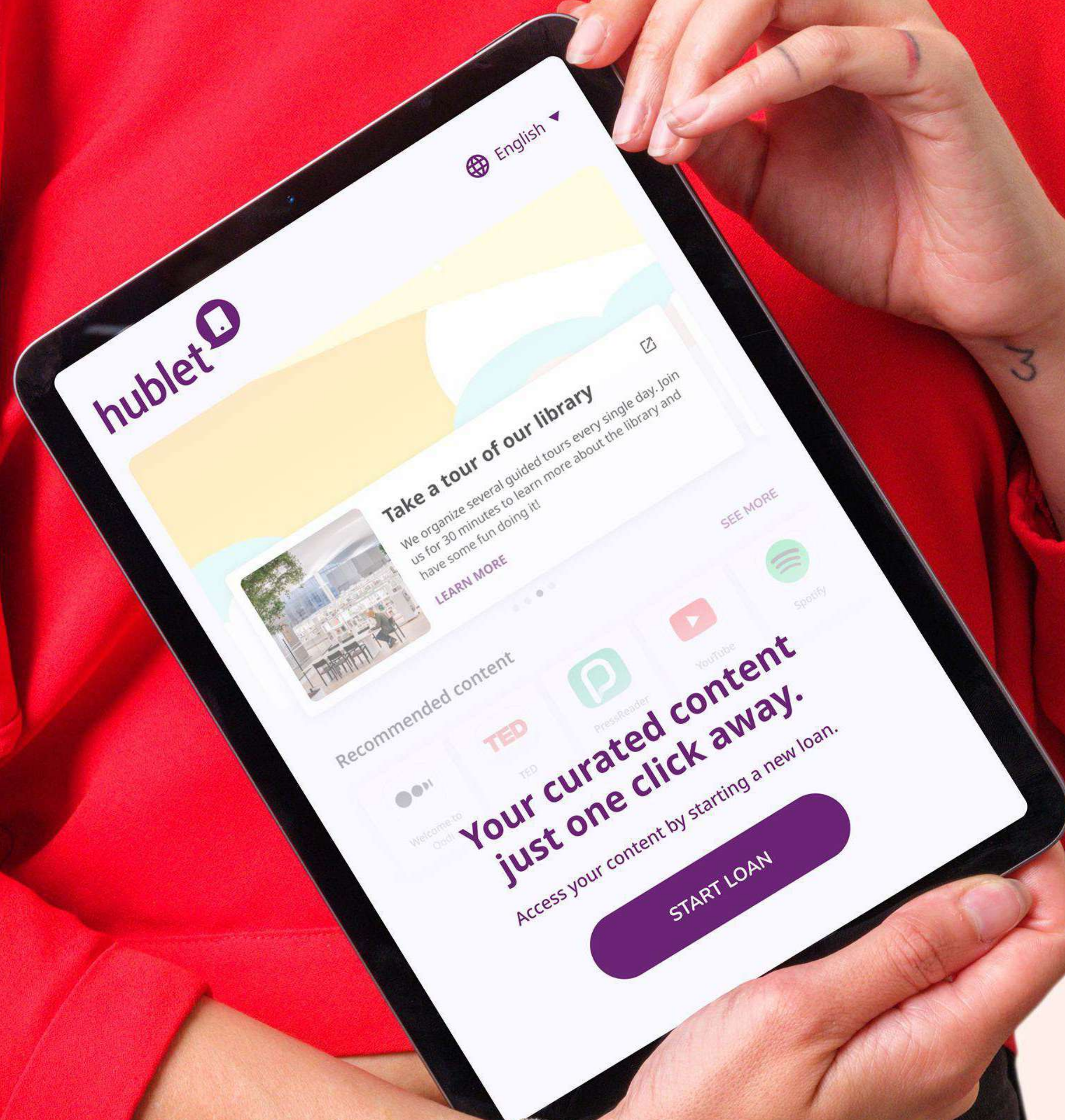
**re face**  
re face.com.au

sales@re face.com.au  
1300 REFACE  
1300 733 223



Every Hublet product is coated with a special self-disinfecting coating that protects the device and those that use them from bacteria and viruses.

hublet 



# Hublet Solution

Content Sharing and Device  
Management Platform

Library • Healthcare • Education • Museum • Hospitality

# Content Sharing and Device Management Platform

Discover how our innovative solution can bring unparalleled benefits to your organisation.



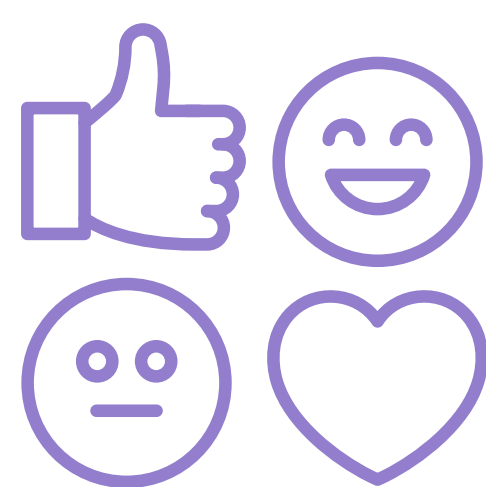
## Get Up and Running Quickly

Experience a straightforward setup that requires no IT skills or extensive manual effort. Get started quickly with the browser-based Hublet Manager app, which offers simplicity without extra costs or complications. It's user-friendly for everyone, even those who aren't tech-savvy.



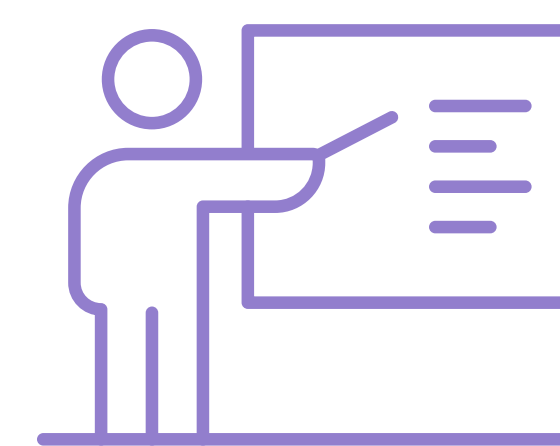
## Keep Data and Privacy Secured

After each device loan, all user data is automatically wiped, ensuring a clean start for the next user. Access is restricted to authorised networks, preventing any unauthorised modifications to profiles and device settings.



## Manage Profiles Effortlessly

Easily curate, personalise, and distribute profiles for your shared devices. Update them by adding new content, such as apps, website links, and files. All apps are automatically updated, keeping your profiles up-to-date without any manual effort.



## Promote Accessibility and Digital Inclusion

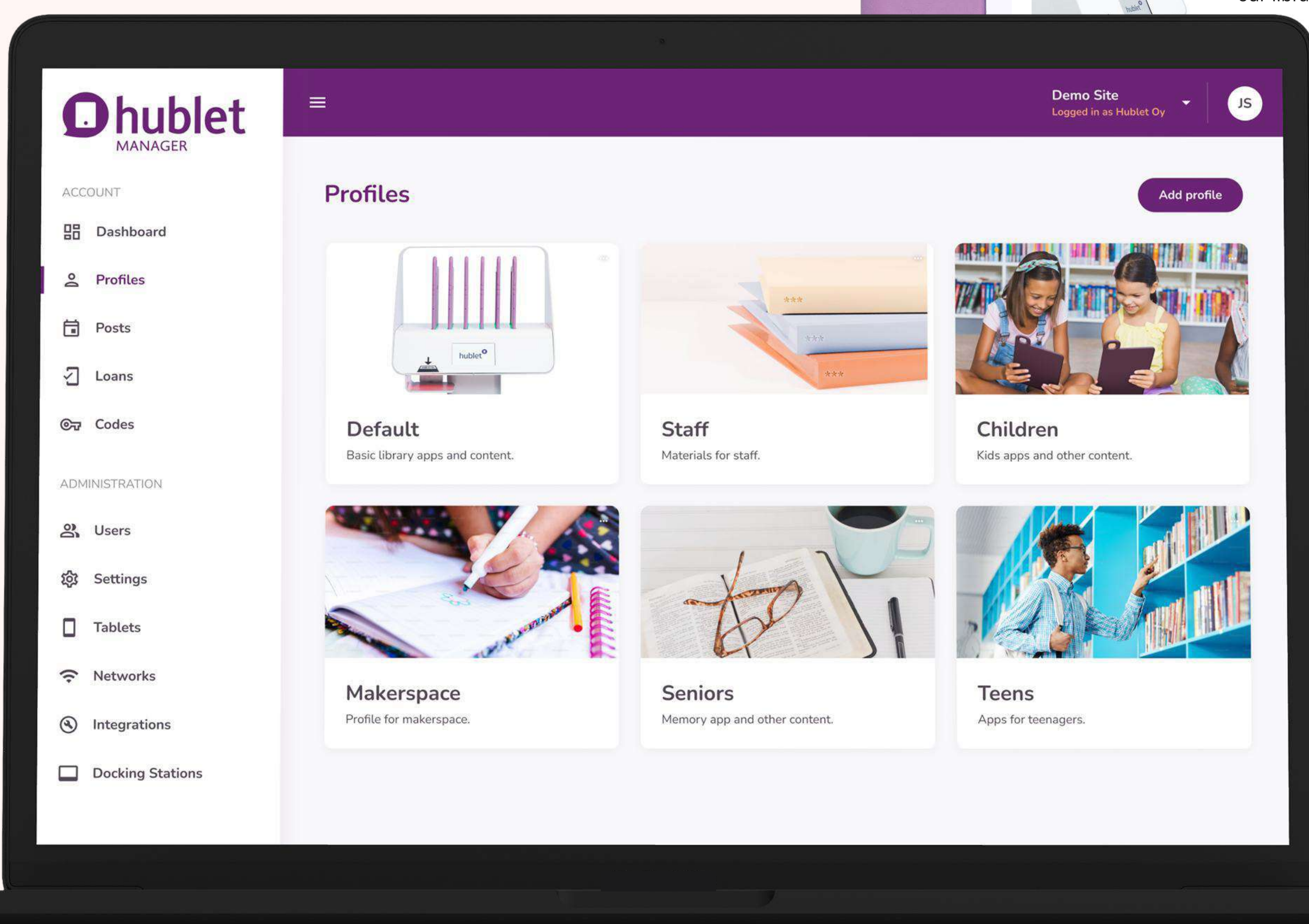
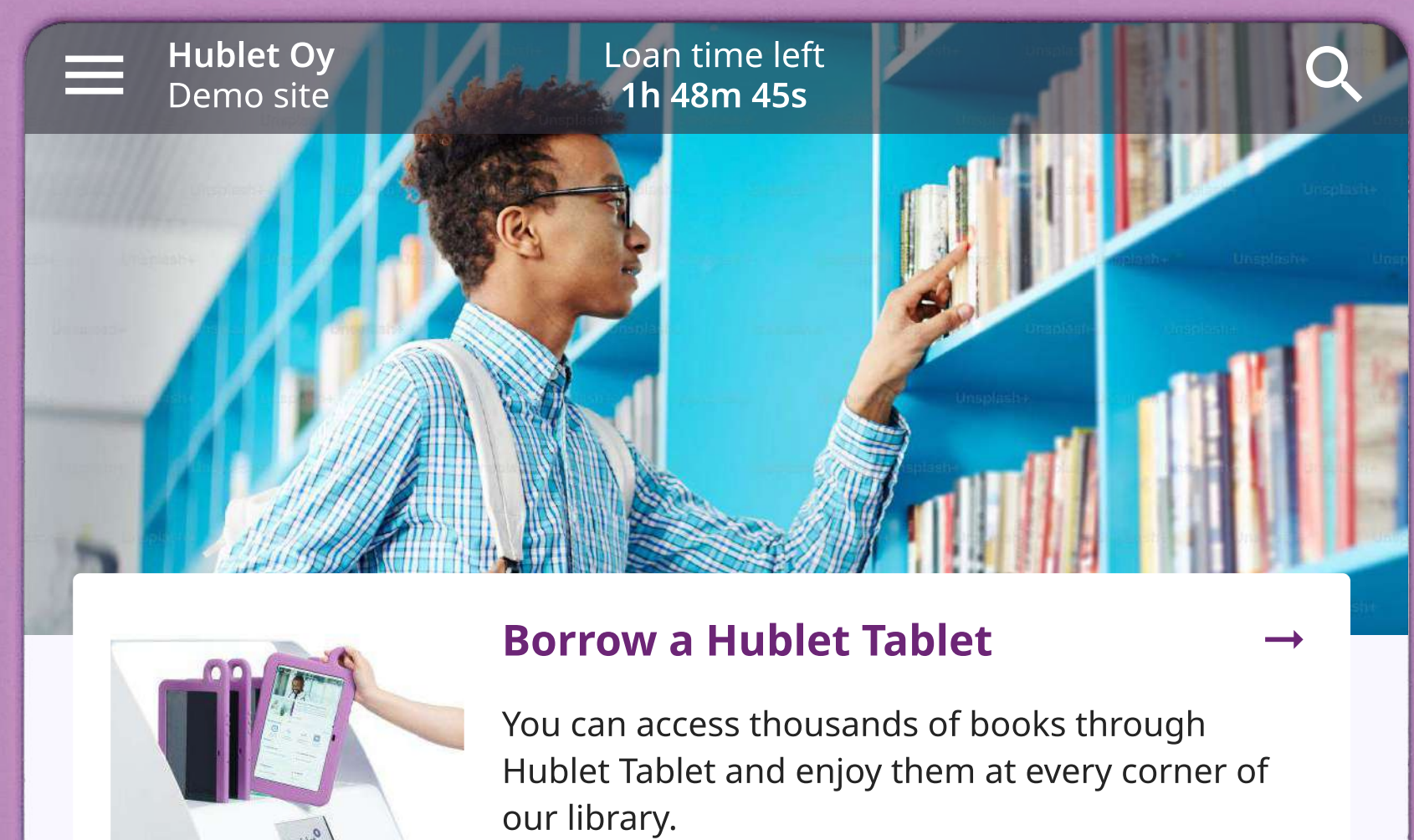
The Hublet User Interface simplifies navigation, making it accessible for users with diverse abilities. Personalised profiles are tailored to individual preferences, promoting digital inclusion and equality across various backgrounds.

# Hublet Solution

Hublet Solution is a complete SaaS platform that simplifies digital content and shared device management for organisations. It makes it easy to curate, personalise and share profile-based content across devices while providing strong security features to protect data and privacy.

Hublet App – experience its intuitive tablet user interface	3
Hublet Manager – manage tablets and profile-based content seamlessly	4
Hublet Profiles – curate stunning profiles with ease	7

**Your Content, Your Way  
– on Shared Tablets,  
from a Single SaaS  
Platform.**

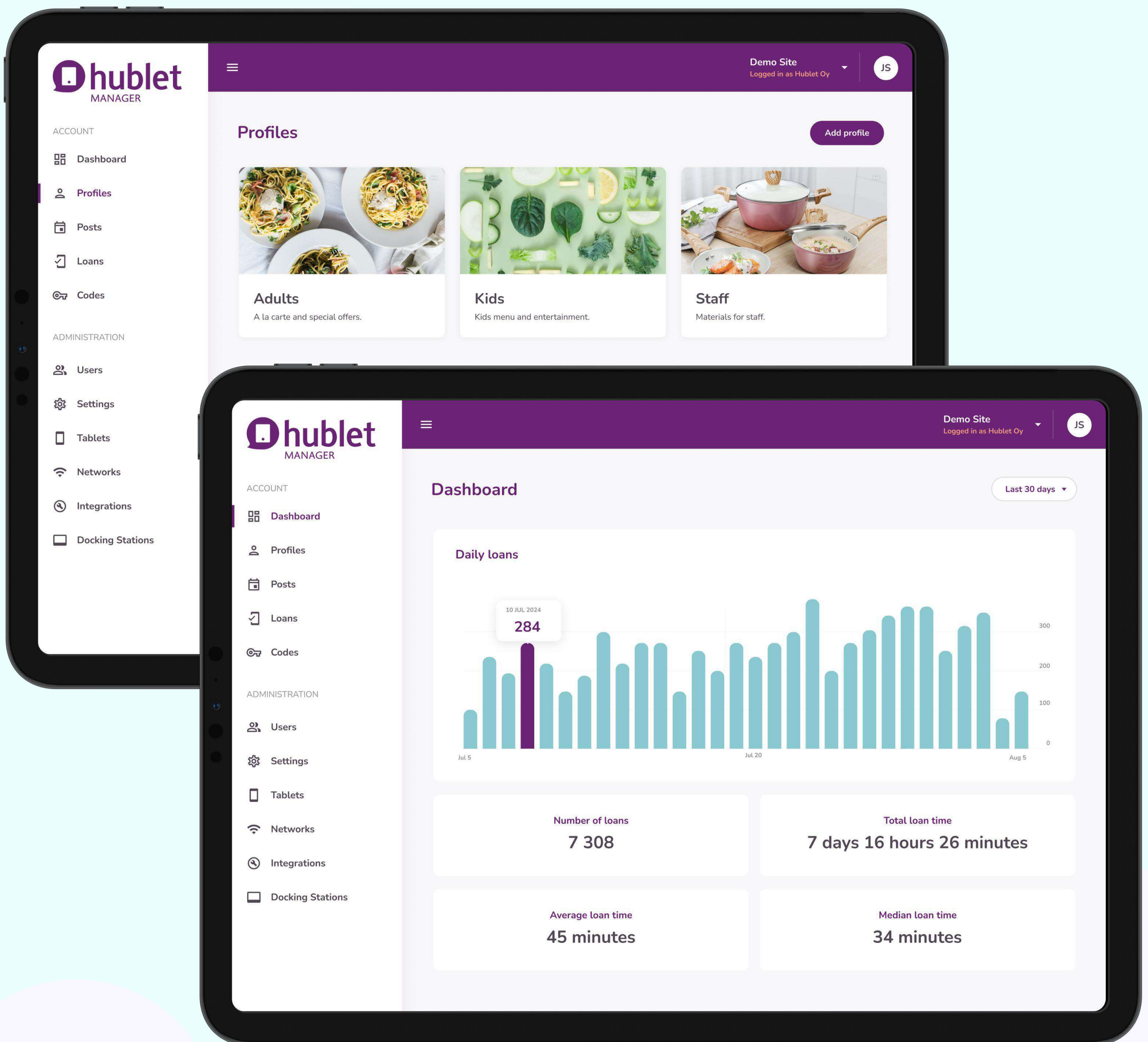




## Hublet App

The Hublet App is a mobile application designed to simplify the distribution of the profile-based digital content on shared devices.

- ✓ Its user-friendly design is responsive and easy to use.
- ✓ Simple navigation makes digital content accessible.
- ✓ High contrast ensures ease of reading and better visibility.
- ✓ Supports sharing multiple profiles on the same tablet, tailored to each user's preferences.
- ✓ Guarantees privacy with automatic data wiping after each use.
- ✓ Connects only to authorised networks for secure operation.
- ✓ Protects devices and profiles from unauthorised access and data alteration during use.



# Hublet Manager

Hublet Manager is a browser-based, multilingual SaaS platform available in over 20 languages, and serves as a centralised tool for efficient management of profile-based content, devices, and integrations.

- ✓ Benefit from cloud storage and automatic software updates.
- ✓ Manage content, devices, and integrations comprehensively.
- ✓ Access the organisation's account from multiple devices and locations, with multiple users, via a browser.
- ✓ Use statistics to measure the performance of the devices.
- ✓ Access the Help Center for comprehensive support documentation or to submit a support request.

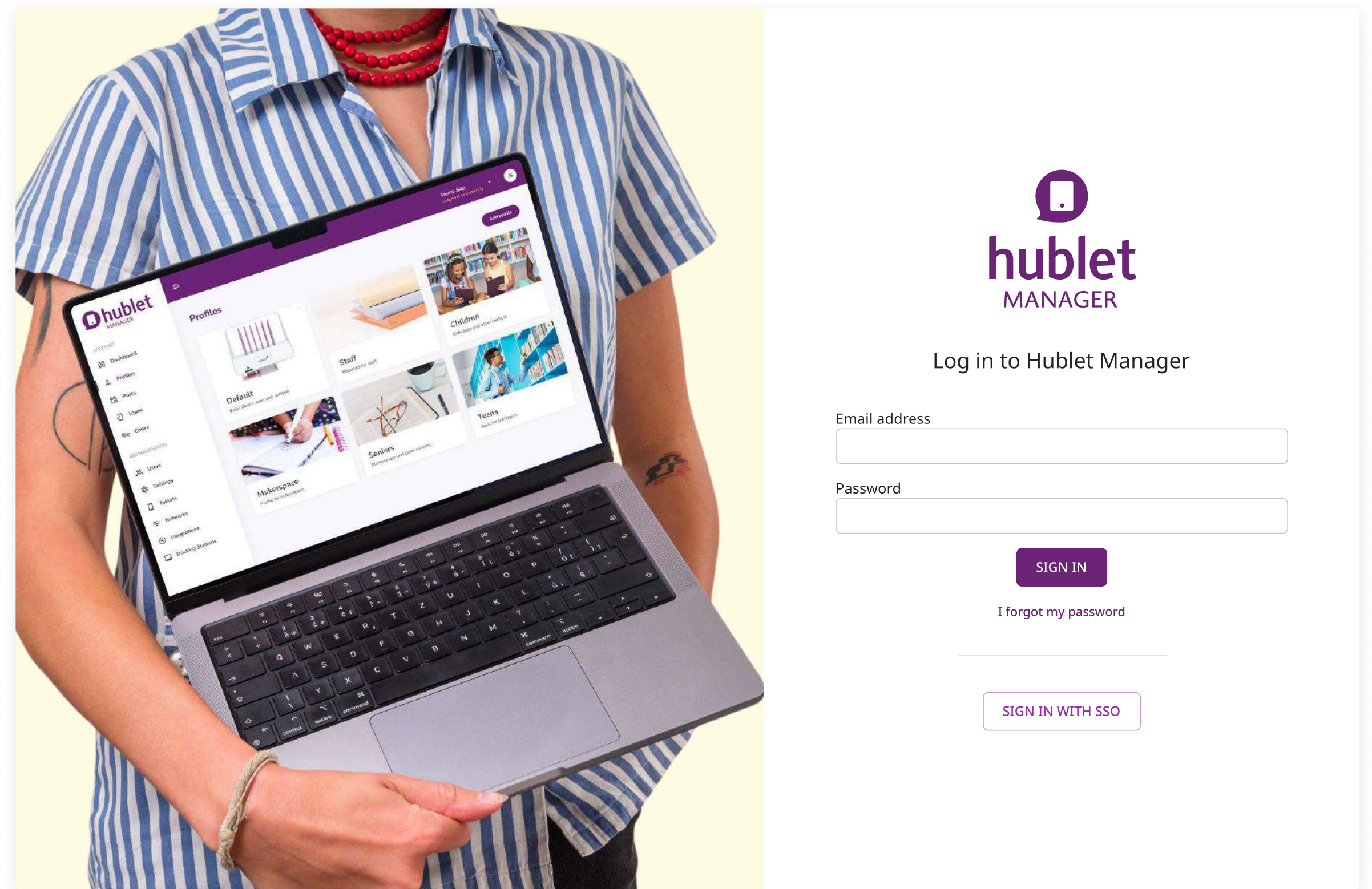


# Hublet Manager Overview

Discover how Hublet Manager simplifies your workflow with its intuitive features and streamlined functionality.

