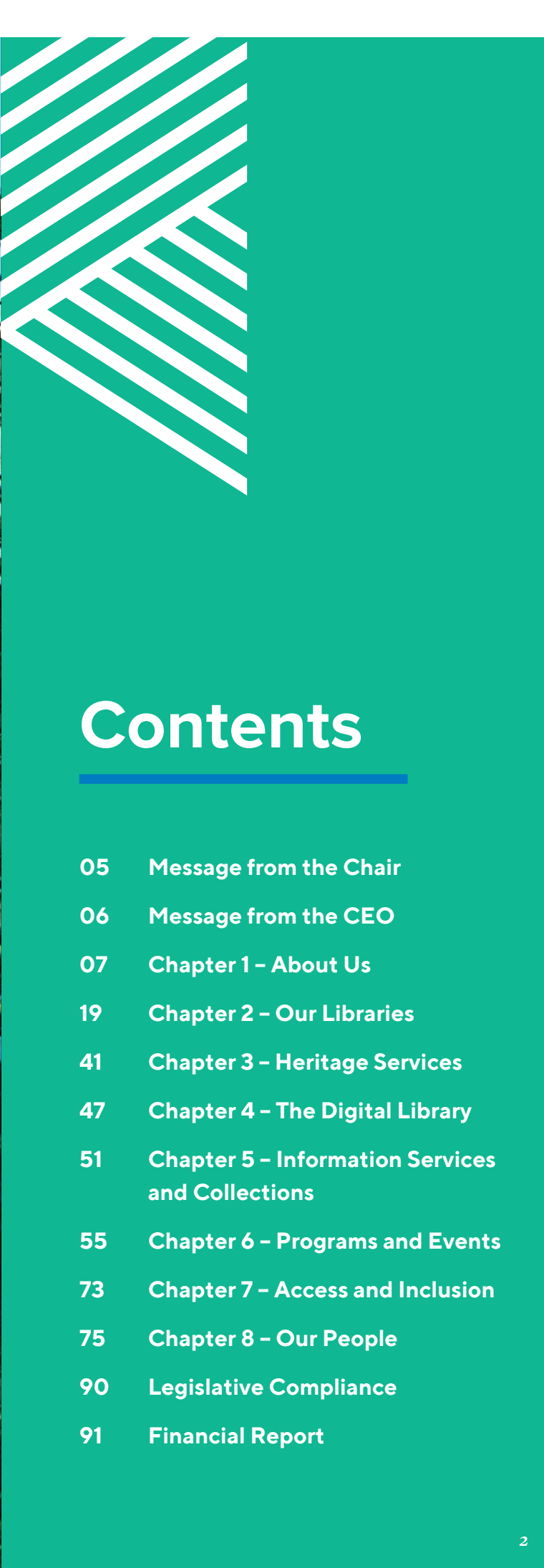# Annual Report
2017 - 2018

GEELONG
REGIONAL
LIBRARIES

Welcome.

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 Ahead, Library Plan 2017 to 2021.*

Contents

Our Vision

A thriving regional community

- **Enriched by reading**

- **Empowered by learning**

- **Inspired by information and ideas.**

Our Mission

To be an exemplary library service.

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

- **by providing safe, welcoming and inclusive places and spaces**

- **by facilitating equitable access to collections, programs, information and technology**

- **by nurturing discovery, creativity and innovation**

- **through the knowledge, expertise and encouragement of library staff.**

Our Goals

The Geelong Regional Library Corporation (GRLC) strives to enrich, empower and inspire the community we serve by providing library services and experiences that create opportunities for people to read, learn, work and connect with one another and the ever-changing world in which they live.

Over the next four years our Library Plan will guide us as we move ahead, striving to leave no community member behind. We will focus on four key goals.

Goal One.

Join up, join in

To deliver greater benefit to our community we must grow library usage and library membership. More readers, more loans, more library visits, more downloads, more people participating in library programs. We will reach out to and engage new library users, especially those in greatest need of support, so that they can access and benefit from the many services we offer.

Goal Two.

Making life better

Everyone is welcome at the library, and the library has something to make everyone's life better. We will:

- foster a love of reading in people of all ages
- support development of reading and digital literacies – essential life skills in the modern age
- facilitate access to authoritative trusted information
- support digital and social inclusion
- fire the imagination through thought-provoking and inspiring experiences
- work with our partners to connect people with the services they need
- share stories and celebrate our heritage, our many cultures and our aspirations.

Goal Three.

Great customer experiences

Our library users rate our performance very highly. We aim to do even better. The quality of the customer experience in our libraries and in library programs is directly related to the attitudes, knowledge and skills of our staff. We will empower and equip them to respond to users' needs in the most friendly, professional and expert manner possible.

Goal Four.

Regional strength, local feel

Among the state's 47 public libraries GRLC best displays the desired combination of high service levels, collections quality and usage delivered at average industry cost. We are Victoria's leading public library service. We will strive to remain an industry and community leader. We will build on the strength of a collaborative regional approach, realising opportunities for efficient and sustainable service delivery, while retaining a local feel in provision of library services to meet the varying needs of communities across the Geelong region.

Message from our Chair

It is my honour to present the 2017/18 Annual Report of the Geelong Regional Library Corporation.

"

In my first year in the role as Chair of the Geelong Regional Library Board – and as a great supporter of the work of public libraries – it is a pleasure to reflect on the contribution, achievements and challenges of the GRLC over the past twelve months.

In 2017, as we marked the 20th anniversary of the Corporation, we were provided an opportunity to reflect on the significant benefits afforded by the partnership between our four member councils. For this successful model we can thank the wisdom of our forebears who paved the way for the Corporation, when in 1963 the Shire of Corio and City of Geelong joined forces to provide superior library services to the communities they served. Nothing demonstrates the power of collaboration more clearly than the results of an independent analysis which has ranked the GRLC as the number one performing library in the State for the fourth year in a row.

As an organisation, we are acutely aware of the myriad benefits of providing excellent library services, and I am extremely proud of the world-class service that our staff delivers to communities across the region. Some of these benefits include:

- Enabling the creation of informed communities and supporting and strengthening democracy through the equitable and free access to local and global information sources. In a global environment where each new generation creates more information and creative content than all previous generations combined, public libraries are more important than ever before. Public libraries support, defend and promote intellectual freedom and strengthen communities through information and knowledge.

- Being a dynamic, vibrant contributor to cultural life, providing welcoming innovative spaces for communities to connect. Our libraries move beyond the traditional offering of reading, literacy and literary activities. They are places where you may attend a lecture, exhibition or performance; create art or music; or develop new ideas and skills. Library activities are cultural in many senses of the word – cultural in that they animate community life and cultural in their dedication to the arts, books and ideas.

- Providing free and universal access to information technology infrastructure, digital literacy and technology resources. This is very important as equality of access to information has moved beyond the written word to now include technology, digital resources and digital equipment. We take seriously our role in enhancing digital inclusion and as a community leader in providing access to new and innovative technologies.

- Building social capital by providing welcoming, neutral and safe community spaces that are open to community members from all walks of life and by connecting individuals, groups and government.

In addition to all of this, our public libraries also generate significant economic benefit, activity and development. Cost-benefit analysis conducted in 2018 by SGS Economics and documented in *Libraries Work! The Socio-Economic Value of Public Libraries to Victorians* found that GRLC libraries generate $3.80 of benefit for every dollar invested. The report states that "Additional funding for public libraries has close to zero risk of generating diminishing returns."

The above-mentioned report was generated as part of the three-year state-wide ADVOCATE program, organised through a partnership between the State Library Victoria and the Public Libraries Victoria Network, in which we look forward to actively participating. The campaign, entitled Libraries Change Lives, seeks to raise awareness of the value and impact of public libraries and to ensure greater levels of sustainable funding, particularly from State Government whose contribution as a proportion of total cost is the lowest it has ever been.

I am pleased to have received the baton and to lead the Board of a highly successful library partnership. I would like to thank each of our member councils, as well as my fellow Board members, GRLC staff and volunteers, and the communities we serve for your contribution this year. All of you have played a role in ensuring that the GRLC is performing at its very best, and I look forward to working with you as we embark on the next exciting chapter in our story.

Cr Ron Nelson
Chair

Message from our CEO

At the conclusion of 2017/18, I eagerly report on another highly successful year for the Geelong Regional Library Corporation. This year represented our first 12 months guided by the *Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017–21*, and it is pleasing to report that we have successfully completed the majority of the actions set out in the plan for this period. As we enter the second year of the plan we are well positioned to continue the positive trajectory and we look forward to all the challenges and opportunities this will afford.

" *This report is an acknowledgement and celebration of the great work undertaken across the region via our extensive network of 16 library branches and two mobile libraries.*

Each day, more than 6,700 people visit a GRLC library or mobile, and a further 3,700 access our online services. Clearly our libraries are hubs of activity, learning and connection for so many in the community, and for this I am particularly proud.

Throughout the year, our highly–skilled and dedicated staff have worked with commitment to deliver community– responsive library services across our network – and the results are very positive. This year our membership has increased to 123,000 and we welcomed 1.9m visitors

through our library doors, equating to 6.3 visits for every resident in the region. Our collections were also very much appreciated, with 2.6m loans of hardcopy and eCollection items, equating to 8.5 loans for every resident.

Our lifelong learning and cultural programming continues to be a much– celebrated aspect of our service offer for people of all ages, and attracted over 152,000 attendances during 2017/18. Our event programming is an ever– evolving project, and each quarter our team works hard to attract an impressive and diverse range of presenters to deliver Special Events, Author Encounters, Open Mind Lectures, eKnowHow sessions, and other events at our libraries. There truly is something to interest everyone in our quarterly What's On brochure.

This year, the GRLC held the Word for Word National Non-Fiction Festival at the Geelong Library & Heritage Centre for the second time. The festival was an outstanding success with over 6,100 people passing through the doors of our central library over the weekend and 2,422 tickets purchased, representing an increase of 56%. I would like to congratulate and thank the team involved in the production of this event, as well as all those who supported it. The festival is unique in Australia and represents a valuable opportunity for us to showcase not only great writing and thinking, but also the Geelong region as a blossoming cultural hub.

Another cultural highlight for 2017/18 was the Reimagine: The World According to Children's Books project, which the GRLC was instrumental in delivering alongside partners Geelong Gallery and Children's Book Council. Reimagine was a multifaceted project that included an exhibition at the Geelong Gallery, a Children's Book Council Conference, a Reimagine Family Fun Day and many

other public programs. It is yet another wonderful example of what can be achieved through partnerships.

The breadth, depth and quality of the GRLC offer is possible only due to the contribution and hard work of our staff and volunteers; you truly are the backbone of our organisation and I acknowledge each one of you for the unique skills, vision and commitment that you bring to your work. I would also like to extend my sincere thanks to our dedicated Board members for their leadership, input and vision. And to our four member Councils – thank you for your ongoing support and cooperative approach which has allowed us to once again deliver a public library service for our region which is second to none.

" *Finally, to our library members and visitors, I thank you on behalf of the team for continuing to visit, borrow, read, attend, create, innovate and share at your local library.*

We appreciate your ongoing patronage and encourage you to connect with us and provide your feedback so we can continue to improve the service we offer to the community.

Patti Manolis
Chief Executive Officer

Chapter 1.

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 back 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 in March 1997, following local government amalgamations.

The GRLC 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 a network comprising a central library – the Geelong Library & Heritage Centre (GL&HC) – 15 community libraries, two mobile libraries and a website offering a wide range of eServices and eCollections, the Corporation provides free, universal access to reading, lifelong learning and discovery.

Services, both physical and virtual, are as diverse as the community the library serves.

Golden Plains Shire

City of Greater Geelong

Corio Bay

N

Geelong Library & Heritage Centre

Community Libraries

Mobile Library Stops

Surf Coast Shire

Borough of Queenscliffe

Bass Strait
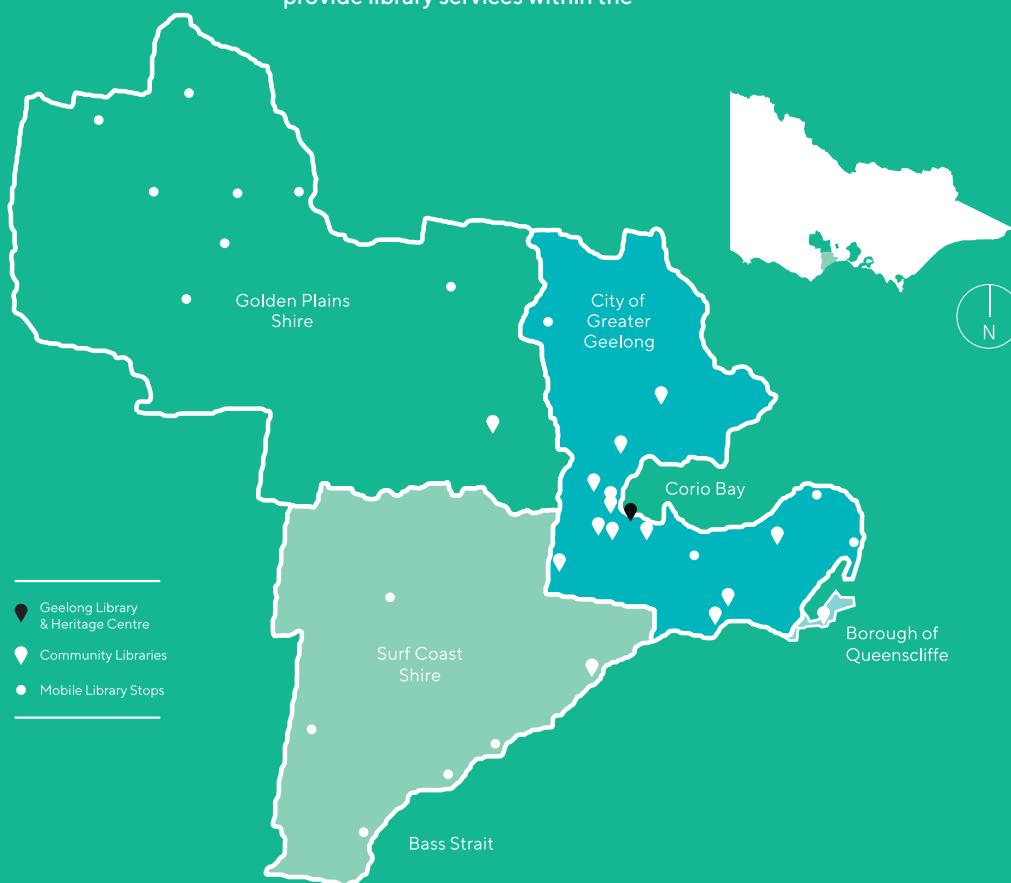
2017/18 *Highlights*.

16 libraries

2 mobile libraries

extensive digital services
via our website

1.9m visits
equivalent to 6.3 visits per resident

6,700 people
people visit a Geelong Regional Library branch or mobile library every day

2.6m loans
of digital and hardcopy collection items, equivalent to 8.5 per resident
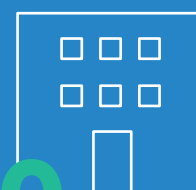
124,000 members
equivalent to 1 in 2.4 residents being card-carrying members

196,000 public access
Internet sessions

1,700 major event
space and meeting room bookings

152,000 attendances
to lifelong learning and cultural programs

65,600 new
hardcopy and eCollection items acquired

560,000 Wi-Fi sessions

Governance

The GRLC is governed by the Geelong Regional Library Board. The responsibilities and authorities of the Board are similar to those of local governments 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 Ron Nelson
City of Greater Geelong (Chair)

Cr Margot Smith
Surf Coast Shire (Deputy Chair)

Cr Ross Ebbels
Borough of Queenscliffe

Cr Stephanie Asher
City of Greater Geelong

Cr Jim Mason AM
City of Greater Geelong

Cr Peter Murrihy, Deputy Mayor
City of Greater Geelong

Cr Nathan Hansford
Golden Plains Shire

Kaz Paton
City of Greater Geelong **

Brett Luxford
City of Greater Geelong **

Board Meeting Attendance

Board member	Max possible number of meetings to attend	Meetings attended
Cr Ron Nelson *	2	2
Cr Margot Smith	6	6
Cr Ross Ebbels	6	5
Cr Stephanie Asher*	2	2
Cr Jim Mason AM*	2	2
Cr Peter Murrihy*	2	1
Cr Nathan Hansford	6	5
Kaz Paton**	4	4
Brett Luxford**	4	3

* From 13 March 2018

** Until 12 March 2018

Board Initiatives and Strategic Planning

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

- Developed and submitted response to Local Government Bill – Exposure Draft

- Established Friends of Geelong Regional Libraries

- Adopted 2018/19 annual priorities arising from Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017-21

- Adopted Annual Budget 2018/19 and Strategic Resource Plan 2018-2022

- Adopted Annual Report 2016/17

- Comprehensive Occupational Health and Safety Audit and Review completed

From left to right:
(Standing) Cr Ross Ebbels and Cr Margot Smith
(Seated) Cr Peter Murrihy, Cr Stephanie Asher,
Cr Jim Mason AM, Cr Nathan Hansford and Cr Ron Nelson.

Our Successes

Projects

- Independent analysis of the Annual Survey of Public Libraries 2016/17 found that, for the fourth year in a row, GRLC achieved first place for performance when ranked against all other public library services in Victoria.

- Word for Word National Non-Fiction Festival held in November 2017 at the GL&HC attracted 2,422 ticket purchases representing an increase of 56%. Festival goers agreed at a rate of 96% that the quality of the speakers and presenters was of a high standard.

- An independent audit has found that GRLC meets or exceeds all national Guidelines, Standards and Outcome Measures (GSOM) for Australian Public Libraries.

- Active participation in the development of the new Leopold Library with space, collections, technologies, services and recruitment plans completed.

- Comprehensive Occupational Health and Safety Audit and Review completed, resulting in a revised OH&S Policy. All policies, manuals, procedures, safe work instructions, forms and registers have been reviewed and have been collated into a cohesive system.

- Secured grant of $76,000 for the Geelong Honours Them Project which will enable the digitisation of hundreds of World War One Honour Boards located across the region's four local government areas.

- e-Smart introduced to GRLC to support the development of digital literacy, facilitate access to authoritative and trusted information, and provide the community with safe digital spaces. eSmart Libraries is an initiative of the Alannah & Madeline Foundation and the Telstra Foundation.

Services and Community Participation

The GRLC library service offer continues to attract high levels of community participation achieving the following highlights and more:

- **123,520** members

- **2,558,039** loans of collection items (8.5 loans per capita)

- **1,682** venue hire bookings

- **1,908,348** total visits (6.3 visits per capita)

- **139,435** eBook loans

- **196,135** public access Internet sessions

- **6,700** people visit a GRLC branch or mobile library every day

- **152,251** attendances at lifelong learning and cultural programs

- **559,754** Wi-Fi sessions

Finance

The financial result for 2017/18 is a $1,629 deficit, compared to a deficit of $1,102,244 in the previous year.

The result is due to:

- An additional contribution of $433,362 towards the new Leopold Library, and a further $12,194 to trial extended opening hours at the Bannockburn Branch.

- Depreciation costs relating to light vehicles and furniture and equipment has decreased by $99,092, and the Book value of assets written off has decreased by $100,151. These are non-cash items that have not impacted the movement in the cash balance during the financial year.

- Employee costs have increased by a modest $41,939. This is mainly due to a number of vacant roles existing during the year, and a significant amount of leave entitlements used by staff.

Cash and cash equivalents have decreased by $237,013 in 2017/18, with net cash provided by operating activities at $3,359,166. GRLC also has a Term deposit of $3,000,000.

In 2017/18 total income of $14,315,180 was derived from the following sources:

Member Council contributions	80% (2016/17: 80%)
State Government grants	14% (2016/17: 14%)
Fees, charges, disposal of plant and equipment, interest	6% (2016/17: 6%)

In 2017/18 total expenditure of $14,316,809 was comprised as follows:

Employee costs	64% (2016/17: 64%)
Materials and services	19% (2016/17: 17%)
Depreciation	15% (2016/17: 16%)
Other expenses	2% (2016/17: 3%)

Grants

The GRLC received the majority of its funding from the four member Councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. This year they contributed $11,504,126 (2016/17: $10,603,430).

The State Government provides recurrent and capital funding under the Public Library Funding Program, Premier's Reading Challenge Program and Living Libraries Infrastructure Program. In 2017/18 the State Government contributed a total of $1,966,278 (2016/17: $1,913,029).

Funding partners and sponsors of the Word for Word National Non-Fiction Festival 2017 contributed a total of $65,600.

GRLC received a $76,000 Victorian State Government (Department of Premier and Cabinet) grant from the Victoria Remembers Major Grant Program for the Geelong Honours Them project.

> **"** I love the children's programs that are on offer from Baby Time right through to Preschool...they are a wonderful asset encouraging our children to read and enjoy books from a very young age.

Our Challenges

The financial environment that local government is compelled to operate in continues to provide challenges for the GRLC 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. In the 2018/19 year the rate cap is 2.25%.

The following table 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%
2018/2019	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, active grant seeking 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

Regional library services commenced in 1963 with the partnership between the Shire of Corio and the City of Geelong. The Geelong Regional Library Corporation celebrated 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, efficiently delivering a wealth of library and information services, across the Geelong region.

The GL&HC opened in November 2015 and continues to provide the perfect environment for the development of new services and programs, and universal access to the best that public libraries have to offer. It also delivers on the strategic objectives of activating Geelong's cultural precinct and attracting cultural tourists. The GRLC looks forward to continuing to prioritise the completion of the

Geelong Cultural Precinct projects, with imminent redevelopment activity for cultural precinct partner organisations the Geelong Gallery and the Geelong Performing Arts Centre.

The construction of Leopold Library and Community Hub is anticipated with excitement. The library will open to the public in December 2018 and the GRLC is completing the services, programs, furniture, technology and staffing required for opening and operating successfully.

Staff are working closely 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.

The GRLC is continuing work on 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 are a key area of focus following the launch of Friends of Geelong Regional Libraries in December 2017.

GRLC is represented on the Project Working Group of an exciting new initiative that is the result of the close and strategic partnership it enjoys with Public Libraries Victoria Network, the peak body for Victoria's public libraries, and the State Library Victoria. ADVOCATE is a three-year project that seeks to raise awareness of the value of public libraries and secure greater levels of investment. The centrepiece is a campaign entitled Libraries Change Lives – designed to ensure that public libraries attract the support they need to grow and continue to provide vital library services to the community.

