

Attachments

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- 1 Proforma Chart of Accounts for Country Library Services
- 2 Depots – Summary of Capital and Recurrent Costs
- 3 Model Proforma Service and Funding Agreement

Attachment 1

Proforma Chart of Accounts For Country Library Services

The following Proforma Chart of Accounts reflects a hypothetical library service structure of four member councils operating seven static libraries and a mobile library service.

A five digit account number has been adopted, with the digits assigned as follows:

- The first digit represents the member council, headquarters or mobile library.
- The second digit represents static branch libraries within member councils.
- The final three digits represent individual financial accounts.

The structure does, therefore, allow individual accounts to be segmented at various levels in order to facilitate analysis. Rather than show all the permutations that would be shown in an unabridged Chart of Accounts, the attached document is produced in summary form. Accounts preceded by “xx” indicate that such accounts are to be segmented by member council and/or branch, with the prefixes that may be used summarised below:

Prefix	Represents
10	East Shire Council
11	East Shire Council: Branch #1
20	West Shire Council
21	West Shire Council: Branch #1
22	West Shire Council: Branch #2
30	North Shire Council
31	North Shire Council: Branch #1
32	North Shire Council: Branch #2
40	South Shire Council
41	South Shire Council: Branch #1
42	South Shire Council: Branch #2
50	Library Corporation
60	Headquarters
70	Mobile Library

Proforma Chart of Accounts for Country Library Services

Account Number	Description
INCOME:	
10101	Member contribution - East
20101	Member contribution - West
30101	Member contribution - North
40101	Member contribution - South
	<i>Quarterly and other financial contributions by member councils.</i>
50102	Interest on late contributions
	<i>Interest payable by member councils for contributions received later than the due date – i.e. the first day of July, September, January and April.</i>
xx103	Public libraries grant – (by member council)
	<i>Contribution to Victoria’s public libraries by the State Government and administered by the Department of Infrastructure – Local Government Division. The grants are population based, with allowance made for other factors including isolation and population density.</i>
50104	Local priorities funding
	<i>Discretionary funding provided to Victoria’s public libraries by the State Government to support specific initiatives. There is no requirement to separately account for the disbursement of local priorities funding.</i>
50105	State government grants - Unaudited
	<i>Other grants received from the State Government for which there is no requirement to separately account for the disbursement of funds received.</i>
50106	State government grants - Audited
	<i>Other grants received from the State Government for which the library service is required to maintain records and periodically report on disbursements.</i>
50107	Federal government grants - Unaudited
	<i>Other grants received from the Federal Government for which there is no requirement to separately account for the disbursement of funds received.</i>
50108	Federal government grants - Audited
	<i>Other grants received from the Federal Government for which the library service is required to maintain records and periodically report on disbursements.</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
11110	Lost & damaged items - East 1
21110	Lost & damaged items - West 1
22110	Lost & damaged items - West 2
31110	Lost & damaged items - North 1
32110	Lost & damaged items - North 2
41110	Lost & damaged items - South 1
42110	Lost & damaged items - South 2
70110	Lost & damaged items - Mobile library
	<i>Funds recovered from library members found to be responsible for the loss and/or damage of items from the collection.</i>
xx111	Overdue charges - (by library branch)
70111	Overdue charges - Mobile library
	<i>Income received from fines paid by library members for the late return of items from the lending collection.</i>
xx112	Replacement cards - (by library branch)
70112	Replacement cards - Mobile library
	<i>Payments by library members to replace lost or damaged library cards. (Please note that no payment is received for cards issued to new members.)</i>
xx113	Photocopying - (by library branch)
70113	Photocopying - Mobile library
	<i>Income received from the use of public access photocopiers located within the branch libraries.</i>
xx114	Reservation fees - (by library branch)
70114	Reservation fees - Mobile library
	<i>Payments made by library members to reserve materials from the lending collection and from other library services through inter-library loans. Reservations may be made by phone, via the Internet or in person, with standard fees applicable irrespective of the mode used.</i>
xx117	Sales (ex collection) - (by library branch)
70117	Sales (ex collection) - Mobile library
	<i>Income earned from the sale of ex-collection library materials to the general public and commercial parties.</i>
xx120	Public access computer use - (by library branch)
70120	Public access computer use - Mobile library
	<i>Income received for the use of the public access computers where charges may be imposed under the conditions of the State Government's Public Libraries Grant. Uses for which charges may be imposed are subject to change, but currently include word processing and sending/accessing e-mails.</i>
60127	Interest on investments

Proforma Chart of Accounts for Country Library Services

Account Number	Description
	<i>Interest earned from funds invested in accordance with the requirements of the Local Government Act.</i>
60137	Short Story competition
	<i>Income earned from entry fees to local, state and national short story competitions in which the library service participates.</i>
xx140	Sponsorship & donations - (by library branch)
70140	Sponsorship & donations - Mobile library
	<i>Income received from all forms of private, business and government sponsorship, as well as donations made by the general public.</i>
xx199	Miscellaneous income - (by library branch)
60199	Miscellaneous income - Headquarters
70199	Miscellaneous income - Mobile library
	<i>Income received from all other sources including deposits paid for temporary library membership. (To reduce bookkeeping complexity, it is suggested that this account should also be used for those income items where annual revenue is expected to be less than \$500.)</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
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EXPENSES - GENERAL:

(Expense accounts classified as general are those where postings must be made against specific locations.)

xx201	Salaries - (by library branch)
60201	Salaries - Headquarters
70201	Salaries - Mobile library

Amounts payable to staff members for time worked at the region's branch libraries and headquarters. Travel between locations for work related purposes is also to be included in this account.

xx202	Annual leave - (by library branch)
60202	Annual leave - Headquarters
70202	Annual leave - Mobile library

Represents the annual leave to which staff members are entitled and includes the 17.5% annual leave loading where applicable. The booking should be an imputed amount, rather than an actual derived from leave taken, thus ensuring that the expense is brought to account in the time period in which it is incurred. (The corresponding credit entry should be to a/c 98202 – Payroll liabilities - Annual leave.)

xx203	Long service leave - (by library branch)
60203	Long service leave - Headquarters
70203	Long service leave - Mobile library

Represents the long service leave entitlement generated by the time worked by staff members. The booking should be an imputed amount, rather than an actual derived from leave taken, thus ensuring that the expense is brought to account in the time period in which it is incurred. (The corresponding credit entry should be to a/c 98203 – Payroll liabilities - Long Service Leave.)

xx204	Family leave - (by library branch)
60204	Family leave - Headquarters
70204	Family leave - Mobile library

Leave taken by staff members due to ill health or for compassionate reasons, as defined by the Enterprise Bargaining Agreement.

xx205	Public holidays - (by library branch)
60205	Public holidays - Headquarters
70205	Public holidays - Mobile library

Represents the payment to staff members for public holidays to which they are entitled under the Enterprise Bargaining Agreement.

xx206	Superannuation - (by library branch)
60206	Superannuation - Headquarters
70206	Superannuation - Mobile library

Payments made to approved Superannuation Funds on behalf of staff members in accordance with statutory requirements and the Enterprise Bargaining Agreement.

