



riverina regional **library**
annual report
2020-2021

bland
coolamon
cootamundra-gundagai
federation
greater hume
junee
lockhart
snowy valleys
temora
wagga wagga

riverina regional **library**
annual report
2020-2021

About Us

The Riverina Regional Library (RRL) is the largest regional library service in NSW. It provides library services to approximately 140,761 constituents of 10 local government areas. The service consists of 19 static library branches, 2 deposit stations, and a mobile library that serves 27 communities in 7 Council areas.

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W: www.rrl.nsw.gov.au

Acknowledgements

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RRL Advisory Committee Chairperson Report



We have once again reached the end of a financial year, providing me with the opportunity to report on the notable achievements of the Riverina Regional Library (RRL) this year.

In many ways, it has been a year of rejuvenation following the COVID-19 restrictions and library closures of 2020. An exciting highlight was the official opening of the new Batlow Library in February 2021. Snowy Valleys Council received \$1M in grant funding from the NSW Government's Stronger Country Communities program to design and construct the new library/meeting facility. For more than 50 years the Batlow Library was located in the Batlow Literary Institute building. Now it has a built-for-purpose premises to better meet the demands of a contemporary library service for the community to enjoy into the future.

Library membership is not just about numbers, but the services that members use combined with flexibility and access.

Things have been rejuvenated in the digital space too, as RRL launched a new-look website in June 2021. Following consultation with library managers and staff across the region, and valuable input from website developers, Digital Thing, RRL staff presented a modern, responsive website able to promote the services of RRL and its branch libraries in an effective, user-friendly format.

There has also been a strong focus on increasing library membership, which was significantly affected by COVID-19. Membership is not just about numbers but the services that members use combined with the flexibility and access of those services. The importance of access to quality online and in-library resources is well known to expand the reach of information and entertainment to library members. With membership and access in mind, RRL launched the SOLUS RRL Library app in November 2020, giving members a degree of virtual access to the library to manage loans, borrow items and download eResources.

I am pleased to commend the RRL Annual Report to you as a great showcase of what the RRL Administration Centre staff and member libraries have delivered over the year. The report also highlights the importance of libraries as community hubs for the people of the region.

Cr Dallas Tout
Chairperson
RRL Advisory Committee

RRL Advisory Committee

BLAND SHIRE COUNCIL

Mr Ray Smith
Cr Jan Wyse (Executive Committee)
Ms Alison Balind

COOLAMON SHIRE COUNCIL

Mr Tony Donoghue
Cr Kerrilee Logan
Ms Courtney Armstrong

COOTAMUNDRA-GUNDAGAI REGIONAL COUNCIL

Ms Miriam Crane
Cr Leigh Bowden
Cr Penny Nicholson

FEDERATION COUNCIL

Ms Jo Shannon (Executive Committee)
Cr Gail Law
Mr Gerard Van Emmerik
Cr Bronwyn Thomas

GREATER HUME COUNCIL

Mr David Smith
Cr Denise Knight
Cr Annette Schilg

JUNEE SHIRE COUNCIL

Mr James Davis
Cr Pam Halliburton (Deputy Chairperson)
Ms Stacy Moses

LOCKHART SHIRE COUNCIL

Mr Peter Veneris
Cr Greg Verdon
Cr Ian Marston

SNOWY VALLEYS COUNCIL

Ms Kristin Twomey (Executive Committee)
Cr Cate Cross
Mr Paul Holton
Cr Margaret Isselmann

TEMORA SHIRE COUNCIL

Ms Elizabeth Smith
Cr Dennis Sleigh
Cr Max Oliver

WAGGA WAGGA CITY COUNCIL

Mr Peter Thompson
Cr Dallas Tout (Chairperson)
Cr Dan Hayes
Cr Rod Kendall
Cr Yvonne Braid (Executive Committee)
Cr Vanessa Keenan

RRL Administration Centre

RIVERINA REGIONAL LIBRARY

Robert Knight	Executive Director
Michael Ellis	Mobile Library Supervisor
Howard Atkinson	Mobile Library Operator
Garry Forde	Mobile Library Relief

BUSINESS AND COMMUNICATIONS

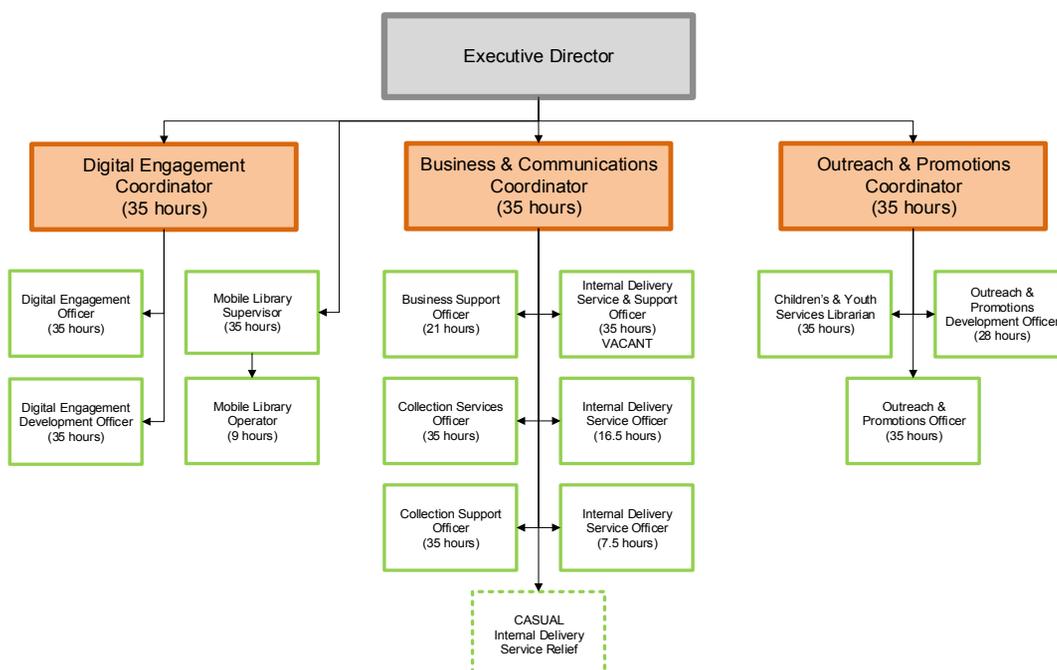
Karen Wendt	Business & Communications Coordinator
Wendy Callis	Business Support Officer
Kaylene Nisbet	Collection Services Officer
Kim Mason	Collection Support Officer
Joel Reid	Internal Delivery Service Officer
Doug Simpson	Internal Delivery Service Officer
Rod Clarke	Internal Delivery Service Relief

OUTREACH AND PROMOTION

Amy Heap	Outreach & Promotions Coordinator
Tracey Luhrs	Outreach & Promotions Officer
Cynthia Price	Outreach & Promotions Development Officer
Sharon Smith	Children's & Youth Services Librarian

DIGITAL ENGAGEMENT

Zac Armistead	Digital Engagement Coordinator
Helen Graetz	Digital Engagement Officer
Clare Morey	Digital Engagement Development Officer



RRL Divisions

BUSINESS AND COMMUNICATIONS

- Administration and Governance
- Collection Services
- Strategic Reporting
- Internal Delivery Service

OUTREACH AND PROMOTION

- Community Learning
- Product and Service Promotion
- Children's and Youth Services
- Program Development

DIGITAL ENGAGEMENT

- Information Technology
- eResources and eServices
- Statistical Reporting
- Systems Administration



RRL Branch Library Staff

ADELONG LIBRARY

Jessica Campbell Library Assistant

BATLOW LIBRARY

Robert Beegling Library Assistant
Sarah Kynasten Casual Relief Staff

BLAND LIBRARY

Cathy Lange Library Services Coordinator
Klara Head Library Assistant
Heidi Robinson Library Services Trainee

COOLAMON LIBRARY

Helen McLoughlin Library Manager
Kathy Wolfenden Library Assistant

COOTAMUNDRA LIBRARY

Penny Howse Library Manager
Lynne Thorburn Library Assistant
Leanne Jones Library Assistant
Rochelle Nicholls Library Assistant
Kerry Byrne Casual Relief Staff
Anne Condon Casual Relief Staff
Kellie Holmes Casual Relief Staff
Alison Knagge Casual Relief Staff

COROWA LIBRARY

Nicole Raleigh Library Coordinator
Belinda Campbell Library Assistant
Yasmin Cole Library Assistant

CULCAIRN LIBRARY

Susan Kane Library & Youth Services Team Leader
Keena McFarlane Library Assistant
Tarran Slatter Library Assistant
Jenny Whitlock Library Assistant
Jo-Anne Harris Casual Relief Staff
Amanda Stroh Casual Relief Staff
Christie Thomson Casual Relief Staff

GUNDAGAI LIBRARY

Cindy Smith Library & Community Services Manager
Leanne Sheahan Casual Relief Staff
Robin Horst Casual Relief Staff
Ellen Tozer Casual Relief Staff
Linda Woods Casual Relief Staff

HENTY LIBRARY

Susan Kane Library & Youth Services Team Leader
Ashleigh Andrews Library Assistant
Angela Moriarty Youth Officer
Julie Colley Casual Relief Staff
Andrea Simmons Casual Relief Staff

HOLBROOK LIBRARY

Alison Cowie Library Assistant
Dominique Heriot Library Assistant
Carly Toll Library Assistant
Leonie Hibberson Casual Relief Staff
Debbie Jones Casual Relief Staff
Cathy Mann Casual Relief Staff

HOWLONG LIBRARY

Tanya Bytschkow Library Officer

JINDERA LIBRARY

Susan Kane Library & Youth Services Team Leader
Betty Chaloner Library Assistant
Eileen Parascos Library Assistant
Andrea Simmons Library Assistant

JUNEE LIBRARY

Kim Richards Librarian in Charge
Matthew Glass Library Assistant
Margaret Kanaley Library Assistant
Kylie Heffernan Casual Relief Staff
Susan Preston Casual Relief Staff
Kiara Longmore Casual Relief Staff
Sophia Cameron School Based Trainee

RRL Executive Director Report



As the 2020-2021 year comes to a close, we find ourselves harvesting the strengths and learnings that have come from the COVID-19 pandemic restrictions and commending each other on our adaption to new library service delivery.

Since the COVID-19 shutdown of libraries from late March to early June 2020, online resources and programs continued to dominate library service offerings well into 2021. Access to the RRL virtual collections including eBooks, eAudioBooks, eMagazines and the range of databases has not abated but has opened the collective eyes of libraries to a 'new way' of doing things; an alternative that was previously readily available but under-utilised. Online resources played an important role in maintaining members' access to information and leisure reading.

*eResources
have opened
the collective
eyes of libraries
to a new way of
doing things,
and play an
important role
in maintaining
access to
information
and leisure
reading.*

Online Storytimes and outreach programs offered continuity of access to these popular events, and extended accessibility to people who cannot or do not normally attend physical libraries. These learnings confirm that we can utilise technology to very effectively entertain, communicate with, and present to our communities; at the same time substantially expanding the reach of libraries to their constituents.

The Zoom video conference platform has become an integral tool in the RRL communication arsenal for hosting meetings and webinars and, given the difficulty of distance across the region, it has provided an appreciated portal for libraries staff to stay in touch.