Our Performance

Indicator	Measure	Target/standard	2013/14	2014/15	2015/16	2016/17	2017/18
Membership	Library members as % of population	60% by June 2021	39%	39%	41%	41%	41%
Collection	Number of collection items per capita	2.2	1.5	1.4	1.6	1.5	1.4
Library use	Number of annual library visits (virtual) per capita ▲	*Equal to or above average for Victorian Public Library Services*					
		– GRLC	5.4	5.7	7.1	6.9	6.2
		– State Average ✝	n/a	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	6.3	6.1	6.3	6.7	6.3
		– State Average	5.0	5.0	5.1	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	137	138	141	147	151
		– Number of computers held	171	171	208	208	208
		– (Shortfall)/excess	34	33	67	61	57
Program participation	Number of participants in library programs and activities	Increased number of participants	109,179	118,833	136,464	149,815	152,251
		% increase on previous year	13%	9%	15%	10%	2%
User satisfaction	Library user satisfaction	Overall satisfaction rating of 4.5 or higher out of 5	◆	4.73	◆	4.75	◆

* The annual survey of public libraries 2017/18 will be available early 2019.

◆ Survey conducted on biennial basis.

▲ The virtual visits KPI is calculated in line with our Library Plan 2017–2021 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.

✝ No longer available/collected

Indicator	Measure	Target/standard	2013/14	2014/15	2015/16	2016/17	2017/18
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	◆	4.3	◆	4.4	◆
	– encourages reading		◆	4.0	◆	4.1	◆
	– helps to develop literacy skills		◆	3.9	◆	4.0	◆
Social Inclusion	New library members in targeted areas	*Increased membership of 'hard to reach' groups*					
		– New members in Corio	1,861	1,463	1,398	1,351	1,172
		– New members in Newcomb	1,170	945	1,012	839	838
	Participation in library programs in targeted areas	*Increased participation of 'hard to reach' groups in library programs*					
		– Participants in Corio	9,618	7,921	9,249	9,277	7,949
		– Participants in Newcomb	15,956	14,990	13,582	14,249	13,449
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	124	127	122	142	134
Funding	Library funding per capita from Member Councils	*Equal to or above the average level per capita for Victorian Public Library Services*					
		– GRLC	30.60	30.38	30.60	34.45	35.28
		– State Average	30.73	31.40	32.65	32.94	*
Facilities	Floor area per capita	39m2 per 1,000 population	27.2 m²	27.2 m²	45.6 m²	43.8 m²	43.2 m²

Statistics Overview

Indicator	2013/14	2014/15	2015/16	2016/17	2017/18	% change since last year	% change over last 5 years
Population – Regional (ABS ERP)	273,006	276,978	282,187	293,881	301,536	3%	10%
Members [1]	106,961	108,443	116,338	120,841	123,520	2%	15%
Visits	1,709,678	1,677,490	1,789,248	1,956,363	1,908,348	-2%	12%
Loans [2]	2,698,920	2,548,330	2,687,512	2,639,219	2,558,039	-3%	-5%
eCollection loans [3]	46,307	56,960	84,079	106,953	139,435	30%	201%
Collection (items) [4]	405,757	399,205	447,862	431,839	421,670	-2%	4%
Opening hours (Weekly) [5]	727	727	755	755	755	0%	4%
Mobile library locations	18	18	18	18	18	0%	0%
Library floor space (m²)	7,419	7,419	12,877	13,027	13,027	0%	76%
Total operating expenses ($)	10,382,149	11,028,348	13,364,945	14,286,309	14,316,809	0%	38%
Total operating expenses per capita ($)	38.03	39.82	47.36	48.61	47.48	-2%	25%
Total capital expenses ($)	2,080,366	3,002,327	2,958,109	1,714,207	1,547,863	-10%	-26%
Lending materials ($) capital expenditure	1,678,467	2,154,887	1,362,466	1,235,551	1,157,949	-6%	-31%
Staff (EFT) [6]	75.7	76.3	96.5	97.1	98.6	2%	30%
Lifelong learning and cultural programs	4,229	4,435	5,558	6,255	6,613	6%	56%
Lifelong learning and cultural program attendances	109,179	118,833	136,457	149,815	152,251	2%	39%
Website and Catalogue visits	1,202,504	1,204,743	1,370,330	1,343,140	1,348,924	0%	12%

1. Membership reflects total membership plus new members of 16,548 less removal of 13,212 inactive members.
2. Physical and eCollection loans
3. eCollection loans include eAudiobook, eBook and digital magazine loans
4. Collection decrease due to cleanup of old lost and missing items in the database
5. Bannockburn Library trialled extended opening hours from 05 February 2018, which increased opening hours to 760 hours per week during this time
6. Increase in staff EFT due to the opening of the Geelong Library and Heritage Centre November 2015

Membership

Membership by place of residence	2013/14	2014/15	2015/16	2016/17	2017/18	% change since last year	% change over last five years
Borough of Queenscliffe	1,756	1,729	1,721	1,713	1,709	0%	–3%
City of Greater Geelong	85,517	86,012	92,110	95,423	97,065	2%	14%
Golden Plains Shire	4,810	5,137	5,510	5,502	5,587	2%	16%
Surf Coast Shire	9,789	10,193	10,842	11,383	11,896	5%	22%
Other Local Government Areas	5,089	5,372	6,155	6,820	7,263	6%	43%
Total Members	**106,961**	**108,443**	**116,338**	**120,841**	**123,520**	**2%**	**15%**
Population	**273,006**	**276,978**	**282,187**	**293,881**	**301,536**	**3%**	**10%**

2017/18 — **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	1,351	606	3	4	693	2,657
City of Greater Geelong	356	95,712	1,224	3,313	5,538	106,143
Golden Plains Shire	1	321	4,350	23	148	4,843
Surf Coast Shire	1	426	10	8,556	884	9,877
Totals	**1,709**	**97,065**	**5,587**	**11,896**	**7,263**	**123,520**
Members by place of residence as a % of total members	1%	79%	4%	10%	6%	100%

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

Chapter 2.

Every day, people from all parts of the local community and visitors from around the world find a 'home away from home' at what has become Geelong's favourite cultural, community and technology hub.

Our Libraries

Geelong Library & Heritage Centre

Manager: Deb Sansom

Branch Librarian: Katherine O'Neill

Size: 6,000m2

Total hours open per week: 74

Members: 22,477

Visits: 456,934

Loans: 335,373

Collection size: 83,201

Information enquiries: 27,482

Public Internet accesses: 55,929

WiFi sessions: 47,064

Geelong Heritage Centre

Manager: Mark Beasley

Coordinator Reading Room: Judith Oke

Total hours open per week: 38

Reading Room visits for the year: 28,403

Items requested and retrieved from archive collection: 1,288

Email enquiries received: 595

Image orders received: 129

Volunteer staff hours: 1,587

Special features:

- Five public levels
- Dedicated children's and youth spaces
- Digital hub with an array of new technologies
- Very fast, free public internet access
- Special collections including Arts & Literature and Heritage
- Major events space, meeting and discussion rooms
- 80 seat café
- Exhibition space

Our Libraries

The level of engagement with the Geelong Library & Heritage Centre (GL&HC) continues to exceed even the most ambitious predictions.

In December 2017, just two years after opening, the GL&HC welcomed its one millionth visitor.

Membership in this past year has increased by 16% and 346 guided tours were provided.

Every day, people from all parts of the local community and visitors from around the world find a 'home away from home' at what has become Geelong's favourite cultural, community and technology hub

GRLC's flagship library enables opportunity of all kinds. It is a place that brings the community together; that stimulates exhilarating ideas and the creation of incredible things; and that brings out the best in people.

The GL&HC boasts a significant collection which caters for every age group and area of interest, from early years and young people to a special arts and culture collection. Skilled and enthusiastic staff provide exemplary library services across the five public levels.

During 2017/18, the program of events and activities has included an impressive range of cultural and community offerings. As well as the ongoing success of established events such as Geelong After Dark and the Word for Word National Non-Fiction Festival, new initiatives and partnerships delivered with cultural institutions such as the Geelong Gallery, Back to Back Theatre and the National Museum of Australia, have all made a significant contribution to the cultural life of the region.

As Geelong's most unique and exciting events and meeting space, The Dome's flexible meeting rooms cater to individuals, community groups, businesses and government agencies.

In this past year the level five events space, Wurdi Youang, hosted 344 large events including conferences, parties, dinners, breakfasts and business functions. Smaller meeting and discussion rooms on level two hosted 1,030 meetings.

"

Thank you to Suzanne and Simon for a valuable and informative tour of the building, services and resources available. Staff were very knowledgeable and helpful. Our clients from Vision Australia were impressed with what is on offer.

Geelong Library & Heritage Centre Visitor Feedback, June 2018.

Membership ↑ 16%

Our Region-Wide Library Network

Bannockburn

Branch Librarian: Tracie Mauro

Size: 540m²

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

Visits for the year: 58,551

Loans for the year: 69,866

Collection size: 14,745

Members: 4,144

Regular events: Weekly Baby Time, Toddler Time, Preschool Story Time and School Holiday activities

Special features:

- Outdoor reading courtyard
- Play & Learn touchscreen PCs
- Meeting rooms available for community hire
- 4 Public Internet computers
- WiFi access
- 24-hour external returns chute and new internal returns slot

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 and students.

In 2017/18, Bannockburn Library experienced a 4% increase in membership compared to previous year. The Library held 575 programs for all ages attracting 11,876 attendances. This includes the regular programs such as storytimes as well as special one off events. Most popular this year were an author event with writer Alice Pung, a writing workshop with Harriet Gaffney and a 3D printing workshop. Nature Art Drawing classes funded by Golden Plains Shire proved popular with children and teenage participants. Planning is underway to provide a coding program for children and a weaving program for adults. Early literacy programs for visiting kindergartens and day care centres continue to be very highly regarded.

A trial of extended opening hours this year was welcomed by library users, with feedback resulting in the implementation of a revised schedule of opening hours that have enabled opening on Mondays.

The relocation of Bannockburn Primary School to the new Bannockburn College site has resulted in fewer school visits to the library. Students from the new St Mary Mackillop Primary School are now using Bannockburn Library for borrowing books and resources for both study and leisure.

> **"**
>
> *Opening Mondays is fantastic. Libraries are an essential part of towns and communities.*
>
> Bannockburn Library Member Feedback, January 2018

Membership
↑4%

Barwon Heads

Branch Librarian: Georgia Carter

Branch Library Officer: Penny Price

Size: 180m²

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

Visits for the year: 11,046

Loans for the year: 54,278

Collection size: 7,338

Members: 1,706 (631 student memberships; 1,075 community members)

Regular events: Weekly Preschool Story Time and school holiday activities

Special features:

- Joint use school and community library
- WiFi access
- 3 public Internet access computers
- Printing and copying services

The community has responded enthusiastically to the continued operation of Barwon Heads Library, with a 22% increase in membership, an 85% increase in visits and a 31% increase in loans. Attendances at Preschool Story Time have also increased significantly.

709 attendances were welcomed to programs and the Friends of Barwon Heads Library are actively organising additional events and functions. New furniture and fittings have been purchased to improve usage and comfort and to provide a variety of seating.

"

I would like to thank you for facilitating the holding of the two events for children at our library in the school holidays. I attended 'Dino Steps' with my grandson. It was a terrific event with lots of interest and activity for the children, presented by Andrew who was wonderful.

Barwon Heads Library Member Feedback, February 2018.

Belmont

Branch Librarian: Janelle Vise

Size: 950m²

Total hours open: 63 hours per week, including evenings 5 nights per week and all-day Saturdays

Visits for the year: 250,395

Loans for the year: 327,346

Collection size: 43,533

Members: 13,608

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

Special features:

- Large collection for all ages
- 13 public Internet access PCs, 2 Apple iMac computers and a Genealogy PC
- Meeting room available for community hire
- Play and Learn touchscreen PCs
- Electric scooter recharge point
- WiFi access for library members
- City of Greater Geelong Customer Service Centre

Programs for all ages continued to be very popular at Belmont Library. Creative and Connected talks and Author Encounters were very well attended and covered a wide range of topics, including decluttering, meditation, cyber safety, dementia and medical romance.

Pleasingly the wide range of early literacy programs also attracted great levels of participation by children, parent and carers.

To meet the high demand for eKnowHow digital literacy sessions, and to better support community needs, several staff members have been given additional training to present technology support programs.

Changes to the collection layout have highlighted a greater range of subjects and made browsing easier.

The library has increased study areas and multipurpose spaces including a popular puzzle table. A giant chess set has been added to encourage greater use of the enclosed outdoor deck area.

"

I think you all provide a wonderful service so thank you very much

Belmont Library Member Feedback, May 2018

Chilwell

Branch Librarian: Jenny Ackroyd

Branch Library Officer: Elizabeth McLachlan

Size: 210m²

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

Visits for the year: 31,828

Loans for the year: 47,588

Collection size: 13,021

Members: 1,416

Regular events: Weekly Preschool Story Time

Special features:

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

Chilwell Library is a small library providing access to technology and collections that are highly valued and appreciated by the local community. Visits have increased by 4% on previous year and loans have increased by 8%.

"

Wonderful Geelong Libraries. Thanks so much for your great collection of children's books. A treasure of resources for grandparents!

Chilwell Library Member Feedback, July 2017

Corio

Branch Librarian: Subha Simpson

Size: 1,295m²

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

Visits for the year: 148,446

Loans for the year: 149,924

Collection size: 33,575

Members: 9,981

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
- Special collections include LOTE (Languages other than English) magazines, learning English readers
- WiFi access for library members
- Makerspace

This year has seen the introduction of a makerspace at Corio Library and an increase in the provision of lifelong learning programs. The new makerspace features a sewing machine, overlocker, 3D printer and a Design and Cut machine. Makerspace Showcases on Saturdays have been well attended and the 3D printer has been trialled in a partnership program with a local school. Sewing machine lessons have been booked out well in advance. The Corio Library staff are working hard to foster community engagement and bridge the digital and information divide.

"

I personally think the library and its staff are fantastic. I would rate the staff as A1 in their help. Thanks to all.

Corio Library Member Feedback, October 2017

Drysdale

Branch Librarian: Victoria Mathews

Size: 240m²

Total hours open: 50.5 hours per week, including one evening and all-day Saturdays

Visits for the year: 135,067

Loans for the year: 180,734

Collection size: 20,163

Members: 7,734

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
- Electric scooter recharge point
- City of Greater Geelong Customer Service Centre

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.

The number of young families attending early literacy programs has increased, holiday programs for school-aged children have been very popular, and school and childcare group visits have commenced. Feedback from customers about collection layout changes has been very positive. A purpose-built Drysdale library and community hub has been flagged for future development.

"

The service at the Drysdale branch of the Geelong Library is great and awesome. Can't fault the staff, they are just so helpful.

Drysdale Library Member Feedback, February 2018

Geelong West

Branch Librarian: Jenny Ackroyd

Size: 550m²

Total hours open: 49 hours per week, including two weekday evenings and all-day Saturdays

Visits for the year: 155,322

Loans for the year: 219,613

Collection size: 32,042

Members: 11,518

Regular events: Weekly Baby Time, Toddler Time, and Preschool Story Time, Lego Club and Practise English Conversation

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

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. New Parents' groups, run in partnership with City of Greater Geelong Maternal and Child Health Services, are held regularly and promote the importance of language and literacy development from birth, as well as providing opportunities to share ideas and establish friendships. A new program for adults, Practise English Conversation, provides a friendly, welcoming environment for community members wanting to improve their skills in speaking and listening to English.

"

It is always a pleasure to come to this library as the staff are so friendly and obliging – nothing is too much trouble. Makes me walk away in a cheery mood.

Geelong West Library Member Feedback, September 2017

Highton

Branch Librarian: Yvonne Hodgson

Size: 135m²

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

Visits for the year: 39,056

Loans for the year: 49,406

Collection size: 10,389

Members: 2,572

Regular events: Preschool Story Time

Special features:

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

Highton Library maintains a compact browsing collection for all ages. The two public Internet access PCs are well utilised, alongside free access to the WiFi network. The library is conveniently located in the busy Highton Village, and the convenient 24 hour book return facility is a very popular feature of this service.

Local primary schools and kindergartens have been encouraged to use the library facilities and their visits have increased over the year. Story Time and school holiday sessions continued to attract steady numbers of children. Internal lighting was replaced with more modern fittings and brighter lights, greatly improving the experience for library users.

"

I would like to congratulate the Geelong Regional Library Corporation on its provision of a great range of resources, combined with an amazing reservation and delivery service. I use the system extensively and would like to acknowledge its excellence.

Highton Library Member Feedback, March 2018

Lara

Acting Branch Librarian: Amelia Dew

Size: 450m²

Total hours open: 47 hours per week

Visits for the year: 71,281

Loans for the year: 72,851

Collection size: 16,009

Members: 5,361

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

Special features:

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

Lara Library provides a wide 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 6% increase in visits, booked out school holiday activities and an expanded range of Creative and Connected adult learning programs.

"

We did the rockets activity in the Lara library and that was a lot of fun. These holiday programs are really great and we always enjoy attending them. Thank you.

Lara Library Member Feedback, January 2018

Newcomb

Branch Librarian: Hannah Cruise (Acting)

Size: 750m²

Total Hours open: 42.5 hours per week

Visits for the year: 98,973

Loans for the year: 136,875

Collection size: 23,417

Members: 8,007

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

Special features:

- Kids Play and Learn touchscreen PCs
- Electric scooter recharge point
- Meeting rooms available for Community hire
- 10 Public Internet access PCs
- WiFi access for library members

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 a 2% increase in visits and achieving 7,509 attendances to early years and children's programs. Outreach has been a priority this past year with 62 visits to schools and community spaces reaching 2,967 participants.

"

The exemplary service and advice and knowledge of computers and aiding a disabled citizen is a breath of fresh air to me. Especially Yvonne who is helping me to get computer literate. 10 out of 10.

Newcomb Library Member Feedback, September 2017

Ocean Grove

Branch Librarian: Georgia Carter

Size: 370m²

Total hours open: 49.5 hours per week

Visits for the year: 127,524

Loans for the year: 207,069

Collection size: 27,367

Members: 9,333

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

Special features:

- Wireless printing
- Electric scooter recharge point
- City of Greater Geelong Customer Service Centre
- 6 Public Internet access PC

- Kids Play and Learn touchscreen PCs
- iPads available for use in the library
- WiFi access for library members

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 Children's & Youth Services Librarian delivers popular early literacy programs and engages with local school and childcare groups to promote literacy and a love of reading.

Highlights this year include: very well attended children programs and holiday activities, 31 adult programs held and a huge 7,127 attendances to children's programs, a refresh of the children's space with a new rug, cushions, dress-ups, puppets, games and improved picture book shelving. This has helped to open up the space and resulted in families spending extra time in the library

playing and exploring resources that promote literacy. Feedback from the community has been extremely positive.

"

Thank you so much for the best library service. The staff you employ are all excellent, polite and so very helpful.

Ocean Grove Library Member Feedback, June 2018

Queenscliff

Branch Librarian: Hilary Stennett

Size: 268m²

Total hours open: 30.5 hours per week

Visits for the year: 27,354

Loans for the year: 48,722

Collection size: 14,374

Members: 2,657

Regular events: Weekly Preschool Story Time and monthly Book Chat

Special features:

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

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. The partnership with the Marine and Freshwater Discovery Centre saw the popular program Fishy Tales presented in school holiday periods. An Author Encounter featuring a local romance author and the exhibition of the Faces of Queenscliff Library photographic display rounded out the programs delivered by this small community library.

"

I love the beautiful building, cosy atmosphere and lovely staff.

Queenscliff Library Member Feedback

Torquay

Branch Librarian: Kim Edgar

Size: 380m²

Total hours open: 45.5 hours per week

Visits for the year: 104,792

Loans for the year: 167,931

Collection size: 21,141

Members: 8,339

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

Special features:

- Kids Play and Learn touchscreen PCs
- iPads for use in the library
- Wireless printing

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 The Queen's Baton Relay visit in February and an impressive list of local authors launching new books: Maxine Flakemore delighted a large audience with readings and a video about her latest book, *Just Like Babies*; local author Juliet Williams and local illustrator Luisa Gioffre-Suzuki presented the picture book *Missing Pinky*; Kaye Baillie launched her children's book, *Archie Appleby and the Terrible Case of the Creeps.*

"

I think the library has a very important place in the community, from toddlers' storybook time, students' study time, and a safe place to spend time.

Torquay Library Member Feedback, March 2018

Waurn Ponds

Branch Librarian: Olivia Simaitis

Size: 970 m²

Total Hours open: 60 hours per week

Visits for the year: 155,850

Loans for the year: 237,869

Collection size: 29,918

Members: 10,638

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 available for hire during and after library opening hours
- Electric scooter recharge point
- Coffee machine and snack vending machines
- City of Greater Geelong Customer Service Centre
- WiFi access for library members

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 and nearby schools and childcare facilities are making increased use of the library. Membership has increased by 6%, visits by 5% and loans by 4%. A broad range of community, business and government groups have hired the meeting room. With several residential retirement facilities in the district, there is increasing demand for technology support from library staff. Audience attendances in an increased number of programs have been strong.

"

Great service & helpful information from the staff at Waurn Ponds library & customer service centre. All welcoming & makes us tourists part of the community family.

Waurn Ponds visitor feedback, April 2018

Western Heights College

Total hours open: 44.5 hours per week during school term. 21 hours per week during school holidays.
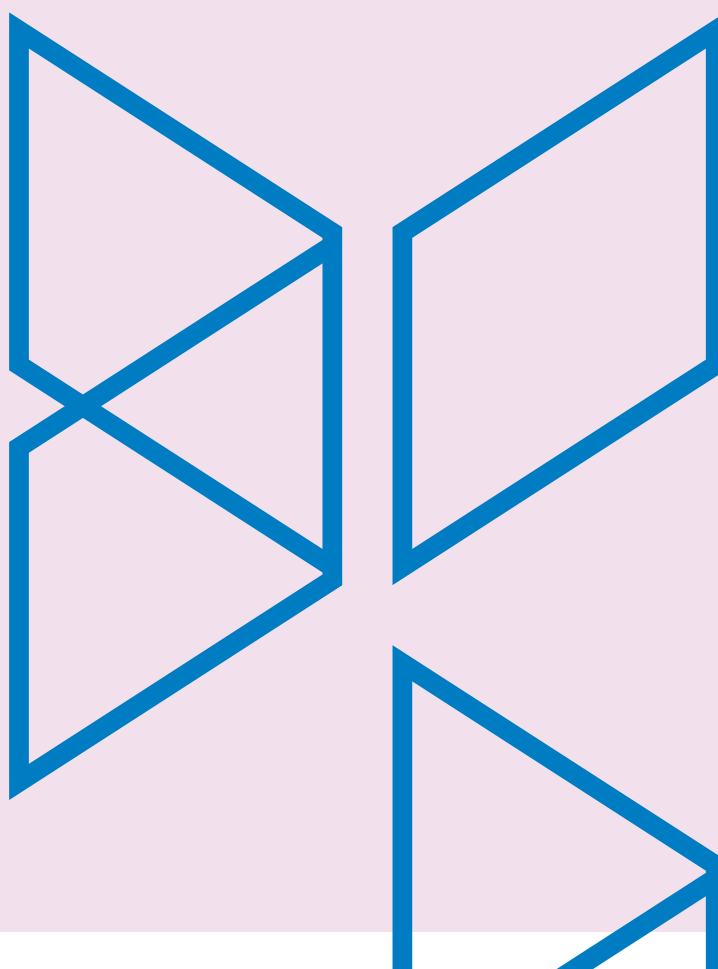
Visits for the year: 9,590

Loans for the year: 12,317

Collection size: 5,545

Members: 856

Access to the GRLC collection from the school library at Western Heights Secondary College is made possible by an agreement between the Department of Education and Training and the City of Greater Geelong. The library is popular with nearby residents.