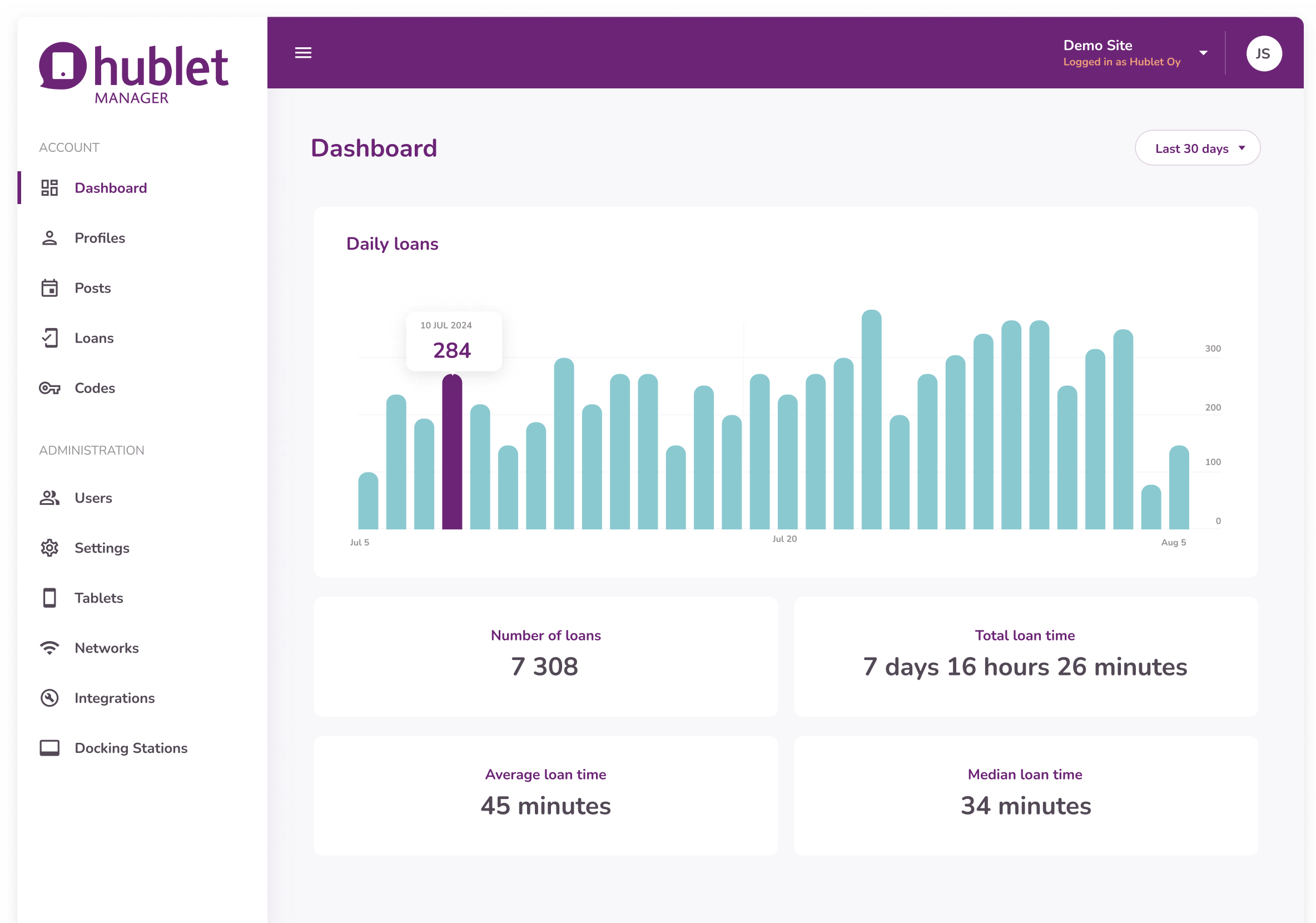
## Login

Log in from a phone, tablet, or computer browser.



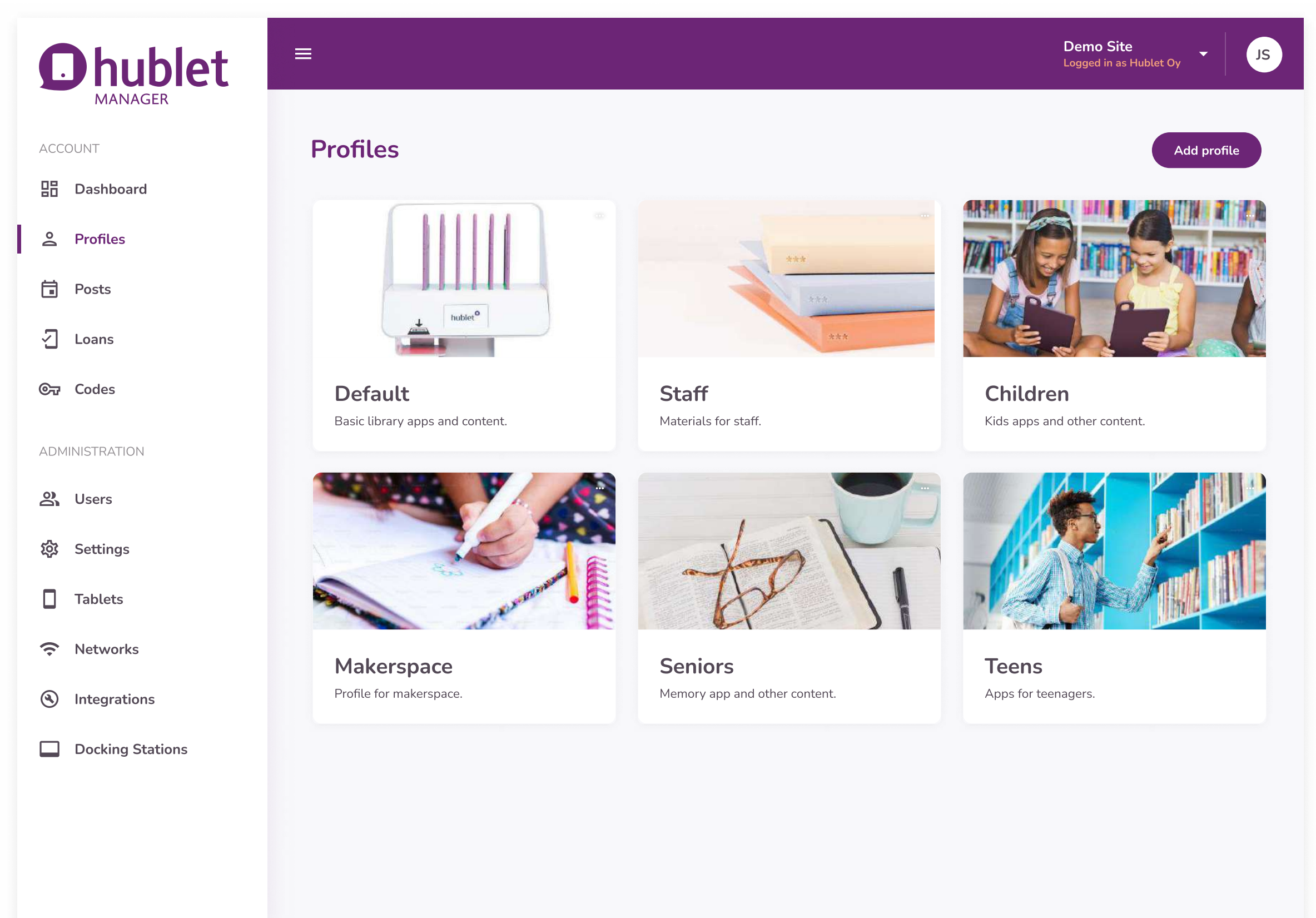
## Dashboard

- Benefit from a user-friendly dashboard with intuitive navigation.
- Quickly get an overview of your devices' performance.
- Access digital profiles, device information, settings, and the Help Center instantly.
- The multilingual platform allows for easy switching between multiple UI languages for a personalised experience.



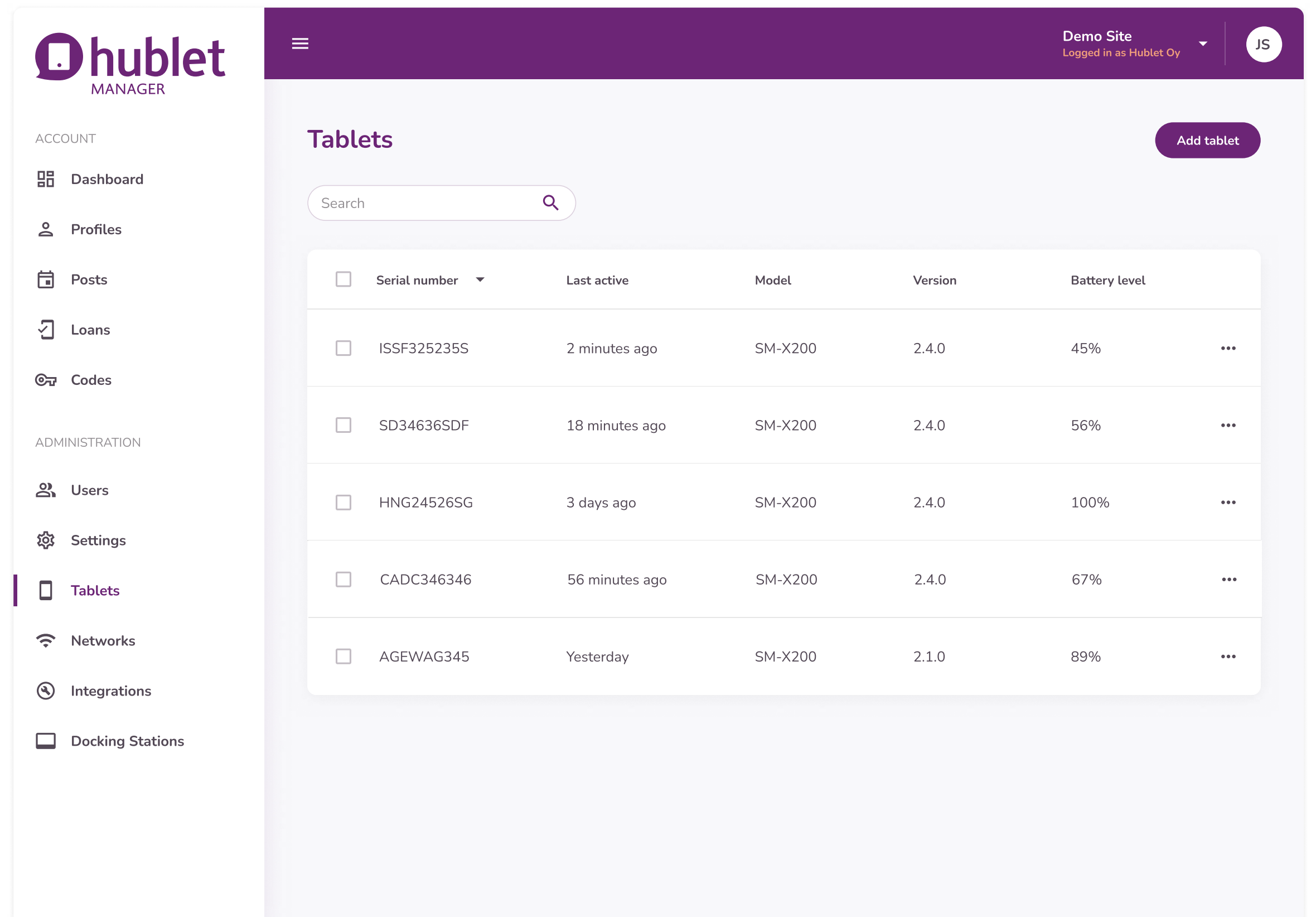
## Content Management

- Seamlessly curate, update, and manage Hublet profiles in one place.
- Effortlessly access a wide range of downloadable apps from the Play Store.
- Easily add website links, resource files, documents, and images to enhance profile-based content.
- Create engaging posts linked to profiles to deliver marketing messages directly to users.
- Gain real-time insights through loan statistics to track the popularity and performance of different profiles.



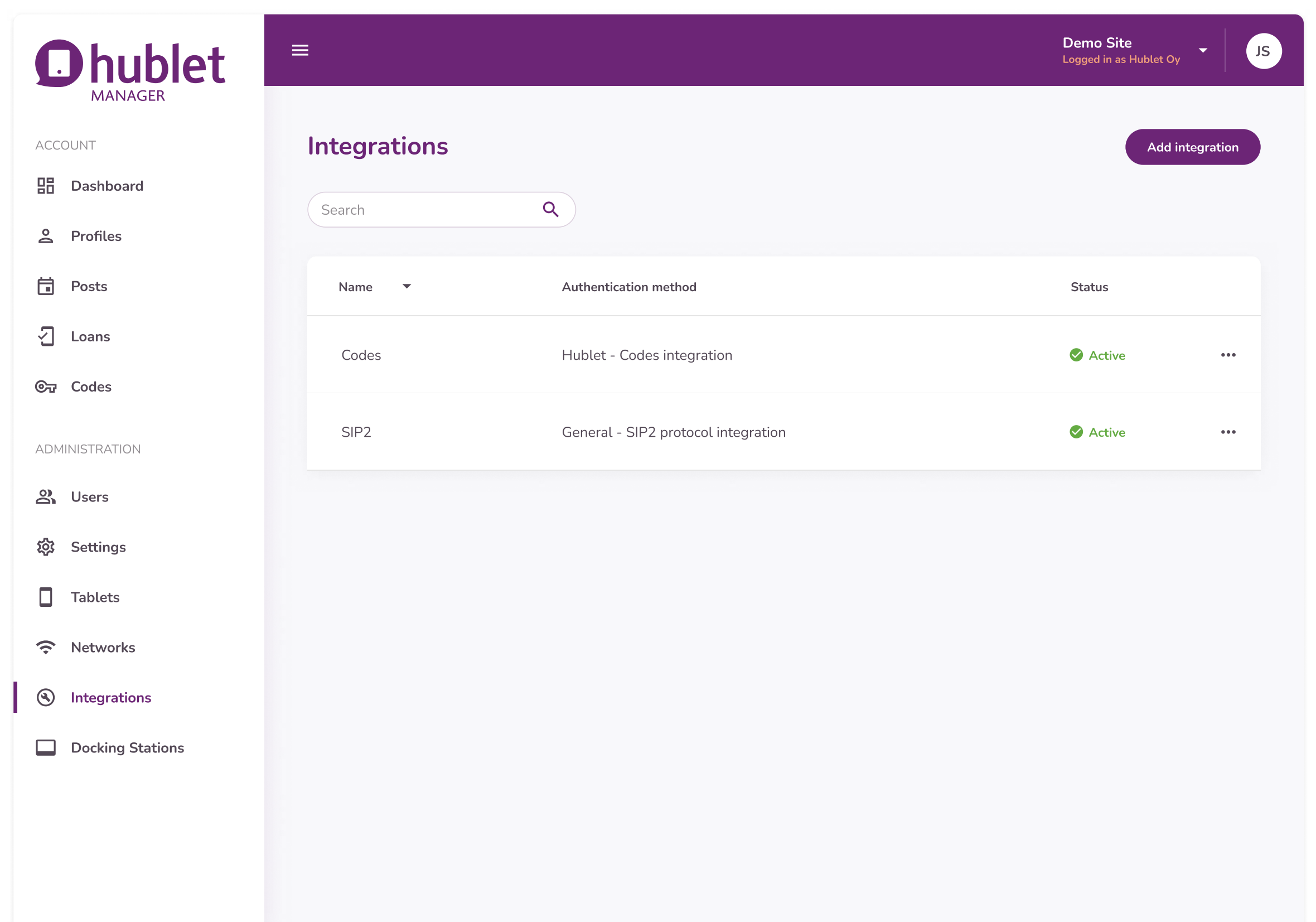
## Device Management

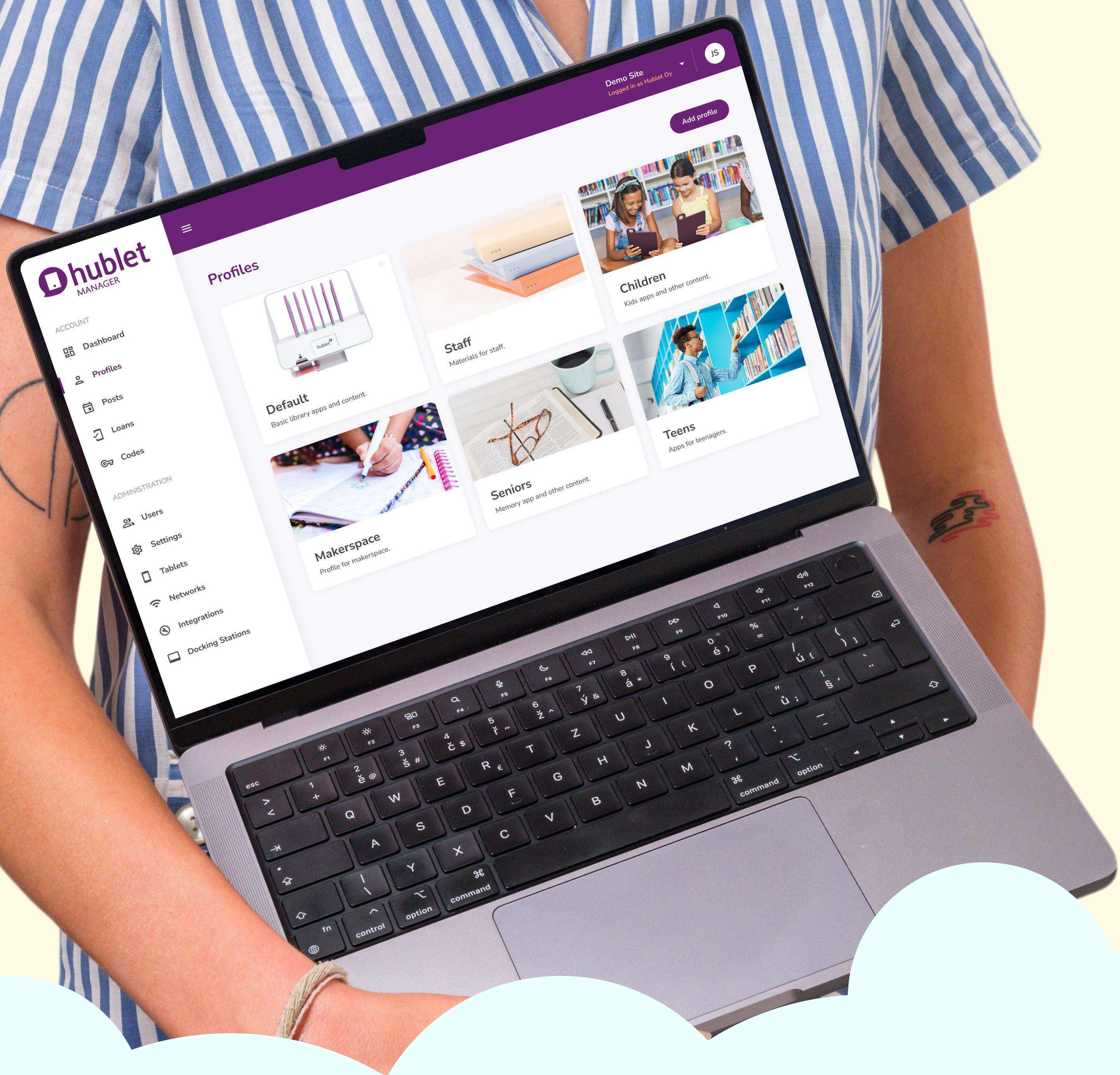
- Manage all devices remotely in the Hublet Manager.
- View the status and loans of devices in one place..
- Add and manage authorised networks for secure device connectivity.
- Manually adjust settings to configure devices as needed.



## Integration Management

- Authenticate users using a Library Management System (LMS) and an Integration Management System (ILS) for secure access.
- Benefit from automatic user authentication and integration with common systems.
- Create and manage loan codes for users who do not require authentication.





## Hublet Profiles

The Hublet Profiles feature streamlines every step of curating profile-based content, creating engaging experiences for users of shared devices.

