GEELONG
REGIONAL
LIBRARIES

Annual Report 2016/17

**This annual report celebrates the work and achievements of the past 12 months as informed by the vision, mission and goals set out in the Geelong Regional Library Corporation's Strategic Plan, *Reading the Future: Next Generation Libraries – Library Plan 2013–17*.**

# Our Goals

**The Geelong Regional Library Corporation strives to enrich, empower, enlighten and inspire the community we serve – providing library services, programs, collections, spaces and experiences that create opportunities for our community to read, learn and connect with each other and the world.**

## Goal One

### Living to read, reading to live

We are a library. We celebrate reading, literature and literary culture, and will engender a love of reading in all people from an early age. We will support development of literacy skills and digital literacy among people of all ages, especially those in greatest need, to enable them to access the information they need to live, work, learn and relax.

## Goal Two

### Becoming part of everyday life

Our library is for everyone, anytime, anywhere. Through quality collections, technology and services, engaging and flexible spaces, and creative partnerships and outreach programs, we will provide people with experiences that make the library an integral part of their recreational, social, educational and cultural life.

## Goal Three

### Transforming the way we work

We aim to be an exemplary library organisation. We will empower and equip our staff with the knowledge, skills and resources to exercise their professionalism and expertise in responding to users' needs. We will embrace creativity and innovation, using current and emerging technologies to continually improve the way we work and enable customers to access our collections, programs and services.

## Goal Four

### Bridging the past and the future

The new library and heritage centre in Geelong's cultural precinct continues our member Councils' significant investment in new and upgraded library facilities for the community. We will work with the City of Greater Geelong to create an iconic cultural centre that celebrates the Geelong region's proud and diverse history and reflects the region's rich indigenous heritage. The centre will take Geelong to the world and bring the world to Geelong through the latest in services and technology.

# Our Vision

**A strong vibrant connected community**

- **Enriched by reading**

- **Empowered by learning**

- **Inspired by information and ideas.**

# Our Mission

**We will create opportunities for our community to read, learn and connect with each other and the world:**

- **by delivering innovative and exemplary library services**

- **by facilitating equitable access to information and technology**

- **through our library staff's knowledge, expertise and encouragement.**

# Contents

# Message from our Chair

I am very pleased to present the 2016/17 Annual Report of the Geelong Regional Library Corporation (GRLC) and to take this opportunity to look back on our successes and challenges over the past 12 months.

As I do so, I also reflect on the evolution of our library service since its establishment as a corporation two decades ago. In 2017, as the GRLC marks its 20th anniversary, we acknowledge the significant benefits that this collaboration has afforded in supporting our delivery of an exceptional, innovative and highly efficient library service.

It was the foresight of our predecessors which paved the way for the corporation, when in 1963 the Shire of Corio and City of Geelong Councils joined together in partnership to provide a greater level of library services to their respective communities.

Today, the GRLC continues this partnership, now with four member Councils – Borough of Queenscliffe; City of Greater Geelong; Golden Plains Shire; and Surf Coast Shire – all working together to provide high quality collections, the latest technologies, and outstanding lifelong learning events and programming for their communities right across the region. Our shared library services partnership is an example of the power of positive collaboration, and we are extremely grateful to our member Councils for their contribution, support and leadership, which has helped to position the GRLC as a recognized industry leader and the number one ranked public library service in the state.

For the third year in a row, independent analysis of the Annual Survey on Victorian Public Libraries, has found that the GRLC is the top-ranking library service in the state across the 10 key performance indicators including service and collections quality, community participation and operational and financial efficiency.

No less significant were the findings of our biennial survey of library users and non-users, undertaken over August and September 2016. The survey allows us to gather information from the community about our services, facilities and programs. Over 3,700 people of all ages responded and the feedback was overwhelmingly positive. The Corporation is committed to using the feedback received to help shape the services we provide and continue to address areas where improvements are needed. Our customer satisfaction rating increased to 4.75 out of 5 or 95%.

One of the keys to our success is our staff, who this year participated in a comprehensive GRLC Staff Engagement Survey. We achieved excellent results overall and in particular very high scores (90% plus) for organisational direction, belief in the overall purpose of GRLC, its mission and values, customer focus and innovation. This clearly demonstrates great dedication by staff to delivering the very best service possible, as well as their commitment to the organisation.

The GRLC is a trusted organisation and our strong membership base is representative of the foremost importance that the community places on their library services. During the year, the proposed closure of three library branches (Barwon Heads, Chilwell and Highton) has shone a spotlight onto the value of public libraries to communities. It also underscored the immense contribution that our services make to lifelong learning, social connection, economic development, creative vitality and in providing safe environments for welcoming everyone. The GRLC Board and staff look forward to working with our member Councils and the community to continue advocating for, and delivering, excellent library services throughout the region.

I am pleased to report that as part of our advocacy we are establishing a Friends of Geelong Regional Libraries program – a network of community members who are passionate about libraries, and who wish to support the work of the GRLC. It is a fantastic initiative which will launch in December 2017. I look forward to communicating more about this exciting development over the coming months.

It has been an honour to lead the Board in governing the GRLC in my role as Chair in another year of great achievements, and I want to thank them for their great commitment and vision. To everyone who has been a part of our successes – this year, and throughout our history – I thank you for your contribution and dedication to the GRLC. To our member Councils, Board members, library members, staff, volunteers, visitors, sponsors and supporters: thank you for the vital contribution that each of you make in what is a truly remarkable organisation. The Corporation looks forward to you joining us for the next exciting chapter in our story.


Cr Margot Smith
**Chair**

# Message from our CEO

As we conclude the work informed by our Library Plan 2013–17, I eagerly report on another highly successful year for the Geelong Regional Library Corporation (GRLC). Pleasingly, we have delivered the overwhelming majority of actions to which we committed. As an organisation, we find ourselves perfectly poised for the next exciting phase in our development. We are ready to take on the vision, mission, goals and priorities for action set out in our new strategic plan, *Reading Ahead: Geelong Regional Library Corporation Library Plan 2017 to 2021,* adopted by the GRLC Board this past June. It is our road map for the next four years and filled with exciting possibilities.

Our highly skilled staff have worked diligently this past year to deliver responsive library services across our network and the results are fantastic. We experienced record numbers of community participation across a range of service areas including membership which has grown to 121,000 and is up by 4%; we welcomed two million visits to our libraries up by 9% on previous year; and 150,000 attendees enjoyed the lifelong learning and cultural programs on offer, an increase of 10%.

The new Geelong library & Heritage Centre (GLHC) concluded its first full financial year of operation since opening in November 2015. The enthusiasm for the award-winning building and the services and spaces available within continues to grow, with just under half a million visits recorded in this period. It has fulfilled all expectations as a place for a multitude of purposes and experiences and the soon-to-open Public Café will further enhance the visitor experience.

Whilst there has been much internal and external focus on our central branch, the GLHC, we also acknowledge and celebrate the great work undertaken in our library branches across the region. It has become obvious that the opening of the GLHC has not had a major impact on visitation figures at community libraries with our data demonstrating that library members are continuing to appreciate their local branches, as well as enjoying visits to the GLHC.

Engagement with children and youth has seen significant growth in visits this year. Young people make use of the PCs, printers, mobile devices, activities and free WiFi in addition to collections curated specifically to their interests and needs. Our Children & Youth Services staff have been focused on increasing the capacity of their children's program area and outreach, with good attendance rates indicating a strong local appetite for these programs. This is particularly pleasing as young adults and their development

are a huge priority for us. Targeted engagement has proved the best strategy in reaching out and helping ensure that they remain connected with the library – a safe and empowering place.

The content of programs and services provided by the GRLC are informed by research and best practice, and are compliant with modern standards developed by the State Library of Victoria, the Public Libraries Victoria Network and the Australian Library and Information Association. In June 2017, the GRLC achieved best practice standard of quality for our early years literacy programs and services, qualifying the GRLC to use the READ Quality Assurance Logo.

The ongoing evolution and expansion of the GRLC's lifelong learning and cultural programming area is impressive, with high calibre presenters visiting our libraries for Special Events, Author Encounters, Open Mind Lectures, eKnowHow, and other events. This year, the GRLC took the lead in the delivering the Word for Word National Non-Fiction Festival. Held at the GLHC for the first time, the Festival was an outstanding success with over 4,000 people passing through the doors of our central library over the weekend. I commend all involved in the production of this event, which is unique in Australia, and a great asset to the library as well as the Geelong region's community.

I wish to take this opportunity to acknowledge the incredible work of GRLC staff and volunteers throughout the year. As I read through the pages of this report I am reminded of the huge amount of work, innovation and commitment required to deliver an exceptional library service. Our success is a direct reflection of the skill and dedication of our staff and volunteers, and I thank each of you for the crucial role you play.

I extend my sincere thanks to our passionate Board members, who provide tremendous support, vision and leadership. To our four member Councils, thank you for your ongoing and significant collegiate support as well as financial investment in public libraries which allows us to deliver high quality, shared library services across the region. Finally and especially to our library members and visitors I thank you for your continued patronage, your feedback which was particularly strong this year and the inspiration to continually develop, improve and innovate so that we best serve you, the focus of all that we do. I look forward to seeing you again at the library soon.

Patti Manolis
**Chief Executive Officer**

# About Us

## Our Corporation

The history of public libraries in the Geelong region is long and rich, with many public libraries commencing operation in the 1800s including Corio in 1841, Geelong in 1876, Geelong West in 1884 and Queenscliff in 1887.

The highly successful regional shared library services model we enjoy today commenced in 1963 when the Shire of Corio and the City of Geelong joined together in partnership to provide a greater level of library services to their respective communities.

This model was the precursor to the formation of the Geelong Regional Library Corporation (GRLC) in March 1997, following local government amalgamations. Our member Councils continue the regional partnership to this day, in recognition of the operational and financial efficiencies it provides, as well as the greater level of access and quality of library services enabled by working together, for residents and visitors of our great region.

The GRLC is established under the provisions of sections 196 and 197 of the *Local Government Act 1989* to provide library services within the local government areas of Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

Through our network comprising a new central library – the Geelong Library & Heritage Centre – 15 community libraries, two mobile libraries and a website offering a wide range of eServices and eCollections, we provide free, universal access to reading, lifelong learning and discovery. Our services, both physical and virtual, are as diverse as the community we serve.

Golden Plains
Shire

City of
Greater
Geelong

N

Corio Bay

⬤ Geelong Library
& Heritage Centre

⬩ Community Libraries

○ Mobile Library Stops

Surf Coast
Shire

Borough of
Queenscliffe

Bass Strait
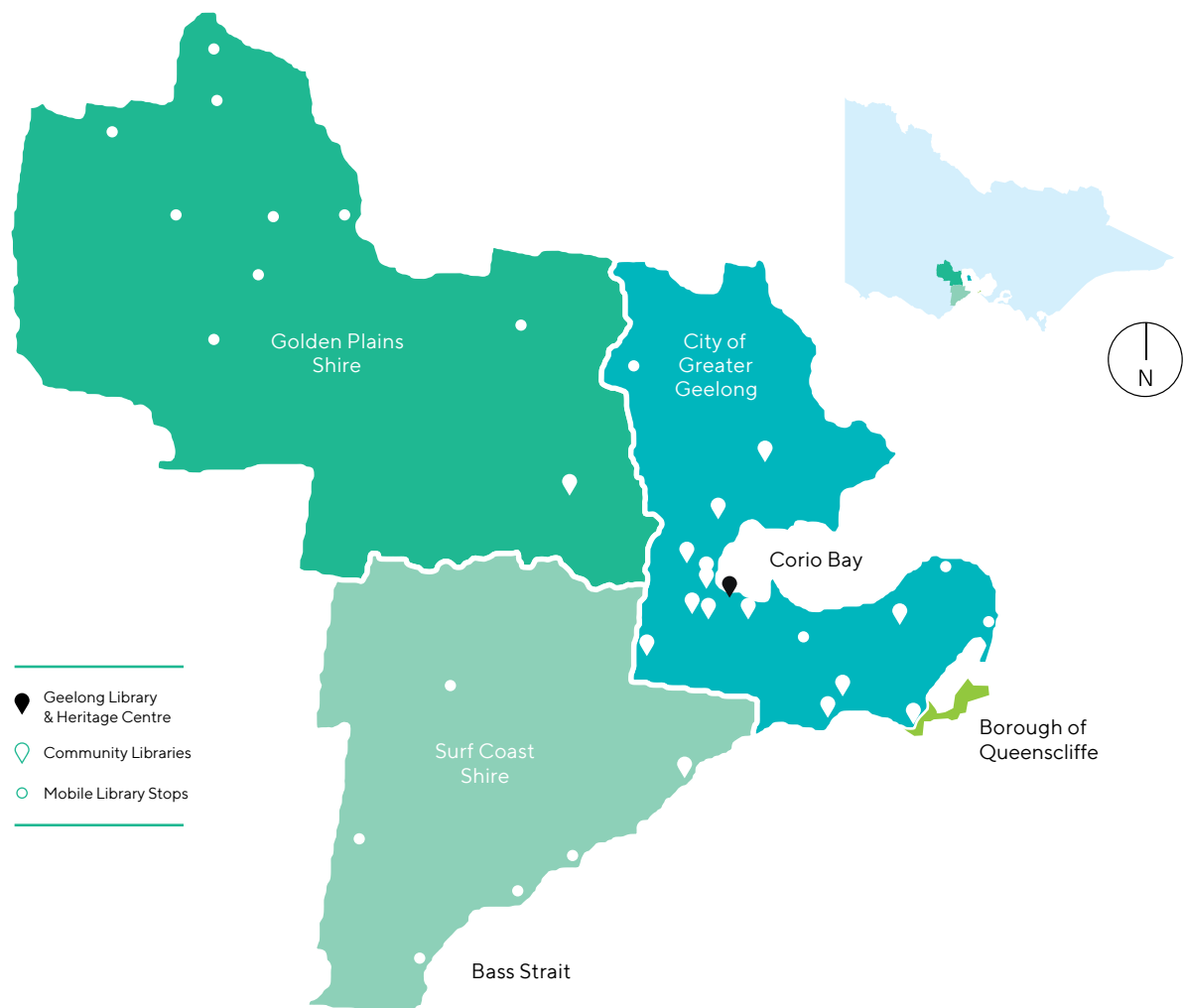
# Governance

The GRLC is governed by the Geelong Regional Library Board. The responsibilities and authorities of the Board are similar to those of local government Councils and include policy determination, strategic planning and service evaluation. Board meetings are held regularly and are open to the public.

Meeting dates are advertised and the agenda for each meeting appears on the Corporation's website. Representation on the Geelong Regional Library Board and the selection of delegates is determined by the Regional Library Agreement between the four member Councils.

# Our Board

**Cr Margot Smith**
Surf Coast Shire (Chair)

**Cr Nathan Hansford**
Golden Plains Shire (Deputy Chair)

**Cr Ross Ebbels**[*]
Borough of Queenscliffe

**Brett Luxford**
Director, Investment and Attraction,
City of Greater Geelong

**Kaz Paton**
Manager Arts and Culture, City
of Greater Geelong

**Cr Helene Cameron**[**]
Borough of Queenscliffe

| Board member | Max possible number of meetings to attend | Meetings attended |
|---|---|---|
| Cr Margot Smith | 7 | 7 |
| Cr Nathan Hansford | 7 | 5 |
| Cr Ross Ebbels* | 5 | 3 |
| Brett Luxford | 7 | 7 |
| Kaz Paton | 7 | 7 |
| Cr Helene Cameron** | 2 | 2 |

\* from 9 November 2016

\*\* until 8 November 2016

# Board Initiatives and Strategic Planning

- Participated in the state-wide Annual Survey of Public Libraries and achieved number one ranking in Victoria across the 10 key benchmarks

- Undertook comprehensive survey of library users and non-users, engaging with over 3,700 residents across the region

- Adopted our new four year plan *Reading Ahead: Library Plan 2017–2021*

- Adopted the *Annual Budget 2017/18 and Strategic Resource Plan 2017–2021*

- Approved Annual Financial Report 2016/17

- Adopted Annual Report 2015/16 *Explore the Future at your library*

- Strategic Risk Register reviewed and adopted

- Reviewed and adopted the GRLC Board Code of Conduct

- Undertook region-wide staff engagement survey

- Geelong Heritage Centre Collection and Acquisition Policy adopted

- GRLC Board Strategic Planning Workshop held

- Comprehensive Occupational Health and Safety Audit and Review conducted

# Our Successes

## Projects

- For the third year in a row independent analysis of the *Annual Survey of Public Libraries 2015/16* finds Geelong Regional Library Corporation performance achieving first place when ranked against all other public library services in Victoria

- Word for Word National Non-Fiction Festival held for the first time at the Geelong Library & Heritage Centre and attracts 1,720 tickets sales (60% increase)

- Active participation in planning of member Council library services including Leopold and Smythesdale

- Major refurbishment of Golden Plains Mobile Library trailer

## Services and Community Participation

- 120,841 members (increase of 4%)

- 1,956,363 visits (increase of 9%)

- 6,255 lifelong learning and cultural programs held (increase of 13%)

- 148,815 attendances at lifelong learning and cultural programs (increase of 10%)

- 106,953 e-book loans (increase of 27%)

- 650,534 WiFi sessions (increase of 5%)

- 211,743 public access Internet computer sessions (increase of 5%)

- 5,084 Facebook likes (increase of 19%)

- 1,880 Twitter followers (increase of 13%)

## Finance

The financial result for 2016/17 is a $1,102,244 deficit, compared to a surplus of $710,252 in the previous year. This is a $501,134 increase in annual deficit compared to 2015/16, excluding $1,311,362 of assets gifted to the Geelong Library & Heritage Centre in 2015/16. The result is affected by a rise in depreciation costs, a trend which will continue due to the increasing size of the library collection. Likewise, the Book value of assets written off is rising as more items are removed from the library collection at the end of their useful life. These are non-cash items that have not impacted the movement in the cash balance during the financial year.

Cash and cash equivalents have increased by $228,685 in 2016/17, with net cash provided by operating activities at $1,650,286.

Employee costs have increased by $769,965 mainly due to 2016/17 being the first full financial year of operation for Geelong Library & Heritage Centre. GL&HC was operating for 9 months of the previous financial year.

In 2016/17 total monetary income of $13,184,065 was derived from the following sources:

| | |
|---|---|
| Member Council contributions | 80% (2015/16: 80%) |
| State Government grants | 14% (2015/16: 15%) |
| Fees, charges, disposal of plant and equipment, interest | 6% (2015/16: 5%) |

In 2016/17 total expenditure of $14,286,309 was comprised as follows:

| | |
|---|---|
| Employee costs | 64% (2015/16: 63%) |
| Materials and services | 17% (2015/16: 18%) |
| Depreciation | 16% (2015/16: 16%) |
| Other expenses | 3% (2015/16: 3%) |

## Grants

The GRLC received the majority of its funding from our four member Councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. This year they contributed $10,603,430 (2015/16: $10,230,166).

The State Government provides recurrent and capital funding under the Public Library Funding Program, Premiers Reading Challenge Program and Living Libraries Infrastructure Program. In 2016/17 the State Government contributed a total of $1,913,029 (2015/16: $1,966,473).

Funding partners and sponsors of the Word for Word National Non-Fiction Festival 2016 contributed a total of $49,600.

The Department of Health and Human Services and Telstra contributed $23,400 for the Tech Savvy Seniors program.

# Our Challenges

The financial environment that local government is compelled to operate in continues to provide challenges in meeting the increasing costs of delivering modern library services to a fast growing population.

The introduction of the rate cap alongside a diminishing ratio of state government to local government recurrent funding has compounded the tight financial environment. The table below illustrates how costs are increasingly being met by local government. The table shows state government funding as a proportion of total income over the past five decades.

| Financial years | State Government recurrent funding to GRLC as % of total income |
|---|---|
| 1979/1980 | 49% |
| 1989/1990 | 35% |
| 1999/2000 | 26% |
| 2009/2010 | 20% |
| 2017/2018 | 14% |

Rapid technological change and innovation offers an exciting range of technology and digital resources to enhance the learning and cultural opportunities for the community. Consideration must be given to the tension between meeting increasing expectations for the availability of new resources while demand continues to be high for traditional services.

New business streams including venue hire and fundraising are exciting and positive developments which demand new operational requirements and skills sets.

Radical changes in the economy including growing social inequality, the rapid rise of automation and the significant impacts to the structure of employment are areas that require considerable thought and analysis in order to continue to provide community focused services, spaces, skills and knowledge.

# Looking Forward

The regional library service commenced in 1963 with the partnership between the Shire of Corio and the City of Geelong. The Geelong Regional Library Corporation celebrates its 20th year in 2017, having been formally established in 1997 following local government amalgamations throughout Victoria. This highly successful shared library services partnership across four local government areas continues to this day, delivering a wealth of library and information services, across the Geelong region.

The Geelong Library & Heritage Centre opened in November 2015 and provides the perfect environment for development of new services and programs and introducing new people to the world of public libraries. It also delivers on the strategic objectives of activating Geelong's cultural precinct and attracting cultural tourists.

We are excited about the construction of Leopold Library and Community Hub which will open to the public in October 2018 and we are busy planning the services,

programs, furniture, technology and staffing required to open and operate successfully. Staff are working closing with all four member Councils to continue to plan for a new Queenscliff Community Hub, a reading room in The Well Smythesdale and new libraries in Drysdale, Corio, Armstrong Creek and Torquay.

We embark on the second year of a multi-year *Investing In Our People* project to ensure the organisation builds staff engagement, skills, confidence and capability and an organisational culture of high performance and continuous learning.

Alternative streams of funding will be a key area of focus and we are excited to be launching a Friends of Geelong Regional Libraries group in December 2017.