New Library on the way

Leopold Library

Opening December 2018

Located at the new $10 million Leopold Community Hub.

Occupies the entire 950m2 ground floor.

Will service Leopold community of 12,814 people and growing.

Will be stocked with approximately 15,000 items.

During the year the City of Greater Geelong Council continued 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 a library and life long learning space, community meeting and youth spaces; and civic open space for community gatherings. Library staff have completed planning and are now procuring collections, technology and equipment. Recruitment is underway for the team that will deliver library services from this new location.

Libraries On Wheels

Two mobile libraries visit communities on the Bellarine Peninsula, and in the Surf Coast and Golden Plains Shires.

The Bellarine and Surf Coast Mobile Library stops at nine locations across the Surf Coast Shire and parts of the City of Greater Geelong, visiting areas which are not proximate to a library branch. Each week the mobile library travels along the Great Ocean Road to Anglesea, Aireys Inlet and Lorne, as well as spending half days at Deans Marsh and Winchelsea.

On the Bellarine Peninsula, the mobile library visits Portarlington, St Leonards and Leopold. The service is delivered by staff member George Houlder, supported by Kay Allan, Jordan Hill and Charlotte Ziegeler. This year the mobile library has welcomed 20,317 visitors and loaned 57,990 collection items.

The Golden Plains mobile library service is delivered by Kay Allan and visits 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. There is also a fortnightly visit to Anakie.

26,339
Visitors
to the mobile libraries

Home Library Service

The Home Library Service enables members who are unable to visit a library branch in person – due to geographic remoteness, age or personal circumstance – to enjoy the library collection and foster valuable social connections.

In December 2017, the Home Library Service Coordinator was tasked with undertaking a review of the existing service model to assess its alignment with the Corporation's strategic plan and mission statement. The evaluation process identified an opportunity to provide a more inclusive service which would further strengthen the organisation's relationship with the community. Accordingly, the Home Library Service delivery method has evolved from a courier-based service to a volunteer-based service.

In the past six months, the Home Library Service has recruited 17 new volunteers to work directly with the community. The Corporation now engages a total of 29 Home Library Service Volunteers who personally select and deliver library items for Home Library Service clients.

In the last year the Home Library Service has delivered regularly to over 190 individuals and 30 aged care facilities providing library items directly to the door. With the recruitment of the new volunteers, and increased engagement and training with existing volunteers, more community members now receive library items personally delivered by a volunteer. Each volunteer is matched to a client according to their geographical location and personal interests.

The volunteer service model has seen enhanced levels of social engagement for clients, provided increased opportunities to receive feedback from service users and strengthened the connection between the library and the wider community.

Home Library Service volunteers appreciate the chance to be involved with their local library, to make a difference in someone's life and to connect with the community. There will be further opportunities for the public to engage in the Volunteer program as the new model is rolled out.

190+

individuals regularly had library items delivered directly to their door.

"

Having my books delivered is the most amazing way of helping me be able to read, which is my most favourite thing to do.

Library Usage

Library	Members	Visits	Loans	Reservations	Information enquiries	Public access internet sessions	Wireless sessions
Bannockburn[1]	4,144	58,551	69,866	13,356	2,002	2,678	22,440
Barwon Heads	1,706	11,046	54,278	5,597	1,846	463	1,106
Belmont	13,608	250,395	327,346	45,883	18,811	27,312	63,216
Chilwell	1,416	31,828	47,588	12,334	10,166	2,757	8,786
Community Library Service	218	0	23,447	2,340	0	0	0
Corio	9,981	148,446	149,924	18,744	11,011	19,626	90,014
Drysdale	7,734	135,067	180,734	30,481	4,654	10,964	16,863
Geelong	22,477	456,934	335,373	48,422	27,482	55,929	47,064
Geelong West	11,518	155,322	219,613	42,015	14,820	17,850	72,354
Highton	2,572	39,056	49,406	13,333	3,926	1,750	16,419
Lara	5,361	71,281	72,851	14,329	7,163	9,366	23,414
Newcomb	8,007	98,973	136,875	22,283	11,973	12,880	32,907
Ocean Grove	9,333	127,524	207,069	36,077	12,064	9,527	51,017
Queenscliff	2,657	27,354	48,722	12,329	3,822	2,451	16,393
Torquay	8,339	104,792	167,931	35,402	6,071	9,040	47,998
Waurn Ponds	10,638	155,850	237,869	33,936	15,262	13,542	49,763
Western Heights College	856	9,590	12,317	2,083	39		
All Static Libraries	**120,565**	**1,882,009**	**2,341,209**	**388,944**	**151,112**	**196,135**	**559,754**
City of Greater Geelong Mobile Library stops	718	7,620	24,822	6,204	788		
Golden Plains Shire Mobile Library stops	699	6,022	19,546	4,886	621		
Surf Coast Shire Mobile Library stops	1,538	12,697	33,027	8,255	1,048		
All Mobile Libraries[2]	**2,955**	**26,339**	**77,395**	**19,345**	**2,457**		
Total Static and Mobile Libraries	**123,520**	**1,908,348**	**2,418,604**	**408,289**	**153,569**	**196,135**	**559,754**
Website visits, online reservations, eMaterial loans		804,927	139,435	20,815			
Total usage	**123,520**	**2,713,275**	**2,558,039**	**429,104**	**153,569**	**196,135**	**559,754**

1   Bannockburn Library trialled extended opening hours from 05 February 2018
2   Mobile libraries closed between Christmas and New Year 2017

Visits Over the Last Five Years by Local Government Area

Library	2013/14	2014/15	2015/16	2016/17	2017/18	% change since last year	% change over last five years
Barwon Heads[1]	6,870	7,650	6,523	5,959	11,046	85%	61%
Belmont	278,941	273,214	262,859	251,764	250,395	–1%	–10%
Chilwell	33,028	31,586	31,266	30,662	31,828	4%	–4%
Corio[2]	235,075	200,183	120,779	165,871	148,446	–11%	–37%
Drysdale	134,584	138,506	137,247	137,661	135,067	–2%	0%
Geelong[3]	95,241	87,576	321,710	474,919	456,934	–4%	380%
Geelong West[4,5,6]	203,478	211,342	186,739	156,689	155,322	–1%	–24%
Highton[7]	37,866	41,372	40,277	40,309	39,056	–3%	3%
Lara	68,615	68,285	64,443	67,142	71,281	6%	4%
Newcomb	108,120	104,146	97,911	97,236	98,973	2%	–8%
Ocean Grove[8]	145,949	132,549	131,223	130,008	127,524	–2%	–13%
Waurn Ponds	140,378	144,297	145,488	148,750	155,850	5%	11%
Western Heights College[9,10]	5,947	7,348	7,105	9,636	9,590	0%	61%
City of Greater Geelong Mobile Library stops[11]	8,094	8,498	8,555	8,104	7,620	–6%	–6%
All City of Greater Geelong Visits	**1,502,186**	**1,456,552**	**1,562,125**	**1,724,710**	**1,698,932**	**–1%**	**13%**
Bannockburn[12]	68,774	69,038	68,775	71,239	58,551	–18%	–15%
Golden Plains Shire Mobile Library stops[11,13]	6,627	6,405	6,660	5,457	6,022	10%	–9%
All Golden Plains Shire Visits	**75,401**	**75,443**	**75,435**	**76,696**	**64,573**	**–16%**	**–14%**
Torquay	89,320	103,747	108,618	114,173	104,792	–8%	17%
Surf Coast Shire Mobile Library stops[11]	11,867	12,475	14,073	12,528	12,697	1%	7%
All Surf Coast Shire Visits	**101,187**	**116,222**	**122,691**	**126,701**	**117,489**	**–7%**	**16%**
Queenscliff	30,904	29,273	28,997	28,256	27,354	–3%	–11%
All Borough of Queenscliffe Visits	**30,904**	**29,273**	**28,997**	**28,256**	**27,354**	**–3%**	**–11%**
Total Library Visits	**1,709,678**	**1,677,490**	**1,789,248**	**1,956,363**	**1,908,348**	**–2%**	**12%**
Website visits	770,516	750,736	820,468	811,059	804,927	–1%	4%
Total Visits	**2,480,194**	**2,428,226**	**2,609,716**	**2,767,422**	**2,713,275**	**–2%**	**9%**

Loans Over the Last Five Years by Local Government Area

Library	2013/14	2014/15	2015/16	2016/17	2017/18	% change since last year	% change over last five years
Barwon Heads[1]	36,771	42,812	39,762	41,560	54,278	31%	48%
Belmont	434,228	403,515	373,254	347,788	327,346	–6%	–25%
Chilwell	59,471	55,692	49,892	44,020	47,588	8%	–20%
Community Library Service	27,380	24,211	28,770	33,686	23,447	–30%	–14%
Corio	218,137	200,984	190,819	168,253	149,924	–11%	–31%
Drysdale	198,290	194,105	185,361	180,613	180,734	0%	–9%
Geelong[3]	76,083	63,830	308,803	372,886	335,373	–10%	341%
Geelong West[4,5,6]	353,584	330,066	284,004	227,557	219,613	–3%	–38%
Highton[7]	62,051	62,097	58,518	55,159	49,406	–10%	–20%
Lara	95,582	83,156	78,328	79,064	72,851	–8%	–24%
Newcomb	192,819	174,239	149,693	143,523	136,875	–5%	–29%
Ocean Grove[8]	232,729	205,049	215,173	214,028	207,069	–3%	–11%
Waurn Ponds	244,902	237,368	228,574	228,259	237,869	4%	–3%
Western Heights College[9,10]	15,478	16,940	12,357	14,939	12,317	–18%	–20%
City of Greater Geelong Mobile Library stops[11]	32,130	32,800	29,114	26,404	24,822	–6%	–23%
All City of Greater Geelong Loans	**2,279,635**	**2,126,864**	**2,232,422**	**2,177,739**	**2,079,512**	**–5%**	**–9%**
Bannockburn[12]	91,877	86,332	83,841	77,431	69,866	–10%	–24%
Golden Plains Shire Mobile Library stops[11,13]	25,537	22,594	24,632	19,318	19,546	1%	–23%
All Golden Plains Shire Loans	**117,414**	**108,926**	**108,473**	**96,749**	**89,412**	**–8%**	**–24%**
Torquay	156,329	161,675	170,202	174,483	167,931	–4%	7%
Surf Coast Shire Mobile Library stops[11]	40,586	41,322	39,510	33,918	33,027	–3%	–19%
All Surf Coast Shire Loans	**196,915**	**202,997**	**209,712**	**208,401**	**200,958**	**–4%**	**2%**
Queenscliff	58,649	52,583	52,826	49,377	48,722	–1%	–17%
All Borough of Queenscliffe Loans	**58,649**	**52,583**	**52,826**	**49,377**	**48,722**	**–1%**	**–17%**
Total Static and Mobile Libraries Loans	**2,652,613**	**2,491,370**	**2,603,433**	**2,532,266**	**2,418,604**	**–4%**	**–9%**
eCollection loans[14]	46,307	56,960	84,079	106,953	139,435	30%	201%
Total Loans	**2,698,920**	**2,548,330**	**2,687,512**	**2,639,219**	**2,558,039**	**–3%**	**–5%**

See footnotes on page 40.

Notes

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

2   New visit recording system installed at Corio Library May 2015 highlighting inaccurate recording of visits from legacy system 2013–15.

3   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.

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

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

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

7   Highton Library closed for maintenance March – April 2014.

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

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

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

11 Mobile libraries closed between Christmas and New Year 2017.

12 Bannockburn Library trialled extended opening hours from 05 February 2018.

13 Golden Plains Mobile Library truck off the road for refurbishment from 22 July 2016 – 07 November 2016. Run made using smaller CLS Van during this time.

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

1.9m
total library visits

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

Heritage Services

Heritage Centre Discovery Sessions

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

- Starting your Aboriginal Family History Research, in collaboration with the Public Records Office Victoria Koorie Records Unit

- Council Rate Book Collection

- Geelong Hospital Records

- Digger; What is it and why is it still relevant?

- Preserving your family photograph collection!

- Library treasures at the Dome

- Picture This!

- Treasures in the Geelong Heritage Centre collection!

- Share your summer holiday story

- Introduction to Ancestry

- Mining the Archives – Explore the fascinating past of your property

- Access the wealth of Heritage Centre resources at your fingertips!

- Start your family history search using 'Digger'

Special Events

Heritage Centre Celebrates 100,000th Visit

On Wednesday 29 November 2017 – just two years after first opening – the Geelong Heritage Centre celebrated the milestone of its 100,000th visit.

Students, parents and staff from St Mary's Primary School in Geelong were surprised to be showered with streamers and cheers on their arrival at the Reading Room during a school visit.

To mark the special occasion, Geelong Regional Libraries Corporation CEO Patti Manolis and Heritage Centre Manager Mark Beasley spoke to the school group and presented them with a selection of Australian history books to augment their school library collection.

"

It is one of the few places to go in town that costs nothing but returns a kingdom of riches...What could be more lovely and important to a community than a place where people can co-exist in relaxed and respectful companionship while pursuing their private interests?

GLAM Peak Workshop

In 2017/18, the second stage of the GLAM (Galleries, Libraries, Archives and Museums) Peak Body: Digital Access to Collections National Project was focused on engaging with institutions across all jurisdictions to disseminate information regarding digital access to collections.

The project delivered ten workshops to collecting organisations across regional Australia, with the aim of increasing confidence and knowledge about digitisation and digital access.

The audience for the workshops were staff and volunteers from small-to-medium-sized non-metropolitan collecting organisations or bodies, including galleries, libraries, archives, museums, historical societies, Returned Service Leagues (RSL), sporting clubs, Indigenous keeping places and community groups.

Geelong Library & Heritage Centre (GL&HC) hosted the only workshop in regional Victoria, held on 27 and 28 February 2018. Participants were volunteers and professionals representing various historical societies, family history groups, libraries, sporting clubs, RSL clubs, community museums and universities from across all four GRL member council areas and the wider regional Victoria.

Feedback received from delegates indicated that the workshop was highly informative and beneficial. GLAM Peak representatives were thrilled with the workshop attendance and the interaction and involvement of participants and were highly complimentary of the GL&HC venue and support staff.

The following organisations/ groups from GRLC Member Council geographical areas were in attendance:

- Anglesea & District Historical Society
- Barwon Rowing Club
- Bellarine Historical Society
- Deakin University Library
- Encompass Geelong Community Services
- Geelong & District Historical Association
- Geelong Family History Group
- Geelong Museum Association
- Linton & District Historical Society
- Meredith History Interest Group
- Queenscliffe Historical Museum
- Surf Coast Family History Group
- Torquay & District Historical Society
- Torquay Museum Without Walls

Other Victorian groups/organisations also in attendance:

- Albert Park South Melbourne Rowing Club
- Ballan Shire Historical Society
- Ballarat Tramways Museum
- Bendigo Historical Society
- Bendigo RSL
- City of Ballarat Library
- Colac & District Family History Group
- Erica & District Historical Association
- Goldfields Library Corporation
- Hobsons Bay City Council
- Hume Libraries
- Melbourne Cricket Club
- Melbourne Polytechnic
- Mitchell Shire Council
- Nillumbik Historical Society
- Terang & District Historical Society
- The College of Anaesthetists
- University of Melbourne
- Wimmera Regional Library Corporation

Geelong Honours Them Project Launch

On 18 April 2018, the Hon. John Eren MP, Minister for Veterans' Affairs, visited the GL&HC to officially launch the Geelong Honours Them project. During his visit, Mr Eren announced a Victorian State Government funding contribution of $76,000 from the Victoria Remembers Major Grants Program to the GRL for the ANZAC Centenary Project.

The Geelong Honours Them project, a collaboration between the GRLC's four member councils, aims to locate and photograph every World War I honour board in the region and publish the photos in a public online archive.

This will enable the community to have, for the first time, easy access to the extensive social history contained on these honour boards. The archive will assist those conducting family history research to obtain information about their ancestors' membership in institutions such as schools, defence support groups and churches as well as their participation in sporting clubs and community groups. Furthermore, the project will ensure the legacy of the brave men and women who served on our behalf, and who are never forgotten.

This two-and-a-half-year project has already unearthed more than 50 honour boards in the region, with the number continuing to grow.

The genesis of the idea for the project came from a piece of work undertaken over 10 years ago by the Geelong Family History Group. The group was the first to attempt to identify all World War I honour boards around Geelong, passing on their findings to the Geelong Heritage Centre.

> "
> *Words fail to express my feelings, nobody can realise but those whose dear ones are far away how grateful we feel to those who befriend our Boys – You dear people in the home-land are doing so much to cheer the Australian brothers whose homes are empty and hearts are sad and lonely.*

Excerpt of letter from LM Mathews to Mr & Mrs Hird of Swanston Street, Geelong, 20 November 1916

Launch of Geelong Honours Them: (L–R)
The Hon. John Eren MP, Cr Nathan Hansford, Christine Couzens MP, Geelong Heritage Centre Manager Mark Beasley, Cr Pat Murnane, Cr Peter Murrihy, GRLC Chief Executive Officer Patti Manolis, Cr Jim Mason AM and Cr Libby Coker.

Curated Displays

The following curated displays, featuring items from the Heritage Centre collection, were on exhibition in the Reading Room during 2017/18:

- A collection of beautiful late 19th and early 20th century presentation Mayoral Cradles.

- The Royal visitors to Geelong.

- A Land Conservation Council Map 1976 – a study of land maps showing the continuing use of Aboriginal placenames in the map/plan display drawer.

- To celebrate NAIDOC Week 2017, a display of 19th century books from the Geelong Heritage Centre Special Book Collection featuring European studies, observations and interpretations of Australian Aboriginal language and social life.

- To mark the centenary of the completion of Geelong City Hall, a special display of Town Clerk items including Town Clerk robes, storage chest, early deeds, 19th century leases and correspondence and the family Bible of William Weire (first Town Clerk of Geelong).

- The Hunt Family Tree circular diagram from the Julian collection.

- Maps, Plans and Estate Sales notices and associated items about Newtown Hill Estate 1908, Barwon Crescent Newtown subdivision 1888 and the Account Book of Sales for Thomas Roadknight & Co. 1870-1893.

- Geelong Football Club items to celebrate the 2017 AFL final series.

- County of Polwarth survey maps 1885 and 1886 identifying land selection in the Otway region.

- Coinciding with the Archibald Exhibition in the Geelong Gallery, a special display about the impact of the gold rush on Geelong and the region in the 1850s.

- A special digital interactive offer featuring three video clips of stories about the gold rush and events in Geelong in the 1850s, as told by Joseph Archibald and his father, and played by local actor Colin Mockett. The video clips were created as a collaborative effort between the Heritage Centre and staff at Diversitat and was filmed and edited at the Pulse FM studios in Geelong.

- 'Women in our community' was a focus theme of several displays. Highlights of these included embroidery in the form of a wool bouquet, memorabilia from the Women's Land Army and the story of women in local government featuring Zillah Crawcour.

- The story of European migrant contribution to Geelong, including a map featuring the former Geelong Migrant Hostel together with memorabilia and records from the former ABC Café.

Donations to the Geelong Heritage Centre

This year, a fascinating range of invaluable materials were donated to the Geelong Heritage Centre's archive and reference collection, ensuring their safe preservation and accessibility by the community.

These items were:
- A collection of photographs taken between 1992 and 1995 by photographers working for, or engaged by, the Geelong News newspaper.

- An early 19th century photograph of a group of people attending a celebration picnic at Erskine Falls, Lorne and another of men in a formal group photograph, possibly sport- or school-related.

- A copy of the official military program for a Geelong event which marked the death of Queen Victoria in 1901.

- A collection of scrapbooks containing newspaper cuttings, civic invitations, and other documents from the term of office of Geelong Mayor and Councillor, W. P. Carr.

- A collection of late 19th century/early 20th century stereoscopic images, a stereoscopic viewer and a small number of Everett family photographs taken in Lorne c.1950.

- The clock presented to Howard French MBE on his retirement from the role of Town Clerk, Geelong West Council in 1961, in recognition of his services to the community of Geelong West.

- Four sporting team photographs taken between 1925 and 1930, including The Valley Worsted Mills Women's Basketball 'A' team.

- A collection of glass plate negatives taken by Adolphus Verey, a pioneer professional photographer from Castlemaine.

- The Corio Croquet Club 'Alan Belcher' Rose Bowl Trophy, first awarded in 1950, with the name of the winner from each year inscribed on it.

- A large collection of Lodge records including the former Barwon Grove Lodge Minute Books 1969-1988; Minute Books 1960-1979 of the Belmont Lodge; Minute Books 1947-1967 of the Colac (formerly Western) Lodge; Register of Members joining the Western Lodge/Colac Lodge; Minute Books of Lara/Lara Norlane Lodge 1977-1993; Norlane Lodge Minute Books 1947-1954; Meredith Lodge Records of Contributions 1942-1951; Moriac Lodge Minute Books 1904-

1915; Records of the Southern Star of Geelong Lodge including Minute Books 1959-2001; Registration and Record Books; Register of Full Benefit Members (incomplete); Register of Honorary Members; and a photograph of Trustee and Lodge Officers c.1907.

- A collection of various Geelong and Victorian newspapers including the Geelong Advertiser, News of the Week and Herald Sun, collected mainly for reports of significant local, state, national and international events throughout the 19th and 20th centuries.

- A bound volume of newspaper clippings from 1924 to 1939 which describe various Geelong town planning and improvements projects involving the Geelong City Council of that period.

- A folder of photographs and articles relating to members of the Roadknight, Long and Dexter family members.

- A photographic album of members of the Long family c. 1880 at Carisbrook.

- A copy of the Narrative of a voyage to NSW & VDL by the ship 'Skelton' with Roadknight family members aboard, c1822.

- Two unpublished works by W.R. Dexter: New Guinea Interlude and The Battalion – My Home, detailing the author's WWII experience serving with the Australian Army.

