

Annual Report 2015 - 2016



Glen Innes Severn Council
Library and Learning Centre



LIBRARY LEARNING CENTRE MANAGER'S REVIEW

In our last Annual Report 2014 - 2015, Council was preparing its **Fit For the Future (FFF)** submission to the NSW State Government. Council was declared FFF in October 2015 by the **Independent Pricing and Regulatory Tribunal (IPART)**. Council being declared financially sustainable also meant that it was a 'stand-alone Council' into the future, and avoiding amalgamation; ensuring Council could maintain its own autonomy/identity.

The Glen Innes Severn Learning Centre's Principal Agreement between Glen Innes Severn Council, TAFE New England, The University of New England and the Glen Innes Art Gallery was reviewed by all stakeholders in September 2015 and was approved for a further two (2) years. The Learning Centre stakeholder partnership has been successfully operating for 12 years and helps provide a productive and well used community asset.

Dr Alex Byrne, Chief Executive of the NSW State Library, visited the Centre on 7 September 2015 and was interested in the shared arrangement between our various stakeholders. Council's Mayor Colin Price welcomed Dr Byrne to Glen Innes at a luncheon with the Library Manager, TAFE Librarian, Friends of the Library and Library Committee members. After his visit, in his blog about his trip across the region, Dr Byrne commented on the strong community support received by the Glen Innes Severn Library.



(Left to right) TAFE Librarian Noelene Grace, Dr Alex Byrne, Mayor Colin Price, Library, Learning Centre Manager Kerry Byrne (photo courtesy of the Glen Innes Examiner)

The **Northern Tablelands Cooperative Library Service (NTCLS)** initiative continues to provide additional resources and financial savings for the participating Libraries, being Glen Innes, Inverell, Tenterfield, Guyra and Armidale; as well as opportunities to access combined subscriptions to valuable eResources. The NTCLS currently provides online subscription to Zinio Digital Magazines, Indieflix Online Movies, Bolinda eBooks and eAudiobooks and OneClick Digital eAudiobooks. In 2016 the NTCLS added to these resources with the purchase of a subscription to NewsBank, an online access to Australian, local and world newspapers.

The Glen Innes Art Gallery Committee and President, Robyn Condon, assisted the Learning Centre in the funding and coordination of additional signage for the front of the Learning Centre which will help promote the organisations and services offered at the Learning Centre.

GLEN INNES SEVERN PUBLIC LIBRARY

The Library team was nominated again this year for the Best Customer Service Team Award at the 2015 Glen Innes Examiner Business Awards. This is the fourth year the team has been nominated and staff were appreciative of being recognised for their quality customer service.

2015-16 has been a productive year with several new services added to our list of activities and services. The weekly Lego Club is popular with school age children who enjoy having their Lego creations displayed in the Library and on the Library Facebook page for friends and family to see, and also having their creations exhibited in the annual Glen Innes Show.

The Orange Lounge Room Book Club is another new service that commenced in December 2015 and has been well received by book lovers. Library staff members facilitate and lead a discussion group on the first Thursday each month after the group has all read the same book. Both members and staff are enjoying the book selection and the spirited discussions.

A successful Youth Week event called 'LIVE @ The Library' was coordinated by the Library team on 15 April 2016. The event was held with the help and participation of several community groups and agencies. The Library team appreciated the assistance received to help coordinate a fantastic night for over 100 youth and their families to enjoy and remember. We would like to thank Kristy Newbury, Council's Youth Worker; students from Glen Innes High School and Dylan McKean, their Music Teacher, Glen Innes High School Science Teacher, Mark Cameron, Jason Reed and Brandon Davis from Pathfinders, local talented performers Bob Blair, Aaron Muckenschnabel, Jamaica Sparks, Kathryn Luxford, Dylan Coughlin, Duke Bailey (Dukebox), Sam Roberts (Feudi Roberts), and the Friends of the Library for their support on the night.



LIVE @ the Library

Australian Celtic Festival Jam @ the Library

Locals and Festival goers were treated to a Celtic Jam with five (5) Celtic musicians performing for more than 100 people in the Library as part of the Australian Celtic Festival celebrations. Staff rolled back the shelving to create a large space for the audience and it quickly filled to capacity. Thanks and appreciation are given to the Australian Celtic Festival Committee for organising the performers.



NAIDOC Reconciliation Week

A combined Reconciliation Week celebration was organised between Council's Library and Children and Family Services which was well received by the community. Aboriginal Elder, John Kirk, gave the Welcome to Country and assisted with the Flag Raising Ceremony.

At the celebration, a Baby Bounce Storytelling session was enjoyed by the young families and the children were invited to finger and hand paint an Aboriginal snake on the glass wall divider in the Children's Room.



