GEELONG REGIONAL LIBRARIES

AGENDA

MEETING OF THE
GEELONG REGIONAL LIBRARY
CORPORATION

Monday 24 September 2018, 5.00pm
Board Room, Level 4
Geelong Library & Heritage Centre
51 Lt Malop Street, Geelong

BOROUGH OF QUEENSCLIFFE

CITY OF GREATER GEELONG

GOLDEN PLAINS SHIRE

SurfCOAST SHIRE

SECTION A - PROCEDURAL MATTERS

1.   Board Members

Cr Ron Nelson (Chair)	City of Greater Geelong
Cr Margot Smith (Deputy Chair)	Surf Coast Shire
Cr Ross Ebbels	Borough of Queenscliffe
Cr Stephanie Asher	City of Greater Geelong
Cr Jim Mason, AM	City of Greater Geelong
Cr Peter Murrihy	City of Greater Geelong
Cr Nathan Hansford	Golden Plains Shire

2.   Substitute Board Members

Ms Jillian Evans	Director, Community Services, Golden Plains Shire
Ms Patti Wenn	A.g Director, Community Services, Golden Plains Shire
Cr Libby Coker	Surf Coast Shire

3.   Officers

Patti Manolis	Chief Executive Officer
Geoff Adsett	Executive Manager, Business Systems & Innovation
Cathy Ferencz	Executive Manager, Library Services & Customer Experience
Kathy Fulton	Coordinator, Financial Reporting, CoGG
Philippa Logan	Executive Assistant

4.   Apologies

Ms Jillian Evans	Director, Community Services, Golden Plains Shire (On Leave)

5.   Interests, Conflicts of Interest and Pecuniary Interests

6.   Confirmation of Minutes (see Attachment 1)

Recommendation:

That the draft minutes of the Board Meeting held 13 August 2018 be confirmed.

SECTION B – REPORTS

1. GRLC Board Meeting Schedule 2018
Patti Manolis, Chief Executive Officer

Date	Matters requiring discussion/decision as per legislative requirements.
Monday 12 February, 5.00pm Ordinary followed by Special Meeting	Draft Budget development progress

Special Meeting to consider the GRLC Board Code of Conduct (Section 76C Local Govt Act) following City of Greater Geelong general elections |
Monday 23 April, 5.00pm	Draft Budget 2018/19 and Strategic Resource Plan Annual Priorities 2018/19 Adopt proposed budget
Monday 4 June, 5.30pm	Board Committee Hearing of Public Submissions to GRLC Proposed Budget 2018/19
Monday 18 June, 5.00pm	Review public comments / Adopt Budget 2018/19, Library Plan, Annual Plan Priorities 2018/19 (Sections 125, 126, 127, 130 and 197D of Local Government Act)
Monday 13 August, 5.00pm	Preliminary annual activity 2017/18 report Approve annual accounts in principle Nominate 3 Board members to sign accounts
Monday 24 September, 5.00pm	Adopt Annual Report 2017/18 (Sections 131-134 of Local Government Act)
Monday 26 November, 5.00pm	Board Planning Workshop
December (date TBA)	GRLC Christmas Function

2.   Notable Correspondence Report

Patti Manolis – Chief Executive Officer

Copies of the correspondence will be available for viewing at the meeting;

Incoming

16/08/2018	Request for additional adult books	Mandy Bridges
06/09/2018	Thankyou letter - 1000 Books Before School Campaign	Debra Rosenfeldt - State Library Victoria
05/09/2018	Request for CCTV footage	Regina Basten Senior Constable - Victoria Police

Outgoing

28/08/2018	Warning letter to patron	Cathy Ferencz
05/09/2018	Whats on Spring 2018 mailout	Various

Recommendation:

That the Correspondence report be received.

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3.   Financial Report, August 2018 (See Attachment 2)
Patti Manolis, Chief Executive Officer

Recommendation:

That the Financial Report for August 2018 be received.

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4.   Draft GRLC Annual Report 2017-18 (See Attachment 3)
Patti Manolis, Chief Executive Officer

Background

The Local Government Act 1989, Section 131, requires that Councils and Regional Library

Corporations produce an annual report each financial year containing a report of operations and audited financial statements. The draft annual report provides details on performance and achievements as prioritised in *Reading Ahead, Geelong Regional Library Corporation Library Plan 2017-2021.*

Discussion

There is much to celebrate when discussing the performance of the past year. Clearly GRLC is an industry leader in the public library sector achieving high levels of community participation in response to the quality services, programs and spaces delivered. The majority of actions prioritised by the Board for the 2017-18 year have been achieved.

For the fourth year running, in an independent analysis of the Annual Survey of Public Libraries 16/17, GRLC was ranked number one performer of all public libraries in the state. This ranking is based on key performance measures of collection and service quality, community participation, operational and financial efficiency. The analysis report states the following:

*"The Geelong Regional Library Corporation (GRLC) is a highly efficient high-performing public library. Analysis of data from the 2016-17 Annual Survey of Victorian Public Libraries shows that among the 46 Victorian public libraries GRLC consistently ranks among the top ten on service and collections quality and library use. Yet it achieves these outcomes with levels of financial and operational efficiency that are equivalent to the industry average. That is, GRLC displays the desired combination of very high service levels and usage delivered at average industry cost ... **Overall, GRLC's average ranking against PLVN's 10 key indicators once again positions it as clearly Victoria's highest ranking public library service**."*

Membership

Membership increased by 2% with 124k card carrying members of Geelong Regional Libraries compared to 121k last year. Increases of 2% were recorded in the City of Greater Geelong and Golden Plains Shire, 5% in the Surf Coast Shire and the Borough of Queenscliffe remained stable. Pleasingly a 7% increase was recorded in children's memberships. The library that is most successful at attracting new members continues to be the Geelong Library and Heritage Centre where 28% of all new members, were joined up to the library service. The Corporation will continue to aim for membership of 60% of residents as a priority as we continue to action the Library Plan into its second year.

Visits

In the past year GRLC experienced 1.95m physical visits and 800K website visits totalling 2.7m visits, and recorded a small decrease of 2% overall on previous year. Increases in visits within particular libraries were experienced at Barwon Heads, Chilwell, Lara, Newcomb, Waurn Ponds, and the Golden Plains Mobile Library. The visits per capita result is 6.3, well above the State average of 5.

Loans

2.4m hardcopy collection items and 139k eCollection items were loaned this past year representing a small total decrease of 3%. The decrease in loans has occurred predominantly in hardcopy materials. The eBook collection (including eAudiobooks) continues to grow in popularity with an incredible 30% increase in loans.

Despite a decrease in the usage of online reference information resources, they remain important to continue to provide in the collection in order to have on hand authoritative credible reference information available to the community.

The language and literacy databases include AMES, which incorporates online English courses that are Australian based and designed for people to grow their skills and confidence in reading, speaking and writing English. The Living in Australia modules cover a number of levels that correspond with IELTS levels one to five. The four Jobseekers Online modules develops the job seeking skills needed to find work in Australia and includes resume writing, applying for jobs and successful interviewing. The 14% increase in usage of these particular resources within the eCollections demonstrates the community need in this area. The online offer supports the physical Reading English collections in the Geelong West and Corio libraries.

The overall loans per capita result is 8.5 items (hardcopy and e-copy) and well above the Victorian average of 7.5. As discussed at the August Board meeting we will continue to monitor trends and to ensure our collection management is as attuned as possible to the needs of our community across the region.

Digital Services / Technology

Equality of access to knowledge includes access to technology. This past year has seen a number of achievements including continued introduction of new and accessible technologies, the commencement of makerspaces at both the Corio and Newcomb Libraries and a dynamic and diverse offer of digital literacy programming in which 2,300 adults have participated. There has been a reduction in WiFi and Internet usage of 14% and 7% respectively. The seemingly ubiquitous availability of free WiFi and ownership of personal digital devices may be seen to be reducing the need for access in the library, however it is still a vital part of our service offer as the 2016 Census statistics show that for example 14% of homes in the Northern and Eastern suburbs of Geelong do not have internet access from the dwelling. In these areas where generational poverty and unemployment exist, free access to Internet is more important than ever before. We will continue to monitor this trend and adapt our offer according to community needs.

Collections

The GRLC services a region defined by a rapidly changing and growing demographic. An opportunity and challenge for the GRLC is to develop and manage a collection which supports the diverse needs of all members of the community. Currency of information is very important in public library context and it is very pleasing that 72% of the collection has been purchased in the past 5 years. This year over 65,000 new titles were added to the overall collection.

GRLC is committed to providing targeted collections to support specific needs, demonstrated by initiatives which help meet readers 'at their level.' This past year has seen the introduction of 'decodable readers' for children aged 8 to 14 years as a means of assisting children who have previously experienced difficulty learning to read or interpreting words or letters.

Geelong Library and Heritage Centre (GLHC)

The GLHC attracted 457k visits to the end of June; 359k items have been borrowed; 4k new members registered. Since opening in November 2015, the GLHC has enjoyed 1,229,658 visitors and loaned 985,446 items. During the course of the year, the GLHC hosted 46 special literary events, 2 Open Mind Lectures and a National Non-fiction Festival. The GLHC also provides high quality and unique events and meeting spaces which have catered for a range of users from individuals, community groups, businesses and government agencies. In the past year the meeting room and smaller discussion rooms on Level 2 were booked for 1,030 meetings and activities. The Level 5 events space 'Wurdi Youang' hosted 344 events, including conferences, parties, dinners, breakfasts, and business functions.

Heritage Services have become an integral part of our work since the full governance, operational and financial integration of the Heritage Centre to the GRLC. The Heritage Centre has had a highly successful year and celebrated a significant milestone - its 100,000th visitor in November 2017 since the GLHC opened in November 2015. In its previous location and incarnation this level of visitation would have taken 25 years and highlights the success of the GLHC in delivering far greater levels of access and service than were previously possible from the old site.

As well as a dedicated reading room for conducting research and discovering the Geelong region's memory, the heritage centre delivered 13 heritage discovery program sessions, was the location for the national GLAM Peak Workshop, curated 15 displays and exhibitions and received a fascinating range of over 35 invaluable collection items donated for the Centre's archive and reference collection. The 'Geelong Honours Them' Project launch is especially worthy of celebrating with Hon. John Eren, MP in attendance to announce a grant of $76K from the Victoria Remembers Them Major Grants program.

Program participation

The lifelong learning and cultural programming offer continues to meet the needs and demands of the community and achieved 152k attendances to 6.6k individual events and programs for all ages representing an increase of 2% in audiences and participation.

Events and programs play an increasingly vital role in the remit of public libraries by providing lifelong learning experiences for the community and the offer covers reading, digital and information literacy development, cultural programs connecting people with the narrative arts, heritage, performance and ideas. Notable is the emphasis and success of our children's programming including early learning and reading literacy development, STEAM learning, school holiday programs and extensive outreach to community spaces, early learning centres, primary and secondary schools. Many of the GRLC programs were delivered in partnership with other organisations including Deakin University, Diversitat, Geelong Gallery, Geelong Sustainability Group and the Wathaurong Aboriginal Co-operative.

Word for Word National Non-Fiction Festival 2017

Word for Word was once again proudly presented by GRLC in partnership with Deakin University and the City of Greater Geelong. Held over three days in November 2017 at the Geelong Library and Heritage Centre, it was highly successful and featured a very strong program of authors and renowned thinkers discussing topics ranging from climate change to feminism, sport to history, racism, biography, Indigenous culture, travel and adventure. The festival attracted over thousands of visits over the weekend. 2,600 tickets were purchased for festival sessions representing an increase of 60% on previous year.

Partnerships

In this past year GRLC worked with 134 partners. Partnerships with community organisations, government organisations and local businesses are instrumental in delivering many of our programs and services and have become a core part of our business.

Access and Inclusion

The GRLC worked on the development of an 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*. In addition, practical measures to enhance the accessibility features in the GLHC have been undertaken 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.

Library staff training and development

The Annual Report 2017-18 details the extensive training and development undertaken by staff across a range of areas including tertiary studies, customer and digital services and attendance to a number of sector network meetings and forums. A GRLC Leadership Development Program was undertaken with all levels of the leadership team as part of the 'Investing in Our People' Program. Included in this program was the undertaking of work to develop and align key corporate policies and procedures with associated training and development for staff. These key documents included the GRLC Staff Code of Conduct and the GRLC Child Safe Standards Code of Conduct and Policy.

Financials

The financial result for 2017/18 is positive with a near breakeven position recording a $1,629 deficit, compared to a deficit of $1,102,244 in the previous year and is favourable to budget by $685,287. The result is partly attributable to an additional cash contribution of $433,362 towards the new Leopold Library collection. In addition to this, there were significant decreases in the Depreciation of Vehicles and Furniture and equipment ($99,092) and the Book value of assets written off ($100,151) These are both non-cash items that have not impacted the movement in the cash balance during the financial year. Cash and cash equivalents have decreased by $237,013 in 2017/18, with net cash provided by operating activities at $3.4m. GRLC also has a Term Deposit of $3m.

Next steps

The Local Government Act requires that a copy of the annual report including audited financial statements be submitted to the Minister for Local Government by 28 September 2018 and that GRLC give public notice that the annual report has been prepared and can be inspected. The Annual Report will be made available in hardcopy in all libraries and member council customer service centres and online via the library website. The draft GRLC annual report 2017/18 contains a wealth of evidence that underscores the GRLCs status as Victoria's number one library service delivering relevant and community responsive library services.

Recommendation:

a)   **That the draft annual report 2017/18 be adopted;**

b)   **That the annual report 2017/18 be submitted to the Minister, Local Government;**

c)   **That a public notice is placed stating the annual report has been prepared and can be inspected.**

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5.   Reading Ahead: Library Plan 2017-2021 Annual Priorities 2017/18
Year 1 Annual Wrap-up Report
Patti Manolis, Chief Executive Officer

Background

At its meeting held 26 June 2017 the Board adopted a new four year strategic document *Reading Ahead, Library Plan 2017-2021*. At its meeting held 27 November 2017 the annual priorities for action were adopted. The purpose of this report is to provide an end of year wrap-up report to the Board of the organisation's progress and achievements for the 2017/18 year.

Discussion

The Key strategic areas of focus in the Library Plan are:

1. Welcoming Places and Spaces
    Present welcoming, purposeful and safe physical and digital environments
2. Learning for Life
    Deliver engaging library programs, print and digital collections, events and activities that encourage reading, support a range of literacies, promote lifelong learning and increase access and inclusion.
3. Creativity and Innovation
    Provide creative and co-working spaces, technology and learning opportunities that stimulate innovation and quip people with skills and confidence for the future.

4. Sharing our Stories
    Capture, share, celebrate and preserve the stories – past and present – that tell of our region's heritage, culture, creative endeavour and aspirations.

5. Better Together
    Work collaboratively with community, government and business organisations to increase awareness of, access to and use of library services among targeted population groups.

6. Capable, Confident and Caring
    Create an organizational culture that expects, supports and recognises relevant knowledge and expertise, excellent customer service, creativity and innovation, flexibility, good governance and accountability.

The table on the following pages details the status and provides commentary against the 6 key strategy areas and 54 individual actions planned for completion in Year 1 of the new Library Plan. A traffic light measure is provided for each action. In summary:

 = On schedule.

46 actions are on schedule representing 85% of total.

 = Commenced

3 actions have commenced and are tracking behind schedule representing 6% of total. The delays are minor in nature.

 = Not yet commenced

5 projects not yet commenced representing 9% of total.

Next Steps

A Mid-Year Report on Year 2 of *Reading Ahead: Library Plan 2017-2021* will be presented at the February Board meeting in 2019 (date TBC).

Recommendation:

That the *Reading Ahead, Library Plan 2017-2021,* Annual Priorities 2017/18 Year 1 Wrap-up Report be received.

