



MINUTES

Library Board Meeting

**Thursday February 8 2007
5:00 pm
Terang Library**

**Minutes: Ordinary Meeting CRLC Board
8 February 2007 at Terang Library 5:00 p.m.**

Attendance

Board Members

Cr. Peter Mercer	Colac Otway Shire
Mr Colin Hayman	Colac Otway Shire
Mr. Trevor Greenberger	Corangamite Shire
Cr. Dianne Clanchy	Moyne Shire
Ms. Lyndall Osborne	Moyne Shire
Mr. Paul O'Brien	City of Warrnambool

Officers

Margaret Smith	Chief Executive Officer
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Election of Chair for 2007

The CEO took the Chair and called for nominations for Board chairperson for 2007. Cr Clanchy nominated Cr Peter Mercer. As no further nominations were received Cr Peter Mercer was elected to chair the Board.

1. Apologies

Cr. Adrian Jacobs	City of Warrnambool
Cr Jim O'Brien	Corangamite Shire

Disclosure of Conflict of Interest

No member declared a conflict of interest

2. Confirmation of Minutes of Meeting 2 November 2006

Moved Mr Greenberger seconded Mr O'Brien that the minutes of the meeting 2 November 2006 be confirmed.

CARRIED

3. Business arising from the Minutes

- 3.1 Mobile Library Closure – see Agenda item 11
- 3.2 Regional Library Agreement – see Agenda item 8

4. Use of Corporation Seal

Nil

5. Inwards Correspondence

- 1. 5/12/06 Corangamite Shire – representatives on CRLC Board
- 2. 6/12/06 BHP Billiton Funding for CRLC Local History Access Program
- 3. 9/1/07 Public Library Funding and Service Agreements – copies circulated to members
- 4. 10/1/07 Colac Otway Shire – representatives on CRLC Board

6. Financial Report

The Operating Statement for January 2007 was considered. Generally expenditure is on track but the following variations were noted:

- Staffing expenditure creep - both casual and permanent
- Materials still showing under expenditure
- Mobile expenditure increase due to \$7,000 maintenance costs in January

Recommendation(s):

- 1. That the Financial Report be noted.**

7. Services and Operations Report

7.1 Activity Statistics

A summary for the half year was discussed. The regional summary shows circulation and visits dropped sharply in comparison with the previous year. December 2006 showed a significant decrease in circulation 32, 111 compared with November 40, 217. Visits to the library also decreased in December but not as sharply. This can be explained by the closure of Colac Library for 8 days for carpet laying and 9 branches closed during the Christmas New Year week. The new opening hours at Moyne libraries have commenced but the full impact will not be apparent until well into 2007.

Overall if there is not a lift in circulation and visits in January 2007 there is cause for concern. In general neighbouring library services reported increases in circulation and visits.

On the up side, attendances at programs, particularly storytime etc have been consistent at all branches and Internet PC usage continues to grow.

The web page usage statistics have trebled. Since the web site upgrade October 2006 visits to the site have increased steadily with a steep increase in January. Daily averages are:

- October 166
- November 255
- December 263
- January 423
- February 487 (to date)

Take up of online services such as requests for items, membership and feedback has been steady.

The Board considered the fall in circulation and visits in December and the steps to take if this trend continued. Discussion noted the following actions:

- Compare the hours open in December with previous year
- Promotion of the services need to be more systematic
- better use of the front windows and space in front of the buildings – more friendly opening and closing signs
- Improved signage
- Library staff need to be more active in presentation and service

7.2 DSL at Derrinallum Library

After reporting that DSL for Derrinallum seemed unlikely for some time and further options were being explored, the ADSL upgrade took place January 8 2007. The first phase of the network upgrade is now complete. The ICT Coordinator Nicole Thompson's commitment with negotiating with Vicnet and Telstra were noted.

7.3 Increased opening hours at Moyne

Moyne Shire libraries commenced new opening hours Monday 4 December 2006. The increased hours are

Koroit	2.5 hours: now open Mondays
Mortlake	1.5 hours: hours reorganised – now open Thursdays
Port Fairy	4.0 hours: open 3 days per week until 5:00 pm

Port Fairy has reported its busiest January and attributes this to the new opening hours. Koroit and Mortlake report the response to the new times has been steady – Koroit borrowers are very happy with the additional Monday morning. Staff report the increase in hours allows more time to give better service.

7.4 SWIFT Demonstration

December 11 2006 2 senior staff visited the SWIFT demonstration at Ballarat Library. (Board members received information about this MAV/Viclink initiative at the August 2006 meeting).

