



riverina regional **library**

# Integrated Planning Strategy Biannual Report

**January – June 2019**





Code	Name	Performance
	<b>RRL Integrated Planning Strategy</b>	<b>100%</b>
	<b>Build Capacity</b>	<b>100%</b>
	<b>Maximise our physical and virtual spaces</b>	<b>100%</b>

**RRL1.1.1 Support branch staff in creating and maintaining welcoming and functional spaces that encourage the use of the library**

**December**

Along with collection maintenance, which ensures that the collection is of the best quality, Riverina Regional Library Administration staff support branch staff as they seek to make their library spaces as welcoming and functional as possible.

**June**

Riverina Regional Library Administration Centre staff regularly visit branches for collection maintenance, and provide advice in ways to optimise library spaces. Industry and retail best practice and ideas are shared with branches, and specific support given when requested.

**RRL1.1.2 Build skills in smart, safe and responsible use of technology for library staff and customers**

**December**

RRL Outreach and Promotions staff build into our programs eSmart messages, particularly when presenting on technology and the Library's eResources. Outreach and Promotions staff have worked with Tech Savvy Seniors and Be Connected to bring eSmart courses to library members. RRL became a member of eSmart Libraries in July. eSmart Library membership is a purpose-built system designed to equip libraries already certified as eSmart to continue to grow and develop, and connect library users with the skills they need for smart, safe and responsible use of technology.

**June**

RRL Outreach and Promotions staff build into our programs eSmart messages, particularly when presenting on technology and the Library's eResources. Outreach and Promotions staff have worked with Tech Savvy Seniors and Be Connected to bring eSmart courses to library members. RRL Outreach Staff are in the process of updating the Technology in the library leaflet that outlines library and customer expectations in the use of technology and includes eSafety help.

**RRL1.1.3 Review the website to ensure it 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 to December) the RRL website was visited 24,455 times. The most visited pages for the six months were the home and eLibrary pages. 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 RRL website continues to be monitored and maintained to ensure content is current and engaging. During the six month period January to June the RRL website was visited in excess of 25,000 times. The most visited pages for the six months were the home and eLibrary pages. 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.

**RRL1.1.4 Provide and maintain an accessible mobile library service to participating Councils**

**December**

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.

During the July - December reporting period a new Telstra tower was constructed at Tooma. This allowed for the relocation of the Tooma service point to a much more central, accessible and less exposed site.

**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, with the Mobile Library continuing to have the region's highest stock turnover rate in terms of items loaned.

The service is currently fully subscribed which allows little room for any major changes to scheduling.

During the January to June half year a new branch library was opened at Jindera. Impact on the Jindera mobile library service point will be closely monitored.

**RRL1.2.1 Review organisational structure annually to ensure alignment with changing needs****December**

The RRL organisational structure was reviewed in consultation with the RRL Management Team during final 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 to 5 years will provide an opportunity to more strategically review the situation during 2019..

**June**

The RRL organisational structure was reviewed in consultation with the RRL Management Team during final 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 to 5 years has created the opportunity to commence a rolling structural review in 2019.

A review of the Support & eServices Division during the first 6 months of the year has seen the redistribution of the collections function to the Business & Communications Division to create capacity for a stronger focus on RRL's digital engagement objectives.

The review process will continue during 2019 and 2020.

**RRL1.2.2 Build succession planning into overall organisational planning****December**

Succession planning is a critical issue for the RRL Administration Centre (RRLAC), which has a workforce with an average age of 54 years. The impending retirement of at least 5 staff over the next 3-5 years has triggered a review of the organisational structure during 2019, as an opportunity to incrementally implement a revised structure to best meet changing patterns of demand and reflect external impacts such as technology changes.

All RRLAC 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 for periodic reporting and review.

**June**

Succession planning is a critical issue for the RRL Administration Centre (RRLAC), which has a workforce with an average age of 55 years. The impending retirement of at least 5 staff over the next 3-5 years has triggered a review of the organisational structure during 2019, as an opportunity to incrementally implement a revised structure to best meet changing patterns of demand and reflect external impacts such as technology changes.

All RRLAC 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 for periodic reporting and review.