1.	**Welcoming places and spaces**			
	Present welcoming, purposeful and safe physical and digital library facilities at the heart of the community 🟢 🟠 🔴			
		2017/18 Actions	Result	Comments
1.1	Actively participate with member councils in planning and delivery of new and refurbished libraries including, Leopold Community Hub Stage 2, Hesse Street Hub, Lara, Drysdale, Armstrong Creek, Northern Arc Project, Smythesdale Well, Torquay and other growth areas in the region	**Leopold** Develop and implement procurement plans for collections, technology, furniture and equipment. Develop operational budget for City of Greater Geelong. Resolve facility management with City of Greater Geelong Develop recruitment, selection and training plan and commence recruitment of staff. Respond as required to other capital projects in development	🟢	Leopold - Collection procurement plans complete. - AV/IT, furniture and shelving schedules complete. - Operational budget options and recommendations submitted to CoGG. - Monthly Project Working Group meetings scheduled. 80% of the Collection purchased - Recruitment plan underway - Reference Group meetings commenced with key Community Hub stakeholders Northern & Western Growth Areas - Attended workshop Queenscliff Cultural Hub - Participation and support of funding application Smythesdale Well - Planning in progress - Installation scheduled for April
1.2	Review and update the 2009 Public Library Buildings Development Strategy, service model hierarchy and planning guidelines with a regional approach	Update planning principles and guidelines in line with latest edition of People Places, 2016 edition of National Standards for Libraries and other relevant guidelines. Work with member Councils to develop strategy. Review Service Hierarchy model in light of Branch Network Review recommendations. Participate in City of Greater Geelong	🔴	Not commenced and deferred to 2018/19

		Council's Social Infrastructure Plan development.		
1.3	In partnership with member Councils address building infrastructure to improve access for all and ensure safe and purposeful public library facilities	Strengthen relationship with key personnel including maintenance staff in each member Council. Review reporting policies and procedures. Provide input and advice to member Council maintenance schedules. Work closely with Council Rural Access Workers to undertake audits and implement improvements as required.	🟢	• CoGG Cleaning specifications thoroughly reviewed as part of tender process and provided to all CoGG branches post new contract • Changing places Toilet at GLHC certification awarded • Corio Library repainted and windows tinted. • AIP will includes input from member councils • Disability Friendly Checklist undertaken and part of AIP development.
1.4	Implement recommendations of the GRLC OHS Audit and Review	Board adoption of OHS Policy Finalise OHS Procedures and Guidelines Undertake organisation wide induction and training on new policies, procedures and management system. Implement OHS online reporting and management system.	🟢	• Endorsement of OHS Policy Statement in August 2017 by GRLC Board • OHS Procedures and Guidelines reviewed • Organisation wide induction and training schedule commenced first quarter of 2018 • Reviewing Online OHS reporting and management system options
1.5	Enable improvement and change of internal library layout and facilities to incorporate a mix of flexible spaces that facilitate and support responsive, comfortable and safe spaces to read, learn, study, work and meet.	Assess current spatial arrangements in branches and emerging issues. Consult with services managers and users about needs and opportunities. Prepare revised library layout plans and develop implementation plans and budgets.	🟢	• Refreshment/Replacement of FFE underway as needed. Consultation underway. • Draft Library layout plans completed. • Budgets under development. • Funding sources being scoped.
1.6	Complete and implement opening hours review to ensure equitable access to library services across the region	Analyse usage data and review staffing arrangements to determine the need for and location of any changes to opening hours. Report options for change to the Board.	🟢	• Usage data compiled for 2017 • Consultant engaged and commenced to undertake desk top review of usage data by branch with recommendations for next steps.

		Allocate staff resources across the network in line with usage and service priorities.		• Response to Bannockburn community feedback – trial of Monday opening hours, Feb – June 2018 • Participating in CoGG Social Infrastructure Plan • New opening hours for Bannockburn Library in place as a result of feedback from the community during the trial period. Library now open on Mondays.
1.7	Review website & online spaces ensuring ease of access and use, content richness interactivity, maximising marketing possibilities and awareness raising.	Review information to ensure accuracy and currency. Analyse and respond to usage and feedback data.	🟢	• Monthly review of website analytics for usage reports • Addition of Friends of the Library information including online payment and donation portal • Monthly updates of recommended reads and new additions • Literary prize winners highlighted as they become available
1.8	Strive to reduce environmental impacts of library operations and space	Establish Staff Green Committee	🟢	• Committee established. • GRLC Green Team - Terms of Reference ratified in July 2018, currently meeting quarterly.
1.9	Encourage and facilitate the use of our libraries' meeting, discussion and events spaces for a range of lifelong learning and cultural activities	Review Venue Hire policies, procedures and promotional materials in community branches	🟢	• Website information reviewed and improved. • Review undertaken of Venue Hire Activation, supports now in place to enable broader focus on venue hire across the network • Increases in usage experienced at GLHC, Waurn Ponds and Newcomb meeting rooms • In addition to the GRLC events and programming schedule, the GLHC has hosted a range of cultural activities including: National Museum of Australia – Australian of the Year exhibition (Jun – Aug 18); Barwon Network of Neighbourhood Houses Art in the Neighbourhood exhibition (Dec 17); Archibald Prize exhibition and activities (Oct – Dec 17); Reimagine – The World According Children's Books display (March – May)

2.	**Learning for Life** Deliver engaging library programs, print and digital collections, events and activities that encourage reading, support a range of literacies, promote lifelong learning and increase access and inclusion.			
		2017/18 Actions	Result	Comments
2.1	Continue major emphasis in the provision of preschool and children's services and on developing early literacy programs to increase reading enjoyment, lifelong learning skills and support families as a child's first educator.	Seek external sources of funding to establish Words on Wheels outreach service for AEDI vulnerable communities. Provide a range of early years reading literacy development programs on a weekly basis in all libraries. Extend frequency of sensory storytime or extend to Corio and Newcomb libraries.	🟢	• STEAM activities incorporated into early years Storytime sessions • Initial planning undertaken with review of program structure and scoping of branch capacity • Scoping funding sources for Words on Wheels outreach service. • Ongoing prioritisation to provide a range of early years literacy programs. We have delivered 1825 children's program sessions attended by 68,582 attendees, 4% increase from previous year. • Sensory Story Time review completed. Program will commence at Corio Library in October 2018.
2.2	Increase engagement with young people to support development of transliteracy skills.	Develop Youth Advisory Group. Strengthen partnerships with youth services teams across all member Councils and with relevant organisations and agencies.	🟠	• Youth Advisory Group planning undertaken. • Increased collaborative programming taking place in with Youth Development teams at the City of Greater Geelong and Golden Plains Shire. • Increased collaborative programming taking place in Bannockburn – YMCA Gaming and Skate Day, Youth Empowerment Roadshow • Newcomb, Waurn Ponds, Corio, Lara – Silent Disco, Movie Nights, Switch Writing Workshops, Cybersafety Information Sessions, Ukelele Workshops • Youth Advisory Group planning to commence in fourth quarter of 2018.

2.3	Create a Reader Development Strategy that optimises tailoring, take up and impact of collections and builds the region as a reading community.	Scope current reader development efforts, and review in line with current evidence based guidelines on reader development. Use evidence based data to develop a cohesive strategy to address gaps in reader development programs and services. Encourage active participation in Reader Development SIG. Implement Frontline training for key customer service staff. Ensure literary programming supports the goals of the reader development strategy. Actively promote Australian and local authors.	🟢	• Collection and Information Service Manager undertaking Frontline Professional training as a precursor to development of Reader Advisory Strategy • Branch Librarians undertaking Frontline Basics training followed by all staff and now included in Induction Procedure • Representation at PLVN Reader Development Special Interest Group, Collection Services Special Interest Group and Resource Sharing Special Interest Group (Interlibrary Loans) • Events and programs calendar includes talks presented by local writers, books included in Local Authors Special Collection and in Word 4 Word Festival program • Annual celebration of World Poetry Day showcasing local poets featured in the Best Australian Poetry anthology • Book launches held by local poets and authors • 95% of all author encounters feature Australian authors
2.4	Develop a calendar of community responsive programs that increase reading, information and digital literacies, increase lifelong learning, build 21st century skills and enable sharing of knowledge.	Review systems and processes that promote programmed events and activities Prepare quarterly events programs that are aligned with organisational priorities and meet community expectations. Develop outcome measures for cultural programs	🟢	• Successful delivery of programs as demonstrated end of year results • Revised events participation survey • GRLC Evaluation Framework under development.
2.5	Increase resources for the procurement of a broad range of print and digital content in response to customer demand,	Identify special collections for fundraising by Friends of the Library, e.g. VCE collection, Australian Aboriginal Culture. Seek grant and/or partnership opportunities for	🟢	• Leadership Team undertook "How to Win Grants" training through Our Community training services • Application for funds to support the creation of

	expectations and publishing trends.	expansion of the Heritage Reference Collection Seek grant opportunities for ongoing support of digital programming resources.		a Digital/Creative makerspace at Corio Library • Geelong Honours Them grant.
2.6	Deliver the region's Word for Word Non-fiction Festival annually.	Establish management and governance arrangements for event. Develop and implement marketing and sponsorship plans Develop innovative program in line with agreed Festival themes. Develop and implement safety plan with GLHC managers Manage delivery of the program within allocated budget	🟢	Completed and all priorities met. Highly successful event. • 80 presenters • 2,600 tickets sold – an increase of 60% over 2016 • Over 6,000 people came through the doors of the Geelong Library & Heritage Centre over the festival weekend • Risk assessments and all OHS compliance requirements successfully administered.
2.7	Review and update Collection Development Policy and implement Collection Management Plan.	Update Collection Development Policy in line with latest national and international supporting statements from IFLA and ALIA. Review policy statements in the context of current public library trends. Review and update the Collection Management Plan. Schedule annual reviews.	🔴	Not yet commenced and deferred to 2018/19

3.	**Creativity and innovation** Provide creative and co-working spaces, technology, and learning opportunities that stimulate creativity and innovation and equip people with skills and confidence for the future.			
		2017/18 Actions	Result	Comments
3.1	Review events and programming offer to ensure delivery is in line with expressed priorities and is meeting community needs.	Articulate clear objectives for all GRLC programs and events in line with organisational priorities Quantify current GRLC programs and events Identify resources required to deliver priority programs and events. Establish measures of success and evaluate.	🟢	• Children's and Youth (CYS) overview report presented to the Board and CYS objectives noted. • What's on calendar produced with input from all branches and specialisations responding to needs and expressed suggestions. • Achieved 2% increase in participation to previous year • Branch managers and community library staff are actively engaging with their local communities with support from the Events & Programming Team to ascertain topics of interest and develop and deliver responsive sessions accordingly.
3.2	Lead the adoption of and opportunities to extend community access to new and emerging technologies.	Monitor trends in emerging technology and access models in public libraries. Pursue opportunities for grants relating to community access to emerging technology. Increase unprogrammed availability of makerspace equipment at GLHC and across the network.	🟢	• Relevant staff have undertaken Makerspace development courses • Development of maker spaces for Corio and Newcomb. • VALA Tech Camp attended by staff • Attendance at Pivot Summit • Planning underway for an expanded GLHC Makerspace on the mezzanine to allow for greater unprogrammed community access • Implementation of new junior robotics program in February 2018 with BlueBot floor robotics • Code Club extended to include Torquay, Newcomb and Corio libraries

				• Two additional robotics programs introduced for children including LEGO WeDo 2.0 and Junior Bots. • Increased opportunities provided for children and young adults to make use of makerspace equipment.
3.3	Explore opportunities to develop purpose designed co-working spaces for creative industries and entrepreneurship in libraries including participation in the State Library of Victoria's Start Space project.	Promote the use of existing Library capability as a co-working space including access to core library technology and high speed internet access as it becomes available through community branches. Explore co-working as a venue usage proposition in the GLHC. Support the SLV Start Space Project.	●	On track. Spaces, business systems and equipment all updated. Have applied for first round of Startspace participation in SLV Startspace project specifically for GLHC.
3.4	Develop digital hubs in community libraries including maker spaces and maker technologies.	Investigate opportunities to implement maker space at Corio Library.	●	• Community consultation and network development commenced • Currently seeking funding opportunities and partnership
3.5	Implement the recommendations of the Wide Area Network review and continually seek to improve internet access and speeds wherever possible across the network.	Monitor and evaluate the WAN pilot project in Corio, Belmont and Torquay. Develop project plan and implement recommendations following successful pilot project.	●	• Completed. Report received and recommendation adopted by Board.
3.6	Explore and utilise technology to extend services further into rural areas.	Monitor trends in emerging mobile technology. Monitor improvements in current technology that may be implemented in rural areas to improve access to library services. Seek grant opportunities to use technology in innovative ways to extend services to rural communities. Review implementation and evaluate new	●	• Following discussion and review of existing and potential spaces, agreement reached to establish a new model of service delivery at Smythesdale • Establish in early 2018 a pick-up and return location at Smythesdale Well, utilising a self-service delivery model and training of Golden Plains Customer Service Staff

		service delivery model at the Smythesdale Well for suitability at other rural areas of the network.		
3.7	Develop a strategic plan for the Geelong Library and Heritage Centre to enable its continued positioning and success as a world class and innovative cultural and lifelong learning institution.	Develop strategy in the context of the building's many uses and ambitions. Consult with community, external and internal stakeholders and partners from tourism, cultural and business industries. Use industry best practice to inform strategy development Use evidence-based data to inform strategy that is pragmatic, strategic and original.	🟠	• Planning completed.
3.8	Investigate and implement the use of Smart technology to support data driven decision making.	Lead GRLC teams in projects relating to the requirements, procurement and implementation and management of systems relating to: CRM, OHS and Document Management.	🟢	• OHS Review completed • OHS Management System and implementation project underway • OHS Online Incident reporting system under investigation
3.9	Conduct ICT Standards Compliance Audit and address gaps and weaknesses.	Undertake audit in Year 1, implement recommendations in Yrs 2,3 & 4	🟢	• ICT Standards Compliance Audit completed

4.	**Sharing our stories** Capture, share, celebrate and preserve the stories – past and present – that tell of our region's heritage, culture, creative endeavour and aspirations.			
		2017/18 Actions	Result	Comments
4.1	Develop a calendar of community focused programs that celebrate local culture and heritage including a focus on the narrative arts, knowledge & ideas, creative endeavour.	Extend existing relationships and establish new partnerships with leading arts and cultural organisations. With creative industries organisations develop programs and activities for practitioners and audiences	🟢	- Ongoing with partnership events with the following organisations established: Back to Back Theatre, GMHBA, Creative Geelong, Geelong Gallery, Geelong After Dark - Discussions have commenced with Creative Geelong to ascertain synergies and explore potential partnership opportunities. - Art From The Neighbourhood exhibition – Dec 2017. An exhibition of community arts works produced in Neighbourhood Houses at the GLHC. - Archibald videos, highlighting Archibald's local connection developed in Oct 2017 – as produced by Diversitat - Currently developing calendar of 2018 community arts initiatives including 2 x photographic exhibitions - Working with NDIS to scope small-scale community arts project around assistive technology at GLHC (particularly in relation to new Braille printer) - Community libraries sourcing local speakers to present sessions including topics such as local history and celebrating local creative and entrepreneurial endeavours.
4.2	Showcase the creative output of local writers and artists through programming and collection development.	Supporting local writers through author talks and library events. Develop the collection to further accommodate the work of local contributors	🟢	- Calendar includes talks presented by five local writers, books included in Local Authors Special Collection and in Word 4 Word Festival program. - Exploring opportunity for a Local Writers Showcase in the June – August 2018 quarter

		Investigate the development of an annual Local Writers Showcase.		• Beyond the Book exhibition in collaboration with Eastern Hub/ local book artists • 4 x local author events for children and families hosted at Torquay Library.
4.3	In collaboration with our cultural precinct and other cultural organisation partners develop platforms for collaborative cultural programming and work.	Strengthen partnerships with cultural precinct partners. Drive new project initiatives and activities. Actively participate in cultural precinct projects and integrate into the GLHC offering. Actively promote the precinct and the work of partners. Undertake annual partnerships analysis to identify gaps and new approaches.	🟢	• Oct – Dec 2017 – The Archibald prize cross-programming and promotion. Project team debrief completed. Developed, produced and delivered 3D display of Heritage Centre collection items as part of the collaborative Archibald Exhibition offers at GLHC. Developed, produced and delivered three digital video clips featuring 'Joseph Archibald and his father JF Archibald. As part of the collaborative Archibald Exhibition offers at GLHC. • Reimagine partnership Project with Geelong Gallery. Continuing cross programming collaboration on Kaleidoscope Project with GPAC. • Back to Back development and presentation of CAMP project at the GLHC (Jan 18)
4.4	Support the community's cultural mosaic, celebrate and nurture diversity and stimulate cross-cultural conversation and understanding.	Strengthen partnership with Diversitat. Explore programming and collection opportunities.	🟢	• Diversitat Short Film Festival – GLHC representative will be on judging panel and are cross-promoting – Feb 2018 • Currently scoping possible artistic residency at GLHC for Pako Festa 2019 • Practise English program established and offered at Geelong West, Corio and Waurn Ponds.

