



riverina regional **library**

Integrated Planning Strategy Biannual Report

January – June 2018

Code	Name	Performance
	RRL Integrated Planning Strategy	100%
	Build Capacity	100%
	Optimise our physical and virtual spaces	100%
	Content and services are available to branches and the community when, where and how they are wanted	100%

R1.1.1.1s Investigate developments and options for a universal digital platform for RRL eResources

December

Due to unexpected circumstances, indyreads has yet to be rolled out to the NSW public library network. Staff at State Library will advise staff when the platform will become available.

June

A universal digital platform was developed by State Library of NSW. Named indyreads, the platform provides an access point for negotiated commercial content as well as local content. At this stage there are no plans for RRL to subscribe to the indyreads platform.

R1.1.1.2s Raise awareness with staff at all branch libraries of emerging trends in library fitout, re-design and usage patterns

June

Emerging trends in library fitout, design and usage trends were the main focus of the annual branch meeting in April, with a presentation from Library/Retail Consultant & Trainer, Kevin Hennah.

R1.1.2.1s Provide advice and assistance with grant applications and best practice standards

June

The RRL Administration Centre has a strong commitment to supporting member Councils in the development and submission of grant applications. RRL member Councils have an excellent track record of successful application to the NSW Library Development / Public Library Infrastructure grants programs, which have supported:

- * The construction / extension / refurbishment of many branch libraries across the region.
- * The replacement of mobile libraries.
- * The development of collections.
- * The implementation of new technology applications.

It is noted that the June 2018 state budget provided a one-year only \$5m commitment to a library infrastructure grant program, available only to non-metropolitan libraries.

R1.1.2.2s Guide branch staff in the creating and maintaining of welcoming and functional spaces that encourage the use of the library

June

Creating spaces that are welcoming to all members of our communities, and able to be used to provide a variety of programs and services is vital for public libraries. RRL Administration staff provide information, advice and encouragement to branch staff both generally, via region-wide communication, and specifically when visiting branches.

R1.1.3.1s Maintain a website that is engaging, up-to-date, and rich in content**December**

The RRL website continues to be monitored and maintained to ensure content is current and engaging. During the six month period (July 2017 to December) the RRL website was visited 19,286 times. The most visited pages for the six months included the home page with 15,445, eLibrary with 6,125, Information Online 2,004, eMagazines 1,352 and eAudio 1,267.

The website continues to provide a vital link between the library, staff and members and delivers access to a wide-range of digital resources across the region.

R1.1.3.2s Support the application of social media tools across the region**December**

The Outreach and Promotions team uses social media to engage library users and promote RRL services, resources and events. We provide support to branch staff as they use social media, and contribute to regular posting across the region.

R1.1.3.3s Build skills in smart, safe and responsible use of technology for library staff and customers**December**

The RRL website has a cybersafety page with helpful links relating to the safe and responsible use of technology, cyber bullying, online skills, scams, reporting and RRL policies. Staff across the region completed cybersafety training, and Outreach and Promotions staff continue to inform them of the latest information regarding scams and cybersafety issues.

June

The RRL website continues to be monitored and maintained to ensure content is current and engaging. During the six month period (July 2017 to December) the RRL website was visited 41,503 times. The most visited pages for the six months included the home page with 30,662 eLibrary with 11,517, Information Online 4,067, eMagazines 2,664 and eAudio 2,431.

The website continues to provide a vital link between the library, staff and members and delivers access to a wide-range of digital resources and information across the region.

June

The Outreach and Promotions team use Facebook, Twitter, Instagram, Goodreads and Pinterest to engage library users, promote RRL collections and services, and to promote literacy. Guidance is also provided to branch staff in their use of social media.

June

In early 2018 RRL became an accredited eSmart Library, having completed the eSmart Libraries program. Smart, safe and responsible use of technology is an essential part of our policies, procedures, staff training and library programs.