- ✓ Start curating profiles with simple steps from the Hublet Manager dashboard.
- ✓ Curate, personalise, and manage profiles with just a few clicks.
- ✓ Organise content into categories for improved navigation.
- ✓ Highlight important content on the tablet screen as easily clickable icons.
- ✓ Adjust profile settings to apply various restrictions, such as loan periods, age limits, blocking unwanted websites, and configuring camera and speaker settings.
- ✓ Use pre-made profile templates for easy content organisation and creative inspiration.
- ✓ Duplicate and update profiles for reuse, and delete unnecessary ones at any time.

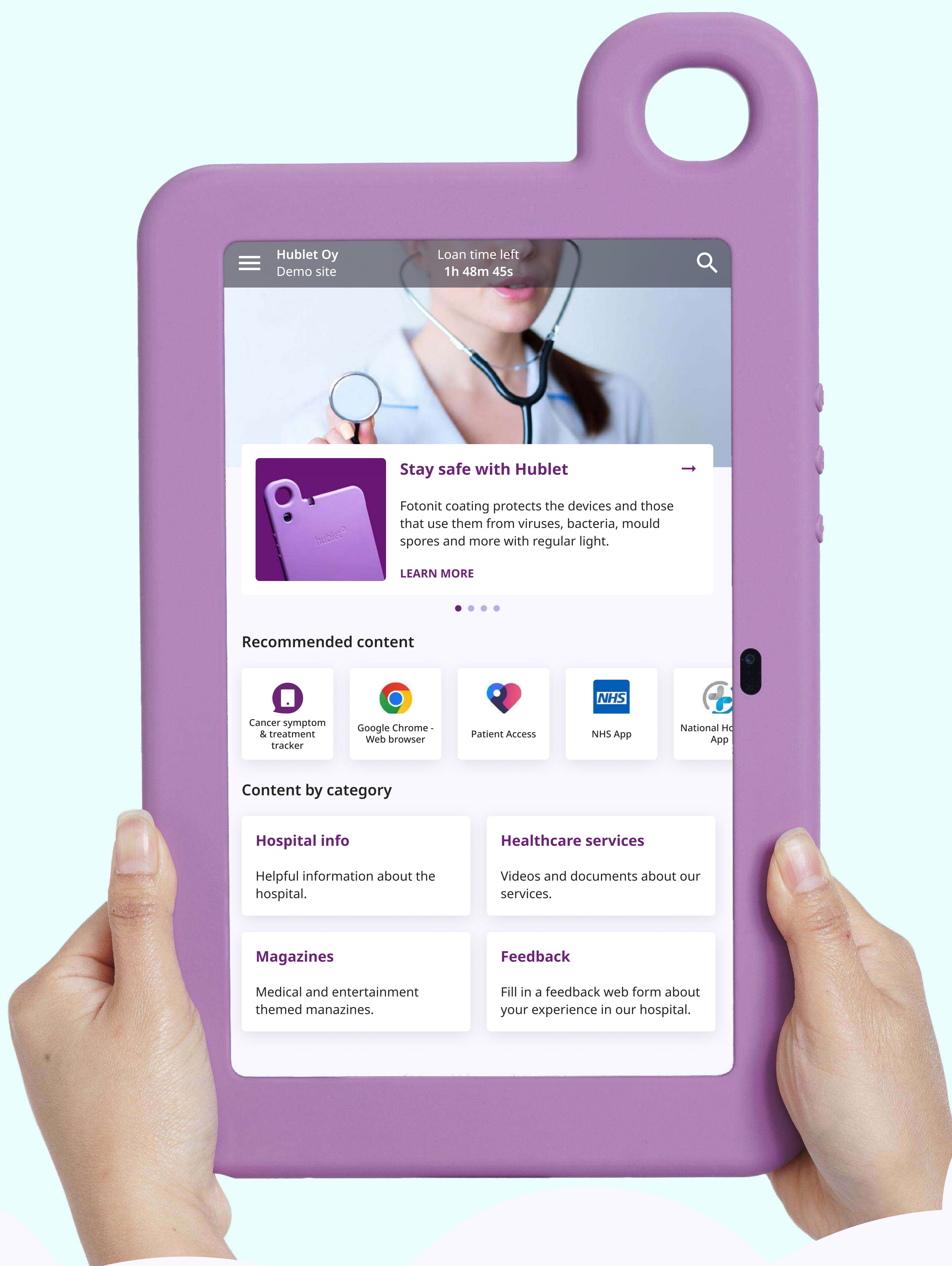
# Hublet One and Hublet Dock

Hublet One and Hublet Dock enhance both the functionality and versatility of the Hublet Solution.

Hublet One – utilise Hublet Solution on tablets with enhanced flexibility	9
Hublet Dock – boost self-service for effortless tablet borrowing and returning	10

**Simplify Self-Service  
Borrow and Return  
Management**





## Hublet One

Hublet One is an Android tablet with all the key features of the Hublet Solution. It's designed for flexible, on-the-go use, allowing users to easily loan it, use it anywhere with a set profile, and connect to any available network.

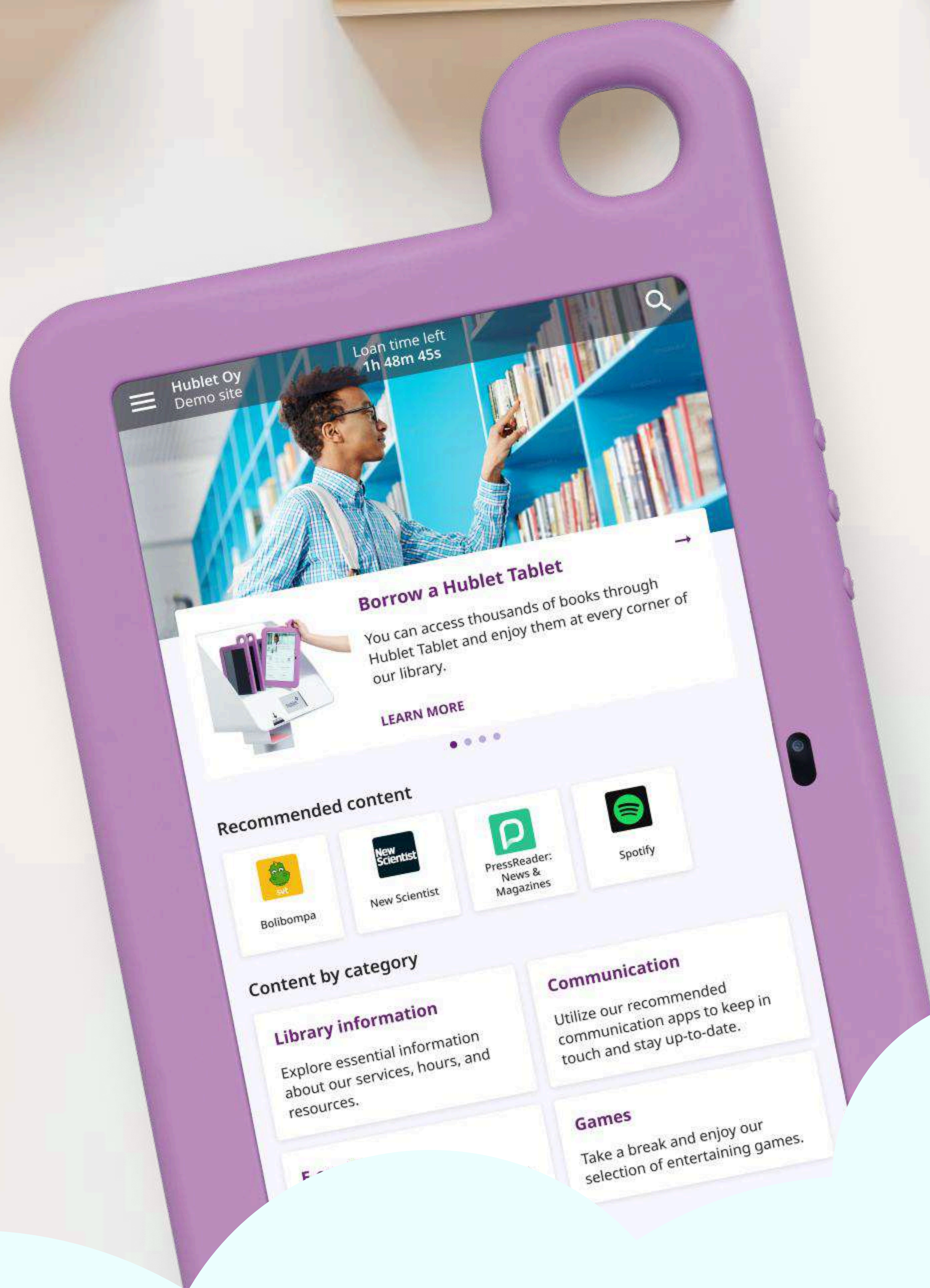
- ✓ It features a straightforward, intuitive interface with simple navigation.
- ✓ It comes in a purple Hublet Case by default, with other colours available on request.
- ✓ It has a large grip handle for easy carrying, holding, and tablet use.
- ✓ It has a tablet surface coated with a self-disinfecting layer that protects users against bacteria and viruses, making it ideal for public spaces.
- ✓ It ensures privacy and data security by automatically wiping data after each use when the loan period ends.
- ✓ It allows for added security by restricting tablet usage to a predefined Wi-Fi network.



## Hublet Dock

The Hublet Dock with Hublet Tablets, provides a secure and compact solution for self-service borrowing and returning. It receives the latest version updates automatically.

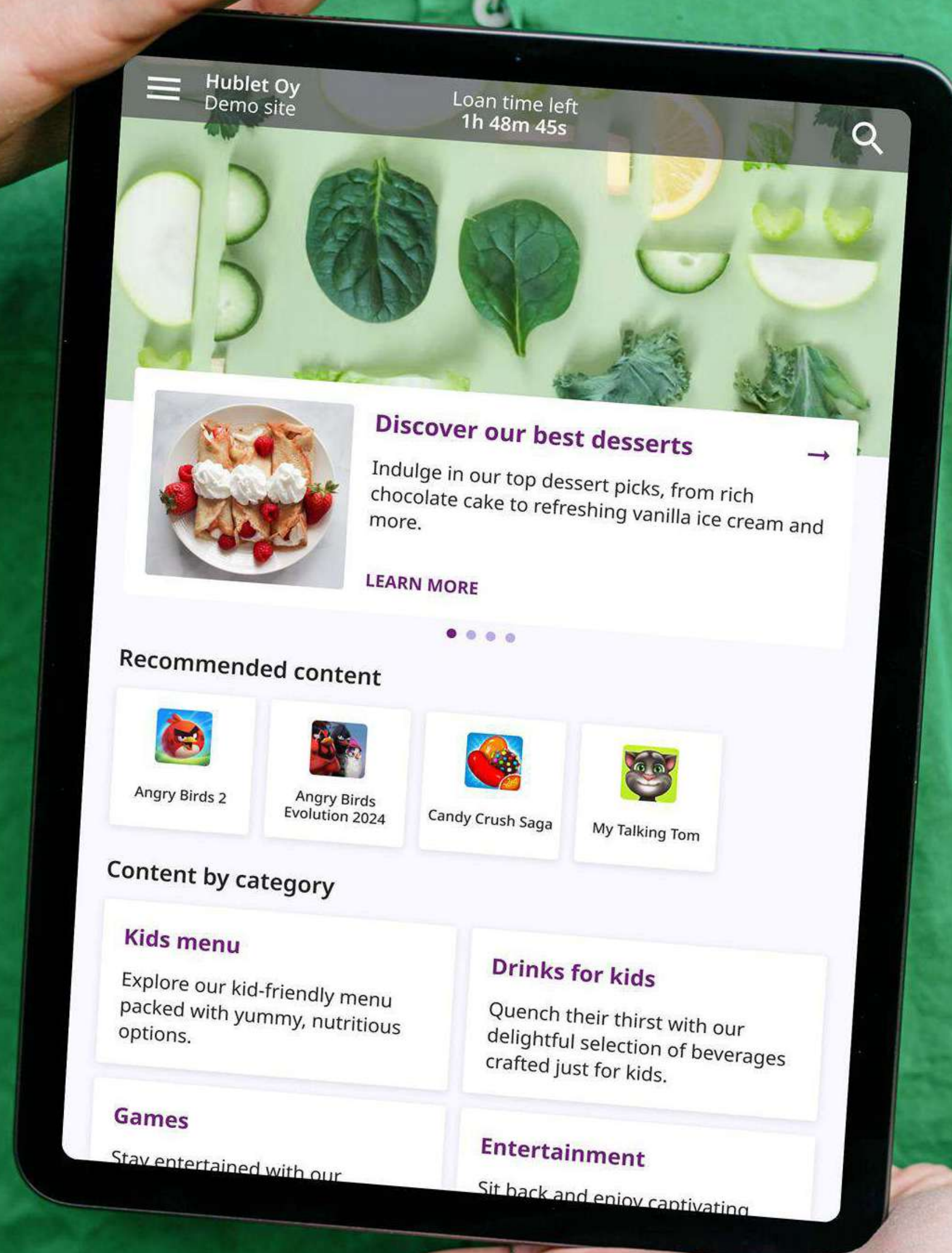
- ✓ It features a touchscreen with a simple interface that supports over 20 languages.
- ✓ It allows Hublet Tablets to be displayed, borrowed, and returned as self-service.
- ✓ It can be managed remotely via Hublet Manager.
- ✓ It facilitates an easy borrowing process with multiple options (barcode, QR code, RFID, PIN).
- ✓ It automatically locks and resets tablets to default settings and initiates tablet charging upon return.
- ✓ It ensures user data privacy with automatic data wiping after each loan period.
- ✓ It includes a self-disinfecting coating on the touchscreen and tablet surface to protect users from bacteria and viruses.



## Hublet for Library

The Hublet Solution helps librarians personalise curated digital content and deliver it on shared devices. Manage profiles and self-service devices easily with Hublet Manager. Hublet Tablets and the Hublet Dock ensure effortless access to digital resources, with automatic data wipes after each use for user privacy.

- ✓ Integrate quickly with any library management system.
- ✓ Use Hublet Manager's pre-made templates for content curation; reuse and modify profiles as needed.
- ✓ Set loan codes and adjust profile settings for restrictions (e.g., loan periods, age limits, website blocking, camera and speaker settings).
- ✓ Automate device loan authentication and tracking, and receive automatic app updates.
- ✓ Allow visitors to independently access the library's digital catalogue.
- ✓ Reduce paper prints and minimise staff administrative tasks.
- ✓ Restrict profile connectivity to authorised networks only, preventing changes to device settings and content.



## Let's connect

Over 900 organisations worldwide trust us to provide a simple yet powerful solution for personalising digital content in individual profiles, distributing it to shared devices, and managing all them comprehensively from a single platform. Get in touch to find out why.





The Library Document Station™ is the first full-service, do-it-all document station designed specifically for public libraries. Small enough to put on a counter, and more versatile than a standard copier or scanner, the Library Document Station is a complete self service solution.

With the Library Document Station, you can scan books and documents (colour, black and white, grayscale) and convert to PDF, searchable PDF, Word, image or MP3 formats. Scanned documents can be sent digitally via:

- Mobile phone or tablet
- Email
- Print
- Fax
- Google Drive, Microsoft OneDrive and USB drive
- FamilySearch (genealogy)

Optional translation services are available to both an audio file and print document to enable patrons to scan and review documents in their native language.

Created for public libraries, the Library Document Station enables library staff to work more efficiently from a single interface. Library functionality includes:

- Scan to Odyssey, OCLC Article Exchange (optional), Illiad
- Integrate EnvisionWare's PC Reservation®, Print Release Terminal and Fine Payment System
- Charge for prints or copies using LPT:One™ and set unique charges per output method and colour/black and white
- Offer a variety of payment options including library deposit/credit accounts (requires EnvisionWare eCommerce v3.5+)

The Library Document Station includes a cloud-connected tool which provides updates without needing onsite service and includes extensive cloud reporting capabilities.

# LIBRARY DOCUMENT STATION™ (LDS)



## LDS Bundled PC Specifications

All-in-One Touch Screen PC  
 20" 16:9 Display  
 i3 processor 3.7 GHz  
 4 GB RAM  
 128 GB Solid State Drive  
 RJ-45 Ethernet, (2) USB 3.0 | (4) USB 2.0, Wi-Fi  
 Windows 10 Pro 64 bit  
 Dimensions: 496.7 x 347.5 x 58.7mm  
 Weight: 11.98 kg  
 Adjustable stand  
 Pole mounted optional extra

## LDS Software Specifications

System Feature	Minimum System Requirements
Operating System	Windows 8.1 and 10
CPU	1.5 gigahertz (GHz) or faster Dual Core processor
Memory	Minimum 2 GigaBytes (GB) RAM (x86) or 4 GB RAM (x64)
Available Storage	Minimum 4 GB available hard disk space
Graphics	DirectX 9 graphics device with WDDM 1.0 or higher driver
Input system	Touch Screen monitor or standard monitor with mouse

## LDS Scanner Specifications



Type	Flatbed	Flatbed	Overhead	Photo	Sheetfeed	Sheetfeed
Manufacturer	EnvisionWare	EnvisionWare	Fujitsu	Kodak	Xerox	Fujitsu
Form Factor	A3   Tabloid	A4   Letter	A3, A4, A5, A6   Letter, Legal	Photos 11.9" x 18.15"	Min: 2" x 2" Max: 9.5" x 118"	A4   Legal
Scanning Speed	45 ppm	25 ppm	N/A	50 ppm / 100 ipm	300 dpi: 40 ppm / 80 ipm 200 dpi: 60 ppm / 120 ipm	60 ppm / 120 ipm
Duplex	N/A	N/A	N/A	Yes	Yes	Yes
Tray Capacity	50 pages	50 pages	N/A	50 sheets	80 pages	80 pages
Mixed photos	N/A	N/A	N/A	25 photo/min	N/A	N/A
Auto-rotate	Yes	Yes	Yes	Yes	Yes	Yes
De-skew	Yes	Yes	Yes	Yes	Yes	Yes
Flatbed Speed	4.5 sec/page	4 sec/page	3 sec/page	N/A	N/A	N/A
Power	100 – 240V	100 – 240V	100 – 240V	120 - 230V	100 – 240V	100 - 240V
Consumption	40 W	30 W	20 W	32 W	38 W	38W
Connection	USB 2.0	USB 2.0	USB 2.0	USB 2.0	USB 2.0 (3.0 compatible)	USB 3.0
Dimensions - inches - millimeters	25.4 x 16.9 x 5.3 645 x 428 x 135	25.3 x 11.3 x 4.5 480 x 288 x 115	8.3 x 6.1 x 15 210 x 156 x 383	13 x 6.4 x 9.7 330 x 163 x 246	12.5 x 26.8 x 9.4 316 x 680 x 239	11.8 x 6.7 x 6.4 300 x 170 x 163
Weight	16.8 lb / 7.6 kg	14.3 lbs / 6.5 kg	6.6 lb / 3 kg	12 lb / 5.4 kg	9.2 lb / 4.17 kg	9.3 lb / 4.2 kg

Specifications are subject to change without notice.

The flatbed, photo and sheet feed scanners feature an LED light source and 600 DPI resolution. The Fujitsu overhead scanner is up to 300 DPI resolution.

## EnvisionWare Australia Pty Ltd

258 Payneham Road      Voice +61 8 8132 5800  
 Payneham, SA 5070    office-au@envisionware.com  
 Australia                      ABN 43 674 537 654

AU-0508

19/11/2024

**Bill To**  
 Clarence Valley Council  
 Locked Bag 23  
 Grafton NSW 2460  
 Australia

**Ship To**  
 Clarence Regional Library  
 126-144 Pound Street  
 Grafton NSW 2460  
 Australia

**Total**  
**\$11,742.50**  
 Quote expires: 16/02/2025

ABN	Currency	Maintenance Expiry	Purchase Terms
85 864 095 684	Australian Dollar	30/04/2025	Net 30 Days

Quotation Title	Memo
SWITCH: LDS	Library Document Station

QTY	Item / Description	Rate	Amount
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**075-A - Purchase terms**

**PURCHASE ORDERS**

Please send signed Quotation and Purchase order to EnvisionWare Australia Pty Ltd, 258 Payneham Road, Payneham, SA 5070 | ABN 43674537654 | office-au@envisionware.com

**PURCHASE TERMS**

- \*\* Software is invoiced upon transfer of license.
- \*\* Subscription services are invoiced on provision of access to the service.
- \*\* Hardware is invoiced upon shipment.
- \*\* Services are invoiced upon delivery.

**PAYMENT TERMS**

Payment is due 30 days from the date of invoice unless otherwise specifically discussed and agreed in advance.

**SHIPPING**

Freight and customs duty costs may be charged where applicable. Where shipping costs are included shipping is to a single location. Added locations attract an additional shipping charge.

**CUSTOMER SERVICE**

All items have 12 month warranty.  
 Ongoing support is provided remotely unless otherwise agreed in advance and the annual renewal fee rate includes a discount that assumes remote access for support services is permitted via an agreed remote access tool.  
 Hardware warranty replacements, where required, will be shipped to your site, however you will return ship the faulty unit to our office if return is required.