4.5	Explore funding opportunities to establish a Geelong Library and Heritage Centre Fellowship Program providing artists and scholars the opportunity to explore, repurpose or creatively respond to the collection.	Scope potential cost of Fellowship Program. Establish a framework / model for potential Fellowship funding. Identify potential funding sources with strategically aligned sources through research, evidence base and networking.	🔴	Not commenced. To be deferred to Year 2. Dependent on additional funds.
4.6	Provide the Geelong Region community with a Heritage Centre that is recognised as leader in Australia.	Develop and implement collection related projects, public programs, events, collection displays, operational management procedures that are recognised as industry leading practices and sought out for use and advice by industry colleagues across Australia. Identify and participate in industry based collaborative opportunities, actively participate in state and national conferences and more broadly promote and advertise the Heritage Centre collection, operation and staffing expertise nationally.	🟢	• Galleries, Libraries, Archives & Museums (GLAM) Peak Digital Access to Collections Workshop held at GLHC on 27th & 28th February 2018 Only workshop held in regional Victoria. • January 2018 – Executive members of Essendon Historical Society request and tour Heritage Centre facilities and service offer to assist with their redevelopment planning. • Regular tour groups accommodated. • GHC featured in external bodies' blogs, journal articles. • Extensive outreach undertaken by staff to external groups. • Working closely with PROV, Deakin University and Public Libraries Victoria Network Local Studies Special Interest Group.
4.7	Improve discoverability and accessibility to the collection and archive by developing a Heritage Centre Collection Management System with public web interface.	Commence and complete pilot project to test and evaluate a new archive/collection management system.	🟢	• December 2017 – pilot project to test and evaluation of AtoM archive management system software completed. • System expected to be live by January 2019.
4.8	Preserve regional memory by developing and implementing a Heritage Centre Digitisation and	Implement the Heritage Centre Digitisation and Preservation Plan recommendations in reference to new collection content and		Installation of AtoM software and GHC archive collection data migration preparation stage commenced. Digitisation and Preservation

	Preservation Plan including a fully integrated Digital Repository.	records. Installation of a new archive/collection management system that has the capability and functionality to support the Heritage Centre digitisation program and an archive for digitised items.	●	roadmap on track. Clean up of old GRS Archive data in preparation for major migration process also completed. Digitisation and Preservation roadmap on track.
4.9	Work with local history organisations and groups to capture, describe and increase access to the region's dispersed heritage collections and stories.	Provide ongoing support to local history groups through practical professional collection management advice. Provide support through leadership and advocacy opportunities to State and Federal based cultural collection bodies, government agencies and funding bodies. Explore collaborative opportunities for collection management related projects between GRLC and local groups. Development and lead a new Barwon Region collection management support network group. Identify a representative local group collection and initiate data preparation tasks to ready it for migration in a test pilot project. Analyse capability, evaluate community access outcomes and collection preservation benefits from a full migration to the Geelong Heritage Centre (GRLC) archive management system.	●	Significant funding grant received $76K announced for Geelong Remembers Them project including digital repository software component. *Geelong Remembers Them* project has a strong collaborative and learning component between GHC & local groups. The project initiates the creation of a digital repository for the ongoing preservation of local and regional history.April 2018 – Official launch of Geelong Honours Them Project held at GL&HC. New Geelong Honours Them webpage launched and project commenced. Galleries, Libraries, Archives & Museums (GLAM) Peak Digital Access to Collections Workshop held Heritage Centre. April 2018 - Oral History Workshop at GL&HC organised for community based collection groups to participate and learn/develop skills and knowledge in Oral History collection.

5.	**Better together**			
	Work collaboratively with community, government and business organisations to increase awareness of, access to and use of library services among targeted population groups.			
		2017/18 Actions	Result	Comments
5.1	Work closely with our member Councils and in alignment with their vision and strategic priorities to maximise community wellbeing.	Regular meetings and reporting. Opportunities to provide information briefings to Councillors.	🟢	Regularly meeting where appropriate. Strategic objectives of Councils reviewed for alignment in new Library Plan. Have met for a range of issues include opening hours, new models of service delivery, budget development, CoGG Social Infrastructure Plan. Stakeholder strategy to be developed following recruitment of new Manager Marketing and Communications. Participation in the Leopold Community Hub Reference and working groups. Summary of Board meetings document distributed for Member Council councillors.
5.2	Increase engagement with the Wathaurong Community to ensure the delivery of relevant, community responsive and culturally sensitive services, programs and access.	Develop a Management of Aboriginal Cultural Materials Policy that meets the legislated requirements of the Aboriginal Heritage Act 2006. Audit the GHC archive and identify materials that may be culturally sensitive and manage according to policy and procedure and in collaboration with Wathaurong cultural advisors. Work with Wathaurong cultural advisors to promote the Kim barne thaliyu as a safe keeping place for Australian Aboriginal cultural materials.	🟠	Research phase underway including policies of major cultural institutions National and State Libraries and Archives. Heritage Centre together with other local stakeholders participates on Wathaurong Co-operative and COGG joint committee to plan for and deliver local events to mark National Reconciliation Week. Special Heritage Centre display of collection items for Reconciliation Week 2018. Supported Wathaurong Co-operative's Ready For Learning Day.

5.3	Pursue opportunities to form strategic partnerships with key community learning and formal education organisations.	Strengthen partnerships with Deakin University, G21 Pillars, Barwon Health, GMHBA and others as opportunities develop.	🟢	Have worked with all partners and strengthened r/ships. Manager, Geelong Heritage Centre now an active member of the G21 Pillar, enabling the Heritage Centre to access an important strategic mechanism and develop closer networks with key regional stakeholders.
5.4	Develop an Access and Inclusion Plan utilising the knowledge and expertise of regional partners including, multicultural, disability, education and community services organisations.	Develop an Inclusion, Access and Equity Framework – supporting our diverse communities, under which individual plans may be developed that provide for improved access and inclusion for the Disability, CALD, LGBTI and ATSI sectors of the community. Ongoing implementation in Yrs 2, 3 and 4.	🟢	Access and Inclusion Framework draft completed.
5.5	Establish Friends of Geelong Regional Libraries.	Develop management, financial and administrative arrangements to support the Friends of the GRLC. Develop Marketing Plan. Launch Friends of the Library Group. Develop benefits program	🟢	Friends of the Library successfully launched and all management and financial systems in place. Stage two Marketing and Comms Plan under development.
5.6	Explore opportunities, costs and benefits of participating in the statewide Library Management System project.	Monitor outcomes of the working group for the statewide Library Management System project managed by the Municipal Association of Victoria and access opportunities as they present.	🟢	Participated in Steering Committee and project brief development. Awaiting results of MAV EOI process.
5.7	In partnership with State Library Victoria and the Public Library Victoria Network participate actively in the next Triennium of statewide projects including *Create, Memory, Learn and Lead, Advocate and Read.*	Membership of Advocate Project Working Group. Register for Lead and Learn training and development opportunities as they arise.	🟢	Participation in the advocacy strategy workshop for the Advocate Project by CEO and EM Library Services & Customer Experience

5.8	Undertake a comprehensive survey of the region's library community every two years and address findings and recommendations.	Library Survey – Year 2 October	●	All preparation required completed.
5.9	Ensure staff are part of relevant and aligned professional, planning and service networks.	PLVN subcommittees and special interest groups, Local Geelong networks.	●	Staff involvement in the following : • PLVN Reader Development SIG • Collection Services SIG • Resource Sharing SIG • ICT SIG • Children's and Youth Services and Programs SIG • Home Library SIG • Geelong Secondary Schools Community Digital Hub Project Working Group • Geelong Business Network • Geelong Chamber of Commerce • G21 Board and Pillars

6.	**Capable, confident and caring** Create an organisational culture that expects, supports and recognises relevant knowledge and expertise, excellent customer service, creativity and innovation, flexibility, good governance and accountability.			
		2017/18 Actions	Result	Comments
6.1	Align our staffing, policies, systems, and processes with strategic priorities and community need.	Branch Staffing Review Structural Review HR Audit recommendations and implementation Analysis of demographic and other data. Societal and library trends	🟢	Audit recommendations and policies implementation underway. Positions and vacancies reviewed as arising. Demographic and trends research completed and ongoing. Branch staffing review completed. Review of hours of opening desktop analysis completed and report in preparation
6.2	Redevelop and implement performance management and appraisal systems that enable excellence in service delivery, career development and training opportunities.	Review policies and procedures in light of HR Audit and Review	🟢	Completed. Policy and procedures reviewed, updated and implemented. Training needs analysis underway with Training calendar to be developed for 2018/19 year.
6.3	Develop and implement an organisation culture and customer services strategy that responds to the Library Plan, the needs of a modern library service and the biennial staff engagement survey.	Develop Project Brief. Consult with staff and analyse results of staff and library surveys and customer feedback.	🟢	Completed and awaiting results of staff engagement and Library Surveys.
6.4	Strengthen leadership capacity across the organisation and create staff forums that foster communication, creativity and innovation in library services.	Include Leadership training in Staff Development calendar. Respond to identified communication improvements in Staff Engagement Survey.	🟢	Leadership Program developed with three workshops completed by middle and senior management staff. Communication channels have increased and improved including regular meetings, regular intranet communications and CEO Update staff newsletters.
6.5	Develop on an annual basis marketing, media and communications and community engagement plans in order to effectively target our services and raise the profile and awareness of the GRLC.	Undertake relevant consultation Develop 2018/19 Marketing and Communications Plan.	🔴	Delayed. Current key vacancy in the team.

6.6	Ensure financial sustainability through advocacy, alternative streams of funding and operational and financial efficiency.	Initiate and respond to opportunities for funding. Review operations and structure for efficiencies.	🟢	Participating in statewide lobbying through PLVN, MAV and statewide Advocate project. Alternative streams of funding project proceeding well including active grant seeking. Draft budget development mindful of rate cap environment.
6.7	Review current financial services arrangements and services to ensure value for money and focus on GRLC priorities.	Commencing Year 2	🔴	To be implemented in Year 2 - 2018/19
6.8	Develop an Evaluation Framework focused on impact for GRLC Services and Programs for planning, development and advocacy purposes.	Commence project and research of best practice models.	🟢	Project commenced as part of the audit - Australian Public Library Guidelines Standards and Outcome Measures 2016
6.9	Conduct annual audit against 2016 national public library standards and guidelines and benchmarking data from annual survey of Victorian public libraries in order understand and act on industry standing and financial position.	Conduct audit for presentation to the GRLC Board Planning Workshop April 2018.	🟢	Completed and presented to Board. All measures met or exceeded.
6.10	In partnership with member Councils develop a financial plan for the life of the Reading Ahead Library Plan and work towards a ten year financial plan.	Budget Strategic Resource Plan. Commence work on 10 year strategy in Year 2	🟢	Draft Budget and Strategic Resource Plan completed for Board consideration. 10 year strategy to be deferred to Year 2 – 2018/19
6.11	Develop a Volunteer strategy to support the growth and reach of the GRLC and a Corporate Responsibility Program.	Continue Volunteer development project including recruitment, induction and training policies, procedures and practices. Corporate Responsibility Program Year 2.	🟢	Policies and procedures reviewed. Volunteer package of policies, procedures and induction process now complete and being utilised to recruit new volunteers for Home Library Service, Heritage Services and Word 4 Word National Nonfiction Festival.

6.   Draft GRLC Access and Inclusion Plan (Attachment 4)
Cathy Ferencz, Executive Manager Library Services & Customer Experience

Background

In 2016 Geelong Regional Library Corporation (GRLC) participated in the Diversity Field Officer Project, an initiative of the Australian Federation of Disability Organisations (ADFO) and Deakin University. Following the completion of this project, GRLC was presented with a customised road map to support GRLC to excel as a welcoming, confident and accessible service. It was decided that a better use of the road map was to incorporate it into a broader Access and Inclusion Plan (AIP) that aligned with the strategies developed under the Reading Ahead, Geelong Regional Library Corporation Library Plan 2017-21.

Discussion

The objectives of the plan are to align the AIP (Attachment 4) with the strategic priorities of the *Reading Ahead, Geelong Regional Library Corporation, Library Plan 2017-21* and demonstrate its values in serving the community as a whole.

The plan:

- Provides recommendations that guide GRLC to build a resilient and capable workforce through improved awareness and understanding of access and inclusion issues in the communities they serve.
- Includes strategies to assist GRLC to become a more welcoming, supportive and inclusive workplace.

- Makes considerations and recommendations to improve physical access to the service, technologies and collection.

- Aligns with relevant Victorian and State legislation including but not limited to Disability Discrimination Act 1992, Disability Act 2006 and Victorian Equal opportunity Act 2010.

- Builds on work already carried out under the previous Disability Action Plan.

- Incorporates the strategies and recommendations from the Diversity Field Officer Project.

The AIP has been prepared by the Australian Federation of Disability Organisations (AFDO). Geelong Regional Libraries have been working with AFDO's Diversity Field Officer Service over the last three years, with a focus on becoming a more welcoming, confident and accessible business and workplace for people with disability and build on the work that has been completed to date.

To ensure that the Plan has been informed from more than just this experience, sessions were held with:

- The Executive Leadership Team of Geelong Regional Libraries to understand the vision for Geelong Regional Libraries, what is currently offered to library visitors and in particular to people with disability, what currently works and what could be improved.

- A session with people with disability, their families and other interested stakeholders, exploring what currently works, what could be improved, customer service, accessibility and increasing employment opportunities. A further two sessions were scheduled but were cancelled due to insufficient public interest.

- A session for service providers working with people with disability. This session explored the same questions as those in the session for people with disability.

- 2 x sessions with senior Geelong Regional Libraries staff to explore accessibility of library venues and practical improvements that can increase access for people with disability, with guidance of what to look out for at other libraries through the Geelong Regional Library network.

- SurveyMonkey survey open to the public to gather feedback on how the experience of people with disability can be improved across the Geelong Regional Library network. This survey was open for six weeks, with 440 respondents completing the survey. Seventy two (72%) percent of people who responded were female, with 57% of respondents over 60 years of age. Seventy eight (78%) per cent of respondents had completed a Certificate IV or higher. Of those who have a disability, 21% shared that they had a physical disability, followed by autism, mental health conditions and sensory disabilities. Twenty-three (23%) percent preferred not to say.

Overview of the Plan

1. Promote what Geelong Regional Libraries already do

   Knowledge of what is available could be improved, not just for library visitors, but also internally among staff and management.

2. Build on what Geelong Regional Libraries already do

   Consolidate and build capacity in areas such as customer service, accessibility of libraries, resources & programs, attracting future workforce and retaining staff that have a disability.

3. Review and engage

   Develop clear processes and systems to implement, monitor and evaluate the AIP on an ongoing basis.

There are 37 actions associated with the AIP with a timeline that spans 2018-2022. As previously noted, many actions are tied to the broader Library Plan strategies therefore they will be embedded into many strategic plans and projects. The intention is to reference the DAIP whenever there is a new plan or project being developed. The list of actions is targeted and achievable and can be implemented, as opposed to an ambitious list of actions that will be difficult to achieve.

Next steps:

The Australian Federation of Disability Organisations will present the AIP to the GRLC staff at the October Annual Staff Day. This will be the opportunity to explore and discuss the plan, highlight the actions and engage all staff in a workshop to expand awareness of disability, access and inclusion.

Recommendation:

That the Draft GRLC Access and Inclusion Plan 2018-22 be adopted.

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7.   Occupational Health and Safety Report July-August 2018
Geoff Adsett, Executive Manager Business Systems and Innovation

Introduction

This report provides a summary of incidents for the period 1 July 2018 – 31 August 2018 and an update on activities undertaken as part of GRLC's OH&S Management System**.**

1. Incident reporting

Following is a summary of 46 incident reported for the period 1 July – 31 August 2018:

BY INCIDENT TYPE	Jul	Aug	TOTAL
Inappropriate customer behaviour	5	17	22
Difficult customer	4	2	6
Customer illness or injury	3	5	8
Noise	1	-	1
Property damage	1	-	1
Security	-	2	2
Staff illness or injury	2	2	4
Theft	1	-	1
Other	1	-	1
TOTAL	**18**	**28**	**46**

BY BRANCH	Jul	Aug	TOTAL
Geelong	14	24	38
Heritage Centre	-	1	1
Belmont	2	-	2
Corio	-	1	1
Newcomb	-	1	1
Ocean Grove	-	-	1
Geelong West	1	-	1
Torquay	1	-	1
TOTAL	**18**	**28**	**46**

BY LGA	Jul	Aug	TOTAL
COGG	17	28	45
Golden Plains	-	-	0
Queenscliff	-	-	0
Surf Coast	1	-	1
TOTAL	**18**	**28**	**46**

Inappropriate customer behaviour - 22 incidents

These incidents cover a wide range of behaviour - Spitting off level 5 of GLHC; a group youths fighting in the library; a man sleeping on the floor of the library; customers becoming angry and/or agitated and shouting and abusing staff; customers making inappropriate comments to staff. Police intervention was needed on two occasions.