R1.1.4.1s Undertake an annual review of mobile library service requirements with participating Councils**June**

Seven of RRL's ten member Council's are currently served by the Mobile Library. The overall level of satisfaction with the Mobile Library service is very high. The service is currently fully subscribed which allows little room for any major changes to scheduling.

R1.1.4.2s Review and maintain RRL social media and website for RRL and the Mobile Library**December**

Updates are scheduled and posted daily to the Riverina Regional Library Facebook page. These updates provide patrons of the Mobile Library with arrival and departure times for locations scheduled for that particular day. If there has been a Mobile Library break down, or road closure this method of communication is also used to alert patrons should the Mobile Library be running late or if unable to get to a particular destination. At some locations during school holidays, the Mobile Library will not be parked at the school, therefore Facebook reminds patrons of this and advises of the alternate location. During the "off the road" period in December the updates advise patrons of when the Mobile Library will be back on the road, and references to the eResources collection are publicised. The RRL website is regularly mentioned in the daily posts, along with details of what items can be borrowed from the Mobile Library.

June

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Aim to meet the Standards & Guidelines for Australian Public Libraries baseline library visitation target (5.2 per capita per annum) 100%**R1.1.5.1s Provide a statistical analysis of RRL branch library visitation in relation to the Australian Public Libraries baseline library target****June**

The Australian Public Libraries baseline target for library visitations per capita is currently 5.2. RRL's visitation rate per capita for the 2017 - 2018 year was 3.6.

It is noted that variations in library visitation are affected by a number of factors including population catchment, average distance of borrowers from their nearest library, and library opening hours. Therefore a baseline target may never be achievable for some libraries.

Establish an enabled workforce through the development of skills, leadership and advocacy

Involve staff in library sector advocacy through participation in external library and other-sector forums

100%

R1.2.4.1s Opportunities are provided for staff to participate in external and other sector forums

December

Riverina Regional Library staff are encouraged to participate in forums and working groups where possible and appropriate, both to contribute to the broader library sector and for personal professional development. Highlights for the July-December period include:

- * SLNSW Readers Advisory meeting
- * NSW Strategic Network Committee meeting
- * Australian Public Library Alliance meeting
- * NSW Public Libraries Association (NSWPLA) Executive meeting
- * NSW Public Libraries Consultative Committee Meeting
- * NSWPLA South West Zone Meeting
- * NSWPLA South West Zone Library Managers Meeting

RRL Administration Centre staff also participate in meetings and forums for Libero User Group, FE Technologies User Group and NSW Readers Advisory Working Group.

June

Riverina Regional Library staff are encouraged to participate in forums and working groups where possible and appropriate, both to contribute to the broader library sector and for personal professional development. Highlights involving representation by RRL staff members for the January-June period include:

- * Australian Library & Information Association Board meeting
- * Australian Public Libraries Alliance meeting
- * NSWPLA Executive meetings
- * NSW Public Libraries Consultative Committee meeting
- * NSWPLA South West Zone meeting
- * NSWPLA South West Zone Library Managers meeting

RRL Administration Centre staff also participate in meetings and forums for Libero User Group, FE Technologies User Group and NSW Readers Advisory Working Group.

Provide branch libraries with tools and training to attract, manage and retain volunteers.

100%

R1.2.1.1p Develop a volunteer package for RRL branch libraries

June

The RRL Volunteer Attraction & Training Strategy was developed in 2017. The importance of attracting and retaining volunteers in libraries, to increase capacity to meet demand for programs, in particular, is highlighted to all branch libraries. Program training that is delivered to branch staff, is also offered to volunteers; a strategy that has seen some branches significantly increase their capacity to run programs. The expansion of volunteer programs at RRL branch libraries is a key focus of the RRL strategic priority Build Capacity.

R1.2.2.1s Review organisational structure annually to ensure alignment with changing needs**June**

The RRL organisational structure was reviewed in consultation with the RRL Management Team during the first quarter of 2018, to ensure that it supports the current objectives and functional alignment of the organisation.