- Three works by W.E. Dexter: The Pinching Padre, WW1 diaries of Chaplain Walter Ernest Dexter (published), Abaft the Mast (unpublished) and A Potpourri Leaves of Memory (unpublished).

- Roadknights in VDL 1836 Time to Move on by J.L.A Campbell (unpublished) and the published work Many Parts: William Roadknight 1792-1862 by James L.A. Campbell.

- Roadknight Saga by Warrick Ian Roadknight (unpublished).

- A copy and transcription of the Journal – Journey to Cape Otway 1893 by Miss Parkinson, Governess to the Thomas Roadknight family at River Station Winchelsea.

- A Plan of Gerangamete – County of Polwarth 1910 and 1915.

- Thomas Roadknight's 1900 Rough Diary, written whilst working as a surveyor in the Victorian High Country, together with a collection of his letters from the same period (which have also been transcribed).

- A folder containing copies of reports covering Roadknight's visits to various Australian goldfields c.1890.

- A single folder of various items including family letters and photographs belonging to the Long family.

- A collection of letters exchanged between Walter Dexter and family members during his WWII Australian Army service and his pre-war school days at Geelong Grammar.

- Two copies of Dennys Lascelle's Annual Reports, 1929 and 1939.

- A collection of various items including Geelong Repertory Society and GAMA programs c.1930s; Victorian Amateur Athletics Programs c. 1930s; and two 1956 Melbourne Olympic Games program, results and records booklets.

- Copies of the official race book for the Ocean Grove Beach Races Cup Day 1995 to 2001.

- A copy of the Archaeological Monitoring Report Project for The Bay View Hotel (July 2006).

- A printed copy of the display panel describing the Historical Development of the Bay View Hotel that is affixed to the internal lobby of the building.

- Six historical property/grant of purchase/covenant documents on velum for the Bay View Hotel property.

- A commemorative plate and stand presented to the City of Greater Geelong Council to mark the special sitting of Victorian State Parliament in Costa Hall, Geelong on 17 November 2005   as part of the 150th Year of Victorian Parliament.

- A colour photograph of the special sitting of Victorian Parliament in Costa Hall, Geelong on 17 November 2005.

Geelong Heritage Centre Collection Advisory Committee 2017/18

Cr. Margot Smith – Chair
Surf Coast Shire

Jill Evans – Deputy Chair
Director Community Services, Golden Plains Shire

Mark Beasley
Manager, Geelong Heritage Centre Collection & Services

Kaz Paton
Manager Arts & Culture, City of Greater Geelong

Jan Kinloch OAM
Geelong Branch, National Council of Women

Lana Capon
Secretary, Geelong Historical Society

Jim Fidge
Geelong Historical Society

Charlie Farrugia
Public Record Office Victoria

Coralie McInnes
Community Representative

Pamela Bailey
Community Representative

Daniel Fullerton
Community Representative

Chapter 4.

Providing opportunities for communities to learn about and participate in the digital space is increasingly important in contemporary society.

The Digital Library

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.

Our libraries provide 208 PCs and 221 other devices including iPads, android tablets, Chromebooks and laptops for use by members of the community. The Geelong Library and Heritage Centre provides the fastest and free public access to the internet in the Geelong region via our membership of AARnet. All branches in our network provide the best possible available internet speeds for use on library PCs and Wi-Fi.

This past year GRLC has delivered 559,754 Wi-Fi sessions and 196,135 Internet access sessions on public PCs in our libraries.

Digital Strategy

Over the past year, GRLC's digital services were directed by the priorities set out in the Library Plan (Reading Ahead: Library Plan 2017 – 2021). The priorities have focused on developing, leading and implementing technology-enabled service delivery models which enable access to library collections, services and programs – anywhere, anytime.

A key action has been to continue to address low levels of digital inclusion and digital literacy in the local community through the expansion of digital services in branches in key areas of Eastern and Northern Geelong.

Branch Technology

A focus on continuous improvement has seen the refinement of emerging and core technology and services on offer across the Library network. The following technologies have been introduced or expanded in the past 12 months:

- Braille embosser/printer
- HTC Vive Virtual Reality
- Updated gaming consoles including Xbox One and PlayStation 4 with virtual reality
- 3D scanners – class groups
- Podcasting digital recorder
- On-desk magnifier
- Text to Speech reader

eKnowHow Programs

In the past year, over 2,300 people have attended an eKnowHow program. Examples of the dynamic eKnowHow offered this past year are:

- Learn iPad Basic and Intermediate
- Internet and Computer Basics
- Smartphone Basics
- 3D Printing, Scanning and Designing
- Online Selling
- Scamwatch and Cybersecurity

Library users have also discovered opportunities for socialising and connecting with like-minded people during sessions such as Book Chat, word games, play reading, green screen and others.

196,000
public access
Internet sessions

Digital Partnerships

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

- The GRLC has worked with Rosewall Neighbourhood House, Whittington Works Alliance and City of Greater Geelong – Connected Communities, amongst other organisations on the Makerspaces services offered at the Newcomb and Corio Library.

- In recognition that many people are at risk as government agencies transition to online-based services, Consumer Affairs and My Gov staff ran practical information sessions in a number of libraries. Attendees found the sessions particularly useful and appreciated having access to the knowledge and skills of the facilitators within the accessible and welcoming spaces of their local library.

- Partnerships with healthcare and disability providers have helped reach a broader cross-section of the community. This year the GRLC has worked with organisations including Gen U (Formerly Karingal St Laurence), Integrated Living Aged Care (Formerly Ballarat District Nursing & Healthcare) and U&I Inclusions.

- Community-based, special interest groups including the Bellarine Mac Users and the Geelong Single Board Computer Group have collaborated with us to share knowledge, opportunities and resources.

- During the launch of the 2017 Archibald Prize Exhibition at the Geelong Gallery, GL&HC made technology available for a "come and try" session to promote digital literacy and social inclusion. The green screen and 3D scanned portraits sessions were attended by over 70 participants.

Makerspaces

The Corio Library has been providing access to emerging technology such as 3D printing and virtual reality for some time. A project is underway to create a permanent Makerspace at the branch. The high level of community engagement with the project has led to the purchase of a sewing machine, overlocker and 3D printer to to date.

Future plans for the Makerspace at Corio Library include the installation of a variety of technology to help bolster digital literacy and increase community access to emerging technology.

A similar project is underway at Newcomb Library. There has been an increase in eKnowHow sessions offered at the Newcomb Library, which aim to increase the rates of digital literacy in the region. Topics offered include the use of PC and mobile devices, access to the Library eCollection, and Cybersafety and Scamwatch sessions.

Makerspace sessions at the GL&HC continue to attract a great deal of interest. These drop-in sessions on the ground floor encourage the discovery of technology by people who may not be aware that opportunities like these exist in Geelong. The regular attendance of a disability integration group (U&I Inclusions) to the Makerspace session has potential to create a positive difference to the lives of the participants.

Chapter 5.

Public Libraries play an important role in providing free and equitable access to information and building information literacy.

Information Services and Collections

Access to information

This year our staff responded to 153,569 information enquiries and over 104,000 community uses of library reference databases.

In this era of 'fake news' and 'alternative facts' library members still know where to go for trusted, authoritative and reliable information.

The library's role in providing access to information is more important than ever before. In an environment in which finding reliable sources of information can be difficult, providing access to quality information resources ensures GRLC members can experience and be inspired by a diverse range of ideas and 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.

During the year, GRLC members exhibited a strong interest in history information, demonstrated by a 58% increase in usage of the Modern World History database. The library continues to provide a range of initiatives to support the reading and digital literacy needs of its younger library members. An example is through the online Busy Things language and literacy platform. Targeting maths, literacy and phonics skills, the platform encourages creative work with colours, shapes and sounds by engaging users in fun and exciting games. Usage of Busy Things has increased by 16% in the past year.

104,000
community
uses of library reference databases

Collections

The Geelong Regional Library Corporation services a region defined by a rapidly changing and growing demographic. A challenge – and opportunity – for the GRLC is to develop and manage a collection which supports the diverse needs of all members of the community.

The library collection continues to be refreshed and expanded, with over 65,600 new physical and digital items added this year.This year the community borrowed 2,558,039 collection items.

Demand for our eCollections (eBooks, eAudiobooks and eMagazines) continues to grow. There were 139,435 loans this year – an increase of 30%. Use of eAudiobooks in particular has increased by 44%. This year the library has expanded its offer in this area with the addition of the CloudLibrary lending platform, which provides members with increased reading options and a greater variety of reading materials to enjoy.

The GRLC's commitment to providing targeted collections to support specific needs can be demonstrated by initiatives which help meet readers 'at their level.' This year the GRLC has introduced 'decodable readers' for children aged 8 to 14 years. This collection has been enthusiastically embraced by both parents and teachers as a means of assisting children who have previously experienced difficulty learning to read or interpreting words or letters.

Interlibrary 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. GRLC library members borrowed 972 collection items on interlibrary loans from other library services. The GRLC loaned 2,393 items to other libraries from its collection.

Local History and Genealogy

Family history research continues to be a popular pastime for GRLC members who regularly access the library's local history and genealogy databases.

Members have also appreciated having access to the British Library's newspaper collections via a subscription to British Newspaper Archive. This year has seen a 43% increase in the use of this database, which is regularly updated with new newspapers.
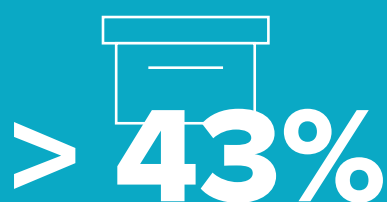
> 43%
increase in British Newspaper Archive database usage

65,600
new physical and digital items added to the collection

> 44%
increase in eAudiobook loans

> 30%
increase in eCollection loans

Collection size by location

Library	Total
Bannockburn	14,745
Barwon Heads	7,338
Belmont	43,533
Chilwell	13,021
Corio	33,575
Drysdale	20,163
Geelong	83,201
Geelong West	32,042
Highton	10,389
Lara	16,009
Mobile Libraries	8,395
Newcomb	23,417
Ocean Grove	27,367
Queenscliff	14,374
Torquay	21,141
Waurn Ponds	29,918
Western Heights College	5,545
Online eCollections	17,497
Totals	**421,670**

Collection by type

Library	No. Items	% of total collection
Junior	115,150	27.3%
Adult Fiction	85,868	20.4%
Adult Non-Fiction	80,055	19%
DVDs	30,805	7.3%
Young Adult	20,232	4.8%
Music CDs	19,269	4.6%
Large Print	17,669	4.2%
eCollections	17,497	4.1%
Magazines	14,174	3.4%
AudioBooks	11,399	2.7%
LOTE	6,792	1.6%
Geelong Local Area Collection	1,513	0.4%
Reference	1,247	0.3%
TOTAL	**421,670**	**100%**

Chapter 6.

During 2017/18, Geelong Regional Libraries delivered 6,613 programs and events to 152,251 attendees, representing a 2% increase in participation and reflecting the community demand for life long learning and opportunities for social connection.

Programs and Events

Programs and Events for Children and Youth

We live in a knowledge-rich society, characterised by easy access to a wealth of ideas and information. The ability to understand, communicate and share information in this environment is dependent on the early foundation of skills in reading, writing and digital competence.

For children, libraries can be places of wonder and magic, providing opportunities and experiences that shape their future lives.

The Geelong Regional Library Corporation provides programs which not only support the development of reading, literacy and digital literacy, but which fuel young imaginations and engender a life-long love of learning. Programs for children and youth have seen increased attendance rates in the 2017/18 year.

Children's Programs

- Baby Time (0–12 months)
- Toddler Time (1–3 years)
- Preschool Story Time (1–6 years)
- Sensory Story Time (all ages)
- 1,000 Books Before School (0–6 years)
- Preschool Science Club (3–5 years)
- Young Readers Theatre (8+ years)
- LEGO® Club (8+ years)
- Let's Go LEGO® Club (5–11 years)
- Junior-Bots (6–8 years)
- Tech Club (8+ years)

- LEGO MINDSTORMS® (8+ years)
- The Mix (8+ years)
- Writing Cadets (8+ years)
- Minecraft® Club (8+ years)
- Minecraft® Mondays (8+ years)
- Nature and Art Classes (8+ years)
- Code Club: Scratch 1 (9–11 years)
- Code Club: Scratch 2 (9–11 years)
- Code Club: HTML & CSS (9–11 years)
- Code Club: Python (9–11 years)
- Film It! (8+ years)
- Book Slam (all ages)

Participation in External Programs

- Australian Library and Information Association (ALIA): The Summer Reading Club
- Australian Library and Information Association (ALIA): National Simultaneous Storytime featuring Hickory Dickory Dash by Tony Wilson
- Australian Library and Information Association (ALIA): The Reading Hour
- Children's Book Council of Australia, Children's Book Week: Australia: Story Country
- Australian Library and Information Association (ALIA): International Games Week 2017
- Australian Library and Information Association (ALIA): Library Lovers Week
- Wathaurong Cooperative: Ready for Learning Day
- City of Greater Geelong's Children's Week: Big Play Day
- Surf Coast Kite Festival presented by Jan Juc Preschool
- Torquay Early Years Reference Group and Surf Coast Shire Children's Week: Elephant Park Walk

- Surf Coast Shire Children's Week: Moriac
- #Make a Difference; School Maker Day
- Kaleidoscope presented in partnership with Geelong Performing Arts Centre and Geelong Gallery
- Geelong Performing Arts Centre: Skilling Student Leaders Forum
- Deakin University, School of Education, Faculty of Arts and Education: Play & Talk 2 Learn Forum
- Geelong's Big Play Day with City of Greater Geelong
- Poppykettle Festival with Geelong Performing Arts Centre
- The Victorian Premier's Reading Challenge
- City of Greater Geelong: SKAART Festival
- Harry Potter Day: The Great Big Harry Potter Quiz
- National Youth Week Events: Book Battle, Fright Night, Tote Bags
- Immunisation Program presented in partnership with Barwon Health
- Transition Program presented in partnership with Soroptimist International
- Children's Book Council of Australia: Victoria State Conference
- Northern Bay College Tallis Street Campus: Digital Expo
- Central Geelong Marketing: Christmas Trail

Children's Special Events

Children's Special Events

Family Fun Day – Reimagine the World According to Children's Books

- Ann James, Author Event
- James Foley, Author Event
- Leigh Hobbs, Author Event
- Anna Walker, Author Event
- Boori Monty Pryor, Author Event
- Tony Wilson, Author Event
- Morris Gleitzman, 2018–19 Australian Children's Laureate, Author Event
- Family Fun Day: Mr Huff performance by Meerkat Productions
- Hazel Edwards: Hippopotamus Loves to Eat Cake, Author Event
- Kaye Baillie: Archie Appleby and the Terrible Case of the Creeps, Author Event
- Leigh Hobbs, 2016–17 Australian Children's Laureate, Author Event
- Juliet Williams: Missing Pinky – Children's Book Launch, Author Event
- Dawn Marlow: Are you ready? Are you ready? Are you red red ready? Children's Book Launch, Author Event
- Maxine Flakemore: Just Like Babies, Author Event
- State Library Victoria, Travelling Exhibition: Story Island an Adventure in Pictures
- National Reconciliation Week
- Vision Australia: Sam the Seeing Eye Dog Story Time
- Christmas Magic
- Sing and Sign Time
- Explore Mechanica
- Story Train
- Fishy Tales at the Marine and Freshwater Discovery Centre
- World Storytelling Day
- Bilingual Stories: French

- Bilingual Stories: Hindi
- Cultural Diversity Week
- Dance Around the World
- Star Wars Day
- Families Week
- International Talk Like a Pirate Day
- Celebrate Children's Week
- Halloween Fun
- Incredible Mad Science Workshop
- Country Fire Authority, Fire Safety Awareness presentation
- Palliative Care Week: Story Time presented in partnership with Barwon Health

School Holiday Programs

- June/July 2017: Other Cultures
- September/October 2017: Imagination and Innovation
- January 2018: Exploration
- April 2018: Reimagine

Youth Programs

- The Writing Dome
- Manga Club
- Coder Dojo supported by Deakin University, School of Engineering
- Art House presented in partnership with the City of Greater Geelong's Youth Development Unit
- 3D Printing
- BoyzTech
- Arduino 101
- Are You Game?
- Comic Club

- Tech Block: EZ Robots, Green Screen Photography, Programming with NAO
- ALL IN presented in partnership with the City of Greater Geelong's Youth Development Unit and the fOrt Youth Centre
- Homework Club presented in partnership with Diversitat
- Switch Journalism Writing Workshops presented in partnership with the City of Greater Geelong's Youth Development Unit
- Silent Disco presented in partnership with the City of Greater Geelong's Youth Development Unit
- Movie Night presented in partnership with the City of Greater Geelong's Youth Development Unit

Youth Special Event

- The Writing Dome: Thursday Afternoons: Every Second, Book Launch
- Alice Pung, supported by Bannockburn Primary School, Author Event
- YMCA Gaming & Skate Day presented in partnership with Bannockburn YMCA
- Sue Lawson, Writing Workshop, Author Event
- Cyber Safety presented in partnership with the City of Greater Geelong's Youth Development Unit
- Christmas Activity presented in partnership with the City of Greater Geelong's Youth Development Unit
- Zombie Board Games presented in partnership with the fOrt Youth Centre
- Virtual Reality presented in partnership with the fOrt Youth Centre
- Youth Empowerment Roadshow presented in partnership with Golden Plains Shire Youth Development Unity

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*I wish we had the library we
have now when I was a child,
what a wonderful opportunity
for future generations.*

Early learning & school outreach

In recognition of the important role that libraries play in a child's development, the GRLC has worked with many early childhood education providers, playgroups, primary and secondary schools from across the region. The GRLC provides programs, tours and outreach activities to help promote lifelong learning, develop a love of reading, and educate children about library services. Throughout 2017/18, the GRLC worked with:

Childcare, Playgroups and Kindergartens

- Alexander Thomson Preschool, Belmont
- Anglesea Playgroup, Anglesea
- Armstrong Creek Friday Playgroup, Armstrong Creekw
- Armstrong Creek Monday Playgroup, Armstrong Creek
- Bambini Early Learning Centre, Newtown
- Bannockburn Children's Service, Bannockburn

- Bannockburn Long Day Care, Bannockburn
- Bay City Early Learning Centre and Kindergarten, Geelong
- Beacon Point Preschool, Clifton Springs
- Bellarine Kids Early Learning Centre, Moolap
- Belmont Community Kindergarten, Belmont
- Belmont Honeyeaters Supported Playgroup, Belmont
- Boorai Centre, Ocean Grove
- Bop Bop Karrong, Barwon Heads (Kornoo)
- Breakwater Preschool, Breakwater
- Bright Minds Early Learning, Bannockburn
- Buckingham Street Early Learning and Kinder, Lara
- Butterfield House Kindergarten and Care, Christian College Geelong, Jan Juc
- City Learning & Care Children's Centre, Newtown (Ariston)
- City Learning & Care, Belmont
- City Learning & Care, Corio
- City Learning & Care, Drysdale
- City Learning & Care, Whittington
- Clifton Springs Preschool, Clifton Springs
- Come and Play Playgroup, Whittington
- Corio Karen Family Playgroup, Corio
- Corio Kindergarten, Corio
- Early Learning and Family Centre @ Apollo, Whittington
- Eclipse Early Education, Torquay
- Elements Child Care & Early Learning Centre, Geelong West
- Elements Childcare & Early Learning Centre, Belmont
- Family Day Care, Wyndham Vale

- First Steps Child Care Centre, Whittington
- Flinders Avenue Playgroup, Lara
- Flinders Kindergarten, Lara
- Geelong Baptist College, Lovely Banks
- Geelong Children's Centre, Geelong East
- Geelong East Primary Supported Playgroup, Geelong East
- Geelong West Kindergarten, Geelong West
- Geelong World of Learning, Herne Hill
- Goodstart Early Learning, Drysdale
- Goodstart Early Learning, Geelong East
- Goodstart Early Learning, Grovedale
- Goodstart Early Learning, Grovedale South
- Goodstart Early Learning, Lara
- Goodstart Early Learning, Newtown
- Greenville Kindergarten, Grovedale
- Grovedale Child and Family Centre, Grovedale
- Grovedale Kindergarten, Grovedale
- Grovedale Mudlarks Supported Playgroup, Grovedale
- Headstart Early Learning Centre, Ocean Grove
- Helen M Kininmonth Pre-School, Winchelsea
- Highton Child Care & Development Centre, Belmont
- Jan Juc Pre-School, Jan Juc
- Kardinia Childcare & Kindergarten Geelong, Bell Post Hill
- Kids Club, Torquay
- Kurrambee Myaring Community Centre, Torquay
- Lara Kindergarten, Lara
- Lara Lake Community Pre-School, Lara

- Leopold Child and Family Centre, Leopold
- Leopold Playgroup, Leopold
- Little Groms Early Learning, Torquay
- Little River Primary School, Little River
- Lonsdale House Childcare, Point Lonsdale
- Lorne Community House Playgroup, Lorne
- Lorne Kindergarten, Lorne
- Milla Milla Playgroup Wathaurong Aboriginal Co-operative, North Geelong
- Mitchell Street Early Learning Centre, Belmont
- Moriac Playgroup, Moriac
- Moriac Preschool Inc., Moriac
- Norlane Child and Family Centre, Norlane
- Norlane West Kindergarten, Norlane
- Normanby Street Pre-School, Geelong East
- Northern Bay Family Centre, Corio
- Ocean Grove Playgroup Association, Ocean Grove
- Ocean Grove Preschool, Ocean Grove
- One World for Children, Bell Park
- Paisley Park Early Learning Centre Geelong, Norlane
- Play Child Care and Kindergarten, Belmont
- Portarlington Pre-School Centre, Portarlington
- Queenscliff Kindergarten, Queenscliff
- Rollins Playgroup, Bell Post Hill
- Rosewall Kindergarten, North Shore
- Roslyn Playgroup, Wandana Heights
- Southern Cross Montessori, Torquay
- Sparrow House Early Learning, Lara
- SpringDale Neighbourhood Centre, Drysdale
- St Albans Park Kindergarten, St Albans Park
- St Anthony's Playgroup, Lara
- St Leonards Playgroup, St Leonards
- Tallis Supported Playgroup, Norlane
- The Geelong College Early Learning, Newtown
- Thomson Sunbirds Supported Playgroup, Thomson
- Torquay Early Learning Centre, Torquay
- Torquay Kindergarten, Torquay
- Torquay Road Early Learning & Kinder, Grovedale
- Town & Country Children's Centre, Highton
- United Children Child Care and Kindergarten, Grovedale
- Waurnvale Drive Early Learning & Kinder, Belmont
- William Hovell Preschool, Corio
- Williams House Kindergarten, Highton
- Wilsons Road Early Learning and Kinder, Newcomb
- Woodlands House Childcare, Ocean Grove
- Woodlands Kindergarten, Ocean Grove
- Wyndham Community & Education Centre, Werribee

"

I just had to email you to say how happy I am with the services you offer! I have a little girl who is 3 months old and she already loves going to the library for rhyme time. Then we choose her some books which she gets so excited about!