Proforma Chart of Accounts for Country Library Services

Account Number	Description
xx207	Workcover - (by library branch)
60207	Workcover - Headquarters
70207	Workcover - Mobile library
	<i>Premiums payable for Workcover insurance and other expenses associated with administration and/or claims against the policy.</i>
xx208	Housebound duties allowance - (by library branch)
60208	Housebound duties allowance - Headquarters
70208	Housebound duties allowance - Mobile library
	<i>Payable to staff members to cover incidental costs associated with the provision of library services to housebound members of the community.</i>
xx211	Staff travel allowance – (by library branch)
60211	Staff travel allowance - Headquarters
70211	Staff travel allowance - Mobile library
	<i>Include the cost of travel, accommodation and living expenses incurred by staff members to attend external training courses, conferences and other meetings. Also included is the kilometre allowance payable to staff when travel is required for regional duties and a council vehicle is not available.</i>
xx215	Photocopier lease - (by library branch)
60215	Photocopier lease - Headquarters
70215	Photocopier lease - Mobile library
	<i>Lease payments for of photocopiers in operation within the library service.</i>
xx216	Photocopier maintenance - (by library branch)
60216	Photocopier maintenance - Headquarters
70216	Photocopier maintenance - Mobile library
	<i>Maintenance costs incurred for photocopiers, including regular fixed and volume related components.</i>
xx217	Photocopier consumables - (by library branch)
60217	Photocopier consumables - Headquarters
70217	Photocopier consumables - Mobile library
	<i>Paper, toner, photocopy cards and other consumables required by the library service. (Please note that consumables should be charged upon receipt to the inventory account 95941 and expensed to the above accounts when issued from inventory.)</i>
xx223	Children’s holiday activities - (by library branch)
60223	Children’s holiday activities - Headquarters
70223	Children’s holiday activities - Mobile library
	<i>Consumables and other expenses incurred in running a range of diverse holiday programs for children.</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
xx226	Telephone - (by library branch)
60226	Telephone - Headquarters
70226	Telephone - Mobile library
	<i>Include rental, call charges and maintenance costs incurred in relation to voice and data telephone lines.</i>
xx227	Internet - (by library branch)
60227	Internet - Headquarters
70227	Internet - Mobile library
	<i>ISP and excess usage charges incurred in relation to maintaining Internet connections. Includes payment to VICNET in relation to satellite and/or other delivery modes.</i>
xx286	Staff training & development - (by library branch)
60286	Staff training & development - Headquarters
70286	Staff training & development - Mobile library
	<i>Cost of salaries for time spent by staff members to attend training courses, conferences and other meetings.</i>
xx287	Attendance at regional staff meetings - (by library branch)
60287	Attendance at regional staff meetings - Headquarters
70287	Attendance at regional staff meetings - Mobile library
	<i>Cost of salaries for time spent by staff members at regional staff meetings.</i>
xx295	Papers & periodicals - (by library branch)
60295	Papers & periodicals - Headquarters
70295	Papers & periodicals - Mobile library
	<i>Expenditure on papers and periodicals collections held at the branch libraries. (It should be noted that this component of the collection is expensed, rather than capitalised, given the short shelf life of these items.)</i>
xx299	Miscellaneous - (by library branch)
60299	Miscellaneous - Headquarters
70299	Miscellaneous - Mobile library
	<i>Other expenses of a minor nature not covered elsewhere, including refunds to holders of temporary library membership.</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
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EXPENSES - HEADQUARTERS:

(The following expense accounts are specifically intended for Headquarters and are not to be used in relation to static branches and the Mobile library.)

60221	Postage - Headquarters <i>Includes postal and courier costs for local, interstate and international delivery of letters and small parcels. Branch postage costs are expected to be minimal and should be charged to a/c xx299 – Miscellaneous.</i>
60237	Short Story competition expenses <i>Expenses incurred in relation to organising and administering local, state and national short story competitions in which the library service participates.</i>
60240	Motor vehicle expense - Leasing <i>Amounts payable to lease library vehicles other than the Mobile library. (The amount charged to this account should be net of any amounts included within employees' salary packages.)</i>
60241	Motor vehicle expense - Operating costs <i>Cost of scheduled maintenance, repairs, registration and insurance for library vehicles other than the Mobile library.</i>
60242	Motor vehicle expense - Fuel <i>Cost of petrol and fuel additives, as well as oil and lubricants required between vehicle services for library vehicles other than the Mobile library.</i>
60252	Office equipment - Maintenance & replacement <i>Costs incurred to maintain office equipment and replace minor items.</i>
60253	Printing - Stationery
60254	Printing - Other
	<i>Costs incurred to print corporate stationery and other materials such as timetables, promotional flyers and the annual report.</i>
60255	Insurances <i>Premiums payable to effect insurance cover for industrial special risk, public liability, professional indemnity, directors and officers indemnity, library motor vehicles (excluding the Mobile library) and other insurances necessary to support library operations. (Workcover is to be separately reported under a/c 61207.)</i>
60256	Office supplies <i>Consumables used to support day to day operations. For example, notepads, pens, staples, printer cartridges etc.</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
60257	Advertising <i>Amounts payable to third parties to prepare and/or run advertisements. The advertisements may promote library programs, advise changes to existing programs, or be required to comply with statutory requirements applicable to library operations.</i>
60258	Conferences <i>Registration, travel, accommodation and living expenses incurred to attend industry conferences such as ALIA and VALA.</i>
60259	Headquarters rental <i>Payment to third parties for premises occupied and used by the headquarters unit.</i>
60260	Bookkeeping and financial support <i>Payment to third parties for the provision of bookkeeping, account payment, payroll, banking and investment support services in accordance with requirements.</i>
60261	Audit <i>Payment to third parties to undertake a financial audit in accordance with the Local Government Act.</i>
60262	Bank charges <i>Costs incurred in order to maintain bank accounts.</i>
60265	Debt collection <i>Amounts payable to debt collection agencies to pursue amounts and materials owing.</i>
60268	Subscriptions & memberships <i>Amounts payable to maintain membership of relevant industry and business associations such as ALIA, VECCI, Viclink, CPLG and CPS.</i>
60270	Collection - Cataloguing <i>Expenses incurred in order to catalogue library materials in accordance with industry standards. Includes subscriptions to cataloguing services such as Kinetica and shared cataloguing arrangements through, e.g., Murraylink's electronic information service.</i>
60271	Collection – Consumables <i>Book covers, cassette cases, adhesives and other materials associated with making items “shelf ready”.</i>
60272	Collection - Covering
60273	Collection - Repairs