Whilst the current structure is fit for purpose, the anticipated retirement of a number of RRL staff during the next 3-5 years will provide an opportunity to more strategically review the situation.

Build succession planning into the annual staff Individual Performance & Development Plan (IPDP) process to support the development of future leaders 100%**R1.2.3.1s Staff IPDPs include succession planning and documenting of processes as actions****June**

All RRL staff attended an internally coordinated succession planning workshop in May 2017 to identify, analyse and develop an action plan for 'at risk' organisational skills and knowledge. Staff were able to prioritise skills and knowledge by completing work profiles of their respective roles and responsibilities. Actions were compiled into an organisation-wide knowledge management action plan and actions have been included in individual staff Individual Performance and Development Plans to periodically review and report on.

Maximise funding models and opportunities

100%

Ensure that the internal funding model is robust and that external funding is optimised

100%

R1.3.1.1s Identify grant opportunities and apply for funding as appropriate

June

RRL continually monitors the availability of grant programs that present funding opportunities. Although no applications are currently pending,

RRL has a good track record of securing funding notably in the annual NSW Public Library Infrastructure Grants program (previously Library Development Grants Program) from which \$100,000 funding was provided for the RRL Administration Centre relocation project in 2014/15.

RRL Administration Centre staff also provide support and advice for member Council grant submissions when requested. There has been a high success rate in grant funding for large scale library projects across the RRL network.

It is noted that the June 2018 state budget provided a one-year only \$5m commitment to a library infrastructure grant program, available only to non-metropolitan libraries.

R1.3.1.2s Continue to lobby for improved library funding from the State Government

December

The RRL Administration Centre and its member Councils have provided strong support to the NSW Public Libraries Association Library Funding Campaign, which commenced in April 2014. The ongoing decline in State funding for public libraries is responsible for the attrition of library staffing, opening hours, collections, services and programs in many NSW Council areas.

RRL is actively supporting the upcoming Library Council of NSW quadrennial bid (2018/19 - 2021/22) for state government funding through its affiliation with NSWPLA and the NSW Public Libraries Consultative Committee.

June

The RRL Administration Centre and its member Councils have provided strong support to past NSW Public Libraries Association (NSWPLA) lobbying initiatives, however the ongoing decline in State funding for public libraries is responsible for the attrition of library staffing, opening hours, collections, services and programs in a number of NSW Council areas.

RRL is actively supporting the upcoming joint advocacy initiative - Renew Our Libraries - between NSWPLA and LGNSW through its close affiliation with NSWPLA. This initiative will seek to double the current state contribution to public libraries, noting that NSW Labor announced its library funding policy on 26 March 2018, undertaking to increase library funding by \$50m in the first 4 years of government.

R1.3.1.3s Apply, maintain and review the RRL funding model

June

The RRL funding model was applied to the development of the 2018/19 RRL member contributions and budget.

On review, the funding model continues to provide financial certainty to member Councils due to the indexation factors that are applied to annual contributions. It has further demonstrated its inbuilt flexibility for the adjustment of individual components of the model in past years through the incorporation of significant variations in requirements for mobile library services after 1 July 2015, as well as the amalgamation of six RRL member Councils into three new entities during May 2016.

Optimise existing and emerging technologies

100%

Support the safe and responsible implementation of new technologies at branch libraries

100%

R2.1.1.1s Research, review and apply emerging library technology innovations as appropriate**December**

The eServices Development Officer (ESDO) continues to monitor peak bodies including nsw.net facilitated by the State Library of NSW for innovation in library technologies. In addition, the ESDO subscribes to technology focussed eLists and undertakes research in what other public libraries are doing both nationally and internationally. During the July-December period, investigation was also undertaken in product/platform that would allow for the library catalogue to be integrated with a large commercial online bookseller's site. Due to technical restraints, this technology does not currently function with our system.