NAIDOC Hand Painting by the children



Aboriginal Elder, John Kirk raising the flags

Travelling Display Visits

Two (2) interesting travelling displays visited the Library during the year:

- Portraits of War: The Crown Studios Project 12 to 24 September 2015;
- History of the Australian Meat Pie Display 4 to 24 September 2015.

These displays were well received by our community.

Friends of the Library

Council would like to acknowledge the hard working Friends of the Library for their work and assistance during the year. The Friends assist with fund raising through the Annual Book Sale, grants, donations, help with author visits, Classic Film nights, book covering, Home Library Service deliveries, and the Newborn Baby Reading Project. This year the Friends were successful in raising \$1,800 from the Book Sale for new books; receiving \$4,800 for new Library chairs from the NSW Volunteer Grant application; and \$500 raised from the various film nights.

FUTURE LIBRARY CHALLENGES AND STRATEGIES

Public Libraries are reinventing themselves as their communities change, technology advances, and social media changes (Instagram - online photo-sharing, Twitter - sends and reads short messages, Apps (software applications). Some recent examples of these changes are 3D printing, Kids Coding Training (programming for games and apps), eSmart Libraries (safe library spaces and online environments). Keeping up with these changes requires staff training, time to deliver these changes across wide target groups (seniors, youth and children) and the ability to build and renew skills quickly.

To meet some of these challenges Library staff are networking with other Council teams, volunteers, the community, and business organisations to help achieve better outcomes for the community and Library members. Our recent Youth Week (LIVE @ the Library) and school holiday activities are some examples of using skill base volunteers, sharing the workload and expenses across several Council teams and various community organisations.

NSW Public Libraries require sustainable funding to continue to deliver services to their communities. In Glen Innes Severn we have three (3) growing target groups: children, youth and seniors. These groups have specific resource needs as well as targeted activities and services, which can stretch staffing skills and resources as well as financial constraints. Communities that are isolated by distance are dependent on what is offered locally which is why country Public Libraries are a vital link to information, learning, technology, career development and building a sense of community.

As reported in previous Annual Reports, our long association with the NTCLS is an important ongoing strategy. Small Libraries can improve networking, sharing of resources, building of skills, and technology advances within these Cooperatives.

The Library team would like to thank and acknowledge the assistance and funding support from the Friends of the Library, the local Country Women's Association, local businesses and organisations, the RSL Sub Branch, Glen Innes Opportunity Shop, and the Home Library Service volunteers during 2015-16.



National Simultaneous Storytime

Young families enjoying the Children's Room

NEW ENGLAND INSTITUTE

The Minister for Education, Mr Adrian Piccoli, encouraged Higher School Certificate (HSC) students to consider vocational education as the first step on the path to a long, rewarding career in a media release in November 2015. He stated that areas such as 'aged care and health, technology and science are in big demand for industry and will be areas of training that will prepare people for the jobs of the future'.

As reported in previous Annual Reports, TAFE NSW is facing a challenging future with the NSW Government's changes to delivery of courses to students, funding for courses and the **Department of Education and Communities (DEC)** efficiency targets. This environment is very competitive with the rules and legislation directing funding towards the student and their choice of **Registered Training Organisations (RTOs)** within the vocational training sector.

To cope in this competitive environment, TAFE NSW introduced new fee structures, a new enrolment system, a strong online presence, and is providing less face-to-face delivery of courses and more online and flexible delivery of courses. Student courses and studies can be achieved through learning pods, online student and staff connections through Moodle and student service hubs. The student service hubs can combine administration with support services such as Library Services, Student Association, and Counselling Services.

The TAFE statistics for 2015-16 are encouraging, with memberships increasing by 58 percent, internet usage increasing by 158 percent, and usage of the UNE/TNE Study Centre increasing by 71 percent, compared to the 2014-15 statistics.



TAFE motor mechanic students receiving a Library induction from the TAFE Librarian, Noelene Grace