### **RRL1.2.3 RRL staff contribute to the NSW library network and other industry forums through advocacy and participation**

#### **December**

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

- \* Australian Library & Information Association
- \* FE Technologies User Group
- \* Libero User Group
- \* NSW Public Libraries Association & Annual Conference
- \* NSW Public Libraries Consultative Committee
- \* South West Zone Meetings
- \* State Library of NSW Readers Advisory Group

#### **June**

Riverina Regional Library (RRL) staff are encouraged to participate in forums and working groups, both to contribute to the broader library sector and for personal professional development. Highlights for the January - June period include:

- \* Australian Book Industry Roundtable (Books Create Australia)
- \* Australian Library & Information Association
- \* Australian Public Library Alliance
- \* FE Technologies User Group
- \* Libero User Group
- \* NSW Public Libraries Association & Annual Conference
- \* NSW Public Libraries Consultative Committee
- \* South West Zone Meetings
- \* State Library of NSW Readers Advisory Group

**RRL1.3.1 Promote the strategic use of volunteers to increase capacity across RRL branch libraries****December**

The RRL Volunteer Attraction & Training Strategy has been provided to help branch libraries use volunteers to meet the increasing demand for programs in their communities. Cootamundra Library shared their experience with using volunteers, at the branch meeting in 2018, and plans and being developed now to work with member councils and branch libraries to see the strategic use of volunteers grow across the region.

**June**

The RRL Volunteer Attraction & Training Strategy has been provided to help branch libraries use volunteers to meet the increasing demand for programs in their communities. Cootamundra Library is an exemplar in this area, In June 2019, the Outreach and Promotions team provided training in new or extended program delivery, which was open to volunteers to enable them to deliver programs in branch libraries, using the kits provided by the Riverina Regional Library. There will be an increased focus in this region wide capacity building area during the coming year.

**RRL1.3.2 Convene an annual branch library meeting****December**

The annual RRL Branch Library Meeting provides an opportunity for staff from across the region to meet with each other, be updated on matters relevant to all RRL libraries, and discuss issues of mutual interest.

The 2019 meeting is scheduled for Tuesday 9 April, and will include a presentation from Susan Kane on her Colin Mills scholarship trip to Philadelphia libraries, and the programs that have begun in Greater Hume Shire as a result of her learning.

**June**

On the 9th of April, 2019, the annual Riverina Regional Library Branch Meeting was held. 28 staff members from across the region attended, hearing about programs in different branches, updates from RRL Administration Centre staff, had hands on experience of new programs, and participated in a workshop on the advantages and disadvantages of genrefication (the arranging of library collections according to genre).

**RRL1.3.3 Convene annual branch library staff training days****December**

The annual RRL All Branch Staff Training Days deliver training updates in a broad range of library practice areas to staff from across the RRL region. The training sessions are repeated on multiple days to maximise accessibility and attendance for all RRL branch libraries.

The 2018 Training Days were held over 4 days in October/November. 51 staff members from across the region were trained in Libero, eResources, Kanopy (movie streaming), eSmart Libraries, with optional workshops on 3D printing and design, and Augmented Reality. Training on Monday the 29 October was targeted at newer staff members, and the longer serving staff members attended over three following days.

**June**

The annual RRL All Branch Staff Training Days deliver training updates in a broad range of library practice areas to staff from across the RRL region. The training sessions are repeated on multiple days to maximise accessibility and attendance for all RRL branch libraries.

The 2018 Training Days were held over 4 days in October/November. 51 staff members from across the region were trained in Libero, eResources, Kanopy (movie streaming), eSmart Libraries, with optional workshops on 3D printing and design, and Augmented Reality. Training on Monday the 29 October was targeted at newer staff members, and the longer serving staff members attended over three following days.



#### **RRL1.3.4 Support and encourage branch library staff attendance at external professional development forums**

##### **December**

Riverina Regional Library (RRL) is a longstanding and respected member of the NSW Public Library Network and has for many years contributed to the network through representation on a broad range of library sector forums. The RRL professional development and training budget (enhanced by the provision of subsidised travel to the majority of State Library auspiced meetings, seminars and training forums) is judiciously apportioned whenever possible to derive maximum benefit for branch library staff across the region.

Highlights for the July-December period include:

\* Attendance of four RRL Administration Centre staff and three RRL branch library staff at the REACH OUT 2018 Symposium and SWITCH 2018 Conference at Coffs Harbour in November.