Primary Schools

- Anakie Primary School, Anakie
- Ashby Primary School, Geelong West
- Barwon Heads Primary School, Barwon Heads
- Barwon Valley School, Belmont
- Bell Park North Primary School, Bell Park
- Bellaire Primary School, Highton
- Bellbrae Primary School, Bellbrae
- Chilwell Primary School, Chilwell
- Christ the King Catholic Primary School, Newcomb
- Christian College: Belmont Campus, Belmont
- Clairvaux Catholic Primary School, Belmont
- Dean's Marsh Primary School, Deans Marsh
- Drysdale Primary School, Drysdale
- East Geelong Primary, Geelong East
- Freshwater Creek Steiner School, Freshwater Creek
- Geelong Grammar School, Corio
- Grovedale Primary School, Grovedale
- Grovedale West Primary School, Grovedale
- Herne Hill Primary School, Hamlyn Heights
- Highton Primary School, Highton
- Holy Spirit Catholic Primary School, Manifold Heights
- Lara Lake Primary School, Lara
- Lara Primary School, Lara
- Lisieux Catholic Primary School, Torquay
- MacKillop Education Services, Geelong
- Mandama Primary School, Grovedale
- Mansfield Primary School, Mansfield
- Moolap Primary School, Moolap
- Mount Duneed Regional Primary School, Mount Duneed
- Nazareth Catholic Primary School, Grovedale
- Nelson Park School, Bell Park
- Newcomb Park Primary School, Newcomb
- Northern Bay College: Tallis Street Campus, Norlane
- Northern Bay College: Peacock Avenue Campus, North Geelong
- Northern Bay College: Wexford Court Campus, Corio
- Oberon Primary School, Belmont
- Oberon South Primary School, Belmont
- Ocean Grove Primary School, Ocean Grove
- Point Lonsdale Primary School, Point Lonsdale
- Portarlington Primary School, Portarlington
- Rollins Primary School, Bell Post Hill
- South Geelong Primary School, Geelong
- St Aloysius Catholic Primary School, Queenscliff
- St Colman's School, Mortlake
- St Francis Xavier Catholic Primary School, Corio
- St Leonards Primary School, St Leonards
- St Mary MacKillop Catholic Primary School, Bannockburn
- St Mary's Catholic Primary School, Geelong
- St Patrick's Primary School, Camperdown
- St Thomas Aquinas Catholic Primary School, Norlane
- St Thomas School, Terrang
- Surfside Primary School, Ocean Grove
- Tate Street Primary School, Geelong East
- Torquay College, Torquay
- Wallington Primary School, Wallington
- Warringa Park School, Werribee
- Whittington Primary School, Whittington
- Winchelsea Primary School, Winchelsea

Secondary Schools

- Avalon College, Lara
- Bacchus Marsh College, Bacchus Marsh
- Bannockburn P-12 College, Bannockburn
- Belmont High School, Belmont
- Christian College: Bellarine Campus, Drysdale
- Geelong Lutheran College, Armstrong Creek
- Grovedale College, Grovedale
- Lara Secondary College, Lara
- Manor Lakes College, Wyndham Vale
- Matthew Flinders Girls Secondary College, Geelong
- Newcomb Secondary College, Newcomb
- North Geelong Secondary College, North Geelong
- Northern Bay College: Goldsworthy Road Campus, Corio
- Sacred Heart College Geelong, Newtown
- St Albans Secondary College, St Albans
- St Joseph's College Geelong, Newtown

Programs and Events for Adults

Libraries are places where debate and dialogue is encouraged and supported in a safe and welcoming environment.

Throughout the year, local audiences enjoyed a carefully curated program of rich and varied events, including Special Events, Author Encounters, Open Mind Lectures and Creative and Connected programs.

468 sessions were presented for adult audiences, and 17,420 attendees relished the opportunity to join a range of speakers, thinkers, writers and performers who provided engaging, insightful, provocative and entertaining experiences. This figure represents a 15% increase in participation.

"

I lost my wife around 18 months ago from cancer... I just want to say how wonderful it has been to have the What's On program. To have so many things to keep my mind busy, to give me something to do. You often just try and find ways to just keep your head above water... There were so many things in that booklet, and the range of events were just fantastic. I think the men and women who work in the library are great, and I wanted to say how fantastic it is; how much I appreciate and value being a part of what I consider one of the best library services ever."

– Library Member Feedback

Special Events

From film screenings to one-act plays, musical performances to family fun days, GRLC's special events program enabled audiences to encounter their library in ways they may never have imagined.

Some of the feature events this year included:

- Film screenings for the Human Rights Arts & Film Festival, the Reel Health International Film Festival and the premiere screening of the Creative Geelong initiative Hubcaps to Creative Hubs.

- The Dome hosted Lise Rodgers who performed a one-act performance of Jane Austen's Emma. At the contrasting end of the entertainment spectrum, two of Australia's best-loved musicians Rob Snarski (Black Eyed Susans) and Mick Thomas (Weddings, Parties, Anything) shared stories of life on the road and played acoustic versions of songs from their best-selling albums to very appreciative audiences.

- A new partnership with Geelong Sustainability saw the presentation of the Clever Living Seminar series which was enthusiastically embraced by audiences. The booked-out sessions included topics such as eco-friendly design, achieving energy freedom through renewable energy sources and DIY water efficiency.

- Irish blockbuster author Marian Keyes, who has sold more than thirty-five million books worldwide, headed an impressive list of writers and speakers featuring in the GRLC's quarterly What's On programs. The library was also fortunate to host one of only a few nationwide appearances by renowned Australian author Tim Winton who discussed his latest book, The Shepherd's Hut. Presentations from former footballers Paul Roos and Nick Riewoldt provided local footy fans with an insider's view into the world of the AFL.

- Prize-winning authors, including the 2017 Stella Prize winner Heather Rose and the two-time Miles Franklin winner Michelle De Kretser, engaged in insightful in-conversation sessions.

- World Poetry Day was celebrated for the seventh year with a showcase of local poets featured in the *Best Australian Poems 2017* anthology.

- The GRLC's participation in the 2018 Geelong After Dark program and staging of the Reimagine Family Fun Day reinforced the organisation's commitment to Geelong's cultural precinct partnerships and encouraged large numbers of visitors through the doors of the Geelong Library & Heritage Centre.

"

Engaging and informative presenters. Great venue.

Being in a space that allowed all to feel connected to speaker.

It started on time and getting in and out was a breeze!

I enjoyed it! It was worth the 2.5 hours it took me to get there.

Audience Feedback, Author Encounters

Author Encounters

A diverse range of topics and genres featured in the program of Author Encounters this year.

From romance to true crime, wellness to tragedy, audiences were gifted the opportunity to hear some of the best writers and thinkers in Australia speak to their work.

Highlights of the program included:

- Dr Bernadette Brennan discussing her seminal work on Helen Garner
- Gabriella Coslovich blending crime and art with her investigation of the Whiteley fraud trial

- Heather Morris talking about her creative non-fiction debut *The Tattooist of Auschwitz* which has attracted worldwide attention
- Award-winning journalist Peter Greste delving into his career as a journalist and questioning where the truth lies in telling real stories
- Robert Dessaix exploring *The Pleasures of Leisure*
- Television and radio host Meshel Laurie considering *Buddhism for the Unbelievably Busy*
- Former politician Jacqui Lambie reflecting on her political and personal journey
- Renowned physician Dr Charlie Corke examining *How to Plan for a Good Death*

Creative and Connected

Events and programs play an increasingly vital role in the remit of public libraries by providing lifelong learning experiences for the community. Throughout the year, GRL community libraries' staff sought feedback from their communities about topics of interest and relevance, and programmed their sessions accordingly. This responsive programming model enables both experimentation and diversity in the programs on offer, and ensures topics are truly relevant to the audiences.

Sessions that highlighted topics of specific community interest included explorations of local history, insights into learning difficulties for children and conversation circles to improve English speaking skills. In response to community interest in topics surrounding brain health, libraries held sessions on dementia awareness and prevention and brain training.

Hands on workshops offered practical tips and instruction covering topics from bee-keeping to decluttering; Japanese printmaking to yoga.

Special Events

- 2017 Stella Prize Winner, Heather Rose: *The Museum of Modern Love*
- A Special Event with Alice Pung
- Annie Smithers: *Annie's Farmhouse Kitchen*
- Archibald: *Bookface*
- Associate Professor Felice Jacka: *Gut Microbiota and Mood*
- Back to Back Theatre C.A.M.P: *Bibliomaniac*
- Barry Hill and Don Watson: *Essayists on the Essay*
- Beyond Pink and Blue: Challenging Gender Stereotyping from the Early Years
- Yvonne Adami: *Tidal*, Book Launch
- Christmas Papercraft Workshop
- Clever Living Seminar Series – Seminar 1: *Why Good Design Doesn't Cost the Earth*

- Clever Living Seminar Series – Seminar 2: *Eco Building Materials*
- Clever Living Seminar Series – Seminar 3: *How to Achieve Energy Freedom*
- Clever Living Seminar Series – Seminar 4: *DIY Water Efficiency Home & Garden*
- Creative Conversations Session One: *Reimagine the world according to children's books*
- Creative Conversations Session Two: *Reimagine the world according to children's books*
- David Holmgren: *Retrosuburbia*
- Doug Lang: *The Nature of Survival*
- Dr Jordan Nyugen: *Using Technology to Create an Inclusive Society*
- Dr Kristy Goodwin: *Raising Your Child in a Digital World*

- Clive Mackinnon: *Every Picture Tells a Story*
- Feminist Writers Festival Workshop
- Feminist Writers Festival: Clementine Ford
- Friends of the Library Launch
- Geelong After Dark
- Hubcaps 2 Creative Hubs Premiere Screening
- Human Rights Arts & Film Festival: Film Step
- Judith Brett: *The Enigmatic Mr Deakin*
- Live at the Dome, *Dave Graney: Workshy*
- Live at the Dome, *Mick Thomas: These Are the Days*
- Marian Keyes: *The Break*
- Maxine Beneba Clarke: *Speaking on Foreign Soil*

Special Events (continued)

- Melbourne Writers Festival – Local Libraries, Meena Kandasamy: *When I Hit You*
- *My Emma* – A One Act Play by Lise Rodgers
- NAIDOC Week: *Our Languages Matter: A Wadawurrang Perspective*
- Nate DiMeo: *The Memory Palace*
- Nick Riewoldt: *The Things That Make Us*
- Paul Roos: *Here It Is*
- Reel Health International Short Film Festival
- Reimagine Dinner
- Ross McMullin: *Never Forget Australia*
- Stuart Kells: *The Library: A Catalogue of Wonders*
- Tim Winton: *Tender Hearts, Sons of Brutes*
- World Poetry Day 2018

Open Mind Lectures

Eleanor Bourke: Are Australia's First People the Foundation to Our National Identity?

Catherine Fox: Stop Fixing Women: Why Building Fairer Workplaces is Everybody's Business

Author Encounters

- Alli Sinclair: *Beneath the Parisian Skies*
- Bernadette Fisers: *The Little Book of Happiness*
- Brendan McAloon: *Sharks Never Sleep*
- Chris Johnston and Rosie Jones: *The Family*
- Craig Goddard: *28 Tips For Teenagers: Life Skills That Fast Track Success*
- Debra Campbell: *Lovelands*
- Dorothy Johnston: *The Swan Island Connection*
- Dr Bernadette Brennan: *A Writing Life: Helen Garner and Her Work*
- Dr Charlie Corke: *How to Plan for a Good Death*
- Dr Steven Sommer: *Finding Hope When Facing Serious Disease*

- Fiona Lowe: *Birthright*
- Fiona McIntosh: *The Tea Gardens*
- Gabriella Coslovich: *Whiteley on Trial*
- Graeme Simsion and Anne Buist: *Two Steps Forward*
- Harriet McKnight: *Rain Birds*
- Heather Morris: *The Tattooist of Auschwitz*
- Jacqui Lambie: *Rebel With a Cause*
- Jamila Rizvi: *Not Just Lucky*
- Jura Reilly: *Sylvia's Book Smuggler*
- Kate Wild: *Waiting for Elijah*
- Ken Linnett: *Tulloch: The Extraordinary Life and Times of a True Champion*
- Kylie Ladd: *The Way Back*
- Kylie Treble: Connect: *Practical Ways to Grow and Preserve Food*
- Lia Hills: *The Crying Place*
- Lucas Jordan: *Stealth Raiders*
- Marion Lennox: *The Romantic Life*
- Maxine Flakemore: *Babies*
- Meshel Laurie: *Buddhism for the Unbelievably Busy*
- Michael McGirr: Snooze: *The Lost Art of Sleep*
- Michelle de Kretser: *The Life to Come*
- Nick Toscano: *The Woman Who Fooled the World: Belle Gibson's Cancer Con*
- Peter FitzSimons: *Monash's Masterpiece: The Battle of Le Hamel and the 93 Minutes that Changed the World*
- Peter Greste: *The First Casualty*
- Rachael Johns: *The Greatest Gift*
- Renee d'Offay: *Time to Soar*
- Richard Allen: *More Great Properties of Country Victoria: The Western District's Golden Age*
- Robert Dessaix: *The Pleasures of Leisure*
- Robert Lukins: *The Everlasting Sunday*
- Ross McMullin: *Pompey Elliott at War*
- Shokoofeh Azar: *The Enlightenment of the Greengage Tree*
- Spiri Tsintziras: *My Ikaria*
- Stephanie Asher: *The Footy Lady: The Trailblazing Story of Susan Alberti*
- Steve Johnson: *The Cat with the Giant Story*

- Trevor Pescott: *Birds and Botanists: A Field Naturalist's History of Geelong*

Creative and Connected

- 8 Things About Dementia
- 8 Things About Dementia (for Carers)
- Archibald: *Bookface*
- Armchair Actors: Play Reading
- Art Therapy: *Can You Explore the Forest to Find Your Tree?*
- Book Animals
- Cassandra Perry: *Invisible Art of Being*
- Decluttering
- Don't Bet On It
- Fay Tran: *Insights into Learning Difficulties for Children*
- Felt Bookmark Animals
- Folding Book Sculpture
- Gisela Gardener: *Bleed – The Story of My Personal Journey*
- Halloween Book Decorations
- History Week, Torquay Neighbours: Past and Present
- Honey Bees – Fascinating and Fundamental
- How is Noise Made?
- IGKNITE at Drysdale Library
- Ignite Knitting Club Rotary
- Inside Interior Design
- Let's Talk English: Coffee and Chat
- Meditation for Health and Wellbeing
- Meditative Music – An Informal Sharing of Beauty
- Mother's Day Card Making Workshop
- Our Ayurvedic Body Type
- Peace Cranes for Peace
- Practice Your English
- Practise English Conversation
- Put Your Best Foot Forward – Resume Writing Workshop
- Queenscliff Literary Festival – Write a Short Story on the Theme of Exploration
- Recipe Club
- Refugee Week Event
- Resume Writing Basics

- Sea of Ukes
- Spelling Bee for Grown-Ups
- Spring Blossoms
- Sugar and Salt Scrubs for the Soul
- Super Brain Train Workshop
- The Sinking of the William Salthouse
- Tracey Newnham: In the Rainbow, Book Launch
- Traditional Japanese Printmaking – Mokuhanga
- Transition Streets
- Upcycled Book Craft
- Vintage Decoupage Eggs
- Word Game Fun
- Year of the Earth Dog: Chinese Astrology Workshop
- Yikes! Ukes in the Library
- Yoga and Meditation for Health and Wellbeing
- Zentangle for Adults

eKnowHow

In addition to the extensive offering of diverse programs listed below, 753 people were personally assisted through the eKnow How Book A Librarian service.

Geelong regional libraries offered 379 individual eKnowHow sessions.

- 3D Printing – Modelling
- 3D Printing – Scanning
- 3D Printing – Sculptris
- 3D Printing and Modelling – Photo Frame
- 3D Printing Workshop
- Adobe Spark
- Advanced Searching Skills
- All About Christmas Food on Your Tablet
- All About Online Selling
- All About Parenting on Your iPad
- All About Photos on Your Tablet
- All About Reading on Your Tablet
- All About Streaming Music On Your Device
- All About Travel on Your Tablet

- All About Winter Food on Your Tablet
- An ANZAC in the family? Tracing Your Military Ancestors
- Archibald – Green Screen
- Archibald – Oculus and 3D Scanning
- Armchair Actors
- Beyond 3D Modelling Basics
- Christmas Postcards on Publisher
- Cloud Storage
- Coding Demystified
- Cosy Fireside Reads
- Creative Coding
- Discover Your Ancestry
- Discover Your Ancestry & Heritage Centre Tour
- Discover Your Military Family History & Heritage Centre Tour
- eBooks On Your Tablet
- eMagazines for Free!
- Facebook Basics
- Facts on File, Britannica and ProQuest Online
- Family History
- Finding Your 'Place' in History
- Google Photos
- Green Screen Into the Past
- Green Screen Me
- Holiday eReads
- HTC VIVE
- Immigration and Your Family Tree
- Introduction to Internet and Email
- iPad Basics
- iPad Intermediate
- Language Learning with Mango
- Library Treasures @ The Dome
- Lifelong Learning with MOOCs
- LinkedIn 101
- Make A Historic Photostory
- Makerspace
- Meshmixer – Basic Introduction To Fixing 3D Scans and Models
- Mindfulness & Meditation On Your Tablet
- MyGov
- New Additions Chat
- New to the Library?
- Oculus Rift: Virtual Reality

- Photo Creation and Design
- Pinterest Basics
- Podcasting
- Raspberry Pi Meetup
- Resume Writing Basics
- Scamwatch & Cybersafety
- Selfie Story – Adobe Spark Video
- Smartphone Basics
- Smartphone Chat
- Tablet Group
- Tablet Q&A
- Virtual World: Google Earth Seen Through Oculus Rift
- VOD – View On Demand
- What Is This For? Gifted Gadgets Q&A
- What's New – eMagazines? RBdigital
- What's That in Your Garden? Gardening Apps For Your Tablet

Word for Word National Non-Fiction Festival 2017

The fourth annual Word for Word National Non-Fiction Festival attracted a record audience as it showcased some of the biggest names in Australian literature and further established itself as a major cultural event for the region.

In 2017 Word for Word enticed us to *Go Beneath the Surface* for an exploration of the often blurred line between fiction and non-fiction writing. The question of what is truth and what is made-up was explored, discussed and even debated to great comic effect during the annual Great Debate special event that argued for and against the topic "Fiction is just a fancy word for lying".

Word for Word was proudly presented by GRLC in partnership with Deakin University and the City of Greater Geelong with the support of a number of generous sponsors. The program featured more than 75 guest presenters discussing topics ranging from climate change to feminism, sport to history, racism, biography, Indigenous culture, travel and adventure.

This fascinating exploration took place across three days, from 17-19 November, and featured 44 separate sessions ranging from masterclasses, keynote addresses, in-conversation, poetry and spoken word readings, acoustic song-writing sessions and panel discussions.

The 2017 festival enjoyed record attendance with more than 6,000 people passing through the doors of the Geelong Library & Heritage Centre and 2,422 tickets purchased for festival sessions. This represented an increase of more than 56% on ticket sales for the previous year.