Proforma Chart of Accounts for Country Library Services

Account Number	Description
	<i>Sub-contract costs to cover and repair collection items in accordance with the library service's specifications.</i>
60274	Collection - Freight & cartage <i>Represents the costs associated with procuring materials from small or little-used suppliers where costs are quoted exclusive of delivery charges.</i>
60275	Collection - Courier service <i>Cost of courier services to distribute new materials and supplies from headquarters to the branches, as well as the intra-regional movement of materials across the network.</i>
60276	Inter-Library loans <i>Costs passed on by other library services for the provision of materials requested through the inter-library loan system.</i>
60280	IT - Software maintenance fee <i>Fees paid to software suppliers to maintain and support the library management system.</i>
60281	IT - Software upgrades & new releases <i>Amounts payable to upgrade the library management system and/or to install additional modules.</i>
60282	IT - Computer maintenance & replacement <i>Represents the cost to repair, service or replace minor items of computer equipment.</i>
60283	Computer lease
60284	Computer hardware rental
	<i>Amounts payable for equipment obtained through lease and rental agreements.</i>
60290	Gulliver project <i>Represents the fee paid to VICNET to access the Gulliver database.</i>
60295	Fringe benefits tax <i>FBT paid by the library service on behalf of staff members' private use of the service's assets and equipment.</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
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EXPENSES - MOBILE LIBRARY:

(The following expense accounts are specifically intended for the Mobile library and are not to be used in relation to static branches and headquarters.)

70209	Operator allowance - Mobile library <i>Daily allowance paid to Mobile library operators to cover incidental expenses.</i>
70210	Meals & accommodation allowance - Mobile library <i>Allowance paid to, or on behalf of, Mobile library operators for meals and accommodation necessitated by overnight stays away from base.</i>
70231	Fuel costs - Mobile library <i>Cost of petrol and fuel additives, as well as oil and lubricants required between vehicle services.</i>
70232	Maintenance costs - Mobile library <i>Cost of scheduled maintenance and emergency repairs to prime mover and trailer. Includes miscellaneous materials used during minor in-house repairs and maintenance.</i>
70233	Vehicle registration - Mobile library
70234	Vehicle insurance - Mobile library <i>Amounts payable to register and comprehensively insure the prime mover and trailer against loss and damage.</i>
70236	Power to Mobile library sites <i>Charges incurred for power consumed at Mobile library sites within the region.</i>

Proforma Chart of Accounts for Country Library Services

Account Number	Description
ASSETS:	
95900	Cash on hand
	<i>More detail may be required for different funds held – perhaps at branch level.</i>
95920	Cash at bank - Cheque a/c 1
95921	Cash at bank - Cheque a/c 2
95922	Cash at bank - Cheque a/c 3
95923	Cash at bank - Term deposits
95924	Cash at bank - Bank bills
95925	Cash at bank - Other funds
95926	Cash at bank - Unallocated grants
95927	Cash at bank - Asset replacement reserves
95928	Cash at bank - Accrued employee entitlements
	<i>Represents funds held within various bank accounts for general or specific purposes.</i>
95930	Accounts receivable - Member councils
95931	Accounts receivable - State government
95932	Accounts receivable - Other government
95933	Accounts receivable - Library members
95934	Accounts receivable - Fee for service arrangements
95935	Accounts receivable - Other
95936	Provision for doubtful debts
	<i>Amounts owing, but not yet paid.</i>
95940	Inventory - Materials in process
95941	Inventory - Photocopier supplies
95943	Inventory - Library cards
95944	Inventory - Other
95945	Inventory - Other
	<i>Represents general supplies held in storage awaiting issue. Account 95940 is to be used for collection materials in process and awaiting issue to branch collections.</i>
95950	Library collection - Adult books
95951	Library collection - Children's books
95952	Library collection - Reference materials
95953	Library collection - Audio visual materials
95954	Library collection - Other
	<i>Collection materials within the branch network, but excluding newly acquired materials held in inventory at account 95940.</i>
95960	Other assets - IT equipment
95961	Other assets - Furniture & equipment
95962	Other assets - Motor vehicles

For all depreciable accounts it needs to be determined whether or not to carry the accounts at cost and show accumulated depreciation as a separate account. Alternatively, one could establish depreciation expense accounts and deduct depreciation from the asset account, with the asset shown at depreciated value. The latter approach is recommended, but given the ongoing debate on depreciation within the industry, no depreciation accounts are included herein.

Proforma Chart of Accounts for Country Library Services

Account Number	Description
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LIABILITIES:

98100	Accounts payable - GST
98101	Accounts payable - Suppliers
98102	Accounts payable - Credit cards
98103	Accounts payable - Other

Amounts owing to other parties, but not yet paid.

98200	Payroll liabilities - PAYE tax
98201	Payroll liabilities - Superannuation
98202	Payroll liabilities - Annual leave
98203	Payroll liabilities - Long service leave

Amounts payable to, or on behalf of staff, but not yet paid.

98300	Provision for asset replacement
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Represents amounts committed to future expenditures for the replacement of fixed assets. (Applies only to library services that have elected to accumulate funds for asset replacement, in which case services may choose to establish separate accounts for different types of assets)

Attachment 2: Depots - Summary of Capital & Recurrent Costs

Cost Category	Estimated Costs		
	\$	\$	\$
	Low	High	Most Likely
Capital & Start-Up Costs:			
Collection (1,000 to 1,500 items)	25,000	45,000	30,000
Shelving & Furniture	1,800	2,700	2,700
Communications & IT	-	3,780	2,000
Building Preparation	-	10,000	2,500
Miscellaneous	550	1,370	1,370
Total	27,350	62,850	38,570
Recurrent Costs:			
Depot Operators Fee	500	5,000	4,000
Library Support Costs:			
Stock Rotation	1,625	3,250	3,250
System Maintenance	325	1,300	1,000
Stocktaking	125	250	250
Training	-	400	400
Telecommunications:			
Voice/Fax	-	404	404
Internet	-	704	704
Outgoings:			
Car Allowance	2,106	2,106	2,106
Insurances		150	150
Consumables		150	150
Printing & Advertising		200	200
Collection Replacement	3,571	6,429	4,286
Total	8,252	20,343	16,900
Recurrent Cost Per Loan at Turnover of:			
1 Per Annum	8.25	13.56	16.90
2 Per Annum	4.13	6.78	8.45
3 Per Annum	2.75	4.52	5.63
4 Per Annum	2.06	3.39	4.22
5 Per Annum	1.65	2.71	3.38
Memo: Items in collection	1000	1500	1000

Cost Category	Responsibility For Costs		
	\$	\$	\$
	Library	Operator	Negotiable
Capital & Start-Up Costs:			
Collection (1,000 to 1,500 items)	30,000		
Shelving & Furniture			2,700
Communications & IT			2,000
Building Preparation			2,500
Miscellaneous			1,370
Total	30,000	-	8,570
Recurrent Costs:			
Depot Operators Fee	4,000		
Library Support Costs:			
Stock Rotation	3,250		
System Maintenance	1,000		
Stocktaking	250		
Training	400		
Telecommunications:			
Voice/Fax			404
Internet			704
Outgoings:			
Car Allowance	2,106		
Insurances			150
Consumables			150
Printing & Advertising			200
Collection Replacement	4,286		
Total	15,292	-	1,608

Attachment 3

Proforma Service and Funding Agreement 2003 to 2006

(Insert name) Council

and

(Insert name) Regional Library Corporation

Schedule A: General Conditions

Schedule B: Funding Arrangements

Schedule C: Core Services

Schedule D: Base Level Services and Standards

Schedule E: Added / Modified Services

The Agreement:

This Service and Funding Agreement is made on *(insert date)*, between the *(insert name)* Council, established as a body corporate under an order in Council made pursuant to the Local Government Act 1989, of *(insert address)*.