##### **June**

Riverina Regional Library (RRL) is a longstanding and respected member of the NSW Public Library Network and has for many years contributed to the network through representation on a broad range of library sector forums. The RRL professional development and training budget (enhanced by the provision of subsidised travel to the majority of State Library auspiced meetings, seminars and training forums) is judiciously apportioned whenever possible to derive maximum benefit for branch library staff across the region. Highlights for the January - June period include:

- \* Attendance at NSWPLA South West Zone Meetings
- \* SLNSW Readers Advisory Seminar
- \* SLNSW Digital Collecting for NSW Public Libraries
- \* UTS Building Indigenous Services & Collections in Libraries
- \* Proteus Emerging Leaders Program
- \* RRL Creative Libraries training

**RRL2.1.1 Investigate hosting services for the Libero library management system (LMS)****December**

Hosting services for the Libero library management system were investigated during 2017-18 and the transition was made to a hosted environment on 3 July 2018.

Hosting brings many advantages including continuous software upgrades, improved security and additional functionality.

**June**

The Libero Library Management System made the transition to a fully cloud based, hosted environment in July 2018. This has resulted in improved functionality, greater security and less on-site maintenance.

**RRL2.1.2 Apply technology to support and enhance program delivery at branch libraries****December**

Examples of the application of technology to program delivery and support to branches include:

- \* Developing and maintaining DIY presentations in the RRL staff portal including Baby Bounce and Ready... Set... KINDY!
- \* Providing equipment for programming such as 3D printing, Virtual Reality, Augmented Reality and Stop Motion animation
- \* Developing workshops incorporating STEAM principles such as WobbleBots and Circuit Bugs

**June**

Examples of the application of technology to program delivery and support to branches include:

- \* Developing and maintaining DIY presentations in the RRL staff portal including Baby Bounce and Ready... Set... KINDY!
- \* Providing equipment for programming such as 3D printing, Virtual Reality, Augmented Reality and Stop Motion animation
- \* Developing workshops incorporating STEAM principles such as WobbleBots and Circuit Bugs

**RRL2.1.3 Contribute to the development and capability of critical technology platforms including LMS and RFID****December**

The Support & eServices Coordinator and Support & eServices Officer are active participants in both the Libero Library Management System (LMS) and FE Technology RFID User Groups and also the Libero product development group.

Additionally, a number of LMS enhancement suggestions submitted by RRL were incorporated into the Libero product during 2018.

**June**

The Support & eServices Coordinator and Support & eServices Officer are active participants in both the Libero Library Management System (LMS) and FE Technology RFID User Groups and also the Libero product development group.

Additionally, a number of LMS enhancement suggestions submitted by RRL were incorporated into the Libero product during the 2018 - 2019 year.

**RRL2.2.1 Review Service Level Agreements and Integrated Planning Strategy annually**

**December**

The 2018-2022 RRL Integrated Planning Strategy (IPS) was endorsed by the RRL Advisory Committee at its March 2018 meeting. The review of this important quadrennial planning document is built around the three strategic priorities of Build Capacity; Shape the Future; Create Connections. The 2019-20 IPS actions have been reviewed by the RRL Management Team for inclusion in the 2019-20 RRL Management Plan. 2019-20 Service Level Agreements (SLAs) have been reviewed and updated for circulation to each member Council for consideration and endorsement during February 2019. These documents form an integral part of the RRL Management Plan, which summarises the service intent of the organisation. The Management Plan will be presented for endorsement to the March 2019 meeting of the Advisory Committee.

**June**

The 2018-2022 RRL Integrated Planning Strategy (IPS) was endorsed by the RRL Advisory Committee at its March 2018 meeting. The review of this important quadrennial planning document is built around the three strategic priorities of Build Capacity; Shape the Future; Create Connections. The 2019-20 IPS actions were reviewed by the RRL Management Team for inclusion in the 2019-20 RRL Management Plan. 2019-20 Service Level Agreements (SLAs) were reviewed and updated for circulation to each member Council for consideration and endorsement during February 2019. These documents form an integral part of the RRL Management Plan, which summarises the service intent of the organisation. The Management Plan was endorsed at the March 2019 meeting of the Advisory Committee.

**RRL2.2.2 Compile and distribute a financial year Annual Report**

**December**

The RRL Annual Report 2018-2019 is in progress for publication in October 2019. The report highlights the effectiveness of library programs and services 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.