The importance of book clubs to our communities showed no sign of diminishing, with 92 clubs from across the branch libraries taking advantage of the service this year. RRL Book Clubs have access to over 200 physical titles as well as a range of digital titles available for simultaneous download. A number of the region's 92 Book Clubs continued to operate in the online environment using multiple access titles (which RRL purchased specifically for Book Clubs) and Zoom meetings to discuss the books they had read. Book Clubs not only provide new reading experiences and stimulating conversation, but also social connection. The ability to continue Book Club meetings either in person or via Zoom has allowed even greater engagement.

The 2020 Online Storytime Agreement was initiated during the COVID-19 pandemic last year and enabled public libraries in Australia to livestream and record Storytimes using children's picture books without breaching the associated copyright provisions. Such was the success of the scheme that further discussion with industry stakeholders resulted in an agreement for Australian Library and Information Association (ALIA) to pilot an online Storytime program during 2021. Under the scheme, publishers can permit the use of their Australian picture book titles for the Online Storytime 2021 pilot program in return for a small annual payment from public library branches. The big difference for the Online Storytime 2021 pilot is that it is an opt-in program for publishers. Only specified Australian picture book titles can be recorded for online posting. It is anticipated that Online Storytime will continue in 2022.

As part of its commitment to supporting NSW councils and their libraries in both strategic and practical ways, the NSW Public Libraries Association (NSWPLA) Executive resolved to meet the \$150 (plus GST) cost of all libraries across the state wishing to register for the NSWPLA Online Storytime 2021 pilot program. The Executive wanted to provide every library in NSW with the opportunity to continue extending the reach of online Storytimes into communities across the state during 2021, and the uptake was significant.

The Riverina region has a rich history and much of this history exists in records stored in libraries, local museums, and community organisations. To capture these collections held in libraries, RRL staff developed a Digital Preservation and Digitisation Strategy and invited member Councils to apply for Community Heritage Grants to fund significance assessments. This assessment of collections held determines items of national, cultural or historical significance. The second part of this long-term project involves RRL creating a centralised platform where digitised copies of records can be stored securely in a format that prevents loss due to deterioration or technological obsolescence. This project is still in its very early stages, with uptake expected to progress over coming years.

There have been significant changes to staffing arrangements at the RRL Administration Centre since July 2020. The resignations of Lynn Hackett, Collection Services Officer, and Brian Plummer, Support and eServices Coordinator, were acknowledged with much fanfare for their long and meritorious services to RRL since 1978. Both commenced work during the year that RRL commenced, and their contribution to the organisation is acknowledged and greatly appreciated.

The Support and eServices Coordinator role was replaced by the new position of Digital Engagement Coordinator in recognition of the increasing requirement for digital capacity in libraries. Zac Armistead was appointed to the role and commenced work in July 2020. Kaylene Nisbet, previously the Collection Support Officer at RRL, was appointed to the Collection Services Officer role, replacing Lynn Hackett, in June 2021. Both Zac and Kaylene have proven to be excellent choices for the roles and are already making their mark in their respective areas.

As always, the dedication and enthusiasm of all RRL Administration Centre staff is recognised, especially during this eventful year, and I wish to take the opportunity to thank each and every one for their hard work. The commitment of staff at RRL's 19 branch libraries, 10 member Councils, and the delegates of the RRL Advisory Committee is also acknowledged and appreciated.

Robert Knight OAM

Executive Director

Riverina Regional Library



library

riverina regional library

riverina regional library

RRL Mobile Library

High stock turn-over and loan figures for the mobile library continued to emphasise the importance of the mobile library service this year. The collection was maintained regularly throughout the year with the weeding of items that had not been borrowed in the past 3 years or had been borrowed more than 30 times. The mobile library collection is continuously replenished with new stock funded from the additional mobile library collection allocation of \$20,000 endorsed by the RRL Advisory Committee for the 2017-18 budget and thereafter subject to annual rate pegging.

The mobile library was withdrawn from service for approximately 3 months due to the COVID-19 shutdown (25 March to 29 May 2020) and a scheduled refurbishment of the trailer at Brimarco, Ballarat (1 June to 3 July 2020). Unlike other services provided to RRL member libraries which continued to be offered online insofar as possible, as well as support for staff who continued to operate various services to their customers, the mobile library had to be completely withdrawn.

By virtue of savings made in mobile library operating costs and a proportion of staff costs, through the introduction of the Local Government (COVID-19) Splinter Award 2020, RRL offered refunds to the seven councils utilising the mobile library service, equivalent to three months (or 25%) of their respective 2019/20 contributions. A total amount of \$74,599 was taken from the Mobile Library Reserve for reimbursement to the councils that utilise the mobile library service in the same proportions as their contributions.

Children's programs were very well received on the mobile library, especially during the school holidays. Take Home Program Kits (eg, Pencil Monsters) were trialed for the first time during the second half of 2020 and proved to be very popular. Children were also thrilled to take part in a lucky dip as a reward for simply borrowing an item.

To ensure the safety and wellbeing of staff and customers, the mobile library continued to apply many of the COVID-19 Safety requirements for library services including capacity limits, safe physical distancing markers, provision of hand sanitiser, and QR code check-in via the Service NSW app.

11,213
Library
Visits



19,793
Items
Loaned



1,571
Library
Members



6,341
Collection
Items



40,700
Kilometres
Travelled



James Bennett Sustainability Project

RRL began working in partnership with library supplier, James Bennett, as an early adopter of their green initiative, The Sustainability Project (TSP), in September 2020. TSP is an innovative program created to assist libraries in disposing of weeded material by reducing the number of library books ending up in landfill and giving back to the community at the same time.



As new books come in, old ones must go out, and while RRL collections staff do their best to re-distribute stock to other RRL branches in the first instance, many are deemed unsuitable and must be disposed of. TSP extends the life of books by collecting unwanted items and finding them a second (or third) life elsewhere. The books are collected free of charge and either re-sold, donated to charities that support literacy programs, or sustainably recycled. James Bennett ensures that items deemed appropriate for recycling have their plastic covers removed before being sent for pulping, which is valuable peace of mind for libraries whose books are sometimes inadvertently sent to landfill due to their plastic covering. As at the June 2021:

**** RRL has sent 5,216 books to James Bennett TSP***

**** The project overall has donated \$4,023 to the Indigenous Literacy Foundation – the TSP charity of choice***

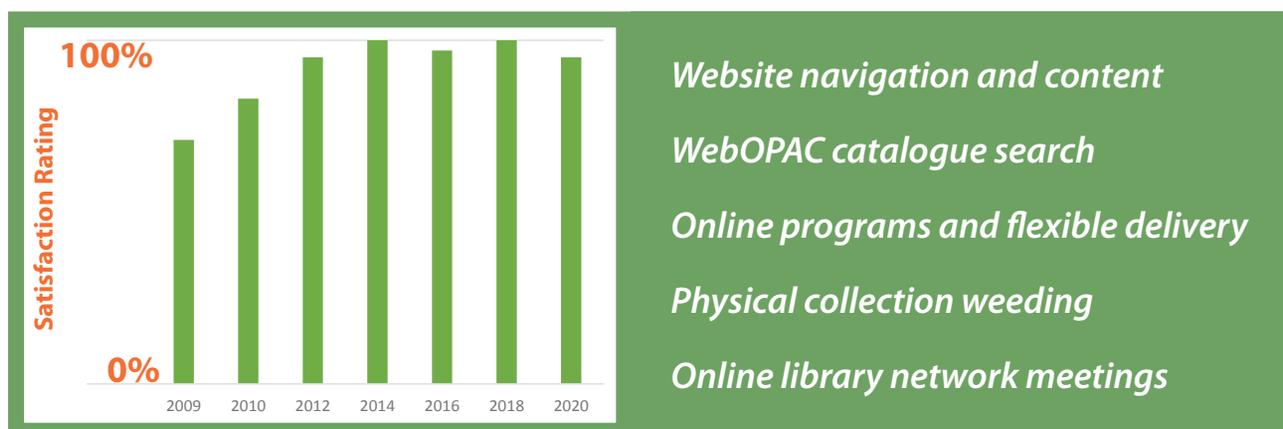
TSP has been a very successful partnership for RRL and its branch libraries, who responded positively by undertaking enthusiastic weeding of their collections, all the while supporting education and literacy, and helping to achieve global and organisational sustainability goals.

RRL Biennial Customer Survey

The seventh round of the RRL Customer Survey was undertaken in July 2020. Previous surveys had been conducted by external consultant, Ken Gray from The Customer Connection, however, since Ken’s retirement in 2019, RRL took the opportunity to review its survey methodology and adopt an online survey platform – Survey Monkey. The questions were arranged in a format that correlated with previous survey results to determine trends.

A total of 20 responses were received for the 2020 survey (three less than 2018). While there was a slight decrease in overall satisfaction rate this year (95% compared to 100% in 2018), there was a notable increase in the ‘excellent’ rating (60% compared to 46% in 2018).

The survey results show that RRL has achieved sustained satisfaction levels over the last eleven years. The table below provides comparative outcomes from surveys conducted from 2009 to 2020. The 2020 survey identified key focus areas for remedial action or continuation of services. See tables below:



Rating	2009	2010	2012	2014	2016	2018	2020
5 Excellent	29%	33%	37%	35%	66%	46%	60%
4 Very Good	42%	50%	58%	58%	31%	54%	35%
3 Average	22%	17%	5%	5%	3%	0%	5%
2 Poor	7%	0%	0%	0%	0%	0%	0%
1 Very Poor	0%	0%	0%	0%	0%	0%	0%
Total 4+5	71%	83%	95%	100%	97%	100%	95%
Responses	14	18	19	26	29	24	20

The RRL Customer Survey process is an important quality assurance tool for the RRL Administration Centre. It provides an objective and concise analysis of performance in critical areas of service. More importantly, it presents RRL with the opportunity to identify misperceptions that need to be addressed, pinpoint areas where training is required, exercise remedial action to areas of deficiency, and apply continuous improvement strategies to service areas that have been identified by our customers.

Transforming Programs

The 2020/21 year has certainly been an interesting one for everybody in the community, and public libraries have proven how very far they are from repositories for dusty old books! The RRL Outreach and Promotions team has supported branch libraries as they have adjusted to changing restrictions. As branch libraries moved to online Storytimes, providing Click and Collect or home deliveries of reading material, and being flexible with programming so in-person or take-home versions have been available, RRL has moved quickly to make sure the community's needs were being met in trying times.