The SWIFT initiative aims to establish a common library management system and managed services for all Victorian public libraries. Libraries have been invited to register an expression of interest to participate in the project. CRLC staff met with Kevin Rushbridge the Project Coordinator November 12 2006 for an update and briefing. CRLC will undertake further site visits before making any recommendations.

7.5 Participation in Statewide Reading Programs

All branches participated in the statewide Summer Reading Club *Read Around Oz* for primary school aged children. To celebrate the finale of the program Richard Galbraith, cartoonist and children's author, entertained children and parents at Koroit, Camperdown and Colac.

A new program for adult readers was held – Reading Victoria. This summer reading program is a State Library initiative. Library members were provided with a list of novels set in Victoria and invited to vote. As well an online forum to discuss the novels was organised. The final vote will be announced shortly. Rosalie Ham visited Warrnambool Library as part of the Reading Victoria program.

7.6 BHP Billiton Sponsorship for Corangamite Regional Library Local History Access Program

The Corporation was successful in gaining BHP sponsorship of \$12,500 to upgrade the microfilm reader printer at Warrnambool library. This is part of a program to provide small branches such as Timboon with microfilm readers, which BHP has already funded, and access to printed copies. It also ensures that branch libraries can support and work with the local history groups to avoid duplication of resources.

7.6 Grant applications

The CEO coordinated and submitted 2 grant applications in January:

- MAV/COTA Positive Ageing Program (\$20,000 for Keep on Reading Large Print and Audio Books)
- Statewide Libraries Building Communities, Demonstration Project (\$65,000 to employ for 6 months a professional librarian to coordinate a Reading and Writing 0-14 year's strategic framework for the library.)

7.7 Staff development and training

- Sally Armistead, Branch Services Coordinator, attended the VECCI Frontline Management Course which ran over a period of 12 weeks August – November 2006. Sally will finalise the course requirements by March 2007.
- 18 December 5 Staff attended the Nancy Pearl, the international librarian) seminar held at the State Library.

7.8 LibraryLink

Leanne Bridgeman, Technical Services Coordinator, has been working on the implementation of *LibraryLink*. Currently CRLC Inter Library Loan staff have been testing LibraryLink Victoria, and will commence using it for Inter Library Loans this week. Our catalogue is available for searching on the Library Link website and will enhance services. Full functionality between our library system and LLV will be available when we upgrade to Spydus version 8 later in the year. Library Link Victoria site <http://www.llv.net.au>

Recommendation(s)

- 1. That the Service Report be noted.**

8 Regional Library Agreement

On December 7 2006 the CEO and officer members from Colac Otway and Corangamite met to finalise the Regional Library Agreement. The main issue was clarifying responsibilities, updating the schedules and the Local Laws.

The meeting recommended the Corporation be responsible for the collections and ICT (computers) whilst the councils are responsible for the buildings and fit out. The Local Library Laws are to be up dated to take to include the Internet and online changes.

Members were sent a copy of the revised Regional Library Agreement.

Members considered CRLC and council responsibilities – clarification required if IT includes photocopiers, fax and printers.

Recommendation(s)

- 1. That the revised Regional Library Agreement, schedules and Local Laws be sent to member councils for final approval**

Moved Mr Greenberger seconded Cr Clanchy

CARRIED

9 Budget 2007/08

The principles to consider in drafting the 2007/08 Budget are –

1. Systematic maintenance and replacement of ICT facilities to ensure sustainable service
2. Planned increase in base funding for bookstock/materials to bring collections closer to comparability with Victorian public library standards and promote use
3. Funding for staff development and training at all levels
4. Funding for special development projects: for example external expertise for management, program development, preparing grant applications

The following items are noted for inclusion:

- 4 year PC replacement strategy \$25,000 Year 1
- System development/Network upgrade and maintenance
- Staff training for upgrade to Spydus version 8 \$9,500

- The contract for Spydus managed Services finishes August 2007: Civica has indicated an 8% increase to renew the contract for a further 3 years (Costs to be provided at meeting)
- Website maintenance and development \$7,000
- Programs/Event budget (currently do not have a separate budget) \$7,500
- Collection development – Book Bonanza Program finished 2006/07

Members discussed the principles noting the need to include Marketing, the 4% EA for Staffing and supported the 4 year PC replacement strategy to maintain efficient service.

It was agreed officer members would meet with Brendon Kane, Colac Otway Shire Finance Manager, to draft the 2007/08 budget.