Signed and sealed for and on behalf of the *(insert name)* Council

.....
Signature Position
Date

AND

The *(insert name)* Regional Library Corporation

Signed and sealed for and on behalf of the *(insert name)* Regional Library Corporation

.....
Signature Position
Date

Witnessed by

.....
Signature Position
Date

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Introduction:

This Service and Funding Agreement details the responsibilities and obligations of the *(insert name)* Regional Library Corporation and the *(insert number)* councils served by the Corporation. The Agreement is an extension to the Regional Library Agreement and constitutes a legally binding contract between the parties to the Agreement.

Recitals:

1. The *(insert names of all member councils)* (the member councils) established the *(insert name)* Regional Library Corporation (RLC) on *(insert date)* and are signatories to the Regional Library Agreement.
2. The Regional Library Agreement establishes the RLC as an independent corporate entity, sets out the parameters within which the RLC may operate, establishes an obligation to comply with the relevant sections of the Local Government Act 1989 and Corporations law, and prescribes a number of key reporting and operating requirements. *(Identify clauses of specific relevance: e.g., a requirement to establish Service Agreements.)*
3. The member councils contribute funds to the RLC to provide public library services across their municipalities. In aggregate, library services are provided across an area of approximately *(insert number)* square kilometres to a population of approximately *(insert population)* (as at June 2000).
4. The member councils provide, maintain and, where necessary, replace buildings, furniture and fittings suitable for the delivery of library services. The member councils also secure, clean and maintain these assets, including associated areas, such as gardens, paths, exterior signs and parking areas.
5. The RLC's mission is to provide library services that are relevant to the current and future informational, recreational, educational and cultural needs of the communities served. *(Replace with RLC's mission.)*

Scope of Service and Funding Agreement:

1. This Service and Funding Agreement will specify the base (i.e. minimum) level services and standards to apply across the region, as well as council specific arrangements for added and/or modified services.
2. This Agreement operates in conjunction with and supports the underlying principles and objectives of the Regional Library Agreement.

3. This Agreement comprises five principal parts. These are:
 - (a) Schedule A which details the general conditions of this Agreement.
 - (b) Schedule B which details the funding arrangements.
 - (c) Schedule C which details the RLC's obligation with respect to core services.
 - (d) Schedule D which specifies the base level services and standards which will apply to all member councils.
 - (e) Schedule E which specifies those added and/or modified services which councils have negotiated directly with the RLC.

4. This Service and Funding Agreement will apply for a period of three years from 1st July 2003 to 30th June 2006.

SCHEDULE A: GENERAL CONDITIONS

This schedule sets out the general conditions that will apply to all member councils and the RLC in relation to the provision of public library services.

1. Governance:

- 1.1 Clause (*insert number*) of the Regional Library Agreement specifies that the RLC will be governed by a Board consisting of the following members:
 - (a) One Councillor appointed by each Council. (*Modify as appropriate.*)
 - (b) One other person appointed by each Council. (*Modify as appropriate.*)

- 1.2 The Library Board will meet at monthly intervals, with the meetings to be hosted by the member councils on a rotating schedule.

- 1.3 Persons accepting a position on the Library Board will:
 - (a) Attend an induction program to acquire the understanding of library operations necessary to effectively fulfil the duties of a Board member.
 - (b) Become an active and visible supporter of the library service.
 - (c) Consider matters before the Board from a regional perspective, as well as from the perspective of the member council represented.
 - (d) Make full and accurate reports of Board and RLC matters to the member council represented.
 - (e) Act as an advocate for the RLC to influence the allocation of resources and service delivery in all dealings with external parties, including the member council represented.

- 1.4 The Chief Executive Officer appointed by the Board will:
 - (a) Ensure compliance with financial and statutory requirements.
 - (b) Administer the delivery of library services across the region.
 - (c) Advise, assist and support the Board in the execution of its duties, with particular emphasis on policy development and strategic planning.
 - (d) Perform other duties and responsibilities imposed under the Local Government Act 1989 and the Regional Library Agreement.

2. Policies and Standards:

The RLC will provide and manage library services that conform to relevant national, state and local government policies and standards, as well as those policies and standards set by the RLC Board.

If, for any reason, this is not achievable, the RLC will report those areas of non-conformance to the Library Board and recommend appropriate strategies to achieve conformance. Where the non-conformance creates or may create a public or occupational health and safety risk, the RLC will take immediate action to eliminate the risk, including the temporary or permanent closure of library services if appropriate.

3. Advocacy:

The RLC will act as advocate for existing and prospective library users and will make representations to councils, government bodies and other organisations and individuals to influence the allocation of resources assigned to the RLC and the public library sector generally.

4. Accountability and Reporting:

The RLC will comply with all direct and indirect accountability and reporting requirements imposed legislatively or through agreements entered into by, or on behalf of, the RLC. These agreements include, but are not limited to:

- The Local Government Act 1989.
- The Regional Library Agreement.
- The Funding and Service Agreement between the RLC and the Department of Infrastructure.
- This Service and Funding Agreement.

5. Insurance:

5.1 The RLC will ensure that adequate and current insurance cover is maintained for:

- Work Cover
- Public Liability.
- Professional Indemnity.
- Industrial Special Risk.
- Contents.
- Motor Vehicles.
- Other insurances as required.

5.2 The member councils are responsible for the insurance of assets used by the RLC, but owned and maintained by those councils.

5.3 At the RLC's discretion, insurance may be arranged through the member councils and reimbursed by the RLC.

6. Dispute Resolution:

- 6.1 If there is a dispute or difference between the parties in connection with this Agreement, the parties undertake to use all reasonable endeavours to settle the dispute or difference by negotiation.
- 6.2 If the parties cannot settle the dispute within 21 days, the matter shall be determined as a dispute under the Commercial Arbitration Act 1984 and the arbitrator's decision shall be final and binding on the parties.
- 6.3 The parties to the arbitration shall be responsible for their own costs and, unless otherwise determined by the arbitrator, share the arbitrator's costs equally.

7. Agreement Review:

The Agreement will be reviewed at least once every three years, six months prior to the end of each period. However, where changes to the Local Government Act 1989 have a significant impact on the Agreement, such changes are to be accommodated within the Agreement at the earliest opportunity.