## Customer Satisfaction Rating increased to

# 4.75/5

# Our Performance

| Indicator | Measure | Target/standard | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|---|---|---|---|---|---|---|---|
| **Membership** | Library members as % of population | 60% by June 2017 | 39% | 39% | 39% | 41% | 41% |
| **Collection** | Number of collection items per capita | 2.2 | 1.5 | 1.5 | 1.4 | 1.6 | 1.5 |
| **Library use** | Number of annual library visits (virtual) per capita ▲ | *Equal to or above average for Victorian Public Library Services* | | | | | |
| | | – GRLC | 2.9 | 5.4 | 5.7 | 7.1 | 6.9 |
| | | – State Average | 2.4 | n/a | n/a | n/a | n/a |
| | Number of annual library visits (physical) per capita | *Equal to or above average for Victorian Public Library Services* | | | | | |
| | | – GRLC | 6.2 | 6.3 | 6.1 | 6.3 | 6.7 |
| | | – State Average | 5.1 | 5.0 | 5.0 | 5.1 | * |
| **Access to information technology** | Number of public access Internet computers per 2,000 ■ | *1 computer per 2,000 population(from 2013/14)* | | | | | |
| | | – Number of computers required to meet standard | 178 | 137 | 138 | 141 | 147 |
| | | – Number of computers held | 152 | 171 | 171 | 208 | 208 |
| | | – (Shortfall)/excess | (26) | 34 | 33 | 67 | 61 |
| **Program participation** | Number of participants in library programs and activities | Increased number of participants | 96,241 | 109,179 | 118,833 | 136,464 | 149,815 |
| | | % increase on previous year | 40% | 13% | 9% | 15% | 10% |
| **User satisfaction** | Library user satisfaction | Overall satisfaction rating of 4.5 or higher out of 5 | 4.66 | ◆ | 4.73 | ◆ | 4.75 |

* The annual survey of public libraries 2016/17 will be available early 2017.

◆ Survey conducted on biennial basis.

▲ The virtual visits KPI is calculated in line with our Library Plan 2013–17 and measures website visits and accesses to eResources.

■ From 2013/14 the measure changed from one computer per 1,500 to one computer per 2,000 in line with National Public Library Standards.
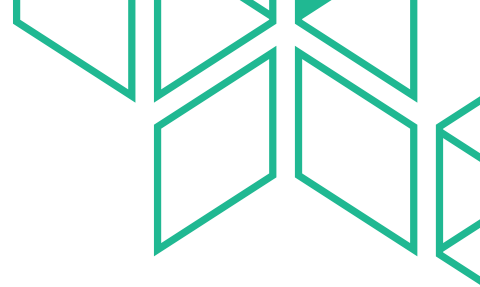
| Indicator | Measure | Target/standard | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|---|---|---|---|---|---|---|---|
| **Community strengthening** | % of library users that believe the library: | | | | | | |
| | – is a hub for community activities and connections | User rating of 4.2 or higher out of 5 | 4.0 | ◆ | 4.3 | ◆ | 4.4 |
| | – encourages reading | | 4.0 | ◆ | 4.0 | ◆ | 4.1 |
| | – helps to develop literacy skills | | 3.8 | ◆ | 3.9 | ◆ | 4.0 |
| **Social Inclusion** | New library members in targeted areas | *Increased membership of 'hard to reach' groups* | | | | | |
| | | – New members in Corio | 1,473 | 1,861 | 1,463 | 1,398 | 1,351 |
| | | – New members in Newcomb | 1,050 | 1,170 | 945 | 1,012 | 839 |
| | Participation in library programs in targeted areas | *Increased participation of 'hard to reach' groups in library programs* | | | | | |
| | | – Participants in Corio | 8,132 | 9,618 | 7,921 | 9,249 | 9,277 |
| | | – Participants in Newcomb | 11,068 | 15,956 | 14,990 | 13,582 | 14,249 |
| **Partnerships** | Scope and level of engagement of community organisations and groups in library service planning and delivery | *Measured by involvement of community organisations and groups* | | | | | |
| | | – Number of program and service partners | 109 | 124 | 127 | 122 | 142 |
| **Funding** | Library funding per capita from Member Councils | *Equal to or above the median level per capita for Victorian Public Library Services* | | | | | |
| | | – GRLC | 29.33 | 30.60 | 30.38 | 30.60 | 34.45 |
| | | – State Median | 29.54 | 30.73 | 31.40 | 32.65 | * |
| **Facilities** | Floor area per capita | 39m2 per 1,000 population | 29.1 m2 | 27.2 m2 | 27.2 m2 | 45.6 m2 | 44.3m2 |

# 4%

**increase in membership**

# 1.96m

**library visits, an increase of 9%**

# Statistics Overview

| Indicator | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | % change since last year | % change over last 5 years |
|---|---|---|---|---|---|---|---|
| Population – Regional (ABS ERP) | 267,208 | 273,006 | 276,978 | 282,187 | 293,881 | 4% | 10% |
| Members[1] | 103,778 | 106,961 | 108,443 | 116,338 | 120,841 | 4% | 16% |
| Visits | 1,649,539 | 1,709,678 | 1,677,490 | 1,789,248 | 1,956,363 | 9% | 19% |
| Loans[2] | 2,668,651 | 2,698,920 | 2,548,330 | 2,687,512 | 2,639,219 | –2% | –1% |
| Reference Enquiries[3] | 119,469 | 133,025 | 147,292 | 175,814 | 171,409 | –3% | 43% |
| Collection (items)[4] | 406,587 | 405,757 | 399,205 | 447,862 | 431,839 | –4% | 6% |
| Opening hours (weekly) | 726 | 727 | 727 | 755 | 755 | 0% | 4% |
| Mobile library locations | 25 | 18 | 18 | 18 | 18 | 0% | –28% |
| Library floor space (m2) | 7,684 | 7,419 | 7,419 | 12,877 | 13,027 | 1% | 70% |
| Total operating expenses ($) | 10,109,238 | 10,382,149 | 11,028,348 | 13,364,945 | 14,286,309 | 7% | 41% |
| Total capital expenses ($) | 2,026,728 | 2,080,366 | 3,002,327 | 2,958,109 | 1,714,207 | –42% | –15% |
| Lending materials ($) capital expenditure | 1,569,362 | 1,678,467 | 2,154,887 | 1,362,466 | 1,235,551 | –9% | –21% |
| Staff (EFT)[5] | 75.7 | 75.7 | 76.3 | 96.5 | 97.1 | 1% | 28% |
| Lifelong learning and cultural programs | 3,521 | 4,229 | 4,435 | 5,558 | 6,255 | 13% | 78% |
| Lifelong learning and cultural program attendances | 96,241 | 109,179 | 118,833 | 136,457 | 149,815 | 10% | 56% |
| eCollections usage[6] | 156,687 | 236,336 | 263,501 | 363,198 | 363,867 | 0% | 132% |
| Total eAccess[7] | 1,226,395 | 1,434,927 | 1,577,665 | 2,004,173 | 2,037,203 | 2% | 66% |
| InterLibrary Loans member requests[8] | 5,943 | 6,649 | 7,130 | 8,064 | 1,826 | –77% | –69% |
| WiFi sessions | 113,461 | 222,833 | 371,948 | 618,949 | 650,534 | 5% | 473% |
| Public access Internet computers | 192,398 | 205,242 | 191,480 | 201,558 | 211,743 | 5% | 10% |

1 Membership reflects total memberships plus new members of 17,208 less removal of 12,228 inactive members.

2 Physical and eLoans.

3 Reference Enquiries incorrectly recorded as 178,243 in 2015/16 Annual Report.

4 Collection decrease due to clean up of old, lost and missing items in the database.

5 Increase in staff EFT due to the opening of the Geelong Library & Heritage Centre November 2015.

6 eCollection usage includes accesses to online databases, online newspapers, literacy and language programs, loans of eBooks, eAudiobooks and digital magazines.

7 eAccess includes website visits, public access Internet sessions, eCollections usage and wireless Internet sessions.

8 InterLibrary Loans fees introduced Monday 1 August 2016.

# Membership

| Membership by place of residence | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | % change since last year | % change over last five years |
|---|---|---|---|---|---|---|---|
| Borough of Queenscliffe[1] | 2,224 | 2,224 | 1,729 | 1,721 | 1,713 | 0% | –23% |
| City of Greater Geelong | 83,100 | 85,049 | 86,012 | 92,110 | 95,423 | 4% | 15% |
| Golden Plains Shire | 4,388 | 4,810 | 5,137 | 5,510 | 5,502 | 0% | 25% |
| Surf Coast Shire | 9,186 | 9,789 | 10,193 | 10,842 | 11,383 | 5% | 24% |
| Other Local Government Areas | 4,880 | 5,089 | 5,372 | 6,155 | 6,820 | 11% | 40% |
| **Total Members** | **103,778** | **106,961** | **108,443** | **116,338** | **120,841** | **4%** | **16%** |
| **Population** | **267,208** | **273,006** | **276,978** | **282,187** | **293,881** | **4%** | **10%** |

1    Prior to 2014/15 all Point Lonsdale residents were included in Borough of Queenscliffe figures

## Members by place of residence

| Members by preferred branch | Borough of Queenscliffe | City of Greater Geelong | Golden Plains Shire | Surf Coast Shire | Non Residents | Total Members |
|---|---|---|---|---|---|---|
| Borough of Queenscliffe | 1,381 | 620 | 3 | 3 | 707 | 2,714 |
| City of Greater Geelong | 329 | 94,097 | 1,171 | 3,172 | 5,062 | 103,831 |
| Golden Plains Shire | 2 | 289 | 4,315 | 19 | 169 | 4,794 |
| Surf Coast Shire | 1 | 417 | 13 | 8,189 | 882 | 9,502 |
| **Totals** | **1,713** | **95,423** | **5,502** | **11,383** | **6,820** | **120,841** |
| Members by place of residence as a % of total members | 1% | 79% | 5% | 9% | 6% | 100% |

Members do not necessarily belong to a library within the local government area in which they reside.

# 6%

increase in children's membership

# Our Libraries

## Geelong Library & Heritage Centre

### Geelong Library

**Size:** 6,000m2, five public levels

**Total hours open per week:** 74

**Members:** 19,328

**Visits for the year:** 474,919

**Loans for the year:** 372,886

**Collection size:** 85,940

Regular events: Baby Time, Toddler Time, Preschool Story Time, Sensory Story Time, After School activities, eKnowHow programs, Author Encounters, Open Mind Lecture series and special events

### Special features:

- Five public levels
- Dedicated children's and youth spaces
- Digital hub with array of new technologies
- Fast, free public Internet access
- Special collections
- Major events space, meeting and discussion rooms
- 80 seat café
- Exhibition space

**Manager:** Deb Sansom

**Branch Librarian:** Katherine O'Neill

## Geelong Heritage Centre

**Total hours open per week**: 48

**Reading Room visits for the year:** 36,711

**Items requested and retrieved from archive collection:** 1,385

**Email enquiries received:** 654

**Image orders received:** 135

**Volunteer staff hours:** 1,205

**Manager:** Mark Beasley

**Coordinator Reading Room:** Judith Oke

The iconic Geelong Library & Heritage Centre (or "The Dome" as it is fondly known) opened in November 2015, and is now well and truly embedded in the cultural, physical and community landscape of Geelong. Adjacent to historic Johnstone Park, in the heart of Geelong's cultural precinct, the centre is perfectly positioned for the local and regional community, city workers and tourists to enjoy. The building's bold architecture, cutting-edge technology, and thoughtful and innovative interior have attracted industry awards and attention from around the globe. However, it is the local community and visitors to Geelong who are most reaping the benefits of this world-class facility.

In its first full year of operation, the volume of visitors to the Geelong Library & Heritage Centre has continued to exceed expectations. In the past 12 months, 475,000 people have walked through the doors of The Dome representing an increase of 48% on the previous year and membership has climbed to 19,328 representing a 17% increase on the previous year.

The building features five public floors, and a further three levels housing building services and the Geelong Regional Library Corporation's administration (Kim barne murk – Here is the head).

Entering the ground floor (Ki-kirri-ngitj – We talk together), visitors access a comfortable and bright seating and working space where they can enjoy a selection of daily newspapers and magazines. The ground and mezzanine levels also house the Great Wall of Stories – the library's adult fiction collection. From this level, visitors can enjoy a large exhibition space, and a soon-to-be-opened café – with alfresco dining area and direct access to Johnstone Park – will complete the experience.

The first floor (Ngawirring ngiyt – Learn together & Kanyul Karrung – Youth Space) is a wonderland for children and young people – an entire level dedicated to engaging and stimulating young minds, and encouraging a life-long love of reading, learning, discovery and exploration. One half of this space features a colourful, tactile and stimulating zone for early years visitors. With flexible spaces and furniture, the area features an extensive collection of age-appropriate books, creative play spaces and digital and technology resources. The other half of this level is designed specifically for young people. It is a large, flexible space which allows for a range of purposes, from quiet reading and individual or group study, to socialising and relaxing. There is plenty of exciting

technology in this area, which keeps even the most digital-savvy teenagers entertained and engaged.

On the second floor (Nyaal – Open your eyes), visitors discover a quiet and relaxing space, with windows overlooking the treetops in Johnstone Park. This level houses the adult Non-Fiction collections, specialist collections, technology, meeting and discussion rooms (available for public hire), and plenty of comfortable furniture for reading, working and creating.

Located on the third level is the Heritage Centre (Kim barne Thaliyu – Here yesterday), which houses the region's vast heritage archives in a purpose-built 520m2 repository. It has welcomed 37,000 visits during the past 12 months. The environment-controlled repository houses over four kilometres of shelving, and ensures that our community's history is appropriately preserved for present and future generations.

The fifth floor (Wurdi Youang – You Yangs, Big hill in the middle of the plains) is home to the library's major events space, and features a large balcony with impressive views over Geelong and Corio Bay. The space provides a perfect venue for many of the library's own learning and cultural events, and is also available for hire by external organisations, community groups and individuals. The striking interior – combined with the stunning views – make this a truly unique venue for special events. During the 2016/17 year the library took 661 external bookings for the major events space, meeting and discussion rooms.

# 16%

**increase in use of local history and genealogy databases**

**36,711**

visits to Heritage
Centre Reading Room

# Our Region-Wide Library Network

## Bannockburn

**Size:** 540m2

**Total hours open:** 36.5 hours per week, including one evening and Saturday mornings

**Members:** 3,997

**Visits for the year:** 71,239

**Loans for the year:** 77,431

**Collection size:** 16,800

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time

**Special features:**

- Outdoor reading courtyard
- Play and Learn touchscreen PCs
- Meeting rooms available for community hire
- Free WiFi access for library members

**Branch Librarian:** Tracie Mauro

Bannockburn Library is part of the Bannockburn Cultural Centre and works closely with the Golden Plains Shire to provide library services and programs tailored to the specific interests and needs of Shire residents. The library service complements the large variety of activities that take place in the Centre, making it an important community hub for local residents. Students of Bannockburn Primary School make great use of the library during and after school hours.

In 2016/17, Bannockburn Library experienced a 4% increase in visits compared to the previous year. The Library hosted the highly popular Four Seasons, a series of quarterly talks about seasonal produce including cooking demonstrations, with acclaimed local chef, Sue Dixon. The So You Want to Be a Writer?, Keeping Backyard Chooks and Mindfulness Meditation programs were very well attended. Branch Librarian Tracie Mauro joined the regional Community Engagement Practitioners Network.

Bannockburn Library scored 4.7 out of 5 for customer satisfaction in the latest library survey.

*"The library is a gateway to the world – it can cater to any interest, introduce children to a life of learning, connect people, and provide an outlet for homebound or physically disabled people."*

(Comment from Bannockburn Library user,
2016 Library Survey)

## Barwon Heads

**Size:** 180m2

**Total hours open:** 13 hours per week, including Saturday mornings

**Members:** 723 GRLC members;
675 school members Total = 1,398

**Visits for the year:** 5,959

**Loans for the year:** 41,560 (12,790 GRLC items; 28,770 Barwon Heads Primary School items)

**Collection size:** 6,230 GRLC items and 9,239 Barwon Heads Primary School items

**Regular events:** Weekly Preschool Story Time

**Special features:**

- Free WiFi access for library members
- 3 public Internet access computers
- Printing and photocopying services
- Access to the Barwon Heads Primary School Collection

**Branch Librarian:** Georgia Carter

**Branch Library Officer:** Alex Buchanan

Barwon Heads Library is located in the Barwon Heads Primary School and functions as a joint use school / public library. Service emphasis is on early years and primary school age. The Barwon Heads Primary School arranged replacement carpet, maintenance and re-painting of the library giving the physical space a much needed refresh. Barwon Heads experienced a 5% increase in loans this past year and a 9% increase in members.

Barwon Heads Library scored 4.8 out of 5 for customer satisfaction in the latest library survey.

*"What I most like about Barwon Heads Library is the ease of it and intimacy – very friendly and local. The librarians are lovely."*

(Comment from Barwon Heads Library member,
2016 Library Survey)

## Belmont

**Size:** 950m2

**Total hours open:** 63 hours per week, including evenings five nights per week and all day Saturdays

**Members:** 14,370

**Visits for the year:** 251,764

**Loans for the year:** 347,788

**Collection size:** 45,500

**Regular events:** Weekly Baby Time, and twice-weekly Toddler Time and Preschool Story Time

**Special Features:**

- 13 public Internet access PCs, 2 Apple iMac computers and a Genealogy PC
- Meeting room available for community hire
- Specialist Information Resource and Children's and Youth Services Librarians
- Play and Learn touchscreen PCs
- Electric scooter recharge point
- Free WiFi access for library members
- City of Greater Geelong Customer Service Centre

**Branch Librarian:** Janelle Vise

Belmont Library is the second largest and second busiest library in the GRLC network. Located in the popular Belmont shopping precinct, the library attracts users for its extensive browsing collection suitable for all ages, and broad range of eKnowHow, children's and adults' programs. The library houses a meeting room which provides the perfect space for community and library events and activities. The Library plays an important role in training staff and is the location where all new staff commence their induction.

Highlights this year include very well attended holiday program activities, the introduction of virtual reality technology, a range of author talks and lifelong learning programs including Keeping Backyard Chooks, writing workshops with Greg Pyers and Hazel Edwards, an author event with Jock Serong, Tech Savvy Seniors digital literacy training and One Million Stars to End Violence workshop.

Belmont Library scored 4.8 out of 5 for customer satisfaction in the latest library survey.

*"I love the Belmont library. It is open late, it has lots of computers and fast Internet access, there are nice spaces to sit and read/study quietly, and the space is bright and open."*

(Comment from Belmont Library member, 2016 Library Survey)

## Chilwell

**Size:** 210m2

**Total hours open:** 30.5 hours per week, including Saturday mornings

**Members:** 1,400

**Visits for the year:** 30,662

**Loans for the year:** 44,020

**Collection size:** 13,200

**Regular events:** Weekly Preschool Story Time

**Special features:**

- 4 public Internet access PCs at wheelchair height
- Free WiFi access for library members
- Printing and photocopying services

**Branch Librarian:** Susan Hall

**Branch Library Officer:** Elisabeth McLachlan

Chilwell Library is a small service offering access to free WiFi and the GRLC collection to the local community. Membership at Chilwell increased by 8% on the previous year.

Chilwell Library achieved 4.9 out of 5 customer satisfaction rating in the latest library survey.

*"Free access to variety of resources for all members of the public with support and assistance from staff; a warm and safe place for all members of the community to share."*

(Comment from Chilwell Library member, 2016 Library Survey)

## Corio

**Size:** 995m2

**Total hours open:** 50 hours per week, including two evenings and all day Saturdays

**Members:** 10,424

**Visits for the year:** 165,871

**Loans for the year:** 168,253

**Collection size:** 36,400

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time

**Special features:**

- 17 Public Internet access PCs, plus a wide-screen Apple iMac computer
- iPads available for use in the library
- Chromebooks available for loan
- Play and Learn touchscreen PCs
- Meeting room available for community hire
- Special collections including LOTE (Languages other than English) magazines, learning-English readers
- Free WiFi access for library members

**Branch Librarian:** Tim Symons (Acting)

Corio Library is a large library with an extensive browsing collection. This busy library is frequented by a large number of children and young people that use the library to access technology, age-appropriate collections and a variety of programs. The library works in partnership with a number of local organisations and schools to provide essential information services to communities in Geelong's northern suburbs.

Highlights this year include an increase in visits of 37%, a number of successful youth events in partnership with The fOrt, 3D printing programs, school holiday activities, extensive range of activities for children, Lego Club, Code Club and Comic Club, outreach to several community spaces and organisations, and Tech Savvy Seniors digital literacy programs.

Corio Library achieved 4.7 out of 5 customer satisfaction rating in the latest library survey.

*"The library is a hub where diverse members of society can access services or just enjoy the serenity."*

(Comment from Corio Library member, 2016 Library Survey)
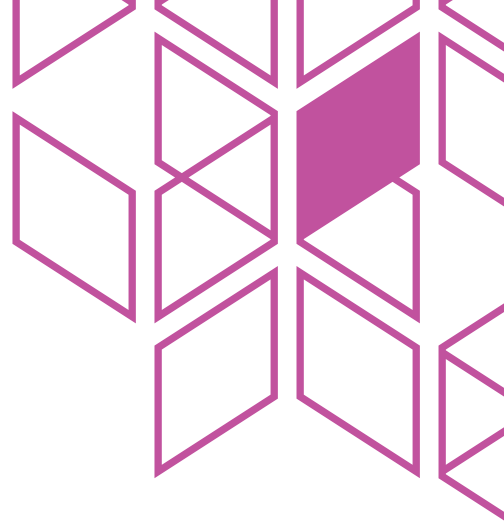
## Drysdale

**Size:** 240m2

**Total hours open:** 50.5 hours per week, including one evening and all day Saturday

**Members:** 7,363

**Visits for the year:** 137,661

**Loans for the year:** 180,613

**Collection size:** 20,400

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time

**Special features:**

- 9 Public Access Internet PCs plus a wide-screen Apple iMac computer
- Free WiFi access for library members
- Play and Learn touchscreen PCs
- City of Greater Geelong Customer Service Centre

**Branch Librarian:** Victoria Mathews

Drysdale Library is relatively small but busy, providing a valued service to residents from across the Bellarine Peninsula. Located in the bustling Drysdale shopping precinct, the library incorporates a City of Greater Geelong customer service office, offering a convenient one-stop service for local residents. A full range of children's programs remain a popular drawcard, and complement access to PCs, free WiFi and the GRLC collection. A purpose-built Drysdale library and community hub has been flagged for future development.

Highlights this year include an increase of 5% in members, very well attended children storytime and holiday activities, outreach services and eKnowHow digital literacy sessions.

Drysdale Library achieved 4.7 out of 5 customer satisfaction rating in the latest library survey.