Recommendation(s)

- 1. A Board committee assist in drafting the CRLC 2007/08 budget**
- 2. A draft budget is available to member councils by March 1 2007**

Moved Cr Clanchy seconded Mr Hayman

CARRIED

10 Public Library Funding and Service Agreements: Discussion Paper

This discussion paper was sent out to members in January. If we wish to make a submission it is to be sent by 2 March 2007.

Key issues for the Board, apart from the overall quantum, are:

- Is the Funding and Service Agreements the best model? If not what is the alternative?

The current model has provided a measure of certainty of funding for an agreed period. We do not want to return to the annual funding guessing game. An agreement for 4 years ties in with the Library Plan cycle.

- Does the Board support setting aside part of the funding allocation for specific statewide infrastructure operations projects? If we agree, what proportion should this be and what purposes should this be directed to?

Statewide infrastructure projects with economies of scale could benefit rural regional libraries particularly in the area of library management systems, ICT telecommunications and networks, electronic resources, collection development, statewide courier service and delivery of interlibrary loans. Suggest between 2 – 3% annually depending on the projects agreed to.

- Does the current formula assist rural libraries?

Continuation of the % spilt between recurrent and local priorities is supported – local priorities provide funds for service development or to trial programs relevant to local communities. The balance may need adjusting.

The weighting for the council component assists rural libraries and should continue. Other factors, which might be considered, are hardship/disaster such as drought or fire, other population categories such as youth or older persons or a weighting for communities subject to seasonal variation.

- Conditions for funding?

These should be kept as consistent as possible. The definitions of basic and value added which were modified in 1999 should be re-examined in relation to the current online environment. There should be consistency across the state about basic and value added.

Members supported the continuation of the Funding and Service Agreements. The quantum of funding is noted – local government is now picking up the major share 70%+ to operate library services. The main issue for rural regional libraries is the population base, population dispersal and size of region. The current formula recognises this but weighting for rural areas is still needed.

Recommendation(s)

1. That the Board consider its response to the Funding and Service Agreements for Victorian Public Libraries Discussion Paper

2. That the CEO prepares a submission conveying the Board's response to the Discussion Paper.

Moved Mr Greenberger seconded Mr O'Brien

CARRIED

11 Mobile Library Closure

On 29 January 2007 the CEO and Officer members of the Board met to finalise service alternatives when the Mobile Library Service finishes 1 July 2007. Members noted the need to provide councils information for budget planning by end of March 2007.

Each member identified service requirements:

- **Colac Otway Shire**
 COS is committed to service the six current sites – Coragulac, Beeac, Birregurra, Forrest, Gellibrand Lavers Hill with an outreach service (Home Library Service included) based at Colac Library. Extending the service to Cressy and Beech's Forest is an option. This service will require a small accessible van fitted out for books and other materials.
 Negotiations and planning are underway for a static library at Apollo Bay. A temporary site located as part of the community hub with Otway Health.
- **Corangamite Shire**
 Corangamite Shire is committed to serve Skipton and Lismore for the current hours - Fridays 2.5 hours per fortnight.
 Currently the Home Library service at Camperdown is serviced from Colac with 7 volunteers visiting individual homes and nursing homes. Corangamite is committed to continue this service.
- **Moyne Shire**
 Moyne Shire is committed to serve its current sites – Hawkesdale, Macarthur, Nullawarre and Peterborough. The option to reinstate service to Yambuk may be considered.
 At Hawkesdale the P – 12 College is prepared to provide a community service. Moyne Shire Offices are located at Macarthur, but further investigation into suitable facilities for library service is required.
 Nullawarre and Peterborough have members who will be disadvantaged by the Mobile Library closure. Some form of outreach service to deliver materials etc is needed for the current hours – 45 minutes at Nullawarre and 1 hour at Peterborough per fortnight.

- **Warrnambool**
No service commitments – the Mobile Service at Allansford School finished December 2006.
Home Library Service van has capacity to serve neighbouring sites.

Service Options

Members recommend that

- Colac Otway and Corangamite cooperate to establish an outreach service to their respective sites. The outreach service will include the Home Library Service at Colac and Camperdown.
- Colac Otway Shire will initially establish a static library Apollo Bay in a temporary location. Apollo Bay is to be stocked from the Mobile collection prior to any distribution of bookstock.
- Warrnambool and Moyne negotiate use of the Warrnambool Home Library Service van to service Nullawarre and Peterborough.

