

## Late Council Agenda Item 1 – Library/ VIC Report

**REPORT TITLE:** Robe Library/ Visitor Information Centre  
**DATE OF MEETING:** 12 October 2010  
**AUTHOR:** Wendy White  
**AUTHOR'S TITLE:** Customer Service Officer  
**FILE NUMBER:** Nil  
**ATTACHMENTS:** Nil

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### **PURPOSE**

To adopt Library/ Visitor Information Centre Report October 2010.

### **RECOMMENDATION**

**That Council adopt the Library/ Visitor Information Centre Report October 2010.**

### **BACKGROUND**

#### Library

Public Internet: Both broadband and wireless internet continue to be popular with our Borrowers and Visitors to our Town.

Visitor Borrowing: We charge a \$50.00 deposit for visitors to borrow from the Library. They can borrow a maximum of four items at any one time and the deposit is refunded on the return of all items.

#### SA Libraries Board

On 21 September 2010 the SA Libraries Board included Robe on their visit to the Limestone Coast. Morning tea was enjoyed by all and they were very impressed with our facilities, considering that we are a small library compared to some. They also thought the combination of the Library/ Visitor Information Centre was very unique and that it worked very well.

#### Opening hours

Last year we trialed reduced hours for the month of August. This year we extended that by starting after the July school holidays and resuming normal trading the first weekend in September.

#### Visitor Information Centre

While on holidays I called into Visitor Centres from Robe through to Port Augusta, Kalgoorlie, Perth and the south-west of Western Australia and back in South Australia. We may be small compared to some, but we are up there with the rest of them and can be very proud of our Centre.

#### Radio

We continue to promote Robe on 5TCB FM from Bordertown every six weeks with a five minutes chat on the future, with October being a busy month for Robe and surrounding areas.

### Conferences

I attended the Stat Visitor Information Centre's Conference in Whyalla during May. All accredited Visitor Information Centres are required by South Australian Tourism Commission to send a representative. It is a great learning experience to network with Centres from across the State.

On 20-22 October the Cross Borders Conference is being held in Penola and we will be sending two staff members. This conference is attended by representatives from Horsham, Hamilton and Visitor Information Centres starting from Portland through to Apollo Bay. As a large number of our visitors are on their way to the Grampians or the Great Ocean Road it is a wonderful networking base close to home.

### Volunteers

Volunteers are a very important part of both the Library and Visitor Information Centre and we have two volunteers that commit 15 hours per week each, several volunteers that come and collect brochures that need to be folded and two that come in and shelve books when time allows.

### Visitor stays for that year to date

In February we had a door counter installed. We had only ever counted our visitors manually and at times that certainly isn't possible, therefore not a very accurate way to gauge people using the Centre. Numbers have increased and I allow a 10% decrease from the printed number to allow for staff in and out, school library visits, etc.

Year until the end of September = 50,154 (allow for 10% reduction 45,138)