*"My library has a pleasant atmosphere & comfortable surroundings. Its collection & access to the catalogue fosters my love of books & reading."*

(Comment from Drysdale Library member, 2016 Library Survey)

## Geelong West

**Size:** 550m2

**Total hours open:** 49 hours per week, including two weekday evenings and all day Saturday

**Members:** 12,010

**Visits for the year:** 156,689

**Loans for the year:** 227,557

**Collection size:** 32,400

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time

**Special features:**

- Learning English special collection
- 12 Public Internet access PCs and a large-screen Apple iMac computer
- Play and Learn touchscreen PCs
- Free WiFi access for library members
- Electric scooter recharge point
- City of Greater Geelong Customer Service Centre

**Branch Librarian:** Susan Hall

Located in the popular Pakington Street shopping and restaurant precinct, Geelong West Library caters for a wide range of visitors. Early years literacy programs are particularly well attended by young families in this location. After school, the library is filled with students studying and relaxing. Unfortunately the library was closed for 10 days during April due to flood damage while repairs were carried out.

Highlights this year include participation in the One Million Stars to End Violence project, extensive kindergarten and school visits and Tech Savvy Seniors digital literacy programs.

Geelong West Library achieved 4.8 out of 5 customer satisfaction rating in the latest library survey.

*"A civilized intelligent, pleasant spot to relax and meet people, learn and be entertained."*

(Comment from Geelong West Library member, 2016 Library Survey)

## Highton

**Size:** 135m2

**Total hours open:** 30 hours per week, including Saturday mornings

**Members:** 2,528

**Visits for the year:** 40,309

**Loans for the year:** 55,159

**Collection size:** 10,500

**Regular events:** Preschool Story Time

**Special features:**

- 2 public Internet access PCs
- Free WiFi access for library members
- Printing and photocopying services

**Branch Librarian:** Yvonne Hodgson

Highton Library is home to a small collection, two public internet access PCs and free WiFi access. It is located in the Highton Village.

Highton Library achieved 4.8 out of 5 customer satisfaction rating in the latest library survey.

*"It's like having a best friend, my life would be much poorer without it."*

(Comment from Highton Library member, 2016 Library Survey)

## Lara

**Size:** 450m2

**Total hours open:** 47 hours per week including two evenings and Saturday mornings

**Members:** 5,368

**Visits for the year:** 67,142

**Loans for the year:** 79,064

**Collection size:** 17,500

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time; monthly Book Chat

**Special features:**

- 14 Public Access Internet PCs plus two wide-screen Apple iMac computers
- Gaming consoles
- Play and Learn touchscreen PCs
- Free WiFi access for library members

**Branch Librarian:** Bec Muir

Lara Library provides a range of services and programs to the local community. The library contains a large collection, excellent technology services and delivers specialist children's and youth programs. Planning is underway for a larger permanent library / community hub.

Highlights this year include a one percent increase in members, a 4% increase in visits, booked out school holiday activities, new audio-visual equipment enhancing the delivery of programs, Mindstorms Robotics sessions and local craft group Sisters in Stitches exhibition.

Lara Library achieved 4.8 out of 5 customer satisfaction rating in the latest Library Survey.

*" I love how all walks of life are part of the library. You don't need to prove anything to anyone, you can just be you."*

(Comment from Lara Library member, 2016 Library Survey)

## Newcomb

**Size:** 750m2

**Total hours open:** 42.5 hours per week including one evening and Saturday mornings

**Members:** 8,298

**Visits for the year:** 97,236

**Loans for the year:** 143,523

**Collection size:** 24,250

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time

**Special features:**

- 10 Public Internet access PCs
- Play and Learn touchscreen PCs
- Electric scooter recharge point
- Meeting room available for community hire
- Free WiFi access for library members

**Branch Librarian:** Joy Whiteside (Acting)

Newcomb Library is a large, busy library located in a bustling suburban shopping centre. The library is known for its popular children's programs and strong encouragement of early literacy development through partnerships with local schools and childcare facilities.

Highlights this year include: Hosting the highly sought-after Story Island, a State Library of Victoria travelling exhibition featuring the work of Australia's favourite children's authors and illustrators, extensive outreach visits, Music Therapy, Science and Practical Mindfulness session, ANZAC display, Sustainable Gardening program and the introduction of Code Club.

Newcomb Library achieved 4.7 out of 5 customer satisfaction rating in the latest Library Survey

*"It saves folks from isolation. A happy venue with smiling faces warm and welcoming, especially for folk who live on their own. People can explore many interests. It provides a wonderful service I would not like to be without."*

(Comment from Newcomb Library member, 2016 Library Survey)

## Ocean Grove

**Size:** 370m2

**Total hours open:** 49.5 hours per week including one evening and Saturday mornings

**Members:** 9,350

**Visits for the year:** 130,008

**Loans for the year:** 214,028

**Collection size:** 27,500

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time; monthly Book Chat and Recipe Club

**Special features:**

- 6 Public Internet access PCs
- Play and Learn touchscreen PCs
- Electric scooter recharge point
- iPads available for use in the library
- Free WiFi access for library members

**Branch Librarian:** Georgia Carter

The Ocean Grove Library provides essential information services to a busy seaside community. The library is co-located with Bellarine Community Health and the City of Greater Geelong customer service centre, providing a convenient community hub for locals. A specialist Childrens' & Youth Services Librarian delivers popular early literacy programs and engages with local school and childcare groups to promote literacy and a love of reading. Monthly book chats and a range of craft activities cater for adult visitors to this busy library.

Highlights this year include: very well attended children's programs and holiday activities, lots of school and outreach visits, Walk the Camino travel information session, and participation in the A Million Stars to End Violence Project.

Ocean Grove Library achieved 4.7 out of 5 customer satisfaction rating in the latest Library Survey

*"An immensely valuable resource. A hub for the community and a safe, secure place to recharge the batteries. Catering for all ages and interests."*

(Comment from Ocean Grove Library member, 2016 Library Survey)

## Queenscliff

**Size:** 268m2

**Total hours open:** 30.5 hours per week including Saturday mornings

**Members:** 2,714

**Visits for the year:** 28,256

**Loans for the year:** 49,377

**Collection size:** 14,500

**Regular events:** Weekly Preschool Story Time; monthly Book Chat

**Special features:**

- 5 Public Internet access PCs
- Electric scooter recharge point
- Free WiFi access for library members

**Branch Librarian:** Hilary Stennett

The Queenscliff Library opened in 1887 and is located in a beautiful heritage building. It serves the information needs of a small community, though the Borough of Queenscliffe has the highest proportion of residents as library members of all member Councils. The library enjoys close relationships with the local schools and kindergarten and receives regular visits from the students and teachers. During holiday seasons the library is also frequented by holiday-makers who enjoy the ambience of the beautiful heritage building in which the library is housed.

Highlights this year include briefing State and Federal members of Parliament about the Queenscliffe Hub Project, well attended holiday activities and participating in the Queenscliff Literary Festival.

Queenscliff Library achieved 4.8 out of 5 customer satisfaction rating in the latest Library Survey.

*"An invaluable community resource, available to everyone which enriches the whole community. A Reference centre and intellectual gymnasium."*

(Comment from Queenscliff Library member, 2016 Library Survey)

## Torquay

**Size:** 380m2

**Total hours open:** 45.5 hours per week including one evening, Saturday mornings and Sunday afternoons

**Members:** 7,945

**Visits for the year:** 114,173

**Loans for the year:** 174,483

**Collection size:** 20,800

**Regular events:** Weekly Baby Time, Toddler Time and Preschool Story Time; monthly Book Chat and Recipe Club

**Special features:**

- 12 Public Internet access PCs
- Play and Learn touchscreen PCs
- iPads for use in the library
- Free WiFi access for library members

**Branch Librarian:** Kim Edgar

Torquay is the only static library in the Surf Coast Shire and is complemented by the Surf Coast mobile library service to townships inland and along the Great Ocean Road. A full-time Children's & Youth Services Librarian supports literacy programs in the library and in schools and childcare facilities across the Shire. Torquay Library continues to foster a strong relationship with historical societies and regularly displays items of local historical significance.

Highlights this year include: a 7% increase in membership, a 3% increase in loans of collection items, a 5% increase in visits, huge attendances to National Simultaneous Storytime and holiday activities, Walking the Path of Refugees event, The Road to Winter author event with Mark Smith and the Celebration of Yarn exhibition.

Torquay Library achieved 4.7 out of 5 customer satisfaction rating in the latest Library Survey.

*"I think the library is a wonderful resource which encourages people to read and listen to stories. The weekly visit by kids to collect their books for the week is still an enjoyable outing – as it was many years ago for my family. I often see older people sitting reading the newspapers and young tourists busy on the Internet so I'd have to agree that it's a small community hub even though I only whizz in and out collecting and dropping off."*

 (Comment from Torquay Library member, 2016 Library Survey)

## Waurn Ponds

**Size:** 970 m2

**Total hours open:** 60 hours per week including three evenings, all day Saturday and Sunday afternoons

**Members:** 10,061

**Visits for the year:** 148,750

**Loans for the year:** 228,259

**Collection size:** 30,000

**Regular events:** Weekly Baby Time and Preschool Story Time; twice-weekly Toddler Time

**Special features:**

- 13 public access Internet/multipurpose computers including 3 Apple iMacs with full creative suite software
- 3 Play and Learn touchscreen PCs
- iPads for public use in the library
- Meeting room for community hire, available during and after library opening hours
- Coffee machine and snack vending machine
- Free WiFi access for library members
- City of Greater Geelong Customer Service Centre

**Branch Librarian:** Olivia Simaitis

The Waurn Ponds Library is conveniently located adjacent to Leisurelink and the Waurn Ponds shopping precinct, and is housed in a bright, modern architecturally–designed building. Early Literacy programs are in high demand at Waurn Ponds Library, and a second Toddler Time program has been added to the weekly offering. Supported by a specialist Children's & Youth Services Librarian, the library has forged ties with a number of schools and community groups in this rapidly growing area. There is also strong demand for technology support, and staff have presented workshops on Virtual Reality, 3D Printing, and using mobile devices to access library collections.

Highlights for this year include: a 9% increase in members, very busy holiday activities, Upcycled Book Craft sessions, author events including Fiona Lowe and John Watt and writing workshops with Angela Savage and Robert Gott.

Waurn Ponds Library achieved 4.7 out of 5 customer satisfaction rating in the latest Library Survey.

*"Although we are voracious readers already, I think our libraries make a massive contribution to engage people in reading that wouldn't normally do so. When I took relatives from overseas (developing country) to the library they could hardly believe that they can take out 40 books for free with such ease whereas in their country it is very difficult to get your hands on good books; I think we're very lucky with our libraries here."*

(Comment from Waurn Ponds Library member, 2016 Library Survey)

## Western Heights College

**Total hours open:** 44.5 hours per week including one evening and Saturday mornings. 21 hours per week during school holidays

**Members:** 825

**Visits for the year:** 9,636

**Loans for the year:** 14,939

**Collection size:** 5,600

Access to the collections of the GRLC from the school library at Western Heights Secondary College is made possible by an agreement between the Victorian Department of Education and the City of Greater Geelong. Highlights this past year include a 20% increase in membership, 36% increase in visits and 21% increase in loans of collection items.

Western Heights Library achieved 4.7 out of 5 customer satisfaction rating in the latest Library Survey.

*"It's a great meeting place for the students who are 'at school' and the local citizens who visit the library and cafe. I've had some great conversations with students, and I watch other locals chatting with the young people there. Fantastic atmosphere."*

(Comment from Western Heights Library member, 2016 Library Survey)

## Libraries on Wheels

The Geelong Regional Library Corporation operates two mobile library services for townships on the Bellarine Peninsula, the Surf Coast Shire and the Golden Plains Shire.

The **Bellarine and Surf Coast Mobile Library** service is delivered by staff member George Houlder, supported by Kay Allan, Jordan Hill and Charlotte Ziegeler. There is a weekly service at eight stops throughout the City of Greater Geelong and Surf Coast Shire: Aireys Inlet, Anglesea, Deans Marsh, Leopold, Lorne, Portarlington, St Leonards and Winchelsea. There is also a fortnightly visit to Anakie.

The mobile library vehicle has been on the road for two years and boasts excellent disability access, free WiFi, access to public PCs, a large floor area and refreshed collection. During the year some minor repairs have been undertaken on the vehicle as well as the renewal of some equipment, ensuring the mobile library continues to provide a first-class customer experience.

Encouraging borrowers to use GRLC's on-line catalogue to reserve books means members in remote communities can access over 400,000 items from the library collection, delivered via the mobile service on a weekly basis. In the past year, the mobile library has welcomed 20,632 visitors and loaned 60,322 collection items.

The Bellarine and Surf Coast Shire Mobile Library Services achieved a 4.7 out of 5 customer satisfaction rating in the latest Library Survey.

*"Friendly spot where community members 'bump into' each other while following their interests."*

(Comment from Bellarine Surf Coast Mobile Library member, 2016 Library Survey)

The **Golden Plains Mobile Library** service is delivered by staff member Kay Allan, supported by relief driver Vicky Dunmore. The mobile library provides a weekly service at eight stops: Cape Clear, Dereel, Enfield, Haddon, Linton, Meredith, Rokewood and Smythesdale. There is also a monthly service to Grenville, and an additional Saturday visit to Smythesdale for the monthly Community Market.

During 2016, the Golden Plains Mobile Library was comprehensively refurbished, thanks to a grant provided by the State Government of Victoria's Living Libraries Infrastructure Program. A community survey, which gathered feedback from regular library users and the online community, helped to inform the scope of the refurbishment which included:

- The installation of new stairs, shelving, walls, carpet and lighting

- Improved disability access features

- Public printing facilities

- Widescreen display for future on-board library programs

- Improved storage facilities

- A fully refreshed collection

The mobile library services geographically-dispersed communities across the Golden Plains Shire and ensures residents in these areas have access to a quality library collection and information services.

Over the past year 5,457 visitors to the mobile library borrowed over 19,000 collection items. During the refurbishment period (between July and November 2016), a small van with a smaller collection and reserved items replaced the mobile library. This impacted on the overall visits and loans recorded during the year.

The Golden Plains Mobile Library Service achieved 4.9 out of 5 customer satisfaction rating in the latest Library Survey.

*"A good meeting place for small communities that are a long way from Ballarat and Geelong. Brings locals together to chat – swap books, magazines, videos – always pleasant event due to our helpful library person who gets our of her way to find what we want."*

(Comment from Golden Plains Mobile Library member, 2016 Library Survey)

Many of our members are housebound due to illness, disability, limited mobility or frailty. The **Community Library Service** (often referred to as the Home Library Service) was established to meet the library and information needs of these members, in their own homes, and in aged care facilities. The service caters for 368 members, who have borrowed a total of 33,686 items in the past year.

The Community Library Service is assisted by volunteers who help select and deliver items to our housebound members. Staff members in the aged care facilities are a vital link in this service as they help coordinate the use of library items once they arrive in the facilities.

## New Library on the Way – Leopold Library

During the year the City of Greater Geelong commenced construction of the Leopold Community Hub Stage 2. The project fulfils a long held aspiration to develop a central civic precinct with a multi service hub for a range of community services. It complements the Stage 1 development of a children's services centre.

Stage 2 includes an 800m2 library and life-long learning space, community meeting and youth spaces and a civic open space for community gatherings. The $10m project has received a $3m grant from the State Government and $750,000 from the Living Libraries Infrastructure Program and is located in a 2.5ha site adjacent the Leopold Primary School. Library staff are working with City of Greater Geelong staff and community stakeholders through the Project Control Group and the Project Working Group and planning is underway for services, collections, programs, technology and staffing.

# Library Usage

| Library | Members | Visits | Loans | Reservations | Information enquiries | Public access Internet sessions | Wireless sessions |
|---|---|---|---|---|---|---|---|
| Bannockburn | 3,997 | 71,239 | 77,431 | 12,828 | 2,496 | 3,203 | 30,765 |
| Barwon Heads[1] | 1,398 | 5,959 | 41,560 | 3,702 | 2,756 | 459 | 809 |
| Belmont | 14,370 | 251,764 | 347,788 | 46,970 | 18,200 | 29,234 | 45,825 |
| Chilwell | 1,400 | 30,662 | 44,020 | 9,699 | 6,201 | 3,462 | 8,465 |
| Community Library Service | 368 | 0 | 33,686 | 5,488 | | 0 | 0 |
| Corio | 10,424 | 165,871 | 168,253 | 19,354 | 15,132 | 23,884 | 98,474 |
| Drysdale | 7,363 | 137,661 | 180,613 | 28,977 | 8,463 | 12,381 | 18,217 |
| Geelong | 19,328 | 474,919 | 372,886 | 45,587 | 30,849 | 59,037 | 42,370 |
| Geelong West[2] | 12,010 | 156,689 | 227,557 | 41,632 | 12,116 | 18,517 | 99,964 |
| Highton | 2,528 | 40,309 | 55,159 | 12,624 | 4,004 | 2,010 | 15,581 |
| Lara | 5,368 | 67,142 | 79,064 | 14,682 | 7,462 | 9,649 | 38,225 |
| Newcomb | 8,298 | 97,236 | 143,523 | 23,031 | 12,584 | 12,903 | 28,948 |
| Ocean Grove | 9,350 | 130,008 | 214,028 | 32,825 | 20,332 | 9,740 | 74,847 |
| Queenscliff | 2,714 | 28,256 | 49,377 | 11,036 | 4,645 | 2,587 | 23,306 |
| Torquay | 7,945 | 114,173 | 174,483 | 31,997 | 7,865 | 10,843 | 74,064 |
| Waurn Ponds | 10,061 | 148,750 | 228,259 | 31,192 | 13,611 | 13,834 | 50,674 |
| Western Heights College[3] | 825 | 9,636 | 14,939 | 2,565 | 390 | | |
| **All Static Libraries** | **117,747** | **1,930,274** | **2,452,626** | **374,189** | **167,106** | **211,743** | **650,534** |
| City of Greater Geelong Mobile Library stops | 740 | 8,104 | 26,404 | 5,636 | 1,427 | | |
| Golden Plains Shire Mobile Library stops[4] | 797 | 5,457 | 19,318 | 4,123 | 1,044 | | |
| Surf Coast Shire Mobile Library stops | 1,557 | 12,528 | 33,918 | 7,239 | 1,832 | | |
| **All Mobile Libraries** | **3,094** | **26,089** | **79,640** | **16,998** | **4,303** | | |
| **Total Static and Mobile Libraries** | **120,841** | **1,956,363** | **2,532,266** | **391,187** | **171,409** | **211,743** | **650,534** |
| Website visits, online reservations, eMaterial loans | | 811,059 | 106,953 | 35,572 | | | |
| **Total usage** | **120,841** | **2,767,422** | **2,639,219** | **426,759** | **171,409** | **211,743** | **650,534** |

1     Barwon Heads Community Library closed Monday 15 May 2017 for refurbishment. Reopened Friday 2 June 2017

2     Geelong West Library closed due to flooding Monday 10 April 2017. Reopened Friday 21 April 2017

3     Western Heights College Library closed due to flooding Wednesday 26 April 2017. Reopened Wednesday 3 May 2017

4     Golden Plains Mobile Library truck off the road for refurbishment from 22 July 2016 – 7 November 2016. Run made using smaller CLS Van during this time.

# Visits Over the Last Five Years by Local Government Area

| Library | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | % change since last year | % change over last five years |
|---|---|---|---|---|---|---|---|
| Barwon Heads[1] | 7,717 | 6,870 | 7,650 | 6,523 | 5,959 | –9% | –23% |
| Belmont | 267,382 | 278,941 | 273,214 | 262,859 | 251,764 | –4% | –6% |
| Chilwell | 30,446 | 33,028 | 31,586 | 31,266 | 30,662 | –2% | 1% |
| Corio[2,3] | 202,930 | 235,075 | 200,183 | 120,779 | 165,871 | 37% | –18% |
| Drysdale | 111,467 | 134,584 | 138,506 | 137,247 | 137,661 | 0% | 23% |
| Geelong[4] | 153,564 | 95,241 | 87,576 | 321,710 | 474,919 | 48% | 209% |
| Geelong West[5,6,7] | 172,904 | 203,478 | 211,342 | 186,739 | 156,689 | –16% | –9% |
| Highton[8] | 43,596 | 37,866 | 41,372 | 40,277 | 40,309 | 0% | –8% |
| Lara | 68,146 | 68,615 | 68,285 | 64,443 | 67,142 | 4% | –1% |
| Newcomb | 98,849 | 108,120 | 104,146 | 97,911 | 97,236 | –1% | –2% |
| Ocean Grove[9] | 143,687 | 145,949 | 132,549 | 131,223 | 130,008 | –1% | –10% |
| Waurn Ponds | 132,259 | 140,378 | 144,297 | 145,488 | 148,750 | 2% | 12% |
| Western Heights College[10,11] | 5,663 | 5,947 | 7,348 | 7,105 | 9,636 | 36% | 70% |
| City of Greater Geelong Mobile Library stops | 7,632 | 8,094 | 8,498 | 8,555 | 8,104 | –5% | 6% |
| **All City of Greater Geelong Visits** | **1,446,242** | **1,502,186** | **1,456,552** | **1,562,125** | **1,724,710** | **10%** | **19%** |
| Bannockburn | 71,687 | 68,774 | 69,038 | 68,775 | 71,239 | 4% | –1% |
| Golden Plains Shire Mobile Library stops[12] | 7,499 | 6,627 | 6,405 | 6,660 | 5,457 | –18% | –27% |
| **All Golden Plains Shire Visits** | **79,186** | **75,401** | **75,443** | **75,435** | **76,696** | **2%** | **–3%** |
| Torquay[13] | 81,902 | 89,320 | 103,747 | 108,618 | 114,173 | 5% | 39% |
| Surf Coast Shire Mobile Library stops | 10,730 | 11,867 | 12,475 | 14,073 | 12,528 | –11% | 17% |
| **All Surf Coast Shire Visits** | **92,632** | **101,187** | **116,222** | **122,691** | **126,701** | **3%** | **37%** |
| Queenscliff | 31,479 | 30,904 | 29,273 | 28,997 | 28,256 | –3% | –10% |
| **All Borough of Queenscliffe Visits** | **31,479** | **30,904** | **29,273** | **28,997** | **28,256** | **–3%** | **–10%** |
| **Total Library Visits** | **1,649,539** | **1,709,678** | **1,677,490** | **1,789,248** | **1,956,363** | **9%** | **19%** |
| Website visits | 763,849 | 770,516 | 750,736 | 820,468 | 811,059 | –1% | 6% |
| **Total Visits** | **2,413,388** | **2,480,194** | **2,428,226** | **2,609,716** | **2,767,422** | **6%** | **15%** |

See footnotes on page 37.