Festival Advisory Committee 2017

Cr Margot Smith – Festival Chair
GRLC Deputy Chair

Assoc Professor Maria Takolander
Deakin University

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

John Bartlett
Community Representative

Helene Cameron
Community Representative

Marylou Gilbert
Community Representative

Christine Heath
Community Representative

Beth King
Community Representative

Matt Davis
Community Representative

Festival Working Group 2017

Patti Manolis
Chief Executive Officer, GRLC

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

Sue Noonan
Manager, Marketing and Communications, GRLC

Maryanne Vagg
Manager, Events and Programming, GRLC Festival Director

Rochelle Smith
Festival Coordinator

Kay Saunders
Volunteer Coordinator

Festival Partners

Geelong Regional Library Corporation

Deakin University

City of Greater Geelong

Presenting Sponsors

Deakin University School of Communication and Creative Arts

Copyright Agency Cultural Fund

Vision Super

Bolinda Audiobooks

Sponsors

Dymocks

Geelong Gallery

Hodges Real Estate

James Bennett

Kings Funerals

Rotary Club of Geelong Central
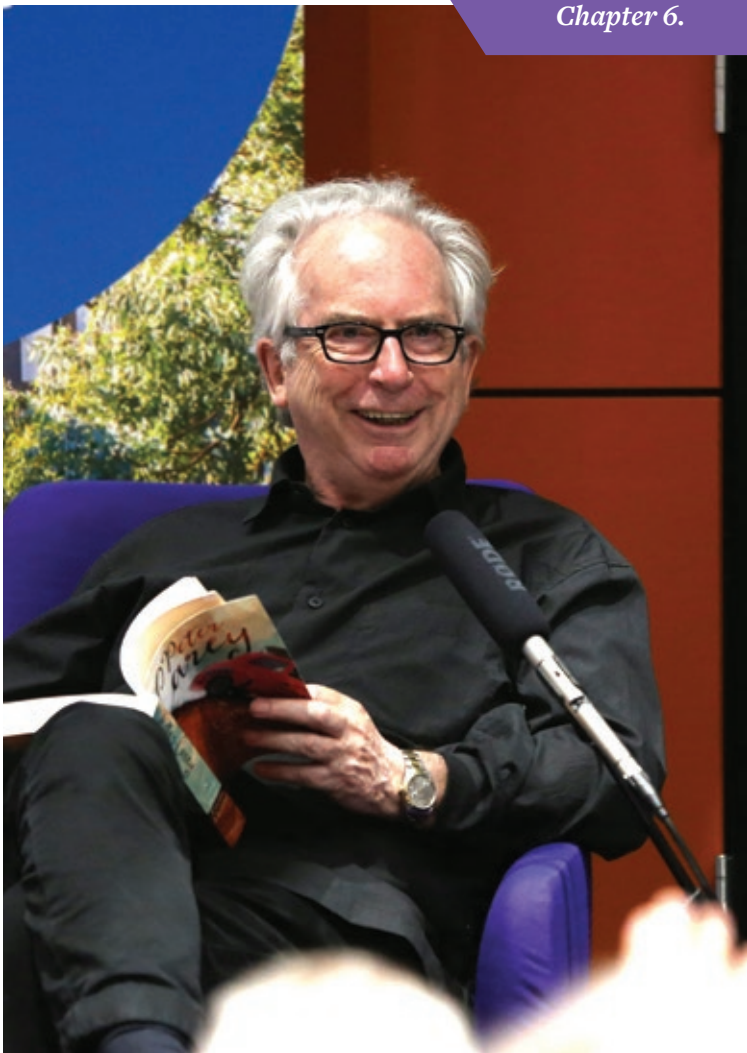
Rydges Hotel

The RK Group

Media Partners

Bay 93.9

Good Reading Magazine

Pace Advertising

94.7 The Pulse

Volunteers

Volunteer Coordinators

Amber Connor
Jacqui Connor
Helen Cox
Anne Riggs
Andrea Van Der Meer

Volunteers

Sheryl Allen
Brianna Bullen
Katrina Costa
Janet Dickson
Stephanie Downing
Wendy Gersh
Helen Grant
Carole Hose
Steve Levakis
Michelle Liddy
Julie Maclean
Karen Mamonski
Sophie Matta
Athalie Moss
Suzanne Newson
Mel O'Connor
Margaretta Olsen
Miroslava Olsen
Robin Purdy
Rosalie Richards
Dianne Robinson
Michelle Sadler
Jaana Salonen
Stewart Seaton
Lois Taylor
Josephine Turnbull
Ann Waite
Lynette Willshire
Judith Worland

Festival Masterclasses

Finding the Funny in Memoir – Margaret Linley

How to Avoid the Pitfalls of Publishing – Ruth Wykes

Introduction to Creative Non-Fiction – Lee Kofman

Sifting Truth: Fiction vs (Creative) Non-

Fiction – Harriet Gaffney

The Creative Possibilities of Non-Fiction – Robert Gott

The Elements of Craft in Poetry – Judith Beveridge

Turning Non-Fiction into Fiction – Sue Lawson

Writing Essentials and Developing Creative Practice – Angela Savage

Writing Non-Fiction for the Discerning Reader – Greg Pyers

Festival Sessions

Burke and Wills: the Triumph and Tragedy of Australia's most Famous Explorers – Peter FitzSimons

Choose Your Own Adventures – Michael Smith, Huw Kingston and Robert Gott

Crossing the Line: Australia's Secret History in the Timor Sea – Kim McGrath and Damien Kingsbury

Everyday Ethics – Matthew Sharpe and Simon Longstaff

Facing the Facts: Feminism, Faith and Finding Your Voice – Jamila Rizvi, Susan Carland and Jennifer Martin

Good Government – Andrew P Street, Laura Tingle, Rebecca Huntley and Tony Wilson

Listening In: Exploring Culture, Identity and Connection to Country – Aunty Fay Muir, Kim Mahood and Marie Munkarra

Moral Panic 101: Equality, Acceptance and the Safe Schools Scandal – Maria Pallotta-Chiarolli and Benjamin Law

No Front Line – Chris Masters and Jennifer Martin

Not Just a Bluff: Victory at Beersheba – David Cameron and Paul Daley

Of Ashes and Rivers that Run to the Sea – Marie Munkara and Harriet Gaffney

On Death and Dying – Leah Kaminsky, Steven Amsterdam, Rodney Symes and Harriet Gaffney

Only: A Memoir – Caroline Baum and Angela Savage

Opening Night Keynote Address – Peter Carey

Please Explain! – Anna Broinowski, John Safran and Lisa Waller

Reality Check: Sea-ing our Future – Tim Flannery, Brett Bryan and Anna Krien

Shaping the World – Omar Musa, Penny Drysdale, Judith Beveridge and David McCooey

Songs that Strike a Chord – Neil Murray, Rob Snarski, Charles Jenkins and Andrew Nette

The Footy Lady: the Trailblazing Story of Susan Alberti – Stephanie Asher and Alicia Sometimes

The Good Girl Stripped Bare – Tracey Spicer

The Great Debate – Fiction is just a fancy word for lying

The Last Man in Europe – Dennis Glover and David Astle

The Truth of the Matter: Exploring Creative Non-Fiction – Lee Kofman, Alice Pung and Maria Tumarkin

The Vandemonian Wars – Nick Brodie and Paul Daley

Their Brilliant Careers: Telling Tall Tales – Ryan O'Neill and Catharine Lumby

Things my Father Taught Me – Ann Peacock, Darryn Lyons and Claire Halliday

Thirty Days: A Journey to the End of Love – Mark Raphael Baker and Tali Lavi

Through these Words We Swoon, We Dream, We Fall in Love – Christopher Lawrence and David McCooey

Unbreakable – Jelena Dokic and Lisa Waller

Watching Out: Reflections on Justice and Injustice – Julian Burnside and Sue Noonan

What to Say, How Much to Tell? – Brenda Niall, Caroline van de Pol and Tali Lavi

Word for Word Up Late: Salon Session – Rob Snarski and Charles Jenkins

Wordplay Powwow with David Astle

Writers on Writers – John Marsden, Alice Pung and Sue Lawson

Writing an Icon – Frank Moorhouse, Catharine Lumby and Maria Takolander

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)

Allen and Unwin

Australian Electoral Commission

Aware (formerly Austism Victoria)

Barwon Child, Youth & Family

Barwon Community Legal Service

Barwon Heads Senior Citizens Club

Barwon Health

Bay 93.9

Bellarine Community Health

Bellarine Early Years Network

Bellarine Historical Society

Bellarine Living and Learning Centre

Bellarine Mac Users

Bellarine Railway

Bellarine Youth Development Network

Best Start Partnership (Corio/Norlane)

Best Start Partnership, Mingo Waloom

Bethany Community Support

Black Inc. Books

Borough of Queenscliffe

Cancer Council

(CAOS) Network

City of Greater Geelong, Member Council

City of Greater Geelong, Connected Communities

City of Greater Geelong, Family Services

City of Greater Geelong, Maternal and Child Health Service

City of Greater Geelong, Youth Development

Cloverdale Community Centre

Clyde Park Vineyard and Bistro

Community Agents of Sustainability

Consumer Affairs Victoria

Courthouse Youth Arts

Deakin University Library

Deakin University Office of Advancement and Alumni

Deakin University, Division of Student Administration

Deakin University, Faculty of Arts and Education

Deakin University, School of Engineering

Deans Marsh Community House

Department of Premier and Cabinet

Marine and Freshwater Discovery Centre

Diversitat

Dymocks Geelong

Geelong Area Multiple Birth Association

Geelong Digital Learning Network

Geelong East Men's Shed

Geelong Food Relief Centre

Geelong Gallery

Geelong Performing Arts Centre

Geelong Seniors Festival

Geelong Single Board Computers Group

Geelong Sustainability Group

Geelong West Neighbourhood House

Geelong Writers Inc.

Geelong Writers' Group

GenU (Formerly Karingal St Laurence)

GMHBA

Golden Plains Shire

Golden Plains Shire, Youth Development Team

Grovedale Community Hub

Hachette Australia

Health and Community Hub

Infoxchange

Integrated Living Aged Care (Formerly Ballarat District Nursing & Healthcare)

International Network of Emerging Library Innovators – India

International Network of Emerging Library Innovators – Oceania

Kempe Read the Play

Leisure Networks

Linking Learning, Birth to 12 Years (Whittington)

MacKillop Family Services

Marine and Freshwater Discovery Centre

Melbourne University Publishing

Melbourne Writers Festival

National Disability Insurance Scheme

National Wool Museum

Neami National

NewSouth Books

North Geelong Secondary College

Northern Bay Family Centre

Ocean Grove Barwon Heads RSL

Ocean Grove Surfside Probus Club

Office of Aboriginal Affairs, Department of Premier and Cabinet

Orchestra Geelong

Pan Macmillan

Paton Books

PCs for Kids

Penguin Random House

Playgroup Victoria

Public Libraries Victoria Network

Public Records Office of Victoria

Queenscliff Indigenous Plant Nursery

Queenscliffe Historical Museum

Queenscliffe Literary Festival

Quota International

RK Group

Rosewall Neighbourhood House

Rotary Club of Geelong West

Scope

Seniors Online Victoria

Simon and Schuster Inc.

Soroptimist International

State Library of Victoria

Summer Read

Surf Coast Shire

Surf Coast Shire, Early Years Reference Group

Surf Coast Shire, Youth Network

Sydney Writers Festival

Telstra Foundation

Text Publishing

The Bookshop at Queenscliff

The fOrt Youth Centre

The Stella Prize

The Well – Smythesdale Business, Health and Community Hub

The Wheeler Centre

Torquay Books

U&I Inclusions

Uniting Church

University of Queensland Press

VicRoads

Victorian Seniors Card Program

Vines Road Community Centre

Volunteering Geelong

Wadawurrung Corporation

Wathaurong Aboriginal Co-Operative

Waurn Ponds Probus Group

Whittington Advocates for Youth (WAY)

Whittington Neighbourhood House

Whittington Works Alliance

Winchelsea 1st Scout Group

Winchelsea Community House

Women in Local Democracy (WILD)

> "
> *Libraries have always been important to me and now I feel a closer connection and ownership."*
>
> – Friends of the Library Member Feedback

Friends of the Library

Geelong Regional Libraries launched its new Friends of the Library program on 6 December 2017.

Supporters, stakeholders and VIPs were invited to the launch event, held at the High Ground, Wurdi Youang, Geelong Library & Heritage Centre. Attendees were treated to a passionate address from the head of State Library of Victoria, Kate Torney, who spoke about the importance of gaining community support to ensure the sustainable future of library services.

The Friends of the Library program was introduced to encourage members of the wider library community to supporters to continue our important work now and for future generations.

Memberships for individuals cost $55 for one year or $75 for two years; while family memberships cost $100 for one year or $140 for two years.

Once issued with their Friends of the Library membership card, our supporters may enjoy a suite of discounts and special offers from a wide variety of reciprocal organisations.

As a Friend of the Library, our Friends members are invited to enjoy a number of benefits both within Geelong Regional Libraries and when visiting GRLC's cultural precinct partners and other supporters.

Partner organisations that supported Friends of the Library:

Dymocks Geelong City

Fluid

Geelong Gallery

Geelong Performing Arts Centre

National Wool Museum

Patons Books

Public Café

State Library of Victoria

Friends of the Library membership 6 December 2017 – 30 June 2018

99
Individual memberships

43
Family memberships

212
Total memberships

Chapter 7.

Embedded in the Geelong Regional Libraries' strategy and organisational mission are the principles of equity and access.

Access & Inclusion

The GRLC strives to ensure that all people in the community it serves – regardless of their background or circumstance – can participate in and connect with all aspects of the library service.

These principles are reflected not only in the service delivery but also in the culture of the organisation.

To this end, the GRLC has developed a Access and Inclusion Plan (AIP) to help build a capable and confident workforce, and create welcoming workplaces and appealing, accessible spaces for all library users. The AIP aligns with the strategic priorities set out in the Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017-21 and acts as a guiding document to inform future work. The plan will map out actions to ensure the library service works to meets the needs of all members of the community.

The GRLC has recently taken practical measures to enhance the accessibility features in its central library with the installation of an accredited Changing Places toilet and a Braille embosser/printer at the Geelong Library & Heritage Centre. The Braille embosser/printer is available thanks to a partnership with the City of Greater Geelong Community Inclusion Unit.

The Braille embosser/printer augments the accessible technology already available in the GL&HC, which includes on-desk magnifiers, portable magnifiers, text-to-speech reader, contrast keyboards and Zoomtext screen reader software.

Accessibility resources and services available at all our library branches include:

- iPads available for loan featuring various inbuilt accessibility features.

- DAISY players (digital talking book formats) available for loan.

- The VCE collection, provided (where available) in print book, audiobook and DVD formats to cater for different learning styles.

- A collection of books which feature tinted pages to reduce visual stress and a font to help minimise barriers to comprehension for people with dyslexia.

- The collection includes downloadable eBooks and eAudiobooks and Overdrive (Libby) has an extra feature which can be enabled to assist people with dyslexia.

- Physical large print and audiobooks.

- A range of DVDs featuring closed captioning.

- Some online databases have closed captioning on videos, page translation to other languages, read aloud function and the ability to increase the text size.

- A bespoke library communication board.

Chapter 8.

GRLC recognises the importance of its staff's professional development in achieving its mission to be an exemplary library service.

Our People

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 Institute of Company Directors
- Member, Public Libraries Victoria Network
- Member, Steering Committee – Oceania International Network of Emerging Library Innovators
- Member, Advisory Committee on Public Libraries, Library Board Of Victoria
- Member ADVOCATE State-wide Project, State Library Victoria and Public Libraries Victoria Network
- 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 Regional Alliance Arts and Culture Pillar
- Member and Board Liaison, G21 Geelong Regional Alliance Education and Training Pillar
- Member, Word for Word National Non-Fiction Festival Advisory Committee
- Inductee, Victorian Honour Roll of Women 2016

Cathy Ferencz – Executive Manager, Library Services and Customer Experience

- Master of Information Studies, Charles Sturt University
- Diploma of Business (Governance), Federation Training
- Graduate Diploma of Advanced 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, Word for Word National Non-Fiction Festival Advisory Committee

Geoff Adsett – Executive Manager, Business Systems and Innovation

- Executive Manager, Business Systems and Innovation, November 2017 to date
- Manager, ICT Operations, 2013 to 2017
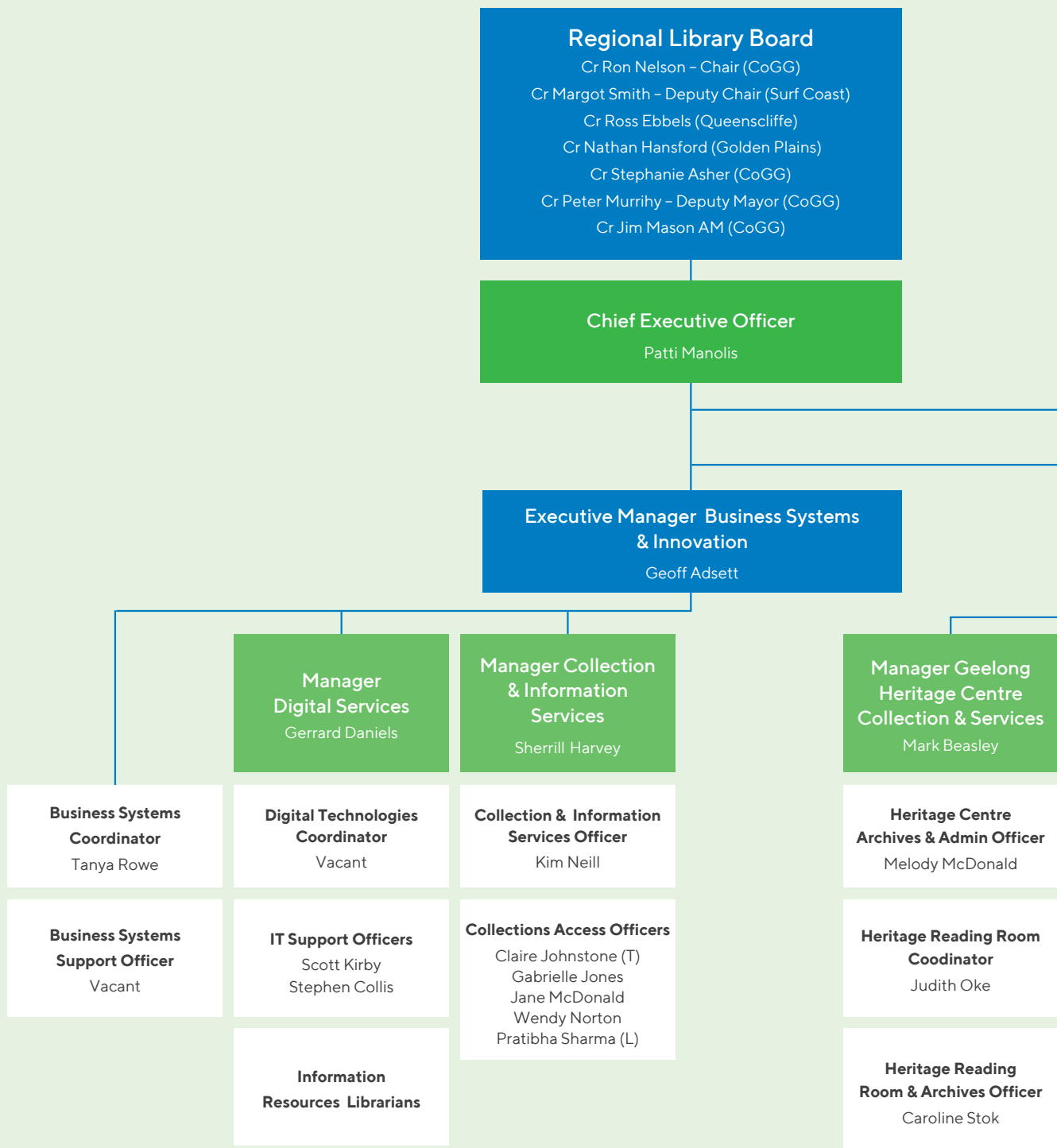- Manager, Technology Systems and Software, 2011 to 2013

External Networks and Committee Memberships

- Treasurer, Customers of SirsiDynix Australia
- Treasurer, FE Smart Library Users Group
- Member, Public Libraries Victoria Network, ICT Special Interest Group

Organisational Memberships

- ArtsHub Australia
- Australian Society of Archivists
- 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 (IFLA)
- (LGPro) Local Government Professionals
- Libraries Australia
- Our Community
- Public Libraries Victoria Network (PLVN)
- Roadshow Public Performing Licencing
- Tourism Greater Geelong and the Bellarine
- VALA Libraries Technology and the Future Inc.
- Victoria Employers' Chamber of Commerce and Industry
- Victorian Association of Family History Organisations

Organisational Structure

Regional Library Board

Cr Ron Nelson – Chair (CoGG)
Cr Margot Smith – Deputy Chair (Surf Coast)
Cr Ross Ebbels (Queenscliffe)
Cr Nathan Hansford (Golden Plains)
Cr Stephanie Asher (CoGG)
Cr Peter Murrihy – Deputy Mayor (CoGG)
Cr Jim Mason AM (CoGG)

Chief Executive Officer

Patti Manolis

Executive Manager Business Systems & Innovation

Geoff Adsett

Manager Digital Services

Gerrard Daniels

Manager Collection & Information Services

Sherrill Harvey

Manager Geelong Heritage Centre Collection & Services

Mark Beasley

Business Systems Coordinator

Tanya Rowe

Digital Technologies Coordinator

Vacant

Collection & Information Services Officer

Kim Neill

Heritage Centre Archives & Admin Officer

Melody McDonald

Business Systems Support Officer

Vacant

IT Support Officers

Scott Kirby
Stephen Collis

Collections Access Officers

Claire Johnstone (T)
Gabrielle Jones
Jane McDonald
Wendy Norton
Pratibha Sharma (L)

Heritage Reading Room Coodinator

Judith Oke

Information Resources Librarians

Heritage Reading Room & Archives Officer

Caroline Stok

(T) - Temporary
(L) - Leave

Executive Assistant
Philippa Logan

Corporate Services Coordinators
Amanda Daniels
Sheena Murdoch

Coordinator Special Programs & Events
Rochelle Smith (T)

Administration Officers
Vanessa Browne
Peter Oates (T)

Executive Manager Library Services & Customer Experience
Cathy Ferencz

Manager Events & Programing
Maryanne Vagg

Manager Marketing & Communications
Stephen D'Arcy

Manager Community Libraries
Russell Woodford

Manager Children's & Youth Services
Deanne Verity

Manager Geelong Library & Heritage Centre
Deb Sansom

Events Officer
Kay Saunders

Marketing Officer
Coco Griffiths

Children's & Youth Services Librarians

GLHC Branch Librarian
Katherine O'Neill

Venue Hire Activator
Cath Stahl

Community Libraries

Bannockburn
Tracie Mauro

Barwon Heads
Georgia Carter

Belmont
Janelle Vise

Chilwell
Jenny Ackroyd

Corio
Subha Simpson

Drysdale
Victoria Mathews

Geelong West
Jenny Ackroyd

Highton
Yvonne Hodgson

Lara
Vacant

Newcomb
Hannah Cruise

Ocean Grove
Georgia Carter

Queenscliff
Hilary Stennett

Torquay
Kim Edgar

Waurn Ponds
Olivia Simaitis

Western Heights
School Staff

Home Library Service
Allison Elsey

Bellarine & Surf Coast Mobile Library
George Houlder

Golden Plans Mobile Library
Kay Allan

Spotlight on Our People

The Geelong Regional Library Corporation employed a total of 186 staff compared to 183 in 2016/17. Our ongoing Effective Full Time (EFT) is 98.6 compared with 97.1 previously due to a minor operational restructure at the Geelong Library & Heritage Centre and some slight operational adjustments throughout the network, all of which were achieved within budget.
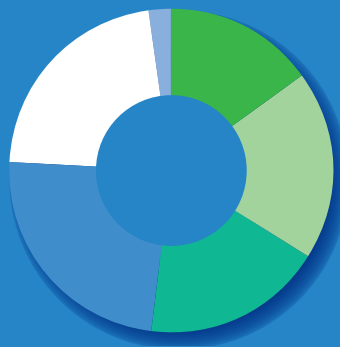
Staff EFT
As at 30 June 2018 (2017)
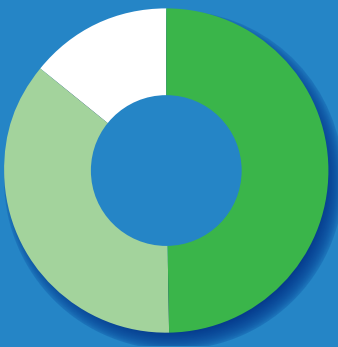
Ongoing staff – Full- time	57	(58)
Ongoing staff – Part- time	41.6	(39.1)
Fixed term & casual	16	(14.7)
TOTAL	**98.6**	**(97.1)**

Age Breakdown
As at 30 June 2018 (2017)

Under 25	15%	(17%)
25-34	19%	(21%)
35-44	18%	(13%)
45-54	24%	(23%)
55-64	22%	(24%)
Over 65	2%	(2%)

Male/Female Breakdown
As at 30 June 2018 (2017)
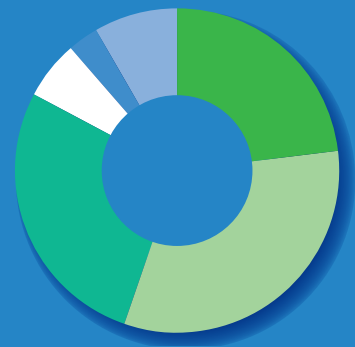
Female – Full time	43	(42)
Female – Part time	60	(60)
Female – Fixed term & casual	51	(54)
TOTAL	**154**	**(156)**
Male – Full time	11	(10)
Male – Part time	6	(5)
Male – Fixed term & casual	15	(12)
TOTAL	**32**	**(27)**

Investing in Our People

Working Together – Staff Consultation

With 186 staff working across 18 locations, an active approach to internal communications is vital to ensuring staff effectiveness and cohesiveness.