One customer was involved in 3 separate incidents in the reporting period - one in which the customer threatened to stab people in the library. The customer's carer was called and the police were called.

The customers involved in these incidents often have mental health or drug issues. Nineteen (19) of the incidents occurred at Geelong Library.

Difficult customer – 6 incidents

These incidents usually involve customers becoming upset and aggravated and abusing staff. Six of these incidents occurred at Geelong Library in the reporting period. *Customer illness/injury* (8 incidents) and *Staff illness/injury* (4 incidents)

Two incidents required ambulance to be called – a non-responsive customer lying on floor of library and a highly distressed customer.

Other incidents – cut finger, grazed head after fall, bruised fingers in door, customer vomiting on footpath, bumped head on stair rail. All incidents have been investigated and risk assessments undertaken where required.

All incidents required library staff intervention to defuse or resolve the incident.

Due to the number of incidents at the Geelong Library and Heritage Centre and the impact on staff and public an onsite security guard is being trialled Monday to Friday 5.30-8.30pm until December. The security guard will support library staff in dealing with these types of difficult customer behaviours.

2. Training

37 staff have undertaken Emergency Warden training over the last few months. The training has been offered to staff across the network to enhance response in event of an emergency.

3. Next steps

OHS Committee meetings are currently being held monthly (usually quarterly) to expedite the roll out of the updated policies and procedures across the network

An OHS sub-committee has been formed at GLHC to complete the formulation of emergency response procedures, safe work instructions and risk management assessments specific to this site. The subcommittee will also review and monitor the increasing numbers of incidents at GLHC.

Recommendation:

That the OH&S Report be noted.

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8.   Short Updates

8.1   UNESCO's City of Literature Exchange Report – Maryanne Vagg, Manager Events & Programs

UNESCO's City of Literature program which is part of a wider Creative Cities Network, was launched in 2004 with Edinburgh announced as the first City of Literature.

In August a delegation of literary programmers was sponsored by the Melbourne City of Literature Office to attend a ten-day exchange program to Edinburgh to attend the Edinburgh International Book Festival and meet with a range of arts and cultural professionals from organisations across the UK over the course of the exchange.

Maryanne Vagg, Manager of Events and Programming, gained a place on the program and was supported by GRLC to attend. Maryanne was the only delegate from a library service and also the only delegate from a regional area. The exchange program offered by the Melbourne City of Literature Office was a once-in-a-lifetime opportunity that enabled Maryanne to travel to Scotland to spend ten days discussing cultural and literary programming and experiencing all that Edinburgh has to offer when it transforms into the Festival City for the month of August each year.

As well as enjoying the experience of attending Book Festival sessions such as Literary Salons and Spoken Word Nights, some of the deepest and most productive learning took place in discussions with representatives from other literary organisations, both Edinburgh based and from further afield. Programmers from the Scottish Book Trust, a charity supported primarily by Creative Scotland but also funded by philanthropic donations, spoke about the challenges of programming for a youth audience as well as the well-established delivery of Book Week Scotland and other Reader Engagement programming.

Guided tours were undertaken of the Scottish Poetry Library and the Scottish Storytelling Centre, both dedicated spaces for the preservation of poetry and the tradition of oral storytelling and the tour of the Glasgow Women's Library was a fascinating and moving experience as attendees were privileged to examine some of the archival material from the suffragette movement. Meetings with representatives from the newly launched National Centre for Writing based in Norwich and Creative Scotland provided insights into funding models and programming offers for writers and readers across Scotland and the UK. Two separate day trips to visit the Creative Cities of Dundee (Design) and Glasgow (Music) were arranged to meet with representatives from these organisations to learn how these cities are leveraged off the UNESCO designation.

It was a very full program across the ten days and when discussing the range of programs and events offered by the Geelong Regional Libraries network, people were suitably surprised and impressed with the calibre of the offer and the breadth of programming. The copies of the "What's On" brochure were well distributed across many meetings.

One of the most important 'take away' learnings from the experience was that literary and cultural programmers face similar challenges in the UK as we face here. Topics such as funding cycles, scarcity of resources, competition for the leisure market and questions about evaluation methods and practice were all raised in various meetings and strategies and ideas were shared and debated.

It is pleasing to report, following visits to public libraries in Leith, Edinburgh and Dundee, that the libraries in our GRLC network compare extremely favourably, as even some of the older libraries in our network contain fresh collection items and a contemporary technology offer as well as a rich and varied suite of programs and events.

8.2 National Science Week Events - Deanne Verity, Manager Childrens & Youth Services

Established in 1997, National Science Week is Australia's annual celebration of science and technology. It provides an opportunity to acknowledge the contributions of Australian scientists to the world of knowledge. It also aims to encourage an interest in science pursuits among the general public, and to encourage younger people to be fascinated by the world we live in. Running each year in August, events attract a wide audience from children to adults, and 2018 saw a record number of National Science Week events with 435 events across the State.

This year, the GRLC acknowledged National Science Week with a range of activities across our library network including Science Fairs at the GLHC and Newcomb libraries, preschool activities at Bannockburn Library and coding sessions at Ocean Grove, Torquay and the GLHC. These programs attracted over 200 participants.

The GRLC also successfully obtained seed grant funding through the Royal Society of Victoria to run a special event at the Corio Library. The event, presented in partnership with National Science Week, Inspiring Australia (Victoria) and the Royal Society of Victoria, involved two science shows presented by physicist, Professor Bunsen Science who delivered a mix of science education and entertainment. Sessions were fully booked with 132 people attending.

The shows were complemented by interactive science activities set up in the library where participants could explore natural science, chemistry, sound waves and light and refraction. Feedback from participants was overwhelmingly positive with requests for more of these experiences. Families with preschool aged children loved that they could expose their children to science at such an early age and our displayed collections items were swiftly borrowed.

8.   Other Business

9.   Next Meeting

Monday 26 November 2018 - 5.00pm
Geelong Library and Heritage Centre
Level 4 Boardroom

ATTACHMENT 1

GEELONG
REGIONAL
LIBRARIES

MINUTES

MEETING OF THE
GEELONG REGIONAL LIBRARY
CORPORATION

Monday 13 August 2018, 5.00pm
Board Room, Level 4
Geelong Library & Heritage Centre
51 Lt Malop Street, Geelong

Minutes 153

CITY OF GREATER
GEELONG

GOLDEN PLAINS SHIRE

Surf**COAST**
S H I R E

SECTION A – PROCEDURAL MATTERS   page 3

1.   **Board Members Present**

2.   **Substitute Board Members Present**

3.   **Officers Present**

4.   **Apologies**

5.   **Interests, Conflicts of Interest and Pecuniary Interests**

6.   **Confirmation of minutes, 18 June 2018**

SECTION B – REPORTS

SECTION A - PROCEDURAL MATTERS

5.02 pm   The Chair Cr Ron Nelson opened the meeting and welcomed everyone

1.   Board Members in attendance

Cr Ron Nelson (Chair)	City of Greater Geelong
Cr Margot Smith (Deputy Chair)	Surf Coast Shire
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

2.   Substitute Board Members in attendance

3.   Officers

Ms Patti Manolis	Chief Executive Officer
Mr Geoff Adsett	Executive Manager, Business Systems & Innovation
Ms Cathy Ferencz	Executive Manager, Library Services & Customer Experience
Mrs Kathy Fulton	Coordinator, Financial Reporting, City of Greater Geelong
Ms Jane Wager	A/g Manager, Arts and Culture, City of Greater Geelong
Ms Philippa Logan	Executive Assistant, GRLC

4.   Guests

Mr Mark Howes	Consultant

5.   Apologies

Ms Jillian Evans	Director, Community Services, Golden Plains Shire
Ms Patti Wenn	A/g Director, Community Services, Golden Plains Shire
Mr Damian Waight	Manager, Community Relations, Surf Coast Shire
Ms Kaz Paton	Manager, Arts and Culture, City of Greater Geelong

6.   Interests, Conflicts of Interest and Pecuniary Interests
Cr Ross Ebbels declared an interest in Agenda Item 5

7.   Confirmation of Minutes

It was moved by Cr Ross Ebbels and seconded by Cr Jim Mason that the draft minutes of the Board meeting held 18 June 2018 be confirmed.

Carried.

SECTION B – REPORTS

1. GRLC Board Meeting Schedule 2018
Patti Manolis, Chief Executive Officer

Date	Matters requiring discussion/decision as per legislative requirements.
Monday 12 February, 5.00pm Ordinary followed by Special Meeting	Draft Budget development progress Special Meeting to consider the GRLC Board Code of Conduct (Section 76C Local Govt Act) following City of Greater Geelong general elections
Monday 23 April, 5.00pm	Draft Budget 2018/19 and Strategic Resource Plan Annual Priorities 2018/19 Adopt proposed budget
Monday 4 June, 5.30pm	Board Committee Hearing of Public Submissions to GRLC Proposed Budget 2018/19
Monday 18 June, 5.00pm	Review public comments / Adopt Budget 2018/19, Library Plan, Annual Plan Priorities 2018/19 (Sections 125, 126, 127, 130 and 197D of Local Government Act)
Monday 13 August, 5.00pm	Preliminary annual activity 2017/18 report Approve annual accounts in principle Nominate 3 Board members to sign accounts
Monday 24 September, 5.00pm	Adopt Annual Report 2017/18 (Sections 131-134 of Local Government Act)
Monday 26 November, 5.00pm	Board Planning Meeting
December (date TBA)	GRLC Christmas Function

2.   Notable Correspondence Report
Patti Manolis, Chief Executive Officer

The CEO highlighted the following correspondence at the meeting.

25/06/2018	Custodianship of 'Lonsdale Silver'	Queenscliff Historical Museum Inc
02/08/2018	Armistice Centenary Grants Program	The Hon Darren Chester MP
07/08/2018	Chilwell Library	Email from Lynne Dowling
13/07/2018	GRLC – PLFP Final Report	Colin McDonald - DELWP
29/06/2018	Directors & Officers Insurance 2018/19	Juliet Eden (CoGG)

The CEO recommended that a response to the email to the City of Greater Geelong from Lynne Dowling be drafted by the City of Greater Geelong as the building owner and Member Council. Cr Peter Murrihy asked who is responsible for maintaining furniture, for example chairs. The CEO responded that it is the GRLC responsibility to maintain chairs and any other items including fittings and equipment in the GRLC asset register.

Cr Margot Smith requested clarification of the letter from GRLC regarding Directors and Officers Insurance 2018/19. The CEO advised this is an annual insurance premium for the library and it is facilitated through CoGG

Cr Peter Murrihy requested further information on the Library Ban correspondence. The CEO provided details about reasons for the ban (multiple collection item thefts) and advised that the ban would expire in August at which time the members affected would be welcome to return to the library.

The Correspondence report was noted.

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3.   Chief Executive Officer Mid-Year Performance Review (Confidential)
Patti Manolis, Chief Executive Officer

This agenda item was deferred to the end of the meeting.

It was moved by Cr Margot Smith and seconded by Cr Nathan Hansford that this agenda item be moved to the end of the meeting.

Carried

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4.   Draft Annual Financial Report 2017-2018 (Attachment 2)
Patti Manolis, Chief Executive Officer

The CEO gave an overview of the draft Annual Financial Report.

The result to the end of June 2018 is a recurrent deficit of $1,629 which is favourable to budget by $685,287 caused largely by an unbudgeted Leopold Library contribution of $433,362 and an increase in venue hire. We have end the year with a near break-even position, a very pleasing result. Net cash flows from day to day operations is a strong $3.6m.

Our cash position including our daily transactions account and funds invested in term deposit have increased.

Expenditure increased by a modest 2.1% largely due to staff vacancies and careful review of positions and overall expenditure is favourable to budget by just under $300k.

Capital expenditure – a slight overspend of $17k out of a $1.5m budget.

Kathy Fulton provided information on the VAGO closing report. The format of the report has been reviewed and changed to comply with new model financial statements. No risks were identified. It is anticipated that GRLC will receive an unqualified audit opinion.

Cr Margot Smith stated that there had been a significant reduction in leave liabilities and good to see increases in income including the Geelong Honours Them grant, Venue Hire income and Word for Word sponsorship.

It was moved by Cr Stephanie Asher and seconded by Cr Jim Mason:

That the GRLC Board adopt in principle the Annual Financial Report for the year ended 30 June 2018

That the Chair Cr Nelson, Deputy Chair Cr Smith sign the Financial Report for the year ended 30 June 2018

Carried.

6.00pm – Kathy Fulton departed the meeting.

5.   Borough of Queenscliffe membership of Geelong Heritage Centre
Cathy Ferencz, Executive Manager Library Services & Customer Experience

Cr Ross Ebbels enquired whether he should remain in the meeting for this agenda item given that that he had previously declared an interest. It was agreed that Cr Ebbels should remain in the meeting but not vote on the item.

The CEO spoke to the agenda item. Geelong Regional Library Corporation had received a formal approach from the Borough of Queenscliffe to rejoin the Geelong Heritage Centre. Costings and legal documentation have been developed.   Maddocks Lawyers have drafted a supplemental agreement that will need to be signed by each Member Council.

Cr Jim Mason asked whether it needed to be fast tracked. The CEO responded this is not necessary.

Cr Ross Ebbels also responded informing the meeting that there is budget allocation for this purpose in Borough of Queenscliffe budget.

Cr Margot Smith noted that the proposal would enable the appropriate storage of historical collections in the most relevant place.

Cathy Ferencz advised this proposal would allow GRLC to maintain the collection and work on a combined catalogue.

Cr Ross Ebbels commented this would also allow the collection to be transported to GLHC should the premises in Queenscliffe be upgraded. Borough of Queenscliffe are actively lobbying for further funding from the State and Federal governments for the Queenscliffe Cultural Hub Project.

It was moved by Cr Nathan Hansford and seconded by Cr Margot Smith:

That the GRLC Board welcomes and approves Borough of Queenscliffe membership of the Geelong Heritage Centre and that the Further Supplemental Agreement 2018 (appended) be approved for forwarding to GRLC member councils and as a direct result re-establish the Borough of Queenscliffe Council access to Geelong Heritage Centre service and collection related provisions

Cr Ross Ebbels abstained from the vote.

Carried.

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6. Preliminary Annual Activity Report July 2017-June 2018
Cathy Ferencz - Executive Manager, Library Services and Customer Experience

Cathy Ferencz gave an overview of the Preliminary Annual Activity report advising that the Board would receive the full draft Annual Report at the next meeting.

Though there is a minor decrease of -2.5% compared to the previous period significant increases were noted at a number of the library branches however, specifically Barwon Heads, Chilwell, Lara, Newcomb, Waurn Ponds and Golden Plains Shire Mobile Library. Overall loans decreased -3.1% in the last year compared to the previous annual reporting period.

Membership has increased by 2% to 123,520. Pleasingly within that number there has been a 7% increase in the number of children's memberships since last year. Increases have also been recorded in lifelong learning activities that included children's programs, eKnow How and cultural events with 152,251 attendances.

There has been a reduction in WiFi and Internet usage. The seemingly ubiquitous availability of free WiFi and ownership of personal digital devices may be seen to be reducing the need for access in the library, however it is still a vital part of our service offer.

Cr Peter Murrihy noted the large increase of activity at the Barwon Heads library

Cathy Ferencz advised that this was largely due to the work of Friends of the Barwon Heads library.

CEO advised that the library was working with the Friends of Barwon Heads to improve the library with space available after hours, working with the local school.

Cr Peter Murrihy asked the question can we use this example for other libraries i.e. Chilwell and Corio.

Cathy Ferencz provided information about the Friends of Barwon Heads Library Inc that is an incorporated association independent of the GRLC and taking an active role in their library.

Cr Ross Ebbels noted the ebooks are gaining in popularity.

Cr Jim Mason advised he had recently attended a G21 Education and Training Pillar meeting in which it was noted that young children's communication skills had dropped over recent period and how does this affect our programs.

Cr Margot Smith asked are people actually reading less.

The CEO stated that was important to review statistical information over a number of years to identify trends rather than focusing of results of just one year.

It was moved by Cr Margot Smith and seconded by Cr Nathan Hansford that the report be noted.

Carried.

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7. **Children's and Youth Services Annual Overview 2017/18**
Cathy Ferencz: Executive Manager Library Services & Customer Experience

Cathy Ferencz gave an overview of the Children's and Youth Services Annual Overview. During 2017/18, continued growth was observed in attendances at programs for children and young adults across all program areas. This growth is deliberate and planned, encompassing new programs and activities that respond to our communities changing needs and interests.