# Loans Over the Last Five Years by Local Government Area

| Library | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | % change since last year | % change over last five years |
|---|---|---|---|---|---|---|---|
| Barwon Heads[1] | 38,411 | 36,771 | 42,812 | 39,762 | 41,560 | 5% | 8% |
| Belmont | 428,841 | 434,228 | 403,515 | 373,254 | 347,788 | –7% | –19% |
| Chilwell | 54,757 | 59,471 | 55,692 | 49,892 | 44,020 | –12% | –20% |
| Community Library Service | 21,840 | 27,380 | 24,211 | 28,770 | 33,686 | 17% | 54% |
| Corio[2] | 203,628 | 218,137 | 200,984 | 190,819 | 168,253 | –12%[2] | –17% |
| Drysdale | 186,319 | 198,290 | 194,105 | 185,361 | 180,613 | –3% | –3% |
| Geelong[4] | 204,810 | 76,083 | 63,830 | 308,803 | 372,886 | 21% | 82% |
| Geelong West[5,6,7] | 298,822 | 353,584 | 330,066 | 284,004 | 227,557 | –20% | –24% |
| Highton[8] | 66,147 | 62,051 | 62,097 | 58,518 | 55,159 | –6% | –17% |
| Lara | 107,421 | 95,582 | 83,156 | 78,328 | 79,064 | 1% | –26% |
| Newcomb | 174,667 | 192,819 | 174,239 | 149,693 | 143,523 | –4% | –18% |
| Ocean Grove[9] | 235,176 | 232,729 | 205,049 | 215,173 | 214,028 | –1% | –9% |
| Waurn Ponds | 231,733 | 244,902 | 237,368 | 228,574 | 228,259 | 0% | –1% |
| Western Heights College[10,11] | 13,553 | 15,478 | 16,940 | 12,357 | 14,939 | 21% | 10% |
| City of Greater Geelong Mobile Library stops | 32,170 | 32,130 | 32,800 | 29,114 | 26,404 | –9% | –18% |
| **All City of Greater Geelong Loans** | **2,298,295** | **2,279,635** | **2,126,864** | **2,232,422** | **2,177,739** | **–2%** | **–5%** |
| Bannockburn | 95,033 | 91,877 | 86,332 | 83,841 | 77,431 | –8% | –19% |
| Golden Plains Shire Mobile Library stops[12] | 25,915 | 25,537 | 22,594 | 24,632 | 19,318 | –22% | –25% |
| **All Golden Plains Shire Loans** | **120,948** | **117,414** | **108,926** | **108,473** | **96,749** | **–11%** | **–20%** |
| Torquay[13] | 131,641 | 156,329 | 161,675 | 170,202 | 174,483 | 3% | 33% |
| Surf Coast Shire Mobile Library stops | 40,030 | 40,586 | 41,322 | 39,510 | 33,918 | –14% | –15% |
| **All Surf Coast Shire Loans** | **171,671** | **196,915** | **202,997** | **209,712** | **208,401** | **–1%** | **21%** |
| Queenscliff | 57,808 | 58,649 | 52,583 | 52,826 | 49,377 | –7% | –15% |
| **All Borough of Queenscliffe Loans** | **57,808** | **58,649** | **52,583** | **52,826** | **49,377** | **–7%** | **–15%** |
| **Total Static and Mobile Libraries Loans** | **2,648,722** | **2,652,613** | **2,491,370** | **2,603,433** | **2,532,266** | **–3%** | **–4%** |
| eMaterial loans[14] | 19,929 | 46,307 | 56,960 | 84,079 | 106,953 | 27% | 437% |
| **Total Loans** | **2,668,651** | **2,698,920** | **2,548,330** | **2,687,512** | **2,639,219** | **–2%** | **–1%** |

See footnotes on next page.

## Notes

1. Barwon Heads Community Library closed Monday 15 May 2017 for refurbishment. Reopened Friday 2 June 2017. Includes Barwon Heads Primary School loans

2. Corio Library closed for carpet replacement 24 November – 2 December 2012. Reopened Monday 3 December 2012

3. New visit recording system installed May 2015 highlighting inaccurate recording of visits from legacy system 2012-15

4. Geelong Library closed for relocation 3 June – 16 June 2013. Geelong Temporary Library opened between June 2013 – October 2015

   Geelong Library & Heritage Centre opened 21 November 2015

5. Geelong West Library opened extended hours Monday 3 June 2013 – Friday 20 November 2015

6. Geelong West Library closed due to flooding Thursday 28 January 2016 – Tuesday 2 February 2016

7. Geelong West Library closed due to flooding Monday 10 April 2017 – Thursday 20 April 2017

8. Highton Library closed for maintenance March – April 2014

9. Ocean Grove Library closed for refurbishment from 1 November 2014 – 16 November 2014

10. Western Heights College Library closed due to flooding Thursday 28 January 2016 – Friday 20 May 2016.

11. Western Heights College Library closed due to flooding Wednesday 26 April 2017 – Tuesday 2 May 2017

12. Golden Plains Mobile Library truck off the road for refurbishment from 22 July 2016 – 7 November 2016. Run made using smaller CLS Van during this time.

13. Torquay Library closed for refurbishment 27 August – 21 September 2012. Reopened Saturday 22 September

14. eMaterial loans include eAudiobook, eBook and digital magazine loans

## Total library visits

# 1.96m

Robotics @ Your Library introduced in partnership with Telstra Foundation and The Brainary

# The Digital Library

**Providing opportunities for communities to learn about and participate in the digital space is increasingly important in contemporary society. Equality of access to knowledge has moved far beyond the written word to now include technology. We take very seriously our role in bridging the digital divide and providing access for everyone to technology infrastructure, digital information resources and assistance in mastering their use.**

Digital inclusion continues to be a key strategic priority and is increasingly important in an environment of technological disruption and massive increases in digital content and services including e-government. Our staff are passionate about helping library users embrace new technologies, maximising community access to current and authoritative information and strive to develop and deliver quality technology infrastructure services and programs across the region.

## Digital Strategy

Over the past year, GRLC's digital services were directed by the priorities set out in the *Library Plan 2013-17 Reading the Future: Next Generation Libraries* and the Digital Library Strategy 2013-17. The plans have focused on developing, leading and implementing technology-enabled service delivery models which enable access to library collections, services and programs – anywhere, anytime.

To meet the expectations of digital-savvy library customers, mobile audio-visual equipment has been introduced at branch libraries this year. GRLC has also increased opportunities for community members to access new and emerging technologies (such as 3D Printing and Virtual Reality) at several regional branches, in addition to the Geelong Library & Heritage Centre where these services were piloted.

## Geelong Library & Heritage Centre

Continual analysis of the emerging technology on offer at the Geelong Library & Heritage Centre saw the following refinements and improvements implemented during 2016/17:

- The connection of the Geelong Library and Heritage Centre to the Australian Academic Research Network (AARNet) has provided the community with the fastest publicly available internet connection in Victoria. It supports collaborative work, the performance of emerging technologies and individual use of the internet with ease. The next step is to deploy eduroam, an international roaming service for users in research, higher education and further education. Connection to eduroam will provide researchers, teachers and students secure access to their own institution's network via the AARNet connection when visiting Geelong.

- GRLC launched a Sketchfab presence for GRLC, a website featuring 3D images of items from the Heritage collection, library customers and staff, created using 3D printers and scanners. (See: https://sketchfab.com/geelongregionallibraries)

- Content and features of interactive Smart Tables have been updated with the ability to send digital postcards. Showcased at the Australian Society of Archivists 2016 conference, this feature has been very popular with visitors.

- Teleconference and video teleconference facilities have been extended and are available to Venue Hire customers.

- Continued investment in professional development and training for staff has ensured a highly capable team of technology-savvy staff.

## eKnowHow

A diverse program of eKnowHow sessions were attended by over 2,700 community members. These dynamic sessions are delivered by skilled staff and allow library users the opportunity to enhance their digital literacy across a range of topics. Sessions this year included Discovering Ancestry; 3D Printing, Scanning and Designing; iPad and Smartphone Basics; Online Selling and more.

During Seniors Month, the library collaborated with the Queenscliffe Maritime Museum on an innovative project utilising green screen technology and historical images which allowed participants to "put themselves in the picture" and experience bygone eras.

## Partnerships

Successful partnerships have enhanced the library's ability to deliver accessible digital services to the community this year:

- In December 2016, GRLC partnered with Pivot Summit Inc, the City of Greater Geelong Community Development Unit, Deakin University and other partners, to deliver the 2016 Pivot Connect Community Digital Festival in Geelong's cultural precinct. The free, public festival was attended by over 300 people and featured pop-up sessions, lectures and expos focused on emerging technology.

- Robotics @ Your Library, presented in partnership with Telstra Foundation and The Brainary, aimed to boost technological and digital ability in young people living in regional areas.

- Library Staff toured Deakin University's Centre for Advanced Design in Engineering Training, providing a deeper understanding of how digital technology is changing the way we live, learn and connect.

- Vision Australia brought their expertise to the Geelong Library & Heritage Centre to run sessions demonstrating iPad accessibility features.

- Telstra Tech Savvy Seniors programs, held across the GRLC network, provided opportunities for collaboration with community partners, such as the Queenscliff Men's Shed.

## Makerspace

Makerspace sessions at the Geelong Library & Heritage Centre continue to be well attended, with participants eager to experience technology such as 3D Printing, Virtual Reality (through Oculus Rift), Green Screen Studio Time, and Makey Makey and Arduino electronic kits. 3D Scanning, Design and Printing workshops are now also run at a number of regional library branches.

The library's commitment to inclusion and equitable access to technology was demonstrated by the creation of a three-part program for students from MacKillop Family Services. The program allowed participants to explore the 3D printing process in its entirety, from concept to print.

The community-led Raspberry Pi Group, supported by GRLC, continues to receive positive feedback. Collaborative, innovative and socially inclusive, the group brings together people from diverse backgrounds to compare projects, work together and inspire one another. To date, the sessions have been attended by retired engineers, interested digital natives, young adults and home-schooled students.

# eAccess

|  | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | % change since last year | % change over last five years |
|---|---|---|---|---|---|---|---|
| Website visits | 763,849 | 770,516 | 750,736 | 820,468 | 811,059 | –1% | 6% |
| Public access Internet sessions | 192,398 | 205,242 | 191,480 | 201,558 | 211,743 | 5% | 10% |
| eCollections access[1] (including ebook loans) | 156,687 | 236,336 | 263,501 | 363,198 | 363,867 | 0% | 132% |
| Wireless sessions[2] | 113,461 | 222,833 | 371,948 | 618,949 | 650,534 | 5% | 473% |
| Reservations | 397,852 | 408,606 | 382,138 | 408,772 | 426,759 | 4% | 7% |

1. eCollection access includes accesses to online databases, online newspapers, literacy and language programs, loans of eBooks, eAudiobooks and digital magazines

2. WiFi access introduced during 2008/09

# Information Services and Collections

## Access to Information

Public Libraries play an important role in providing free and equitable access to information and building information literacy. This year our staff responded to 171,409 information enquiries and community use of library reference databases increased by 31%, indicating that in this era of 'fake news' and 'alternative facts' library members still know where to go for trusted, authoritative and reliable information. Access to information was enhanced by the delivery of a broad range of lifelong learning programs providing instruction in use of technologies, software, digital collections, Internet and library resources.

## Collection Development and Management

We strive to develop a high quality and sustainable collection which meets the needs of the communities we serve. By continuously monitoring changing trends and preferences in reading we ensure that our collection is relevant and accessible to all. An example of such a trend is eAudiobooks, where usage has continued to grow considerably. Although not a new format, in the past year loans of eAudiobooks have increased by 60%, demonstrating an increasing trend of consuming books via listening. Over the past five years, access to the library's eCollection (which includes Ebooks, eAudio and Zinio eMagazines) has grown by a remarkable 132%.

Our collection is continually updated and refreshed and in 2016/17 over 70,000 new physical and digital items were added. Highlighting the strength of a shared regional collection our members placed 426,759 reservations for specific titles representing an increase of 4% on the previous year. This demonstrates the benefits of shared regional investment and maximises community use of the collection.

One of the ways we measure the success and quality of the collections is by the ongoing use of evidence-based stock management principles. We utilise analytics technology to monitor and develop the collections across the network and benchmark our performance with the national Guidelines, Standards and Outcome Measures for Australian Public Libraries, July 2016. Our collection performance has improved with the turnover rate (loans per volume) now at 6.1. This exceeds the enhanced target of 5.6 set by the national standards. Circulation of materials has also improved with the turnover rate of loans per capita per annum now at 8.9 which also exceeds the enhanced target of 8.8 in the national standards.

## New Collections

Ensuring our collection meets the needs and expectations of the diverse communities we serve requires us to continuously scan contemporary trends and formats that support transliteracy skills across all ages. Public libraries have traditionally facilitated the creation of knowledge in our communities and the promotion of reading literacy has long been an important role. In the modern world, literacy encompasses reading, writing and interaction across a range of visual and digital platforms. Our work now becomes about providing access to new collections and technologies and instruction to support new literacies.

This year Launchpads were introduced to help support children's digital literacy development. These are tablets that are pre-loaded with themed literacy apps such as books and games, and the high turnover of the collection indicates the format is well endorsed by children and parents.

The introduction of dyslexia-friendly books into the adult and children's collections has also been well received. We will continue to develop this collection to support the love of reading in people who have difficulty in learning to read or in interpreting words and letters. A parent provided the following feedback to the library: *"Thank you for purchasing the synthetic structured phonics books. My daughter is dyslexic and it's hard to afford the resources she needs as single parent."*

In response to feedback from members and visitors to the Geelong Library & Heritage Centre, a new collection About Geelong was created. The collection provides information about Geelong's people, history, sporting history, flora and fauna, and travel highlights and experiences for people living in or visiting the area.

The Local Authors Collection in the Geelong Library & Heritage Centre Collection was introduced this year to showcase and support the creative output of local writers, poets and artists. The collection includes published authors who identify with, or have an established connection with, the region or who reside in the City of Greater Geelong, the Borough of Queenscliffe, the Surf Coast Shire or the Golden Plains Shire. The collection will continue to grow over time, and includes new and established writers where their work is considered to have literary merit and contribute to the literary landscape of the region.

# 73%
## of collection is less than 5 years old

## Inter-Library Loans

Library Link Victoria provides library members with a single point of access for searching the catalogues of all public libraries in Victoria and placing requests for items to be delivered to their local library. Our library members utilised this service by placing 1,826 requests for items from other libraries this year, while our library received 6,289 requests from other libraries for items in our collection.

## Records Accuracy

This year has seen the introduction of new processes to improve the accuracy of the collection catalogue. A collection inventory is performed on a quarterly basis utilising RFID technology, allowing for accurate identification of missing items. This year 13,789 records of missing items were removed, meaning the catalogue is now the most accurate representation of the available collection. The records were also removed from the Libraries Australia database, a resource-sharing service for Australian libraries and their users managed by the National Library of Australia.

## Local History and Genealogy

In its first full year of operation integrated with the GRLC, the Heritage Centre continues to attract record numbers of visitors, and has sparked a surge of community interest in family history and genealogy. The community's fascination with local history and family connections is reflected in a 16% increase in the use of local history and genealogy databases, as well as increased access of print collections and attendance at library programs related to the theme.

## Heritage Services

The Geelong Heritage Centre featured in an episode of popular SBS television series, *Who Do You Think You Are?* (Australia). In the episode, which aired in October 2016, actor Shane Jacobson met with Mark Beasley, Manager, Heritage Centre Collection & Services, in order to learn about his great grandfather, Otto Jacobson, and his family, who lived in Geelong for many years in the early 1900s.

In February this year, fifteen items from the Geelong Heritage Centre collection were featured in a major exhibition created in conjunction with the Australian War Memorial's *Spirit of Anzac Centenary Experience*. The event was held at The Arena in North Geelong, and attracted 11,807 visitors. Heritage Centre collection items were displayed as part of a curated 'local story' zone which paid tribute to local men and women who fought and died for Australia. Feedback from staff at the Australia War Memorial, and visitors to the exhibition, was very positive.

Throughout the year the Heritage Centre has welcomed visitors from across Australia, as well as many international tourists. In addition to receiving thousands of physical visits, Heritage Centre staff also assist with many requests for help from around the world. Some of the more distant places we have received inquiries from this year include Norway, Sweden and the United Kingdom.

## Heritage Centre Exhibitions

**The following collection items have been exhibited at the Heritage Centre in the past year:**

- WW1 Honour Roll and application forms and WW1 memorabilia, including the diary of local Anzac, Alan Brook Wilson
- Geelong Olympic memorabilia and a Sydney 2000 torch relay cauldron
- Gala Day Centenary – 1930s frock and associated Gala Day memorabilia
- Martin family collection
- Council treasures including 20th century Mayoral hat and silver presentation Mayoral 'new born baby' cradles
- 1920s YWCA picnic images and 1944 diary partially burnt in bushfire
- Early 20th century 'night cart' engineering drawings
- Grove Farm – Grovedale map and early plans
- John Norton photographs of South Barwon c 1860
- Barwon Estate and Elizabeth Austin photographs and articles
- Buchan Laird & Buchan architectural drawings
- Royal visitors to Geelong through the years
- Joseph Scammel shipwreck items and images

## New Archive Acquisitions

**The following items were accepted into the Geelong Heritage Centre archive collection in 2016:**

- Records of the former Geelong Ex-Service Women's Association (1964–2005)

- Records and Estate Sales Notices of the former Shrimpton and Sons Real Estate Co. dating from c 1890.

- Audio recordings of interviews by Daryl McClure, ex-*Geelong Advertiser* (1998–2009)

- Records of the former Geelong Inner Wheel Club – Geelong East Inc. (1972–2015)

- Records of the former Geelong Rowing Association (now Rowing Geelong)

- Records of the former Geelong Churches Cricket Association (1921–2003)

- Records of the former Geelong Evangelical Fellowship (1941–1989)

- A single minute book of the former Scripture Union Geelong (1965–1981)

- Records and associated items from the former Hawkes Brothers Pty Ltd (1853 – 1973)

- Records and associated items from the former Geelong Ladies Probus Club (1986–2014)

- Records of the former Barwon Citizens Forum (1974–1978)

- Original title and deed for the property at No. 89 Skene Street Newtown c 1850–1897

- Four items of 'Godfrey Hirst family' memorabilia

- Trophy presented to the 'Belle of the Ball' at the Shire of Bellarine Centenary Ball in 1965

- Centenary medal awarded in 2001 to Geelong resident, Jean Little, for contribution to Australian society

- Records and associated material from St. Wilfrid's Church Mt. Duneed and Mt. Duneed Primary School c 1863 –1974

- A collection of early 20th Century photographs of various locations across the South Barwon Region

- Four different photographs of the Connewarre State School c 1875

- Memorabilia from the former Geelong Teachers College c 1964

- A presentation piece created by artist J W Sayer that illustrates several locations across Geelong in 1891. It was presented to William Higgins of 'Shoobra' Highton by his employees (Higgins Solicitors formerly of Yarra Street)

- Seven original images taken by photographer John Norton of locations in Germantown and the Barwon River c 1860

**The following items were accepted into the Geelong Heritage Centre archive collection in 2017:**

- A collection of Geelong and Bellarine Peninsula restaurant and café menus c 1960– 2012

- A collection of family records, photographs and memorabilia from the Everett family c. 1897

- A collection of Geelong Repertory Society GAMA Theatre programs 1956–1960

- A collection of items from the family of Wilfred Walter (Reg) Gray, ex-radio 3GL

- Two small collections of photographs of Geelong c 1925 – c 1938

- A single edition of the four-page newspaper Belmont Weekly Press Vol. 1 No. 1 July 1923

- Four photographs of different locations in Geelong and Queenscliff c 1970

# 70,000
## new items added to collection

# 60%
## increase in eAudiobook loans

# 31%
## increase in access to reference databases

## Collection size by location

| Library | Total |
|---|---|
| Bannockburn | 16,798 |
| Barwon Heads | 6,230 |
| Belmont | 45,533 |
| Chilwell | 13,218 |
| Corio | 36,432 |
| Drysdale | 20,404 |
| Geelong | 85,940 |
| Geelong West | 32,435 |
| Highton | 10,512 |
| Lara | 17,533 |
| Mobile Libraries | 8,747 |
| Newcomb | 24,282 |
| Ocean Grove | 27,503 |
| Queenscliff | 14,554 |
| Torquay | 20,812 |
| Waurn Ponds | 30,332 |
| Western Heights College | 5,687 |
| Online eCollections | 14,887 |
| **TOTAL** | **431,839** |

## Collection by type

| Library | No. Items | % of total collection |
|---|---|---|
| Junior | 116,405 | 27.0% |
| Adult Fiction | 87,796 | 20.3% |
| Adult Non-Fiction | 82,466 | 19.1% |
| DVDs | 33,646 | 7.8% |
| Young Adult | 21,289 | 4.9% |
| Music CDs | 20,007 | 4.6% |
| Large Print | 19,340 | 4.5% |
| eCollections | 14,887 | 3.4% |
| Magazines | 13,930 | 3.2% |
| AudioBooks | 12,283 | 2.8% |
| LOTE | 7,006 | 1.6% |
| Reference | 1,264 | 0.3% |
| Geelong Local Area Collection | 1,520 | 0.4% |
| **TOTAL** | **431,839** | **100.0%** |

# Events and Programs

**Our libraries delivered 6,255 programs and events to 149,815 attendees representing an increase of 10% in participation.**

GRLC lifelong learning and cultural programming catered for all ages and diverse interests. Programs for children focussed on supporting early literacy development and community engagement for parents. Young adults were able to experience a program of activities that enabled them to learn new skills and develop their digital literacy, as well as enjoying social connectedness through group activities. An extensive program for adult audiences enabled skill development across multiple platforms, facilitated community connectedness, explored big ideas, provided access to authors and supported digital inclusion.