8. Termination of the Agreement:

- 8.1 There are no provisions for early termination of this Agreement on the grounds of a party or parties wishing to downgrade the base level services and standards specified at Schedule D.
- 8.2 Parties wishing to terminate any or all of the added/modified services specified at Schedule E may only do so by approval of the Library Board and agreeing to compensate the other member councils for any costs or contingent liabilities incurred as a consequence of their action(s).
- 8.3 If the Agreement is terminated as a consequence of the RLC being dissolved, or a party or parties withdrawing from the RLC, then the relevant conditions from the Regional Library Agreement will extend to this Agreement.

SCHEDULE B: FUNDING ARRANGEMENTS

To maintain the provision of library services, the RLC requires funding support from the member councils and other parties. This schedule expands on clause (*insert number*) of the Regional Library Agreement and establishes the responsibilities of the member councils with respect to funding current and future library operations.

1. Source of Funds:

The RLC may fund its operations from a variety of sources, including:

- (a) Contributions by the member councils in accordance with the funding formula approved by the Library Board. (Refer to Schedule B section 5.)
- (b) Government contributions in the form of the State Government's Public Libraries Grant and other specific funding programs which apply from time to time. Such contributions will be paid directly to the RLC.
- (c) Revenues earned from fines and charges.
- (d) Interest on investments.
- (e) Donations in the form of bequests and contributions.
- (f) Borrowings in accordance with the conditions imposed by section 197A of the Local Government Act 1989.

In addition to the above sources, funds may also be drawn down from accumulated reserves if deemed appropriate by the Library Board.

2. Application of Funds:

The funds available to the RLC will be applied to:

- (a) The operating costs of the library service, which will include expenditures in relation to static branches, the mobile library and headquarters.
- (b) The capital requirements of the library service which will include the amount required to maintain the RLC's materials collection in accordance with the Collection Management Plan and the amount required for the acquisition of other fixed assets, whether new or replacement.
- (c) Ensure that adequate provision is made to meet the RLC's future obligations with respect to staff entitlements for sick leave, annual leave and long service leave, and that payment is made in accordance with statutory requirements to approved superannuation funds.
- (d) Invest in financial instruments authorised by the Local Government Act 1989 and other governing agreements.
- (e) Repay borrowed funds.
- (f) Retained funds for future purposes.

3. Specific Funding Requirements:

In allocating funds, the following conditions will apply:

- (a) The Board will not approve budgets that would result in an operating deficit.
- (b) Capital contributions are not to be used for operating purposes.
- (c) Government and other grants are to be applied in accordance with the terms and conditions applicable to such grants and are not to be used for other purposes unless prior permission is obtained in writing from the provider of the grant.
- (d) Funds will not be applied to severance payments incurred as a result of decisions made by a member council(s) to restructure branch operations. Although severance payments (as specified by the Enterprise Bargaining Agreement) will be disbursed by the RLC, the member council(s) will be wholly responsible for funding such payments.

4. Funds Management Responsibility:

As an independent corporate entity, the RLC will manage the acquisition, application and investment of funds. It is at the RLC's discretion whether this responsibility is met internally or contracted, wholly or in part, to third parties.

5. Funding Formula:

Clause (*insert number*) of the Regional Library Agreement requires the Library Board to agree on a funding formula to determine the financial contributions to be made by the member councils.

- 5.1 For each static service point, the net recurrent expenditure will be wholly borne by the member council for the municipal district in which the service point is located.
(Recurrent expenditure is the difference between revenues earned from branch operations and operating costs, excluding depreciation and capital expenditures.)
- 5.2 The revenues and expenditures associated with the mobile library service will be shared between the member councils by apportioning each item in accordance with the criterion deemed to be the most equitable.
- 5.3 The revenues and expenditures associated with the RLC's headquarters unit will be shared between the member councils by apportioning each item in accordance with the criterion deemed to be the most equitable. In making such apportionments, the following conditions will apply:
 - (a) Revenues and expenditures incurred specifically in relation to non-base services will be identified and allocated to the corresponding non-base services.
 - (b) No member council will incur increased costs as a result of other councils significantly reducing the level of branch services primarily to reduce operating and overhead costs.

- 5.4 Capital expenditures (including amounts transferred to reserves) will be apportioned between the member councils in a manner that equitably reflects the intended use of the assets acquired. This will include additions to the library collections, which will be apportioned in accordance with the allocation criteria specified in the RLC's Collection Development Plan (*or other source if appropriate*).
- 5.5 The base for the apportionment of revenues and expenditure across the member councils will be the RLC's Annual Budget (refer to Appendix 1), against which the principles outlined in sections 5.1 to 5.4 will be applied to calculate the financial contribution to be made by each member council.
- 5.6 The financial contributions will be recalculated in April of each year against the projected full-year actuals at that time. Any variance between the agreed and recalculated council contributions will be carried forward as an adjustment to the following year's budget.

6. Timing of Contributions:

Member councils will remit their financial contributions in four quarterly instalments payable on the first day of July, October, January and April of each year.

- 6.1 If the financial contributions payable by the member councils have not been finalised and approved by each Council prior to 1st July of each year, the first instalment shall be the same amount as was paid by Council for the previous quarter. Adjustments will be incorporated in the second instalment.
- 6.2 All other contributions received by the member councils on behalf of the RLC will be remitted to the RLC no later than one month following receipt of such contributions. Wherever practicable, the member councils will make arrangements for contributions intended for the RLC to be paid directly to the RLC.
- 6.3 Any amounts payable by member councils to the RLC that are in arrears by 14 days or more will attract interest from the date the amount became due until the date it is received by the RLC. The interest charged will be calculated monthly at the rate fixed for the purposes of section 172 of the Local Government Act 1989.

SCHEDULE C: CORE PUBLIC LIBRARY SERVICES

As the recipient of a State Government Public Libraries Grant, the RLC is required to provide a range of core services as part of the public library role carried out by the organisation. Core services can be classified as basic services which are free of charge, as distinct from value added services for which charges may, at the Library Board's discretion, be imposed.

The definitions of basic and value added services currently recognised and endorsed by the Victorian Public Library and Information Network are repeated below.

1. Core Services - Basic:

Basic public library services are those which:

- (a) Provide free entrance to the library;
- (b) Provide access to the library's information resources, regardless of the format in which material is held, and including print, tape, disk, CD ROM and networked electronic resources;

Free access to networked information resources must be provided at each library branch to a level sufficient to meet a reasonable volume of demand. At this stage – because Internet access is still in a developmental phase and because circumstances differ from one library to another – a formal quantitative benchmark is not being introduced now, but this may occur in the future.

Libraries may charge for some forms of Internet use, where the nature of the use is not primarily focused on information. Such uses include receiving and sending e-mail, Internet chat, and financial transactions. If a library decides to charge for these facilities, it can determine the level of the charge.

In order to meet equity, disability and related requirements, libraries must consider providing more liberal access to some users.