1	<p><b>LDS-A (A3 bookedge)</b>                      ENVISIONWARE LIBRARY DOCUMENT STATION (LDS) - BLACK A3                      Patrons easily scan documents and convert to PDF, searchable PDF, Word, image or MP3 formats. You can also send to a mobile device, email, print or fax. Save to Google drive and OneDrive (personal) included at no added charge. Request pricing for OneDrive (business). Box and Dropbox if needed.                      Includes All-In-One computer A3 bookedge scanner and software.                      Platform supports A3, A4, A5, CloudConnect, adjustable stand, freight to destination                      -- REQUIRES -- RJ-45 LAN connection                      -- ADDED OPTIONS --                      ++ Document feeder                      ++ Range of software addon features                      ++ LPT:One 4.8 and higher for copies (printing to PRT)                      ++ Payment options                      ++ Pole mount for AIO computer                      ++ May add other scanners from EnvisionWare such as a Kodak photo scanner, A4 bookedge scanner or A4 sheet feed duplex scanner.</p>	<b>\$8,500.00</b>	<b>\$8,500.00</b>
---	---	-------------------	-------------------

1	<p><b>PS-PM-A-LDS Services</b>                      ENVISIONWARE LDS PROJECT SERVICES                      Our consultant will work with you to configure your Library Document Station and, at the same time, train staff.                      ++ Does not include onsite service expenses which will be quoted on request.</p>	<b>\$400.00</b>	<b>\$400.00</b>
---	---	-----------------	-----------------



AU-0508

## EnvisionWare Australia Pty Ltd

258 Payneham Road      Voice +61 8 8132 5800  
 Payneham, SA 5070    office-au@envisionware.com  
 Australia                      ARN 13 671 537 651

AU-0508

19/11/2024

QTY	Item / Description	Rate	Amount
	<b>Subtotal</b>		<b>\$8,900.00</b>

### 073-A - EnvisionWare notes

Optional extras

1	<b>LDS-A A4 Duplex Sheetfeed scanner [DS-530II]</b> LIBRARY DOCUMENT STATION ADDON COMPONENT: Scanner Hardware - Epson A4 Duplex Sheetfeed Document Scanner. Requires existing LDS system. Includes remote installation support. * 35 ppm / duplex scanning speeds of 120 images per minute at 600 dpi in Colour, Grayscale, and Monochrome * 50-sheets A4 Automatic Document Feeder (ADF) * 4000 scans/day *(W296x D169 x H176mm)	\$1,000.00	\$1,000.00
1	<b>LDS-A OPT SW RIM</b> LIBRARY DOCUMENT STATION COMPONENT Bundle - image sequencer, optimiser and mobile authentication - Enables reorder button and thumbnails for drag and drop of scanned pages. Also supports insert new scans. - Enables controller to amend contrast, brightness and saturation on coloured documents - Enables patron to use a mobile device for authentication	\$275.00	\$275.00
1	<b>LDS-A OPT Email</b> LIBRARY DOCUMENT STATION COMPONENT: SMTP Email Bundle - Enables library to configure LDS email source as other than the organisation and to ensure no staff access to customer emails. - Annual subscription	\$50.00	\$50.00
1	<b>LDS-A OPT SW Trans-Aud (subscription)</b> LIBRARY DOCUMENT STATION COMPONENT: 1-Year Subscription - Text and Audio Translation Services. Translates scanned text into one of over 60 text languages and over 10 audio languages using Microsoft Translation services. See <a href="https://www.scannx.com/hubfs/docs/data_sheets/Scannx_Translation_Services.pdf">https://www.scannx.com/hubfs/docs/data_sheets/Scannx_Translation_Services.pdf</a> Annual subscription. Available for systems under maintenance.	\$450.00	\$450.00

### 076-A - Delivery timeline

While most items ship quickly some items do require a lead-time . Please allow up to 4 weeks for shipping and delivery.



**EnvisionWare Australia Pty Ltd**

258 Payneham Road      Voice +61 8 8132 5800  
 Payneham, SA 5070 office-au@envisionware.com  
 Australia                      ABN 13 671 537 651

AU-0508

19/11/2024

QTY	Item / Description	Rate	Amount
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**063-A - Annual Renewal summary**

*ENVISIONWARE MAINTENANCE AND ANNUAL RENEWALS*

*Twelve month's maintenance/warranty is included in the purchase price. Thereafter an annual fee is charged for hardware warranty extension and software maintenance maintenance each twelve (12) months. The charge assumes that remote access is permitted to locally installed EnvisionWare solutions. A 10% is charged for sites with no remote access.*

*Our annual charges for EnvisionWare solutions are increased at 5% annually.*

*Annual subscriptions are invoiced annually by EnvisionWare commencing 12 months after purchase. A 5% price increase will be applied as per EnvisionWare policy.*

*Continuous and active maintenance must be maintained. This ensures that your EnvisionWare Customer Service team are able to provide ongoing support for your solutions. Continuous and current maintenance entitles:*

- ++ Access to the Customer Centre and support services*
- ++ Access to upgrade software and documentation*
- ++ Extended replacement warranty on hardware*

*\*\* EnvisionWare supports the latest release of our software and the prior version under standard support programs. We encourage customers to remain on the latest or prior version. Customers running any version older than this may be asked up upgrade in the event of a problem.*

*\*\* EnvisionWare supports hardware on current maintenance with an extended warranty program. The warranty does not include theft, staff or patron damage or misuse, theft, fire, flood or any other mishap that is covered by your insurance. The hardware warranty ensures that if the hardware (or part of the unit) is defective we will repair or replace components to fix the problem. There is no charge for replaced parts if you ship the faulty part back to our office. You are responsible for return shipping costs. Shipping costs are not covered by our return policy.*

*\*\* The team at EnvisionWare cannot provide support for software from other suppliers, including operating system or network issues.*

*Most customers prefer a single renewal invoice each year. That means that any new solutions will be prorated on the next renewal invoice to ensure that all items fall due for renewal at the same date. Credit is applied for months where the new item is still under the initial twelve (12) month warranty.*

Send your purchase order or email confirmation to:

**EMAIL:** [office-au@envisionware.com](mailto:office-au@envisionware.com)

**Subtotal**                      \$10,675.00

**Total GST**                      \$1,067.50

**Total**                              **\$11,742.50**

Use of EnvisionWare Australia Pty Ltd. Products is subject to the terms and conditions in the end user license agreement found at: <http://system.envisionware.com/terms>.

By signing this quote or issuing a purchase order, you indicate your approval of EnvisionWare's terms and conditions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



AU-0508

## ATTACHMENT Item 8.4 CRL Policies Review - feedback from staff

### Staff Feedback on Policies in need of review 2024

**From:** Jolana Voeks  
**Sent:** Tuesday, 6 August 2024 3:26 PM  
**To:** Kathryn Breward  
**Subject:** RE: CRL policy reviews

Hi Kathryn, after a quick scan...

1. Nitpicking: Volunteer policy, 5.1, dot point 11, should be **enquiries**. - updated
2. Children and young adults. M & MA15+ needs clarification: section 3.2. MA15+ Films and computer games classified MA 15+ are **legally restricted to people** aged 15 and over. As opposed to M as per below:

Mature (M)

Films and computer games classified M (Mature) are not recommended for children under the age of 15. They can have content such as violence and themes that requires a mature outlook.

**Children under the age of 15 may legally access this content.**

Parents and guardians may need to find out more about the content in a film or computer game before deciding whether it is suitable for a child in their care.

3. Internet policy. Section 4.2, paragraph 3: pornographic or offensive? – update

Cheers,  
Jolana

---

**From:** Victoria Keane  
**Sent:** Monday, 12 August 2024 1:59 PM  
**To:** Kathryn Breward  
**Subject:** RE: CRL policy reviews

**Follow Up Flag:** Follow up

**Flag Status:** Flagged

Hi Kathryn

I have had a look at the policies and have the following feedback

### **Volunteer Policy – no changes**

### **Children and Young Adults Policy**

3.2 Items Classified MA or R – change to Items Classified MA, MA15+ or R

We need to include wording about MA15+ restriction.

Resources classified MA 15+ may only be borrowed or viewed by persons aged 15 and over.

### **Internet Policy**

4.5 Printing and downloading

Printing is unavailable from the wireless connection – Printing from the wireless connection is available at Grafton Library, do we want to say this or wait until it is available from all locations?

– used Di Collin's wording below

4.6 Consideration of staff and library equipment

Update the date for the Library Regulation. It is currently 2018 but it is under review and may be updated by the time this comes before the Committee. – updated and will check prior to adoption for the current Regulation date

6. Appeal/objections process

Update the Library Regulation date. - updated

Cheers

Victoria

---

**From:** Dianne Collins

**Sent:** Monday, 19 August 2024 3:14 PM  
**To:** Kathryn Breward  
**Subject:** RE: CRL policy reviews

Hi Kathryn,

### **Volunteer Policy**

#### **4. Policy statement** -*suggest*

-remove friends of the library

– will leave as this is just indicating the types of volunteers we could have and keeps the option open to reinstitute a Friend's group in the future.

#### **5. Implementation**- *suggest*

- Will be discussed with the staff member in charge of day to day .....and interviewed by the staff member who will be supervising the volunteer - **updated**

- Will sign a workplace agreement (including workplace familiarisation document) - **updated**

### **Children and Young Adults**

#### **3.** add baby bounce and toddler time (Grafton)

Add staff require a WWCC -*suggest from State Library*

*All staff, volunteers, and external providers at the Library who are involved with child-related work that is more than incidental are required to undertake a Working with Children Check*

*as issued by the NSW Office of the Children's Guardian. This is to be renewed every five years.*

#### **Internet**- *suggest*

4.5 Printing is unavailable from the wireless connection (except Grafton) - **Updated**

5.1 green highlighting?? – **removed**

Cheers,

Di

---

**From:** Leonie O'Shea  
**Sent:** Tuesday, 20 August 2024 2:38 PM



**To:** Kathryn Breward; Dianne Collins; Victoria Keane  
**Subject:** RE: CRL policy reviews - Internet Policy for Web Printing

Hi Kathryn

In the Internet Policy section 4.5 – Grafton Library now provides Web Printing, therefore users can now print from their devices using wireless connection.

So, this will need to be updated. – **updated to include Grafton**

#### **4.5 Printing and downloading**

Due to Council’s information technology security requirements users may experience limitations when attempting to save or download material from the Internet.

Printing is available at the Library on a fee for service basis (Council sets printing charges). Clients undertaking printing are responsible for collection and payment of all printouts.

Printing is unavailable from the wireless connection. – **This has been updated**

Any material saved to individual Library PCs is not the responsibility of the library and may be deleted at a later date.

Cheers,

---

Hi Kathryn,

I noticed in the ‘Children and Young Adults’ policy part 3.4.1 “Young children left along in a library can become distressed...” and the final paragraph of 3.4.5 “Young children left along in a library can become distressed...” is a bit repetitive. – **this has been updated to remove the repetition**

In CRL Internet policy there is two paragraph spaces in 2. Definitions, between 'Downloading' and 'Workstation'. **This has been fixed**

Under 2. Definitions, 'Cyber safety' at the end of the paragraph "(internet etiquette." Does not have a closing bracket. **fixed**

Cheers,

Tahlia

---

**From:** Danielle Gates  
**Sent:** Tuesday, 20 August 2024 2:01 PM  
**To:** Kathryn Breward  
**Subject:** RE: CRL policy reviews

Hi Kathryn,

The only feedback I have is that the word 'will' from the statement 'Volunteers at the Library will' should be removed. - **updated**

Regards

---

**From:** Kahlua Charlton  
**Sent:** Tuesday, 20 August 2024 4:12 PM  
**To:** Kathryn Breward  
**Subject:** RE: CRL policy reviews

Al I can think of is maybe adding holiday programs, board games and puzzles as other services we provide to the Children and Young Adults policy. **Added these**

Cheers 😊

---

**From:** Dorrigo Library <dorrigo.lib@crl.nsw.gov.au>

**Sent:** Wednesday, 21 August 2024 1:40 PM  
**To:** Kathryn Breward  
**Cc:** Rowena Sierant  
**Subject:** RE: CRL policy reviews

Hi Kathryn,

Apologies for the delay. My feedback primarily relates to how these policies are communicated to our patrons.

For the *Children and Young Adults* and *Internet* policies, I would love if we had engaging posters that clearly and simply communicate the key points from these policies that can be put up in relevant locations in the library (such as near the public PCs and Children's area) to reinforce key messaging to patrons. For example, in relation to ethical use of the internet, offensive and/or erroneous material and unattended children and access to resources.

Having these detailed policies to refer back to is useful, but in terms of clearly communicating our expectations to patrons, something visual and engaging that is clearly visible in the library supports staff to uphold our policies and assists if and when we have scenarios where an individual is breaching a policy. Realistically, the majority of patrons don't read detailed policies, but they are more likely to pay attention to something eye-catching that's in front of them in the library itself.

*Internet Policy* - a couple of specific points on the Internet Policy:

- Under section 4.5, the policy says that 'printing is unavailable from the wireless connection'. This is a somewhat confusing and misleading statement. Although patrons can't print from their own device if they are *only* connected to the library wi-fi, they can print from their own devices if they are connected to the printer's wireless network.
- **Have adjusted the wording to be clearer.**
- On another note, **(Ro - this may be more of an issue for our IT team and how our PCs are set up rather than the policy)**, our policy states that accessing our internet is conditional on reading and accepting the Library's Internet Policy. However, our public PCs don't have any pop-up or requirement to accept terms and conditions before they login. It would be useful in reiterating the terms of our Internet policy if there was a requirement for PC users to click an 'I agree' button when they login in the same way they do when they login to the library wi-fi.

- All public PC should have the conditions of use on them, I believe the BSC PC used to so we have sent the wording developed and used in CVC libraries for BSC to reinstall on Public PCs.

Cheers,

Tamar

BSC Staff feedback

---

## Children and Young Adult

3: List of activities –

- Include School Holiday Activities **Added both of these suggestions to item 3**
- Include games / board games **yep**

3.4.1 Unattended Children: 'Libraries do not have the facilities or the **appropriate licences** to attend to young persons who are left unsupervised.' **This has been removed**

In 3.4.4 however, there looks to be a lot of leeway and room for staff to make their own decisions regarding how safe a child is and how necessary the library is for that child. My query is about an **appropriate licence** and if, without it, there is any legal issue for the library service or staff if a child should be negatively impacted? **I have removed this wording to reflect the recommended wording in the Library Council Guidelines.**

Other suggestions:

- Children encouraged / required to use appropriate language / volume within the library – **this comes under our RESPECT and library charter guidelines**
- Adults not permitted to borrow on a young person's card  
**Not necessary, up to the parent/guardian to determine**

Question:

- Do library staff have the right to question why a YA is in the library during school hours? (Problem at Bellingham with kids truancy and parents find them in the library)  
**I would say only if they are being disruptive or you believe they are at risk, then you need to approach and get name details etc to report to parent/guardian/ school etc**
- For the *Children and Young Adults* and *Internet* policies, I would love if we had engaging posters that clearly and simply communicate the key points from these policies that can be put up in relevant locations in the library (such as near the public PCs and Children's area) to reinforce key messaging to patrons. For example, in relation to ethical use of the internet, offensive and/or erroneous material and unattended children and access to resources.

**Our key messaging posters around behaviours should be the RESPECT signage which convey all we need with regards to behaviour. Too many posters become invisible. And clutter the visual spaces.**

- Having these detailed policies to refer back to is useful, but in terms of clearly communicating our expectations to patrons, something visual and engaging that is clearly visible in the library supports staff to uphold our policies and assists if and when we have scenarios where an individual is breaching a policy. Realistically, the majority of patrons don't read detailed policies, but they are more likely to pay attention to something eye-catching that's in front of them in the library itself.

Our key messaging posters around behaviours should be the RESPECT signage which convey all we need with regards to behaviour. Too many posters become invisible. And clutter the visual spaces.

## Volunteer

- At BSC we are currently reviewing our volunteer processes – all will be required to complete the Child Code of Conduct Form / Application Form / Code of Conduct acknowledgement form

<https://forms.office.com/Pages/ShareFormPage.aspx?id=Q4g4E2ERtkKbAqQwbIrfqXiP-lcjxcBhk5K5UyIsRpBUNlhGTTJCS1c2UVJYT1FaTDlSUjdESEEzRC4u&sharetoken=WlXyjWfnWsrluDqqxq7p>

<https://forms.office.com/Pages/ShareFormPage.aspx?id=Q4g4E2ERtkKbAqQwbIrfqXiP-lcjxcBhk5K5UyIsRpBUQ0o1QlNYTjJSNE5SQjdKRVBGN1k2TzIWUi4u&sharetoken=48AQlaHk8J8BYWfwQtgl>

- FYI - BSC currently investigating the Be collective software management system for volunteers

<https://www.becollective.com/who-is-it-for/councils>

- Section 5 of the volunteer policy has grammatical errors: each point needs to be rewritten to suit the grammar used in the introductory statement. - done
- Point 5 – volunteers are required to sign on and off – added this

### Definitions

- **Not used as substitutes for paid staff**

5.3 however lists a lot of tasks and activities usually carried out by library assistants, including: data entry, updating laptops/ipads etc., and IT assistance for patrons.

Yes that is true – we only have them complete tasks of this nature that would not get done otherwise, freeing paid staff for more value added activities

I guess all those tasks are included just in case, and if 5.1 is actually implemented i.e.

Data entry refers to:

- transcribing using Amplify and other word processing tasks within Regional Services mainly
- Work under the direction of a staff member

I think the task list does include what paid staff do though, so not sure how that bullet point and the task list go together.

- We do not allow any volunteer access to our computers for data entry as this breaches privacy with access to patron records –
- CVC HLS Volunteers issue & select using Spydus - they are required to sign the code of conduct relating to privacy of borrower records - the HLS borrowers are fully aware of this process undertaken by the volunteers as part of their sign-up process.

Question :

- Does CRL have volunteer badges?
- CVC has volunteer badges that just say “Volunteer” on them and all volunteers are required to wear them once they sign in each day. CRL volunteers just use the CVC generic badges.

## Internet

4.1 Users under 15 needing parents permission. As in the Childrens and Young Adult Policy, we don't check that on every visit from every child, so is that something we should be doing?

No, the policy doesn't state that that is required.

If young people come in and use their own devices, and are not members, they, or their guarantor, would also not have signed up to the conditions. I wonder, as with the Childrens policy, if there are any legislative requirements if a young person experiences negative impacts?

No

4.3 takes any responsibility away from the library service, but I'm considering the young people and our responsibility to ensure parental permission.

Not up to library staff to police this.

4.5 printing **is available** by wireless connection

Reworded to : Printing via a wireless connection may be available depending on the location and device being used.

4.6 2<sup>nd</sup> paragraph: '!...and if staff are made aware of this activity, your session may be terminated and your future access may be denied'. Suggest...'the users session may be terminated and

future access may be denied'. The rest of the document doesn't use 'your' at all when referencing patrons or staff.

updated

4.8 'Your library is committed to the education of **it's** community....! Remove apostrophe.

Now point 4.9 – this had been corrected.

5.1 is highlighted even, but we do do that as far as I'm aware.

Taken highlight off, whether staff “configure wifi Access on a device” is up to the staff member’s technical ability, Its in the policy that we don’t.

## **Internet Policy** - a couple of specific points on the Internet Policy:

- Under section 4.5, the policy says that ‘printing is unavailable from the wireless connection’. This is a somewhat confusing and misleading statement. Although patrons can’t print from their own device if they are *only* connected to the library wi-fi, they can print from their own devices if they are connected to the printer’s wireless network.
- Answered this previously
- On another note, **(Ro - this may be more of an issue for our IT team and how our PCs are set up rather than the policy)**, our policy states that accessing our internet is conditional on reading and accepting the Library’s Internet Policy. However, our public PCs don’t have any pop-up or requirement to accept terms and conditions before they login. It would be useful in reiterating the terms of our Internet policy if there was a requirement for PC users to click an ‘I agree’ button when they login in the same way they do when they login to the library wi-fi. See previous response above
- Rowena has notified IT re above
- Another comment – printing is available from wireless connection – changes have been made for this
- 4.7 – information is doubled up re ATSI – perhaps but It is acknowledged that... first

Re worded to: **The Library** acknowledges that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

- Just had one more thought on the policy. I noticed that the membership conditions don’t have any special reference to not causing damage to library IT equipment or infrastructure. There also isn't any reference to acceptable/ethical behaviour and respect for staff and fellow patrons.
- This policy is not referring to hardware and devices only Internet access.

- This is covered in our RESPECT signage and our customer service charter and also the sign in screen you should have on the desktops.

## Internet - Clarence Regional Library

### 4.2 Ethical use of the internet

Might be helpful to edit to '*activities which may reasonably be considered offensive or slanderous*'. Narrowing this down would clarify that staff will do their best to apply an objective test when it is necessary to consider whether material is offensive or slanderous. Would a 'reasonable person be offended? Is the material subject to attributes protected by law, i.e. gender?

Might also be worth adding some guidance to help users avoid unintended offence or embarrassment. Perhaps something like,

*'There may be circumstances where Library users have a valid reason for accessing material which has the potential to offend other library users or staff. Library users are encouraged to seek advice from staff who can determine whether library access to the material is appropriate. It may be possible to arrange for access that will minimise the likelihood of offending other users or staff.'*

No we will leave as is, this is too prescriptive.

Tamar has highlighted that there might be valid reasons like medical or research purposes for viewing material that would generally not be appropriate to access in public. We could suggest use of a meeting room?

This is a case by case situation and doesn't need to be included in the policy.

I feel that this clause establishing the Library's policy on ethical use of the internet is the best place to address personal responsibility and respect for equipment. Could add:

*'Library users must treat library computer equipment with respect and be mindful of any risk that their internet usage may pose to the library's computer hardware and network. Library internet users are responsible for any activity they undertake while accessing the internet at the library, including any negative impact on library or personal equipment.'*

We will add the login access agreement to the appendix

### 4.3 Offensive and/or erroneous material

I've seen something along these lines in the state library docs and thought this might go well here too,

*'Materials accessible to library internet users are not subject to the same collection management principles applied elsewhere in the library collection.'*

Not necessary, its stated elsewhere.



#### 4.6 Consideration of staff and library equipment

Might be helpful to detach this clause from the specific issue of abuse of staff and expectations. Could state more cleanly that staff have the authority to ensure that library user access of the internet is in compliance with this policy. Staff have the authority to determine what level of support is appropriate and have the authority to direct library users who they believe may be breaching this policy, including the right to ask patrons to leave the library.

Created a second paragraph to highlight library policy.

#### 4.8 Cyber safety

This is an important clause but it did make me think about how we would say we address this in practice?

Have added the following in a new paragraph here:

The Library educates through: signage within our spaces, workshops and Tech Help sessions.