**June**

The RRL Annual Report 2018-2019 is in progress for publication in October 2019. The report highlights the effectiveness of library programs and services 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.

**RRL2.2.3 Participate in a biennial external customer perceptions survey**

**December**

Riverina Regional Library (RRL) conducted a Voice of our Customers (VOC) survey, administered by an independent external consultant, during February 2018. This was the sixth biennial survey undertaken since 2009 with RRL member Councils and branch libraries. The results have proven an ongoing continuous improvement focus on services with an increase in approval rating from 83% in 2010 to 97% in 2016. The latest overall satisfaction rate was 100% in the 2018 survey. The VOC survey is an important quality assurance tool for the RRL Administration Centre and will be undertaken again in 2020.

**June**

Riverina Regional Library (RRL) conducted a Voice of our Customers (VOC) survey, administered by an independent external consultant, during February 2018. This was the sixth biennial survey undertaken since 2009 with RRL member Councils and branch libraries. The results have proven an ongoing continuous improvement focus on services with an increase in approval rating from 83% in 2010 to 97% in 2016. The latest overall satisfaction rate was 100% in the 2018 survey. The VOC survey is an important quality assurance tool for the RRL Administration Centre and will be undertaken again in 2020.

#### **RRL2.2.4 Conduct an annual review of RRL policies**

##### **December**

Each year in December, a comprehensive review of Riverina Regional Library (RRL) policies is undertaken to ensure that all policies align with the current strategic, operational and legislative environment in which RRL operates. In consultation with RRL Administration Centre staff, peak bodies, and feedback received from South West Zone meetings, the policies were reviewed to ensure they are consistent with and represent RRL objectives, and can be effectively implemented and administered. All policies were reviewed to ensure legislative context is up to date and compliant, and consistent terminology and language is used throughout. Only minor changes were required within this review period.

##### **June**

Each year in December, a comprehensive review of Riverina Regional Library (RRL) policies is undertaken to ensure that all policies align with the current strategic, operational and legislative environment in which RRL operates. In consultation with RRL Administration Centre staff, peak bodies, and feedback received from South West Zone meetings, the policies are reviewed to ensure they are consistent with and represent RRL objectives, and can be effectively implemented and administered. All policies will be reviewed in December 2019 to ensure legislative context is up to date and compliant, and consistent terminology and language is used throughout. In accordance with the Executive Council's Equity & Respect program, the policies will also be reviewed this year to ensure inclusive language is used throughout.

## **RRL2.2.5 Provide a statistical analysis of RRL branch library visitation, per capita expenditure on collections and library membership in relation to the Australian**

### **December**

The visitation rate to RRL branch libraries for 2017 - 2018 was 3.87 physical visits per capita. The Australian Public Libraries baseline target rate of visitation is 5.2 visits per capita.

Whilst RRL libraries have not reached the Australian Public Libraries baseline target rate for this indicator, there are mitigating factors for country libraries including lower population density, greater distance from libraries, and limited access to public transport.

As of 30 June 2018, RRL had 38,843 active members. This represents 28.04 percent of the total population of member council areas. The Australian Public Libraries baseline target is 45 percent.

This item has been rated as "on track" because local conditions have a considerable impact on this measure. The distance from a library service varies significantly between metropolitan and rural Councils, as does the availability of regular and reliable (if any) public transport. In general, mobile library service points (and some of RRLs smaller branch libraries) cater for very small rural populations as opposed to city library branches that have catchments of several thousand constituents.

Additionally, RRL strictly adheres to the State Library of NSW standard practice of deleting members from the database after 3 years of inactivity. This is not the case with a number of other library services that are not as compliant.

RRL's per capita expenditure on library materials (including processing costs) for 2017 - 2018 was \$4.95. The Australian Public Libraries baseline target has been set at \$5.34 per capita. This is seen to be a satisfactory outcome.

### **June**

The visitation rate to RRL branch libraries for 2018-19 was 3.97 physical visits per capita. This was a slight increase on the previous year. The Australian Public Libraries baseline target rate of visitation is 4.8 visits per capita.

Membership as a percentage of population for the 2018-19 was 27.27%. The Australian Public Libraries baseline target is 44%.

Expenditure on collections per capita was \$4.15. The Australian Public Libraries baseline target is \$5.65

Whilst RRL libraries have not reached the Australian Public Libraries baseline target rate for these indicators, there are mitigating factors for country libraries including lower population density, greater distance from libraries, and limited access to public transport.