- (c) Provide assistance with the use of the collection and with reference enquiries;
- (d) Provide training in the use of public access catalogues;
- (e) Lend items from the collection to members of the public for specific periods of time;
- (f) Educate the public in the effective use of public libraries;

- (g) Provide special programs such as story-telling;
- (h) Provide any additional service which enables access to other basic services (For example, books on wheels services and bulk loans).

2. Core Services - Value Added:

Libraries sometimes charge for services which provide greater ease of access, convenience or private benefit, and which may attract additional costs to the library service provider. These services are distinguished from the basic services listed above. They may have a higher level of value added by the library. Other services include:

- (a) Use of remote online resources where access is only obtainable by payment of a specific per use charge, but excluding use of online resources which are paid for by subscriptions, site licenses or other non-use based charges;
- (b) Providing access to loans from collections outside the public/State library network, such as academic, government or special libraries;
- (c) Reserving specific items in library collections;
- (d) Providing printed or electronic copies of materials held or accessed by the library;
- (e) Providing for public use standard office software, such as word processing and database software;
- (f) Requiring staff to undertake research, to write reports, or to provide other high level support;
- (g) Providing any service which attracts an external service charge, e.g. on-line database searching, speakers, theatre performances.

In the case of services not defined as basic, individual library service providers should be free to determine those services which would attract a charge, providing that due consideration is given to the possible impact on neighbouring library services caused by such decisions.

(This definition is based on that developed by the Australian Council of Libraries and Information Services and was endorsed by the Victorian Public Library and Information Network in December 1996. It was modified in May 1999 to incorporate a clarification on access to Internet services).

SCHEDULE D: BASE LEVEL SERVICES & STANDARDS

This schedule focuses on establishing the base level services and standards to apply to library services provided by the RLC. By establishing a base level, the opportunity is created for the member councils to negotiate further council specific services with the RLC in order to customise services to the particular needs of their communities. This may take the form of additional services such as extended opening hours and/or providing different services not included within the base level.

1. Accessibility:

In order to ensure that the region's library services are reasonably accessible to all members of the community, the following base level standards will apply.

- 1.1 Access to the core library resources (Schedule C Section 1) and assistance with their use will be free of charge.
- 1.2 Members will have free access to all loan items in the RLC's collection regardless of location and may return borrowed items to any of the RLC's service points.
- 1.3 Membership is free and available to any resident of Victoria upon providing proof of identity and residence.
- 1.4 Individual membership records will remain confidential. Aggregate data may be drawn from these records, but will in no way identify or enable individuals to be identified.
- 1.5 Members are to be provided with information about library services and members' rights and responsibilities and are entitled to borrow immediately upon joining.
- 1.6 Institutional membership will be available to commercial organisations and not for profit organisations.
- 1.7 Library service points will be located no further than (*insert distance*) kilometres from population centres having a resident population of at least (*insert population*), as at the most recent census. The decision to provide static or mobile services will be made by the RLC after taking into account all relevant factors, such as historical and projected demand, proximity to other facilities and community preferences.
- 1.8 Library service points will fully comply with relevant public and occupational health and safety requirements in order to provide safe access to and use of facilities for all members of the community.

1.9 Library service points will be open to the public, barring exceptional circumstances, for the hours established by the Library Board and shown at Appendix 3. When determining library hours, the Board shall endeavour to structure the hours in a manner which maximises accessibility for all sections of the community served, with the following minimum standards to apply:

- (a) Static branches will open for a minimum of two hours until (*insert time*) pm at least one evening per week.
- (b) Static branches will open between (*insert time*) pm to (*insert time*) pm on at least two afternoons during school terms.
- (c) Static branches will open for at least (*insert time*) hours during the weekend.
- (d) The minimum duration for a mobile library site will be (*insert time*).

The above minimum standards will be periodically reviewed in the light of actual experience. However, if patronage levels at particular service points do not support the continuance of these standards, then serious consideration should be given to discontinuing such services.

1.10 Departures from the agreed schedule will be allowed for gazetted public holidays and any early closing periods at, e.g., Christmas and Easter. Notice of closures will be provided to the member councils and notices will be prominently posted at the service points at least 30 calendar days prior to closure, except in exceptional circumstances.

1.11 The member councils will maintain the library service points to the standard set out in Appendix 4. The RLC will inform the member councils of the need for any maintenance or repair tasks and an annual Facilities Review will be undertaken jointly by the RLC and the member councils.

2. Circulation:

The core service provided by the region's libraries is that of lending materials to library members for periods established by the Library Board. To ensure that an appropriate balance is maintained between customer service and operating effectiveness, the following base level standards will apply.

2.1 Library users will receive courteous attention and prompt service at the circulation desk. Borrowers will not be required to wait more than (*insert time*) minutes, except under exceptional circumstances.

- 2.2 Return dates for borrowed items will be provided in writing at the time of borrowing.
- 2.3 Items may be returned to any service point in the region.
- 2.4 Returned items will be processed and returned to shelf, or available for transfer to the host branch, no later than (*insert time: e.g., no later than close of business on the next opening day*).
- 2.5 For inter-branch requests, (*insert percentage*) of shelf items will be available for transfer at the next scheduled courier delivery/pick-up.
- 2.6 Loan renewals may be made in person, via the telephone or via the RLC's web site.
- 2.7 Members' borrowing entitlements will be reviewed by the Library Board at least once every two years to ensure that the adopted practices are consistent with socially responsible use of the collection. Appendix 5 details the entitlements applicable to this Agreement.

3. Collection Management:

Building and maintaining a collection that is relevant to the community's needs in both scale and quality is fundamental to the provision of an effective library service. Similarly, managing the collection through the various stages from selection to disposal of materials will require adherence to the following base standards.

- 3.1 A Collection Management Plan which incorporates a five year plan to revitalise the collection will be prepared and reviewed annually.
- 3.2 The collection will be aggressively weeded to identify and remove from display, those materials that:
 - (a) Are irretrievably damaged.
 - (b) Have not been borrowed for (*insert time*).
 - (c) Are out of date and could present misleading information to patrons.

The weeding process is also to identify materials that have not been borrowed for (*insert time: e.g., six months*) and ascertain whether such materials should be relocated to other service points or disposed of.

- 3.3 Review all materials prior to disposal to ensure that items of value, historical significance or potential use are retained within the region.

- 3.4 The rate of acquiring new materials should be set at a level which enables community demand to be met and acceptable collection turnover rates to be achieved. Industry standards indicate that this would require an acquisitions strategy geared towards a collection of at least *(insert standard)* items per capita, with *(insert percentage)* of the collection replaced per annum.
- 3.5 Materials selection and acquisition will be the responsibility of the RLC's headquarters unit and will take place through a combination of the following activities:
- (a) Direct purchases from suppliers. Selections will be made predominantly by the headquarters unit, but an allowance will be provided to the Branch Librarians to benefit from their knowledge of local preferences.
 - (b) Purchases via consortium arrangements with other library services *(if applicable)*.
 - (c) Acquisition of materials from other sources.
- 3.6 Following receipt, new library materials will be catalogued and available on shelves no later than:
- (a) *(Insert time: e.g., one week)* for periodicals.
 - (b) *(Insert time: e.g., two weeks)* for items requested by patrons or purchased to fulfil reservations.
 - (c) *(Insert time: e.g., five weeks)* for all other items.
- 3.7 Allocate materials to service points using the criteria in the Collection Management Plan, which will take into account the service point profile, expressed and anticipated community needs and preferences, collection size and the existing collection.
- 3.8 Headquarters and branch staff will monitor collection performance in order to build their knowledge of the community's preferences and refine the selection process.