## Programs for Children and Youth

**Regular Children's Programs**

The following programs are offered on a weekly basis throughout the year for children under 12 years:

- Baby Time (0–12 months)
- Toddler Time (1–3 years)
- Preschool Story Time (1–6 years)
- 1000 Books Before School (0–6 years)
- Sensory Story Time (all ages)
- Preschool Science Club (2–6 years)
- Chatterbooks (8–12 years)
- LEGO Club (8+)
- Tech Ninjas (8+)
- The Mix (8+)
- Minecraft Mondays (8+)
- Code Club (9–11 years)
- LEGO MINDSTORMS® (8+)
- The Writing Cadets (8+)

**Participation in External Programs**

- Australian Library and Information Association (ALIA), Summer Reading Club
- Australian Library and Information Association (ALIA), National Simultaneous Storytime featuring *The Cow Tripped Over the Moon* by Tony Wilson
- Australian Library and Information Association (ALIA), Library Technicians Conference, *Rivers of Opportunities*
- Australian Library and Information Association (ALIA), The Reading Hour
- City of Greater Geelong, Geelong's Big Play Day, Children's Week celebrations
- Surf Coast Shire, Children's Week celebrations
- City of Greater Geelong, Geelong's Big Play Day, National Playgroup Week celebrations
- City of Greater Geelong, Pop-up Recycle Play
- Kaleidoscope (presented in partnership with Geelong Performing Arts Centre and Geelong Gallery)
- Books Alive (presented in partnership with Geelong Performing Arts Centre)
- Sustainable Strategies (presented in partnership with Geelong Performing Arts Centre)
- Poppykettle Festival
- PakoFesta
- Immunisation Program with Barwon Health and Linking Learning Birth to 12 Years Whittington
- Transition Program (presented in partnership with Soroptimist International)
- Deakin Engagement and Access Program
- Deakin University – Aspire Program
- Deakin University – Write Your Future Program
- Central Geelong Marketing, Christmas Trail
- Central Geelong Marketing, Story Fest
- The fOrT Youth Centre, SKAART Festival
- Northern Bay Family Centre, Family Fun Day

**Children's Special Events**

- Mr Huff – Meerkat Productions, Children's Book Week (presented in partnership with the Children's Book Council of Australia)

- Craig Smith – *Story Island Exhibition*, Author Event

- Claire Garth – *Grover McBane Rescue Dog*, Author Event

- Jacqueline Harvey – *Clementine Rose and the Paris Puzzle*, Author Event

- Leigh Hobbs – *Old Tom, Horrible Harriet and Other Freaks*, Author Event

- Stig Wemyss – Stig Live @ the Library, Author Event

- Mem Fox – *Ducks away Story Time*, Author Event

- Oliver Phommavanh, *Super Con-Nerd*, Author Event

- Story Island – An Adventure in Pictures Exhibition

- Geelong Library & Heritage Centre, 1st Birthday celebrations

- Children's Book Week, Australia: Story Country

- Noah's Story: Sun Bear Children's Festival

- Geelong After Dark

- Story Train

- International Talk like a Pirate Day

- International Literacy Day

- Hair-Raising Halloween Fun

- Robotics @ Your Library (presented in partnership with Telstra Foundation and The Brainary)

- Fishy Tales (presented in partnership with the Marine and Freshwater Discovery Centre)

- Let's Go LEGO Club (presented in partnership with Golden Plains Shire)

- World Storytelling Day

- Cultural Diversity Week: A World of Stories

- Cultural Diversity Week: Cultural Connections

- National Science Week: Tower Challenge

**School Holiday Programs**

- June/July 2016: Back to Books

- September 2016: Colour my World

- January 2017: Heroes and Villains

- April 2017: Chapter and Verse

## Youth

**Regular Youth Programs**

The following programs are offered on a weekly basis throughout the year for children over 12 years:

- Advanced MINDSTORMS®

- The Writing Dome

- Manga Club

- Comic Club

- Art House (presented in partnership with City of Greater Geelong, Youth Development)

- Homework Club (presented in partnership with Diversitat)

**Youth Special Events**

- Shivaun Plozza – *Frankie*, Author Event

- Tristan Bancks – *The Fall,* Author Event

- ALL IN (presented in partnership with City of Greater Geelong, Youth Development and The fOrT Youth Centre)

- Movie Mania (presented in partnership with Golden Plains Shire, Youth Development Unit)

- Movie Night (presented in partnership with City of Greater Geelong, Youth Development)

- Silent Disco (presented in partnership with City of Greater Geelong, Youth Development)

- Moss Gardens (presented in partnership with City of Greater Geelong, Youth Development)

- Pamper & Rejuvenate (presented in partnership with City of Greater Geelong, Youth Development)

- Are you Game? Youth Week Event

- National Reconciliation Week, writing workshops

- Remembering our Anzacs, writing workshops

- Black Out Poetry, writing workshop

- Digital Stories, writing workshop

- Choose Your Own Adventure, writing workshop

## Programs for Adults

### Author Encounters

- Alli Sinclair, Lisa Ireland, Delwyn Jenkins and Nicki Edwards, *Heroes and Happy Endings*

- Chloe Shorten, *Take Heart, A Story For Modern Stepfamilies*

- Dorothy Johnston, *Through a Camel's Eye*

- Fiona Lowe, *Daughter of Mine*

- Gideon Haigh, *Stroke of Genius*

- Graeme Simsion, *The Best of Adam Sharp*

- Greg Pyers, *An Unfortunate Victim*

- Hannah Kent, *The Good People* (In Partnership with the Wheeler Centre)

- Hazel Edwards, *Not Just a Piece of Cake: Being an Author*

- James Button, *Comeback – The Fall and Rise of Geelong*

- Jane Harper, *The Dry*

- John Watt, *Crooked Vows*

- Jock Serong, *The Rules of Backyard Cricket*

- Kasey Edwards, *Guilt Trip: My Quest to Leave the Baggage Behind*

- Kate Mildenhall, *Skylarking*

- Lee Kofman, Maria Katsonis and Rochelle Siemienowicz, *Rebellious Daughters*

- Lou Harvey-Zahra, *Creative Discipline, Connected Family*

- Mark Dapin, *The Road to R&R*

- Mark Smith, *The Road to Winter*

- Mark "Bomber" Thompson, *The Whole Story*

- Melanie Joosten, *Gravity Well*

- Meshel Laurie, *Buddhism for Break-Ups*

- Oslo Davis with David Astler, *What's So Funny?*

- Patricia & Don Edgar, *Peak: Reinventing Middle Age*

- Richard Cornish, *My Year Without Meat*

- Shannah Kennedy and Lyndall Mitchell, *From Chaos to Calm*

- William McInnes, *Full Bore*

### Author Encounters – Local Showcase

These author talks celebrate emerging and established local talent.

- Book Launch – Gathering Gumleaves, Bannockburn and District Writers' Group

- Writing and Publishing Historical Fiction with Jura Reilly

## 2,935

**Programs for children and youth**

**Special Events**

- Building Better Brains, *Inside Our Minds*
- Clementine Ford & Anne Summers, *Fight Like a Girl*
- Associate Professor Felice Jacka, *Food and Mood: How Diet Can Affect Brain Health* (In partnership with GMHBA)
- Four Seasons: Spring with Sue Dixon
- Four Seasons: Winter with Sue Dixon
- From Farm to Cup – The Coffee Cartel Story
- Geoffrey Blainey, *The Story of Australia's People Volume II*
- Jenevieve Chang, *The Good Girl of Chinatown*
- Melbourne Writers Festival Regional Event – Steve Silberman: Neurotribes
- NAIDOC Week: Wurdi Youang and the Wadawurrung Living Space
- Noah's Story: Sunbear Children's Festival Founder
- Poetry Readings by Robyn Rowland & Diane Fahey
- Queenscliffe Literary Festival
- Rosalie Ham, *The Dressmaker*
- Stephanie Alexander, *Kitchen Garden Companion: Cooking*
- Story Island – An Adventure in Pictures – Opening
- Sustainable Gardening
- The Intoxicating Truth – Young People and Alcohol (In partnership with KEMPE Read The Play)
- UNESCO World Radio Day
- WILD Speak – Women Sharing Power 50:50 in 2017 Council Elections
- Working With Words – Writing Careers Showcase (In partnership with Deakin University School of Communication and Creative Arts)

**Open Mind Lecture Series**

- Annual Lecture in Memory of Fiona Baranowski – Professor Catharine Lumby, *Young People: Sex, Love and Identity*
- Don Watson, *On the U.S. Election*
- John Safran, *Going Rogue With Australia's Deplorables*
- Professor Tim Flannery, *Sustainable Population and Climate Change*

**Celebrating Seniors**

- Mind Over Matter – Mindfulness and Ageing Positively
- Orchestra Geelong in Concert at the Dome
- Sharing Stories Across the Generations
- Tattle Tales

**Pivot Connect**

- Professor Bunsen's Spectacular Science Show
- Greenscreen + 3D
- iStory
- Just for the Mini Peeps
- Oculus Rift (In partnership with Deakin Engineering Faculty)
- Step Back in Time with Interactive Technology in the Reading Room
- Darren Sharp, *The Sharing Economy – Building Stronger Community Connections*

**Poetry**

For the seventh year in succession, GRLC was pleased to present this inspiring event in celebration of the UNESCO designated World Poetry Day. The event showcases local poets published in *The Best Australian Poems 2016*. This year's host was poet and teacher, Brendan Ryan. The event opened with a video introduction by *Best Australian Poems* Editor, Sarah Holland-Batt, and featured readings from Cameron Lowe, David McCooey and Robyn Rowland. Poems by Maria Takolander and Amanda Johnson were also read on the evening.

Special thanks to Yvonne Adami, the instigator of World Poetry Day at the library as well as volunteer organiser in its planning and delivery.

## Geelong After Dark

This year 4,433 attendees participated in Geelong After Dark activities at the Geelong Library & Heritage Centre, representing an increase in attendance of 260% compared to 2016.

As a host venue for the Geelong After Dark event, the Geelong Library & Heritage featured innovative and exciting programming and installations on each public level of the building, including:

- The Storytelling Machine – Australia's first exhibition of creative technology experience
- Interactive radio plays
- 'Just Dance' augmented reality dancing using xBox Kinect
- Virtual Reality in the Heritage Centre showcasing Stereoscopic images from Geelong and the region from the early 1900s
- A choir and roving performers

## Heritage

The Heritage Centre presented the following sessions to introduce the community to the fascinating and extensive resources and collections available.

- Church Records
- Council Rate Book Collection
- Digger: What Is It and Why Is It Still Relevant?
- Geelong Hospital Records
- Maps and Plans Collection
- Mining the Archives – Explore the Fascinating Past of Your Property
- Picture This!
- Read All About It!
- Share a Story While Exploring the Heritage Centre's Digital Image Display
- Start Your Australian Family History Search Using 'Digger'
- The History of Your Home

## Heritage – Special Events

- Dr David Rowe, *Geelong's Built Heritage*
- Dolores Skowronski–Malloni, *Trees: Capturing the Essence of the Botanical Gardens*
- Jennifer Bantow OAM, *Architecture and Artists*
- Linda Emery, *Celebrities and their Family Histories*
- Lt Col Neil Smith, *That Elusive Digger*

## Creative and Connected

- 8 Steps to a More Organised Home
- Autumn Scents
- Brain Workout
- Celebrating Cultural Diversity – Walking the Path of Refugees and Asylum Seekers
- Christmas Card Marking
- Christmas Papercraft – Make It and Take It
- Colour Your World – Colour Wonderful
- Creative Christmas Cards and Decorations
- Cyber Safety
- Fiction, Fact or Embellishment (Queenscliff Literary Festival)
- Harriet Gaffney, *So You Want To Be A Writer?* Workshop
- Inspiration, Meditation, and Exploring Personal Wellbeing
- International Women's Day – Play Reading
- Keeping Backyard Chooks
- Kimono Crazy!
- Make a Special Handmade Card for Mother's Day
- Music Therapy – Using Music to Support Health and Wellbeing
- Our Ayurvedic Body Type
- Peace Cranes for Peace
- Play Reading
- Prevent Diabetes, Heart Disease and Stroke
- Spring Papercraft Workshop
- Star Weaving Workshop
- Sugar and Salt Scrubs
- Sustainability on the Coast
- The Art of Mindfulness
- The Science and Practice of Mindfulness
- Upcycled Book Craft
- Walk the Camino
- Weave Your Own Star
- Weaving Workshop – One Million Stars to End Violence Project
- World Storytelling Day

## Regular Local Library Programs

- Book Chat
- New Parents Group
- Recipe Club

## Fundraising

Australia's Biggest Morning Tea

**150,000**

attendees at events and programs, an increase of 10%

**6,255**

events and programs

## Word for Word National Non-Fiction Festival 2016

Established in 2014, Word for Word Non-Fiction Festival is the only festival in Australia to showcase Non-Fiction writing in all its forms.

The region's own literary festival has positioned Geelong as a centre of dialogue, critical ideas and debate, and is presented by GRLC in partnership with Deakin University and the City of Greater Geelong.

GRLC was pleased to take a lead role in delivering the third annual festival in 2016, and is committed to ensuring the sustainability of the event. The festival was held over three days (17 – 19 November 2016) and featured a program that included some of Australia's most renowned thinkers, writers and speakers. The festival's new home in the iconic Geelong Library & Heritage Centre has elevated it to a new level, with over 4,000 people passing through the doors of the building over the festival weekend and 1,720 tickets purchased for ticketed events. This represents an increase of more than 60% in ticket sales compared to the previous year. On Friday 17 November, writing workshops were held at Belmont and Waurn Ponds Libraries.

More than seventy guest speakers and facilitators participated in 39 sessions over the weekend. Topics covered in the panel discussions and 'in conversation' encounters included history, true crime, politics, art, memoir, food and sport.

### Festival Advisory Committee 2016

Cr Margot Smith – Festival Chair
*GRLC Board Chair (Current)*

Professor Matthew Allen
*Deakin University*

Assoc Professor Maria Takolander
*Deakin University, Community Representative*

Kaz Paton
*Manager, Arts and Culture, City of Greater Geelong*

John Bartlett
*Community Representative*

Helene Cameron
*Community Representative*

Marylou Gilbert
*Community Representative*

### Festival Working Group 2016

Patti Manolis
*Chief Executive Officer, GRLC*

Sue Howard
*Executive Manager Library Services and Customer Experience, GRLC*

Maryanne Vagg
*Manager Events and Programming, GRLC Festival Director*

Sue Noonan
*Manager Marketing and Communications, GRLC*

Rochelle Smith
*Festival Coordinator, GRLC*

### Festival Partners

Geelong Regional Library Corporation

Deakin University

City of Greater Geelong

### Sponsors

ARM Architecture

Bolinda Audiobooks

Deakin University School of Communication and Creative Arts

Geelong Gallery

Information Potential

James Bennett

Kane Construction

Kings Funerals

RK Group

The Wheeler Centre

### Media Partners

bay 93.9

Geelong Adertiser

Good Reading Magazine

Moomedia

Pace Advertising

## Volunteers

### Volunteer Coordinators

Jacqui Connor

Anne Riggs

Jane Millett

Heather Fagg

### Volunteers

Sheryl Allen

Helen Grant

Julie Maclean

Joanne Turnbull

Carol Waters

Jean Hynes

Janet Dickson

Kate Anderson-Nix

Angie Halpin

Brianna Bullen

Ann Waite

Steph Downing

Lauren McDonald

Fiona Devlin

Jenny Macaulay

Lorraine Stokes

Wendy Gersh

Lynette Willshire

Michelle Sadler

Valerie Barnes

Carole Bauckham

Sophie Matta

Di Robinson

Andrea Van Der Meer

Michelle Liddy

Rosalie Richards

Ann Chadwick

Lois Taylor

Steve Levakis

Yvonne Hunter

Margareta Olsson

Keith Fagg

Amber Connor

Harriet Gaffney

## Writing Workshops

Non-Fiction essentials – Greg Pyers

Memoirs don't need to be boring – Hazel Edwards

Showing and Telling – Angela Savage

The Non-Fiction Voice – Robert Gott

## Festival Sessions

Albanese – Telling it Straight – Anthony Albanese and Karen Middleton

Around the World in 80 Dinners – Janne Apelgren & Joanna Savill

Australia's Worst 24 Hours – The Battle of Fromelles – Ross McMullin

Behind the Headlines – The Refugee Experience – Sohila Zanjani, Abdi Aden, Adele Dumont

Beyond Convicts and Sheep, Finding the Humour in Our History – David Hunt & Ben Pobjie

Brett Whiteley in the Frame – Ashleigh Wilson

Crossing the Line – The Ethics of True Crime Reporting – Keith Moor and Matthew Thompson

Culinary Reconciliation – Bruce Pascoe & Trevor (Reg) Abrahams

Digging Deep – Australian Explorers Re-discovered – Robert Macklin and Rob Mundle

Down the Dirt Roads – Rachael Treasure

Flesh Wounds – Richard Glover

For the Love of Language – David Astle

From The Outer – Footy Like You've Never Heard It – Nicole Hayes, Alicia Sometimes and Angela Pippos

Game Changers – Leena van Deventer & Dan Golding

Heartfulness – Stephen McKenzie

Indigenous Futures – Stan Grant

Just Stop Worrying – The Anxiety Book

Margaret Preston – Recipes for Food and Art – Lesley Harding

Murder at Myall Creek – Mark Tedeschi

Opening Night Keynote Address – Maxine Beneba Clarke

Planet Jackson – Brad Norington

Quicksilver – Nicolas Rothwell

Stereo Stories – A Song, A Place , A Time

The Art of Reading – Damon Young and Shirley Bateman

The Great Debate – Books Are Dangerous

The Memory Code – Lynne Kelly

The Straight Dope – Chip Le Grand

The Summer of '82 – Dave O'Neil

The Things We Do for Love – Memoir – Mel Jacob and Shannon Garner

The Write Stuff – Writing and Getting Published – Q&A Session – Kate Larsen and Maria Takolander

Victory at Villers-Bretonneux – Peter FitzSimons

What a Time to Be Alive – Mark Di Stefano

# Community Networks and Partnerships

Throughout the year we worked with:

3219 East Forum

3219 Youth Network

94.7 Pulse FM

AARNet (Australian Academic Research Network)

Australian Electoral Commission

Australian National Surfing Museum

Allen and Unwin

Arts Atlas Geelong

Avalon College

Aware (formerly Austism Victoria)

Barwon Child, Youth & Family

Barwon Community Legal Service

Barwon Heads Senior Citizens Club

Barwon Health

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Bellarine Community Health

Bellarine Early Years Network

Bellarine Historical Society

Bellarine Living and Learning Centre

Bellarine Network (Youth)

Bellarine Railway

Bellarine Youth Development Network

Belmont Bowls Club

Best Start Partnership (Corio/Norlane)

Best Start Partnership, Mingo Waloom

Bethany Community Support

Black Inc. Books

Boorai Centre

Borough of Queenscliffe

Cancer Council

City of Greater Geelong, Arts and Culture

City of Greater Geelong, Community Development

City of Greater Geelong, Family Services

City of Greater Geelong, Maternal and Child Health Service

Cloverdale Community Centre

Clyde Park Vineyard and Bistro

City of Greater Geelong Customer Service Centre (Waurn Ponds)

City of Greater Geelong – Leisurelink

City of Greater Geelong Maternal and Child Health Service

City of Greater Geelong Youth Development

Commonwealth Bank

Community Agents of Sustainability (CAOS) Network

Courthouse Youth Arts

dal Gourmet Café and Catering

Deakin University Library

Deakin University, School of Education

Deakin University, School of Engineering

Deakin University, Division of Student Administration

Deakin University Office of Advancement and Alumni

Deans Marsh Community House

Department of Premier and Cabinet

Office of Aboriginal Affairs

Diversitat

DoCare Geelong

Elouera Aged Care

Geelong After Dark

Geelong Area Multiple Birth Association

Geelong Digital Learning Network

Geelong East Men's Shed

Geelong Food Relief

Geelong Friends of Viqueque

Geelong Gallery

Geelong Maternal and Child Health

Geelong Performing Arts Centre

Geelong Seniors Festival

Geelong West Neighbourhood House

Geelong Writers Inc

Geelong Writers' Group

Glastonbury Community Services

GMHBA

Golden Plains Shire

Golden Plains Shire, Youth Development Team

Grovedale Community Hub

Hachette Australia

Headstart Early Learning Centre

Infoxchange

International Network of Emerging Library Innovators

International Network of Emerging Library Innovators – Oceania

International Network of Emerging Library Innovators – India

Karingal

Kempe Read the Play

Kinder and Prep Teacher Network

Leisure Networks

Leopold Lion's Club

Linking Learning, Birth to 12 Years (Whittington)

MacKillop Family Services

Marine and Freshwater Discovery Centre

Melbourne University Publishing

Melbourne Writers Festival

Moriac Senior Citizens

National Disability Insurance Scheme

National Wool Museum

NBC – Wexford Campus

Neami National

Nelson Park School

Newpin Family Centre

NewSouth Books

Northern Bay Family Centre

Northern Bay College Wexford Campus

North Geelong Secondary College

Ocean Grove Barwon Heads RSL

Ocean Grove Surfside Probus Club

Pan Macmillan

Paton Books

PCs for Kids

Penguin Random House

Pivot Summit Inc

Playgroup Victoria

Public Libraries Victoria Network

Public Records Office of Victoria

Queenscliff Indigenous Plant Nursery

Queescliffe Historical Museum

Queenscliffe Literary Festival

Queenscliff Men's Shed

Queenscliff–Point Lonsdale Uniting Church

Quota International

Rosewall Neighbourhood House

Rotary Club of Geelong West

Scope

Scribe Publishing

Seniors Online Victoria

Simon and Schuster Inc.