This item has been rated as "on track" because local conditions have a considerable impact on this measure. The distance from a library service varies significantly between metropolitan and rural Councils, as does the availability of regular and reliable (if any) public transport. In general, mobile library service points (and some of RRLs smaller branch libraries) cater for very small rural populations as opposed to city library branches that have catchments of several thousand constituents.

Additionally, RRL strictly adheres to the State Library of NSW standard practice of deleting members from the database after 3 years of inactivity. This is not the case with a number of other library services that are not as compliant.

**RRL2.3.1 Document and report on continuous improvement outcomes and opportunities****December**

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

- \* Transition from in-house to hosted Libero library management service.
- \* External barcode scanning on Storytime/program tubs.
- \* Book Club lists arranged into genres to assist with selection.
- \* Library notices (events, opportunities, updates and articles of interest) available on the secure staff portal of the RRL website.

**June**

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

- \* The new RRL income tax invoice procedure was implemented on 1 January 2019.
- \* Rechargeable Dyson vacuum cleaners were purchased for the Mobile Library and IDS van.
- \* Inter library loan charges are now noted on the library member card in Libero.
- \* The library extension browser function that shows book and ebook availability across multiple library networks was demonstrated for RRL staff.
- \* MDM Entertainment, RRL DVD providers, have now aligned with the Libero library management system - reducing workloads for RRL staff.
- \* The program types in the RRL Wufoo form were alphabetised to improve useability for branch library staff.

### RRL2.3.2 Identify target areas for innovation and conduct workshops with relevant stakeholders as required

#### December

Innovation is high on the agenda for the Riverina Regional Library Administration Centre (RRLAC) and is embedded in the everyday work of the organisation.

Historically, a focus on innovation has included the following initiatives:

- \* Establishment of a Collections to Clients strategy in 2010 - a move from collection focused to client focused outcomes
- \* Implementation of collection procurement outsourcing to redirect the efforts of a number of staff to more client focused services
- \* Installation of RFID technology to better administer management, circulation and security of the regional collection held in 18 branches and the mobile library
- \* Transitioning to a cloud hosted service for the region wide Libero library management system

All of these innovations and improvements have contributed to the development of a much more flexible and scalable service model, which enabled the seamless expansion of the organisation through the admission of 5 additional Council areas from 2013-2015.

The structure and intent of the future organisation is the current innovation focus for the Management Team which will, during 2019, contemplate the structural, technical, digital and customer requirements of the organisation over the next 10 years.

In the meantime innovation and continuous improvement remains a standing item on RRLAC staff meeting agendas, and staff continue to pursue small and large scale innovations as part of their daily work.

#### June

Innovation is high on the agenda for the Riverina Regional Library Administration Centre (RRLAC) and is embedded in the everyday work of the organisation.

Historically, a focus on innovation has included the following initiatives:

- \* Establishment of a Collections to Clients strategy in 2010 - a move from collection focused to client focused outcomes
- \* Implementation of collection procurement outsourcing to redirect the efforts of a number of staff to more client focused services
- \* Installation of RFID technology to better administer management, circulation and security of the regional collection held in 18 branches and the mobile library
- \* Transitioning to a cloud hosted service for the region wide Libero library management system

All of these innovations and improvements have contributed to the development of a much more flexible and scalable service model, which enabled the seamless expansion of the organisation through the admission of 5 additional Council areas from 2013-2015.

The structure and intent of the future organisation is the current innovation focus for the Management Team which will, during 2019, continue to contemplate the structural, technical, digital and customer requirements of the organisation over the next 10 years.

In the meantime innovation and continuous improvement remains a standing item on RRLAC staff meeting agendas, and staff continue to pursue small and large scale innovations as part of their daily work.

## Establish and maintain strategic partnerships and alliances

100%

## RRL3.1.1 Maximise partnerships with peak state and national library organisations

## December

State and National Library Associations play an important role in supporting the profile and viability of public libraries. The RRL Administration Centre (RRLAC) is well aware of the value of such organisations, and works in partnership with them where possible and appropriate.