#### 5.1 Library responsibilities

**Dot Point 2** - It might help to simplify this with a stand-alone, umbrella statement which broadly articulates the role of staff in supporting library user internet access. Might be as simple as,

*Staff will provide library users with assistance necessary to access to the internet.*

Further dot points could then establish that there are necessary limits to the level of assistance provided, why this is the case and state that staff will use their judgement to make a call on this.

*The internet provides users with access to services and information technology requiring varied and often highly specialised skills. The library will ensure that staff have a level of training and experience that will enable them to assist library users to access the internet, however, there will be circumstances where staff will not have the appropriate expertise, knowledge or authority to assist library users with specific online activities.*

*Staff must consider time constraints when determining the level of assistance that can be provided to individual library users.*

Reworded to:

Provide users with assistance while recognising that staff are not experts with regards to particular user problems. **Level of assistance will be determined by staff capacity.**

**Dot point 3** - in practice, we do provide some assistance configuring wifi access for library users when necessary. Limitations are sufficiently outlined elsewhere.

#### 5.2 Provision of links

This feels like it could be better left unsaid without any real risk. I can't imagine that we would be linking to anything where this is likely to occur. It's probably not good idea to maintain links that we're not prepared to monitor to some extent.

This will remain as we cannot monitor links 24/7 and issues can occur.

#### 5.3 Wireless.

We know that some library users do need to use the library's wireless in this manner despite the risk so perhaps the clause could be worded to state that that network is not secure so users should be aware that any transmission of personal information is done so at one's own risk?

We have stated they shouldn't so its implied that is at their own risk.

6. Appeal/objections process (is this wording consistent across policy suite?)

Doesn't need to be in capitals. - updated

Might be useful to add something along the lines of

*'Individuals who fail to comply with this policy and are subject to action by the library may seek to appeal a decision with...*

*Objections/complaints regarding the Library's provision of internet access may be submitted to ....?*

Added the following:

Appeals need to be in writing to the Regional Librarian.

In addition – BSC NEW logo please



**BELLINGEN  
SHIRE COUNCIL**

The Logo has been added

# Clarence Regional Library

## Highlights 2023/24



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

**30,448**  
library members

**236,649**  
visits in person

**44%**  
of the population of  
the Clarence Valley &  
Bellingen Shires are  
library members

**downloads**


32,214	eBooks
33,135	eAudio
20,829	eMagazines
43,498	Library App

  
public library website  
208,221 visits

  
28,495  
wi-fi sessions

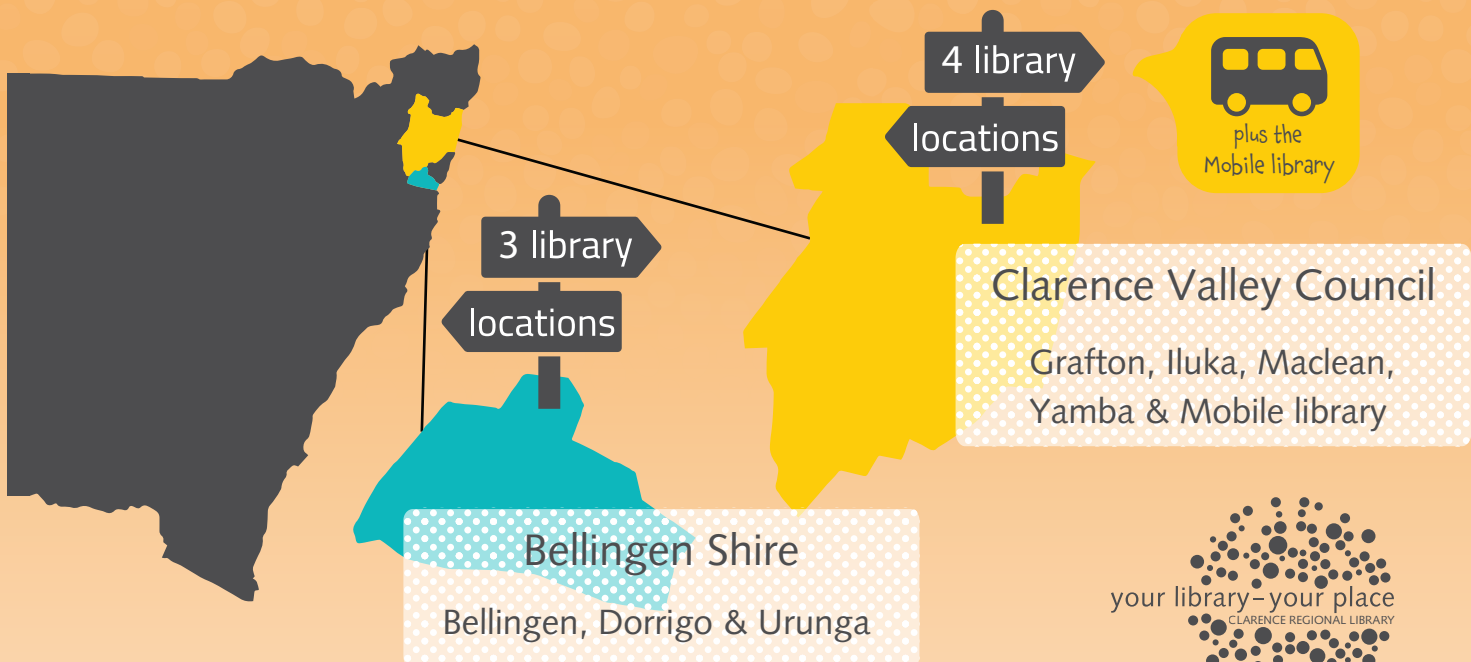
  
18,375 hrs  
internet sessions

  
105,775  
information  
requests

  
227,476 items  
47,627 reserves  
392,095 loans

  
1544  
programs & events

  
16,120  
people attended



# Clarence Regional Library

eLibrary highlights 2023/24



1,274 followers



3,575 followers



18,691 views



978 audience



1,949 images  
170.8k views



## top 5 eResources

3,156	-	Gale
2,385	-	Ancestry.com
608	-	Ziptales
527	-	StoryBox
445	-	Find my Past

eFilm

4,084

downloads

eMusic

334

downloads

library website

208,221

visits

library catalogue

70,826

searches

library app

2,747

users



eResource

7,629

searches

# 2023/24 highlights Clarence Valley Libraries



www.crl.nsw.gov.au



23,222 library members  
154,219 visits in person

42%  
of the population of  
the Clarence Valley are  
library members



information  
requests  
87,233

public internet access



14,495  
wi-fi sessions



165,470 loans  
33,754 reservations  
89,476 items

programs & events

programs & events 1,145  
attendance 12,360

Grafton

Iluka

Maclean

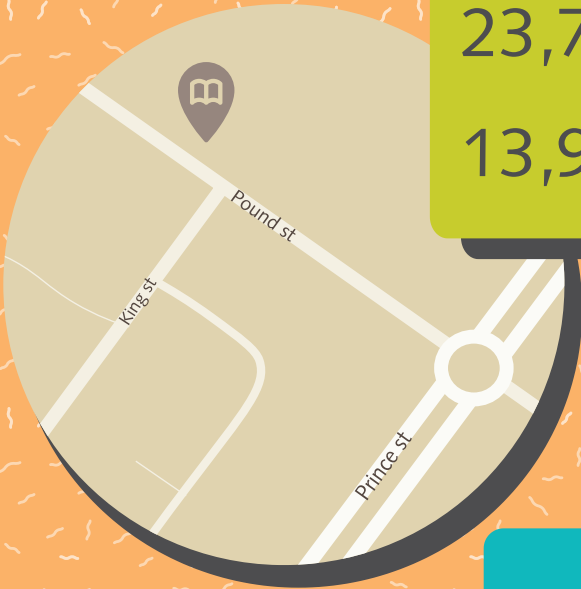
Yamba

plus the  
Mobile library

# Grafton Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



23,793 population  
13,926 library members



59%

of grafton, south grafton, waterview heights, seelands, junction hill & southgate population are library members.

74,071 library visits



## programs & events



5,430 attendance



355 programs & events



51,322 items  
13,227 reserves  
84,363 loans

6,175 hrs internet sessions

8,618 wifi sessions



information requests

33,700



# Iluka Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



2,758 population  
1,402 library members



51%

of iluka & woombah population are library members.

14,661 library visits



## programs & events



2,027 attendance



310 programs & events



7,814 items  
3,662 reserves  
12,410 loans

242 hrs internet sessions

1,413 wifi sessions



information requests

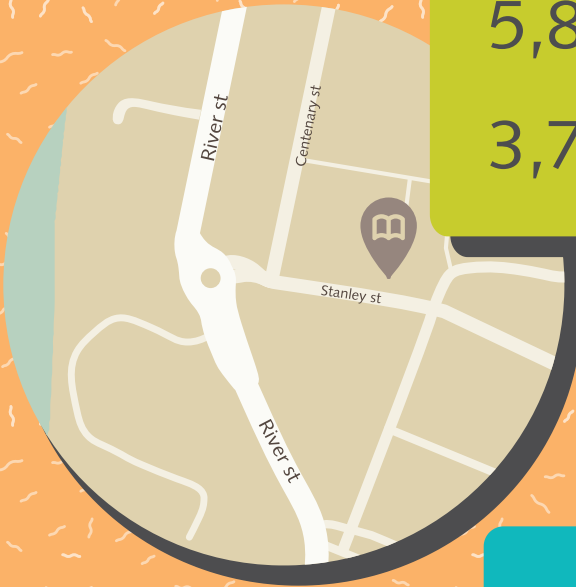
10,434



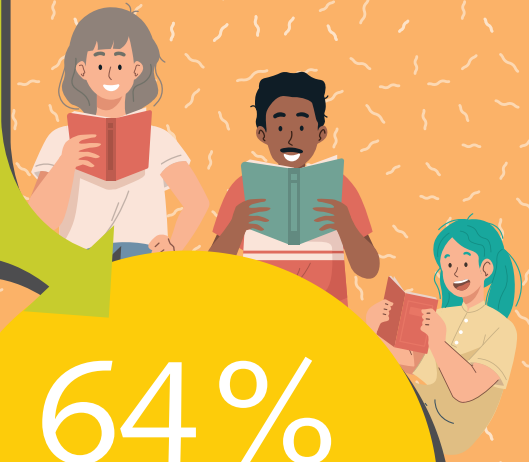
# Macleean Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



5,841 population  
3,720 library members



64%

of the macleean, gulmarrad & townsend population are library members.

## programs & events



1,813 attendance



178 programs & events

32,236 library visits



14,647 items  
6,720 reserves  
25,228 loans

1,376 hrs internet sessions



information requests

20,375

2,432 wifi sessions

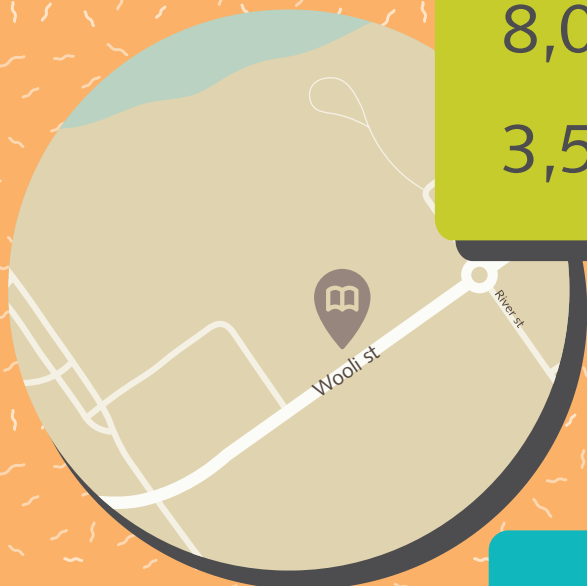




# Yamba Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



8,090 population  
3,591 library members



44%

of yamba, palmers island & angourie population are library members.

30,259  
library visits



## programs & events



2,233  
attendance



208  
programs &  
events



13,592 items  
7,547 reserves  
35,207 loans

1,530 hrs  
internet  
sessions



information  
requests

19,250

2,032  
wifi sessions



clarence  
VALLEY COUNCIL

# Mobile Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

Visiting the villages of Tucabia, Coutts Crossing, Brushgrove, Nymboida, Copmanhurst, Lawrence, Baryulgil, Wooli, Minnie Water, Brooms Head, Glenreagh, and Halfway Creek.



## programs & events



857  
attendance



94  
programs &  
events

2,992  
library visits



583  
library members  
12,114 kms  
travelled this year

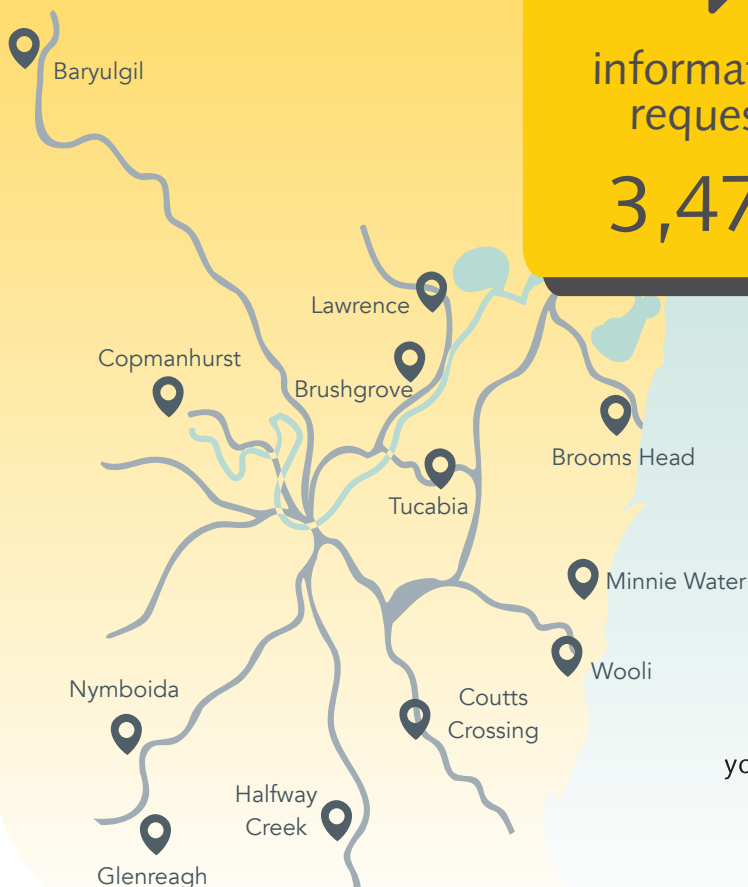


information  
requests

3,474



2,101 items  
2,598 reserves  
8,262 loans





# 2023/24 highlights Bellingen Shire Libraries



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



7,226 library members

82,430 visits in person

55%

of the population of the Bellingen Shire are library members

information requests

18,542

public internet access

14,000 wi-fi sessions

9,051 hrs internet sessions

55,218 loans

13,873 reservations

35,529 items

programs & events

programs & events 399

attendance 3,760



Bellingen

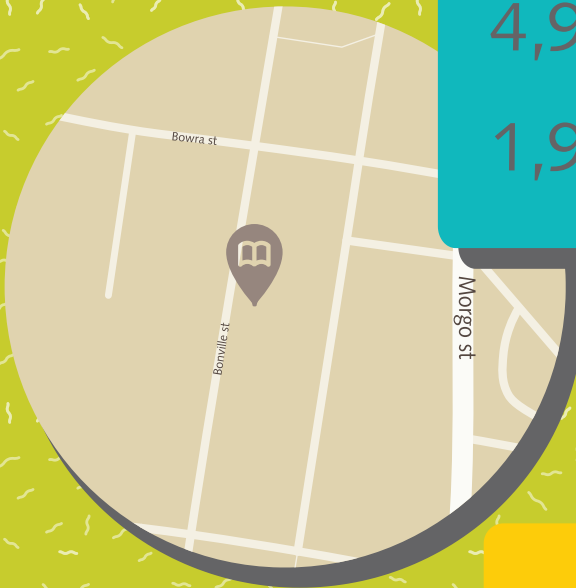
Dorrigo

Urunga

# Urunga Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



4,929 population  
1,912 library members



39%

of the Urunga seaboard population are library members.

24,646 library visits



## programs & events



1,107 attendance



126 programs & events



10,839 items  
4,134 reserves  
16,220 loans

1,605 hrs internet sessions



information requests

5,536

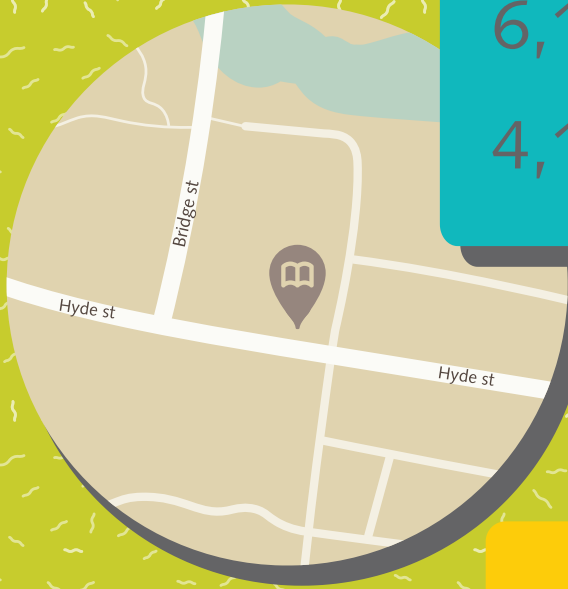
2,849 wifi sessions



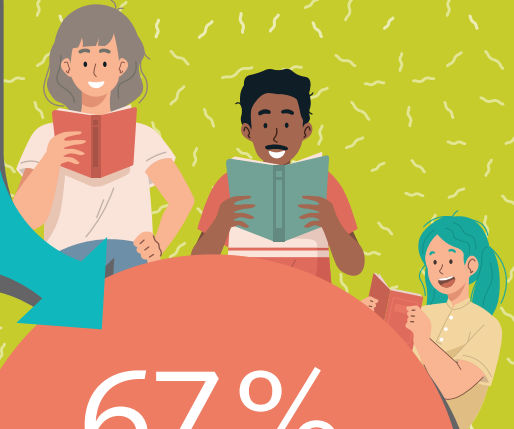
# Bellingen Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)



6,155 population  
4,137 library members



67%

of the Bellingen valley population are library members.

44,005 library visits



## programs & events



1,739 attendance



168 programs & events



17,396 items  
6,132 reserves  
27,249 loans

5,064 hrs internet sessions

8,465 wifi sessions



information requests

9,502

# Dorrigo Library 2023/24 highlights



[www.crl.nsw.gov.au](http://www.crl.nsw.gov.au)

2,147 population  
1,177 library members



55%

of the Dorrigo plateau population are library members.

13,779 library visits



## programs & events



914 attendance



105 programs & events



7,294 items  
3,607 reserves  
11,749 loans

2,383 hrs internet sessions

2,686 wifi sessions



information requests

3,504



BELLINGEN SHIRE COUNCIL

ATTACHMENT Item 10.1 Infographics 2023/24 in comparison to 2022/23

2023/24 as at 30 June 2024 **comparison to previous year**

	members	% increase or decrease	visits	% increase or decrease	Total website visits	% increase or decrease	loans	% increase or decrease	reservations	% increase or decrease	items	% increase or decrease	programs	% increase or decrease	attendees	% increase or decrease	wifi sessions	% increase or decrease	internet sessions	% increase or decrease	info requests	% increase or decrease
CRL	30448	-0.39%	236649	10.62%	208221	47%	392095	3.56%	47627	4.21%	227476	0%	1544	6.78%	16120	15.32%	28495	4.07%	18374.84	33.60%	105775	9.31%
BSC	7226	-0.81%	82430	-1.86%	0		55218	-6.63%	13873	-0.78%	35529	-2.96%	399	7.50%	3760	14.84%	14000	-6.74%	9051.5	28.76%	18542	-6.26%
Bellingen	4137	-0.19%	44005	10.94%			27249	-3.64%	6132	-0.47%	17396	3.42%	168	1.20%	1739	22.12%	8465	-9.00%	5063.5	44.55%	9502	-2.61%
Dorrigo	1177	-3.45%	13779	-32.32%			11749	-12.43%	3607	3.77%	7294	-19.40%	105	-7.89%	914	7.53%	2686	-21.21%	2383	13.91%	3504	-25.97%
Urunga	1912	-0.47%	24646	2.84%			16220	-7.02%	4134	-4.17%	10839	1%	126	3.28%	1107	10.70%	2849	23.82%	1605	11.77%	5536	4.65%
CVC	23222	-0.26%	154219	18.69%	0		165470	1.79%	33754	6.31%	89476	-3.34%	1145	9.67%	12360	15.46%	14495	17.19%	9323.34	38.68%	87233	13.31%
Grafton	13926	-0.71%	74071	26.02%			84363	2.07%	13227	8.41%	51322	-5.82%	355	-9.67%	5430	17.92%	8618	10.79%	6175.47	15.91%	33700	18.18%
Maclean	3720	2.25%	32236	10.50%			25228	0.59%	6720	13.02%	14647	-0.77%	178	36.92%	1813	29.96%	2432	35.41%	1376.13	127.84%	20375	1.61%
Yamba	3591	0.90%	30259	18.44%			35207	6.57%	7547	5.36%	13592	3.23%	208	35.06%	2233	-1.50%	2032	43.30%	1530.22	111.06%	19250	15.64%
Iluka	1402	-2.03%	14661	5.94%			12410	-13.25%	3662	-8.97%	7814	-0.90%	310	20.62%	2027	7.53%	1413	7.62%	241.52	265.94%	10434	12.06%
Mobile Library	583	-7.31%	2992	15.39%			8262	10.28%	2598	7.44%	2101	-6.91%	94	11.90%	857	54.97%					3474	29.07%
eLibrary																						

	population	members	% of pop.
CRL	68554	30448	44%
BSC	13231	7226	55%
Bellingen	6155	4137	67%
Dorrigo	2147	1177	55%
Urunga	4929	1912	39%
CVC	55323	23222	42%
Grafton	23793	13926	59%
Maclean	5841	3720	64%
Yamba	8090	3591	44%
Iluka	2758	1402	51%
Mobile Library		583	

ebooks holdings	issues	% increase or decrease	eaudio holdings	issues	% increase or decrease	emags holdings	issues	% increase or decrease	library App launches	% increase or decrease	library catalog searches	% increase or decrease	library website visits	% increase or decrease	eResource searches	% increase or decrease	eMusic downloads	% increase or decrease	eFilm downloads	% increase or decrease
7071	32214	5.53%	4541	33135	15.26%	5437	20829	86.16%	43498	26%	87463	22%	157,463	11.81%	7629	-42%	338	N/a	4084	23%

		% increase or decrease
Instagram followers	1274	3.24%
FaceBook followers	3575	3.17%
Pinterest audience	978	15.06%
Youtube views	18691	8.92%
Flickr images	1949	23.90%
Flickr views	170831	27.87%
library app users	2747	6.60%

CVC & BSC - ABS 3810.0 pop. estimates published march/april each year  
 individual library populations -  
 use latest estimates from: <https://profile.id.com.au/clarence-valley/home>

grafton library - grafton, sth grafton, waterview heights/seelands, junction hill/ southgate

maclean library - maclean, gulmarrad & townsend

yamba - yamba, psalmers island & angourie

iluka - iluka & woombah

Bellingen- use profile.id - valley

Dorrigo - use plateau

Urunga - use seaboard

## LOVING OUR LOTE AT CLARENCE REGIONAL LIBRARIES



Our patrons love our collections! But do they know we can supply books in their own, or other, languages? Despite promoting with Facebook, newsletters, and conversation, a lot don't.