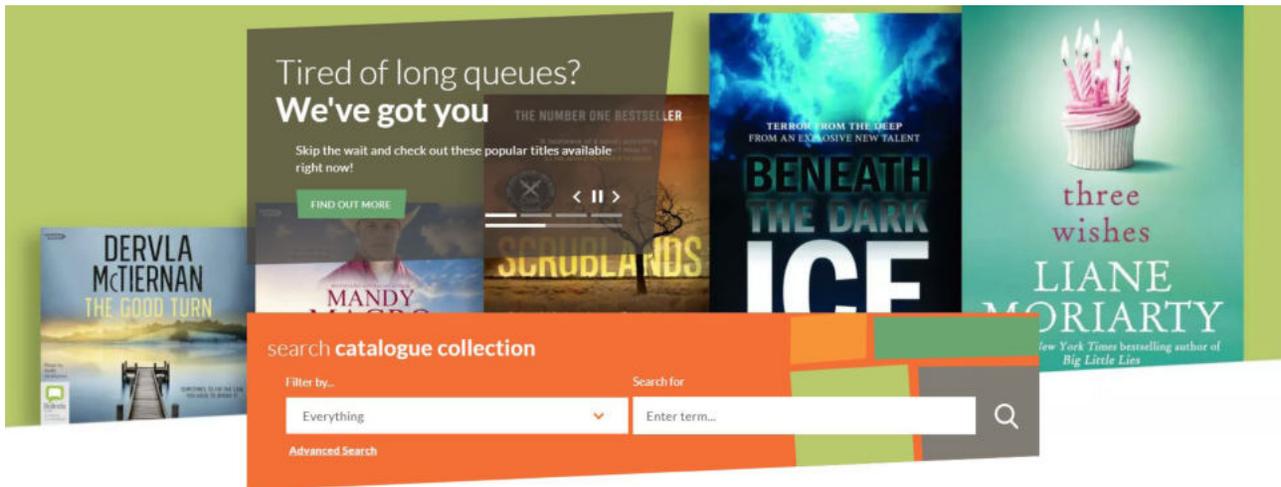
RRL's Children's and Youth Services Librarian recorded many Storytimes to be made available via YouTube and branch Facebook pages, and provided training and support for branch libraries as they set up their own online Storytimes. School holiday programs moved to take-home kits, and videos were made to show families how to make their kits – sock bunnies, wobblebots, string kitty caddies, star jars and so many more. Several branches provided in-person and take-home versions of programs for youth. Sustainability programs, such as homemade beeswax wraps, and beeswax skincare products were especially popular with youth. RRL also launched Teen Series Binge, where readers could borrow every book in a young adult series at once. Box sets look great on the shelf at home, and mean that people don't need to borrow the books individually from all the different branches where they are held. Young people weren't the only ones to enjoy take-home kits and online programs. While some branches were able to return to in-person programs (and enjoy such fun activities as paint pouring), many branches took advantage of take-home kits such as soap making, bath bombs, card making, candle rolling, Sashiko brooches, and coffee pod jewellery, supported by links to instructional videos.



With authors unable to tour libraries to promote new books, librarians got together, with the support of the NSW Public Libraries Association, to organise online author talks, freely available to all NSW public libraries via Zoom webinar. Thousands of readers attended the live author talks and were able to ask questions of the authors. The recorded talks were then made available via YouTube. This has been an especially valuable resource for regional libraries, as fewer authors tour outside the major cities. Over the summer months, the whole state was invited to read Lucky's by Andrew Pippas, before attending a Library Lover's Day event with the author, via Zoom. NSW Reads was the first state-wide summer reading program for adults, and was one of the silver linings to the pandemic. When people's lives were turned upside-down, their local library was there to support them!

Let's Get Digital

The past year has been a period of significant growth for the library in the digital space. RRL has undergone a website redevelopment, implementation of a new documentation management system, the launch of a library phone app, and much more. The focus of these projects has been directed toward bringing library services up-to-speed with current technologies, enabling members to engage with the library in new and exciting ways.

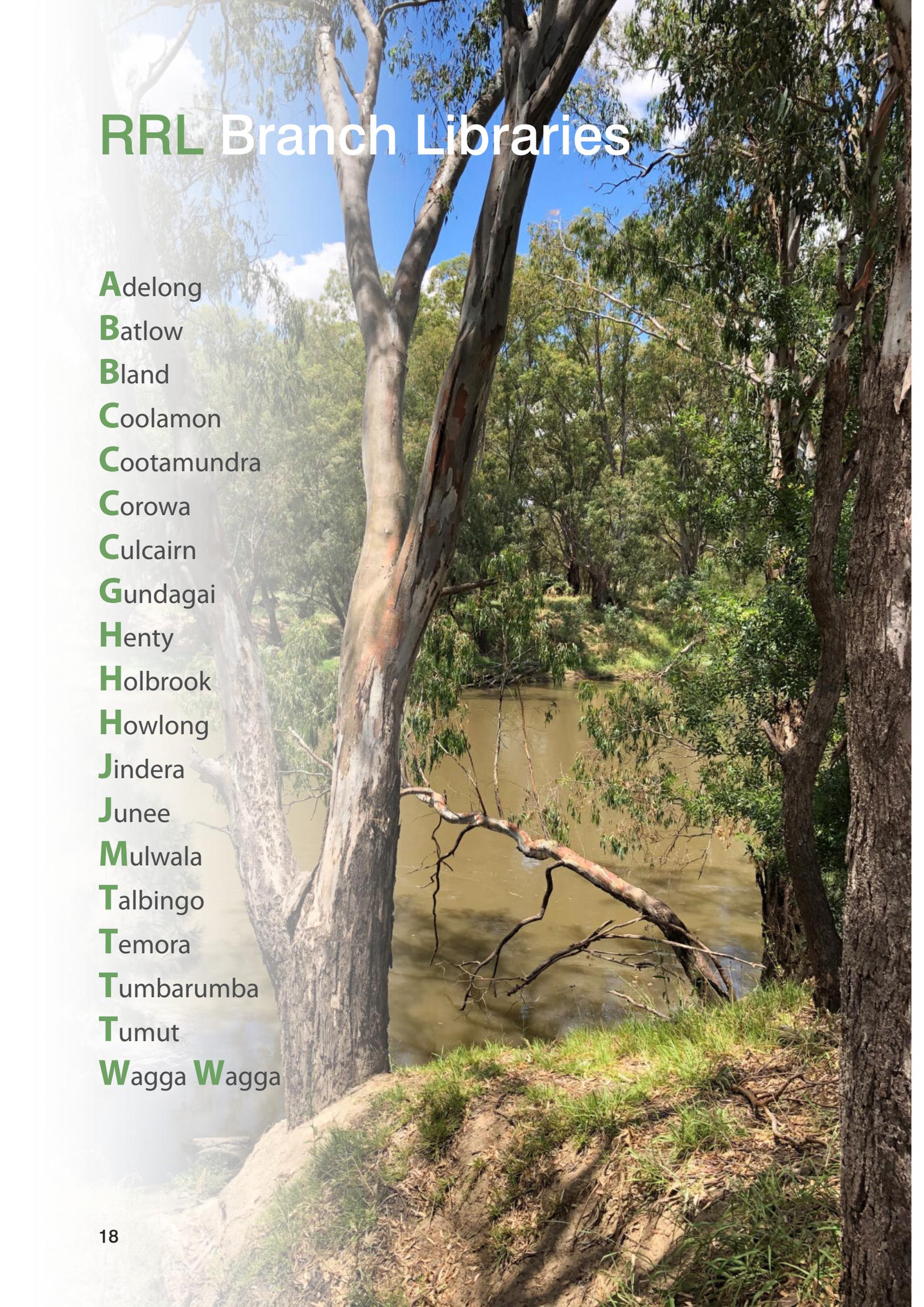


The Riverina Regional Library App, developed by SOLUS, launched in mid-November 2020 and has been installed on nearly 800 devices in the seven months following its launch. With thousands of uses across this period, the app has become an important tool to members and staff, who are using it to get the most from their library. The app has enabled members quick access to view their account and renew items, place reservations, search the catalogue and eResources, and many additional functions all at their fingertips. With additional promotion, it is expected that this growth will continue, and the app will become an important aspect of the library's engagement tools.

Over the last eight years, the existing RRL website served the library well enough to provide information to members and the broader public when needed. However, growing expectations and developments in style and function in that period had left the site lacking when compared to other library sites within the state. Not to be left behind, RRL engaged Digital Thing, a website development company, to build a reimagined site with the goal of providing the best possible experience for visitors to the site. Through internal and external consultation, and some elbow grease, the new RRL website was launched to the public in June 2021. The new look sees images take the forefront, lightening the load compared to the previously text-heavy site. The site overhaul includes highlight features such as a new header and side bar menus making navigation easy, a search that connects straight from the RRL site to the WebOPAC, and an events page that can be filtered by visitors to see what's happening at their local branch. Feedback has been positive, and we hope to create more options for member engagement over time.

Alongside these major changes, many minor alterations to workflows have taken place over this year. Improvements have been made to many statistical reporting processes, foregoing complicated and time-consuming methods for digital options; a happy bi-product being reducing paper waste. Further to that, many branches have been moving member sign-ups to a digital format. These efforts are appreciated and further reduce paper use.

RRL Branch Libraries



Adelong

Batlow

Bland

Coolamon

Cootamundra

Corowa

Culcairn

Gundagai

Henty

Holbrook

Howlong

Jindera

Junee

Mulwala

Talbingo

Temora

Tumbarumba

Tumut

Wagga **W**agga

RRL Network



OUR VISION

*Inspiring people,
engaging communities,
enriching lives*

OUR VALUES

*Respect for people, ideas
and knowledge
Commitment to fostering
learning communities
Integrity, equity and
quality of service*

OUR MISSION

*Creatively connecting
people, information
and knowledge*

Adelong

Snowy Valleys Council
Network of Libraries

Contact Us

Address:
Tumut Street
Adelong NSW 2729

Telephone:
02 6946 2270

Open Hours

Friday 8:30am -
4:30pm (closed for
lunch 12:00pm -
1:00pm)

Programs and Events

This year has seen fewer events than usual at the Adelong Library, although, the library was eventually able to welcome back Adelong Pre School who attended for a fantastic Storytime with Ros. The children enjoyed engaging with the different stories and themes, reading books and making some great craft to take back to Pre School with them. The library also hosted a Storytime in early 2021 at the Pre School.

Kids Korner

The Kids Korner was still a hot spot in the library. Children love to come and make their own craft, either using their imagination or using some of the templates that are in the Maker Craft Cart. Many played with the doll house and the blocks, as well as the chess board and puzzles. The Kids Korner allowed their caregivers time to browse the shelves and find some gems to borrow. During the Easter school holidays, the library hosted a board games session which gave kids the opportunity to play with different board games that they may not have access too.

Library Wi-Fi

It was great to finally get free Wi-Fi at the library this year. It allowed people to relax in the lounges and access their emails. Library staff enjoyed helping patrons with local history searches as well as scanning important diaries and book entries for them to share with their families. The library staff have also been able to help patrons with grant applications, booking council facilities and computer enquiries.

Jessica Campbell | Library Assistant | Adelong Library

787

Library
Visits



1,646

Items
Loaned



3,017

Collection
Items



170

Library
Members





Storytime at Adelong

Batlow

Snowy Valleys Council
Network of Libraries

Contact Us

Address:
Pioneer Street
Batlow NSW 2730

Telephone:
02 6941 2446

Open Hours

Monday to Friday
10:00am - 4:30pm
(closed for lunch
1:00pm - 2:00pm)

11,417
Library
Visits



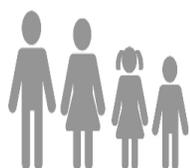
5,215
Items
Loaned



5,268
Collection
Items



448
Library
Members



New Batlow Library

After the 2020 Summer bushfires and then months of COVID-19 restrictions, it was a great relief for the Batlow Community to be able to have the library move into its new premises and then celebrate the official opening. Local library advocates and strong supporters of library services together with Snow Valleys Council officers and staff, the local Federal Member of Parliament, and the Deputy Prime Minister were present at the opening.