The content of programs and services provided by the GRLC are informed by research and best practice. The *Reading and literacy for all: A strategic framework for Victorian public libraries 2015 - 2018,* developed by the State Library of Victoria and the Public Libraries Victoria Network, sets the standard for early literacy programs in Victorian public libraries, of which a staff member is on the committee.

Cr Margot Smith acknowledged the work done in this area and the need to get to more people to promote this program. Over 14,000 attendees in the outreach session was noted.

Cr Nathan Hansford acknowledged the great work done and asked if GRLC were participating in White Night.

Cathy Ferencz advised that GRLC are participating in White Night on Saturday 13th October 2018 and there have been a number of meetings with the organisers.

The Children's and Youth Services Annual Overview 2017/18 was noted.

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8. **Customer Feedback Report 1 July 2017 to 30 June 2018**
Cathy Ferencz, Executive Manager Library Services and Customer Experience

331 pieces of written feedback were submitted by library visitors between 1 July 2017 and 30 June 2018. Nearly half of these contained positive responses about library programs, services, building or staff. About a third of the customer feedback was provided to offer suggestions for improvement or extension of services. The proportion of negative feedback remains consistent with previous year at a little over 20% of the feedback received.

Cr Jim Mason – noted the IT negative feedback (19). Cathy advised that it is often hard to replicate IT issues to solve them. It was noted that overall the IT feedback is minute when compared to the 200,000 computer bookings and 500,000 Wi-Fi sessions experienced during that period

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The Customer Feedback Report 1 July 2017 to 30 June 2018 was noted.

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9. Occupational Health and Safety Report 2017/18
Geoff Adsett, Executive Manager Business Systems and Innovation

Geoff Adsett spoke to the report. There were 246 incidents reported 2017/18 (compared to 204 in 2016/17).

The report was very similar to that provided at the previous meeting in June and the purpose of this is to update and provide an annual overview.

Cr Margot Smith asked if some of the categories had been reclassified from the 2016/17 results.

Geoff Adsett advised that yes that was the case as the incident reporting procedures and classifications had been thoroughly reviewed and updated, resulting in some change in categories.

The Occupational Health and Safety Incidents Report 2017-18 was noted.

10. Internet Content Filter Pilot Evaluation
Geoff Adsett, Executive Manager Business Systems and Innovation

Geoff Adsett spoke to the agenda item. The pilot of content filtering has been a success. The software has been very accurate. Since the filtering commenced there have been no OH & S reports or complaints about inappropriate use of the internet from staff or the public.

Cr Nathan Hansford asked if there had been any incorrect filtering of sites with the software. Geoff Adsett responded that there have been no reports of this occurring.

It was moved by Cr Ross Ebbels and seconded by Cr Margot Smith that the Internet Content Filter Pilot Evaluation report be noted and that the internet filter is implemented on a permanent basis across the network.

Carried.

11. Wide Area Network (WAN) Pilot Review
Geoff Adsett, Executive Manager Business Systems and Innovation

Geoff Adsett gave an overview of the WAN Pilot. NBN and Telstra Fibre to the premises was piloted in three branches. It was recommended that GRLC implement Telstra Fibre as it provided greater stability and speeds. This was agreed and the report was noted.

12. Short Updates

The Short Updates taken as read.

13. Other Business
The CEO provided an overview of the statewide Advocate Project and distributed copies of *Libraries Work The socio-economic value of public libraries to Victorians* which provides cost benefit analysis information. Every dollar invested in Geelong Regional Library Corporation

generates $3.80 of economic benefit to the local community representing a high return on investment.

14. Next Meeting: Monday 24 September 2018, 5.00pm Geelong Library and Heritage Centre Level 4, Board room.

It was moved by Cr Margot Smith and seconded by Cr Nathan Hansford that the meeting move into camera.

Carried

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3.   Chief Executive Officer Mid-Year Performance Review (Confidential)
Patti Manolis, Chief Executive Officer

The mid-year performance review was conducted.

The meeting moved out of camera and closed at 7.03pm.

Actions Register

Meeting date & No.	Action	Responsible Person	Status /Update
26 June 2017 No 145	Wide Area Network (WAN) Review – Pilot results, Update	Geoff Adsett	Report once Pilot completed August 2018 - Completed
26 June 2017 No 145	Strategic Risk review	CEO	Agenda item for Board Planning meeting, November 2018
23 April 2018 No 151	Content filtering pilot report	Geoff Adsett	August 2018 meeting - Completed

Signed: _____
           Cr Ron Nelson
           Chair

Date of Confirmation:_____

ATTACHMENT 2

**GEELONG REGIONAL LIBRARY CORPORATION
FINANCIAL REPORT
August 2018**

Table of contents
- **Management variance report**
- **Income Statement**
- **Balance Sheet**
- **Cash Flow Statement**
- **Capital Expenditure Report**

Geelong Regional Library Corporation
Financial Report – Management Variance Report
August 2018

The result to the end of August 2018 is a recurrent surplus of $2,299,813 which is $100,945 favourable to budget. Total recurrent income is ($87,719) unfavourable to budget. Expenditure is under the adopted year-to-date budget by $12,480. The detail relating to variances, including those favourable or unfavourable by over $10,000, are noted below:

Financial Performance

Note	Income/expenditure category	YTD variance favourable / (unfavourable) $	Explanatory comment
1	Government Grants	59,176	Unspent funds from the Heritage Centre's 'Geelong Honours Them' Grant have been carried forward from the prior year. This 2 year project will span 3 financial years from 2017-18 to 2019-20.
2	User Charges	(13,572)	Unfavourable variance mainly due to Venue Hire income ($14.6k) below Budget.
3	Sundry Income	14,274	Currently favourable due to a timing difference in the receipt of Word for Word sponsorships, which are Budgeted to be received in Nov 2018.
4	Interest investments	6,074	Interest received is $6k higher than Budget, due to a recent $1m Term Deposit maturity.
5	Core Grants – Member Municipalities	(12,470)	Unfavourable variance in the Public Libraries Funding allocations. The actual amount was unconfirmed at the time of budgeting.
6	Member Contributions	(140,349)	Surf Coast Shire's 1st quarter contribution of $175k was delayed and will be received in Sep 2018, offset by the early receipt of Borough of Queenscliffe's 2nd quarter contribution of $50.7k. Contribution of $15.8k for Western Heights is yet to be received from City of Greater Geelong.
7	WorkCover	9,678	WorkCover expense is $9.7k favourable to Budget. This includes a 5% discount received for early payment.
8	General Works – Materials	8,292	Technical Services expenditure on eBooks and eAudio is $5k below Budget. This is a timing issue only.
9	General Works – External Services	28,932	Technical Services end processing is $11.4k favourable to Budget. Subscriptions are $18.6k favourable due to one major subscription budgeted in Aug 2018, but paid in Sep 2018.
10	Administration	19,882	Corporate Printing is $6.1k favourable and Corporate Costs are $5k favourable to Budget. Training and Development is currently $8.9k below Budget. This is a timing issue only.
11	Professional Services	(57,416)	Computer Support expenses are $56.7k over Budget. This is a timing difference only and is expected to remain within Budget at the end of the financial year.
12	Utilities	19,161	Communication expenses are favourable to Budget across most of the branch network, in particular Technical Services $9.1k, Belmont and Geelong $2k each, and Corio $1.6k.
13	Capital Grants and Income	176,184	Leopold IT and Library Collection capital contribution $186k were unbudgeted. Western Heights capital contribution is pending.

Balance Sheet

Note	Item	Balance at 31 August 2018	Explanatory comment
14	Creditors	$580,906	Creditors of $580,906 is mostly staff leave entitlements, with $69k owing to City of Greater Geelong and will be paid in September 2018.

Cash Flow

Note	Item	Balance at 31 August 2018	Explanatory comment
15	Cash and Investments	$4,289,631	This comprises investments in bank bills of $4,006,797 and an operating bank account balance of $278,514. Cash on hand is $4,320. The total balance is significant due to the receipt of $1,962,072 from the Public Libraries Funding Program in July 2018. This funding will be expended throughout the 2018-19 financial year.

Capital Expenditure

Note	Explanatory comment
16	Capital expenditure is $480.9k YTD. This is ($118.3k) unfavourable to budget. Expenditure on the Leopold collection and IT is $201.6k. Leopold was not budgeted as the amount and procurement process was unknown at the time of budgeting. IT hardware is $62k underspent, this is a timing issue only.

GEELONG REGIONAL LIBRARY CORPORATION
OPERATING STATEMENT
As at 31st August 2018

	Month Actual $	YTD Actual $	YTD Adopted Budget $	YTD Variance $	Notes	Adopted Budget $
RECURRENT INCOME						
Government Grants	4,442	59,176	0	59,176	1	31,000
User Charges	35,195	67,222	80,794	(13,572)	2	494,760
Other Fees and Charges	10,894	21,958	22,810	(852)		136,840
Sundry Income	22,335	35,520	21,246	14,274	3	252,100
Interest Investments	11,420	19,408	13,334	6,074	4	80,000
Core Grants - Member Municipalities	981,036	1,962,072	1,974,542	(12,470)	5	1,974,542
Member Contributions	50,688	2,682,834	2,823,183	(140,349)	6	11,245,472
TOTAL RECURRENT INCOME	1,116,010	4,848,190	4,935,909	(87,719)		14,214,714
RECURRENT EXPENDITURE						
Employee Related						
Salaries	854,422	1,666,064	1,658,001	(8,063)		9,803,040
Workcover	0	34,422	44,100	9,678	7	44,600
Goods and Services						
General Works - Materials	13,635	114,100	122,392	8,292	8	245,971
General Works - Plant/Equipment/Vehicle Costs	7,423	22,615	13,078	(9,537)		78,484
General Works - External Services	102,924	233,384	262,316	28,932	9	1,110,916
Administration	28,374	36,384	56,266	19,882	10	379,639
Professional Services	73,823	149,972	92,556	(57,416)	11	505,350
Utilities	32,139	52,007	71,168	19,161	12	427,000
Depreciation	213,582	427,164	427,164	0		2,563,000
(Gain)/Loss on Sale of Plant & Equipment	(600)	(1,551)	0	1,551		0
TOTAL RECURRENT EXPENDITURE	1,325,722	2,734,561	2,747,041	12,480		15,158,000
RECURRENT SURPLUS/(DEFICIT)	**(209,712)**	**2,113,629**	**2,188,868**	**(75,239)**		**(943,286)**
NON RECURRENT INCOME						
Capital Grants and Income	186,184	186,184	10,000	176,184	13	**59,255**
Member Contributions - Unfunded Superannuation	0	0	0	0		**0**
TOTAL NON-RECURRENT INCOME	**186,184**	**186,184**	**10,000**	**176,184**		**59,255**
NON RECURRENT EXPENDITURE						
Unfunded Superannuation Liability	**0**	**0**	**0**	**0**		**0**
NON-RECURRENT SURPLUS/DEFICIT	**186,184**	**186,184**	**10,000**	**176,184**		**59,255**
TOTAL SURPLUS/(DEFICIT)	**(23,528)**	**2,299,813**	**2,198,868**	**100,945**		**(884,031)**

GEELONG REGIONAL LIBRARY CORPORATION
BALANCE SHEET
As at 31st August 2018

	YTD Act Current Yr $	Notes	YTD Act Previous Yr $
CURRENT ASSETS			
Cash and Investments	4,289,631		3,989,254
Prepayments	(1,181)		6,019
Receivables	4,166		(3,943)
TOTAL CURRENT ASSETS	**4,292,616**		**3,991,330**
CURRENT LIABILITIES			
Creditors	580,906	14	962,455
Bank Overdraft	1,151		695
Unearned Income	0		0
Provisions	1,109,552		1,090,314
TOTAL CURRENT LIABILITIES	1,691,609		2,053,464
NET CURRENT ASSETS	**2,601,007**		**1,937,866**
NON-CURRENT ASSETS			
Plant and Equipment	2,847,802		3,416,410
Lending Materials	8,118,187		8,412,260
Work In Progress	607,869		339,572
TOTAL NON-CURRENT ASSETS	11,573,858		12,168,241
NET ASSETS	**14,174,865**		**14,106,107**
Represented by:			
EQUITY			
Surplus Year to Date	2,299,812		2,229,425
Accumulated Surplus	7,989,042		7,990,672
Members Contribution	3,886,011		3,886,011
TOTAL EQUITY	**14,174,865**		**14,106,107**

GEELONG REGIONAL LIBRARY CORPORATION
STANDARD STATEMENT OF CASH FLOWS
As at 31st August 2018

	YTD Actual $'s	Notes
Cash Flows from Operating Activities		
Receipts		
Govt. Grants - State	2,021,248	
Members	2,682,834	
Interest	19,408	
User Charges etc	124,700	
GST Refund	0	
	4,848,190	
Payments		
Employee Costs	(2,062,735)	
General Works / Utilities	(1,181,580)	
Administration / Professional Services	(186,356)	
	(3,430,671)	
Net Cash Inflow/(Outflow) from Operating Activities before Capital Income	**1,417,519**	
Cash Flows from Investing Activities		
Payments for Lending Materials and Infrastructure	(480,882)	
Capital Income and Proceeds from Asset Sales	219,542	
Net Cash Outflow from Investing Activities	**(261,340)**	
Net Increase (Decrease) in Cash Held	**1,156,179**	
Cash at the Beginning of the Financial Year	3,133,452	
Cash at the End of the Financial Year (YTD)	**4,289,631**	**15**

STATEMENT OF INVESTMENTS AND INTEREST
Balance as at 31 August 2018

Cash at Bank - Westpac	278,514
Petty Cash/Change	4,320
Bendigo Bank Bill	4,006,797
	4,289,631
Interest on Investments (Cumulative)	19,408

GEELONG REGIONAL LIBRARY CORPORATION
CAPITAL EXPENDITURE REPORT
As at 31st August 2018

	Month Actual	Month Adopted Budget	YTD Actual	YTD Adopted Budget	YTD Variance	Annual Adopted Budget
CAPITAL EXPENDITURE						
C56011 - Adult Large Print Library	65,097	24,000	65,097	48,000	(17,097)	80,000
C56012 - Adult Fiction Library	14,513	-	26,418	62,500	36,082	250,000
C56013 - Adult Non Fiction Library	5,281	10,500	11,609	21,000	9,391	126,000
C56014 - LOTE Library	506	958	698	1,916	1,218	11,500
C56027 - Junior Fiction Library	3,193	7,583	6,160	15,166	9,006	91,000
C56028 - Junior Non Fiction Library	1,669	2,083	2,507	4,166	1,659	25,000
C56029 - Picture Books Library	5,549	6,645	10,621	13,290	2,669	79,745
C56030 - Young Adult Books Library	1,476	2,458	3,391	4,916	1,525	29,500
C56035 - Audio Library	54,992	18,000	54,902	36,000	(18,902)	60,000
C56036 - Junior Audio Library	5,287	1,800	5,287	3,600	(1,687)	6,000
C56045 - CD Music Library	1,698	2,394	2,265	4,788	2,523	28,733
C56060 - Serials/Magazines Library	884	5,417	29,907	10,834	(19,073)	65,000
C56061 - Serials/Newspapers	3,455	3,333	12,884	6,666	(6,218)	40,000
C56121 - Learning English	-	167	-	334	334	2,000
C56140 - Server Replacement	12,577	-	25,080	87,500	62,420	350,000
C56150 - Vehicle Replacement	-	-	-	-	-	35,000
C56160 - Library Branch Equipment	4,003	4,167	3,880	8,334	4,454	50,000
C56162 - DVD (Library Materials & Books)	6,439	10,000	12,165	20,000	7,835	120,000
C56163 - Reference (Library Materials & Books)	-	167	-	334	334	2,000
C56168 - DVD - Junior	1,797	1,667	4,208	3,334	(874)	20,000
C56171 -Premiers Reading Challenge	1,364	4,105	1,396	8,210	6,814	49,255
C56174 - Vines Rd Library Collection	-	-	779	1,666	887	10,000
C56186 - Leopold Library Collection	201,629	833	201,629	-	(201,629)	10,000
C56188 - GLHC Audio Visual	-	-	-	-	-	10,000
TOTAL CAPITAL EXPENDITURE	391,408	106,277	480,883	362,554	(118,329)	1,550,733 Note 16