We requested a Mixed Language bulk loan from the State Library of NSW and monthly rotated it between our locations. The books were "Display only", encouraging patrons to talk with our team members to submit their own requests.

The response has been a 300% increase in multicultural bulk loan requests, especially for junior easy books. Whether wanting to teach children their native language, or a new one, to the deeply personal wanting to stay connected to roots, the display generated delight and conversation.

This inspires us to think about spaces (even a single shelf), LOTE signage and potential events, and aligns with our Strategic Plan to further develop and promote CALD resources.

A visual and tactile multicultural display captures interest and imagination!





**THIS IS NOT AN INVOICE**

Order Form  
Prepared for  
Clarence Valley Council NSW AU

## Granicus Proposal for Clarence Valley Council NSW AU

### ORDER DETAILS

**Prepared By:** Frank Ottobre  
**Phone:**  
**Email:** frank.ottobre@granicus.com  
**Order #:** Q-369112  
**Prepared On:** 25 Jul 2024  
**Expires On:** 23 Sep 2024

### ORDER TERMS

**Currency:** AUD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 12 months.

## PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Granicus Web - Intranet-Specialty services pack - Independent Subsite	Milestones - 40/30/30	1 Each	\$10,500.00
<b>SUBTOTAL:</b>			<b>\$10,500.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Spydus Connector License	Annual	1 Each	\$5,000.00
OpenCities Subsite License	Annual	1 Each	\$3,150.00
<b>SUBTOTAL:</b>			<b>\$8,150.00</b>

## PRODUCT DESCRIPTIONS

Solution	Description
<p>Granicus Web - Intranet-Specialty services pack - Independent Subsite</p>	<p>The Independent Subsite package offers a mutually agreed upon wireframe based on department needs from Granicus' selection of layouts.</p> <p><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>• Professional Project Management                             <ul style="list-style-type: none"> <li>○ Weekly / bi-weekly communication</li> </ul> </li> <li>• Basic UX Consultation, which may include one (1) or more of the following:                             <ul style="list-style-type: none"> <li>○ One (1) site analytics report based on Google Analytics</li> <li>○ One (1) homepage heatmap analytics visualization</li> <li>○ One (1) internal stakeholder survey</li> <li>○ One (1) modular homepage wireframe based on predefined building blocks</li> <li>○ Information Architecture (IA) best practices review</li> </ul> </li> <li>• One (1) Basic Content Rationalization Package (optional)                             <ul style="list-style-type: none"> <li>○ Best practices review, one (1) hour session</li> <li>○ Site scrape loaded into AIM framework document</li> </ul> </li> <li>• One (1) Visual Design Package                             <ul style="list-style-type: none"> <li>○ One (1) homepage design concept</li> <li>○ Interior page sample</li> <li>○ Mobile version sample</li> <li>○ Up to three (3) rounds of design revisions</li> </ul> </li> <li>• Development/CMS Implementation</li> <li>• QA &amp; Accessibility Report</li> </ul> <p><i>** This package does not include content migration</i></p>
<p>Spydus Connector License</p>	<p>The Spydus Connector enables council to synchronise events from their Spydus account to sites across their OpenCities instance. Spydus acts as the source of truth with content automatically created and updated within OpenCities to provide residents with a consistent customer journey while reducing the administrative overhead for council. The connector is configurable, enabling council to apply a workflow to new events and updates to ensure the content is reviewed before going live.</p>

Solution	Description
<p>OpenCities Subsite License</p>	<p>This License is for a single subsite to be installed with an instance of OpenCities. Examples of subsites include: Libraries, leisure centers, festivals, tourism and more.</p> <p>Using our Subsite functionality, clients can create and manage subsites without the need to engage in custom web development. Using the site wizard, you can select what functions and layout needs you have for the site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you.</p> <ul style="list-style-type: none"> <li>• Use the full power of OpenCities modules to create functionally rich subsites</li> <li>• Reduce maintenance costs</li> <li>• All sites benefit from ongoing Accessibility, Browser, Device and UI updates</li> <li>• Easily share content such as events in between sites, even if each site looks different</li> <li>• Setup password protected sites to deliver secure information to authenticated users.</li> <li>• Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements.</li> <li>• Does not include implementation services</li> </ul>

## TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-369112 dated 25 Jul 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Clarence Valley Council NSW AU to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Billing Frequency Notes (Milestones - 40/30/30): An initial payment equal to 40% of the total; a payment equal to 30% of the total upon homepage design approval, and; a payment equal to 30% of the total upon go-live.

## BILLING INFORMATION

<b>Billing Contact:</b>		<b>Purchase Order Required?</b>	[ ] - No [ ] - Yes
<b>Billing Address:</b>		<b>PO Number:</b> <i>If PO required</i>	
<b>Billing Email:</b>		<b>Billing Phone:</b>	

**If submitting a Purchase Order, please include the following language:**

*The pricing, terms, and conditions of quote Q-369112 dated 25 Jul 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

## AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Clarence Valley Council NSW AU	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	



## Clarence Regional Library Volunteer Policy

<b>Responsible Manager (Title)</b>	Regional Librarian		
<b>Adopted by Council</b>	<b>Date</b>	<b>Minutes</b>	
<b>File Reference Number</b>	<b>DWS</b>	<b>Version</b>	<b>Review Due</b>
<b>Document(s) this policy Supersedes</b>			
<b>Community Plan Linkage</b>	1.3 Society - A safe and active community where healthy lifestyles and better health outcomes are encouraged and supported with accessible infrastructure for residents of all ages and abilities		

### 1. Purpose

This Policy defines how volunteers are able to assist in operations for Clarence Valley Regional Libraries.

### 2. Definitions

**Volunteers** are defined as people who undertake activities:

- 2.1 of benefit to the community
- 2.2 of their own free will
- 2.3 without monetary reward (reimbursement for out-of-pocket expenses is not regarded as payment); and
- 2.4 not used as substitutes for paid staff

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### 3. Background/legislative requirements

This policy is guided by the *Australian Library and Information Association (ALIA) - [Statement on voluntary work in library and information services 2017](#)*, The Clarence Valley Council [Volunteer Handbook](#) and Volunteer/Contributed Labour Management Internal Policy.

### 4. Policy statement



The Clarence Regional Library recognises the valuable contribution that volunteers make to the Clarence Valley Council and Bellinghen Shire Council communities. Volunteers provide the Clarence Regional Library with the opportunity to expand its involvement with the local community through programs such as the Home Library Service. Volunteers are essential in the maintenance of library services and in assisting staff to use their time for professional and technical library tasks. Voluntary assistance includes groups of persons such as the Friends of the Library, students, and individuals wishing to gain work experience.

## 5. Implementation

### 5.1 Volunteers at the library :

5.1.1 Will have a discussion with the library staff member in charge of the day to day operations of the library before starting any volunteer work and will be interviewed by the staff member who will be supervising the volunteer.

5.1.2 Will sign a workplace agreement (including a workplace familiarization document) upon commencement of voluntary work.

5.1.3 Will sign in and out of the Library each time they work

5.1.4 Will complete a Working With Children Check (WWCC) and provide the number prior to commencement of volunteer activities.

5.1.5 Selected volunteers will have a trial period of 2 months with a review at the end of this time and regular reviews thereafter.

5.1.6 Work under the direction of a staff member.

5.1.7 Will be trained so they can carry out tasks effectively.

5.1.8 Are provided with a safe working environment.

5.1.9 Are expected to notify the Library if they are unable to volunteer at their regular time.

Identified by a VOLUNTEER badge.

5.1.10 Will be informed of any changes that may affect their work.

5.1.11 Should direct any questions or enquiries to the Library Staff.

5.1.12 Will be informed of the emergency exits and safety features of the building.

5.1.13 Are asked to provide the Library with up to date records of their personal details in case of an emergency.

### 5.2 The Library will:

5.2.1 Reserve the right to terminate the service of a volunteer if deemed necessary.

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5.2.2 Maintain an up to date file of volunteers.

5.2.3 Train all volunteers in each task so they have the necessary skills.

5.2.4 Supervise the work of the volunteers, providing them with feedback.

5.2.5 Ensure that the volunteers have an understanding of safe operating procedures

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### 5.3 Volunteers are invited to participate in the following activities:

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5.3.1 assisting in the support services operations of the Library - some aspects of materials end-processing; repairing library materials; determining the condition of audio visual items, laminating, photocopying - forms, display materials, Storytime sheets, holiday activities sheets; scan images; complete basic data entry; device management eg. updating laptops, ipads etc with latest software.

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5.3.2 shelf tidying, shelf checking and shelving of items

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5.3.3 general support e.g. assisting clients with the use of library hardware - photocopiers, printers, PCs, reader-printers - IT assistance with the general public e.g. catalogue, Internet - assistance with supervision of children at Storytime and with preparation of children's craft sessions - assisting with displays, promotional tools and community information databases; event setup and pack up; basic desktop publishing.

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5.3.4 assistance with specialised tools in the family and local history areas (for volunteers with a background in these areas).

5.3.5 Selection of materials for housebound clients registered with the Home Library Service and delivery of Home Library Service using private vehicles.

5.3.6 JP assistance.

5.3.7 For more detailed information on volunteering for your local council please refer to that council's specific Volunteering Policy.

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## 5 Appeal/objections process

N/A

## 6 Related Documents

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ALIA Statement on voluntary work in Library and information services 2017 -

<https://read.alia.org.au/statement-voluntary-work-library-and-information-services>,

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Clarence Valley Council Volunteer page of website:

<https://www.clarence.nsw.gov.au/Careers/Volunteer-with-us>

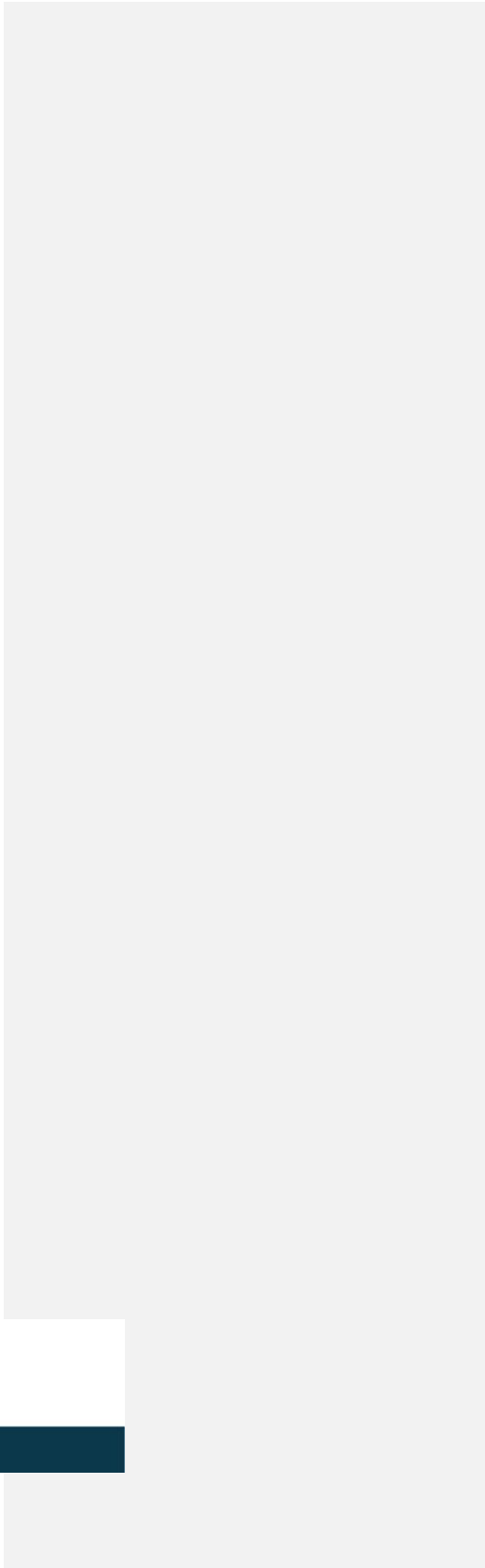
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- Clarence Valley Council Volunteer application form (available from above website link)
- Clarence Valley Council Volunteer/Contributed Labour Management Internal Policy



Revised Policy 2024





# Clarence Regional Library Children's and Young Adult Policy



<b>Responsible Manager (Title)</b>	Regional Librarian		
<b>Adopted by Council</b>	Date	Minutes	
<b>File Reference Number</b>	DWS	Version	Review Due
<b>Document(s) this policy Supersedes</b>			
<b>Community Plan Linkage</b>	1.3 Society - A safe and active community where healthy lifestyles and better health outcomes are encouraged and supported with accessible infrastructure for residents of all ages and abilities		

## 1. Purpose

Young people are core public library clients in their own right and are the future adult users and supporters of our library services.

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The Clarence Regional Library is committed to serving the information and recreational needs of young people. The library strives to provide a welcoming environment and provides targeted resources and programs to meet the needs of young people.

This policy outlines the responsibilities of the Library, Library staff and parents/carers of children and young adults who use the Library's facilities

## 2. Definitions

*Child* Child: clients aged 0 - 12 years. This is in line with the Department of Local Government definition of children as





aged 0 - 12 years for social planning purposes.

*Young Adult* Young adult: clients aged 13 years up to and including 18 years. It is acknowledged that the Department of Local Government defines Youth more broadly as 12-24 years for social planning purposes

*Unattended child* Unattended child: A child using public library resources and facilities unsupervised by a parent or carer.

*Young People* children 0-12 and young adults 13-18

### 3. Background/legislative requirements

Public libraries are agencies that [operate under the Library Act 1939 and the Library regulation 2018 which defines the proper use of a library and, by extension, the scope of a library's services](#). Public libraries provide the public (including young people) with access to information and recreational materials through a variety of services and resources. Libraries also support young people through the provisions of programs that foster an appreciation of literature and promote the development of information literacy skills.

The Clarence Regional Library's services to young people include:

- Fiction and non-fiction (study and recreational books)
- Magazines
- Non- Print resources ie DVD's, eResources, eAudio, eBooks, eMagazines
- Console Games (Grafton, [Yamba](#))
- [Board games and puzzles](#)
- Internet access
- Assistance from staff in accessing collections and information
- Public access computers, including Internet access
- Pre-school storytime
- Space for activities and study,
- [School Holiday programs & after school programming](#)

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#### 3.1 Access to resources

[The Library's general collection may contain publications that have been classified "unrestricted" and films and computer games that have been classified "G" \(General\), "PG" \(Parental Guidance\) or "M" \(Mature\) in accordance with the](#)



Classification (Publications, Films and Computer Games) Act 1995. This material is available to all persons, including young persons, without restriction.

The Library has no censorship role in its choice of the library resources that form the collection.

Parents/guardians are responsible for ensuring that their child's selection and use of materials in the library's general collection accords with any restrictions the family may wish to set. The Clarence Regional Library encourages parents/guardians to consult with their child to develop clear rules regarding access to resources that accord with the family's personal values and beliefs. It is the responsibility of parents/carers to monitor young people's selection and use of library resources. It is not the responsibility of the library or its staff to exercise a supervisory or restrictive role in determining which library resources young people may use or access.

**Deleted:** Library collections are available to all library users without restriction, except for items restricted by law.

**Deleted:** The Library exercises no limitation on access to publications classified *Unrestricted* under the *Classification (Publications, Films and Computer Games) Act 1995*.

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**Deleted:** It is not the responsibility of the Clarence Regional Library

**Deleted:** The Library encourages parents/carers to set their own family rules in consultation with their young person(s). It is the responsibility of parents/carers to monitor young people's selection and use of library resources.

### 3.2 Items classified MA or R

Public libraries observe the *Classification (Publications, Films and Computer Games) Enforcement Act 1995 [NSW]* which provides for certain restrictions when making materials available to young people (under the age of 18). Resources classified **MA** may only be borrowed or viewed by persons under 15 with the permission of their parent/guardian. Resources classified **R** may only be borrowed or viewed by persons over the age of 18 upon presentation of ID.

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### 3.3 Access to electronic resources

3.3.1 The library promotes and supports young people's access to information, including electronic information through its internet facilities. library staff are available to assist young people in the use of the Internet, and to recommend websites on particular subjects. A number of appropriate websites have been selected for inclusion in the library's electronic collections.

3.3.2 Parents/carers are responsible for their young person's use of the Internet, in line with the Library's Internet Policy, located on the library's website at: <http://www.crl.nsw.gov.au/about/library-policies-documents/>). The Library does not monitor or control the content of materials offered through the Internet.

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3.3.3 Some exceptions to the parent/carer consent may be made for minors who are living independently.

### 3.4 Unattended children

3.4.1 Staff take care to ensure that the library is a safe and welcoming place for all patrons. Responsibility for a child's use of the library, however, lies with the parent/carer at all times. Young children left alone in a library can become distressed, bored or disruptive. Library users, including young people, who disturb other library users, may be removed from the library under [clause 17 of the \*Library Regulation 2018 \(NSW\)\*](#).

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3.4.2 Unsupervised children can be at risk in any public place, including public libraries. Library staff do not supervise children in the library, so there is a risk that unattended children may leave the library at any time, hurt themselves, or be approached by strangers. Libraries are busy public places, open to all, and staff cannot judge which members of the public present a possible danger to children. In addition, libraries do not have the facilities to attend to children who are sick, injured or hungry.

3.4.3 A child left unattended in a public library may be classed as a child or young person at risk of [harm under section 23 of the \*Children and Young Persons \(Care and Protection\) Act 1998 \(NSW\)\*](#) and may be reported as such to the [Secretary of the Department of Communities and Justice](#).

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**Deleted:** harm under the Children and Young Persons (Care and Protection) Act 1998, s23, and subsequently may be reported as such to the Department of Family and Community Services under s24 of the Act. ¶

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3.4.4 There is no law that specifies a minimum age at which children may be left unattended in public. The *Children and Young Persons (Care and Protection) Act 1998* is concerned with individual circumstances rather than age. For example, a 7 year old child who uses the library constructively on his own for an hour every day after school while waiting for a parent is unlikely to be considered a problem, and is indeed a welcome client. On the other hand, a 10 year old child who is left at the library every day of the summer holidays from opening time until closing time is at risk and presents an unreasonable burden for the public library.

3.4.5 Parents who leave a child unattended in a public library are exposing their child to potential harm, and may themselves be committing an offence under the *Children and Young Persons (Care and Protection) Act 1998*, s228.

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### [3.5 Reporting Incidents](#)

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The Clarence Regional Library supports the Office of the Children’s Guardian and promotes a child safe environment. A child safe organisation is one that systematically reduces the likelihood of harm occurring against a child, increases the likelihood of identifying and reporting harm and provides adequate support to a child when harm has occurred or is alleged to have occurred.

3.5.1 Any person can make a report of harm or risk of harm to a child or young person under section 24 of the *Children and Young Persons (Care and Protection) Act 1998 (NSW)*. Some have a legal obligation to do so under section 27 of that Act in respect of children under 16 – these are known as mandatory reporters. If library staff deliver education, training or other services to children, section 27 may apply

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3.5.2 In the event of a complaint being made it should be reported to the Secretary through the NSW Department of Communities and Justice. Further information is available in the NSW Interagency Guidelines which provide guidance for government and non-government agencies delivering child wellbeing and child protection services in NSW.

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3.5.3 There are also reporting obligations under the reportable conduct scheme. Anyone may report a “reportable allegation” or a conviction the persons considers is a “reportable conviction” with respect to an employee of the library to the agency head under the *Children’s Guardian Act 2019 (NSW)*. Employees of the library are required to make a report if they become aware of a reportable allegation or reportable conviction in relation to another employee. In this context, employee includes a volunteer engaged to provide services to children and a contractor who holds, or is required to hold, a working with children check clearance.

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3.5.4 Reportable allegations and reportable convictions concern “reportable conduct”. “Reportable conduct” includes a sexual offence, sexual misconduct, ill-treatment of a child, neglect of a child, an assault against a child, an offence of failing to care for a child, an offence of concealing a child abuse offence, and behaviour that causes significant emotional or psychological harm to a child.

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3.5.5 If the employee about which the allegation or conviction relates holds, or is required to hold, a *working with children check* clearance, then the allegation or conviction is reportable even if it occurred outside of the course of the person’s engagement with the library.

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3.5.6 Each local authority is required under the *Children's Guardian Act 2019 (NSW)* to have its own policies and procedures about reporting, and the investigation of reports, under the reportable conduct scheme. Libraries should have regard to their local arrangements.