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R2.1.1.2s Explore new and emerging technologies for program delivery at branch libraries**December**

The Outreach and Promotions team are currently seeking grant funding to purchase virtual reality technology for use in programming across multiple age groups. With youth and older Australians as particular target groups, this technology will be used to increase digital literacy, engagement with the library and social connection.

June

The Outreach and promotions team were awarded a Be Connected Activation grant, with which they purchased Virtual Reality equipment. Be Connected is an Australia wide initiative empowering all Australians to thrive in a digital world. This equipment has been used for youth programming, a science festival for all age groups, and planning is under way for a program for older Australians. A simple robotics program was also delivered to enthusiastic school aged children.

R2.1.2.1s Promote the strategy for maximising the use of self loan stations at RRL branches**December**

The Strategy for maximising the use of self loans stations has been in place for some time and branch libraries are well aware of the methodologies and strategies available to them. Gundagai, Wagga Wagga and Tumut libraries are performing consistently well. Most libraries remained consistent with the previous quarters in relation to the percentage of loans being made at self loan stations.

June

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R2.1.2.2s Provide statistical analysis of SMS, eMessaging and RFID applications**December**

Statistical reports on SMS, eMessaging and RFID applications were provided for Advisory Committee meetings twice yearly.

Library customer reserved 3540 titles though the Web based catalogue from July to December.

86% of notifications for Reservations (Hold) 62% of notifications for overdues used a scheduled process via SMS or Email. 8964 email courtesy reminder notifications of overdue items were sent this quarter. 2172 emails for Re-registration of membership reminders were sent this half year.

475 members used our online services to update their member details.

Use of self-loan stations across the region remained static. Gundagai continues to lead by example with 86% of loan using the self-loan station. Temora improved their percentage by 10% from last quarter also.

June

Statistical reports on SMS, eMessaging and RFID applications were provided for Advisory Committee meetings twice yearly.

Library customer reserved 3800 titles though the Web based catalogue from January to June 2018.

94% of notifications for Reservations (Hold) 71% of notifications for overdues used a scheduled process via SMS or Email. 15800 email courtesy reminder notifications of overdue items were sent this half year. 5490 emails for Re-registration of membership reminders were sent this half year.

1590 members used our online services to update their member details. All these figures are increases on the last reporting period.

Use of self-loan stations across the region remained static. Gundagai continues to lead by example with 84% of loan using the self-loan station.

R2.2.1.1s Review Service Level Agreements with member Councils and RRL Integrated Planning Strategy annually**June**

The 2018 - 2022 RRL Integrated Planning Strategy was reviewed by the RRL Management Team prior to being presented to the March 2018 meeting of the RRL Advisory Committee for endorsement. The review of this important quadrennial planning document is built around the three strategic priorities of Build Capacity; Shape the Future; Create Connections.

2018/19 Service Level Agreements (SLAs) were reviewed, updated and sent to each member Council for consideration and endorsement during February 2018.

These documents form an integral part of the RRL Management Plan, which summarises the service intent of the organisation. The Management Plan was endorsed by the March 2018 meeting of the Advisory Committee.

R2.2.1.2s Administer quarterly Service Level Agreement and RRL Integrated Planning Strategy reporting through Performance Planning**December**

The Riverina Regional Library Integrated Planning Strategy and Service Level Agreement quarterly progress reports for the April-June quarter were distributed electronically to member Councils within the agreed timeframe on 10 August 2017. The reports are also accessible on the secure portal of the RRL website.

June

The Riverina Regional Library Integrated Planning Strategy and Service Level Agreement progress reports for the July-December period were distributed electronically to member Councils within the agreed timeframe on 12 February 2018. The reports are also accessible on the secure portal of the RRL website.

R2.2.1.3s Compile comprehensive quarterly statistics of library activity at RRL branches**December**

A range of graphs are produced for the Advisory Committee Meetings to report on library activities including but not limited to Loans, New members, Reservations and Visits.