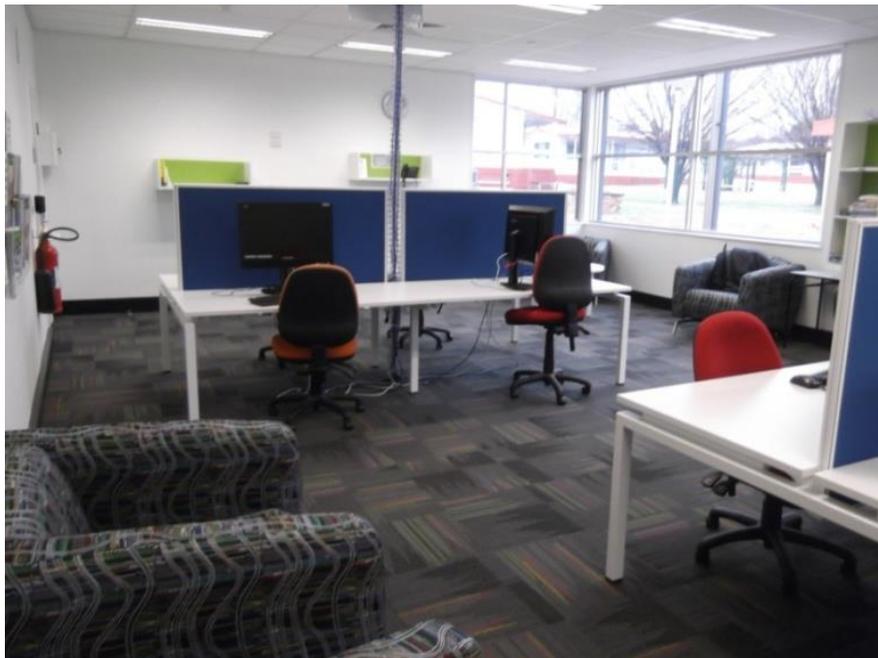
UNIVERSITY OF NEW ENGLAND

The **University of New England (UNE)** offers flexible learning options to those who wish to study or extend their qualifications within their community, work or home environment. Computers with internet access, on-line units, library facilities, UNE support services, printer, direct phone line to UNE and tutorials are just some of the services available at the UNE Study Centre in Glen Innes where 41 students are currently accessing these services to assist them with their degrees.

These facilities are also being used by TAFE students to support their online or flexible delivered courses at the Glen Innes Campus. Over the last 12 months 12 TAFE students have accessed this facility.

In December 2015, the Study Centre received an extensive renovation with new carpets, study tables, and computers installed; walls were painted and storage shelving was erected and lounge chairs were reupholstered. This renovation was part of a renovation project for all UNE/TNE Study Centres in the New England region.

Currently 41 UNE students and 12 TAFE students are registered as users of UNE/TNE Study Centre which is a decrease of four percent (4%) compared to 2014-15.



Newly renovated UNE/TNE Study Centre

GLEN INNES ART GALLERY INCORPORATED

The Glen Innes Art Gallery Incorporated is run by a dedicated group of creative locals who volunteer their services to manage, setup exhibitions and launch these exhibitions at Gala Openings. This year was a busy year for the Art Gallery with eight (8) professional art exhibitions on its program.

A Gala Opening commences each exhibition and is well attended by visitors and the local community. This year 1,973 visitors had the pleasure of experiencing these cultural events which is an increase of 44 percent, compared with 2014-15.

Local and visiting artists exhibit their artworks at these organised exhibitions during the year and can include hand crafted original jewellery, wood carvings, painted silk scarfs, creative knitted crafts and ceramics which are available for sale during the exhibition.



The Nick Levy Aboriginal Painting Exhibition – a local artist infusing tradition with a modern and commercial style

GLEN INNES ART GALLERY CHAIRPERSON'S REPORT

Between June 2015 and July 2016, the **Glen Innes Art Gallery (GIAG)** has had a full complement of exhibitions and workshops:

- **Beth Pinkerton and Carol Pleasant Textile Exhibition** July 2015;
- **The Nick Levy Exhibition** in August 2015 generated a lot of interest;
- The **Post Box Project** an initiative of Arts North West which showcased the works of over 30 artists who identified as having a disability, exhibited in September 2015;
- The **Wonderful Women Exhibition** was designed to coincide with the **2015 NSW Annual Women's Gathering "Gather in the Glen"**. The GIAG also hosted a **Creativity in the Glen** tour and afternoon tea as part of the women's event;
- A photographic exhibition, **Big and Small**, was held in November 2015;
- The year finished with the **Glen Innes High School Art Exhibition** in December 2015;

- The **Contemporary Exhibition** was the first in February 2016;
- The **Traditional Exhibition** ran from May to June 2016.

GIAG Committee members acted as stewards for the Fine Arts Section of the Glen Innes Show in February 2016. As a result of this, a Steward's Handbook is being developed.

A Christmas Party was held for the wonderful GIAG volunteers, and training was held for all volunteers in June 2016 and the Volunteer Handbook updated.

Opportunities to expand the Art Gallery space are still being sought with the support of Glen Innes Severn Council and possible grant opportunities. Although this is still a way off, GIAG is hopeful that this will eventually be achieved.

The Art Gallery continues to operate successfully and to make a modest profit each year, while highlighting the talent and opportunities for local artists and providing a rich cultural experience for the Glen Innes Community.