ATTACHMENT 2

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

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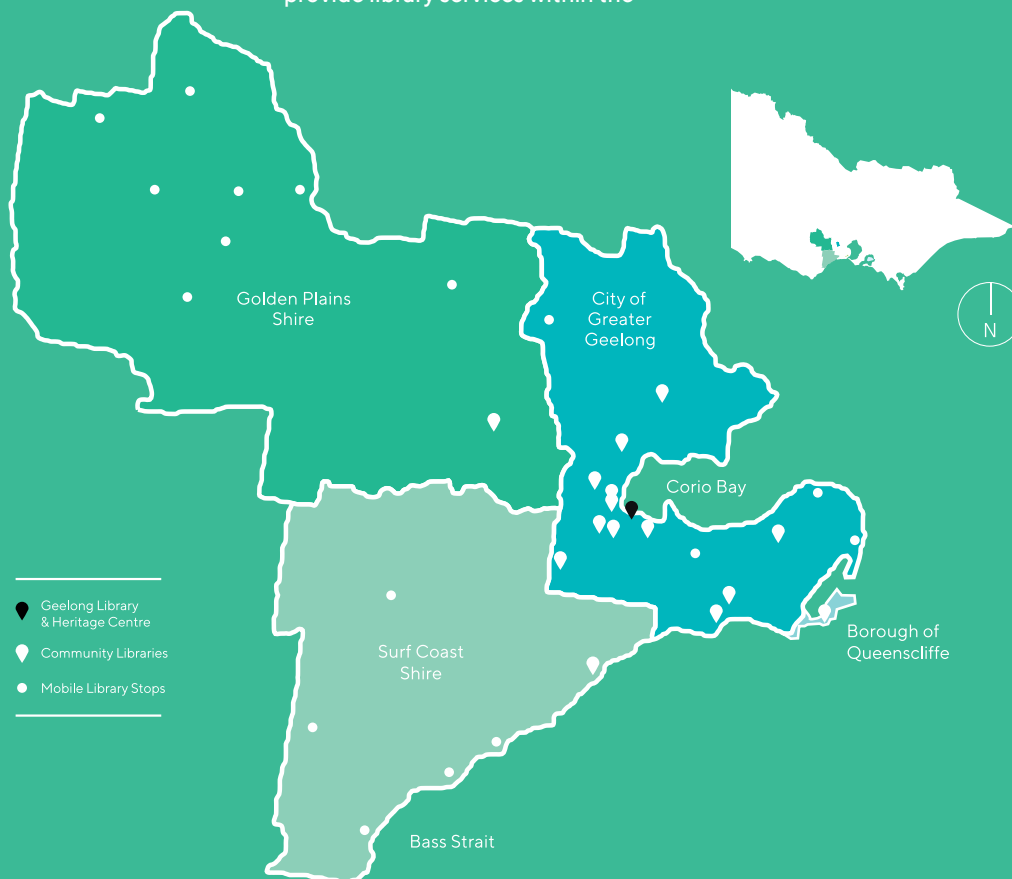
I love the children's programs that are on offer from Baby Time right through to Preschool...they are a wonderful asset encouraging our children to read and enjoy books from a very young age.

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.

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
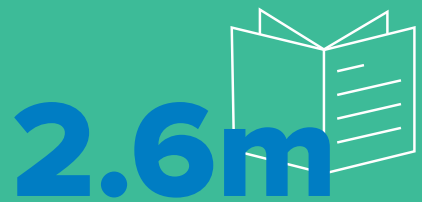
2.6m
loans
of digital and hardcopy collection items, equivalent to 8.5 per resident

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124,000
members
equivalent to 1 in 2.4 residents being card-carrying members

196,000
public access
Internet sessions
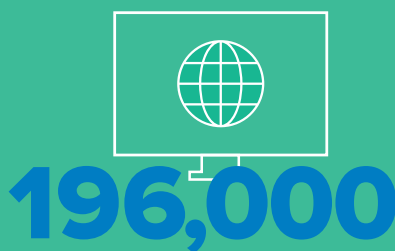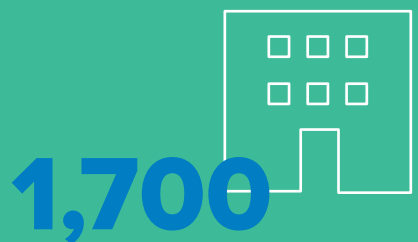
1,700
major event
space and meeting room bookings

152,000
attendances
to lifelong learning and cultural programs

65,600
new
hardcopy and eCollection items acquired

560,000
Wi-Fi sessions

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 m^2	27.2 m^2	45.6 m^2	43.8 m^2	43.2 m^2

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%
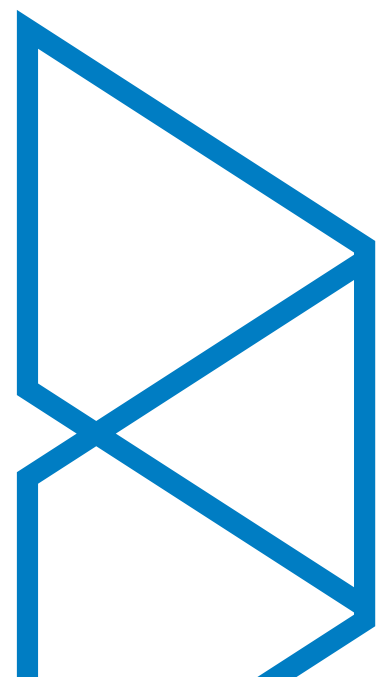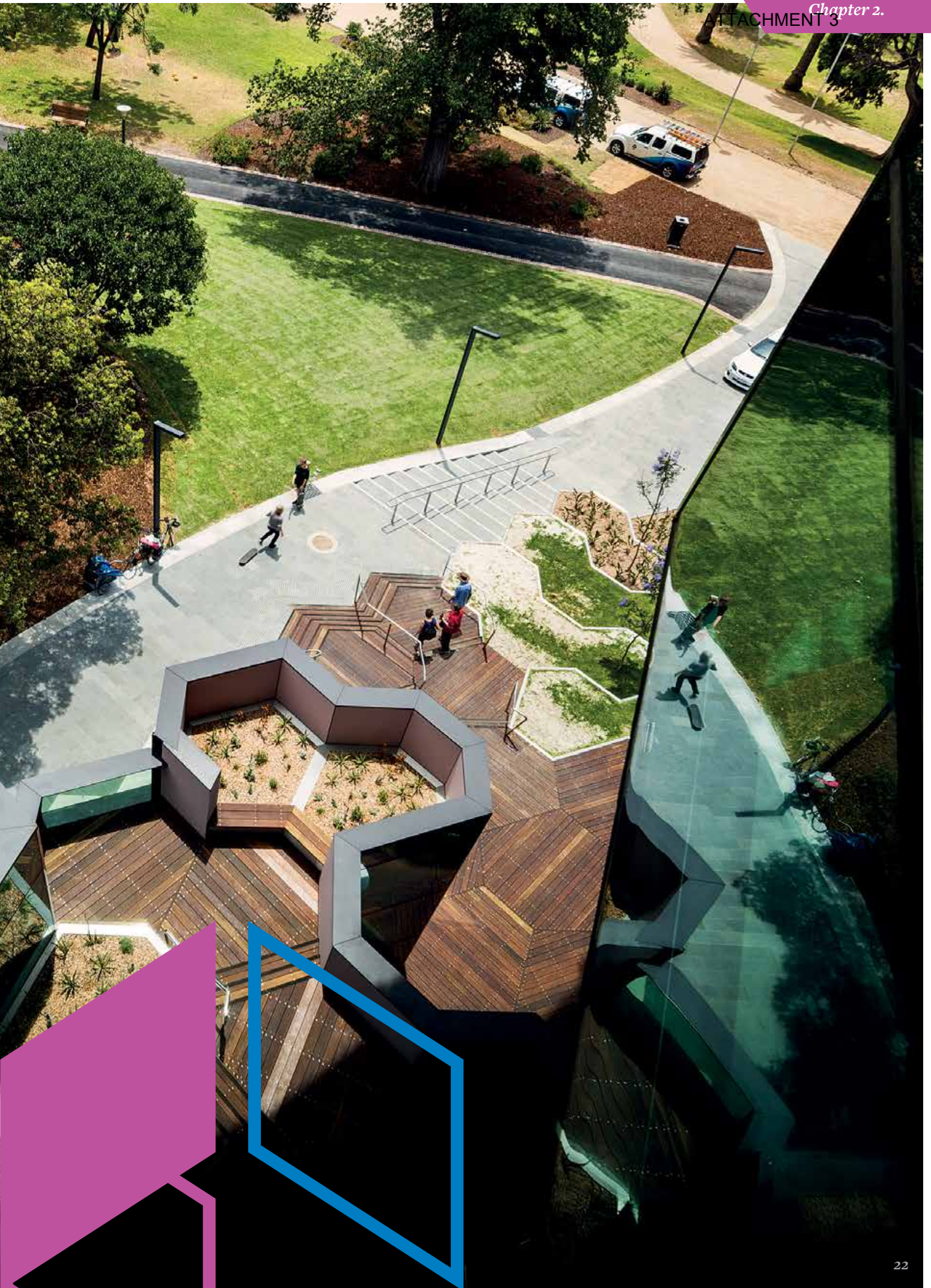
Our Region-Wide Library Network

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.
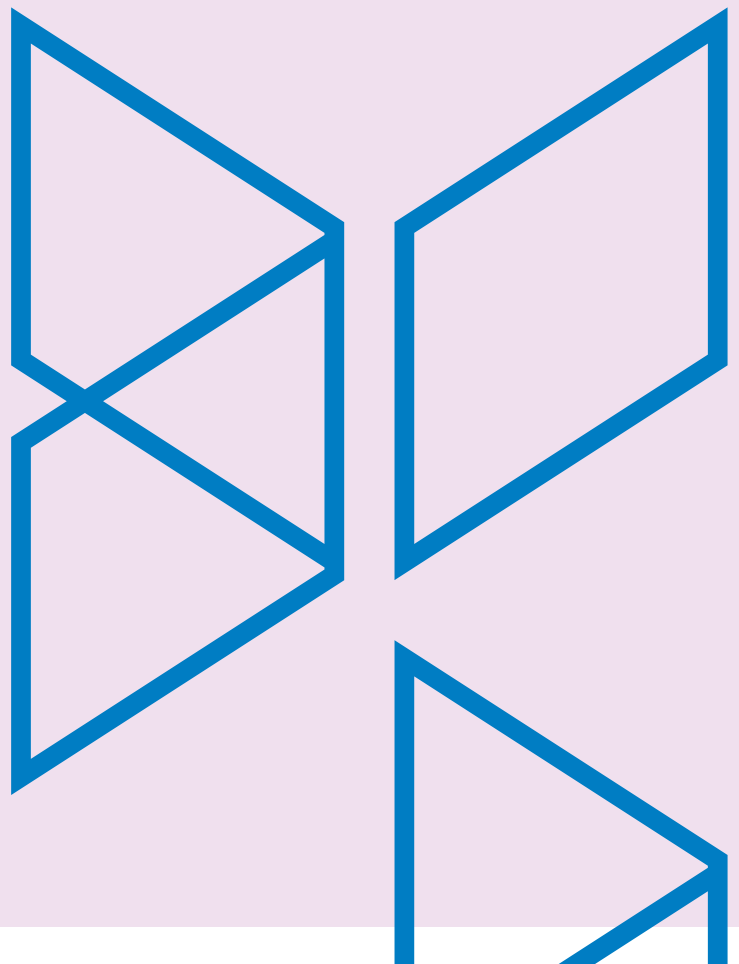
New Library on the way

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%**

See footnotes on page 40.

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

Chapter 3.

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.

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.

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.

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%
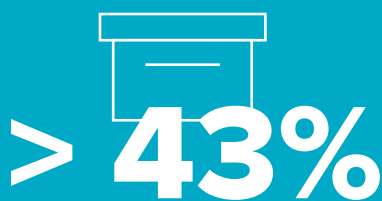
increase in British Newspaper Archive database usage

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

"

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
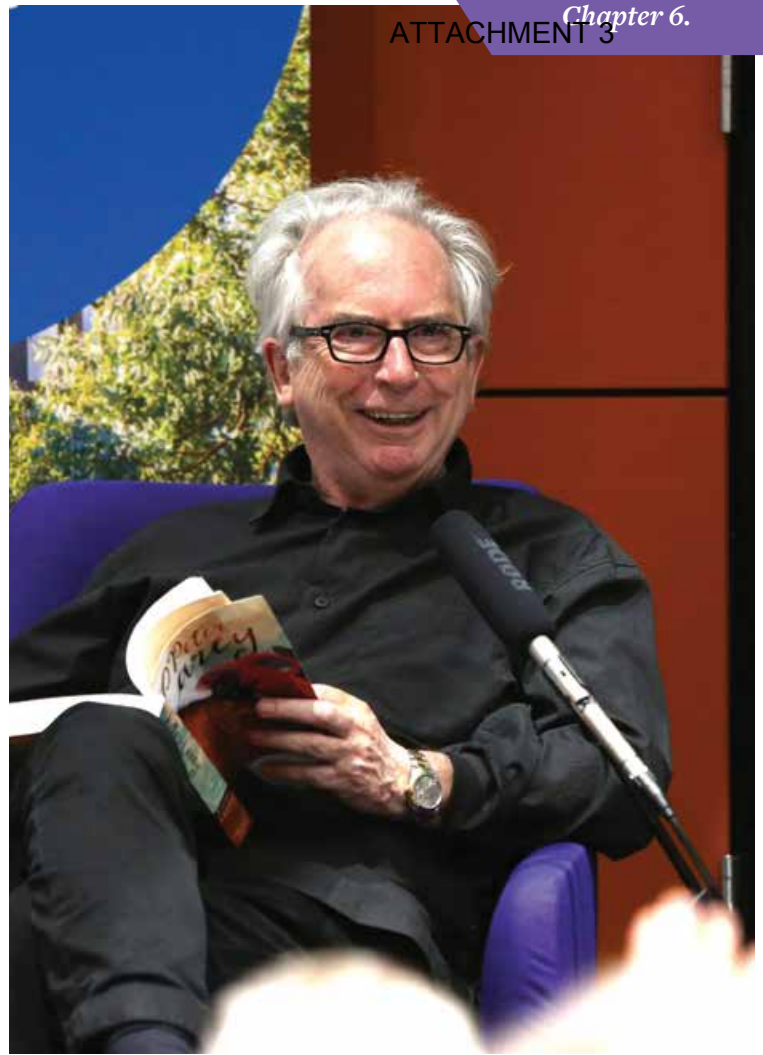
Volunteers

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.
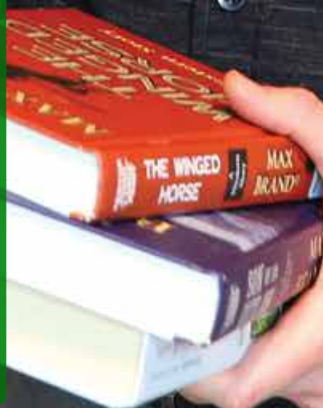
Our People

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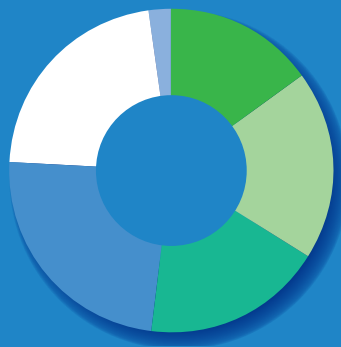
Under 25	15%	(17%)
25-34	19%	(21%)
35-44	18%	(13%)
45-54	24%	(23%)
55-64	22%	(24%)
Over 65	2%	(2%)

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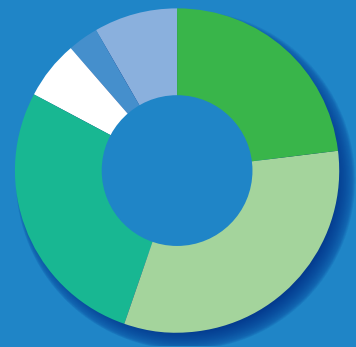
Female – Full time	43	(42)
Female – Part time	60	(60)
Female – Fixed term & casual	51	(54)
TOTAL	**154**	**(156)**
Male – Full time	11	(10)
Male – Part time	6	(5)
Male – Fixed term & casual	15	(12)
TOTAL	**32**	**(27)**

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
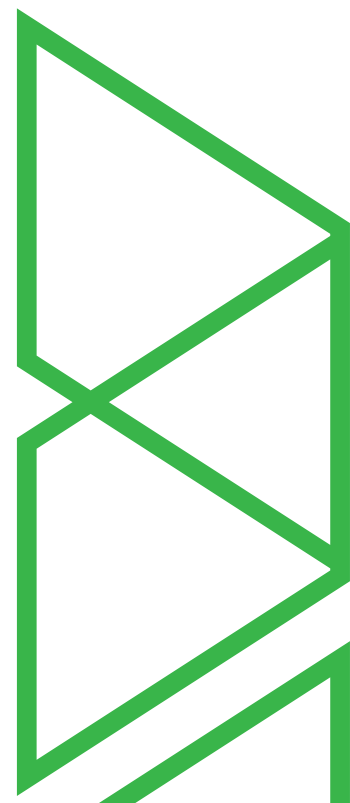
Occupational Health and Safety (OH&S)

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

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.
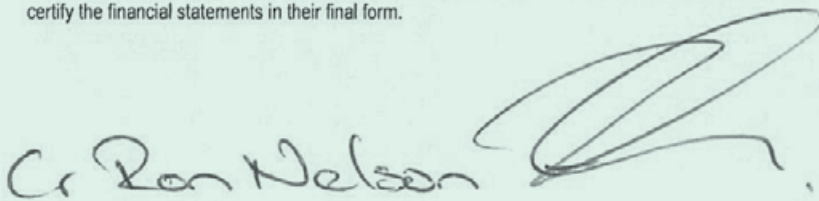
K. Fulton

Mrs Kathy Fulton CPA
Principal Accounting Officer

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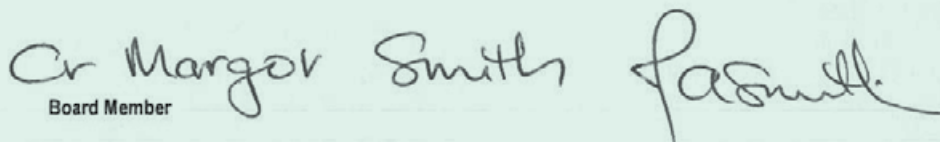
In our opinion the accompanying financial statements present fairly the financial transactions of the Geelong Regional Library Corporation for the year ended 30 June 2018 and the financial position of the Corporation as at that date.