4. Catalogues and Location Aids:

Library users select materials and access information in a variety of ways ranging from browsing the shelves to pre-selecting items prior to their visit. To aid this process the RLC will comply with the following minimum standards.

- 4.1 The on-line public access catalogues (OPACs) will accurately reflect the library's holdings, including the location and status of items.
- 4.2 At least one dedicated OPAC terminal will be provided at each service point. Additional terminals will be provided based on user demand.

- 4.3 Catalogue entries will be accurate, up-to-date and include sufficient detail to enable users to find the required information.
- 4.4 Signage which assists users to easily locate items and facilities will be provided at all service points.

5. Reference and Information Services:

The following minimum standards will guide the delivery of such services.

- 5.1 Access to the reference and information resources of the region and assistance with their use will be free of charge to those eligible for membership. Where it is necessary to access external information sources and/or inter-library loans, any significant costs incurred may be recovered from the enquirer.
- 5.2 The region's services may be accessed in person, by telephone or via the RLC's web page.
- 5.3 Staff will be trained in the use of reference resources available in the region, whether provided in print or non-print formats. Staff will also be trained in the skills of conducting reference interviews and will have knowledge of the general resources available from common referral points.
- 5.4 *(Insert percentage)* of reference enquiries will be answered or acknowledged within five minutes. Persons in extended queues will be informed of the expected waiting time.
- 5.5 When an enquiry cannot be satisfied from resources within the service point, further research or referral will be undertaken and the enquirer will be advised of the expected time frame.
- 5.6 Photocopy services will be provided at all service points. Charges for photocopies provided in relation to reference enquiries will be at the rates set down in Appendix 2.
- 5.7 The RLC will periodically review its ability to deliver more effective reference services across the region, with particular emphasis on the potential of services such as the Gulliver database to overcome the region's geographical barriers. *(Amend as appropriate.)*

6. Information Technology and Technology Support:

The role of information technology based library services has grown steadily to become an expected component of the service mix provided by public libraries. The region's geographic characteristics add to the challenge of providing such services, mainly due to the lack of economically viable communication technologies by which to network the region's service points and headquarters unit. *(Amend as appropriate.)*

6.1 The provision of information technology based services is supported by the RLC's Information Development Strategy Plan.

6.2 The minimum provision of public access IT facilities will be:

- (a) One dedicated public access Internet terminal (PAIT) at all static service points.
- (b) One dedicated public access PC at all static service points.

Where the combined usage of (a) and (b) is expected to be less than 33% of the time available from dedicated facilities, the services may be provided through a single shared PC.

6.3 Charges may be imposed for the use of public access IT facilities as specified at Appendix 2. Services for which charges may be imposed are:

- (a) Where a PAIT session is to be predominantly used for e-mail or chat.
- (b) Use of PCs for word processing, spreadsheet or other similar applications.
- (c) Printing materials generated during the use of public access IT facilities.
- (d) The provision of consumables such as floppy discs.

6.4 All public access IT facilities (including OPACs) will be maintained in working order. PAITs and OPACs will be on-line, or capable of being on-line, for *(insert percentage)* of the opening hours of the service point, except where external causes such as power or telecommunications failures create the down-time. Failures involving critical equipment will be rectified within *(insert time: e.g., the next open day of the service point)*.

6.5 All staff will be trained in the use of the Internet and PC based information technology and will facilitate basic access for the public as required.

6.6 Where appropriate, staff will also receive basic training in the use of public access PC software programs for word processing and spreadsheets in order to facilitate basic public use.

- 6.7 The RLC will participate in relevant programs such as the “Rural Libraries Online” project as a means of planning for and developing the necessary infrastructure to enhance the services provided to the community. Any involvement in such programs will be reviewed annually to determine their ongoing relevance and benefit to the RLC.

7. Library Programs:

- 7.1 The RLC will provide regular Storytime sessions for pre-school children in accordance with the schedule shown at Appendix 6. Means by which to introduce Storytime sessions to the region’s more remote areas will be continuously pursued.
- 7.2 The RLC will promote and participate in appropriate literary programs, including but not limited to:
- (a) The Short Story Competition.
 - (b) The Statewide Summer Reading Program for children.
 - (c) Children’s Book Week activities.
 - (d) Nestle “Write Around Australia” program.
 - (e) The State Library of Victoria’s “Writers on the Road” program.
- 7.3 The RLC will take part in other events as deemed appropriate by the Library Board. These may include the provision of stands or information displays at events such as field days, local festivals and shire service days.

8. Mobile Library:

The mobile library service provided by the RLC is integral to the delivery of library services across the region. To ensure the ongoing value of this service, the RLC will comply with the following base level standards.

- 8.1 A mobile library service will be provided to areas with limited access to static libraries. Areas deemed to have limited access will, for the purposes of this Agreement, be at least (*insert distance*) kilometres from the RLC’s nearest static library.
- 8.2 The location for mobile library sites will be required to satisfy the following criteria:
- (a) Be in close proximity to community facilities where people naturally congregate.
 - (b) Be visible to passing vehicular and pedestrian traffic.
 - (c) Have safe access to power and communications.
 - (d) Generate sufficient demand to justify a minimum duration of (*insert time*), with demand measured against activity levels established by the RLC and currently set at:
 - ❑ (*Insert number*) transactions per hour, excluding returns.
 - ❑ (*Insert number*) patrons per hour.

- (e) Cater to the general community, rather than be a special purpose visit to specific groups or organisations.
- 8.3 The number of mobile library sites operated by and for the RLC will not exceed (*insert number*).
- 8.4 Member councils will ensure that mobile library sites are:
- (a) Constructed from all-weather materials such as bitumen or concrete, with adequate access and forward egress for an articulated vehicle. The pad on which the trailer will be parked during visits is to be even and level, with adequate sealed approaches for pedestrians.
 - (b) Regularly maintained and kept free of hazards such as overhanging tree branches.
 - (c) Provided with adequate parking for patrons.
 - (d) Clearly designated as “no parking” areas, at least on days when visits are scheduled.
 - (e) Provided with clearly visible signage which shows opening hours and contact details for the RLC and the member council. The signs will be kept current and regularly maintained.
 - (f) Provided with power and communications via a locked service box adjacent to the site. The service box will be located and maintained in accordance with relevant workplace health and safety regulations.
- 8.5 The mobile library’s opening hours are shown at Appendix 3 and will be periodically reviewed to meet the changing needs of the community.
- 8.6 The RLC will investigate instances where minimum activity levels are not reached for a period of three months and implement remedial action where appropriate. Failure to achieve (*insert percentage: e.g., 50%*) of the minimum levels over a period of six months will be deemed to be sufficient justification to remove a site from the schedule. In the event that sites are removed from service, the member council responsible for the site will continue to meet the costs of providing the scheduled service(s) for the duration of this Agreement, unless alternative arrangements are made with the Library Board.
- 8.7 The RLC will maintain the mobile library vehicle in a clean and roadworthy condition at all times.