The RRLAC is currently represented on the following state and national organisations:

- Australian Library & Information Association
- Australian Public Libraries Alliance
- NSW Public Libraries Association
- NSW Public Libraries Association South-West Zone
- NSW Readers Advisory Working Group
- NSW Public Libraries Marketing Working Group
- Libero (Library Management System) User Group
- FE Technologies (RFID) Smart Libraries User Group

The RRLAC also encourages the participation of RRL branch library staff at statewide forums through the allocation of a proportion of the annual training budget for that purpose.

Membership of state and national associations provides a worthwhile contribution to the national public library network, creates valuable partnerships, and provides excellent professional development opportunities for RRLAC staff.

## June

State and National Library Associations play an important role in supporting the profile and viability of public libraries. The RRL Administration Centre (RRLAC) is well aware of the value of such organisations, and works in partnership with them where possible and appropriate.

The RRLAC is currently represented on the following state and national organisations:

- Australian Library & Information Association
- Australian Public Libraries Alliance
- NSW Public Libraries Association
- NSW Public Libraries Association South-West Zone
- NSW Readers Advisory Working Group
- NSW Public Libraries Marketing Working Group
- Libero (Library Management System) User Group
- FE Technologies (RFID) Smart Libraries User Group

The RRLAC also encourages the participation of RRL branch library staff at statewide forums through the allocation of a proportion of the annual training budget for that purpose.

Membership of state and national associations provides a worthwhile contribution to the national public library network, creates valuable partnerships, and provides excellent professional development opportunities for RRLAC staff.

## RRL3.1.2 Activate strategies and program opportunities offered by strategic partners to branch libraries

## December

RRL Outreach and Promotions staff worked with branch libraries to obtain grants from Be Connected that are being used to support older Australians to gain digital skills. Outreach and Promotion staff offer assistance to branch staff to work with their local organisations and create partnerships for library programs.

## June

Outreach and Promotion staff offer assistance to branch staff to work with their local organisations and create partnerships for library programs. The relationship between branch libraries and Be Connected continues to be fostered allowing branch libraries to continue offering learning opportunities for older Australians to learn digital skills. Outreach and Promotional staff have partnered with OzGrav to bring virtual reality experience to branch libraries.



### **RRL3.1.3 Support branch libraries to identify local strategic partners with a view to increasing the service capacity of the RRL network**

#### **December**

Support is provided to branch libraries in identifying local strategic partners, and in strengthening those relationships, in order to increase service capacity. Schools, pre-schools, local businesses, and community members can be mutually beneficial partners.

It is anticipated that people from a variety of these areas will be able to assist with the activation of volunteer support in libraries across the region.

#### **June**

In order to meet the demand for programs and services, libraries need to seek strategic partnerships. Riverina Regional Library Administration Centre staff encourage and support branches to work with groups and organisations in their local communities, to increase capacity. The annual branch meeting, and regular Outreach and Promotions email updates, are used to share branch experiences of strategic partnerships.

**RRL3.2.1 Ensure that the RRL Collection Development Policy and associated processes facilitate a relevant, inclusive and accessible collection****December**

The Collection Development Policy is regularly reviewed to reflect changing demands and expectations of our clientele.

**June**

The Collection Development Policy is regularly reviewed to reflect changing demands and expectations of our clientele.

**RRL3.2.2 Coordinate visiting authors, presenters and exhibitions to tour branch libraries****December**

May Gibbs exhibition from State Library of NSW toured in July through to September. Author visits from Megan Forward, Kim Hodges, Rochelle Nicholls, Jenny Old, Jessica-Grace and Gabrielle Chan were coordinated for branch libraries. Performers Veggie Plot and Croc Encounters were coordinated to branches during the school holidays. Art exhibition Blue Suitcase from the Art Gallery of Australia travelled to Coolamon, Howlong and Corowa.

**June**

Authors Donna Cameron visited Corowa, Holbrook, Mulwala, Tumut and Junee, and Leith Russell visited Tumut, Cootamundra, Coolamon and Culcairn. The Art of Ageing digital exhibition was held at Henty and Holbrook and an updated panel exhibition has been applied for to tour later this year. Tumbarumba hosted an exhibition from the Art Gallery of Australia - Red and Yellow Suitcase enabling visitors to explore and handle art. The Veggie Plot returned for the school holidays to Tumut, Batlow, Cootamundra and Bland.