Soroptimist International

Spring Creek Community House

St Albans Park Gardens/ Townsend Gardens

State Library of Victoria

Storm Insight

Sun Bear Children's Festival

Surf Coast Rural Australians for Refugees (SCRAR)

Surf Coast Secondary College

Surf Coast Shire

Surf Coast Shire, Early Years

Surf Coast Shire, Early Years Reference Group

Surf Coast Shire, Maternal and Child Health Service

Surf Coast Shire, Youth Development

Surf Coast Shire, Youth Network

Surfside Primary School

Sydney Writers Festival

Telstra

Telstra Foundation

Text Publishing

The Fort Youth Centre

The Stella Prize

The Wheeler Centre

The Well – Smythesdale Business, Health and Community Hub

Torquay Books

Torquay Historical Society

Torquay Museum Without Walls

Torquay Rotary Club

University of Queensland Press

VicRoads

Victorian Seniors Card Program

Vines Road Community Centre

Volunteering Geelong

Wadawurrung Corporation

Wathaurong Aboriginal Co-Operative

Waurn Ponds Police Station

Waurn Ponds Probus Group

Western Regional Accommodation Program

Whittington Advocates for Youth (WAY)

Whittington Neighbourhood House

Whittington Works Alliance

Winchelsea 1st Scout Group

Winchelsea Community House

Women in Local Democracy

# Our People

## Organisational Memberships

- Australian Library and Information Association
- Children's Book Council of Australia (Victoria)
- G21 Geelong Regional Alliance
- Geelong Chamber of Commerce
- Institute of Public Administration Australia (IPAA) Victoria
- International Federation of Library Associations
- LGPro – Local Government Professionals
- Libraries Australia
- Our Community
- Public Libraries Victoria Network (PLVN)
- Tourism Greater Geelong and the Bellarine
- VALA Libraries Technology and the Future Inc.
- Victorian Employers' Chamber of Commerce and Industry

## Executive Management Team

### Patti Manolis – Chief Executive Officer

- Bachelor of Education (Librarianship), Melbourne College of Advanced Education
- Graduate Diploma of Business, RMIT University
- Graduate, Australian Institute of Company Directors

External Networks and Committee Memberships

- Member, Australian Public Library Alliance
- Member, Australian Institute of Company Directors
- President, Public Libraries Victoria Network
- Inductee, Victorian Honour Roll of Women 2016
- Member, Steering Committee – Oceania International Network of Emerging Library Innovators
- Advisor, Xanana Gusmao Reading Room and Xanana Cultural Centre, Timor-Leste
- Associate Member, Australian Library and Information Association

- Board Member, G21 Geelong Regional Alliance
- Member and Board Liaison, G21 Geelong Region Alliance Arts and Culture Pillar
- Member and Board Liaison, G21 Geelong Region Alliance Education and Training Pillar
- Word for Word National Non-Fiction Festival Advisory Committee and Working Group

### Cathy Ferencz – Executive Manager Collection and Technologies Access

- Master of Information Studies, Charles Sturt University
- Diploma of Business (Governance), Federation Training
- Advanced Diploma of Nursing, La Trobe University
- Bachelor of Nursing, Deakin University

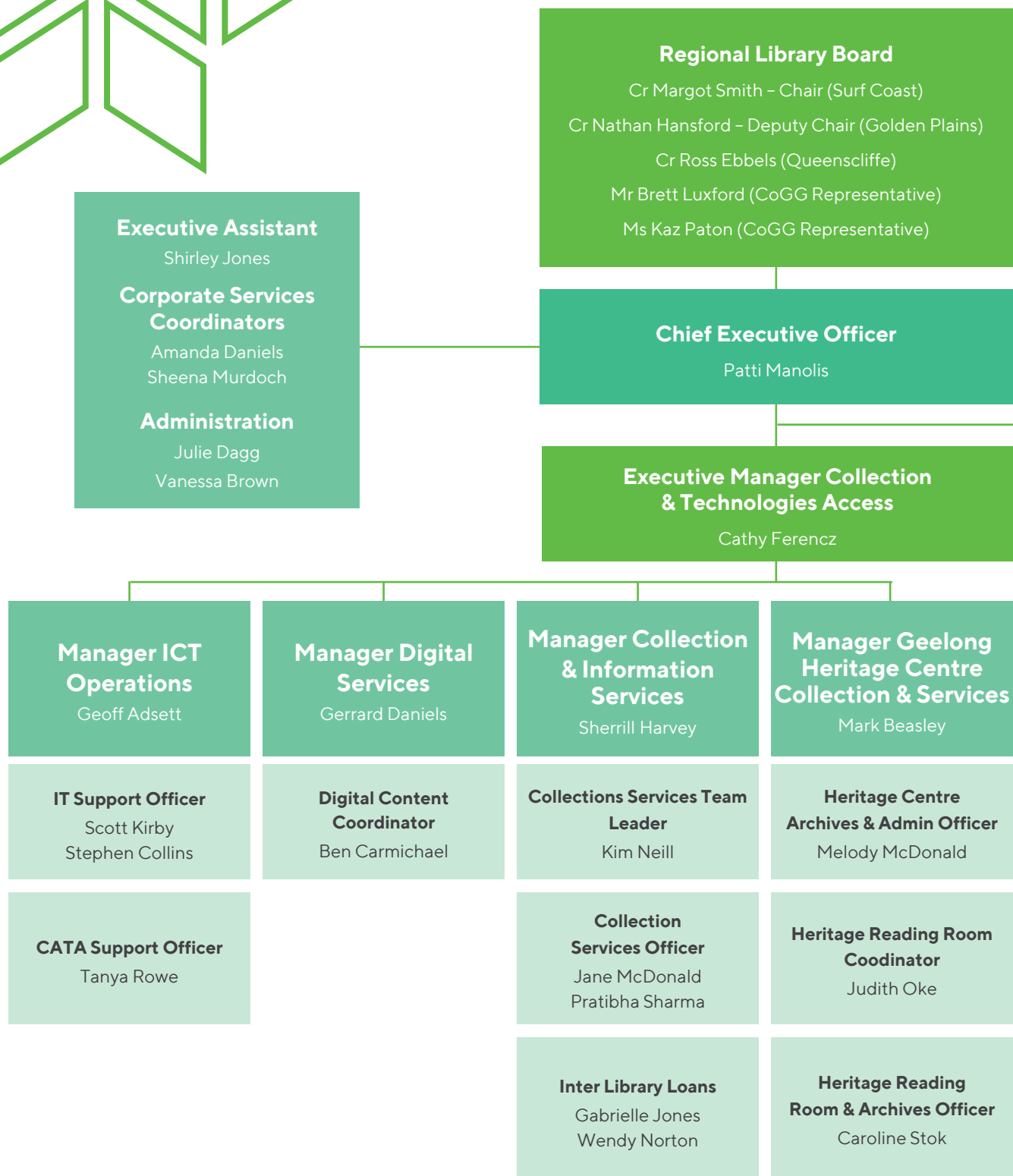External Networks and Committee Memberships

- Associate Member, Australian Library and Information Association
- Fellow of The Institute of Community Directors Australia
- Member, Pivot Connect Work Group

### Sue Howard – Executive Manager Library Services and Customer Experience

- Bachelor of Behavioural Science, La Trobe University
- Graduate Diploma Recreation Management, Phillip Institute of Technology

External Networks and Committee Memberships

- Northern & Western Geelong Growth Areas Project Reference Group
- Word for Word National Non-Fiction Festival Advisory Committee and Working Group

## Regional Library Board

Cr Margot Smith – Chair (Surf Coast)

Cr Nathan Hansford – Deputy Chair (Golden Plains)

Cr Ross Ebbels (Queenscliffe)

Mr Brett Luxford (CoGG Representative)

Ms Kaz Paton (CoGG Representative)

## Chief Executive Officer

Patti Manolis

## Executive Assistant

Shirley Jones

## Corporate Services Coordinators

Amanda Daniels
Sheena Murdoch

## Administration

Julie Dagg
Vanessa Brown

## Executive Manager Collection & Technologies Access

Cathy Ferencz

### Manager ICT Operations

Geoff Adsett

**IT Support Officer**

Scott Kirby
Stephen Collins

**CATA Support Officer**

Tanya Rowe

### Manager Digital Services

Gerrard Daniels

**Digital Content Coordinator**

Ben Carmichael

### Manager Collection & Information Services

Sherrill Harvey

**Collections Services Team Leader**

Kim Neill

**Collection Services Officer**

Jane McDonald
Pratibha Sharma

**Inter Library Loans**

Gabrielle Jones
Wendy Norton

### Manager Geelong Heritage Centre Collection & Services

Mark Beasley

**Heritage Centre Archives & Admin Officer**

Melody McDonald

**Heritage Reading Room Coodinator**

Judith Oke

**Heritage Reading Room & Archives Officer**

Caroline Stok

# Organisational Structure

**As at 30 June 2017**

**Executive Manager Library Services & Customer Experience**

Sue Howard

**Manager Marketing & Communications**

Sue Noonan

**Manager Events & Programing**

Maryanne Vagg

**Manager Geelong Library & Heritage Centre**

Deb Sansom

**Manager Community Libraries**

Russell Woodford

**Manager Children's & Youth Services**

Deanne Verity

**Marketing Officer**

Coco Griffiths

**Events Officer**

Kay Saunders

**GLHC Branch Librarian**

Katherine O'Neill

**Venue Hire Activator**

Cath Stahl

## Community Libraries

**Bannockburn**
Tracie Mauro

**Barwon Heads**
Georgia Carter

**Belmont**
Janelle Vise

**Chilwell**
Elizabeth McLachlan

**Corio**
Georgina Crisp

**Drysdale**
Victoria Mathews

**Geelong West**
Susan Hall

**Highton**
Yvonne Hodgson

**Lara**
Bec Muir

**Newcomb**
Joy Whiteside

**Ocean Grove**
Georgia Carter

**Queenscliff**
Hilary Stennett

**Torquay**
Kim Edgar

**Waurn Ponds**
Olivia Simaitis

**Western Heights**
School Staff

**Community Library Service**
Cath Lukin

**Mobile Library Service**
George Houlder
Kay Allan


Childrens and Youth Services Librarians, Information Resources Librarians, Library Officers

# Spotlight on Our People

The Geelong Regional Library Corporation employed a total of 183 staff compared to 180 in 2015/16. Our ongoing Effective Full Time (EFT) is 97.1 compared with 96.5 previously due to some minor structural adjustments. The reduction in the 2016/17 fixed term and casual staff EFT is due to improved reporting which eliminates leave loading and termination payments, presenting a more accurate picture.

## Staff EFT
**As at 30 June 2017 (2016)**



| | | |
|---|---|---|
| Ongoing staff – Full- time | 58 | (62) |
| Ongoing staff – Part- time | 39.1 | (34.5) |
| Fixed term & casual | 14.7 | (25) |

## Age Breakdown
**As at 30 June 2017 (2016)**



| | | |
|---|---|---|
| Under 25 | 17% | (17%) |
| 25–34 | 21% | (18%) |
| 35–44 | 13% | (16%) |
| 45–54 | 23% | (27%) |
| 55–64 | 24% | (21%) |
| Over 65 | 2% | (1%) |

## Male/Female Breakdown
**As at 30 June 2017 (2016)**
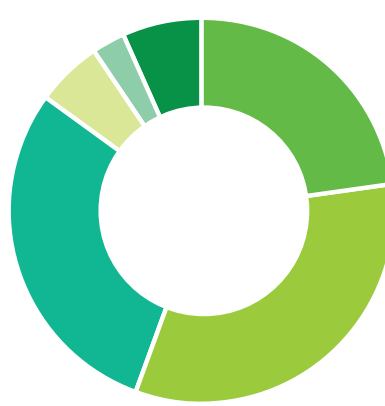


| | | |
|---|---|---|
| Female – Full time | 42 | (44) |
| Female – Part time | 60 | (58) |
| Female – Fixed term & casual | 54 | (49) |
| **TOTAL** | **156** | **(151)** |
| Male – Full time | 10 | (14) |
| Male – Part time | 5 | (4) |
| Male – Fixed term & casual | 12 | (11) |
| **TOTAL** | **27** | **(29)** |

## Occupational Health and Safety (OH&S)

The GRLC's OH&S management system is made up of a number of elements including: policies, procedures and plans; incident reporting; council liaison and support; OH&S Committee; OH&S training; and WorkCover management. OH&S Committee meetings are held quarterly.

Lost time due to WorkCover claims has been minimal at 11.3 hours relating to one minor claim. GRLC's WorkSafe insurance rate for 2016/17 was 0.476% which is lower than the weighted industry rate of 0.525%. Total unplanned staff absences were 2.96% compared to 3.09% last year, indicative of a healthy workplace.

## Occupational Health and Safety Review

A full review of the organisation's Occupational Health and Safety system commenced in October 2016. An external OH&S Consultancy worked with members of the OH&S Committee to conduct an audit of the organisation's OH&S management system. Recommendations from the audit informed the next stages in the process, which included the drafting of revised policy documents, the completion of area risk registers for branch libraries, and further development of procedures to ensure GRLC complies with its workplace health and safety obligations.

# Investing in Our People

## Staff Consultation

With 183 staff spread over 18 locations, an active approach to internal communication is vital to ensuring staff effectiveness and cohesiveness. Regular work group meetings and an annual staff training day provide staff with face-to-face time with colleagues, as well as business and professional development opportunities. The staff Intranet continues to be developed and used as an open, multi-faceted communication tool, facilitating staff collaboration and knowledge sharing; providing a gateway to business information; and ensuring transparency.

2016/17 was the fourth and final year of the Geelong Regional Library Corporation Enterprise Agreement Number 6 (2013) which expired on 30 June 2017. A Notice of Representational Rights was issued to all staff on 14 December 2016, commencing the negotiating process for a new Enterprise Agreement. An Enterprise Bargaining Agreement Negotiating Committee was formed and commenced meetings on 2 February 2017. Negotiations are continuing in a positive manner with a number of enhancements to staff entitlements being discussed. These are in relation to increased flexibility in work arrangements, leave management, training provisions and service recognition.

## Staff Engagement

GRLC's mission to provide an exemplary library service, which fosters connections through the sharing of knowledge and expertise, necessitates a fully committed and engaged workforce dedicated to continual improvement. In November 2016, a Staff Engagement Survey was conducted by a specialist independent survey firm. The survey was completed by 127 staff, representing 79% of total possible responses, well above industry average. The results were excellent and underscored a dedicated, hard-working and community-focused organisation. Results returned above-average scores on a number of questions, particularly in areas relating to the organisation's mission and values; customer satisfaction; and organisational direction. The results of the survey were presented to staff by CEO Patti Manolis, who encouraged further feedback and discussion. Areas for improvement and advancement were identified and have been incorporated into organisational and staff development plans.

# Staff Training and Development

In support of our Library Plan, and a key to our success, is creating an organisational culture that expects, supports and recognises relevant knowledge and expertise, excellent customer service, creativity and innovation, flexibility, good governance and accountability. The following five key areas were strengthened by staff training and development initiatives undertaken in 2016/17:

- Organisational Culture – Leadership
- Knowledge – Tertiary Studies
- Customer Service Excellence – Work Skills Development
- Creativity and Innovation – Conferences, Networking and Tours
- Good Governance and Accountability – Compliance

## Leadership

In July 2016, GRLC launched the Investing in our People Project. The project commenced the work of engaging with staff across the organisation to identify the organisational development priorities which will shape our future organisational culture and inform staff development needs and priorities. The first phase of this project involved conducting an extensive Staff Engagement Survey. In addition, GRLC's Executive and Senior Leadership Teams completed an Organisational Development Priorities Audit through participation in leadership and matrix groups to identify, develop and explore future organisational needs.

Phase one of the Investing in Our People Project has enabled us to identify our needs and priorities. The second phase of this project will create and direct the organisational culture to support our *Library Plan 2013-17 Reading the Future: Next Generation Libraries*. Phase two will commence in 2017/18 with the redevelopment of key policies and procedures, a review of performance management, career planning, and staff development processes.

## Tertiary Studies

### Chairperson's Scholarship

The Chairperson's Scholarship was established in 2009 and is a program of support for staff to undertake tertiary librarianship studies. Six recipients have successfully completed their courses of study to date:

- **Deanne Verity**, formerly Children's and Youth Services Librarian now Manager, Children's and Youth Services – Bachelor of Information Studies
- **Cathy Ferencz**, formerly Information Services Coordinator now Executive Manager Collection and Technologies Access – Graduate Diploma of Information Studies

- **Katherine O'Neill**, formerly Information Services Librarian now Branch Librarian at the Geelong Library & Heritage Centre – Graduate Diploma of Information Studies
- **Georgia Carter**, formerly Branch Librarian Bannockburn Library now Branch Librarian Ocean Grove Library – Graduate Diploma of Information Studies
- **Nicola Tatasciore**, Children's and Youth Services Librarian – Bachelor of Information Studies, Charles Sturt University
- **Sheridan McLeavy**, Library Officer – Bachelor of Information Studies, Charles Sturt University

In 2016 the Chairperson's Scholarship was expanded to include specialist degrees relevant to GRLC's regional support functions. Two new scholarships were awarded:

- **Tanya Rowe**, Collection and Technologies Access Support Officer – Bachelor of Computer Science, Deakin University
- **Coco Griffiths**, Marketing and Communications Officer – Graduate Diploma of Communication, Deakin University

### Tertiary Study Support Program

The Tertiary Study Support Program offers a contribution towards staff training costs for completion of relevant academic studies and is an annual application process. GRLC supported one member of staff in 2016/17 under this program:

**Gerrard Daniels**, Manager Digital Services – Graduate Certificate of Project Management, Charles Sturt University.

### Tertiary Study Leave Program

GRLC supported six members of staff in 2016/17 under this program:

- **Stephen Collis**, Information Technology Support Officer – studying a Bachelor of IT Security, Deakin University
- **Cathy Ferencz**, Executive Manager Collection & Technologies Access – Diploma of Business (Governance), Federation Training
- **Sandi McNeilly**, Library Officer – studying a Master of Information Studies, Charles Sturt University
- **Judith Oke**, Heritage Reading Room Coordinator – studying a Graduate Diploma in Local, Family and Applied History, University of New England
- **Pratibha Sharma**, Collections Services Officer – studying a Master of Information Studies, University of Canberra

**Pam Arnold Scholarship**

The Pam Arnold Scholarship honours the memory of former GRLC staff member, Pam Arnold. The scholarship is awarded to a staff member to support the development of IT skills and knowledge by way of tertiary study, attendance at an industry conference or self-devised program or event. In 2016–17, the scholarship was awarded to Information Resources Librarian, Suzanne Cronin. Suzanne attended a three-day Adobe Education Community APAC Leadership Summit in October 2016, gaining enhanced knowledge of Adobe Spark Video, Page and Post.

## Work Skills Development

GRLC staff benefit from a range of training and development opportunities offered by the State Library of Victoria (SLV) and the Public Libraries Victoria Network (PLVN).

**REAL eLearning Training**

REAL stands for the Resource for Equitable Access to Libraries and is a collaborative initiative of SLV, PLVN and Vision Australia. The program is designed to question and challenge staff about attitudes towards people with disability and consists of six engaging and thought provoking modules taking about two hours to complete. REAL was progressively rolled out to all Victorian public library staff in 2015 with GRLC committed to staff completing this program. To date 111 customer service staff members have completed this training with new staff completing this program as part of their induction program. The State Library of Victoria advised that the March to May 2017 quarter was the last period that REAL is scheduled to be officially supported. The REAL resource is scheduled to remain online until approximately May 2018, after which time it will be retired.

**State Library of Victoria forums and workshops**

- Adult Literacy, Victorian Public Libraries in Action
- Centre for Youth Literature: Young Adult Showcase
- Community Engagement Essentials
- Family History Feast
- Jump Start, Digital Skills
- Leadership Forum: Emotional Intelligence: Effective Communication and Influencing
- Mini-Conference: Transforming Public Libraries
- Reading and Literacy for All, Adult Literacy Workshop
- Reading and Literacy for All, Early Years Literacy Workshop
- Role of History
- Shift Alt Story: An Introduction to Digital Storytelling
- Statewide Projects Planning Summit
- Trove Roadshow

**Public Libraries Victoria Network forums and workshops**

- Branching Out: An Introduction to Family History
- Children's and Youth Services Special Interest Group
- Collections Special Interest Group
- Community Engagement Essentials Training
- Convenors' Workshop Special Interest Group
- Creative Communities
- Event Management and Delivery Fundamentals
- Home Library Service Special Interest Group
- LibMark Seminar: Libraries Go
- Local Studies Group
- Multicultural Services & Programs; Digital Inclusion Special Interest Group
- Operations Special Interest Group
- Professional Learning Opportunity: Building Better Library Volunteer Programs
- Reader Development Special Interest Group
- Resource Sharing Special Interest Group

## Library Knowledge and Customer Experience

Work skills development training covers a broad range of disciplines.

- Britannica Library training
- Catching the Third Wave – Digital Repositories
- Collection HQ
- Hands-on Training in Utilising Key Digitising Technologies
- Inaugural CollectionHQ User Group Meeting March 2017
- Introduction to Digitisation – online training course
- Let's Read
- MyGov training
- Protection Through Participation: Involving Children in Child Safe Organisations, Webinar
- Public History Seminar, History Council of Victoria
- RBdigital (formerly Zinio) e-magazines App training
- Robots at the Library
- Wavesound Website training

## Corporate Services

- Flexible Working Arrangements Briefing, VCCI
- Guaranteed Interview Approach – Diversity Field Officer Service & Deakin University
- Know Your Award & National Employment Standards, Meerkin & Apel
- Managing Mental Health at Work, VCCI
- Unfair Dismissal Workshop, VCCI

## Internal Training

Various internal training programs were run by GRLC specialist staff to enhance operational and customer experience skills and knowledge. These programs included:

- Adobe Professional Development training
- BIS Financial Reporting Training

- Collection Conservation Workshop
- Cybersafety
- Early Literacy Program Delivery
- Green Screen training
- Little Bang Discovery Club

## Conferences and Industry Networking

- ALIA Australian Library Design + Awards Conference 2017
- ALIA National Conference 2016
- ALIA Online 2017
- Australian Society of Archivists National Conference 2016
- Australasian Mobile Library Network Conference 2016
- Business Luncheon with Andy Penn
- City of Greater Geelong, Our Future Workshop
- Committee for Geelong Luncheon
- Creative State Summit – Creative VIC
- Future Schools Conference
- Geelong Big Ideas Forum – July 2016
- Geelong Community Development Forum: Community Inclusion and the NDIS
- IFLA Public Libraries Mid Term Meeting 2017 – STEAM into Sydney
- INELI Oceania Cohort 2 Convening, Auckland
- Inside 3D Printing Conference & Expo
- International Network of Emerging Library Innovators – India, Convening
- International Network of Emerging Library Innovators – Oceania, Convening
- Next Library Conference 2017, Denmark
- Northern & Western Geelong Growth Areas Project Reference Group
- Outside the Lines, Youth Unconference
- Pivot Summit Geelong 2016
- Reading Matters Conference 2017
- Shared Leadership Program
- Small Press Network Conference
- Telstra – The Evolving Workplace
- Trident Education Conference
- Victorian Gender Equality Strategy Consultation

**Launches, Annual General Meetings and Tours**

- Braybrook Library and Community Hub Tour
- Deakin Waurn Ponds CADET (Centre for Advanced Design Engineering Training) Facility Tour
- G21 Board Delegation to Canberra
- Marrung Aboriginal Education Plan Launch
- REALM Library Tour
- Spirit of Anzac Centenary Exhibition – Geelong Official Opening
- State Library of Victoria – Genealogy Tour
- Study Tour, Auckland Cultural Organisations
- Sunshine Library Tour
- Victorian Association of Family History Organisations Annual General Meeting

## Compliance

- Chief Warden Training
- First Aid training
- Manage Conflict through Negotiation
- Manual Handling training
- Self-Management & Resilience Workshop
- Successfully Managing Bullying & Diversity in the Workplace: Manager Session, VCCI

## Annual Staff Training Day

Once a year all GRLC libraries, with the exception of the Geelong Library & Heritage Centre, close their doors to enable staff to gather for an organisational-wide staff training and development day. This year's program included:

- **Patti Manolis**, CEO, presented a progress update to staff regarding *Reading the Future: Next Generation Libraries, Library Plan 2013-17*, the objectives and priorities
- **Dr Sara Glover**, Mitchell Institute Director, presented *The Education Landscape and Public Libraries*
- **Paul Murphy**, Director and Principal Consultant from atwork Consulting, presented *Investing in Our People: Human Resources Consultancy Project – Staff Engagement Survey*
- **Ian Phillips**, Director I & J Management, presented the results of the 2016 Library Survey and facilitated a staff workshop generating information and ideas for GRLC's new five year library plan, *Reading Ahead: Library Plan 2017-2021*

## Awards And Recognition

The Geelong Regional Library Corporation recognises its success as a library service is built on the valued contribution made by its staff. In 2016/17 the following staff members celebrated 10, 20 and 30 years of continuous service with GRLC.