The new library is located in Batlow's cultural hub and affords community members and visitors with modern pleasing facilities including meeting rooms, kitchenette, bathrooms, public access computer areas, and a host of other features. Everyone who enters the space comments on how modern the space is and are amazed at the services offered at the library.

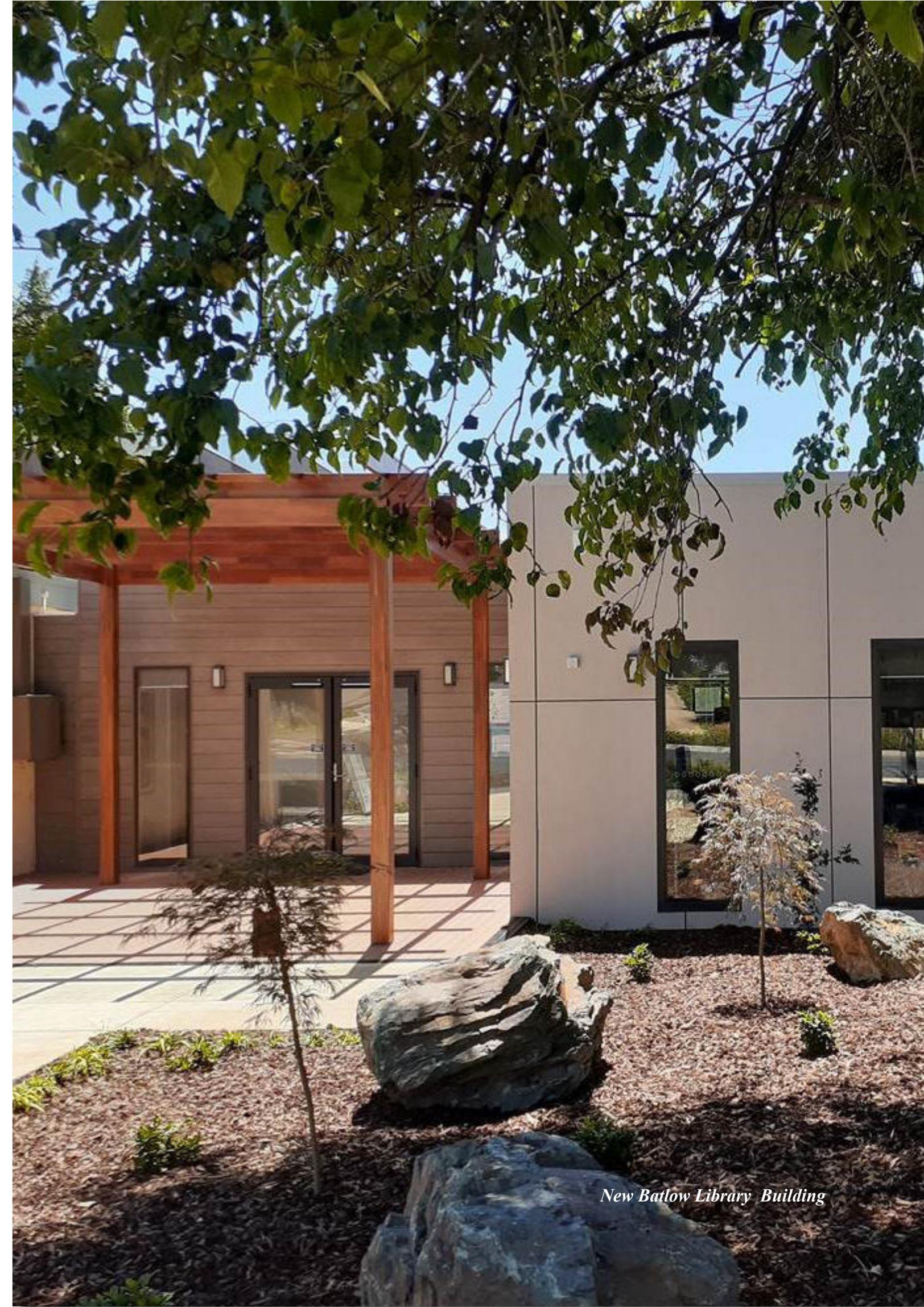
Storytime

Storytime now takes place in a dedicated children's area in the library which is bright, well-lit and colourful. Children attend every second Wednesday of the month to hear stories and to participate in craft activities. The storytelling allows the library to support literacy in the community and to establish links with Early Learning Centres and the two Kindergarten/Year 1 classes at the local schools. It is always a very happy and rewarding time for the children.

Supporting Local Services

The Batlow library maintains a close link with the local Multipurpose Service Centre (Hospital) providing bulk loans of audio-books, DVDs and narrations of the local newspaper for residents to access and for the coordinator of activities to use with residents. The library recently organised a bulk loan from the State Library of Finnish Language books for several residents of Finnish background and these have been greatly appreciated.

Robert Beegling | Library Assistant | Batlow Library



New Batlow Library Building

Bland

Contact Us

Address:
6 Shire Street
West Wyalong
NSW 2671

Telephone:
02 6979 0272

Open Hours

Monday to Friday
10:00am - 5:00pm
Saturday 9:30am -
12:00pm

31,957

Library
Visits



18,770

Items
Loaned



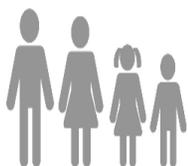
14,439

Collection
Items



1,633

Library
Members



Tech Savvy Seniors

There is little doubt that COVID-19 had a huge impact on library services and programs in 2020-21. However, Bland Shire Library proved adept at adjusting to ensure that all its services and programs continued with minimal interruption. The library held a highly successful 10-week Tech Savvy Seniors program in the early part of 2021. Sessions were held every Tuesday with 10-20 participants attending each session – the oldest participant being 94 years of age. The program, which was government funded and conducted by library staff, covered a range of topics including an introduction to computers, smartphones, email, attachments, photos, apps and online shopping. The purchase of an interactive smart board and an upgrade to the library's wireless network enabled library staff to provide an effective and efficient delivery of the program. Due to the success of this program and an overwhelming demand for more sessions, Bland Shire Library is continuing its Tech Savvy Seniors program indefinitely.

Connecting and Building a Stronger Community

In 2020-21, Bland Shire Library allocated additional library funding for the provision of technology to support the elderly, disabled and visually impaired. The library purchased a quantity of strip magnifiers, which were made available free to those patrons in need – the pen-like magnifiers enabled patrons to borrow normal print, as well as large print, thus providing a wider choice of reading material. Other items purchased included hand-held magnifiers with an inbuilt light and the latest Victor Reader for use by home library or housebound clients. A portable digital magnifier is now available for use in the library to assist patrons with reading small print material such as newspapers, magazines and maps. The library also invested in a number of large print keyboards.

Author Talk

Bland Shire Library was extremely grateful to receive \$8000 from Evolution Mining's Cowl Partnering Program to support its upcoming Author Visit in October and 2021-22 Summer Reading Club programs. While the library cancelled last year's annual Author Visit (a week-long residency) due to Covid-19, the library was pleased to host a talk by Cootamundra resident, Ross Fitzell, in April. Ross, who is legally blind, was accompanied by his retired guide dog, Harry, and his new guide dog, 18 month old Pluto. Ross gave a wonderful talk which was light hearted, highly informative and equally inspiring. A very successful event with feedback overwhelmingly positive and every person in attendance purchasing a copy of Ross's book, *Barking Mad* (much to Ross's delight), with proceeds going to NSW/ACT Guide Dogs.

Cathy Lange | Library Services Coordinator | Bland Shire Library



Author, Ross Fitzell, with Harry and Pluto

Coolamon

Contact Us

Address:
129 Cowabbie Street
Coolamon NSW 2701

Telephone:
02 6927 2492

Open Hours

Monday to Friday
8:30am - 5:00pm
Saturday 9:00am -
12:00pm

22,398

Library
Visits



17,709

Items
Loaned



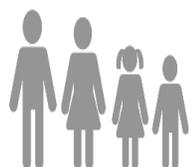
7,292

Collection
Items



1,261

Library
Members



Youth Fest and School Holiday Program at Home

The September/October 2020 school holiday program and Youth Fest was a little different, mainly due to the COVID-19 regulations and restrictions. The Coolamon Shire Council Community Officer and the library combined both programs with workshops and activities offered as take-home kits. Some of the kits included DIY Day Spa, DIY Fitness, DIY Macramé, DIY Mini Greenhouse and Garden, DIY Star Jar, DIY Coding, DIY Volcano Explosion, and an online Cooking Challenge - all offered free of charge. Funding was made available by the NSW Government Youth Funding, Coolamon Community Drug Action Team, and the Coolamon Shire Council. The kits contained instructions and equipment in each individual pack and were very popular. All the kits were sold out within a week!

Children's Theatre Production – *Wizard of Oz*

It was wonderful to welcome back Louise Blackett and the children's theatre production of *The Wizard of Oz*. Louise Blackett is well known in Wagga Wagga for running Children's Theatre Workshops and stage shows. The production is normally performed in the Up To Date Store (UTDS), however this year it was held in the newly renovated outdoor space of the UTDS precinct. The newly built stage, lighting/sound area, and newly paved sitting area was the perfect spot for the performance. It was held in January 2021 with two sessions held during the day. Both sessions were well supported and booked out.

Ganmain Storytime

The Library introduced a monthly Storytime session for families living in Ganmain and surrounding areas. It commenced in February 2021 with a two-month trial and has been so successful that it will continue until at least the end of 2021. The Ganmain Daycare Centre and the Ganmain Pied Piper Preschool are regular visitors to the sessions. Held inside at the Ganmain Hall which offers plenty of room and all the required facilities, a tub of picture books are provided each month for families to borrow and return. The library is hopeful that, with continued support, this outreach program will continue to grow and be available each year.

Helen McLoughlin | Library Manager | Coolamon Library



School Holiday Programs at Home

Cootamundra

Cootamundra
- Gundagai Regional
Council Network of
Libraries

Contact Us

Address:
Wallendoon Street
Cootamundra
NSW 2590

Telephone:
02 6940 2200

Open Hours

Monday to Friday
9:00am - 5:00pm
Saturday 9:30am -
12:00pm

38,281
Library
Visits



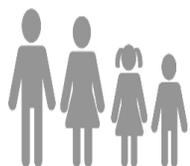
40,888
Items
Loaned



14,930
Collection
Items



3,105
Library
Members



Community Education and Activities

Over 30 people attended Melbourne based writer Sam Everingham's talk about his book, *Wild Ride - The Rise and Fall of Cobb and Co*, in April. Many locals had ancestors who drove for Cobb and Co in the Riverina during the 1870s and 1880's. The subject matter made for a very interesting talk and follow-up discussion.

The library purchased some photographs of old Cootamundra from the Duncan Miller collection and began posting one photograph on the library's Facebook page each day with a small description of the photo. The photos are also shared to the local Cootamundra Remembers Facebook page which showcases Cootamundra's history. The library is constantly promoting the library in the community via Facebook and currently has over 1000 people following the page.