June

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R2.2.1.5s Compile and distribute a financial year Annual Report**June**

The RRL Annual Report 2017-2018 is in progress for publication in October 2018. The report highlights the effectiveness of RRL's Collections to Clients strategy in terms of program and service development for our communities and captures a portfolio of images from across the region. The report also incorporates organisational compliance and statistical information in accordance with the requirements of the RRL Deed of Agreement.

R2.2.2.1s Conduct and report on quarterly workplace inspections for RRL Headquarters and the Mobile Library**December**

Work Health and Safety inspections are conducted three times per year in February, June and November in consultation with Riverina Regional Library management and staff. Thorough inspections of the Administration Centre and Mobile Library are undertaken in accordance with relevant legislation and WHS best practice. Identified hazards are prioritised and appropriate controls implemented as soon as practicable. The latest round of inspections were completed in October 2017. Highlights for this quarter include:

- * An emergency evacuation drill was conducted at the Administration Centre in December
- * Arrangements made for the purchase of a defibrillator at the Administration Centre

June

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- * An emergency evacuation review was conducted at the Administration Centre in June.
- * Purchase, installation and training in the use of a defibrillator at the Administration Centre.
- * Realignment of boundary fence for added security.

Foster a culture of innovative thinking

100%

Promote innovation to the RRL Advisory Committee and branch libraries

100%

R2.3.3.1s The Advisory Committee and branch libraries are informed of emerging trends in library services and their benefits to RRL and communities**June**

Branch libraries are kept informed of emerging library trends via communication from the Outreach and Promotions team, posts to the online staff portal and the All Staff Training Days. The RRL Advisory Committee met in March 2018 and were shown a presentation on the programs developed for RRL branch libraries for 2018 with the theme of sustainability.

R2.2.3.1s RRL Headquarters staff incorporate continuous improvement thinking to all aspects of their work**December**

Riverina Regional Library Administration Centre staff incorporate continuous improvement thinking to all aspects of their work. Continuous improvement outcomes are documented at monthly staff meetings and reported biennially. Highlights for the July-December period include:

- * Overdue notice mails outs were changed to Mondays and Thursdays each week to better align with new postal services.
- * Standardisation of loan periods and maximum loan quantities.
- * Mobile Library dash cam recordings of routes and service points now used for training purposes, particularly casual relief drivers.
- * All staff training now has individual sessions for new and experienced branch library staff.
- * Roll-out of Cyber Safety Training has been successful and ticks another box for RRL eSmart Libraries accreditation.

June

Riverina Regional Library Administration Centre staff incorporate continuous improvement thinking to all aspects of their work. Continuous improvement outcomes are documented at monthly staff meetings and reported biennially. Highlights for the January-June period include:

- * Overdue notice mails outs were changed to Tuesdays each week due to reduced requirement to send notifications by post.
- * 75 audio books were added to RRL Book Club kits.
- * Installation of solar panels at RRL Administration Centre from grant received by Wagga Wagga City Council.
- * Installation of a wireless rear view camera on the mobile library truck.
- * Reload of RRL holdings in Libraries Australia database.
- * Commencement of hosting services for Libero Library Management System.

Create Connections

100%

Establish and maintain partnerships and strategic alliances

100%

Develop partnership skills for staff at branch libraries

100%

R3.1.1.1p Train branch staff in partnership development

June

Branch staff are encouraged to develop partnerships with local organisations, and volunteers, to build capacity, especially for program delivery. Training in new program delivery is offered to branch staff and volunteers to enable branches to meet demand for programs in their communities.

Develop programs, collections and services that strengthen communities

100%

Maximise accessibility to digital collections

100%

R3.2.1.1s Evaluate and expand RRL digital content

December

RRL's digital content is evaluated using statistical data collated at the end of each month with a yearly review prior to the new financial year. Statistics are available for use by staff and are made available on the secure staff portal.