**RRL3.2.3 Develop flexible programs with a learning, literacy and/or leisure focus****December**

All programs developed by the Outreach and Promotions team have a learning, literacy or leisure focus, and often involve all three. Many of the programs are able to be adapted for delivery to different age groups. The Bath Bombs and Book Wreath kits have been presented as school holiday programs, as well as adult programs, and the Virtual Reality equipment has been used for youth gaming events, and at seniors' events, introducing them to new technology, and promoting brain health.

**June**

The Outreach and Promotions team has developed many programs that are flexible, sustainable, and have a learning, literacy, and/or leisure focus. There has been an increase in adult programming across the region, and many kits are used for seniors, family and children's events alike. Technology programs such as Virtual Reality, and maker-style programs such as paper marbling, pencil shaving art, and beeswax skincare have been presented to multiple age groups, teaching people new skills as they have fun and connect socially with others.

**RRL3.2.4 Compile biannual statistics of collection profile and usage at RRL branches****December**

Statistics and graph are collected and compiled for the Riverina Regional Library annual report. Collection and loan statistics have also been compiled to create a profile of RRL branch libraries performance over the 17/18 year.

**June**

Statistics and graph are collected and compiled for the Riverina Regional Library annual report. Collection and loan statistics have also been compiled to create a profile of RRL branch libraries performance over the 18/19 year.

**RRL3.2.5 Investigate and evaluate the implementation of livestreamed and/or video recorded programs for use at branch libraries****December**

The Outreach and Promotions team has investigated the possible use of Blue Jeans, a video conferencing service, for program and training delivery at branches, using the State Library's Blue Jeans account to enable remote attendance at training and meetings. At this stage, the technology is expensive, and not entirely reliable. The user experience is varied, so further investigations are required.

**June**

The Riverina Regional Library has created a Zoom account, in order to be able to live stream meetings or events, and record them for later use. In terms of programming, Outreach and Promotions include links to relevant online videos that explain and demonstrate how the activity works, in order to increase the capacity of branch staff to deliver programs.

**RRL3.3.1 Provide and maintain the RRL Book Club program****December**

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.

Sixteen copies of books were replaced from July to December 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.

376 kits were loaned across the region from July to December 2018 with 194 being loaned from Wagga Wagga branch.

The Book club bi-monthly newsletter continues to be well received and is proving to be an effective medium for communicating information to club leaders to share with their members. Wagga Wagga City Library annual Member's Lounge was held in November. Approximately 100 book club members from Wagga Wagga Library enjoyed this event with very positive feedback received about the Riverina Regional Library Book Club program. Thirteen clubs expressed an interest in participating in 2019 Wagga Wagga City Library's One Book One Wagga event reading "Scrublands" by Chris Hammer.

**June**

The Riverina Regional Library Book Club program consists of 86 member clubs across the region.

The collection consists of 254 book kits, which adequately meet the wish lists of the large majority of clubs.

Sixteen copies of books were replaced from January to June 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.

430 kits were loaned across the region from January to June.

ErinEarth in Wagga Wagga – A sustainable living education complex – kindly donated a kit of 10 copies of a book called "Change the story, change the future" by David C Korten to the book club program.

The Book club bi-monthly newsletter continues to be well received and is an effective medium for communicating information to club leaders to share with their members.

**RRL3.3.2 Investigate electronic mechanisms for information sharing and promotion****December**

The Outreach and Promotions team use Hootsuite to manage social media accounts. This system enables the team to schedule posts in advance, and target promotions to certain branches. LibraryAware, an EBSCO product attached to the Novelist database, is currently being investigated as a means to promote collections more widely through targeted electronic newsletters.

**June**

The Outreach and Promotions team send electronic newsletters to promote library services, resources and events, and to alert library users to new resources or changed conditions. Hootsuite, a social media management tool, is used to schedule posts on social media. These posts share information and promote region-wide resources, and branch specific events.

**RRL3.3.3 Encourage locally relevant programing at RRL branch libraries****December**

The Outreach and Promotions team work with branch staff to ensure that programs developed are locally relevant for the branches that run them. RRL also encourages branch staff to seek opportunities to work with other organisations, groups or businesses, to run programs of significant local relevance.

**June**

Branch library staff develop relationships with their communities, which are strengthened when they provide programs that are especially relevant to those communities. Outreach and Promotions staff work with branch staff to develop or source programs that meet local needs. For example, Tumut Library is using the Riverina Regional Library's programs to engage with a group of multicultural women.