SCHEDULE E: ADDED/MODIFIED SERVICES

Insert details of negotiated added/modified services for each member council.

It should be noted that Schedule E will be different for each council, even though certain programs may be pursued jointly by a number of councils. Where this is the case, the program relationship will be clearly stated.

Appendix 1: Annual Budget and Apportionment by Member Council

- ▶ Insert the approved budget.

- ▶ Insert the apportionment by member council (based on the cost allocation exercise).

SAMPLE

Appendix 2: Fees and Charges 200x/200x

The following table summarises the fees applicable for the services available through the RLC's branch network. Fees are inclusive of GST where applicable.

Service	Fees and Charges (including GST)
Photocopying	\$0.22 per page
Microfilm printing	\$1.65 per copy
Lost and damaged items penalty	\$5.00 plus purchase cost of item
Replacement of membership card	\$5.50
Temporary resident deposit:	
• Charge	\$33.00
• Refundable deposit (no GST)	\$10.00
Internet usage (non-Victorian residents)	\$2.20 per 30 minute
Internet usage (E-mail / chat sessions)	\$2.20 per 30 minutes
Inter-library loans:	
• Service fee	\$1.10 per item
• Costs	As advised by provider library
Overdue charges (no GST):	
• Adult members	\$0.20 per item per day. Maximum of \$5.00 per item.
• Junior members	\$0.10 per item per day. Maximum of \$2.50 per item.
• Inter-library loans	\$2.00 per item per day.
Information searches	External costs plus labour at \$11.00 per 15 minutes.
Fax:	
• Within Australia	\$2.20 for first page & \$1.10 per additional page.
• Overseas	\$5.50 for first page & \$2.20 per additional page.
Word processor fee	\$1.10 per 30 minutes
Printing	\$0.20 per page
Computer disks	\$2.20 each
Display board	\$0.55 per board per day

Appendix 3: Library Service Points and Opening Hours

Static Branch Locations:

Council	Address	Phone
North SC	50 Main Street, Northland	(03) 55551111
North SC	Old Shire Hall 101 High Street, Northland	(03) 55552222
South SC	50 Federation Street, Southland	(03) 55553333
South SC	Community Centre 101 Farmers Highway, Southland	(03) 55554444
East SC	Municipal Offices 1 Centenary Drive, Eastland	(03) 55555555
West SC	Sloane Street, Westland	(03) 55556666
West SC	Shire Office 1 Harvest Avenue, Westland	(03) 55557777

Static Branch Opening Hours:

Branch	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
North 1		10-5.30	10-5.30	11-6.30	10-5.30	10-12	2-5
North 2		1.30-5.30	9.30-1 4-6.30	1.30-5.30	1.30-5.30	9.30-12	
South 1		1.30-5	2-5	1.30-5	1.30-6.30	10-12	
South 2		1.30-5.30	3.30-5.30	10-12.30 1.30-5.30	10-12.30 2-6.30	9.30-12	
East 1	10-5.30	10-5.30	10-8	10-5.30	10-5.30	9.30-12	
West 1	2-5	1-4.30		3-6.30	11-1.30 2.30-5	10-12	
West 2	11-12.30 3-5		11-1 2.30-6.30		11-12.30 2-5	10-12	

Appendix 4: Maintenance of Library Service Points

1. Member councils must nominate a responsible person to whom all requests for repairs and maintenance are to be communicated. Similarly, the RLC must nominate a liaison person for such matters. The RLC can report these requirements in person, via telephone or in writing via e-mail, facsimile or letter. Any in-person or telephone communication will be followed by a letter or facsimile if requested by the member council or deemed necessary by the RLC.
2. Urgent repairs that are necessary for the security of buildings and their contents, or faults which present a health or safety hazard to library staff and/or the public must be attended to within four hours of the report.
3. Member councils must complete non-urgent repairs within two days of the report being made to Council, wherever practicable.
4. Where it is not practicable to complete repairs within the time-frame specified in clauses 2 and 3 above, the RLC's CEO must be informed and agreement reached on the time-frame for repairs.
5. Cleaning of library premises is to take place outside of the hours the service point is open to the public and preferably when library staff are not in attendance.
6. Daily cleaning is to include but not be limited to:
 - (a) Vacuuming of carpeted areas and wet mopping of other floor areas.
 - (b) Dusting and wiping of all table, desk, bench and other work surfaces.
 - (c) Cleaning of and replenishment of supplies for the toilet areas.
 - (d) Spot cleaning of glass doors and windows.
 - (e) Removal of rubbish from both inside the building and outer entry areas.
7. Periodic cleaning must be undertaken by the member councils in accordance with a schedule to be developed between the RLC and the member councils. Periodic tasks include, but are not limited to:
 - (a) Carpet cleaning.
 - (b) Window washing.
 - (c) Floor waxing.
8. Rubbish in parking areas, gardens and other associated areas shall be removed at not less than weekly intervals. Where the rubbish is excessive, the RLC will request Council to remove the rubbish within 24 hours.

9. The RLC and member councils will develop a schedule of programmed maintenance to be undertaken by councils, which will include the library buildings, contents and all associated areas.

SAMPLE

Appendix 5: Borrowing Entitlements

Loan Periods (from July 200x)

Collection Category	Static Branches	Mobile Library (a)
Books	21 Days	28 Days
Talking Books	21 Days	28 Days
Videos	7 Days	28 Days
CDs & CD-ROMs	7 Days	28 Days
Magazines	7 Days	28 Days

(a) Mobile library borrowers who borrow from a static branch are subject to the loan period of that branch.

Borrowing Limits:

Borrower Category	Limit (No. of Items)
Juniors	4 items
Young Adults	6 items
Adults	10 items
CDs or CD-ROMs	2 items

Renewals and Returns:

- Items on loan may be renewed once, provided the item has not been reserved by another member. Subsequent renewals are at the discretion of branch staff.
- Returns may be made to any branch.

Fines for Overdue Items:

- Adult – 20c per item per day up to a maximum of \$5 per item.
- Junior – 10c per item per day up to a maximum of \$2.50 per item.
- A grace period of 7 days applies and if items are returned within this period, no fines will apply. Items returned after the grace period will be calculated from the date the item became overdue.

Appendix 6: Library Programs Schedule

- ❑ Insert details of Children's Storytime sessions

- ❑ Insert details of other programs.

SAMPLE