The GRLC 's Annual Staff Development Day sees all libraries (with the exception of the GL&HC) closed to the general public, allowing staff to enjoy face-to-face time with colleagues as well as business and professional training opportunities. In addition, regular work group meetings enable staff from across sites to get together.

The staff Intranet also plays an important role in providing an open, multi-faceted communication tool, enabling staff collaboration, providing a gateway to business information, and facilitating transparency and the sharing of knowledge and ideas.

The Geelong Regional Library Corporation Enterprise Agreement 2017

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 on 14 December 2016 to all staff commencing the negotiating process for a new Enterprise Agreement in 2017 and an Enterprise Bargaining Agreement Negotiating Committee was formed on 2 February 2017.

Negotiations for GRLC's new Enterprise Agreement were conducted in a positive manner during what has been a challenging economic period for the organisation, wherein funding from GRLC's member Councils has been rate capped by the State Government and future rate caps are unknown.

The collaboration and professionalism of the GRLC Enterprise Agreement Negotiating Committee was paramount in reaching a fair and sustainable three-year agreement. The agreement sees pay increases linked to future rate caps; increased operational efficiencies regarding leave management; and employee enhancements in relation to increased flexibility in work arrangements, leave provisions, training provisions and service recognition.

In early November 2017, staff were invited to vote on the new Agreement. The vote, which was conducted by an independent provider, achieved a 69% response rate. Of those who voted, 97.6% were in favour of the new Agreement and the GRLC Enterprise Agreement 2017 was approved by The Fair Work Commission on 18 July 2018.

GRLC Staff Consultative Committee

The GRLC Staff Consultative Committee meets on a quarterly basis. In early 2018, the Committee completed a training and development workshop facilitated by a specialist consultant, which included a review and update of the Staff Consultative Terms of Reference. Elections held in April to fill vacant Staff Representative roles resulted in all vacant positions being filled.

186
Staff

18
Locations

"

It is a hub for people to find resources, learn new things, access modern conveniences such as Internet, iPads and WiFi; and encourages a new generation to love books.

Developing Our Culture – Staff Engagement

GRLC recognises the importance of its staff's professional development in achieving its mission to be an exemplary library service.

In November 2016, GRLC completed a Staff Engagement Survey which informed the development of the Investing in Our People Project and directed priorities aligned with the organisation's strategic goals. In 2017/18, the following actions were completed in support of the Investing in Our People Project.

GRLC Leadership Development Program

In consultation with the Centre for Leadership and Development, GRLC developed and delivered a series of four strategic workshops. The workshops adopted an integrated and collaborative approach and involved all members of the Executive Leadership Team, Strategic Leadership Team and Branch Services Team.

The four workshop topics were: Performance Coaching, Leadership and Management, Building Effective Teams, and Managing Change and Transition. Sessions focussed on developing overall leadership capability, change management, and shaping organisational culture and service development to achieve the business goals outlined in Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017–21. The involvement of all levels of GRLC's leadership team in this initiative underpins a team approach to planning and working collaboratively across the organisation.

GRLC Policy and Procedure Development Project

As part of the Investing in Our People Project, GRLC commenced work during the year on developing and aligning key corporate policies and procedures to support the achievement of business goals outlined in the Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017–21 and to meet legislative requirements. Key corporate documents reviewed and developed include the GRLC Staff Code of Conduct and the GRLC Child Safe Standards Code of Conduct and Policy which underpin GRLC's implementation of the Victorian Government's compulsory Child Safe Standards.

Employment and Development Opportunities

GRLC is committed to equipping staff with the knowledge and skills required to provide an excellent customer experience and opportunities for a satisfying and fulfilling career. In the past year, 28 new staff joined the team at GRLC; 8 on a permanent basis and 20 on a fixed-term or casual basis.

During the year, employment and development opportunities, along with flexibility in work arrangements, resulted in:

- 31 secondments/temporary development opportunities
- 9 staff promotions
- 11 casual staff transferring to permanent employment
- 7 staff changing working location
- 13 staff altering their hours of work

Health & Wellbeing

Self-Management and Resilience Workshops

In support of staff health and wellbeing, GRLC ran four practical and experiential workshops in 2017 aimed at developing resilience skills within the work context. These workshops used the Resilience at Work Scale (R@W Scale) to identify each participant's personal approach and to build awareness of the effect of stress on work performance. Participants were then provided opportunities to develop a range of resilience strategies for themselves, their teams and colleagues. To date, 77 staff have participated in these workshops.

Annual Flu Vaccine Program

GRLC introduced a flu vaccine reimbursement program in 2018. To date, 32 staff have participated in this program.

Awards & Recognition

GRLC recognises its success as a library service is built on the dedication and valued contribution made by its staff. In 2017/18 the following staff members celebrated 10, 20 and 40 years of continuous service with GRLC:

10 Year Service Awards

- Yvonne Hodgson, Branch Librarian
- Sandra Kent, Casual Library Officer
- Nicola Tatasciore, Children's and Youth Services Librarian

20 Year Service Awards

- Doris Pereira, Library Officer
- Hilary Stennett, Branch Librarian

40 Year Service Award

- Judith Oke, Heritage Reading Room Coordinator

Staff Training & Development

Capable, Confident and Caring

Developing our Future Skills

Embedded in the GRLC's strategy is the creation of an organisational culture that expects, supports and recognises relevant knowledge and expertise, customer service excellence, creativity and innovation, flexibility, good governance and accountability. Staff training and development in 2017/18 focussed on these five strategic areas:

- Organisational Culture – Leadership
- Knowledge Acquisition – Tertiary studies
- Customer Service Excellence – Work skills development
- Creativity and Innovation – Conferences, networking and tours
- Good Governance and Accountability – Compliance

Organisational Culture – Leadership

International Network of Library Innovators (INELI)

In 2011, GRLC CEO **Patti Manolis** was selected as one of 19 from around the world to join the inaugural cohort of the Global INELI, a program funded and managed by the Bill and Melinda Gates Foundation's Global Libraries Initiative. The goals of the Global INELI were to:

- Create an international pool of future library leaders to build and sustain public libraries throughout the world

- Explore or address global library issues that have the potential to stimulate, expand, or improve public library service

- Enhance the leadership skills of professionals to enable them to redefine public libraries for the future to meet the unique needs of the people in their respective countries.

GRLC's involvement in this program since then has been enormously beneficial for strategic planning and service transformation. The program was so successful that the Bill and Melinda Gates Foundation went on to fund regional networks, including INELI Oceania of which Patti Manolis is a Steering Committee member.

Deanne Verity, Manager Children's and Youth Services, was also successful in being selected as a member of the inaugural Cohort of INELI Oceania along with others from around Australia, New Zealand, Timor-Leste and other nations from across the Pacific region.

In June 2018, Patti Manolis and Deanne Verity attended the INELI Oceania Convening followed by the Pacific Libraries Summit: Public Libraries for Sustainable Development. This summit was a major gathering of key library leaders, practitioners, innovators and supporters representing governments, NGOs, regional and international aid agencies, embassies, libraries and archives from across the Pacific. The aim of the Summit was to work together to strengthen public library capacity and sustainability throughout the Pacific region, and to explore and progress opportunities for utilising the power of libraries to help deliver the Sustainable Development Goals (SDGs) as detailed in the United Nation's Transforming our World: the 2030 Agenda for Sustainable Development adopted by the United National Assembly in September 2015.

The Summit culminated in the first ever region-wide Pacific Libraries Vision and Call to Action to inspire Pacific collaboration in advancing the development of public library services and to build and strengthen a supportive network that ensures public libraries are resourced and equipped to undertake their vitally important work in communities.

GRLC's participation in the INELI Oceania Program was fully funded through the Bill and Melinda Gates Foundation.

GRLC Annual Staff Development Day

Once a year, all GRLC libraries, except for the GL&HC, close their doors to enable staff to gather for an organisational-wide staff training and development day. This year's program included the following presentations:

- Patti Manolis, CEO: The Year in Review and Priorities for 2018

- Dr Jude Walker, Labour Market Analyst and Futurist, presented The Cogitaire Model: Thinking Our Way into the Future and facilitated a staff workshop Envisaging the Future of Libraries

- Ian Phillips, I & J Management presented the Annual Survey of Public Libraries and Guidelines, Standards and Outcome Measures for Australian Public Libraries

- Sherrill Harvey, Manager Collection and Information Services: Yoga and Meditation for Health and Wellbeing

Staff Survey highlighted the value that staff place on learning about and contributing to organisational-wide ideas, plans and objectives as well as collaborating with colleagues. This survey also provided suggestions from staff regarding future training days.

Knowledge Acquisition – 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 Library Services and Customer Experience – Graduate Diploma of Information Studies

- **Katherine O'Neill**, formerly Information Services Librarian now Branch Librarian at the GL&HC – 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

- **Sheridan McLeavy,** Library Officer – Bachelor of Information Studies

In 2016 the Chairperson's Scholarship was expanded to include specialist degrees relevant to GRLC's regional support functions:

- **Tanya Rowe,** formerly Collection and Technologies Access Support Officer now Business Systems Coordinator, is currently completing a Bachelor of Computer Science

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. One member of staff completed their qualification in 2017/18 with the support of this program:

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

Tertiary Study Leave Program

The Tertiary Study Leave Program supports staff undertaking relevant diploma, undergraduate degree or postgraduate courses through paid study leave support. GRLC supported six members of staff in 2017/18:

- **Grace Baranowski,** Library Officer – studying a Bachelor of Information Studies

- **Stephen Collis,** Information Technology Support Officer – studying a Bachelor of IT Security

- **Suzanne Cronin,** Information Resources Librarian – studying a Master of Information Studies

- **Pratibha Sharma,** Collections Services Officer – studying a Master of Information Studies

Congratulations to the following staff members who participated in this program and completed their studies in 2017/18:

- **Sandi McNeilly,** Children's and Youth Services Librarian – obtained a Graduate Diploma of Information Studies

- **Judith Oke,** Heritage Reading Room Coordinator – obtained a Graduate Diploma in Local, Family and Applied History

Customer Service Excellence – Work Skills Development

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

eSmart Libraries Project

eSmart Libraries is a cyber safety framework designed to fully equip libraries, staff and library users with the skills they need for smart, safe and responsible use of digital technology. It is one of the most significant community cyber safety initiatives ever undertaken in Australia. The Telstra Foundation has invested $8 million to implement eSmart Libraries in all 1,500 public libraries across the nation as part of their commitment to make a positive and lasting difference to Australian communities.

eSmart Libraries is being introduced across the GRLC network, in alignment with the Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017-21 objectives, to support the development of digital literacy, facilitate access to authoritative and trusted information and provide the community with safe space. To date, 110 staff have completed eSmart training.

Frontline Training

Frontline training is a fast, practical and enjoyable course in active customer-care skills, specific to libraries. The course assists staff in customer-facing roles to develop the skills and confidence to take responsibility for customer engagement. During the year, 79 staff enrolled in Frontline training and the course is now embedded as part of the GRLC's Staff Induction Program.

State Library of Victoria (SLV) Forums and Workshops

During 2017/18, GRLC staff participated in the following SLV programs:

- Abecedarian Approach Australia – 3a Training and Information Session
- Advocate Workshop
- Creative Libraries Workshop
- Early Years Literacy for Hard to Reach Families
- Jump Start
- Public Library Leadership Learning Forum: Managing Culture, Change and Transition in the Workplace
- Radical Libraries Mini-Conference
- YA Showcase – Centre for Youth Literature

Public Libraries Victoria Network (PLVN) Forums and Workshops

During 2017/18, GRLC staff participated in the following SLV programs:

- Children's and Youth Services and Programs Special Interest Group Seminar – The In-Between's
- Collections Special Interest Group
- Home Library Service Special Interest Group
- Information, Communication and Technology Special Interest Group
- LibMark Special Interest Group
- Special Interest Group
- Readers Development Special Interest Group
- Stories Matter Seminar

Library and Heritage Knowledge and Skills

- Bolinda eBook and eAudiobook Training
- Children's Book Council of Australia; Victorian Branch, Geelong Judges Talk
- Church Records Training, Genealogy Society of Victoria
- Cloudlibrary eBook and eAudiobook Training
- Copyright Changes for Archives
- Copyright Essentials
- Discover the Archives Geelong, Public Record Office Victoria
- Frontline Basics Training
- Getting Started With Coding
- Growing Audiences: Engaging Children and Families Summit
- Koorie Records Training, Public Record Office Victoria
- Libby eBook and eAudiobook Training
- Oral History Workshop
- RBdigital eMagazine Training
- Volunteer Management Training, Volunteering Geelong

Corporate Services

- Including people with autism in the workplace workshop, Deakin University's Diversity Field Officer Service
- Not-for-profit Finances for Managers and Board Members
- Self-Management and Resilience Workshop

GRLC Internal Staff Development Programs

- AToM software training
- Cash Handling Procedures for Branch Librarians
- Citrix and BIS Training
- Early Literacy Program Training
- eCollections Refresher Training
- eSmart Induction Libraries Project
- Excel Basic
- GRLC Leadership Development Program
- Staff Induction Program

Creativity and Innovation – Conferences and Industry Networking

- 15th Australian Congress on Genealogy and Heraldry – 2018
- Australian Digital Inclusion Alliance Seminar
- Australian Society of Archivists Annual National Conference 2017
- Community Agents of Sustainability (CAOS), Corio and Norlane (3214) Community
- ABS Census Data Seminar
- Changing the Landscape Through Innovation and Leadership
- The Co-Design Symposium, Imagining the Future of the Diversity Field Officer Service
- Communities in Control Conference
- Creative State Summit 2018, Creative Victoria
- Customer Experience Management Conference 2018
- Celebrating 40 years of Alumni – Global Emerging Technology Trends, Deakin University
- Digital Marketing for Directors, Australian Institute of Company Directors
- Family Violence in 2018: State-Wide Action and Barwon Perspectives
- Festival and Events Management Masterclass with Paul Gudgin
- Geelong Business Network
- GLAM Digital Access to Collections Regional Victoria Workshop
- IFLA World Library and Information Congress 2017
- Integrate AV and IT Expo
- International Day of People with a Disability – Back to Back Theatre
- Keeping a LOOKOUT: Libraries supporting vulnerable communities
- Leadership in the Greater Geelong Region, Institute of Managers and Leaders
-

- Making Public Histories Series, Material Culture: Stories from Objects Seminar
- National Future Schools Expo
- Northern & Western Geelong Growth Areas Project – Enquiry by Design Workshop
- OCLC Resource Sharing Forum
- Overdrive User Group Meeting
- PAX Australia, Melbourne
- Play and Talk to Learn Forum, Deakin University
- ReImagine: Children's Book Council of Australia Victoria State Conference
- Telstra Vantage Technology Conference
- VALA (Victorian Association for Library Automation) Biennial Conference
- VALA Tech Camp
- What is the World's Best Practice Accessible City
- WorkSafe Geelong Expo

Launches, Annual General Meetings and Tours

- AMAZE Sensitive Storytime Online Resource Launch
- Archibald Prize Exhibition Launch – Geelong Gallery
- Friends of Geelong Regional Libraries Launch
- Geelong After Dark Launch
- Geelong Honours Them Project Launch
- Geelong Tourism Strategy Launch
- ReImagine Exhibition Opening
- Story Island Launch, Newcomb Library
- UNESCO Creative Cities Network (UCCN), Geelong City of Design Launch
- Volunteer Week Thank You Function (Gen U), Eastern Hub
- Wavesound Roadshow and Launch
- "Welcome to the Library" Launch – Melton Library
- Word for Word National Non-Fiction Festival Launch 2017

Good Governance and Accountability – Compliance

- Branch Risk Assessment Training for OHS Committee
- Chief Fire Warden Training
- Disability Access and Inclusion Plan Training
- Fire Warden Training
- GLHC Evacuation Training
- Health and Safety Representative – 5-Day Initial Training Course
- Mental Health First Aid
- Speak Up: Identifying and Responding to Child Abuse
- Staff Consultative Committee Workshop
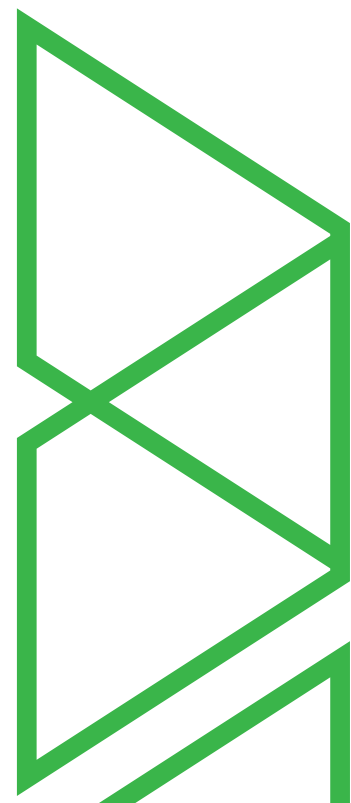
Occupational Health and Safety (OH&S)

The GRLC 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 in 2017/18 was 325 hours relating to two standard claims. GRLC's WorkSafe insurance rate for 2017/18 was 0.4294%, which is 11.82% better than the weighted industry rate of 0.4870%. Total unplanned staff absences were 3.04% compared with 2.96% in 2016/17 and 3.09% in 2015/16, indicative of a healthy workplace.

Occupational Health and Safety Review

A full review of the GRLC's Occupational Health and Safety System was completed in April 2018. 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, including the drafting of revised policy documents, the completion of area risk registers for branch libraries and the development of procedures to ensure GRLC complies with its workplace health and safety obligations.

In 2017/18 all policies, manuals, procedures, safe work instructions, forms and registers were reviewed and collated into a cohesive system. Plans have been developed and are currently underway to develop an online incident reporting system and OH&S Induction Manual, as well as a review of emergency management plans for all GRLC locations.

Volunteer Programs

GRLC recognises the contribution that volunteering can make at a community level, as well as the opportunity for individuals to develop skills, meet new people and be involved in important community projects. The following volunteering opportunities were offered in 2017/18:

Word for Word National Non-Fiction Festival

Festival Volunteer Co ordinators – Amber Connor, Jacqui Connor, Helen Cox, Heather Fagg, Anne Riggs and Andrea Van der Meer – assisted with recruitment and training of 28 festival volunteers who undertook the roles of Presenter Support, Ushers and Green Room Attendants.

Geelong Heritage Centre

Heritage Centre Volunteers work on special projects which enhance community access to the largest regional archive collection in Victoria. Volunteers assist the Heritage Centre team by undertaking tasks such as transcribing and indexing records from the Centre's archive collection. During the year, 24 volunteers contributed their time to a variety of collection-related projects which will ultimately assist the community to discover historic information about people, places and events from our past.

GRLC Home Library Service

GRLC Home Library Service volunteers provide essential library services to community members who are unable to visit our libraries due to illness, injury and frailty. In 2017/18, 29 volunteers contributed their time to deliver library resources to 48 clients within our community.

Participating in Our Community

Deanne Verity, Manager Children's and Youth Services, contributed to a youth development initiative run in partnership with the City of Greater Geelong, Geelong Performing Arts Centre and Headspace, by presenting her reflections on teamwork and leadership to more than 100 students from 12 different schools.

Sherrill Harvey, Manager Collection and Information Services, contributed to the Passport to Employment program, a 7-day program to help develop confidence and employability skills for young people with disability in our region. Sherrill acted as an interviewer, sharing her extensive experience with 22 students from 7 schools.

GRLC takes this opportunity to thank all of our volunteers for their contribution to the organisation and to the community in 2017/18.

Library Staff of the Future

GRLC recognises the importance of offering work experience opportunities to promote professional careers in libraries and develop potential staff for the future.

The following programs were offered in 2017/18:

Schools Work Experience Program

Each year, the GRLC offers work experience placements to secondary school students in years 10 and 11. Students from Geelong Lutheran College and Grovedale College completed placements at the GL&HC and Waurn Ponds Library during 2017/18.

Tertiary Placements

GRLC offers tertiary placements to assist students in the field studies component of relevant qualifications.

Four placements were completed during 2017/18 by students from:

- Charles Sturt University, Master of Information Management and Library Studies
- Deakin University, Bachelor of Arts (major History and Australian Studies)
- Deakin University, Bachelor of Arts (major Professional and Creative Writing)
- Swinburne University of Technology, Diploma of Library and Information Services

Legislative Compliance

Accessibility

The Geelong Regional Library Corporation is committed to providing access to resources and services that are inclusive and respectful of community diversity. The GRLC also has a strong commitment to accessibility across all library branches, mobile libraries and services.

In agreement with its responsibilities under the Disability Discrimination Act 1992, GRLC has developed a Disability Access and Inclusion Plan (DAIP) to create welcoming places that are accessible for all community members to enjoy the collections, services and spaces that our libraries have to offer.

Environmental Responsibility Statement

GRLC is committed to working in an environmentally sustainable way. A GRLC Green Team has been established and is chaired by staff member Fiona Chong.

Other initiatives undertaken to support this commitment 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. The Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017–21 includes specific actions to address environmental impacts.

Information Privacy Act

GRLC has 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 2017/18.

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 2017/18.

Equal Opportunity

The GRLC is committed to the principles of Equal Opportunity and believes 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 specific policy, staff induction, 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 2017/18 as required by law: Public and Products Liability and Professional Indemnity Insurance which 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; Directors and Officers Liability Insurance which 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 Workers' Compensation Pty Ltd.

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, and will be reviewed again in November 2018.

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.

Financial Report

For the year ended 30 June 2018

	Note Number	Page Number

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.
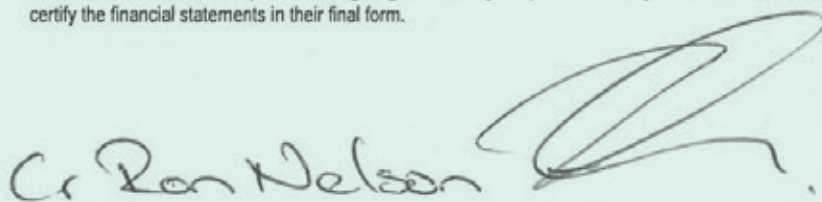
Mrs Kathy Fulton CPA
Principal Accounting Officer

Date :   13th August 2018
Geelong
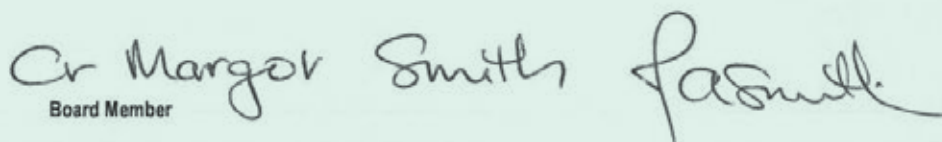
In our opinion the accompanying financial statements present fairly the financial transactions of the Geelong Regional Library Corporation for the year ended 30 June 2018 and the financial position of the Corporation as at that date.