**10 Year Service Awards**

- Tahlee Cooper, Library Officer
- Elizabeth Edwards, Information Resources Librarian
- Claire Johnstone, Library Officer
- Caroline Morton, Library Officer
- Deanne Verity, Manager Children's & Youth Services

**20 Year Service Awards**

- Lee Foyster, Children's & Youth Services Librarian
- Mandy Johns, Library Officer
- Tania Parmer, Library Officer

**30 Year Service Award**

- Wayne Girdler, Library Officer

## Library Staff Of The Future

GRLC recognises the importance of providing work experience opportunities to promote professional careers in libraries and develop potential staff of the future. The following programs were offered in 2016/17.

### Gforce School Based Traineeships

In 2016, GRLC hosted four students undertaking an Arts and Library school-based traineeship through Gforce Employment Solutions. This traineeship was a Gforce Strategies 4 Excellence pilot program building career pathways within the community and was open to secondary school students including those with learning difficulties. As part of this traineeship, students continued years 11 or 12 school studies and completed a Certificate III in Information and Cultural Services with GRLC supporting the work experience component of their certificate. This program was concluded by Gforce Employment Solutions in November 2016.

### Schools Work Experience Program

Each year we offer work experience placements to secondary school students in years 10 and 11. Six students from the following secondary schools completed placements at the Geelong Library & Heritage Centre, Geelong West Library and Waurn Ponds Library:

- Clonard College
- Geelong Baptist College
- Geelong Lutheran College
- Matthew Flinders Girls Secondary College
- St Joseph's College.

### Tertiary Placements

Geelong Regional Library Corporation offers tertiary placements to assist students in the field studies component of their qualification. Five placements were completed during 2016/17 by students from:

- Chisholm Institute, Diploma in Library and Information Services
- Curtin University, Master of Information Management and Graduate Diploma in Information Management and Library Studies
- Deakin University, Bachelor of Arts
- Monash University, Graduate Diploma of Information and Knowledge Management.

# Legislative Compliance

## Accessibility

GRLC is committed to providing ease of access to resources and services that are inclusive and respectful of our community's diversity. We have a strong commitment to accessibility across all of our library branches, mobile libraries and services.

In agreement with our responsibilities under the *Disability Discrimination Act 1992*, GRLC is developing a new Access, Inclusion and Equity Plan to confidently position the library network into the next four year strategic planning cycle with an action plan designed to ensure everyone feels welcome to enjoy the collections, services and spaces our libraries have to offer.

Major strategies will include improving access and equity to library services and practices using whole of journey principles and, to the greatest extent possible, incorporating the goals and outcomes associated with the plan into our strategic, business and workforce planning.

In the past year library staff and teams undertook the following activities:

- Continued participation in the Diversity Field Officer Project with the Australian Federation of Disability Organisations and Deakin University
- Participated in the Guaranteed Interview Approach workshop training
- Finalised the REAL Training (Resource for Equitable Access to Libraries) though the State Library of Victoria in collaboration with Vision Australia and the Public Libraries Victoria Network
- Hosted a tertiary placement involving a student requiring wheelchair access adjustment in the workplace
- Hosted Gforce school-based traineeships via the Strategies 4 Excellence pilot program building career pathways within the community, open to secondary school students including those with learning difficulties.
- Integrated large print, high visibility keyboards and membership card scanners into branch libraries

## Environmental Responsibility Statement

GRLC is committed to working in a sustainable way. The initiatives undertaken during 2016/17 include: the donation of withdrawn collection items to Rotary Club of Geelong West for their annual Book Fair fundraiser; the recycling of decommissioned computers and technical equipment; and recycling of all withdrawn collection items beyond repair and other waste paper through professional paper recycling and waste management services. Our new Library Plan for the period 2017–2021 includes specific actions to address environmental impacts.

## Information Privacy Act

We have adopted policies and processes that meet the requirements of the *Privacy and Data Protection Act 2014*. This includes privacy principles that relate to the collection of information, along with use and disclosure of information. Our Privacy Statement can be downloaded from our website. No complaints were received during 2016/17.

## Freedom of Information Act

Under the *Freedom of Information Act 1982*, the community has the right to access certain documents from the GRLC. This general right of access is only limited by exceptions and exemptions which have been prescribed to protect essential public interests and the private and business affairs of people about whom the library holds information. No applications were received during 2016/17.

## Equal Opportunity

The GRLC is committed to the principles of equal opportunity and we believe that our staff, volunteers, customers and suppliers are entitled to merit–based processes and an environment free of harassment and bullying. All staff have an entitlement to access employment, promotion, training and benefits based on their skills, qualifications, abilities and work performance. We reinforce our commitment to the principles of equal opportunity through our staff induction program, Code of Conduct, and regular team meetings.

## Insurance Policy Statement

We maintain insurance cover to protect our organisation, board members, officers, employees and volunteers as well as assets against claims arising from our activities or from natural occurrences such as storm damage, vehicle impact etc. We also maintained the following insurances for 2016/17 as required by law: Public and Products Liability and Professional Indemnity Insurance: protects the organisation against claims for negligence arising out of its operations and out of errors or omissions in professional advice. This cover is provided through the Municipal Association of Victoria (MAV). Directors and Officers Liability Insurance: protects board members and officers against any civil claims arising out of their normal functions as an officer or board member. The policy also covers the organisation for any employment law claims from its employees. This is provided by Jardine, Lloyd Thomas Pty Ltd. Commercial Crime Insurance is provided through the Municipal Association of Victoria. A WorkCover Insurance Policy is maintained in accordance with the requirements of the Victorian WorkCover Insurance legislation with Gallagher Bassett Services.

## Risk Management

GRLC's risk management framework applies a methodology consistent with the ANZ ISO 31000:2009 risk management guidelines as well as the Victorian Government Risk Management Framework developed by the Department of Treasury and Finance. The framework includes two risk registers: a strategic risk register and an operational risk register and these are critically reviewed on a biennial basis. The strategic risk register was reviewed in June 2017.

## Protected Disclosures

In accordance with the provisions of s58 of the *Protected Disclosure Act 2012*, the Corporation has a procedure for dealing with disclosures made under the Act. GRLC Coordinator Corporate Services is the Corporation's Protected Disclosure Coordinator. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman.

# Financial Report

**For the year ended 30 June 2017**

# COMPREHENSIVE INCOME STATEMENT

**For the year ended 30 June 2017**

| | Note | 2017 $ | 2016 $ |
|---|---|---|---|
| **INCOME** | | | |
| Contributions | 5 | 10,603,430 | 10,230,166 |
| Grants – operating | 4 | 1,863,936 | 1,814,621 |
| Assets provided at no consideration | 5 | – | 1,311,362 |
| Other income | 7 | 351,605 | 307,675 |
| User fees | 3 | 328,145 | 221,113 |
| Grants – capital | 4 | 49,093 | 151,852 |
| Net gain/(loss) on disposal of plant and equipment | 6 | (12,144) | 38,408 |
| **Total income** | | **13,184,065** | **14,075,197** |
| | | | |
| **EXPENSES** | | | |
| Employee costs | 8 | 9,191,698 | 8,421,733 |
| Materials and services | 9 | 2,446,995 | 2,455,248 |
| Depreciation | 10 | 2,246,165 | 2,178,901 |
| Book value of assets written off | 10 | 317,051 | 224,321 |
| Other expenses | 11 | 84,400 | 84,742 |
| **Total expenses** | | **14,286,309** | **13,364,945** |
| | | | |
| **Surplus/(deficit) for the year** | | **(1,102,244)** | **710,252** |

The above comprehensive income statement should be read in conjunction with the accompanying notes.

# BALANCE SHEET

**As at 30 June 2017**

| | Note | 2017 $ | 2016 $ |
|---|---|---|---|
| **ASSETS** | | | |
| **Current assets** | | | |
| Cash and cash equivalents | 13 | 370,465 | 141,781 |
| Trade and other receivables | 14 | 181,816 | 268,133 |
| Other financial assets | 15 | 1,005,797 | 1,305,285 |
| Other assets | 16 | 116,664 | 190,805 |
| **Total current assets** | | **1,674,742** | **1,906,004** |
| | | | |
| **Non-current assets** | | | |
| Plant and equipment | 17 | 12,192,500 | 13,084,255 |
| **Total non-current assets** | | **12,192,500** | **13,084,255** |
| **Total assets** | | **13,867,242** | **14,990,259** |
| | | | |
| **LIABILITIES** | | | |
| **Current liabilities** | | | |
| Trade and other payables | 18 | 399,217 | 421,716 |
| Provisions | 19 | 1,420,689 | 1,433,547 |
| **Total current liabilities** | | **1,819,906** | **1,855,263** |
| | | | |
| **Non-current liabilities** | | | |
| Provisions | 19 | 170,657 | 156,073 |
| **Total non-current liabilities** | | **170,657** | **156,073** |
| **Total liabilities** | | **1,990,563** | **2,011,336** |
| | | | |
| **NET ASSETS** | | **11,876,679** | **12,978,923** |
| | | | |
| **EQUITY** | | | |
| Accumulated surplus | | 7,990,668 | 9,092,912 |
| Members Contributions | | 3,886,011 | 3,886,011 |
| **Total Equity** | | **11,876,679** | **12,978,923** |

The above balance sheet should be read in conjunction with the accompanying notes.

# STATEMENT OF CHANGES IN EQUITY

**For the year ended 30 June 2017**

| 2017 | Note | Total $ | Accumulated Surplus $ | Equity Contribution $ |
|---|---|---|---|---|
| Balance at beginning of the financial year | | 12,978,923 | 9,092,912 | 3,886,011 |
| Surplus/(deficit) for the year | | (1,102,244) | (1,102,244) | – |
| **Balance at end of the financial year** | | **11,876,679** | **7,990,668** | **3,886,011** |

| 2016 | Note | Total $ | Accumulated Surplus $ | Equity Contribution $ |
|---|---|---|---|---|
| Balance at beginning of the financial year | | 12,268,671 | 8,382,660 | 3,886,011 |
| Surplus/(deficit) for the year | | 710,252 | 710,252 | – |
| **Balance at end of the financial year** | | **12,978,923** | **9,092,912** | **3,886,011** |

The above statement of changes in equity should be read with the accompanying notes.

# STATEMENT OF CASH FLOWS

**For the year ended 30 June 2017**

| | Note | 2017 Inflows/(Outflows) $ | 2016 Inflows/(Outflows) $ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| User fees | | 360,960 | 243,224 |
| Grants – operating | | 1,863,936 | 1,814,621 |
| Grants – capital | | 49,093 | 151,852 |
| Contributions | | 10,735,335 | 10,490,724 |
| Interest received | | 70,969 | 102,310 |
| Other receipts | | 308,700 | 225,902 |
| Net GST refund | | 223,965 | 250,923 |
| Employee costs | | (9,128,591) | (8,351,725) |
| Materials and services | | (2,747,125) | (3,171,997) |
| Other payments | | (86,955) | (104,218) |
| **Net cash provided by/(used in) operating activities** | 20 | **1,650,286** | **1,651,616** |
| | | | |
| **Cash flows from investing activities** | | | |
| Payments for plant and equipment | 17 | (1,750,143) | (2,819,201) |
| Proceeds from sale of plant and equipment | | 29,054 | 43,095 |
| Payments for investments | | (10,266,166) | (10,403,701) |
| Proceeds from investments | | 10,565,654 | 11,411,309 |
| **Net cash provided by/(used in) investing activities** | | **(1,421,601)** | **(1,768,498)** |
| Net increase/(decrease) in cash and cash equivalents | | 228,685 | (116,882) |
| Cash and cash equivalents at the beginning of the financial year | | 141,781 | 258,663 |
| **Cash and cash equivalents at the end of the financial year** | 21 | **370,466** | **141,781** |
| Restrictions on cash assets | 13 | | |

The above statement of cash flow should be read with the accompanying notes.

# STATEMENT OF CAPITAL WORKS

**For the year ended 30 June 2017**

| | Note | 2017 $ | 2016 $ |
|---|---|---|---|
| **PLANT MACHINERY AND EQUIPMENT** | | | |
| Plant machinery and equipment | | 171,029 | 113,654 |
| Fixtures, fittings and furniture | | 307,627 | 1,481,989 |
| Library books | | 1,235,551 | 1,362,466 |
| **Total plant machinery and equipment** | | **1,714,207** | **2,958,109** |
| | | | |
| **Total capital works expenditure** | | **1,714,207** | **2,958,109** |
| | | | |
| **Represented by:** | | | |
| New asset expenditure | | – | 1,313,075 |
| Asset renewal expenditure | | 1,579,016 | 1,645,034 |
| Asset upgrade expenditure | | 135,191 | – |
| **Total capital works expenditure** | | **1,714,207** | **2,958,109** |

The above statement of capital works should be read with the accompanying notes.

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## INTRODUCTION

The Geelong Regional Library Corporation was established by the member Councils to provide library services in the member's municipalities on 4th March 1997 and is a body corporate. The member Councils are the City of Greater Geelong, Surf Coast Shire, Borough of Queenscliffe and Golden Plains Shire. The Geelong Regional Library Corporation's main office is located at 51 Little Malop Street, Geelong.

## Statement of compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989,* and the *Local Government (Planning and Reporting) Regulations 2014*.

## NOTE 1 SIGNIFICANT ACCOUNTING POLICIES

### (a) Basis of accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the fair value of plant machinery and equipment (refer to note 1 (g) )
- the determination of depreciation for plant machinery and equipment (refer to note 1 (h) )
- the determination of employee provisions (refer to note 1 (k) )

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

### (b) Changes in accounting policies

There have been no changes in accounting policies from the previous period.

### (c) Revenue recognition

Income is recognised when the Corporation obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to the Corporation and the amount of the contribution can be measured reliably.

**User fees**

User fees are recognised as revenue when the service has been provided or the payment is received, whichever first occurs.

**Grants**

Grant income is recognised when the Corporation obtains control of the contribution. This is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant has been secured, and are valued at their fair value at the date of transfer.

Where grants or contributions recognised as revenues during the financial year were obtained on condition that they be expended in a particular manner or used over a particular period and those conditions were undischarged at balance date, the unused grant or contribution is disclosed in note 4. The note also discloses the amount of unused grant or contribution from prior years that was expended on the Corporation's operations during the current year.

**Contributions**

Monetary contributions are recognised as revenue when the Corporation obtains control over the contributed asset.

**Sale of plant machinery and equipment**

The profit or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

**Interest**

Interest is recognised as it is earned.

**Other Income**

Other income is measured at the fair value of the consideration received or receivable and is recognised when the Corporation gains control over the right to receive the income. Other income also includes fines on overdue books.

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## (d) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of 90 days or less, net of outstanding bank overdrafts.

## (e) Trade and other receivables

Receivables are carried at amortised cost using the effective interest rate method. A provision for doubtful debts is recognised when there is objective evidence that an impairment has occurred.

## (f) Other financial assets

Other financial assets are valued at fair value, being market value, at balance date. Term deposits are measured at amortised cost. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

## (g) Recognition and measurement of property, plant machinery and equipment, infrastructure, intangibles

### Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the amount for which the asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Where assets are constructed by the Corporation, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

In accordance with the Corporation's policy, the threshold limits detailed in Note 1 h have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year. Plant machinery and equipment are valued at cost.

## (h) Depreciation for plant machinery and equipment

Plant machinery and equipment and other assets having limited useful lives are systematically depreciated over their useful lives to the Corporation in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Straight line depreciation is charged based on the residual useful life as determined each year.

| Asset recognition thresholds and depreciation periods | Depreciation Period | Threshold Limit $ |
|---|---|---|
| **Plant and Equipment** | | |
| plant and equipment | 6.67–8 years | No limit |
| fixtures, fittings and furniture | 3–10 years | 1,000 |
| computers and telecommunications | 4 years | 1,000 |
| library books | 2–20 years | No limit |

## (i) Repairs and maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

## (j) Impairment of assets

At each reporting date, the Corporation reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement.

## (k) Employee costs and benefits

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date

### Wages and salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits, annual leave and accumulated sick leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

### Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

Current Liability – unconditional LSL is disclosed as a current liability even when the the Corporation does not expect to settle the liability within 12 months because it will not have the unconditional right to defer settlement of the entitlement should an employee take leave within 12 months

The components of this current liability are measured at :

- present value – component that is not expected to be wholly settled within 12 months.

- nominal value – component that is expected to be wholly settled within 12 months.

### Classification of employee costs

Non-current liability – conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non – current liability. There is an unconditional right to defer settlement of the entitlement until the employee has completed the requisite years of service.

This non-current LSL liability is measured at present value.

## (l) Leases

### Operating leases

Lease payments for operating leases are required by the accounting standard to be recognised on a straight line basis, rather than expensed in the years in which they are incurred.

## (m) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the Statement of Cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

## (n) Contingent assets and contingent liabilities

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed by way of a note and, if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value by way of note and presented inclusive of the GST payable.

## (o) Pending accounting standards

Certain new AAS's have been issued that are not mandatory for the 30 June 2017 reporting period. The Corporation has assessed these pending standards and has identified that no material impact will flow from the application of these standards in future reporting periods.

## (p) Rounding

Unless otherwise stated, amounts in the financial report have been rounded to the nearest thousand dollars. Figures in the

# NOTES TO THE FINANCIAL REPORT
**For the year ended 30 June 2017**

## NOTE 2 BUDGET COMPARISON

The budget comparison notes compare the Corporation's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. The Corporation has adopted a materiality threshold of the lower of 10 percent or $250k where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation on 27th June 2016. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for revenue and expense targets in this budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

| a) Income and Expenditure | Budget 2017 $ | Actual 2017 $ | Variance 2017 $ | Variance 2017 % | Ref |
|---|---:|---:|---:|---:|---:|
| **INCOME** | | | | | |
| Contributions | 10,601,921 | 10,603,430 | 1,509 | 0% | |
| Grants – operating | 1,863,936 | 1,863,936 | – | 0% | |
| Other income | 328,165 | 351,605 | 23,440 | 7% | |
| User fees | 357,435 | 328,145 | (29,290) | -8% | |
| Grants – capital | 49,102 | 49,093 | (9) | 0% | |
| Net gain/(loss) on disposal of plant and equipment | 15,000 | (12,144) | (27,144) | -181% | 1 |
| **Total income** | **13,215,559** | **13,184,065** | **(31,494)** | **0%** | |
| **EXPENSES** | | | | | |
| Employee costs | 9,279,114 | 9,191,698 | 87,416 | 1% | |
| Materials and services | 2,480,701 | 2,446,995 | 33,706 | 1% | |
| Depreciation | 2,083,000 | 2,246,165 | (163,165) | -8% | |
| Book value of assets written off | – | 317,051 | (317,051) | 100% | 2 |
| Other expenses | 84,200 | 84,400 | (200) | 0% | |
| **Total expenses** | **13,927,015** | **14,286,309** | **(359,294)** | **-3%** | |
| **Surplus/(deficit) for the year** | **(711,456)** | **(1,102,244)** | **(390,788)** | **55%** | |

### (i) Explanation of material variations

| Variance Ref | Item | Explanation |
|---|---|---|
| 1 | Net gain/(loss) on disposal of plant and equipment | Proceeds on disposal of motor vehicles was $14k favourable to budget, offset by an unbudgeted carrying amount of $41.2k. |
| 2 | Book value of assets written off | Book value of assets written off was $317k unbudgeted due to an increase in disposal of Library Collection items before being fully depreciated. |

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## NOTE 2 BUDGET COMPARISON (CONT)

### b) Capital Works

| | Budget 2017 $ | Actual 2017 $ | Variance 2017 $ | Variance 2017 % | Ref |
|---|---|---|---|---|---|
| **PLANT AND EQUIPMENT** | | | | | |
| Library books | 1,230,733 | 1,235,551 | (4,818) | 0% | |
| Fixtures, fittings and furniture | 300,000 | 307,627 | (7,627) | –3% | |
| Plant and equipment | 102,750 | 171,029 | (68,279) | –66% | 1 |
| **Total plant and equipment** | **1,633,483** | **1,714,207** | **(80,724)** | **–5%** | |
| | | | | | |
| **Total capital works expenditure** | **1,633,483** | **1,714,207** | **(80,724)** | **–5%** | |
| | | | | | |
| **Represented by:** | | | | | |
| Asset renewal expenditure | 1,633,483 | 1,579,016 | 54,467 | 3% | |
| Asset upgrade expenditure | – | 135,191 | (135,191) | 0% | |
| **Total capital works expenditure** | **1,633,483** | **1,714,207** | **(80,724)** | **–5%** | |

### (i) Explanation of material variations

| Variance Ref | Item | Explanation |
|---|---|---|
| 1 | Plant and equipment | Unbudgeted $35.8k changeover of one light vehicle. Refurbishment of the Golden Plains Mobile Library was $34.4k unfavourable to budget. |

## NOTE 3 USER FEES

| | 2017 $ | 2016 $ |
|---|---|---|
| Other fees and charges | 328,145 | 221,113 |
| **Total user fees** | **328,145** | **221,113** |