Technology Opportunities

Cootamundra-Gundagai Regional Council secured funding from the NSW State Library to run the Tech Savvy Seniors program in 2020-2021, which was designed to increase digital literacy in the older population. As part of this initiative, a group of seniors completed an iPad for Beginners course tutored by Kerry Byrne. The library also obtained \$5,000 in funding through the Be Connected program to help Australians build online skills. The focus this year was on providing opportunities for residents in outlying villages and rural regions of the shire to attend technology training in locations close to their homes.

Childrens' Programs

Cootamundra toddlers had a great time with the Vegetable Plot in the July school holidays. The Vegetable Plot are award winning musicians on a radical mission to get kids to fall in love with vegetables (through music and dance). The library was able to hold the session both inside and outside in the beautiful Autumn sunshine.

It was indeed fortunate to have the Magic of Wiradjuri Country Photography Exhibition in the library during NAIDOC Week 2021. On exhibition were winning entries from Riverina schools across the region that captured the essence of Wiradjuri Country. Congratulations went to outstanding local students including senior winner, Logan Hotston (Cootamundra High School), Junior runner up, Zoe Parsons (Cootamundra Public School), and Junior Winner, Lily Rankin (Eurongilly Public School).

Penny Howse | Library Manager | Cootamundra Library



Uji Rankine
© Rankine



Magic of Wiradjuri Country Photography Exhibition

Corowa

Federation Council
Network of Libraries

Contact Us

Address:
100 Edward Street
Corowa NSW 2646

Telephone:
02 6033 8941

Open Hours

Tuesday to Friday
10:00am - 5:00pm
Saturday 9:30am -
12:00pm

COVID-19 Programs and Activities

Once again this year the COVID-19 pandemic has had a big influence on library operations. Towards the end of 2020 there was a taste of freedom and Storytime was recommenced in the library. While numbers were slow to build up to begin with, larger groups soon began attending.

School holiday programs were held in January and April, however, the NAIDOC WEEK themed activity had to be postponed, with fingers crossed that it could be held in September. Home deliveries continued to be very popular as it was found that many older people, despite being vaccinated, were still cautious about going out into the community.

Author Visit

A major highlight for the year was an Author Visit from Ailsa Wild in April. As well as being an accomplished children's author, Ailsa has also worked in circus and theatre productions with young people.

Due to COVID-19 restrictions on numbers in the library, staff took Ailsa out to schools in the Federation Council area. All of the schools were very excited to have Ailsa visit, enjoying her talk about her life as an author, and had great fun with the group story sessions.

Ailsa also presented an adult author talk for her newly published book, *The Care Factor*. The book is the story of the COVID-19 pandemic from the perspective of Ailsa's friend, an Intensive Care Nurse, and it created a very lively discussion.

Nicky Raleigh | Library Coordinator | Corowa Library

no data
available

Library
Visits



25,685

Items
Loaned



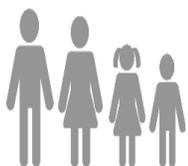
10,158

Collection
Items



1,605

Library
Members





Author Visit, Ailsa Wild

Culcairn

Greater Hume Council
Network of Libraries

Contact Us

Address:
40 Balfour Street
Culcairn NSW 2660

Telephone:
02 6036 0100

Open Hours

Monday to Friday
8:30am - 5:00pm

15,068
Library
Visits



4,569
Items
Loaned



3,996
Collection
Items



542
Library
Members



My Health Records Training Funding from ALIA

The Greater Hume Council was successful in receiving \$5000 in funding from ALIA for all Culcairn Library staff to undertake training in My Health Records training. In March 2021, the library held an information/training day for Culcairn community members in partnership with the Local Health Advisory Committee promoting the availability of My Health Records and the ongoing support which will be provided by staff for community members to access this information. Morning tea was provided with an opportunity for the participants to share ideas about future events they would like to see in the library.

Women's Week

The NSW Women's Week celebrations were held across the Greater Hume Council commencing in the Culcairn Library on 8 March 2021. Celebrations were made possible due to funding received from the NSW Government Women's Week grant of \$4,500. The event was presented by Kevin Bascomb from the Business Enterprise Centre and included a panel of local business women who shared their stories on how and why they started their businesses, to a very interested audience. The event attracted 30 women including 20 young students from St Paul's College, Walla Walla, who travelled to the event. The event concluded with supper and time for everyone to reconnect, have a chat, and enjoy the Culcairn Library's wonderful space.

Intergenerational Program – Culcairn Library

The library recently implemented an intergenerational program where students from a local school join with seniors from the community to combine the wisdom and knowledge of our seniors with the youth and enthusiasm of our young learners. The program was open to community seniors to join in activities with young students, at the same time making bonds and friendships. The program was held fortnightly with Storytime sessions led by a much loved retired librarian who still enjoys reading to children. Alternate Storytime was led by an Indigenous storyteller who not only entertained with Dreamtime stories but also guided drawings and didgeridoo music. The local school is promoting this program along with the library as a positive interaction of young and older people working and learning together.

Susan Kane | Library & Youth Services Team Leader | Culcairn Library



Storytime at Culcairn

Gundagai

Cootamundra
- Gundagai Regional
Council Network of
Libraries

Contact Us

Address:
245 Sheridan Street
Gundagai NSW 2722

Telephone:
02 6944 0270

Open Hours

Monday to Friday
9:00am - 5:00pm
(closed for lunch
12:30pm - 1:30pm)

11,572
Library
Visits



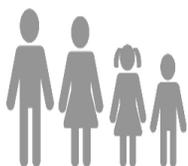
7,546
Items
Loaned



7,987
Collection
Items



699
Library
Members



The New True Online World

With the emergence of a new online age, the library, being the default technological support service within the community, has seen a stream of people who have found themselves quickly thrust into a somewhat confusing world of QR codes, online forms, over the internet meetings and a myriad of other online necessities. These once avoidable but now essential tools instil a new type of fear, stress and isolation into the lives of people who had otherwise hoped to avoid the digital world altogether. To make sense of it all they turn to a trusted and safe source, the library. It is the one place that everyone can come to for assistance without judgement, rejection or expense. This is especially true in a small town where some services and government agencies lack a physical presence. The library has assisted countless members and non-members with connecting devices, Service NSW registration, QR code app training, activating vouchers, connecting with loved ones or colleagues over Zoom/MS Teams/Skype/Facetime, assisting grieving relatives to attend funerals online, filling out state border passes, completing essential worker permits and more. This service is often more involved than the usual library assistance, and can take up much staff time. In the current environment, this as an essential service and necessary for the community's mental health and well-being.

Local Author Promotion

The library has held some amazing local book launch events over the past twelve months including Anita Heiss's new book, *Bila Yarrudhanggalangdhuray*, Jenny Glazebrook's, *Framing Fleur*, and David Lindley's two volume publication, *From Goobarragandra to Long Plain*, an extensively researched local historic work. As part of the promotion for these events and their talented creators, the publications are showcased on the impressive new display shelving and added to the extensive local author collection. Throwing support behind local authors has meant we have been able to keep writers in the spotlight and our community connected.

Tech Program Grows

Five years ago the library purchased a set of Spheros to engage children in STEAM programs at the library. Since then the program has delivered over 250 workshops/presentations/programs/displays and activities with the devices. A new program prompted by COVID-19 restrictions encouraged families to 'loan and learn' with the Spheros as well as other electronic equipment that was purchased after the success of the STEAM program. The library continues to strive to provide access to new technology and adapt programs for the future of the community and members, both young and old.

Cindy Smith | Library & Community Services Manager | Gundagai Library



Anita
HEISS
Bila Yarrudhanggalangdhuray

Anita
HEISS
Bila Yarrudhanggalangdhuray

...story of family, place and belonging
KATE GREVILLE

Book Launch, Anita Heiss

Henty

Greater Hume Council
Network of Libraries

Contact Us

Address:
30 Sladen Street
Henty NSW 2658

Telephone:
02 6036 0100

Open Hours

Tuesday to Friday
12:00pm - 5:00pm

11,880

Library
Visits



4,918

Items
Loaned



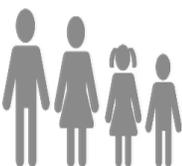
5,072

Collection
Items



622

Library
Members



Book Week Celebrations

Book Week is an amazing event held each year in Greater Hume Council Libraries with students having the opportunity to listen to stories, playing games and taking part in treasure hunts. Due to COVID-19 social distancing restrictions, Book Week celebrations at Henty Library were held as outreach visits to Henty Memorial Park. At the park, library staff dressed up and created an awesome event for local school children. Library staff then continued Book Week celebrations travelling to 18 rural and remote locations presenting to a total of 275 students. The program was successful with library staff able to promote traditional and online library services, engage with teaching staff, and commence the delivery of collection items to a number of schools and pre schools.

Get Online Week

Get Online Week celebrated each year at Greater Hume Council is a fantastic library service which empowers and encourages people in the community to continue lifelong learning and at the same time improve technology skills. Henty Library supported this event with an outreach visit to the Henty Men's Shed, taking the 3D Printer to deliver a workshop to over 30 men and women. Get Online Week is a week-long celebration that sees thousands of events take place across Australia each year. Funding from Get Online Week allowed lunch to be provided for all who attended, delivered by the Henty Bakery. From the presentation a partnership was formed between the Henty Library and Henty Men's Shed to work together using the 3D printer to make farm animals for a farm yard created by the Men's Shed, to give to a young boy.

Weaving Workshop with Marg Murray from Murray Arts

Local First Nations weavers, Marg Murray (Barkindji) hosted an exciting event at the library with two intimate weaving workshops for members of the community interested in all things about art. The hands-on workshops educated participants in the ancient weaving practices as they connected with the land they gathered on. The sold-out workshops were held on Saturday 26 June 2021 with 10 participants in each. The event was a partnership between Murray Arts and the Greater Hume Council.

Susan Kane | Library & Youth Services Team Leader | Henty Library



Book Week at Henty Memorial Park

Holbrook

Greater Hume Council
Network of Libraries

Contact Us

Address:
Bowler Street
Holbrook NSW 2644

Telephone:
02 6036 0173

Open Hours

Monday to Friday
8:30am - 5:00pm

Beeswax Workshops

Holbrook Library held a Beeswax Wraps workshop in April 2021. The evening was attended by 11 young adults ranging in age from 18 to 23 years. Participants were excited to make three beeswax wraps followed by discussion on ways to reduce day-to-day waste. All were impressed by how the library felt like a new and on-trend bookshop, with one attendee commenting that she had no idea that libraries were this vibrant. Following the success of this first workshop, the library then ran a Beeswax Skin Care workshop for 12-24 year olds. Library staff demonstrated how to make some skin care products and then participants were given their own pack of ingredients to make at home. These workshops were delivered at Holbrook, Henty, Culcairn and Jindera libraries with a total of 70 attendees across the four branches. An amazing effort from staff at Riverina Regional Library who put all these packs together.

NSW Public Library Infrastructure Grant

Greater Hume Council was successful in receiving a NSW State Library Infrastructure Grant of \$199,000 for the Holbrook Library Refurbishment project. The purpose of the project was to redevelop and upgrade the existing internal space and sections of the external building of the Holbrook Library Complex to meet the needs of the community in the 21st Century. The newly refurbished spaces will be functional, practical, accessible and able to hold multiple private small and large functions at any time of the day, 7 days per week. The funding was also used to update the existing circulation and office area of the library providing a new efficient workspace for staff.