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 :   13th August 2018
Geelong

Board Member
Date :   13th August 2018
Geelong

Ms Patti Manolis
Chief Executive Officer
Date :   13th August 2018
Geelong

Independent Auditor's Report

VAGO
Victorian Auditor-General's Office

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 2018
- 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 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 2018 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. I further describe my responsibilities under that Act and those standards 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 Victoria. 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, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is
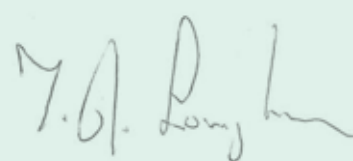
Auditor's responsibilities for the audit of the financial report

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 my 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
15 August 2018

Tim Loughnan
as delegate for the Auditor-General of Victoria

Comprehensive Income Statement
For the year ended 30 June 2018

	Note	2018 $	2017 $
INCOME			
Contributions	2.1	11,504,126	10,603,430
Grants – operating	2.2	1,930,698	1,863,936
User fees	2.3	428,536	328,145
Other income	2.4	397,532	351,605
Grants – capital	2.2	49,255	49,093
Net gain (or loss) on disposal of property, infrastructure, plant and equipment	2.5	5,033	(12,144)
Total income		**14,315,180**	**13,184,065**
EXPENSES			
Employee costs	3.1	9,233,637	9,191,698
Materials and services	3.2	2,652,203	2,446,995
Depreciation and amortisation	3.3	2,129,069	2,246,165
Book value of assets written off	3.3	216,900	317,051
Other expenses	3.4	85,000	84,400
Total expenses		**14,316,809**	**14,286,309**
Surplus/(deficit) for the year		**(1,629)**	**(1,102,244)**
Total comprehensive result		**(1,629)**	**(1,102,244)**

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

Balance Sheet
As at 30 June 2018

	Note	2018 $	2017 $
ASSETS			
Current assets			
Cash and cash equivalents	4.1	133,452	370,465
Trade and other receivables	4.1	31,807	187,613
Other financial assets	4.1	3,000,000	1,000,000
Other assets	4.2	131,000	116,664
Total current assets		**3,296,259**	**1,674,742**
Non-current assets			
Plant and equipment	5	11,520,140	12,192,500
Total non-current assets		**11,520,140**	**12,192,500**
Total assets		**14,816,399**	**13,867,242**
LIABILITIES			
Current liabilities			
Trade and other payables	4.3	1,346,682	399,217
Provisions	4.4	1,385,377	1,420,689
Total current liabilities		**2,732,059**	**1,819,906**
Non-current liabilities			
Provisions	4.4	209,290	170,657
Total non-current liabilities		**209,290**	**170,657**
Total liabilities		**2,941,349**	**1,990,563**
NET ASSETS		**11,875,050**	**11,876,679**
EQUITY			
Members contributions		3,886,011	3,886,011
Accumulated surplus		7,989,039	7,990,668
Total Equity		**11,875,050**	**11,876,679**

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

Statement of Changes in Equity
For the year ended 30 June 2018

2018	Note	Total $	Accumulated Surplus $	Members Contributions $
Balance at beginning of the financial year		11,876,679	7,990,668	3,886,011
Surplus/(deficit) for the year		(1,629)	(1,629)	–
Balance at end of the financial year		**11,875,050**	**7,989,039**	**3,886,011**

2017	Note	Total $	Accumulated Surplus $	Members 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**

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

Statement of Cash Flows
For the year ended 30 June 2018

	Note	2018 Inflows/(Outflows) $	2017 Inflows/(Outflows) $
Cash flows from operating activities			
User fees		471,390	360,960
Grants – operating		1,930,698	1,863,936
Grants – capital		49,255	49,093
Contributions – monetary		11,635,315	10,735,335
Interest received		80,631	70,969
Other receipts		348,591	308,699
Net GST refund		127,104	223,965
Employee costs		(9,229,623)	(9,128,591)
Materials and services		(1,983,193)	(2,747,125)
Other payments		(71,001)	(86,954)
Net cash provided by/(used in) operating activities		**3,359,166**	**1,650,286**
Cash flows from investing activities			
Payments for property, infrastructure, plant and equipment		(1,591,809)	(1,750,143)
Proceeds from sale of property, infrastructure, plant and equipment		5,033	29,054
Payments for investments		(11,565,403)	(10,266,166)
Proceeds from sale of investments		9,556,000	10,565,654
Net cash provided by/(used in) investing activities		**(3,596,179)**	**(1,421,601)**
Net increase (decrease) in cash and cash equivalents		(237,013)	228,684
Cash and cash equivalents at the beginning of the financial year		370,465	141,781
Cash and cash equivalents at the end of the financial year		**133,452**	**370,465**
Restrictions on cash assets	4.1		

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

Statement of Capital Works
For the year ended 30 June 2018

	Note	2018 $	2017 $
Plant and equipment			
Plant, machinery and equipment		336,683	436,512
Fixtures, fittings and furniture		53,231	42,144
Lending materials		1,157,949	1,235,551
Total plant and equipment		**1,547,863**	**1,714,207**
Total capital works expenditure		**1,547,863**	**1,714,207**
Represented by:			
Asset renewal expenditure		1,547,863	1,579,016
Asset upgrade expenditure		–	135,191
Total capital works expenditure		**1,547,863**	**1,714,207**

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

Notes to the Financial Report
For the year ended 30 June 2018

Overview

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 the Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

Significant accounting policies

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 and equipment (refer to Note 5)

- the determination of depreciation for plant and equipment (refer to Note 5)

- the determination of employee provisions (refer to Note 4.4)

- other areas requiring judgements

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.

Notes to the Financial Report
For the year ended 30 June 2018

Note 1 Performance against Budget

The performance against Budget 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 26th June 2017. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for income 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. The Budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

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

1.1 Income and expenditure

	Budget 2018 $	Actual 2018 $	Variance 2018 $	Variance 2018 %	Ref
INCOME					
Contributions	11,048,873	11,504,126	455,253	4%	1
Grants – operating	1,919,852	1,930,698	10,846	1%	
User fees	403,710	428,536	24,826	6%	
Other income	477,040	397,532	(79,508)	–17%	2
Grants – capital	59,102	49,255	(9,847)	–17%	3
Net gain/(loss) on disposal of plant and equipment	15,000	5,033	(9,967)	–66%	4
Total income	**13,923,577**	**14,315,180**	**391,603**	**3%**	
EXPENSES					
Employee costs	9,763,089	9,233,637	529,452	5%	5
Materials and services	2,580,204	2,652,203	(71,999)	–3%	
Depreciation and amortisation	2,183,000	2,129,069	53,931	2%	
Book value of assets written off	–	216,900	(216,900)	100%	6
Other expenses	84,200	85,000	(800)	–1%	
Total expenses	**14,610,493**	**14,316,809**	**293,684**	**2%**	
Surplus/(deficit) for the year	**(686,916)**	**(1,629)**	**685,287**	**–100%**	

Notes to the Financial Report
For the year ended 30 June 2018

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Contributions	A capital contribution of $477k was received for the new Leopold branch, due to open in late 2018. This was not provided for in the Budget.
2	Other income	The following income items were unfavourable to Budget: Fines ($26k lower due to increased efforts to reduce), Donations ($29k) and Sponsorships ($14k).
3	Grants – capital	Budgeted as a capital grant, however the actual expense relates to a contribution for $10k, which is included in the Contributions line.
4	Net gain/(loss) on disposal of plant and equipment	The budget provided for proceeds on disposal of motor vehicles of $15k, however, there were no motor vehicle disposals during the year.
5	Employee costs	Favourable to Budget due to a number of vacant roles during the year, and increased use of annual and long service leave by eligible staff.
6	Book value of assets written off	Book value of assets written off was $217k unbudgeted, due to disposal of library collection items before being fully depreciated.

1.2 Capital works

	Budget 2018 $	Actual 2018 $	Variance 2018 $	Variance 2018 %
Plant and equipment				
Plant, machinery and equipment	350,000	336,683	(13,317)	–4%
Fixtures, fittings and furniture	50,000	53,231	3,231	6%
Lending materials	1,130,733	1,157,949	27,216	2%
Total plant and equipment	**1,530,733**	**1,547,863**	**17,130**	**1%**
Total capital works expenditure	**1,530,733**	**1,547,863**	**17,130**	**1%**
Represented by:				
Asset renewal expenditure	1,530,733	1,547,863	17,130	1%
Total capital works expenditure	**1,530,733**	**1,547,863**	**17,130**	**1%**

Notes to the Financial Report
For the year ended 30 June 2018

Note 2 Funding for the delivery of our services

2.1 Contributions

	2018 $	2017 $
City of Greater Geelong	10,202,236	9,294,382
Surf Coast Shire	685,706	678,574
Golden Plains Shire	416,998	414,317
Borough of Queenscliffe	199,186	216,157
Total contributions	**11,504,126**	**10,603,430**

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

2.2 Grants

	2018 $	2017 $
Grants were received in respect of the following :		
Summary of grants		
State funded grants	1,979,953	1,913,029
Total grants received	**1,979,953**	**1,913,029**
(a) Operating Grants		
Recurrent – State Government		
Libraries	1,930,698	1,863,936
Total operating grants	**1,930,698**	**1,863,936**
(b) Capital Grants		
Recurrent – State Government		
Premiers Reading Challenge	49,255	49,093
Total recurrent capital grants	**49,255**	**49,093**
Total capital grants	**49,255**	**49,093**

Grant income is recognised when the Corporation obtains control of the contribution. Control is normally obtained upon receipt (or acquittal) or upon earlier notification that a grant has been secured.

Notes to the Financial Report
For the year ended 30 June 2018

2.3 User fees

	2018 $	2017 $
Venue hire	240,971	155,692
Business service fees	137,796	135,523
Photocopying revenue	29,042	32,598
Other user fees	20,727	4,332
Total user fees	**428,536**	**328,145**

User fees are recognised as revenue when the service has been provided or the Corporation has otherwise earned the income.

2.4 Other income

	2018 $	2017 $
Fines	110,477	112,625
Literary Festival income	109,681	62,661
Interest	80,631	70,969
Other	96,743	105,350
Total other income	**397,532**	**351,605**

Interest is recognised as it is earned.
Remaining other income is recognised as revenue when the service has been provided or the Corporation has otherwise earned the income.

2.5 Net gain/(loss) on disposal of property, infrastructure, plant and equipment

	2018 $	2017 $
Proceeds of sale	5,265	29,054
Written down value of assets disposed	(232)	(41,198)
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	**5,033**	**(12,144)**

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

Note 3 The cost of delivering services

3.1 Employee costs	2018 $	2017 $
Wages and salaries	8,387,295	8,354,189
WorkCover	43,105	43,768
Casual staff/supplementary labour	25,406	9,758
Superannuation	731,605	730,464
Fringe benefits tax	46,226	53,519
Total employee costs	**9,233,637**	**9,191,698**

(b) Superannuation	2018 $	2017 $
The Corporation made contributions to the following funds:		
Defined benefit fund		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	76,940	74,261
	76,940	**74,261**
Employer contributions payable at reporting date	418	13,863
Accumulation funds		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	459,924	490,207
Employer contributions – other funds	194,741	165,995
	654,665	**656,202**
Employer contributions payable at reporting date	–	–

Refer to note 8.1 for further information relating to the Corporation's superannuation obligations.

Notes to the Financial Report
For the year ended 30 June 2018

3.2 Materials and services

	2018 $	2017 $
Contract payments	591,201	609,698
Building maintenance	26,369	9,407
General maintenance	110,036	98,057
Utilities	430,620	434,509
Office administration	1,018,999	845,423
Information technology	331,416	318,037
Insurance	6,194	14,135
Consultants	137,368	117,729
Total materials and services	**2,652,203**	**2,446,995**

3.3 Depreciation and amortisation

	2018 $	2017 $
Heavy vehicles and plant	94,505	91,430
Light vehicles	22,413	53,273
Furniture and equipment	806,721	874,953
Lending materials	1,205,430	1,226,509
Total depreciation and amortisation	**2,129,069**	**2,246,165**
Book value of assets written off	216,900	317,051
Total book value of assets written off	**216,900**	**317,051**

3.4 Other expenses

	2018 $	2017 $
Auditors' remuneration – VAGO – audit of the financial statements, performance statement and grant acquittals	10,000	9,400
Operating lease rentals	75,000	75,000
Total other expenses	**85,000**	**84,400**

Note 4 Our financial position

4.1 Financial assets	2018 $	2017 $
(a) Cash and cash equivalents		
Cash on hand	4,320	4,320
Cash at bank	129,132	366,145
Total cash and cash equivalents	**133,452**	**370,465**
(b) Other financial assets		
Term deposits	3,000,000	1,000,000
Total other financial assets	**3,000,000**	**1,000,000**
Total financial assets	**3,133,452**	**1,370,465**

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.

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

(c) Trade and other receivables

Current

Statutory receivables

Trade receivables	16,607	–
Accrued interest	15,200	5,797
Current account – City of Greater Geelong	–	181,816
Total trade and other receivables	**31,807**	**187,613**

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

(d) Ageing of receivables

The ageing of the Corporation's trade and other receivables (excluding statutory receivables) that are not impaired was:

Current (not yet due)	31,807	187,613
Total trade and other receivables	**31,807**	**187,613**

Notes to the Financial Report
For the year ended 30 June 2018

4.2 Non-financial assets

	2018 $	2017 $
Other assets		
Prepayments	131,000	116,664
Total other assets	**131,000**	**116,664**

4.3 Payables

	2018 $	2017 $
(a) Trade and other payables		
Trade payables	562,515	369,088
Accrued expenses	39,985	30,129
Unearned income	221,214	–
Current account – City of Greater Geelong	522,968	–
Total trade and other payables	**1,346,682**	**399,217**

4.4 Employee provisions

	2018 $	2017 $
Current provisions expected to be wholly settled within 12 months		
Annual leave	476,589	499,321
Long service leave	78,685	159,534
Time in lieu	46	–
	555,320	**658,855**
Current provisions expected to be wholly settled after 12 months		
Annual leave	14,037	31,080
Long service leave	816,020	730,754
	830,057	761,834
Total current employee provisions	**1,385,377**	**1,420,689**
Non-current		
Long service leave	209,290	170,657
Total non-current employee provisions	**209,290**	**170,657**
Aggregate carrying amount of employee provisions:		
Current	1,385,377	1,420,689
Non-current	209,290	170,657
Total aggregate carrying amount of employee provisions	**1,594,667**	**1,591,346**

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 the 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. LSL is measured at present value. Unconditional LSL is disclosed as a 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.

Notes to the Financial Report
For the year ended 30 June 2018

4.5 Operating lease commitments

	2018 $	2017 $

At the reporting date, the Corporation had the following (GST inclusive) obligations under non-cancellable operating leases for the lease of buildings for use within the Corporation's activities (these obligations are not recognised as liabilities):

	2018 $	2017 $
Not later than one year	88,000	82,560
Later than one year and not later than five years	176,886	264,886
	264,886	**347,447**

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.

Note 5 Plant and equipment

	At cost 30 June 2018	Accumulated depreciation	WDV 30 June 2018
Plant and equipment	1,050,711	(469,204)	581,506
Fixtures, fittings and furniture	8,058,584	(5,606,976)	2,451,608
Lending materials	13,273,689	(4,913,651)	8,360,038
Total	**22,382,984**	**(10,989,831)**	**11,393,152**

Work in progress	Opening WIP	Additions	Write-off	Transfers	Closing WIP
Plant and equipment	–	89,320	–	–	89,320
Lending materials	–	37,668	–	–	37,668
Total	**–**	**126,988**	**–**	**–**	**126,988**

Total plant and equipment					**11,520,140**

Plant, library books and equipment	Plant and equipment	Fixtures, fittings and furniture	Library books	Work in progress	Total plant and equipment
At cost 1 July 2017	1,354,515	7,961,272	13,417,986	–	22,733,773
Accumulated depreciation at 1 July 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 2018

	Plant and equipment	Fixtures fittings and furniture	Library books	Work in progress	Total plant and equipment
Movements in fair value					
Acquisition of assets	–	389,914	1,156,706	126,988	1,673,608
Assets disposed	–	(292,602)	(1,301,003)	–	(1,593,605)
Movements in accumulated depreciation					
Depreciation	(116,918)	(806,721)	(1,205,430)	–	(2,129,069)
Accumulated depreciation of disposals	–	292,293	1,084,411	–	1,376,704
	(116,918)	**(514,428)**	**(121,019)**	**–**	**(752,365)**
At cost 30 June 2018	1,354,515	8,058,584	13,273,689	126,988	22,813,776
Accumulated depreciation at 30 June 2018	(773,010)	(5,606,976)	(4,913,651)	–	(11,293,637)
	581,505	**2,451,608**	**8,360,038**	**126,988**	**11,520,140**

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 price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

In accordance with the Corporation's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

Depreciation and amortisation

Plant and equipment 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.

Depreciation periods used are listed on the next page and are consistent with the prior year unless otherwise stated.

Notes to the Financial Report
For the year ended 30 June 2018

	Depreciation period	Threshold limit $
Asset recognition thresholds and depreciation periods		
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
Lending materials	2 – 20 years	No limit

Note 6 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:

	2018	2017
City of Greater Geelong	88.11%	88.11%
Surf Coast Shire	3.85%	3.85%
Golden Plains Shire	6.23%	6.23%
Borough of Queenscliffe	1.81%	1.81%

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 2018

Note 7 People and relationships

7.1 Key management remuneration

(a) 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

Kaz Paton (City of Greater Geelong – until 12 March 2018)
Brett Luxford (City of Greater Geelong – until 12 March 2018)
Cr Ross Ebbels (Borough of Queenscliffe)
Cr Margot Smith (Surf Coast Shire)
Cr Nathan Hansford (Golden Plains Shire)
Cr Ron Nelson (City of Greater Geelong – from 13 March 2018)
Cr Stephanie Asher (City of Greater Geelong – from 13 March 2018)
Cr Jim Mason (City of Greater Geelong – from 13 March 2018)
Cr Peter Murrihy (City of Greater Geelong – from 13 March 2018)

Other Members

Patti Manolis (Chief Executive Officer)
Cathryn Ferencz (Executive Manager)
Sue Howard (Executive Manager – until 23 November 2017)
Geoff Adsett (Executive Manager – from 13 November 2017)

(b) Remuneration of Key Management Personnel

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

	2018 No.	2017 No.
$0 – $9,999	9	6
$60,000 – $69,999	1	–
$120,000 – $129,999	1	1
$140,000 – $149,999	1	1
$210,000 – $219,999	1	1
	13	9
Total remuneration for the reporting year for Responsible Persons included above amounted to:	$ 545,650	$ 485,011

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

7.2 Related party disclosure

(a) Transactions with related parties

Contributions were paid by the member Councils, as outlined in note 2.1.

(b) Outstanding balances with related parties

There are shared services paid by the City of Greater Geelong on behalf of the Corporation, which is subsequently reimbursed. The outstanding balance as at 30 June 2018 is $523k payable by the Geelong Regional Library Corporation.

(c) Commitments to/from related parties

A commitment exists with regard to the lease of office space in a building owned by the City of Greater Geelong, as outlined in note 4.5.

Notes to the Financial Report
For the year ended 30 June 2018

Note 8 Managing uncertainties

8.1 Contingent liabilities

Superannuation

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 below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

Future superannuation contributions

In addition to the disclosed contributions, Geelong Regional Library Corporation has not paid unfunded liability payments to Vision Super, has no contributions outstanding and there are no loans issued from, or to, the above schemes as at 30 June 2018.

8.2 Pending accounting standards

The following new AAS's have been issued that are not mandatory for the 30 June 2018 reporting period. The Corporation has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

Financial Instruments – Disclosures (AASB 7) (applies 2018/19)
This Standard requires entities to provide disclosures in their financial statements that enable users to evaluate: (a) the significance of financial instruments for the entity's financial position and performance; and (b) the nature and extent of risks arising from financial instruments to which the entity is exposed.

Financial Instruments (AASB 9) (applies 2018/19)
The key changes include the simplified requirements for the classification and measurement of financial assets, a new hedging accounting model and a revised impairment loss model to recognise impairment losses earlier, as opposed to the current approach that recognises impairment only when incurred.

Revenue from contracts with customers (AASB 15) (applies 2019/20 for LG sector)

The standard shifts the focus from the transaction-level to a contract-based approach. Recognition is determined based on what the customer expects to be entitled to (rights and obligations), while measurement encompasses estimation by the entity of the amount expected to be entitled for performing under the contract. The full impact of this standard is not known, however, it is most likely to impact where contracts extend over time, where there are rights and obligations that may vary the timing or amount of the consideration, or where there are multiple performance elements. This has the potential to impact on the recognition of certain grant income.

Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) (applies 2019/20)
This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

Leases (AASB 16) (applies 2019/20)
The classification of leases as either finance leases or operating leases is eliminated for lessees. Leases will be recognised in the Balance Sheet by capitalising the present value of the minimum lease payments and showing a 'right-of-use' asset, while future lease payments will be recognised as a financial liability. The nature of the expense recognised in the Comprehensive Income Statement will change. Rather than being shown as rent, or as leasing costs, it will be recognised as depreciation on the 'right-of-use' asset, and an interest charge on the lease liability. The interest charge will be calculated using the effective interest method, which will result in a gradual reduction of interest expense over the lease term.

Income of Not-for-Profit Entities (AASB 1058) (applies 2019/20)
This standard replaces AASB 1004 Contributions and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable a not-for-profit entity to further its objectives.

8.3 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 the Notes 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 the Corporation's financial instruments will fluctuate because of changes in market prices. The Corporation's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Notes to the Financial Report
For the year ended 30 June 2018

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's interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes the Corporation to fair value interest rate risk. 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 rates.

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

- diversification of investment product;

- monitoring of return on investment; and

- 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 the Corporation to make a financial loss. The Corporation has exposure to credit risk on some financial assets included in the balance sheet. To help manage this risk:

- the Corporation has a policy for establishing credit limits for the entities the Corporation deals with;

- the Corporation may require collateral where appropriate; and

- the Corporation will only invest surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

Receivables consist of a small number of customers. Credit risk associated with the Corporation's financial assets is minimal.

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

The Corporation may also be subject to credit risk for transactions which are not included in the balance sheet, such as when the Corporation provides a guarantee for another party. Details of contingent liabilities are disclosed in Note 7.1(b).

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 the Corporation's operational liquidity requirements, it will not have sufficient funds to settle a transaction when required or 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 the Corporation:

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

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

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

- monitors Budget to actual performance on a regular basis.

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.

8.4 Events occurring after balance date

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

Thankyou.

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

GEELONG REGIONAL LIBRARIES

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

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

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