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.

Cr Ron Nelson

Board Member
Date :   13th August 2018
Geelong

Cr Margot Smith
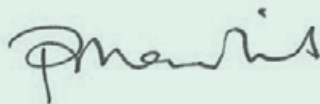
Board Member

Date :   13th August 2018
Geelong

Ms Patti Manolis
Chief Executive Officer

Date :   13th August 2018
Geelong

Independent Auditor's Report

To the Board Members of Geelong Regional Library Corporation

Opinion	I have audited the financial report of Geelong Regional Library Corporation (the corporation) which comprises the:

- balance sheet as at 30 June 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
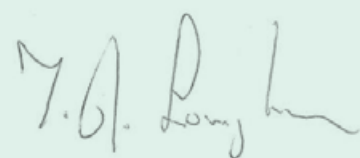
Auditor's responsibilities for the audit of the financial report

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.

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

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 aquittals	10,000	9,400
Operating lease rentals	75,000	75,000
Total other expenses	**85,000**	**84,400**

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

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

	2018 $	2017 $
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:

	2018 $	2017 $
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**

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

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):		
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.

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Page 22 – John Gollings

Page 50 – Alison Wynd

Page 91 – Emma Cross

Quotations:

All quotations contained in this report are feedback received from library members, unless otherwise specified.

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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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CITY OF GREATER GEELONG

GOLDEN PLAINS SHIRE

SurfCOAST SHIRE

ATTACHMENT 4

Geelong Regional Libraries
Access and Inclusion Plan 2018-2022

Why have Geelong Regional Libraries created this plan?

One in five people in Australia have a disability (18.4% of the Victorian population). Most Australians have some experience of disability – whether it is our self, a family member, friend, someone that we work with or people that we interact with everyday. This includes people who visit any one of Geelong Regional Libraries 16 branches, contact the library by phone, email or use the mobile lending service.

> *'I want every person to come into one of our libraries and think 'this library is for me', Manager, Geelong Regional Libraries*

Geelong Regional Libraries have chosen to develop a plan not just because it is the right thing to do, but because we want all people to feel that our libraries are 'for them' – a place where you can visit and be included, feel welcome and work with us if you have the skills that we require.

This Plan has been prepared by the Australian Federation of Disability Organisations (AFDO). Geelong Regional Libraries have been working with AFDO's Diversity Field Officer Service over the last three years, with a focus on becoming a more welcoming, confident and accessible business and workplace for people with disability and build on the work that we have completed to date. A series of recommendations, most of which have been included in this report, were provided to Geelong Regional Libraries by the AFDO Diversity Field Officer Service. These recommendations covered physical access improvements as well as other forms of accessibility for a wide range of people with disability, customer service and a particular focus on enhancing our workplace to increase the diversity of our staff, including skilled candidates with disability.

The key with any Access and Inclusion Plan is the ability to implement it. We don't want this Plan to sit in a drawer – it is AFDO's view, and our view, that it is much better to have a more targeted list of actions that can be implemented, then a much more ambitious list that is unable to be fully achieved. To ensure that we achieve what we set out, this Plan includes a list of actions that we think are achievable by 2022. We want to work in partnership with our communities to make sure that we can bring these recommendations to life and continue to build a more welcoming and confident library network.

1 | P a g e
G e e l o n g   R e g i o n a l   L i b r a r i e s   A c c e s s   a n d   I n c l u s i o n   P l a n
2 0 1 8 - 2 0 2 2

How does this plan fit in with our strategic vision for Geelong Regional Libraries?

Perfectly. Geelong Regional Libraries' mission is '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.

This Plan not only aligns with our Strategic Plan but also builds on our previous Disability Access and Inclusion Plan 2010-13 and our work with AFDO over the last three years which has included recruitment of people with disability, improvements to access and changes in our policies and practices.

We don't want the improvements that are made as part of implementing this Plan to be stand alone, but rather to be part of our broader vision that we have just outlined.

How has this Plan been developed?

The Australian Federation of Disability Organisations is a national peak body run by and for people with disability. AFDO's board, through its constitution, must be a majority of people with disability. A majority of AFDO's staff have personal or lived experience of disability.

AFDO's members are organisations that are also run by and for people with disability, bringing the experience of people who are Deaf, hard of hearing, people who are blind or vision impaired, and people who are Deafblind; people with physical disability and brain injury; people with an intellectual disability, including Down syndrome; people with autism; organisations representing women with disabilities and organisations working alongside people with disability to advocate their needs.

This experience, and AFDO's own knowledge of the barriers that impact participation in everyday life and in gaining and keeping employment and how these can be remedied, have informed this Plan.

To ensure that the Plan has been informed from more than just this experience, sessions were held with

- The Executive Management team of Geelong Regional Libraries to understand the vision for Geelong Regional Libraries, what is currently offered to library visitors and in particular to people with disability, what currently works and what could be improved.

2 | P a g e
G e e l o n g   R e g i o n a l   L i b r a r i e s   A c c e s s   a n d   I n c l u s i o n   P l a n
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- A session with people with disability, their families and other interested stakeholders, exploring what currently works, what could be improved, customer service, accessibility and increasing employment opportunities. A further two sessions were scheduled but were cancelled due to insufficient public interest.
- A session for service providers working with people with disability. This session explored the same questions as those in the session for people with disability.
- 2 x sessions with senior Geelong Regional Libraries staff to explore accessibility of library venues and practical improvements that can increase access for people with disability, with guidance of what to look out for at other libraries through the Geelong Regional Library network.
- SurveyMonkey survey open to the public to gather feedback on the how the experience of people with disability can be improved across the Geelong Regional Library network. This survey was open for six weeks, with 440 respondents completing the survey. Seventy two (72%) percent of people who responded were female, with 57% of respondents over 60 years of age. Seventy eight (78%) per cent of respondents had completed a Certificate IV or higher. Of those who have a disability, 21% shared that they had a physical disability, followed by autism, mental health conditions and sensory disabilities. Twenty-three (23%) percent preferred not to say.

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Overview of the Plan

This Plan has three key areas of focus:

1. **Promote what Geelong Regional Libraries already do**
   1.1 Promote
   1.2 Reach out – community engagement

2. **Build on what Geelong Regional Libraries already do**
   2.1 Customer service
   2.2 Accessibility of libraries
   2.3 Resources
   2.4 Programs
   2.5 Attracting the future workforce
   2.6 Retaining staff who may acquire a disability

3. **Review and engage**

Action! Key areas for Geelong Regional Libraries for 2018-2022

1. **Promote what Geelong Regional Libraries already do**

Geelong Regional Libraries held 6,255 programs, events and workshops during 2016/17, attended by 149,815, a 10% increase from the last year. These programs and events are open to any library visitor to attend. Geelong Regional Libraries also has specific resources for people with disability, ranging from audio books, to captioned and audio described DVDs, a new braille embosser at Geelong library, large print keyboards and screen reading and magnification software for people who are blind or vision impaired.

Promote

While there is a wealth of resources, knowledge of what is available could be improved, not just for library visitors, but also internally among staff and management.

> 'Most things [the library currently does well] but I had no idea there even where Auslan books available! Maybe more publicity around what resources are available for people with disabilities and their parents'.

a) **Develop a communication strategy to increase awareness of:**
   - **New programs that have been developed, existing programs and upcoming programs and events**

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- Events that might be of interest to particular groups (such as parents of young children, parents of older children, CALD, indigenous, professionals, over 55s and people with disability who may fall into any of these categories) to enable these to be promoted at a branch level
- How to meet access needs, profiling different forms of accessibility, how it works and how it can be organised (such as live captioning). This could be supported with a series of 'how-to' factsheets. Examples include how to organise Auslan interpreters, using the National Relay Service, how to communicate with people with disability including preferred terms and language, providing sighted guide assistance and specific insights into different types of disability and accessibility.

This could be communicated through regular updates through the Geelong Regional Libraries intranet, weekly or bi-monthly emails to all staff of upcoming key activities and profiling activities and information as well as utilising existing communication strategies.

b) Develop a communication strategy (external for library visitors) to increase awareness of new, existing and upcoming programs and events. This should include
   - Information via social media and Geelong Regional Libraries website
   - Large print event information (16+ font in san-serif font such as Arial) available online and in branches. Braille information available on request
   - Information shared by staff with library patrons in conversation (where appropriate)
   - Exploration of the potential of an additional email subscription option to receive information about upcoming events
   - An update of library software to enable people to advise preferred information formats and accessibility requirements to enable information to be customised
   - Promotion of sessions that are accessible (where accessibility has already been organised such as a hearing loop) or that access needs can be met on request (ie. Auslan interpreters can be booked when it is requested). Include accessibility symbols where access is guaranteed to be provided – for example the wheelchair access symbol where the event will be held in an accessible room.
   - Development of 'how-to's to use resources should also be explored (eg. location of mobility charging points, how to access the hearing loop and how equipment can be used, such as the braille embosser, CCTV etc).

c) We make informed choices through good information. Provide key information about events to enable people to make an informed choice which could include:
   - whether the venue is physically accessible – wide, flat/ramped and obstacle free entry and exit into the building and meeting area
   - whether there are toilets in the building, including an accessible toilet;

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- the floor where the event will be held (particularly in multi-level buildings with lifts);
- whether there will be a break and refreshments;
- length of the event;
- maximum number of attendees;
- RSVP date and statement that accessibility needs can be met such as 'Let us know if you have any accessibility requirements when you RSVP';
- whether this will be in a well-lit environment;
- whether meet and greet is possible for attendees new to the library of site; and
- whether the event is child friendly.

This type of information can help people with disability and their families to determine whether the event will be accessible to meet their own specific needs (such as anxiety, sensory processing disabilities, physical access or other disability related needs).

Reach out – community engagement

Geelong Regional Libraries has a strong connection with the community and a wide range of organisations. We recommend that this continues with a focus to increased engagement with organisations representing and working with students and people with disability.

a) **Review Geelong Regional Libraries current engagement strategy to**
   - **Reach out to local schools with students with disability to provide opportunities for students to learn more about the library, with exploration of customised sessions for students to gain new skills and experience (such as trialing virtual reality equipment in smaller group settings with smaller staff to students ratios)**
   - **Reach out to community groups – this presents an opportunity for library staff to learn more about the day to day experiences of people with a particular type of disability, exchange ideas and for visitors to learn more about what the library can offer across its suite of programs, events and resources.**

2. Build on what Geelong Regional Libraries already do

2.1 Customer service

'I am totally blind and there is always help if I need it'.

Ninety two (92%) percent of people who completed the Survey Monkey survey felt that staff 'provide useful assistance' and 89% stated that staff 'go out of their way to be of help'.

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'My husband has young onset Alzheimer's and we often visit the library together. Me to borrow books and him to wander around. Always welcomed by the lovely staff'

Some people felt that this could be improved, with 69% reporting that staff appear 'very confident' or 'confident' when helping a person with disability. Increased awareness of disability, including 'hidden' disabilities was raised as an area of interest for both staff and library visitors with a disability.

a) **Engage with organisations run by and for people with disability, or organisations that employ trainers with disability, to increase learning and confidence about different types of disability (4-5 sessions per year). This could take the form of 'conversation hours' which may be more informal and seeks to build mutual understanding and connection, or as disability awareness training. Engagement with organisations and consumer groups should be renumerated. This should include less visible disabilities (such as Alzheimer's, dyslexia etc) for all front line staff.**

The benefits include broadening staff understanding about different types of disability, addressing different cultural views of disability, identifying preferred terms by people with disability and etiquette, addressing barriers and exposing common myths. Training should also be considered when staff with disability come on board as a new employee, volunteer or work experience so that the person feels welcome and supported.

The focus of this Plan is to create spaces that are more welcoming and inclusive to everyone. Feedback from the survey and stakeholder sessions, as well as AFDO's engagement with people with disability, recognise that some people with disability may feel more comfortable disclosing their disability and disability related needs to people who have their own experience of a disability, have lived experience (as a family member or carer), or someone who is more familiar or confident with disability through experience working with people with disability.

'The Geelong library is lovely but it is a bit intimidating even though it is light and bright and an effort has clearly been made to provide comfortable chairs etc. Because of it's generous proportions it still feels like a 'sacred space'. If I had an introduction I am sure I would feel more welcome. As it is I don't really understand what is where. Staff tend to be gathered around the computer terminals and do not acknowledge people who walk in. It is a bit hard to tell if they are busy so I have been unwilling to interrupt their conversation.

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They have been removed from behind a desk but have not really embraced the more welcoming ethos. I felt I knew what to do in an old style library. I had a right to go up to a counter and ask questions. I haven't raised this issue with staff - already uncertain what is OK to ask. As a result I still don't really know where to find things I might be interested in but I have enjoyed sitting in the sun in a comfy chair reading the paper'.

This is not about putting the responsibility of being welcoming on to one staff member, or on to volunteers, but listening to the feedback from people with disability and families who would like to have one or two nominated points of contact, such as a peer worker, who can

- answer questions about activities and accessibility
- introduce the library visitor to staff who can assist to teach new skills (such as using an iPad) or have a tour of the library and its resources
- help find resources of interest
- listen and have an anonymous conversation, and
- be a point of contact to raise issues and have these issues addressed.

The peer worker can also share their own experience of disability and insights where it is relevant and helpful.

b) **Explore the provision of a peer worker at each library branch, drawing on existing staff who are interested in taking on the role and have experience and confidence working with people with disability to act as a contact point for people with disability and their families during nominated hours.**

c) **Identify people with disability who are interested in becoming a peer worker as a volunteer or renumerated position (based on the person's preference).**

d) **The names of peer workers, their hours of availability by branch and how they can be contacted should be promoted via Geelong Regional Libraries website and newsletters, with a periodic update showcasing an issue that has been raised (anonymously) to build confidence that issues are listened to and actioned.**

e) **Update details and introduce new peer workers as staff and volunteers/contractors change.**

Some library visitors with disability have additional support needs and may not always attend a library with a support worker or carer. This can include assistance with toileting, feeding and addressing other needs that can come with the experience of a disability. Some of these needs require specialist knowledge and training, and if done incorrectly, can cause harm and distress. To maximise the participation and inclusion of people with greater support needs, it is recommended

f) **A partnership is explored with a local service provider agency/s trained to provide support assistance, with the view of dedicated support times across the library network, commencing with three sites.**

g) **Review communication accessibility, including low technology solutions, such as communication boards on an iPad, to increase confidence and communication between people with communication difficulties and staff.**

2.2 Accessibility of libraries

A number of areas of improvement were identified by library patrons for improvement that are just as relevant to library patrons without a disability. This included an increase in library hours at some branches, more car parking (including accessible and close car parking), improved access to the library from the car park, the availability of toilets (including having toilets available inside a library and accessible toilets), quieter spaces, both inside and outside of libraries, and outdoor shelter to wait for car or taxi pickups.