Holbrook Library Partners With The Healthy Towns Project

Inspired by Greater Hume Council's Healthy Towns project, Holbrook Library organised an evening for women to enjoy each other's company at the beautiful Holbrook Ten Mile venue. The evening was a perfect tonic for good health where the women present spent time in conversation together, relaxing and having a few laughs with some great background music. There was a selection of library books on display so those present could see what a beautiful range of books Holbrook Library has, inspiring them to come to the library and borrow - increasing membership and participation. A very enjoyable evening was had by all and such a great opportunity for Holbrook Library's presence to be felt within the community.

Alison Cowie | Library Assistant in Charge | Holbrook Library

12,906

Library
Visits



6,911

Items
Loaned



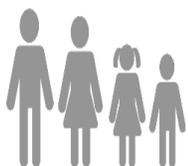
5,376

Collection
Items



690

Library
Members



Howlong

Federation Council
Network of Libraries

Contact Us

Address:
59 Hawkins Street
Howlong NSW 2643

Telephone:
02 6026 5055

Open Hours

Tuesday & Wednesday
10:00am - 5:00pm
(closed for lunch
1:00pm - 2:00pm)
Thursday & Friday
10:00am - 1:00pm
Saturday 9:30am -
12:00pm

*no data
available*
Library
Visits



6,072
Items
Loaned



4,364
Collection
Items



518
Library
Members



COVID-19

Howlong Library has had another interesting year impacted by the COVID-19 pandemic, however, the library has been able to keep the doors open. As a smaller library, there were tight restrictions regarding numbers of patrons in the building at the start of the year but eventually more people were allowed in. With various restrictions between state borders the library was kept very busy helping people complete their border permits.

Holiday Programs

A range of holiday programs were able to run with children enjoying Monster Pencil Pals and having fun making decorated tins, albeit with smaller numbers. With constantly changing health advice, people still seemed slightly cautious with group activities.

Author Visit

Ailsa Wild's author visit to the Howlong Primary School was very well received. Both the teachers and the children were very happy to attend a special activity - with so many being cancelled as a result of COVID-19 restrictions. It certainly created interest in visiting the local library, with a number of children coming to borrow her books after the event.

Renovations

Some minor renovations in the library commenced in June. Staff and customers were looking forward to a freshened up Howlong Library in the new financial year.

Tanya Bytschkow | Library & Customer Service Officer | Howlong Library



COVID Safe at Howlong

Jindera

Greater Hume Council
Network of Libraries

Contact Us

Address:
83 Urana Street
Jindera NSW 2642

Telephone:
02 6036 0100

Open Hours

Monday to Friday
8:30am - 5:00pm
(closed for lunch
1:00pm - 1:45pm)

*no data
available*

Library
Visits



1,682

Items
Loaned



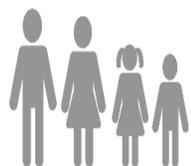
1,279

Collection
Items



148

Library
Members



Seniors Week – Increasing Membership and Participation

Greater Hume Council's Jindera Library celebrated Seniors Week in the community with a selection of intergenerational, educational, cultural and recreational activities. The events held at the Jindera Pioneer Museum and the Jindera Community Hub were made possible due to a successful NSW Seniors Festival Grant and additional funding from Greater Hume Council, and were celebrated in partnership with Rural Care Link and Jindera Pioneer Museum. The programs presented were engaging, interactive, and catered to the interests of both men and women. The programs included poetry recitals, ukulele lessons, metal work, Tai Chi and Yoga classes. These programs created opportunities for people over 50 to remain active, healthy, and engaged in the community. Over 90 people attended the events held over two days, making the Seniors Week Festival a great success.

Library and Information Week – Mindful Warrior

A successful Murrumbidgee Primary Health Network Grant provided an opportunity for Anna Gannon, the Mindful Warrior, to facilitate a drumming workshop at Jindera Library. This project was a partnership between Greater Hume Council, Jindera Library and Children's Services. Workshops were also held at all other Greater Hume Council Libraries with schools invited to attend. Grant funding made it possible for staff to provide a healthy morning tea to the young people after lots of loud drumming and dancing.

Outreach Visit – 3D Presentations

Greater Hume Councils staff member, Hayden Honeywill, Library Assistant Trainee, provided an in-depth 3D workshop at the Jindera Museum to members of the committee. To continue and complement Hayden's workshop in March 2021, library staff members attended the Jindera Pioneer Museum's Lost Tradies Day. For the day, staff created a pop-up library with the aim to increase membership and participation at the Jindera Library. New member forms, promotional giveaways, and displays on 3D Printing and Beeswax Wraps were the highlights of the day.

Betty Chaloner | Library Assistant in Charge | Jindera Library



Seniors Week at Jindera Pioneer Museum

Junee

Contact Us

Address:
92 Lorne Street
Junee NSW 2663

Telephone:
02 6924 2111

Open Hours

Monday to Friday
9:30am - 5:00pm
Saturday 9:00am -
12:00pm

Holiday Events and Activities

Despite COVID-19 restrictions, holiday programs have been a success. During the winter school holidays the Bath Bomb activity was so popular, the library held a second event to ensure no one missed out. Children of all ages came into the library to make bath bombs for themselves, or as gifts for family and friends.

Many children also learnt to make Drawbots, where they constructed their very own robot and learnt how to adjust different elements to ensure their robot was successful. The children decorated their robots and made them special for themselves, having fun with coloured tape and markers.

The library also recently introduced a new recurring event, Scrabble, to the weekly calendar given the increasing interest in the game. Every week, games are held with some die-hard 'Scrabblers' in attendance. Children also enjoyed Scrabble as a school holiday event.

Wrap With Love

The Junee Library has supported the Wrap With Love Foundation for many years. The local community knit squares and donate them so they can be made into large, warm blankets for people in need. The local Junee community assists this foundation every year, producing bundles of knitted squares. The Wrap With Love Foundation wraps over 30,000 people with warmth each year, both locally and globally. The library is thankful for the generous donations from talented local community members.

Stacy Moses | Director Planning & Community Development |
Junee Library

18,107
Library
Visits



18,544
Items
Loaned



13,111
Collection
Items



1,511
Library
Members





School Holiday Programs

Mulwala

Federation Council
Network of Libraries

Contact Us

Address:
71 Melbourne Street
Mulwala NSW 2647

Telephone:
03 5744 3439

Open Hours

Tuesday & Wednesday
10:00am - 5:00pm
(closed for lunch
1:00pm - 2:00pm)
Thursday & Friday
10:00am - 1:00pm
Saturday 9:30am -
12:00pm

no data
available

Library
Visits



5,758

Items
Loaned



4,978

Collection
Items



587

Library
Members



COVID-19

As part of the border community, Mulwala continued to face the challenges of the COVID-19 pandemic. The library had to adapt and evolve, making changes at a moment's notice. Some activities and programs had to be re-packaged, cancelled, or put on hold. Despite this, the library celebrated many successes.

Programs

Storytime recommenced in the library and numbers began building again. During May, there were ten children attending with as many parents, which was great news for the library. Many families permanently relocated to rural areas and Mulwala library membership steadily grew with the influx of young families to the area.

Another stand-out success for Mulwala library was the Indigenous display for Reconciliation Week, which was very well received by the local community and visitors. Many thanks went to Mulwala Indigenous Leader, Iris Troutman, for loaning her wonderful collection of Didgeridoos, spears and art pieces for the display.

As part of author, Ailsa Wild's, visit to the Federation Council area, an author talk was presented regarding her new book, *The Care Factor*. This was well received by an enthusiastic group of locals, who were fascinated to hear a different view of the COVID-19 pandemic in Melbourne.

Mulwala library continued to host the Mulwala Local History Group, who met every Tuesday. The library offered space and technology in a warm and friendly atmosphere to work on their projects.

Library staff member, Faye Glover, taught crochet to interested community members which proved to be very successful with participants learning a new skill while enjoying the interaction amongst newly made friends.

Christina Boyd | Library & Customer Assistant | Mulwala Library



Author Talk Ailsa Wild
THE CASE FACTOR
Mulwala Library
Wednesday 10th May 5:30pm
@mulwala

ALLS WILD
Ailsa Wild
@mulwala

MORE THAN A WORD
RECONCILIATION TAKES ACTION
2021
National Reconciliation Week 2021
21 May - 2 June
www.reconciliation.gov.au



the FABRICATION of ABORIGINES HIS...
THE LITTLE RED BLACK BOOK
First Footprints
Scott Cane
The early days of the First Australians
ARCHIE ROACH
tell me why
ARCHIE ROACH
the story of my life and Baginimay
WARRIOR
LIBBY CONNORS

The Owl People
T

Dream Little One, Dream
M
BACKYARD BIRDS
M

DINGO'S TREE
B
THE EAGLE INSIDE
L
No Way Yirrikipoyil

Reconciliation Week Indigenous Display

Talbingo

Snowy Valleys Council
Network of Libraries

Contact Us

Address:
Lampe Street
Talbingo NSW 2720

Telephone:
02 6949 5344

Open Hours

Tuesday 9:00am -
4:30pm
(closed for lunch
12:30pm - 1:30pm)

Guessing Competition

During July 2020 the library ran a 'How many lollies are in the jar?' guessing competition. To enter, the only requirement was to borrow a library item. The school children eagerly borrowed and entered the competition each week. One student took out the prize as the only student to guess correctly. He was a very happy little boy indeed! All other entrants enjoyed the competition and the encouragement to borrow items.

The Talbingo Cup

The Talbingo Public School and library staff worked in partnership to run The Talbingo Cup on Melbourne Cup Day in November 2020. The school children were required to make their own horses which were set up on wheels and attached to a string to wind them up. It was hard fought race with a photo finish unable to separate the eventual tied winners.

LEGO In The Library

The June school holiday program of 2021 included LEGO Play held for children and parents. The children had great fun creating and building different structures with the LEGO, with many inspired by the hit TV show, LEGO Masters.

Shirlee Whiting | Library Assistant | Talbingo Library

*no data
available*

Library
Visits



1,112

Items
Loaned



3,719

Collection
Items



92

Library
Members





Walking Through Ashes

Design Art: A Significant Person in Place

Temora

Contact Us

Address:
294 Hoskins Street
Temora NSW 2666

Telephone:
02 6977 1781

Open Hours

Monday to Friday
9:30am - 5:00pm
Saturday 10:00am -
12:00pm

7,738

Library
Visits



18,982

Items
Loaned



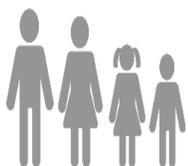
12,262

Collection
Items



1,427

Library
Members



COVID-19

Reopening after the COVID-19 library closure meant our regular monthly activities recommenced on a limited basis. Physical distancing and hand sanitiser became the norm with many library users happy to come back to attend regular programs. The library continued with Children's Storytime, Crafternoon, Wrap With Love knitting, LEGO Club, and various other activities.

One Book One Temora

Temora Shire Library continued on the success of last year's very popular program, One Book One Temora, where there were several copies of the same title available for loan over the summer months. This year's title, *The Survivors*, by Jane Harper was enjoyed by over 80 eager readers. Jane's first book, *The Dry*, was released as a movie in early January. After an appeal to the distributor, the library was fortunate to secure the movie at our local cinema and presented a very successful wine, finger food and movie evening for 64 guests. COVID-19 restrictions meant that numbers were limited, however everyone reported a wonderful evening and requested the event become a regular on the calendar.