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### 3.6 Working with children checks

Work in public libraries may be identified as 'child related employment'. In general, library staff who work face-to-face with children will need a check under the *Child Protection (Working with Children) Act 2012 (NSW)*. Staff who only have incidental contact with children will not.

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## 4 Policy statement

Clarence Regional Library is committed to serving the information and recreation needs of young people. The Library strives to provide a welcoming environment and provides targeted resources and programs to meet the needs of young people.

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## 5 Implementation

5.1 If a child is left unattended in the library for a long period of time, parents/carers will be contacted and informed of library policy.

5.2 If the parents/carers ignore this policy or are unable to be contacted, the situation may be reported to the Department of Family and Community Services if library staff determine the child is at risk of harm.

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5.3 If a child is left unattended at closing time staff should call the police.

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## 6 Appeal/objections process

N/A

## 7 Related Documents

CRL Internet Policy ~~2024~~

Library Act 1939 (NSW)

Library Regulation 2018 (NSW)

[Access to Information in NSW Public Libraries: Library Council Guideline](#)

[https://pls.sl.nsw.gov.au/sites/default/files/2023-09/access\\_to\\_information\\_guideline.pdf](https://pls.sl.nsw.gov.au/sites/default/files/2023-09/access_to_information_guideline.pdf)

**Deleted:** State Library NSW Children's Policy Guidelines for NSW Public Libraries - update December 2018 v 4.0 - [https://www.sl.nsw.gov.au/sites/default/files/childrens\\_policy\\_guidelines\\_0.pdf](https://www.sl.nsw.gov.au/sites/default/files/childrens_policy_guidelines_0.pdf)¶

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Library Council of New South Wales Children's Policy Guidelines for NSW Public Libraries 5<sup>th</sup> ed October 2020

[https://pls.sl.nsw.gov.au/sites/default/files/2024-05/childrens\\_policy\\_guidelines.pdf](https://pls.sl.nsw.gov.au/sites/default/files/2024-05/childrens_policy_guidelines.pdf)

Children and Young Persons (Care and Protection) Act 1998 (NSW)

Classification (Publications, Films and Computer Games) Enforcement Act 1995 (NSW)

ALIA Statement on Free Access to Information - <https://read.alia.org.au/alia-free-access-information-statement>

Revised Policy November 2024

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**Deleted:** Access to Information in NSW Public Libraries; Council Guideline - <https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf>

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## Clarence Regional Library Internet Policy

<b>Responsible Manager (Title)</b>	<b>Regional Librarian</b>		
<b>Adopted by Council</b>	<b>Date</b>	<b>Minutes</b>	
<b>File Reference Number</b>	<b>DWS</b>	<b>Version</b>	<b>Review Due</b>
<b>Document(s) this policy Supersedes</b>			
<b>Community Plan Linkage</b>	<b>1.3 Society - A safe and active community where healthy lifestyles and better health outcomes are encouraged and supported with accessible infrastructure for residents of all ages and abilities</b>		

### 1. Purpose

The purpose of the policy is to:

- Promote the Internet as a valuable and important research tool for information
- Promote freedom of information
- Ensure equal access to the Internet for members of the Clarence Regional Library
- Ensure that the user understands his/her responsibilities when using electronic resources
- Safeguard the Libraries resources

### 2. Definitions

*Internet* Is a global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.



<i>Wireless/Wi-Fi</i>	Is a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area.
<i>Hot spots</i>	For users of portable computers equipped for wireless, a hot spot (or hotspot) is a wireless LAN (local area network) node that provides Internet connection and virtual private network (VPN) access from a given location.
<i>Downloading</i>	Copy (data) from one computer system to another, typically over the Internet.
<i>Workstation</i>	Is a computer dedicated to a user or group of users that is designed for a single user and has advanced graphics capabilities, large storage capacity, a powerful microprocessor and connection to the internet
<i>Cyber safety</i>	Cyber safety is the safe and responsible use of information and communication technology. It is about keeping information safe and secure, but also about being responsible with that information, being respectful of other people online, and using good 'netiquette' (internet etiquette).

### 3. Background/legislative requirements

The Clarence Regional Library provides free Internet access to Library members and visitors as part of the Library's information service to clients.

The Library also offers wireless ("hot spots" and "Wi-Fi") access to the Internet for individuals with their own laptops or other mobile devices.

Accessing these services is conditional on reading and accepting the Library's Internet Policy.

Due to the proliferation of Wi-Fi networks, Library users may also be able to access other Wi-Fi networks within a library of the Clarence Regional Library (CRL) that is not provided by the CRL. Use of any non-CRL wireless network within the Library's facilities is also governed by the Library's Internet Policy.

### 4. Policy statement

#### 4.1 Users under 15 years of age



Young people are welcome to access the Internet in the Library, with their parent's permission. Any material accessed by children when using the Internet is the sole responsibility of parents and guardians. It is suggested that parents and guardians read the Clarence Regional Library's *Internet Guide for Parents*. Library staff do not supervise or monitor children using the internet in the library.

#### 4.2 Ethical use of the internet

Provision of access to the Internet is on the condition that it is used in an ethical manner. Any unethical behaviour such as using the workstation to gain unauthorised access to any network or computer system, undertaking any activities which are offensive or slanderous, performing illegal or criminal activities is unacceptable.

*The Library recognises an individual's right to freedom of access to information. However, users must be sensitive to the beliefs and values of other users and staff when accessing material that is potentially controversial or offensive. Access to material deemed inappropriate for a Public Library environment may be limited.*

*Where a client is found to be using Library computers to access pornographic or offensive material, or for any unlawful purpose, the Library reserves the right to direct the client to leave the Library, to direct that the client not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.*

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#### 4.3 Offensive and/or erroneous material

The Internet allows the user to access a wide range of information. The user must be aware that the Internet is an uncensored and unregulated resource tool, and as such, the type of material accessed is the sole responsibility of the user. The Library accepts no responsibility for the accuracy and validity of information accessed via the Internet by the user.

#### 4.4 Access time – library computers

Due to the demand for access to the Internet, members may be limited in the time period they can spend using the Library's facilities. Bookings may be required and patrons are advised to contact the relevant library to ascertain local booking requirements.

A maximum of 2 users per PC. Group bookings can be made on request.

Due to the demand on the Library's connection, limitations may be placed on the duration and number of connections that are available at any one time.

#### 4.5 Printing and downloading



Due to Council's information technology security requirements users may experience limitations when attempting to save or download material from the Internet.

Printing is available at the Library on a fee for service basis (Council sets printing charges). Community Members undertaking printing are responsible for collection and payment of all printouts.

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Printing via a wireless connection may be available depending on the location and device being used.

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Any material saved to individual Library PCs is not the responsibility of the library and may be deleted at a later date.

#### 4.6 Copyright

Individuals accessing the Internet need to be aware that material on the Internet may be protected by copyright. Individuals are therefore personally responsible for complying with the appropriate laws (both international and federal) governing copyright material.

Downloading of commercial copyrighted material such as music and movies is illegal and if staff are made aware of this activity, the community members session may be terminated, and future access may be denied.

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#### 4.7 Consideration of staff and library equipment

The Internet is a resource tool that provides access to an unmeasurable number of sites. As a result it cannot be expected that Library Staff are experts in the use of every site accessed by users. Individual problems experienced by the users when accessing particular sites are the responsibility of the user.

The Library will not tolerate any form of abuse directed at either the staff or the computers as a result of any problems and individuals may be asked to leave the library as outlined in the Library Regulation 2018.

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#### 4.8 Indigenous people

Some Indigenous clients may have concerns about information about Indigenous people presented online. It is appropriate to acknowledge the existence of this information and its potential impact on Indigenous clients. Further information is available through the Aboriginal and Torres Strait Islander Library and Information Resources Network Protocols.

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The Library acknowledges that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

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#### 4.9 Cyber Safety

Your library is committed to the education of its community so that individuals know how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, and manage reputation and relationships through the Internet platform.

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The Library educates through: signage within our spaces, workshops and Tech Help sessions.

### 5. Implementation

#### 5.1 Library responsibilities

5.1.1 To ensure that a copy of the Library's policies are available through the website and in hardcopy at each of the Clarence Regional Library's branches and on the mobile library.

5.1.2 Provide community members with assistance while recognising that staff are not experts with regards to particular problems. Level of assistance will be determined by staff capacity.

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5.1.3 The Library does not provide technical assistance to configure client's equipment for wireless access.

5.1.4 Respect privacy and maintain community member confidentiality.

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5.1.5 If requested by relevant authorities under state or federal law, provide records for criminal or investigatory purposes.

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#### 5.2 Provision of links

The Clarence Regional Library provides a selection of links to various internet sites from its home page. These links are not monitored. As a result any material that is accessed or downloaded by the user that is offensive or damaging eg. Viruses, is not the responsibility of the Library.

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#### 5.3 Wireless



As with most public wireless “hot spots”, the Library’s wireless connection is not secure. Library community members should not transmit personal information (eg: credit card numbers, passwords or any other sensitive information) while using this service.

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All wireless access users should have up-to-date virus protection on their laptop computers or mobile devices. The Library will not be responsible for any information that is compromised, or for any damage caused to any individual’s hardware or software due to electronic surges, security issues or consequences caused by viruses or hacking.

## 6 Appeal/objections process

Please note - individuals who do not comply with the policy may have their session terminated or be denied future access to the service as outlined in the library regulation 2018.

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Appeals need to be in writing to the Regional Librarian.

## 7 Related Documents

7.1 Library Council of NSW - Internet Policy Guidelines for NSW Public Libraries - 2011  
[https://pls.sl.nsw.gov.au/sites/default/files/2023-09/internet\\_policy\\_guidelines.pdf](https://pls.sl.nsw.gov.au/sites/default/files/2023-09/internet_policy_guidelines.pdf)

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7.2 Library Council of NSW - Access to Information in New South Wales Public Libraries - 2007 <https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf>

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7.3 State Library NSW Children’s Policy Guidelines for NSW Public Libraries - update 15 October 2020 v 5.0

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[https://pls.sl.nsw.gov.au/sites/default/files/2024-05/childrens\\_policy\\_guidelines.pdf](https://pls.sl.nsw.gov.au/sites/default/files/2024-05/childrens_policy_guidelines.pdf)

7.4 Library Act 1939

7.5 Copyright Act 1968

Australian Copyright Council Notices on Photocopiers and Other Copying Machines G40

[https://www.copyright.org.au/ACC\\_Prod/ACC/Information\\_Sheets/Notices\\_on\\_Photoscopiers\\_Other\\_Copying\\_Machines.aspx](https://www.copyright.org.au/ACC_Prod/ACC/Information_Sheets/Notices_on_Photoscopiers_Other_Copying_Machines.aspx)



## 7.6 CRL Children's and Young Adult Policy 2024

### 7.7 Clarence Regional Library Terms & Agreement for using Public PCs

Parents or guardians are responsible for internet resources accessed by their children.

The library is a public space and consideration for fellow Library users, especially children, is expected. The Clarence Regional Library reserves the right to cancel a user's access to Library computers should inappropriate content be viewed, as per the following agreement.

I wish to use the library computers and agree to the following:

- I acknowledge that Clarence Regional Libraries do not monitor or control the information accessible through the internet and cannot be held responsible for content.
- I acknowledge that it is the responsibility of users to determine the validity of information found on the internet as not all resources are accurate, complete or current.
- I release and discharge the Clarence Regional Library or its governing bodies from any liability which may arise including loss of data, loss of privacy or damage from viruses or malicious code.
- I assume all responsibility for damages to the Library computer equipment during the period of my usage. Any attempt to alter, damage, abuse, or sabotage computer equipment or software; alter configurations; or install any software may make me liable for costs arising from malicious damage to Library equipment and software.
- I will not use any Library computer for illegal purposes. I will not violate licensing agreements or Copyright Laws.
- I will not use Library computers for any activity that is deliberately offensive or creates an intimidating or hostile environment. I understand that accessing, displaying on the monitor or printing of sexually explicit or pornographic objects, pictures and/or literature is prohibited on any Library computer, and may also be in violation of state and federal obscenity laws.
- I understand that failure to comply with these terms will result in suspension of computer privileges. A second violation of these terms will result in a one-year suspension of computer privileges.

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- I acknowledge that I have read this agreement and understand the Clarence Regional Library Computer User Agreement.

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Revised Policy 2024

## ATTACHMENT Item 11.1.1 email from Maxine Compton re Minutes and response from Regional Librarian

**From:** Kathryn Breward  
**Sent:** Monday, 5 August 2024 4:02 PM  
**To:** Maxine Compton; Dianne Collins; Cr.Ellie Tree; Cr.Jo Brotherton; Karen Toms (Karen.Toms@cr.clarence.nsw.gov.au); Peter Johnstone; Rowena Sierant; Victoria Keane; Alex Moar; Kylie Petersen  
**Subject:** RE: CRLC Minutes for review and editing

Hi Maxine, could you provide the details on what you were asking in the meeting as I have not noted them down and it will enable me to respond more fully.

### 6.1 YTD Income and Expenditure Spreadsheet

For your information in Item 6.3 Annual Budget I did provide a detailed explanation of what is included in each of the items listed in the budget spreadsheet, see below:

“ BACKGROUND

CRL Expenditure explanation summary:

Item 50 – Salaries, wages & oncosts – includes permanent and casual staff, ordinary hours, overtime, allowances, annual, sick, special, and long service leave. Also, superannuation and workers compensation.

Item 51 – Other employee costs – covers training, seminars, conferences, and workshops (Event Fee, Travel, Accommodation), WHS, meeting attendance (State library, NSWPLA, NE Zone, Regional Managers & Regional Staff Meetings, CRLC meetings).

Item 53 - Materials – include volunteer Christmas gift/celebration, computer consumables, materials, stock processing materials - contact/plastic, spine labels, genre labels, preservation materials, brother printer toner for labels, RFID tags, barcodes, and Inter Library Loans National library expenses.

Item 54 – Contractors & consultancies – covers our freight & cartage courier services, our website developer and our supplier provided end processing (Covered, Labelled, Catalogued (Shelf Ready)). It can also include one-off consultation for item like the strategic plan development, the user/nonuser survey etc.

Item 57 – Insurance Expenses – this covers our insurance for the book stock.

Item 59 – Administration expenses – covers postage, printing & stationery (ie) Membership cards, packing tape, Velcro dots, paper, laminating pouches, envelopes, badgemaking supplies, generic stationery orders, 3x DLs per year, promotional items, stickers, pull-ups/signage. Promotional advertising (Radio, newspaper ads, marketing collateral, signage, social media marketing, displays/posters promotional items for library collections and services, major targeted events - live n loud, On Record, eNewsletter/mailouts, General advertising including the Yellowpages and advertising for policies and strategic plans etc.

Item 60 – Operating expenses – covers computer maintenance including the Spydus Library management System, FE Technologies RFID hardware and software, maintenance of furniture and equipment, for example the letter folder and disk cleaner. It also covers our Internet fees through Hitech and TPG and Go4 media who host our website as well as lost item refunds and temporary borrower refunds.

Item 61 – Subscriptions & Memberships – is divided into our Public Access digital stock licenses including Bolinda eBooks, Campaign Titles, Libby eBooks, Ulverscroft eBooks & eAudio, Hoopla, database subscriptions for public use. It also includes our Administrative Subscriptions including ILL fees, ALIA, Trove, Children’s Book Council, interactive table, library app, FE Technologies RFID Library Live, Adobe creative license, FoLA, PC Management, Yodeck media TV display - Social media tools: Linktree , Animoto.

Item 62 – Internal costings – cover the ABC costings from Clarence Valley Council, and the Regional Librarians vehicle.”

It is not practice for this Committee to drill down further for councillor delegates who when reviewing budgets for council, review to the sub service level not the detailed items within each sub service line so this level of detail they currently get for the Regional Library is more then they see usually.

“The discussion was around the budget overall and it was decided that someone from Clarence Finance team would provide an explanation of the entire budget.”

My recollection of the meeting, was that a meeting was to be scheduled by my Director Alex Moar (who was in attendance prior to the new manager commencing the following week). This has been done for the for the 18 September with attendees being: myself, my Manager (Communications & Engagement), the Manager Finance and Systems, and the Business Accountant.

If you can provide the details of the specific questions (as I requested above), these can be discussed, and a response prepared. However, as far as the distribution of the budget goes, you are better to ask me the specifics as finance have only very general oversight to the Regional Library Budget, the budget is determined on what was spent in previous years and what is needed for the current year with regards to staffing, annual subscriptions etc and I build this.

Finance will be able to provide the appropriate explanation for the Reserve amounts from one year to the next, and yes this part does bamboozle me as evidenced in the meeting, as it lays outside my control as to what I see in the finance systems.

All contributions and subsidy monies go into a single pot then divided as indicated above in item 6.3. We use a basic 20-80% split when distributing physical stock, the eLibrary is for all locations, provisions of other services is also based around the 20 – 80% split which is based on the per capita population of BSC and CVC.

## **6.2 Contributions for 2024/25 Financial Year**

The contribution for each council is in a separate report to the budget to make it clear what the current year contributions will be based on the Library Agreement funding formula and the new population numbers from the ABS, the only variable to the formula is based on the population for the year which is determined by the ABS statistics published each year around March/April as indicated in the report so I see no reason why this could not be adopted.

“Bellingen Shire Council’s (BSC) Estimated Resident Population as at 30 June 2023 (released by the ABS 26 March 2024) is 13,231. Clarence Valley Council’s (CVC) Estimated Resident Population as at 30 June 2023 (released by the ABS 26 March 2024) is 55,323. “

Perhaps instead of “Note” I should have used the word “endorsed”?

It was my understanding that the delegates voted to adopt the recommendation for this report.

Can you clarify further the issue with the contribution amounts?

The meeting that has been scheduled is for 18 September and it was my understanding that depending on the outcome of that meeting and availability of the Finance team they may attend the 7 November meeting.

Regards

**From:** Maxine Compton <[MCompton@bellingen.nsw.gov.au](mailto:MCompton@bellingen.nsw.gov.au)>  
**Sent:** Monday, July 29, 2024 6:01 PM  
**To:** Kathryn Breward <[Kathryn.Breward@clarencen.nsw.gov.au](mailto:Kathryn.Breward@clarencen.nsw.gov.au)>; Dianne Collins <[Dianne.Collins@clarencen.nsw.gov.au](mailto:Dianne.Collins@clarencen.nsw.gov.au)>; Cr.Ellie Tree <[Cr.Tree@bellingen.nsw.gov.au](mailto:Cr.Tree@bellingen.nsw.gov.au)>; Cr.Jo Brotherton <[Cr.Brotherton@bellingen.nsw.gov.au](mailto:Cr.Brotherton@bellingen.nsw.gov.au)>; Karen Toms (<[Karen.Toms@cr.clarencen.nsw.gov.au](mailto:Karen.Toms@cr.clarencen.nsw.gov.au)> <[Karen.Toms@cr.clarencen.nsw.gov.au](mailto:Karen.Toms@cr.clarencen.nsw.gov.au)>; Peter Johnstone <[peter.johnstone@cr.clarencen.nsw.gov.au](mailto:peter.johnstone@cr.clarencen.nsw.gov.au)>; Rowena Sierant <[RSierant@bellingen.nsw.gov.au](mailto:RSierant@bellingen.nsw.gov.au)>; Victoria Keane <[Victoria.Keane@clarencen.nsw.gov.au](mailto:Victoria.Keane@clarencen.nsw.gov.au)>; Alex Moar <[Alex.Moar@clarencen.nsw.gov.au](mailto:Alex.Moar@clarencen.nsw.gov.au)>  
**Subject:** RE: CRLC Minutes for review and editing

Some people who received this message don't often get email from [mcompton@bellingen.nsw.gov.au](mailto:mcompton@bellingen.nsw.gov.au). [Learn why this is important](#)

Hi Kathryn,

Thanks for sending through the minutes of the 11 July meeting.

A couple of things from me please:

### **6.1 YTD Income and Expenditure Spreadsheet**

The discussion was about more than just the Reserve. The Reserve was used as an example of what wasn't clear in the budget. The discussion was around the budget overall and it was decided that someone from Clarence Finance team would provide an explanation of the entire budget.

From my point of view, I have a number of questions regarding the budget, what the various amounts and contributions go towards, how the figures in one section translate (or don't translate) into other sections, etc.

**Suggested wording change to 6.1 YTD Income and Expenditure Spreadsheet** - Discussion was had regarding the budget and the difficulties to understand the figures and how these translate. A meeting to be arranged with CVC Finance team to go over the overall budget and provide further explanation and clarification.

### **Recommendation**

That the Report on the Clarence Regional Library Income and Expenditure YTD for 2023/24 be deferred to the November Meeting with further explanation and clarification provided regarding the overall budget.

With regards to **6.2 Contributions for 2024/25 Financial Year**, given this forms part of the budget, I would also like to be clear that this is just to 'NOTE' (the proposed) contributions for the 24/25 financial year and not adoption/acceptance of. This really should only come into effect once the budget is adopted for the 2024/25 financial year.

### **6.3 Annual Budget**

Same as above regarding **6.1**. Not just about the Reserve but the entire budget.

### **Recommendation for 6.3 Annual Budget**

That the Report on the Clarence Regional Library Annual Budget for 2024/25 be deferred to the November Meeting with further explanation and clarification provided regarding the overall budget.

Are you also able to clarify whether the meeting with Finance regarding the budgets is likely to take place prior to the November meeting as I would hate to still be in the same position where we haven't adopted both budgets due to the need for further clarification or additional information – **noting Caretaker Mode kicks in on 16 August.**

I also may seek to bring along Council's own Senior Accountant to the budget discussion to assist with our understanding around these matters and assume that, due to it not being a formal Committee meeting and it relates to contributions from Bellingen Council's own budgets, this would be appropriate.