'Now I use a small disability scooter it is easy to get around, but cannot access higher shelves nor book books out unless I have a companion with me. Am much closer to the new library being built in Leopold but am worried I will not have access when finally built'.

a) **Ensure an Accredited Access Consultant is engaged to review all proposed new works/plans for library buildings prior to sign off for construction, with a view to implementing universal access design principles (access above legislated requirements).**

b) **Conduct accessibility checks of current premises throughout the Geelong Regional Library network to identify where improvements can be made within capital expenditure budgets, including the Geelong Heritage Centre and Library. Create a priority list of premises for retrofit, with a focus on introducing accessible toilets, where space allows and retrofitting existing toilets with features (handrails, hoists) where space allows.**

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c) Accessibility checks should specifically consider:

- **Greater availability of well contrasted signage in plain language with large sans-serif fonts and upper and lower case**
- **More accessible, navigational signage and wayfinding information to locate resources and information**
- **Gradient of ramps (carpark and entry) and shorelines to be reviewed that can be used to orient to the building**
- **Clear, continuous and accessible path of travel to the entry, with wide entry and egress into libraries to enable independent use. This includes review of doors and doorways (such as checking the weight of doors and replacing heavy doors with automatic doors where space allows)**
- **Wide aisles to enable independent access**
- **Step free staff access**
- **Accessible height book return chutes**
- **Circulation space around computer terminals that are height appropriate to be able to be used by people using wheelchairs or a mobility aid and provide privacy from passer-bys. Space to place items near a computer.**
- **Range of seating, with and without arms**
- **Circulation space to move around, including placement of furniture**
- **Provision of continuous handrails**
- **Books available on shelves that can be reached by everyone (books on the bottom shelves are hard to reach for people who are older and people with some disabilities)**
- **Lighting to enable people to get around independently and read signage (no pooling and minimise glare)**
- **Meeting rooms are accessible, with adjustable desks to enable people using wheelchairs to roll in**
- **Accessible height drinking fountains**
- **Provision of tactile ground surface indicators that meet luminance contrast and contrast strips on stairs**
- **Clear panes of glass have a luminance contrast strip**
- **Lifts (for multi level buildings) are clearly signed, with well contrasted and height appropriate buttons with raised tactile and braille. Lifts provide audible information. Signage provided in the lift uses large print and is well contrasted.**
- **Review accessibility of mobile library service bus (currently has steps) and other lending options.**
- **Review emergency evacuation procedures to ensure accessibility at all branches**

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d) **Review parking, in particular accessible parking for people requiring wider bays with circulation space (such as people using wheelchairs) and people requiring greater space than a regular carpark spot (people with limited mobility) across the regional network, with the view of increasing accessible parking through collaboration with GRLC member councils. Where accessible parking cannot be increased due to limited space, review and promote accessible options to engage with the library.**

One in 100-110 people in Australia have autism spectrum disorder.[1] Libraries, which have been traditionally known as quiet spaces, are now becoming more interactive and collaborative, as demonstrated through the vast amount of programs throughout the Geelong Regional Library network. Some libraries are in growth areas, such as Geelong West, which place significant demand on a smaller library.

Using spaces creatively, which take into account interaction with others, fun and play as well as quieter spaces to explore ideas, rest and enjoy tasks, is an important consideration for the future.

e) **Explore re-purposing of meeting rooms, where space allows, to a 'quiet room' with stations for different activities (computer with learning or games, headsets, Lego etc) available on a nominated day/s and time/s for children and a similar or different set up for adults at different nominate day/s or time/s. Conduct a trial and promote.**

"[I'd like] a private quiet room that can be booked for a child/adult with Autism/Asperger's. With computer access & library access in quiet times'.

f) **Explore a sensory hour at each library. Hours can vary between libraries to provide an opportunity for people to benefit within and outside of business hours.**

2.3 Resources

Respondents to the survey shared a high level of satisfaction with the range of resources made available through the Geelong Regional Library network. Looking at the resources available to people with disability specifically

- 47% of people valued large print resources or found them 'moderately valuable'
- 46% audio books
- 32% e-books
- 71% CDs and DVDs, with 30% valuing audio described and captioned CDs and DVDs
- 62% computers and internet
- 22% for easy readers.

As with anything, there is always room for improvement.

a) **Promote resource collections to groups and organisations in the GRLC service region to ensure greater take up and knowledge of collections.**

b) **Review and update the register of disability service providers, local consumer and family led organisations, local schools and local government access workers to maximise reach.**

c) **Increase selection of audio books to benefit library visitors, including older library visitors who are less confident with e-books/e-audio books.**

d) **Invest in age appropriate easy-read materials for young adults and adults, which include materials for people with low vocabulary (fiction and non fiction), easy English or easy to read formats, well illustrated materials and materials with pictograms.**

e) **Review existing collections to determine how collections can be extended to people with disability. For example, the English as a Second Language collection has been designed to use simpler language to encourage reading that could be promoted to people with dyslexia, other learning disabilities and people with intellectual disability.**

f) **Review website and digital accessibility of the Geelong Regional Libraries website and intranet to ensure that this meets WCAG accessibility, including use via a mobile device. Provide materials online in text format (large print 16+ font) in addition to PDF formats, with a preference to HTML information.**

2.4 Programs

Geelong Regional Libraries currently offers early literacy programs, digital literacy programs for adults, lifelong learning programs, outreach to schools and adult learning centres and other community institutions. One program that is particularly inclusive is the 'Free accessibility Apps to use with your iPad' that assists library visitors to grow their awareness to Apps like 'Text to Speech', 'Verbally', 'Magnificent', 'Access Note' and 'aDyslexia'.

With the rollout of the NDIS, we recommend that Geelong Regional Libraries network consider other accessible training that can be offered to library patrons, and how users with disability can be involved in delivering training, such as use of accessible Apps or information sessions on a range of issues including disability. This opportunity also lends itself to employment opportunities.

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a) **Engage and recruit trainers and speakers with a disability for cultural events, workshops and events to mainstream the experience and skills of people with disability within the community.**

This will build confidence of staff and the community.

2.5 Attracting the future workforce - recruitment

To ensure that all possible applicants are reached when recruiting,

a) **refine the wording of job advertisements and position descriptions to encourage skilled candidates with disability to apply. Include this wording on the Geelong Regional Libraries website and on social media.**

b) **advise that reasonable adjustments are available during the interview process.**

c) **explore expanding the use of a Guaranteed Interview Approach. Securing a job interview can be a significant barrier for people with disability who disclose during the application process. A guaranteed interview approach is the commitment to interview candidates with a disability who meet the selection criteria (this does not preclude people with disability meeting the criteria and making interview on their own merit). This provides the opportunity for the candidate to address how they would perform the role, particularly as people with disability may have a more limited work history due to difficulty gaining employment opportunities. It also minimises unconscious bias during selection.**

d) **Provide more flexibility within the recruitment process to enable skilled candidates to demonstrate their competency outside of traditional interview processes. This could include video resumes displaying skills and attributes, work trials and exploring 'place and train' customised employment or job carving.**

e) **Work Experience and Traineeships - Geelong Regional Library Corporation has a strong positive history in this area, with 10 students undertaking work experience each year in the Library's tertiary placement service. This intake process could be readily extended to young people with disability, standing out as an excellent environment and opportunity to start a career (1-2 placements per year).**

2.6 Retention

Most disability is acquired – this means that the disability has occurred later in life through accident, trauma, injury or developing a condition.

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With one in five people experiencing a disability, it is very likely that existing staff may already have, or will acquire a disability or experiencing a mental health condition during their career with Geelong Regional Libraries.

a) **Continue to roll out Mental Health First Aid Training for managers and at 1-2 front line staff at each location, with periodic refresher training. Engage with consumer organisations that have people with lived experience of mental illness as part of the early outlined 'conversations hours' or disability awareness training. This can help reduce stigma around mental health and grow awareness in how to communicate with employees, colleagues and library visitors.**

b) **Promote Geelong Regional Libraries' Employment Assistance Program to staff to ensure uptake. An EAP is a confidential counselling service for employees who are experiencing difficulties that impact their wellbeing.**

c) **Continue to conduct an annual health and wellbeing check. This is a good opportunity to gain insights into how Geelong Regional Libraries is tracking in the employment of people with disability, how included people feel, and whether adjustments are being provided when requested.**

d) **Promote Geelong Regional Libraries as a welcoming place to work to encourage disclosure of disability.**

3. Engage, review and refine

There are five recommendations to ensure that the Plan is successfully implemented.

a) **Develop clear processes to systematically implement, monitor and evaluate the implementation of the Access and Inclusion Plan on an ongoing basis.**

b) **Share Geelong Regional Libraries commitment to inclusion with staff – this is important not just for library visitors, but also for employees to understand commitment within the workplace. Provide information, communicated in newsletters, intranet and team meetings, to Geelong Regional Libraries staff about the Access and Inclusion Plan, with periodic updates on how the Plan is being implemented and upcoming priorities.**

A professional development day has been organised for October 2018 to discuss the actions in this Plan and increase Geelong Regional Libraries commitment.

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c) **Engage with people with disability and representative organisations as this plan is rolled out to ensure collaboration and input to service planning and developments to improve access and inclusion across the library network.**

d) **Conduct a survey of people with disability every two years to assess the improvements that have been made, whether people with disability are experiencing greater inclusion, and to gain insights into emerging issues experienced by library visitors with a disability and their families.**

e) **Report on progress in each Annual Report to embed the Plan as part of the organisation's strategic approach.**

The Access and Inclusion Plan represents a whole of organisation commitment to improving the welcoming nature of our libraries for all people in our communities. We welcome your thoughts on this plan.

This Plan has been developed by

Australian Federation of Disability Organisations
Level 2, 247 Flinders Lane
Melbourne
Phone: (03) 9662 3324
Email: office@afdo.org.au

ABN: 25 105 510 898

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Appendix A What we will do (refer to the Plan for more detail)	When we will do it	Who will do it
1. Promote what Geelong Regional Libraries already do		
a) Develop a communication strategy (internal) to promote new, existing and upcoming programs; events that might be of interest to particular groups; and develop 'how to' training and factsheets to increase internal knowledge of how to use equipment and resources.	Communication strategy by March 2019; 'how to' resources progressively developed during 2019 to mid 2020.	
b) Develop a communication strategy (external for library visitors) to increase awareness of new, existing and upcoming programs. Refer to detail.	Communication strategy by March 2019. Rollout strategy, incorporating feedback from people with disability during rollout	
c) Provide key information about events to enable people to make an informed choice about the event, its location, accessibility and other factors	March 2019, tied to communication strategy	
d) Review Geelong Regional Libraries current engagement strategy to reach out to local schools with students with disability and community groups. Refer to detail.	June 2019	
1. Build on what Geelong Regional Libraries already do		
2.1 Customer Service		
a) Engage with organisations run by and for people with disability, or organisations that employ trainers with disability, to increase learning and confidence about different types of disability (4-5 sessions per year).	Commence March 2019	

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G e e l o n g R e g i o n a l L i b r a r i e s A c c e s s a n d I n c l u s i o n P l a n
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		June 2019	
b)	Explore the provision of a peer worker at each library, drawing on interested existing staff as a contact point for people with disability and their families during nominated hours.		
c)	Identify people with disability interested in becoming a peer worker as a volunteer or renumerated position (based on the person's preference).	June 2019	
d)	Promote peer worker contact details, with periodic updates showcasing issues that have been resolved.	August 2019; periodic updates	
e)	Update as required		
f)	A partnership is explored with a local service provider agency/s trained to provide support assistance, with the view of dedicated support times across the library network, commencing with three sites.	Commencing June 2019	
g)	Review communication accessibility, including low technology solutions, such as communication boards on an iPad, to increase confidence and communication between people with communication difficulties and staff.	September 2019	

2.2 Accessibility of libraries

a)	Ensure an Accredited Access Consultant is engaged to review all proposed new works/plans for library buildings prior to sign off for construction, with a view to implementing universal access design principles (access above legislated requirements).	As new works are identified	
b)	Conduct accessibility checks of current premises throughout the Geelong Regional Library network to identify where improvements can be made within capital expenditure budgets, including the Geelong Heritage Centre and	Commence November 2018 and conduct over a six month period. Place within capital budgets for forward year/s	

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Library. Create a priority list of premises for retrofit, with a focus on introducing accessible toilets, where space allows and retrofitting existing toilets with features (handrails, hoists) where space allows **c) Access checks should review key areas specified in the Plan. Refer to detail.**	investment and progressively implement improvements. Communicate improvements to library patrons.	
d) Review parking, in particular accessible parking and wider parking spots. Refer to detail. Where accessible parking cannot be increased due to limited space, review and promote accessible options to engage with the library.	Commence November 2018 as part of access checks. Progressively implement changes throughout the library network.	
e) Explore re-purposing of meeting rooms, where space allows, to a 'quiet room' with stations for different activities available on a nominated day/s and time/s for children and a similar or different set up for adults at different nominate day/s or time/s. Conduct a trial and promote.	September 2019	
f) Explore a sensory hour at each library within and outside of business hours.	June 2019	
2.3 Resources		
a) Promote resource collections to groups and organisations in the GRLC service region to ensure greater take up and knowledge of collections.	Progressive commencing March 2019	
b) Review and update the register of disability service providers, local consumer and family led organisations, local schools and local government access workers to maximise reach.	June 2019	
c) Increase selection of audio books to benefit library visitors, including older library visitors who are less confident with e-books/e-audio books.	Progressive rollout commencing March 2019	

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G e e l o n g R e g i o n a l L i b r a r i e s A c c e s s a n d I n c l u s i o n P l a n
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d) **Invest in age appropriate easy-read materials for young adults and adults, which include materials for people with low vocabulary (fiction and non fiction), easy English or easy to read formats, well illustrated materials and materials with pictograms.**	Progressive rollout commencing March 2019	
e) **Review existing collections to determine how collections can be extended to people with disability.**	March 2019	
f) **Review website and digital accessibility of the Geelong Regional Libraries website and intranet to ensure that this meets WCAG accessibility, including use via a mobile device. Provide materials online in text format (large print 16+ font) in addition to PDF formats, with a preference to HTML information.**	December 2019 aligned with communication strategy development.	
2.4 Programs		
a) **Engage and recruit trainers and speakers with a disability for cultural events, workshops and events to mainstream the experience and skills of people with disability within the community.**	Ongoing as part of the development of event calendars. Monitor per quarter.	
2.5 Attracting the future workforce - recruitment		
a) **refine the wording of job advertisements and position descriptions**	March 2019	
b) **advise that reasonable adjustments are available during the interview process.**	March 2019	
c) **explore expanding the use of a Guaranteed Interview Approach.**	June 2019	
d) **Provide more flexibility within the recruitment process to enable skilled candidates to demonstrate their competency outside of**	June 2019	

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traditional interview processes.		
e) Work Experience and Traineeships (1-2 placements per year).	June 2019	

2.6 Retention

a) Continue to roll out Mental Health First Aid Training for managers and at 1-2 front line staff at each location, with periodic refresher training. Engage with consumer organisations that have people with lived experience of mental illness as part of the early outlined 'conversations hours' or disability awareness training.	Ongoing rollout to 2022	
b) Promote Geelong Regional Libraries' Employment Assistance Program to staff to ensure uptake.	Ongoing	
c) Continue to conduct an annual health and wellbeing check.	Annual	
d) Promote Geelong Regional Libraries as a welcoming place to work to encourage disclosure of disability.	Ongoing	

3. Engage, review and refine

a) Develop clear processes to systematically implement, monitor and evaluate the implementation of the Access and Inclusion Plan on an ongoing basis.	November - December 2018	
b) Share Geelong Regional Libraries commitment to inclusion with staff, with information and periodic updates regarding progress made.	Commencing October 2018 at the GRLC Annual Staff Day with periodic updates	
c) Engage with people with disability and representative organisations as this plan is rolled out to ensure collaboration and input to service planning and developments to	Commence June 2019 as part of actioning other items in this plan relating to community engagement	

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G e e l o n g   R e g i o n a l   L i b r a r i e s   A c c e s s   a n d   I n c l u s i o n   P l a n
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improve access and inclusion across the library network.		
d) Conduct a survey of people with disability every two years to assess the improvements that have been made, whether people with disability are experiencing greater inclusion, and to gain insights into emerging issues experienced by library visitors with a disability and their families.	July 2020 July 2022	
e) Report on progress in each Annual Report to embed the Plan as part of the organisation's strategic approach.	Annually	

21 | P a g e
G e e l o n g R e g i o n a l L i b r a r i e s A c c e s s a n d I n c l u s i o n P l a n
2 0 1 8 - 2 0 2 2