SLNSW Infrastructure Grant

Temora Shire Library was the lucky recipient of a SLNSW Infrastructure Grant of \$189,014 for the construction of an outdoor reading deck. Plans for the deck were revised due to budget restrictions and it became necessary to schedule the work in stages. Work commenced on Stage 1 at the end of May and, fortunately, another grant application through SLNSW was successful with the library receiving a further \$194,000 allowing much of Stage 2 to be commenced. These works will give the library a fresh new look with the relocation of the circulation desk, new carpet, new shelving and refurbishment of the toilet area, as well as completion of Stage 1 projects.

Ros Langford | Library Assistant | Temora Library



Storytime at Temora

Tumbarumba

Snowy Valleys Council
Network of Libraries

Contact Us

Address:
Prince Street
Tumbarumba
NSW 2653

Telephone:
02 6941 2457

Open Hours

Monday 2:00pm -
5:00pm
Tuesday to Friday
10:00am - 5:00pm
(closed for lunch
1:30pm - 2:00pm)
Saturday 10:00am -
12:00pm

15,670
Library
Visits



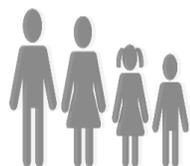
14,061
Items
Loaned



6,548
Collection
Items



849
Library
Members



Library and Information Week

To celebrate Library and Information Week, Tumbarumba Library held a program each day to mark the occasion. To commence the week, library staff selected new release titles, wrapped them and encouraged borrowers to try a mystery read. This proved extremely popular and most who tried it left with something that they really enjoyed but would not have normally read. Throughout the week a talk was held with adventure blogger, Debbie Harris from Deb's World, Pre School Storytime and a LEGO Day. To conclude the week, a Tech Help Day was held aimed at helping borrowers set up and navigate online resources as well as promoting the range of online resources available at the library.

Delivery Service Changes

Tumbarumba Library incorporated several new delivery methods for existing programs and services. The year has provided an opportunity to look at what the library was offering, and the chance to expand some programs and try some new ones. During COVID-19 restrictions, the library offered a 'click and collect' borrowing service which continued for some elderly and unwell borrowers. This time was also used to re-evaluate the delivery service to housebound borrowers. A new volunteer delivery model was prepared and the service streamlined to better connect with current and new members.

Friends of the Tumbarumba Library - End Of An Era

For over 20 years, Tumbarumba Library has had the support of the Friends of Tumbarumba Library Committee (FOTL) made up of volunteers from the community. The committee has fundraised to help finance extensions to the library, brought entertainment and cultural experiences to the community, and provided support with programming and housebound deliveries. Some of the events that FOTL have been involved with include: Swap Not Shop, Operas, Plays, Concerts, Puppet Shows, Outdoor Movie Nights, Community Reading Day, and Open Garden Weekend. Unfortunately, due to changing regulations and time constraints, FOTL decided to end the committee in 2021.

Vicki Hulm | Library Assistant | Tumbarumba Library



BOOK WEEK
PLEASE
PLACE
ENTRY
IN
BOX

Book Week Display

Tumut

Snowy Valleys Council
Network of Libraries

Contact Us

Address:
169 Wynyard Street
Tumut NSW 2720

Telephone:
02 6941 2541

Open Hours

Monday to Friday
10:00am - 6:00pm
Saturday 9:00am -
12:00pm

30,675
Library
Visits



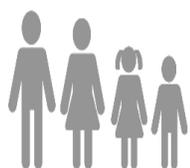
31,195
Items
Loaned



14,698
Collection
Items



2,145
Library
Members



Book Launch - Anita Heiss

Tumut Library was fortunate to host prolific Wiradjuri author, Anita Heiss, as she toured the region as part of the launch of her latest book, *Bila Yarrudhanggalangdhuray (River of Dreams)*. The event kicked off with a beautiful Acknowledgement of Country performed by the Brungle Public School students in both Wiradjuri and English.

Aunty Sue and Aunty Winnie Bulger spoke about their experience in reading the book and its significance to the local Indigenous culture. To conclude the launch, local Wiradjuri Elder, Uncle Pat Connolly, spoke about the personal meaning of the book for the local Wiradjuri people and was then presented with a birthday cake, as his birthday coincided with the event.

Painting Up A Storm

Utilising the talents of our resident artist and Coordinator Library Services, Rhonda Twomey, the Tumut Library hosted a series of watercolour workshops for adults and children. As an award-winning artist, Rhonda tailored a series of workshops that focused on developing the fundamental skills of watercolour painting and enabled participants to try out their different styles. Attendees made cards and bookmarks as keepsake gifts.

While it started out as a one-off school holiday activity, the workshop morphed into an ongoing program for the library, with interest continuing to grow. Rhonda also used the program to showcase the wonderful selection of artistic teaching books and DVDs available in the collection. They are now hot property for participants who want to continue developing their skills.

School Kids Back At The Library

Following the impact of COVID-19 library closures and ongoing restrictions, the Tumut Library saw a downturn in the popular school class visits. It was a welcome relief when early 2021 saw restrictions within schools change, enabling visits to recommence. Local schools responded swiftly with a surge in uptake for specialised visits and ongoing drop-in sessions.

Rhonda Twomey | Coordinator Library Services | Tumut Library



Wiradjuri Elder, Uncle Pat Connolly

Wagga Wagga

Contact Us

Address:
Baylis/Morrow Streets
Wagga Wagga
NSW 2650

Telephone:
02 6926 9700

Open Hours

Monday to Friday
10:00am - 6:00pm
Saturday to Sunday
10:00am - 4:00pm

75th Anniversary Wagga Wagga City Library

Wagga Wagga City Library celebrated its 75th anniversary on 24 May with a community morning tea. Since 1946, the library occupied buildings ranging from the Patriotic (Nissan) Hut in the Town Hall reserve, throughout the 1940s and 1950s, to the ground floor of the Civic Administration Centre, from 1967. Photographs and memorabilia from these periods were on display at the event, as well as images from the library's location between 1981 and 1999, at 40 Gurwood Street. Former staff member and Wagga resident Judy Buik shared her memories of the Nissan Hut.

To celebrate the 75th anniversary, the library commissioned a mural comprised of portraits of young local people, the word "Welcome" translated into many languages and a message reflecting its role as "A community hub welcoming people for over 75 years to meet, engage and learn together". The multicultural mural was installed in the stairwell in May and remained a semi-permanent exhibition. The photographic portraits, of Australia's Future Leaders from the Wagga Wagga community, were Ja Ing Sumlang, Nadereh Khedr, Maqboola Ibrahim, Wes Boney and Madison Fisher. The portraits were sourced from the No Borders In Our Sky project which commenced in 2019 and was a creative collaboration between Heaps Decent and the Multicultural Council of Wagga Wagga. The SBS Language Service provided verified translations of the word 'WELCOME' into 31 of the most popular languages including Wiradjuri, utilising the data from the 2016 Census list of 107 languages and dialects spoken in our community.

118,045

Library
Visits



194,477

Items
Loaned



78,553

Collection
Items



17,014

Library
Members



Wagga Wagga City Library Review 2020 and Public Library Infrastructure Grant

The City of Wagga Wagga commissioned a review of the Wagga Wagga City Library service in 2019 with the final report endorsed at the 18 January 2021 Ordinary Council Meeting. The report's findings and recommendations were based on extensive community and stakeholder feedback, and benchmarking against the library standards in the State Library of NSW publication, People Places: a guide for planning public buildings 2020, which ALIA has endorsed as the national standard. The report proposed a 3-phased approach between 2020-2038, with the first phase 2020-2022 introducing Sunday opening hours and rethinking the library's footprint to expand the Children's Services Area, redesign the library entrance and the eastern end of Level 1 to increase the number of bookable spaces available to the public. In July 2020, the original Community Learning Space (CLS) 1 was expanded to create two bookable spaces – CLS1 and CLS2. This has enabled the library to offer a bookable after-hours community space, with access to disabled toilets and a kitchenette.

Community Languages

 WAGGA WAGGA CITY LIBRARY
A community hub welcoming people for over 75 yrs to meet, engage and learn together.




Welcome
Welkom
أهلاً وسهلاً
স্বাগতম
ကျန်ုပ်တို့သည်။
خوش آمدید
Luöör
Maligayang pagdating



Willkommen
Καλωσορίσατε
स्वागत
خوش آمدید
आपका स्वागत है
Benvenuti
Karibu



Multicultural Mural



By 30 June 2021, the library had commenced Sunday opening hours making the service a 7-day operation for the first time in its history. On Friday 30 April 2020, the NSW Minister for the Arts Don Harwin announced that Wagga City Library had been awarded a 2020-21 Public Library Infrastructure Grant for \$200,000 to undertake Stage 1 (2020-22) capital works as described in the Wagga Wagga City Library Review. A smaller grant of \$72,380 was received from the NSW Office of Responsible Gambling Club Grants Category 3 (Cultural Infrastructure) to purchase accessible furniture and technology, café style powered benches, and a fixed modular technology dispenser. This capital works program is scheduled to be completed by June 2022.

Language Café 4th Birthday Celebration

The award-winning program Language Café (LC) celebrated its fourth birthday in June 2021. Designed to be a sustainable inclusive program, LC was an initiative that brought community volunteers together to help Culturally and Linguistically Diverse (CALD) communities of Wagga Wagga to improve their spoken English. The program ran 3 days per week during school terms on Mondays, Wednesdays and Saturdays. The first LC was held in July 2017 with 13 people in attendance from nine language groups with just five volunteers. By 2021, the program had grown exponentially with 4,857 visits from CALD participants to date, assisted by 40 community volunteers, including qualified ESL teachers, university students and retirees. LC was selected as a best practice public library multicultural service case study for an ALIA submission to the Federal Government, and, for a State Library NSW presentation at the IFLA Multicultural Conference. During COVID-19 when the library was closed, a Language Café Facebook group was created in March 2020 to maintain connection with our community and enable the sharing of multicultural health updates during COVID-19 with its 141 members.

COVID-19 Pilot Project: Tech Savvy Communities Digital Literacy Program

In November 2020, Wagga Wagga City Library secured additional funding from Telstra for a COVID-19 pilot project called the Tech Savvy Communities (TSC) Digital Literacy Program. Based on the Tech Savvy Communities program for older Australians provided by the NSW Government in partnership with Telstra and the State Library of NSW, this project was for a younger CALD community demographic who wanted to become job-ready, and it also provided an employment opportunity to CALD community members as presenters. The program concluded in May 2021 with 67 classes delivered in Arabic, Burmese, Dari, and Kurmanji languages, with 536 participants and 8 trainers taking part. The 2-hour digital literacy classes on computers, the internet, smart phones and social media, targeted a younger demographic of working-aged refugee background in local CALD communities and employed bi-lingual presenters.

The library worked closely with Red Cross and the Multicultural Council of Wagga Wagga to identify those CALD groups most interested in the program, and to identify bilingual IT skilled presenters. The challenge for non-English Speaking Background (NESB) people, in accessing technology classes, was overcome by employing bi-lingual community members as paid presenters. The library secured the funding, co-ordinated the classes, and provided the Community Learning Space as the venue for classes held across 7 days and some evenings.