Action Plan

Members propose the following plan:

- The Mobile Library service ends 1 July 2007
- The assets are sold or distributed according to an agreed formula based on contributions: the assets include the vehicle (prime mover and trailer), Plant Reserve and book stock/materials.
- Colac Otway and Corangamite Shire cooperate to provide a library outreach and home service to their respective sites. Planning for the vehicle, fit out and staffing for service is to commence now
- Warrnambool City and Moyne Shire negotiate an agreement for extension of Warrnambool Home Library Service to visit Nullawarre and Peterborough.

Recommendation(s)

- 1. That the Board accepts the proposed Action Plan***
- 2. That arrangements for the sale and distribution of the assets commence***

12 Nexus Regional Libraries Community Survey report

Back ground

In partnership with 7 other Regional Library Corporations, CRLC conducted its annual community satisfaction survey last September (September 1- 15 2006). 300 residents across the region participated in the phone survey conducted by Nexus Research. Both users and non users over 14 years old were consulted. Results of this survey provide excellent feedback for staff and management, as well as in the development of the Strategic Plan and Annual Operation Plan.

Copies of relevant sections are attached. A full copy of the report is available on request.

Summary

The survey found an estimated 42% of adults in the CRLC region had visited a public library in the last 12 months. A further 42% had visited sometime previously and 16% had never visited a public library. The 2006 results suggest a slightly greater incidence of usage in the last 12 months.

The survey shows that those who have used one of CRLC libraries in the last 12 months are more likely to be aged between 35 – 54 years and be female.

The survey reported that significantly more males than females have never entered a library. Also those in full or part time work comprise a high proportion. The main reason given for not using a public library was Time (Too busy), followed by Have No Need. This year the Internet is more likely to be cited as a reason (by 15% non – users).

The survey reported over 90% of respondents claimed English as spoken most often and over 95% claimed to prefer to read in English.

Regardless of their own use, respondents attribute a high level of importance to the provision of a comprehensive public library service.

The individual aspects considered more important by the respondents were Staff Courtesy and Helpfulness, Staff Knowledge, Range and Quality of Books for Adults, Ease of Locating a Book or Information you want, Lending Services (length of loan period, reservations etc) Range and Quality of Children’s Books, Opening Hours and Parking.

Library visitors in the past 12 months, who could therefore speak with experience, gave CRLC a mean satisfaction score of 8.6 out of a score of 10. This is higher than 2005 where the overall satisfaction score was 8.2. (The mean rating across the total survey of users in the last 12 months is 8.5.) CRLC respondents ranked their highest satisfaction with Staff Courtesy and Helpfulness, Staff Knowledge, along with the Lending Services System. Aspects of a more fixed nature – parking and Building Presentation also rated relatively well.

When library users were asked to suggest one improvement to the library a wider range of books was the most common response. Secondly, there was a call by some respondents for longer opening hours.

The summary of the findings show that:

Services that need to be maintained	Services that need improvement
Staff courtesy and help	Range and quality of books for adults
Staff knowledge	Access to the Internet
Lending services	Computers for public use
Ease of finding books/information	Ease of using library catalogue
Presentation of library building	

Recommendation(s)

- 1 That the Nexus Report be received***

Moved Ms Osborne seconded Mr Greenberger

CARRIED

13 Colac Education Precinct

The Colac High School and College are amalgamating. This has provided the opportunity to develop a broader concept for an education precinct with facilities for both school and community. The Colac Otway Shire is taking a lead role in community involvement and participation to plan for a new purpose built school community library sharing meeting rooms, ICT and auditoriums etc. The CEO, together with senior staff and the Colac Branch Librarian staff have participated in community forums, meetings

with the secondary school librarians and principals, COS officers and the project architects.

In the planning discussions the location of the regional headquarters has been raised. If the project goes ahead, the community library is planned for Stage 2.

Consideration needs to be given to the long-term location of the CRLC regional headquarters.

Recommendation(s)

- 1. That the Board note the issue of the future location of the regional headquarters.***

Moved Mr Hayman seconded Ms Osborne that motions 6, 7, 11, 13 be adopted. CARRIED

14 In Committee

The Board moved into committee to discuss staffing matters

14.1 Mobile Library Staff

14.2 CEO's Contract

The CEO's contract was extended for a year.

The Board will set performance milestones for the year

Next Meeting

The next meeting is scheduled for Thursday April 12 2007 at Terang Library.

CONFIRMATION OF THE MINUTES

It is hereby certified that the above minutes of the Ordinary Meeting held 8 February 2007 are those confirmed by the Corangamite Regional Library Board at the Ordinary Meeting held at Terang Library.

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Chairman

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Date