### NOTE 4 GRANTS

| | 2017 $ | 2016 $ |
|---|---:|---:|
| Grants were received in respect of the following : | | |
| **Summary of grants** | | |
| State funded grants | 1,913,029 | 1,863,723 |
| **Total grants** | **1,913,029** | **1,863,723** |
| | | |
| **Operating Grants** | | |
| *Recurrent – State Government* | | |
| Libraries | 1,863,936 | 1,814,621 |
| **Total recurrent operating grants** | **1,863,936** | **1,814,621** |
| **Total operating grants** | **1,863,936** | **1,814,621** |
| | | |
| **Capital Grants** | | |
| *Recurrent – State Government* | | |
| Premiers Reading Challenge | 49,093 | 49,102 |
| Living Libraries Infrastructure Program | – | 102,750 |
| **Total recurrent capital grants** | **49,093** | **151,852** |
| **Total capital grants** | **49,093** | **151,852** |

### NOTE 5 CONTRIBUTIONS

| | 2017 $ | 2016 $ |
|---|---:|---:|
| City of Greater Geelong | 9,294,382 | 8,935,951 |
| Surf Coast Shire | 678,574 | 645,971 |
| Golden Plains Shire | 414,317 | 429,111 |
| Borough of Queenscliffe | 216,157 | 219,133 |
| **Total monetary contributions** | **10,603,430** | **10,230,166** |
| | | |
| Non-monetary contribution (City of Greater Geelong – fixtures, furniture & equipment) | – | 1,311,362 |
| **Total non-monetary contributions** | **–** | **1,311,362** |
| | | |
| **Total contributions** | **10,603,430** | **11,541,528** |

## NOTE 6 NET GAIN/(LOSS) ON DISPOSAL OF PLANT AND EQUIPMENT

|  | 2017 $ | 2016 $ |
|---|---|---|
| Proceeds of sale | 29,054 | 43,095 |
| Write down value of assets disposed | (41,198) | (4,687) |
| **Total net gain/(loss) on disposal of plant and equipment** | **(12,144)** | **38,408** |

## NOTE 7 OTHER INCOME

|  | 2017 $ | 2016 $ |
|---|---|---|
| Interest | 70,969 | 102,310 |
| Other | 280,636 | 205,365 |
| **Total other income** | **351,605** | **307,675** |

## NOTE 8 EMPLOYEE COSTS

### (a) Employee Costs

|  | 2017 $ | 2016 $ |
|---|---|---|
| Wages and salaries | 8,354,189 | 7,610,464 |
| WorkCover | 43,768 | 39,111 |
| Casual staff/Supplementary Labour | 9,758 | 12,750 |
| Superannuation | 730,464 | 689,553 |
| Fringe benefits tax | 53,519 | 39,416 |
| Other | – | 30,439 |
| **Total employee costs** | **9,191,698** | **8,421,733** |

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## (b) Superannuation

| | 2017 $ | 2016 $ |
|---|---|---|
| The Corporation made contributions to the following funds: | | |
| **Defined benefit fund** | | |
| Employer contributions to Local Authorities Superannuation Fund (Vision Super) | 74,261 | 72,799 |
| **Total defined benefit fund** | **74,261** | **72,799** |
| Employer contributions payable at reporting date | 13,863 | – |
| | | |
| **Accumulation funds** | | |
| Employer contributions to Local Authorities Superannuation Fund (Vision Super) | 490,207 | 483,921 |
| Employer contributions – other funds | 165,995 | 122,069 |
| **Total accumulation funds** | **656,202** | **605,990** |
| Employer contributions payable at reporting date | – | – |

Refer to note 23 for further information relating to Council's superannuation obligations.

## NOTE 9 MATERIALS AND SERVICES

| | 2017 $ | 2016 $ |
|---|---|---|
| Contract payments | 609,698 | 632,797 |
| Building maintenance | 9,407 | 7,361 |
| General maintenance | 98,057 | 87,422 |
| Utilities | 434,509 | 410,900 |
| Office administration | 845,423 | 926,012 |
| Information technology | 318,037 | 310,805 |
| Insurance | 14,135 | 7,763 |
| Consultants | 117,729 | 72,188 |
| **Total materials and services** | **2,446,995** | **2,455,248** |

### NOTE 10 DEPRECIATION

|  | 2017 $ | 2016 $ |
|---|---:|---:|
| Plant and equipment: | | |
| Heavy vehicles and plant | 91,430 | 77,606 |
| Light vehicles | 53,273 | 28,555 |
| Furniture and equipment | 874,953 | 907,375 |
| Lending materials | 1,226,509 | 1,165,365 |
| **Total depreciation** | **2,246,165** | **2,178,901** |
| | | |
| Book value of assets written off | 317,051 | 224,321 |
| **Total book value of assets written off** | **317,051** | **224,321** |

Refer to note 17 for a more detailed breakdown of depreciation charges.

### NOTE 11 OTHER EXPENSES

|  | 2017 $ | 2016 $ |
|---|---:|---:|
| Auditors' remuneration – VAGO – audit of the financial statements | 9,400 | 9,200 |
| Operating lease rentals | 75,000 | 75,542 |
| **Total other expenses** | **84,400** | **84,742** |

### NOTE 12 SHARE OF EQUITY

The percentage of equity held by participating Councils making up the Geelong Regional Library Corporation is based on original contributions made at the time the Corporation came into being on 4th March 1997 plus a percentage of profits based on contributions made for each year. The percentage is as follows:

|  | 2017 $ | 2016 $ |
|---|---:|---:|
| City of Greater Geelong | 88.11% | 87.91% |
| Surf Coast Shire | 3.85% | 4.13% |
| Golden Plains Shire | 6.23% | 6.11% |
| Borough of Queenscliffe | 1.81% | 1.85% |

### Control of the Geelong Regional Library Corporation

The Geelong Regional Library Corporation is financially dependent on the contributions from the City of Greater Geelong. However the City of Greater Geelong does not control the Geelong Regional Library Corporation under the guidance of AASB 10. The City of Greater Geelong does not have discretion to direct the activities of the Geelong Regional Library Corporation.

# NOTES TO THE FINANCIAL REPORT
**For the year ended 30 June 2017**

## NOTE 13 CASH AND CASH EQUIVALENTS

| | 2017 $ | 2016 $ |
|---|---|---|
| Cash on hand | 4,320 | 3,920 |
| Cash at bank | 366,145 | 137,861 |
| **Total cash and cash equivalents** | **370,465** | **141,781** |

## NOTE 14 TRADE AND OTHER RECEIVABLES

| | 2017 $ | 2016 $ |
|---|---|---|
| **Current** | | |
| Current account – City of Greater Geelong | 181,816 | 268,133 |
| **Total trade and other receivables** | **181,816** | **268,133** |

**a) Ageing of Receivables**

The ageing of the Corporation's trade and other receivables was:

| | 2017 $ | 2016 $ |
|---|---|---|
| Current (not yet due) | 181,816 | 268,133 |
| **Total trade and other receivables** | **181,816** | **268,133** |

## NOTE 15 OTHER FINANCIAL ASSETS

| | 2017 $ | 2016 $ |
|---|---|---|
| Term deposits | 1,005,797 | 1,305,285 |
| **Total other financial assets** | **1,005,797** | **1,305,285** |

## NOTE 16 OTHER ASSETS

| | 2017 $ | 2016 $ |
|---|---|---|
| Prepayments | 116,664 | 190,805 |
| **Total other assets** | **116,664** | **190,805** |

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## NOTE 17 PLANT, LIBRARY BOOKS AND EQUIPMENT

**Summary of plant, library books and equipment**

|  | At cost 30 June 2017 | Accumulated depreciation | WDV 30 June 2017 | At cost 30 June 2016 | Accumulated depreciation | WDV 30 June 2016 |
|---|---|---|---|---|---|---|
| Plant and equipment | 1,354,515 | (656,093) | 698,422 | 1,295,722 | (582,427) | 713,295 |
| Fixtures fittings and furniture | 7,961,272 | (5,092,548) | 2,868,724 | 7,679,003 | (4,242,953) | 3,436,050 |
| Library books | 13,417,986 | (4,792,632) | 8,625,354 | 13,700,174 | (4,765,263) | 8,934,910 |
| **Total** | **22,733,773** | **(10,541,273)** | **12,192,500** | **22,674,898** | **(9,590,643)** | **13,084,255** |

|  | Plant and equipment | Fixtures fittings and furniture | Library books | Total plant and equipment |
|---|---|---|---|---|
| **Plant, library books and equipment** |  |  |  |  |
| At cost 1 July 2016 | 1,295,722 | 7,679,003 | 13,700,174 | 22,674,899 |
| Accumulated depreciation at 1 July 2016 | (582,427) | (4,242,953) | (4,765,263) | (9,590,643) |
|  | **713,295** | **3,436,050** | **8,934,911** | **13,084,256** |
| **Movements in fair value** |  |  |  |  |
| Acquisition of assets | 171,029 | 307,627 | 1,234,004 | 1,712,660 |
| Assets disposed | (112,236) | (25,358) | (1,516,192) | (1,653,785) |
|  | **58,793** | **282,269** | **(282,188)** | **58,875** |
| **Movements in accumulated depreciation** |  |  |  |  |
| Depreciation | (144,703) | (874,953) | (1,226,509) | (2,246,165) |
| Accumulated depreciation of disposals | 71,037 | 25,358 | 1,199,140 | 1,295,535 |
|  | **(73,666)** | **(849,595)** | **(27,369)** | **(950,630)** |
|  |  |  |  |  |
| At cost 30 June 2017 | 1,354,515 | 7,961,272 | 13,417,986 | 22,733,773 |
| Accumulated depreciation at 30 June 2017 | (656,093) | (5,092,548) | (4,792,632) | (10,541,273) |
|  | **698,422** | **2,868,724** | **8,625,354** | **12,192,500** |

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## NOTE 18 TRADE AND OTHER PAYABLES

| | 2017 $ | 2016 $ |
|---|---:|---:|
| Trade payables | 369,088 | 412,938 |
| Accrued expenses | 30,129 | 8,778 |
| **Total trade and other payables** | **399,217** | **421,716** |

## NOTE 19 PROVISIONS

| | 2017 $ | 2016 $ |
|---|---:|---:|
| **(a) Employee provisions** | | |
| **Current provisions expected to be wholly settled within 12 months** | | |
| Annual leave | 499,321 | 496,275 |
| Long service leave | 159,534 | 111,211 |
| | **658,855** | **607,486** |
| **Current provisions expected to be wholly settled after 12 months** | | |
| Annual leave | 31,080 | 35,461 |
| Long service leave | 730,754 | 790,600 |
| | **761,834** | **826,061** |
| **Total current provisions** | **1,420,689** | **1,433,547** |
| | | |
| **Non-current provisions** | | |
| Long service leave | 170,657 | 156,073 |
| **Total non-current provisions** | **170,657** | **156,073** |
| Aggregate carrying amount of employee provisions: | | |
| Current | 658,855 | 607,486 |
| Non-current | 170,657 | 156,073 |
| **Total aggregate carrying amount of employee provisions** | **829,512** | **763,559** |

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## NOTE 20 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO SURPLUS/(DEFICIT)

| | 2017 $ | 2016 $ |
|---|---:|---:|
| Surplus/(deficit) for the year | (1,102,244) | 710,252 |
| Depreciation | 2,563,216 | 2,403,222 |
| Assets provided at no consideration | – | (1,311,362) |
| Profit/(loss) on disposal of plant and equipment | (29,054) | (43,095) |
| Book value of assets written off | 41,198 | 4,687 |
| **Change in assets and liabilities:** | | |
| (Increase)/decrease in trade and other receivables | 100,180 | (263,093) |
| Decrease in prepayments | 74,141 | (39,086) |
| Increase/(decrease) in trade and other payables | 1,124 | 91,399 |
| Increase/(decrease) in provisions | 1,726 | 98,691 |
| **Net cash provided by/(used in) operating activities** | **1,650,287** | **1,651,616** |

## NOTE 21 RECONCILIATION OF CASH AND CASH EQUIVALENTS

| | 2017 $ | 2016 $ |
|---|---:|---:|
| Cash and cash equivalents (see note 13) | 370,465 | 141,781 |
| **Total cash and cash equivalents** | **370,465** | **141,781** |

## NOTE 22 SUPERANNUATION

The Geelong Regional Library Corporation makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defind benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in Comprehensive Income Statement when they are made or due.

### Accumulation

The Fund's accumulation categories, Vision MySuper/ Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2017, this was 9.5%) as required under Superannuation Guarantee legislation.

### Defined benefit

The Geelong Regional Library Corporation does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of the Geelong Regional Library Corporation in the Fund can not be measured as a percentage compared with other participating employers. Therefore, the Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

### Funding arrangements

The Geelong Regional Library Corporation makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary.

As at 30 June 2016, an interimactuarial investigation was held as the Fund provides life time pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which the Geelong Regional Library Corporation is a contribution employer was 102.0%. To determine the VBI, the fund Actuary used the following long-term assumptions:

| | |
|---|---|
| Net | 7.0% pa |
| Salary | 4.25% pa |
| Price inflation | 2.5% pa |

Vision Super has advised that the estimated VBI at March 2017 was 106.6%.

The VBI is to be used as the primary funding indicator. Because the VBI was above 100% the actuarial investigation determined the defined benefit category was in a satisfactory financial position and that no change was necessary to the defined benefit category's funding arrangements from prior years.

### Employer contributions

**Regular contributions**

On the basis of the results of the 2016 interim actuarial investigation conducted by the Fund Actuary, Geelong Regional Library Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30June 2017, this rate was 9.5% of members' salaries (9.5% for 2015/2016). This rate will increase inline with any increase to the contribution rate. In addition, Geelong Regional Library Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

### Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including Geelong Regional Library Corporation) are required to make an employer contribution to cover the shortfall. Using the agreed methodology, the short fall amount is apportioned between the participating employers based on the pre–1 July 1993 and post–30 June 1993 servic eliabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. If there is a surplus in the Fund, the surplus can not be returned to the participating employers. In the event that a participating employer is wound–up, the defined benefit obligations of that employer will be transferred to that employer's successor.

#### 2016 actuarial investigation surplus amounts

The Fund's latest actuarial investigation as at 30 June 2016 identified the following in the defined benefit category of which Geelong Regional Library Corporation is a contributing employer:

- A VBI surplus of $40.3 million; and
- A total service liability surplus of $156 million.

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligation sexcced the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2016. The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses. Geelong Regional Library Corporation was notified of the 30 June 2016 VBI during August 2016.

#### Future superannuation contributions

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2017 is $120k.

### NOTE 23 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

#### Contingent liabilities

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 23. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

### NOTE 24 FINANCIAL INSTRUMENTS

#### (a) Objectives and policies

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in Note 1 of the financial statements. Risk management is carried out by senior management under policies approved by the Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

#### (b) Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Corporation's exposures to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

#### Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk.

Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rate.

Investment of surplus funds is made with approved financial institutions under the Local Government Act 1989. We manage interest rate risk by adopting an investment policy that ensures:

- diversification of investment product; and,

- monitoring of return on investment.

- benchmarking of returns and comparison with budget.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Corporation's year end result.

## (c) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- we have a policy for establishing credit limits for the entities we deal with;

- we may require collateral where appropriate; and

- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

Receivables consist of a large number of customers, spread across the consumer, business and government sectors. Credit risk associated with the Corporation's financial assets is minimal because the primary debtor is the City of Greater Geelong.

There are no material financial assets which are individually determined to be impaired.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The Corporation does not hold any collateral.

## (d) Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or we will not have sufficient funds to settle a transaction when required, we will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks we:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;

- have readily accessible standby facilities and other funding arrangements in place;

- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and,

- monitor budget to actual performance on a regular basis.

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the face of the balance sheet, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

All financial liabilities are expected to be settled within normal terms of trade.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

## e) Fair value

Unless otherwise stated, the carrying amount of financial instruments reflect their fair value.

**Fair value hierarchy**

The Corporation's financial assets and liabilities are not valued in accordance with the fair value hierarchy , the Corporation's financial assets and liabilities are measured at amortised cost.

## (f) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Corporation believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of + 0.5% and –0.5% in market interest rates (AUD) from year-end rates of 1.5%.

These movements will not have a material impact on the valuation of the Corporation's financial assests and liabilities, nor will they have a material impact on the results of the Corporation's operations.

# NOTES TO THE FINANCIAL REPORT

**For the year ended 30 June 2017**

## NOTE 25 RELATED PARTY TRANSACTIONS

### (i) Key Management Personnel

Details of persons holding the position of Board Member or other Members of Key Management Personnel at the Corporation at any time during the year are:

### Board Members

Cr Helene Cameron (Borough of Queenscliffe – until 8 November 2016)

Cr Ross Ebbels (Borough of Queenscliffe – from 9 November 2016)

Cr Margot Smith (Surf Coast Shire)

Cr Nathan Hansford (Golden Plains Shire)

Kaz Paton (City of Greater Geelong)

Brett Luxford (City of Greater Geelong)

### Other Members

Ms Patti Manolis (Chief Executive Officer)

Cathryn Ferencz (Executive Manager)

Sue Howard (Executive Manager)

### (ii) Remuneration of Key Management Personnel

The numbers of Key Management Personnel whose total remuneration from the Corporation and any related entities, excluding retirement benefits, fall within the following bands:

| | 2017 No. | 2016 No. |
|---|---|---|
| $0 – $9,999 | 6 | 10 |
| $120,000 – $129,999 | 1 | – |
| $140,000 – $149,999 | 1 | – |
| $200,000 – $209,999 | 1 | 1 |
| | **9** | **11** |
| Total Remuneration for the reporting year for Responsible Persons included above amounted to: | **485,011** | **208,681** |

Board Members received no remuneration from the Geelong Regional Library Corporation.

### (iii) Transactions with related parties

There were no transactions with related parties to report.

### (iv) Outstanding balances with related parties

There are no oustanding balances at the end of the reporting period in relation to transactions with related parties.

### (v) Loans to/from related parties

There are no loans in existence that have been made, guaranteed or secured by the Corporation to a related party at balance date.

### (vi) Commitments to/from related parties

There are no commitments in existence that have been made, guaranteed or secured by the Corporation to a related party at balance date.

## NOTE 26 EVENTS OCCURRING AFTER BALANCE DATE

No matters have occurred after balance date that require disclosure in the financial report.

# CERTIFICATION OF THE FINANCIAL STATEMENTS

In my opinion the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989,* the *Local Government (Planning and Reporting) Regulations 2014,* Australian Accounting Standards and other mandatory professional reporting requirements.

*Mrs Kathy Fulton CPA*

**Principal Accounting Officer**

**Date :**              *21st August 2017*

*Geelong*

In our opinion the accompanying financial statements present fairly the financial transactions of the Geelong Regional Library Corporation for the year ended 30 June 2017 and the financial position of the Corporation as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Geelong Regional Library Corporation and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.

**Board Member**

**Date :**              *21st August 2017*

*Geelong*

**Board Member**

**Date :**              *21st August 2017*

*Geelong*

*Ms Patti Manolis*

**Chief Executive Officer**

**Date :**              *21st August 2017*

*Geelong*

# Independent Auditor's Report

*To the Board Members of Geelong Regional Library Corporation*

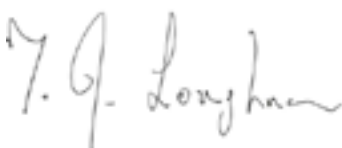| | |
|---|---|
| **Opinion** | I have audited the financial report of Geelong Regional Library Corporation (the corporation) which comprises the: |
| | • balance sheet as at 30 June 2017 |
| | • comprehensive income statement for the year then ended |
| | • statement of changes in equity for the year then ended |
| | • statement of cash flows for the year then ended |
| | • notes to the financial statements, including a summary of significant accounting policies |
| | • certification of the financial report. |
| | In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2017 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 6 of the *Local Government Act 1989* and applicable Australian Accounting Standards. |
| **Basis for Opinion** | I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. My responsibilities under the Act are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. |
| | My independence is established by the *Constitution Act 1975.* My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code. |
| | I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion. |
| **Board Members's responsibilities for the financial report** | The Board Members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1989*, and for such internal control as the Board Members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error. |
| | In preparing the financial report, the Board Members are responsible for assessing the corporation's ability to continue as a going concern, and using the going concern basis of accounting unless it is inappropriate to do so. |

| **Auditor's responsibilities for the audit of the financial report** | As required by the *Audit Act 1994,* my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report. |
|---|---|

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board Members
- conclude on the appropriateness of the Board Members's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE

28 August 2017

Tim Loughnan

*as delegate for the Auditor-General of Victoria*

# GEELONG REGIONAL LIBRARIES

**Geelong Library
& Heritage Centre
51 Little Malop Street
T 4201 0600**

GEELONG LIBRARY HERITAGE CENTRE G&HC

**Bannockburn**
25–27 High Street
T 5281 2367

**Barwon Heads**
Barwon Heads Primary School,
Golf Links Road
T 5254 2143

**Belmont**
163 High Street
T 5243 2655

**Chilwell**
51 Russell Street, Newtown
T 5221 5129

**Corio**
Cox Road (cnr Moa Street) Norlane
T 5275 2388

**Drysdale**
18–20 Hancock Street
T 5251 3855

**Geelong West**
153A Pakington Street
T 5229 1939

**Highton**
Roslyn Road (cnr Belle Vue Avenue)
T 5243 4864

**Lara**
5 Walkers Road
T 5282 4182

**Newcomb**
cnr Bellarine Highway & Wilsons Road
T 5248 1802

**Ocean Grove**
Presidents Avenue (cnr The Avenue)
T 5255 4218

**Queenscliff**
55 Hesse Street
T 5258 2017

**Torquay**
Surf City Plaza, Beach Road
T 5261 3049

**Waurn Ponds**
140 Pioneer Road
T 5244 0048

**Western Heights**
Western Heights College,
Vines Road, Hamlyn Heights
T 5277 1177

**Mobile Library Stops**

| | |
|---|---|
| Aireys Inlet | Leopold |
| Anakie | Linton |
| Anglesea | Lorne |
| Cape Clear | Meredith |
| Deans Marsh | Portarlington |
| Dereel | Rokewood |
| Enfield | Smythesdale |
| Grenville | St Leonards |
| Haddon | Winchelsea |

**Thank you to our valued
members, visitors and
partners for supporting the
Geelong Regional Library
Corporation this year.**

BOROUGH OF QUEENSCLIFFE

CITY OF GREATER GEELONG

GOLDEN PLAINS SHIRE

SurfCOAST SHIRE