Feedback from participants demonstrated the benefits of these classes including becoming more familiar with their mobile device, learning programs that would help with future study and employment, learning skills such as paying bills online, and using online government services. All bi-lingual presenters reported increased confidence in their skills and abilities, and for some there was an added benefit of undertaking paid employment for the first time since their arrival in Australia. Subject to funding the library plans to continue the program in 2021-22.

National Science Week Pivots Online – Library Grant from Inspiring Australia

As coordinator of the Riverina Science Hub, Wagga Wagga City Library partnered with other science communicators and educators, including SciVR Science (Swinburne University), Charles Sturt University (CSU), Macquarie University, and TwistED Science, to present a range of stimulating online science experiences for all ages in a virtual Riverina Science Festival during National Science Week in August 2020. When COVID-19 restrictions impacted public programming, the festival pivoted online with a mix of pre-recorded programs and livestreamed programs to local classrooms. Seven Year 6 primary school classrooms participated in The National Indigenous Science Education Program (NISEP) during National Science Week. Previously, NISEP was held at the Tolland Community Centre, but because of COVID-19 it was zoomed directly into the classroom and the hands-on component was delivered to participating schools prior to the event. Red Hill School Assistant Principal, Melissa Ristivojevic, said, *“All our students enjoyed learning about science and having a go at weaving. It was fantastic watching the students engage with the tasks. With a number of our activities and excursions cancelled due to COVID restrictions it was great to see everyone learning and having a go at new activities.”*

Across National Science Week, participants joined CSU scientists for bite-size science facts for breakfast, tuned into Immersive Science with the SciVR team from Swinburne University, streamed SCINEMA at home, or participated in a family science workshop with the Twisted Science Crew or the library’s Storytime team with Digital Kitchen Storytime. Two lucky schools had a visit from the King and Queen of Green, a science show about sustainably and recycling. Overall, the attendance figures for the week were 418 people attending livestreamed events and 1,529 watching the pre-recorded programs. In February, Wagga Wagga City Library was advised of their success in securing a Federal Government Inspiring Australia Grant of \$12,540 to partially fund the Annual Riverina Science Festival for August 2021.

Library’s Inaugural HSC Explained Forum

Wagga Wagga City Library organised and hosted the inaugural HSC Explained forum for senior high school students and parents in April at the RSL Club Mirage Room. Speakers from the NSW Education Standards Authority, the University Admissions Centre, TAFE NSW, and Charles Sturt University gave the audience of 95 people a comprehensive account of the HSC marking system, ATAR rankings, scholarship applications, and much more. Based on the feedback, the library plans to continue the program in 2021-22. This initiative addressed the needs of senior students and provided a one-stop shop for all the answers to questions facing families with HSC students.

The program complemented another library and school partnership, assisting Year 7 students to join Wagga Wagga City Library so they could access online databases remotely, which their schools were unable to purchase. In early March, the entire Year 7 class from Koorinal High School became library members to give them home access to invaluable resources online to support their learning. This program will be rolled out to other high schools in the coming year.

Reconciliation Week: Magic of Wiradjuri Exhibition

In May 2021, in conjunction with the launch of National Reconciliation Week, Riverina Local Land Services invited dignitaries to meet the winners of the ‘The Magic of Wiradjuri Country’ school photographic competition on display at Wagga Wagga City Library. Senior Wiradjuri Elder, Aunty Isabel Reid, delivered the Welcome to Country, and students from 20 local schools were delighted to be selected as finalists and have their work on display for 3 weeks at the library. The community feedback was unanimous in their praise of the skill of these young photographers in capturing the beauty of Wiradjuri Country.



National Indigenous Science Education Program



Storytime with Riverina Conseratorium of Music

Beanstack – Electronic Reading Club

In November 2020, Wagga Wagga City Library researched and then invested in Beanstack, an online reading challenge program for all age groups. This was in response to the decision by the State Library of Queensland to cease its financial support for the Summer Reading Club Program, and a plan to create local reading challenges across the year with an online platform. The ongoing COVID-19 restrictions were also restricting the library's capacity to run onsite programs. Beanstack allowed readers to participate in reading challenges tailored to age, interests and reading level. Beanstack Challenge participants could log reading hours, achieve milestone and activity badges, and write reviews. The first challenge was the Summer Reading Challenge which ran from December 31, 2020 – February 1, 2021. It encouraged school-aged participants to log 10 hours of reading (approximately 20 minutes per day) to go in the draw for the major prize, a double pass to the Forum 6 Cinema in Wagga Wagga. There were 118 registrations for the challenge which was a new record compared to previous years of Summer Reading Clubs. One of the most interesting features of Beanstack was the ability to tie-in activity badges to encourage positive borrower behaviour, for example visiting the library to find a hidden code word, or getting a friend to join the library for extra entries in a draw. Other reading challenges the library provided through Beanstack this year included: 1000 Books Before Kindergarten; 10 to Try; Celebrating Indigenous Voices for NAIDOC Week; Autumn Adventures; and Read Around Australia.

Storytime Partnership Programs with Art and Music

Over the Summer holidays the library partnered with Wagga Wagga Art Gallery to present a series of Storytime sessions for children aged 6-10 years. The sessions were created in response to the installation *Hardenvale: Our Home in Absurdia*. Entitled *Home & Kin*, participants enjoyed suitably themed stories and songs on an artificial lawn outside a suburban house inside a regional art gallery space. Families who attended thoroughly enjoyed exploring the many spaces, art works and multimedia installations of the exhibition. Students from the Riverina Conservatorium of Music (RCM) performed at Storytime as part of an ongoing partnership. Primary school-aged students performed two self-composed scores to accompany the reading of *Where the Wild Things Are* by Maurice Sendak and *The Magic Hat* by Mem Fox. This was a wonderful opportunity for young musicians to have some performance experience and contribute a live music element to Storytime.

Claire Campbell | Library Manager | Wagga Wagga City Library

RRL Statistics 2020-2021

	STOCK NEW	STOCK TOTAL
Adelong	241	3,017
Batlow	445	5,268
Bland	1,312	14,439
Coolamon	887	7,292
Cootamundra	1,413	14,930
Corowa	1,224	10,158
Culcairn	488	3,996
Gundagai	645	7,987
Henty	577	5,072
Holbrook	591	5,376
Howlong	485	4,364
Jindera	261	1,279
Junee	1,310	13,111
Mobile	1,516	6,341
Mulwala	418	4,978
Talbingo	147	3,719
Temora	1,312	12,262
Tumbarumba	735	6,548
Tumut	1,094	14,698
Wagga Wagga	9,536	78,553



1,443
Donated
items received

450,179
RRL items **loaned**



36,966
total RRL **members**

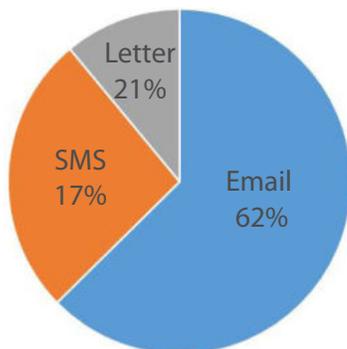
	MEMBERS BY LGA	MEMBERS % pop
Bland	1,675	28.0
Coolamon	1,532	35.1
Coota-Gund.	3,771	33.5
Federation	2,704	21.7
Greater Hume	2,356	22.0
Junee	1,651	24.9
Lockhart	793	24.1
Snowy Valleys	3,888	26.8
Temora	1,465	23.4
Wagga Wagga	16,275	25.1

	LOANS BY LGA	LOANS per capita
Bland	18,770	3.1
Coolamon	19,306	4.4
Coota-Gund.	48,434	4.3
Federation	41,292	3.3
Greater Hume	21,389	2.0
Junee	18,544	2.8
Lockhart	4,632	1.4
Snowy Valleys	55,335	3.8
Temora	19,689	3.1
Wagga Wagga	202,788	3.1

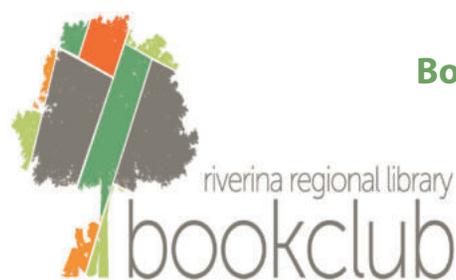
RRL Statistics 2020-2021

Member Council populations and contributions	Council	Population	% _{pop.}	\$
	Bland	5,985	4.27	116,775
	Coolamon	4,368	3.11	114,249
	Cootamundra-Gundagai	11,260	8.02	219,697
	Federation	12,462	8.88	303,741
	Greater Hume	10,686	7.62	295,819
	Junee	6,631	4.73	129,379
	Lockhart	3,295	2.35	132,836
	Snowy Valleys	14,532	10.36	325,318
	Temora	6,274	4.47	136,997
Wagga Wagga	64,820	46.20	1,476,082	
	140,313	100.00	3,250,893	

79,620
Member
Notifications
sent via
letter, SMS and
email



13,165
Internal
Delivery
Service
tubs
distributed to
RRL branch
libraries

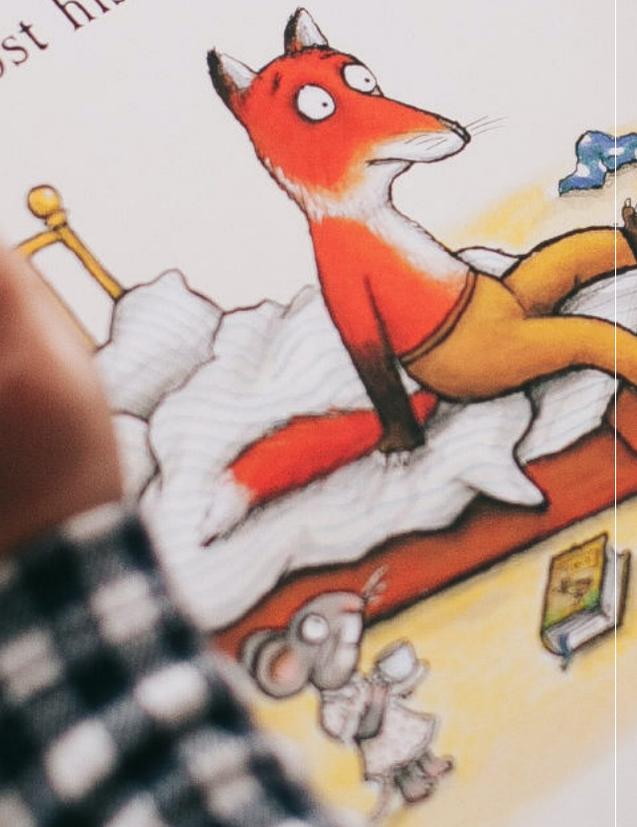


259
Book Club
titles
89
Book
Clubs

32,981 eBook loans	52,775 eAudio loans	22,225 eMagazine downloads	3,612 ancestry.com sessions	8,235 Story Box Library views	40,058 RRL website visits

We lose ourselves in books.

Poor old Fox
Has lost his socks.





We find ourselves there too!



rrl.nsw.gov.au