Anna and Sophie Watt and Stephanie Brummell enjoying a Gala Exhibition Opening



GIAG Volunteer Christmas Party

GLEN INNES ART GALLERY'S PROGRAM 2016

Graham Mackie Exhibition				Curators: Graham with Chris to assist
Opening: 4 PM 2 July	Sat		Fri	
Exhibition runs from	2 Jul	to	29 Jul	
NE England Teapot Show				Curators: Anita Stewart and Ruth
Opening: 4 PM 13 August	Sat		Fri	
Exhibition runs from	13 Aug	to	2 Sep	
Junk to Punk				Curators: Dallas Cameron and Ruth
Opening: 4PM 10 September	Sat		Fri	
Exhibition runs from	10 Sep	to	23 Sep	
Focus on Forties Exhibition				Curators: Bill Rendell and Committee Members:
Opening: 4.30pm 1 October	Sat		Fri	
Exhibition runs from	1 Oct	to	28 Oct	
Photographic Exhibition				Curators: Steve Wright and Dennis
Opening: 4.30PM 12Nov	Sat		Fri	
Exhibition runs from	12Nov	to	2 Dec	
GIHS Exhibition	Thu 3 to Sat 5 November			Curators: Abi Sparks
Christmas Exhibition TBC	Thu 8 to Sat 10 December			Curators: TBC

Robyn Condon
Chairperson Glen Innes Art Gallery

ANNUAL STATISTICS

The Glen Innes Severn Public and TAFE Library's statistics for overall resource issues indicates a five percent (5%) decrease for 2015-2016, compared to 2014-2015. Individually, resource issues through the Public Library decreased by five percent (5%) which has been a trend over the past three (3) years. This could be attributed to the increased usage of technology, eResources and the growing trend of using Libraries differently. TAFE's issues decreased by 42 percent during this period which could be attributed to the increased emphasis on online and flexibly delivered courses, online curriculum learning resources, and the use of online research databases for study and referencing.

The statistics for Branch Libraries indicate an improvement at Glencoe with an increase of 14 percent in resource issues, while Emmaville's issues decreased by 15 percent, and Deepwater issues decreased by five percent (5%), compared to statistics in 2014-15.

Membership figures indicate a seven percent (7%) increase compared to 2014-15. Individually, the Public Library's figures increased by six percent (6%), with TAFE memberships increasing by 58 percent and other Local Government Areas memberships, increasing by five percent (5%), compared to 2014-15.

Visitors to the Library, during the year were 49,171, an average of 4,098 visits per month, which is almost the same as previous figures when compared to 2014-2015.

Internet usage increased by 14 percent, which included 4,099 Wi-Fi bookings for the year. Home Library Service memberships decreased by six percent (6%) with a one percent (1%) increase in resource issues. The UNE/TNE Study Centre memberships have decreased by 15 percent with 41 people completing a Degree in 2015-16. TAFE students using the UNE/TNE Study Centre have increased by 71 percent, compared to 2014-15.

ISSUES	FINANCIAL		% + -
	YEAR 2015/2016	YEAR 2014/2015	
Glen Innes Public	66,943	70,577	-5%
Branch Library Transfers	8,390	7,009	20%
TAFE	2,332	4,051	-42%
TOTAL	77,665	81,637	-5%
Branch Library Services			
Deepwater	2,575	2,721	-5%
Emmaville	1,746	2,052	-15%
Glencoe	1,433	1,261	14%
TOTAL	5,754	6,034	-5%
INCOME			
Internet Printing	\$ 3,921.05	\$ 3,497.20	12%
Photocopy/Fax	\$ 1,208.90	\$ 1,471.25	-18%
Coffee Machine	\$ 4,036.30	\$ 3,058.10	32%
Conference Room	\$ 76.55	\$ 369.50	-79%
Inter Library Loan	\$ 244.50	\$ 183.00	34%
Other*	\$ 906.65	\$ 5,296.40	-83%
TOTAL	\$10,393.95	\$13,875.45	-25%
<i>*Other includes Replacement of Books and Donation</i>			

Members			
GISC	4,745	4,472	6%
Others (outside LGA)	142	135	5%
TAFE	172	109	58%
TOTAL	5,059	4,716	7%
People Counter			
	49,171	49,275	0%
History Group			
	345	310	11%
Internet Usage			
Deepwater	221	178	24%
Emmaville	164	145	13%
Public	16,636	17,584	-5%
WIFI	4,099	4,005	2%
TAFE	6,636	2,514	164%
TOTAL	27,756	24,426	14%
Home Library Service			
Members			
Glen Innes	41	44	-7%
Deepwater	3	3	0%
Emmaville	3	6	-50%
	47	53	-6%
Issues			
Glen Innes	3,454	3,357	3%
Emmaville	84	187	-55%
Deepwater	248	200	24%
	3,786	3,744	1%
Art Gallery Visitors			
	1,973	1,366	44%
UNE/TNE STUDY CENTRE			
UNE Members	41	48	-15%
TAFE Members	12	7	71%

Kerry Byrne
Manager Library and Learning Centre