June

RRL's digital content is evaluated using statistical data collated at the end of each month with a yearly review prior to the new financial year. Statistics are available for use by staff and are made available on the secure staff portal.

RRL make available a wide range of digital materials to suit all ages including traditional databases right through to eAudio, eBook, eMusic, eMagazines and eStorytimes. RRL members downloaded, loaned or streamed 76,614 items over the 2017-2018 year.

R3.2.2.1s Review the Collection Development Policy annually**June**

The RRL Collection Development policy is reviewed annually and was conducted by the Collection Services Officer in consultation with the Support and E Services Coordinator in December, 2017.

R3.2.2.2s Review performance of strategic procurement process**December**

The strategic procurement process for suppliers is an ongoing review undertaken throughout the year. The suppliers for the 2017-2018 financial year remain unchanged and are as follows:

Bolinda - Large print, CD stories and MP3.

MDM Entertainment - DVDs and music CDs.

Peter Pal - Adult and junior fiction and non-fiction titles.

Ulverscroft - Large print and MP3.

Constant monitoring of supplier performance using a suite of key performance indicators and Libero user defined reports is undertaken by the Collection Services Officer in consultation with the Support & eServices Officer.

During the July - December period, the "Average time between date record added and date delivered to RRL HQ" was 8 days. This KPI is being closely monitored to ensure that the branch libraries are continuing to receive their new stock in a timely manner.

Peter Pal trialed a new freight company for delivering stock to branch libraries. After some issues including orders going missing, Peter Pal have now reverted back to the original freight company without any further incidents.

Some branches have expressed concern over the suitability of non-fiction titles they have been receiving. Discussions between the Peter Pal Ordering Team and RRL Headquarters staff have resulted in a trial being set up, whereby branch staff will select their own non-fiction titles through the Peter Pal Online ordering system for the remainder of this financial year.

The standard for catalogue records is being met and quality control checks are performed frequently, with items continuing to be processed to a high standard.

June

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Peter Pal – Adult and junior fiction and adult and junior non-fiction titles.

Ulverscroft - Large print and MP3.

Constant monitoring of supplier performance using a suite of Key Performance Indicators (KPI) and Libero User Defined Reports is undertaken by the Collection Services Officers.

In consultation with the Support and eServices Officer. During the January – June period the "Average time between date record added and date delivered to RRL HQ" was 7 days.

This KPI is being closely monitored to ensure that the branch libraries are continuing to receive their new stock in a timely manner.

All branch standing order author lists for 2018-2019 for adult fiction, youth fiction, junior fiction and picture books have now been finalised and sent to Peter Pal. The training of Branch officers in the online ordering of non-fiction titles for their branches is progressing and will be completed shortly by the staff at Peter Pal.

The standard for catalogue records is being met and quality control checks are performed frequently with items continuing to be processed to a high standard.

Aim to meet the Standards & Guidelines for Australian Public Libraries baseline target for per capita expenditure on collections (\$5.34) 100%

R3.2.3.1s Provide a statistical analysis of RRL per capita expenditure for collections in relation to the Australian Public Libraries baseline target

June

Riverina Regional Library currently spends \$4.22 per capita on collection resources. The Australian baseline target is \$5.34 per capita. Because of RRL's extremely efficient fully outsourced procurement model the current per capita expenditure provides exceptionally good value.

Ensure a system of relevant program development and delivery to branch libraries is in place 100%

R3.2.4.1p Provide a suite of annual programs for delivery at branch libraries

June

This item is complete.

R3.2.4.2s Coordinate visiting authors, presenters and exhibitions to tour branch libraries

December

Authors Sophie Green and Scott Whitaker have been organised to visit branch libraries in August and September. May Gibbs exhibition from State Library of NSW has been secured for 2018. Currently touring is the Australian Inspiration exhibition from State Library of NSW.