Kind regards,

Maxine

**From:** Kathryn Breward <[Kathryn.Breward@clarence.nsw.gov.au](mailto:Kathryn.Breward@clarence.nsw.gov.au)>

**Sent:** Tuesday, July 16, 2024 11:33 AM

**To:** Dianne Collins <[Dianne.Collins@clarence.nsw.gov.au](mailto:Dianne.Collins@clarence.nsw.gov.au)>; Cr.Ellie Tree <[Cr.Tree@bellingen.nsw.gov.au](mailto:Cr.Tree@bellingen.nsw.gov.au)>; Cr.Jo Brotherton <[Cr.Brotherton@bellingen.nsw.gov.au](mailto:Cr.Brotherton@bellingen.nsw.gov.au)>; Karen Toms (<[Karen.Toms@cr.clarence.nsw.gov.au](mailto:Karen.Toms@cr.clarence.nsw.gov.au)> <[Karen.Toms@cr.clarence.nsw.gov.au](mailto:Karen.Toms@cr.clarence.nsw.gov.au)>; Kathryn Breward <[Kathryn.Breward@clarence.nsw.gov.au](mailto:Kathryn.Breward@clarence.nsw.gov.au)>; Maxine Compton <[MCompton@bellingen.nsw.gov.au](mailto:MCompton@bellingen.nsw.gov.au)>; Peter Johnstone <[peter.johnstone@cr.clarence.nsw.gov.au](mailto:peter.johnstone@cr.clarence.nsw.gov.au)>; Rowena Sierant <[RSierant@bellingen.nsw.gov.au](mailto:RSierant@bellingen.nsw.gov.au)>; Victoria Keane <[Victoria.Keane@clarence.nsw.gov.au](mailto:Victoria.Keane@clarence.nsw.gov.au)>; Alex Moar <[Alex.Moar@clarence.nsw.gov.au](mailto:Alex.Moar@clarence.nsw.gov.au)>

**Subject:** CRLC Minutes for review and editing

Hi All, please see attached minutes for your review, if I can have changes back by COB 30 July that would be fabulous.

Regards

Kathryn Breward

Regional Librarian

02 6641 0112

[0428 676 064](tel:0428676064)

[www.clarence.nsw.gov.au](http://www.clarence.nsw.gov.au)

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Think of the environment. Please don't print this e-mail unless you really need to.



## ATTACHMENT Item 11.1.2 email request from Maxine Compton to use CRL Reserve Funds for new Dorrigo Library Public access PCs

**From:** Kathryn Breward  
**Sent:** Monday, 2 September 2024 4:36 PM  
**To:** Maxine Compton  
**Cc:** Cr.Ellie Tree; Cr.Jo Brotherton; Karen Toms (Karen.Toms@cr.clarence.nsw.gov.au); Peter Johnstone; Rowena Sierant; Victoria Keane; Dianne Collins; Kylie Petersen  
**Subject:** RE: Request for use of the Reserve funding for new computers at Dorrigo library

Hi Maxine, Yes all is well and busy as usual 😊. Yes, you can formally request funds from the CRL Reserve to purchase Public PCs for Your libraries, however I also need to ensure you are aware that according to the Library Agreement PC hardware is infrastructure that each Council is meant to provide for their Libraries.

There is precedent where BSC has requested funds from the CRL Reserve to purchase replacement Public PCs previously and this was agreed to by the CRL Committee delegates with the understanding that CVC libraries received an 80%/20% split from the Reserve.

What that means for example is if BSC Libraries receive \$12,000 CVC would receive \$48,000.

This request can be discussed and voted on at the 7 November meeting as part of the finance discussion as we have a couple of other projects we have identified that should be funded from the CRL Reserve that will also be discussed at this meeting.

Regards

**From:** Maxine Compton <MCompton@bellingen.nsw.gov.au>  
**Sent:** Friday, 30 August 2024 10:48 AM  
**To:** Kathryn Breward <Kathryn.Breward@clarence.nsw.gov.au>  
**Cc:** Cr.Ellie Tree <Cr.Tree@bellingen.nsw.gov.au>; Cr.Jo Brotherton <Cr.Brotherton@bellingen.nsw.gov.au>; Justin Putze <Justin.Putze@clarence.nsw.gov.au>; Karen Toms (Karen.Toms@cr.clarence.nsw.gov.au) <Karen.Toms@cr.clarence.nsw.gov.au>; Peter Johnstone <peter.johnstone@cr.clarence.nsw.gov.au>; Rowena Sierant <RSierant@bellingen.nsw.gov.au>; Victoria Keane <Victoria.Keane@clarence.nsw.gov.au>; Dianne Collins <Dianne.Collins@clarence.nsw.gov.au>  
**Subject:** Request for use of the Reserve funding for new computers at Dorrigo library

Some people who received this message don't often get email from [mcompton@bellingen.nsw.gov.au](mailto:mcompton@bellingen.nsw.gov.au). [Learn why this is important](#)

Good morning Kathryn,

I trust this finds you well.

I would like to make a formal request to the CRL Committee for the purchase of new computers for the Dorrigo Library.

As the Committee is aware, the Dorrigo Library is currently undergoing a significant refurbishment which is going to create an expanded library and fresh new look for patrons.

The majority of the computers at the library are now 10 years old. Given these are public access computers, I am formally requesting that new computers be purchased by using the significant reserve funds available.

We are requesting 7 new computers which comes at a cost of \$10,701 Ex GST.

I believe these would make a great asset for the library given the significant upgrade that is taking place. It would be unfortunate to have to continue to use the old computers and believe the use of the reserve funds is a great option and aligns strongly to the purpose, strategic plan and general operations of library services. Council will be directly providing the staff computers unless of course these can also be accounted for in the reserve allocation.

Additionally, I believe this may also be something to consider for the Iluka library should new computers be here also.

Please advise the best course of action to progress this request.

I look forward to hearing from you.

Kind regards,

Maxine

**Maxine Compton**

**Group Leader**

**Community Partnerships**

**P:** 02 6655 7379

**M:** 0418 982 642

**E:** [mcompton@bellingen.nsw.gov.au](mailto:mcompton@bellingen.nsw.gov.au)

**W:** [www.bellingen.nsw.gov.au](http://www.bellingen.nsw.gov.au)



Mr Mark Griffioen  
General Manager  
Bellingen Shire Council  
PO Box 117  
BELLINGEN NSW 2454

Dear Mr Griffioen

### Public Library Funding Strategy 2024/25

The State Government has allocated \$41.326M to the provision of public library services in 2024/25. Your council is now invited to apply for the 2024/25 Library Subsidy and Local Priority Grant.

Under the Public Library Funding Strategy 2024/25 Council will receive:

Subsidy @ \$2.85 per capita	\$37,708
Subsidy adjustment	\$61,529 <b>Note: at least 30%</b> of the Subsidy adjustment payment listed above is to be allocated to Local Priority Grant Project(s).

Please go to the State Library website at <https://pls.sl.nsw.gov.au/grants-and-funding/funding-application-forms> to find links to the forms for your council.

Please note, for the Application for Library Subsidy, councils will need to state the voted expenditure on library services for 2024/25.

## STATEMENT OF LIBRARY OPERATIONS

**All councils are required to submit a Statement of Library Operations.**

Council is to provide a statement of library operations for the period July 2023 to June 2024 for the 'provision, control and management of libraries, library and information services in its area'.

The *Public Libraries in New South Wales Financial Reporting* manual defines the information required for the Statements of Library Operations and associated application forms. The manual is available on the State Library website at:

<https://pls.sl.nsw.gov.au/grants-and-funding/funding-application-forms>

### SUBMISSION OF FORMS

All forms are on the State Library website at <https://pls.sl.nsw.gov.au/grants-and-funding/funding-application-forms>

Forms to be submitted via email to [subsidies@sl.nsw.gov.au](mailto:subsidies@sl.nsw.gov.au) by **Friday 11 October 2024**.

- **Application for Library Subsidy**  
To be completed, signed and returned by email
- **Local Priority Grant application form**  
To be completed, signed and returned by email
- **Statement of Library Operations**  
To be filled out in excel, saved and returned by email
- **Narrative Statement form**  
To be filled out in word, saved and returned by email

Please note for the 2024/25 reporting year the *Statement of Library Operations* and *Narrative Statement* require reporting on how the 2023/24 increase in State Government funding has improved your library service.

If you have any enquiries about the manual, application forms or the funding arrangements please contact Samantha Mantakoun, Grants and Subsidies Officer, Public Library Services on (02) 9273 1624 or Kate O'Grady, Consultant, Public Library Services on (02) 9273 1699.

Yours sincerely



Cameron Morley  
**Head of Public Library Services**  
14 August 2024



Ms Laura Black  
General Manager  
Clarence Valley Council  
Locked Bag 23  
GRAFTON NSW 2460

Dear Ms Black

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Under the Public Library Funding Strategy 2024/25 Council will receive:

Subsidy @ \$2.85 per capita	\$157,671
Subsidy adjustment	\$65,631 <b>Note: at least 30%</b> of the Subsidy adjustment payment listed above is to be allocated to Local Priority Grant Project(s).

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Please note for the 2024/25 reporting year the *Statement of Library Operations* and *Narrative Statement* require reporting on how the 2023/24 increase in State Government funding has improved your library service.

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Yours sincerely



Cameron Morley  
**Head of Public Library Services**  
14 August 2024

## **MEDIA RELEASE**

### **Jacaranda Colouring Competition – All CVC Libraries**

Unleash Your Creativity: Join Our Jacaranda Colouring Competition!

Your library is excited to announce its upcoming Jacaranda Colouring Competition. Join us in celebrating the Jacaranda season by completing one of our colouring sheets to go in the running to win an exciting prize! This fun and engaging competition will take place from the Wednesday **2<sup>nd</sup> October** to Thursday **31<sup>st</sup> October** (Jacaranda Thursday).

#### **How to Participate:**

1. Pick up your colouring sheet from your local library.
2. Get Creative: Use your favourite colouring tools - crayons, markers, coloured pencils, or anything else!
3. Submit Your Artwork: Return your finished colouring to any of the Clarence Regional Libraries before the submission deadline (31<sup>st</sup> October).

#### **Prizes:**

There are three age categories: (0-3, 4-9, 10+) and three designs to choose from. Winners from each category will receive a copy of The Lonely Jacaranda book! Participants will be announced on Thursday 7<sup>th</sup> November.

Join us for a colourful month of creativity and community spirit! Let's make art together!

For more information, please contact [libraryevents@clarence.nsw.gov.au](mailto:libraryevents@clarence.nsw.gov.au) or your local library.

**\*\*END\*\***



## **MEDIA RELEASE**

For Immediate Release - October 2024

# **Clarence Regional Library Launches Exciting "Golden Ticket" Competition**

Get ready, Clarence Regional Library members! Starting Monday, October 21st a world of hidden treasures awaits. Our "Golden Ticket" Competition is here, and anyone borrowing books from our adult, youth, and children's collections could strike gold!

Twenty-four lucky library-goers will be surprised with a virtual golden ticket hidden inside our books, unlocking a \$50 voucher from either Book Warehouse (for the Clarence Vally folk) or Shop Local (for the Bellingen Shire peeps). The twist? You won't find these golden tickets by just peeking inside – they're virtual, and they'll only be revealed when you borrow the right book!

The competition is open to all CRL members, and with the more books you borrow, the greater your chance of winning. Whether you're a dedicated reader or just picking up a quick read, everyone has an equal shot at finding the elusive golden ticket.

No need to sign up – just check out your books as usual, and if you find a golden ticket, head to the circulation desk to claim your prize. And don't forget to smile for the camera – winners will have the chance to be featured on our social media pages, showcasing their win!

Remember, the more you read, the better your chances of finding that golden ticket. So, good luck and happy hunting!

Contact: Georgia Wilcox

[georgia.wilcox@clarence.nsw.gov.au](mailto:georgia.wilcox@clarence.nsw.gov.au)

Clarence Regional Library

## **MEDIA RELEASE**

### **Then and Now – An Exhibition of Service woman and men of the Clarence Valley**

The Clarence Valley Library is thrilled to announce the launch of “Then and Now – An Exhibition of Service Men and Women of the Clarence Valley!” This exciting project aims to preserve and share the voices and experiences of local service members throughout the Clarence Valley.

Join us for the official launch on **October 24th**, from **12:00 PM to 1:00 PM** at Grafton Library. The event will showcase various aspects of the project, featuring guest speakers, a captivating exhibition, behind-the-scenes insights, and much more. Light refreshments will be provided, and we warmly invite all community members to participate in this launch.

Our exhibition aims to educate and inform the community about the sacrifices and service of our local veterans. By collecting personal stories and photographs from then and now, we’ve created a powerful exhibition that honours their experiences. The exhibition will be open to the public from **21st October to 19th November** at Grafton Library. We encourage everyone to visit and explore this tribute to our local heroes.

For more information, please contact [libraryevents@clarence.nsw.gov.au](mailto:libraryevents@clarence.nsw.gov.au).

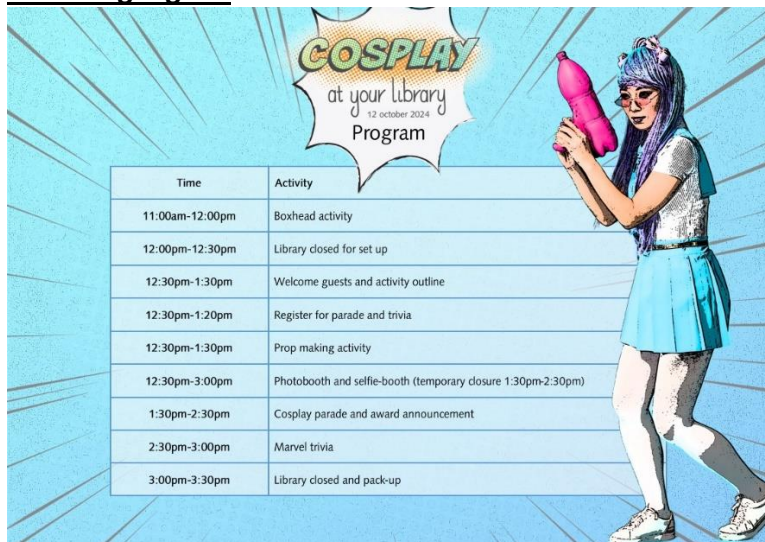
## Media Release

### Cosplay at Your Library – Grafton Library

Get ready to step into a world of imagination and creativity! Grafton Library is excited to declare its first-ever Cosplay at Your Library, set to take place on 12 October, from 12:30 PM to 3:30 PM. This event will be jammed pack with lots of excitement, from fantastic costumes, engaging activities, and memorable experiences.

Cosplay enthusiasts from across the Clarence Valley are invited to showcase their costumes which is inspired by beloved characters from comic books, movies, video games, and more. Participants can look forward to, games, cosplay parade, prop-making workshop, Marvel trivia, Xbox and PlayStation gaming, prizes for best dressed, photo booth and selfie booth, and much much more.

#### Event Highlights:



Time	Activity
11:00am-12:00pm	Boxhead activity
12:00pm-12:30pm	Library closed for set up
12:30pm-1:30pm	Welcome guests and activity outline
12:30pm-1:20pm	Register for parade and trivia
12:30pm-1:30pm	Prop making activity
12:30pm-3:00pm	Photobooth and selfie-booth (temporary closure 1:30pm-2:30pm)
1:30pm-2:30pm	Cosplay parade and award announcement
2:30pm-3:00pm	Marvel trivia
3:00pm-3:30pm	Library closed and pack-up

- Boxhead Activity
- Cosplay Parade
- Marvel Trivia
- Prop Making Activity
- Photo Booth and selfie-booth: Capture your cosplay in our themed photo booth, complete with props to make your experience unforgettable.

## **Event Details:**

### **Grafton Library:**

- **Date:** 12<sup>th</sup> October
- **Time:** 12:30 PM – 3:30 PM
- **Location:** Grafton Library, 126-144 Pound Street, Grafton, NSW 2460

### **Registration Information:**

Bookings are limited, so early registration is encouraged. To reserve your spot, please contact:

- **Grafton Library:** Call (02) 6642 2484 or visit the website on Cosplay -<https://clarence.spydus.com/cgi-bin/spydus.exe/ENQ/WPAC/EVSESEQ?SETLVL=&RNI=419229>
- **Box Head** - <https://clarence.spydus.com/cgi-bin/spydus.exe/ENQ/WPAC/EVSESEQ?SETLVL=&RNI=422624>

**END**

charm, and big laughs since it premiered 83 years ago. We are so excited to be bringing this fabulous farce to the Old

purchase through Humanix - events.humanix.com/blithe-spirit

# Simplify Your Life with the 'Less is More' Workshop at Bellingen Library

Do you dream of living with less clutter and more freedom? Now's your chance to make that dream a reality! Join the upcoming 'Less is More' Workshop, hosted by Bellingen Shire Council in partnership with Midwaste, and discover practical ways to declutter your home and life.

Taking place at Bellingen Library on Saturday the 26 October 9:30- 11:30am, this workshop is part of a broader

initiative by the Midwaste Regional Waste Forum, funded by the NSW EPA, to bring sustainable living programs to our local communities.

Council's Shire Librarian, Rowena Sierant said, "Workshops like these offer valuable resources to our community, empowering people with simple but effective strategies. It's amazing how small changes can lead to a big impact in our homes and our lives."

In this free workshop, you'll learn how to declutter your home, reduce waste and create more space for the things that truly matter. Expert tips and sustainable disposal methods will be shared, helping you make lasting changes for a more organised and stress-free life. Spaces are limited, so bookings are essential. Call Bellingen Library on 6655 1744 to secure your spot today!

**Less  
More!**  
declutter  
workshop

**Surrounded by clutter?  
Learn how to declutter your home  
(& your life) so you have more space  
for the things that matter.**

Learn useful declutter tips, tools and how to dispose of excess stuff sustainably.

Bellingen Library

Saturday 26 October - 9:30am to 11:30am

Bookings essential on 6655 1744

# Golden Ticket Competition Coming to Clarence Valley and Bellingen Shire Libraries



Find a golden ticket  
at your library

Dear library members,

Your library staff declare that 24 lucky individuals have the chance to win a shiny golden ticket along with a voucher from Monday 21 October until Monday 23 December.

24 golden tickets will be hidden in our adult, youth, and children's books across all our library locations. The ticket will be an invisible status that only appears when you borrow the lucky book, so peeking inside our books will not work.

Any book could be a winner - the more you read the greater your chances of winning. We wish all of you good luck and happy hunting!

Sincerely,  
Your library staff

**Contribute**  
Got something you want  
everyone to know about?  
Visit our website and tell us your  
story, and we'll tell our readers.  
email: [sales@bellingshirenews.com.au](mailto:sales@bellingshirenews.com.au)

Library members of Clarence Valley and Bellingen Shire, get ready to discover hidden treasures! Starting Monday 21 October, the Golden Ticket Competition kicks off, offering a fun way for book lovers of all ages, to engage with their libraries. Borrow a book from our adult, youth, or children's collections, and you might just uncover a virtual golden ticket!

How does it work?

Twenty-four lucky library-goers across the two Council areas will be surprised with a virtual golden ticket when they borrow the right book, unlocking a \$50 voucher from Book Warehouse (for Clarence Valley residents) or Shop Local (for Bellingen Shire residents). Unlike traditional treasure hunts, there's no peeking inside books to find the prize—the tickets are virtual and revealed only when you borrow a book from your local library.

The competition runs from Monday 21 October until Monday 23 December 2024 and is open to all Clarence Regional Library members. The more books you borrow in this period, the higher your chances of striking gold. Whether you're

pages, so be ready to grab a quick read, everyone has an equal shot at winning. Remember, the chances of borrowing your books as usual. If you're lucky enough to find a golden ticket, head to the service desks of your local library to claim your prize. Winners will also have the chance to be featured on our social media

Better solar + battery  
Professional and accredited design  
Reliable battery backup - both on grid and off grid  
Servicing the Bellingen Shire, based in Tostio



Call Geoff Tostio  
0422 544 555

Q1 24-25

Social Media

	Reactions	Shares	Comments	No. posts	views
instagram	459		8	93	
youtube	2	5	0	0	279
facebook-crl	213	31	8	105	
facebook-grafton	361	88	23	39	
facebook-yamba	44	9	3	12	
facebook-lluka	218	82	19	30	
facebook-maclean	129	22	5	21	
facebook-mobile	8	24	1	8	
facebook-bellingin	30	17	0	15	
facebook-dorrigo	6	2	0	6	
facebook-urunga	29	7	4	13	
<b>Grand total</b>	<b>1499</b>	<b>287</b>	<b>71</b>	<b>342</b>	<b>279</b>
cvc pages total	760	225	51	110	0
.8 of CRL pages	539.2	28.8	12.8	158.4	223.2
<b>cvc only total</b>	<b>1299</b>	<b>254</b>	<b>64</b>	<b>268</b>	<b>223</b>

data from hootsuite

Newsletter + media releases

	sent	open rate	click rate
<b>Grand total</b>	<b>36,999</b>	<b>48%</b>	<b>1.50%</b>

Website Sessions

CRL	33,225	
OPAC*	9,945	*direct entry data
<b>Grand total</b>	<b>43,170</b>	OPAC stands for online public access to catalogue

Library App

	devices	launches	new devices
July	906	4238	115
August	900	3909	86
Sept	839	3552	86
<b>Grand total</b>	<b>1469*</b>	<b>11699</b>	<b>287</b>
.8 of CRL pages		9359.2	229.6

\* This is not a sum as the total devices each month includes devices that are used in other months

Top pages by views

1	Clarence Regional Library - Clarence Valley and Bellingen Shire libraries	28,377
2	My library account - Clarence Regional Library	1,957
3	Grafton Library - Clarence Regional Library	1,876
4	Yamba Library - Clarence Regional Library	606
5	Bellingen Library - Clarence Regional Library	588
6	Maclean Library - Clarence Regional Library	556
7	Urunga Library - Clarence Regional Library	243
8	eLibrary - Clarence Regional Library	223
9	eBooks - Clarence Regional Library	216
10	eAudiobooks - Clarence Regional Library	215

Users Overtime