June

Successful author visits from Kim Hodges, Jenny Old, Jeremy Scott and Noel Braun were coordinated for the first half of the year. Investigating a cyber safety speaker after a recommendation from a branch library. May Gibbs exhibition from State Library of NSW is currently being exhibited in 5 libraries. An exhibition from the National Art Gallery has been arranged for the end of the year.

Foster a community learning culture 100%

Establish our libraries as community hubs 100%

R3.3.1.1s Promote branch libraries for use by community groups

December

RRL branch libraries have much to offer community groups in terms of resources, space, and exposure to the broader community. Across the region community groups such as knitters' groups, writers' groups and ESL groups meet in their local branch libraries.

June

RRL branch libraries encourage groups within their communities, such as the University of the 3rd Age, writers' groups, art groups, and knitters, to use their space for meetings and programs. This is a mutually beneficial partnership that promotes community groups, and brings new people into the libraries.

The extensive schedule of community programs at the majority of RRL branches is often the catalyst for enquiries by participants about the use of libraries for a range of community activities.

R3.3.2.1s Promote areas of the collection to branch staff for community learning**December**

The annual All Staff Training Days are an opportunity to promote areas of the collection, both print and digital, to branch staff. In October 2017 training in databases and electronic resources, as well as reference and readers' advisory skills, was provided to all staff.

June

The Outreach and promotions team promote the collection to branch staff and customers via newsletters, both print and electronic, the RRL website, and social media.

R3.3.2.2s All programs have a learning, literacy or leisure focus**December**

The Outreach and Promotions team has focused on designing and delivering programs with a learning, literacy and/or leisure focus. Programs adaptable for multiple age groups include bath bombs, Japanese paper marbling, and 3D printing design.

June

All programs are developed with a learning, literacy and or leisure focus. New programs for 2018 were developed with a sustainability theme. Programs adaptable for multiple age groups include beeswax wraps, recycled book art, paper making and natural beauty products.

R3.3.2.3s Maximise the RRL Book Club program and investigate the possibility of developing further self-managed programs

June

The Riverina Regional Library Book Club program consists of 85 member clubs across the region.

The collection consists of 250 book kits, which adequately meet the wish lists of the large majority of clubs.

21 titles were retired at the end of 2017 and these were replaced with 21 new titles in addition to one donated title and the One Book One Wagga title making 23 new titles refreshing the collection.

18 copies of books have been replaced to date this year due to damage or wear and tear in order to maintain the best possible condition of the book club books in order that they will last a long time.

In order to improve access to the book club collection for older and vision impaired members, 75 more audiobooks have been purchased to add to the book kits. This has been in response to a survey of clubs to ascertain the need for alternative formats.

405 kits were loaned across the region from July to December 2017. 520 kits were loaned across the region from January to June 2018.

The Book club newsletter introduced in 2017 continues to be well received and is proving to be an effective medium for communicating information to club leaders to share with their members.

Riverina Regional Library book club 10th anniversary celebrations culminated with the Wagga Wagga City Library Member's Lounge held on November 30, 2017. Approx. 100 book club members from Wagga Wagga Library enjoyed this event with very positive feedback received about Riverina Regional Library Book Club program. 20 clubs expressed an interest in participating in 2018 Wagga Wagga City Library's One Book One Wagga event reading "The Life to Come" by Michele de Kretser.

R3.3.3.1s Provide a statistical analysis of RRL membership in relation to the Australian Public Libraries baseline target

June

The average percentage of population that are library members across RRL is 30.45%. The percentage varies considerably between Local Government Areas ranging from 38% for Coolamon to Greater Hume at 21%. The Australian Public Libraries baseline target is set at 45%. RRL maintains a particularly rigorous "active membership" policy with members that have been "Inactive" for 3 years being routinely removed from the database

It is noted that variations in library membership are affected by a number of factors including population catchment, average distance of borrowers from their nearest library, and library opening hours. It is also noted that the average percentage of population that are library members in NSW is 41%, which is 4% lower than the national baseline target.