



AGENDA

MEETING OF THE GEELONG REGIONAL LIBRARY CORPORATION

Wednesday 27 February 2019, 5.00pm
Board Room, Level 4
Geelong Library & Heritage Centre
51 Lt Malop Street, Geelong

Agenda 156



SECTION A – PROCEDURAL MATTERS

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- 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, 26 November 2018**
- 7. Election of Chair and Deputy Chair**

SECTION B REPORTS

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- 7. Reading Ahead Library Plan Annual Priorities 2018/19 Mid-Year Progress Report** **page 17**
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- 11. GRLC 2019-20 Preliminary Budget Development Progress Report – CONFIDENTIAL** **page 32**
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- 13. Draft Library Infrastructure Development Plan Progress Report – CONFIDENTIAL** **page 32**
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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 Murrhy	City of Greater Geelong
Cr Nathan Hansford	Golden Plains Shire

2. Substitute Board Members

Cr Susan Salter	Borough of Queenscliffe
Steven Sagona	Acting 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
Deb Sansom	Executive Manager, Cultural Development and Community Engagement
Kathy Fulton	Coordinator, Financial Reporting, CoGG
Sheena Murdoch	Executive Assistant

4. Apologies

5. Interests, Conflicts of Interest and Pecuniary Interests

6. Confirmation of Minutes

Recommendation:

That the draft confidential minutes of the Board Meeting held 26 November 2018 be confirmed.

7. Election of Chair and Deputy Chair

The *Agreement to Continue the Geelong Library Corporation* states:

“The election for the Chairperson and Deputy Chairperson of the Board must be held by the Board as soon as is practicable after a general election and by no later than the following 1 March. The Chair and Deputy Chair will hold office for 12 months.”

In 2018 the elections were deferred from February to April upon request by Mr Luxford to enable the recently returned City of Greater Geelong Council to finalise appointments of councillors to the GRLC Board, other committees and statutory authorities.

The Library Agreement states that the Chair and Deputy positions are held for 12 months. The Board can defer the election until the Wednesday 24 April Board Meeting or return to the standard schedule and hold elections at the February meeting.

Recommendation:

- a. That _____ be elected Chair of the Geelong Regional Library Corporation
- b. That _____ be elected Deputy Chair of the Geelong Regional Library Corporation.

SECTION B – REPORTS

1. Draft GRLC Board Meeting Schedule 2019

Patti Manolis, Chief Executive Officer

The draft meeting schedule has been amended to Wednesdays in response to requests from Board representatives.

Date	Matters requiring discussion/decision as per legislative requirements.
Wednesday 27 February, 5.00pm	Draft Budget development progress
Wednesday 24 April, 5.00pm	Draft Budget 2019/20 and Strategic Resource Plan Annual Priorities 2019/20 Adopt proposed budget
Wednesday 29 May June, 5.30pm	Board Committee Hearing of Public Submissions to GRLC Proposed Budget 2019/20
Wednesday 26 June, 5.00pm	Review public comments / Adopt Budget 2019/20, Library Plan Annual Plan Priorities 2019/20 (Sections 125, 126, 127, 130 and 197D of Local Government Act)
Wednesday 21 August, 5.00pm	Preliminary annual activity 2018/19 report Approve annual accounts in principle Nominate 3 Board members to sign accounts
Wednesday 25 September, 5.00pm	Adopt Annual Report 2018/19 (Sections 131-134 of Local Government Act)
Wednesday 27 November, 5.00pm	Board Planning Meeting
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

26/11/18	Request for additional opening hours at Barwon Heads	Ms M Bridges
26/11/18	Advising Borough of Queenscliffe Representatives for 2019	Ms K Hughes, EA BoQ
29/11/19	Requesting documentation re Glastonbury Geelong Protestant Orphanage Records	Waller Legal
5/12/18	Email correspondence to CEO re Chilwell Staffing	Ms J Laidlaw
19/12/18	Further email correspondence to CEO re Chilwell Staffing	Ms J Laidlaw
31/12/18	Advising GRLC Board Representative Cr Margot Smith and Deputy Board Representative Cr Libby Coker	Mr K Baillie, CEO
23/1/2019	Request for Lara Library incident information (not provided due to Privacy implications)	Library Member

Outgoing

23/11/18	Correspondence banning patrons from attending any libraries due to behaviour. One Ocean Grove, other GLHC	Two library members
23/11/18	Congratulations and thank you letter to Maryanne Vagg, Director Word For Word Festival 2018	Ms M Vagg
28/11/18	CEO Response to request for additional opening hours at Barwon Heads	Ms M Bridges
30/11/19	Response to Waller Legal referring to Barwon Child Youth and Family	Waller Legal
3/12/18	CEO response to complaint about staffing of Chilwell Library	Ms J Laidlaw
6/12/18	Additional CEO response about staffing of Chilwell Library	Ms J Laidlaw
6/12/18	What's On at the Library Summer brochure mail out	Various
11/12/18	Victoria Remembers Grants Progress Report for Geelong Honours Them Project	Veteran Grants@DPC
11/1/19	DELWP Local Government Victoria State Government Funding Expenditure Progress Report	Mr C. McDonald
25/1/19	Correspondence confirming and expressing thanks for Word for Word National Non-fiction Festival triennium 2019-2021 Deakin funding commitment.	Prof J den Hollander, VC Deakin University
1/2/19	Advising ban from all GRLC Libraries due to serious criminal incident	Library Member

<p>Recommendation: That the Correspondence report be noted.</p>
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**3. Financial Report, December 2018 (See Attachment 1)
Patti Manolis, Chief Executive Officer**

Recommendation:

That the Financial Report for December 2018 be received.

4. Status Report – Annual & Long Service Leave Entitlements to December 2018
Patti Manolis, Chief Executive Officer

Background

The Board receive reporting on annual and long service leave entitlements at least twice yearly in the interests of managing high balances of leave. From both an occupational health and safety and balance sheet perspective it is important to monitor and manage staff leave entitlements and address balances that are excessive.

Discussion

Please find below tables and commentary detailing annual and long service leave entitlements noting that weeks are calculated as equivalent full time. Actual calendar weeks for part-time staff will be higher.

Annual Leave

GRLC has a headcount of 126 non-casual staff with annual leave entitlements totalling \$424k at current pay rates (31 Dec 17: 119 staff, \$440k). Of these, 11 of our staff (9%) have leave balances of 6 weeks or more (31 Dec 18: 11 staff, 9%). The average current entitlement for non-casual staff is **86** hours (2.5 weeks equiv. full time), valued at **\$3,364** (31 Dec 18: 97 hours, \$3,697).

10+ weeks: Nil.

8 – 10 weeks: 2 staff, currently valued at \$23.5k.

6 – 8 weeks: 9 staff, valued at \$83.5k.

In the 2018 Annual Report, the annual leave provision is \$530k, compared to \$424k at 31 Dec 2018 at current pay rates. This discrepancy arises as Accounting Standards require Provisions to be calculated at their future, not current, value.

as at 31 Dec 2018					as at 31 December 2017		
Annual Leave	Equiv Full Time	Head Count	Total Hours	\$ (excl loading)	Head Count	Total Hours	\$ (excl loading)
350+ hours	10+ weeks	0	-	\$ -	2	732	\$ 27,978
280 - 350 hours	8 - 10 weeks	2	587	\$ 23,486	1	301	\$ 9,756
210 - 280 hours	6 - 8 weeks	9	2,186	\$ 83,469	8	2,044	\$ 75,833
140 - 210 hours	4 - 6 weeks	12	2,053	\$ 80,292	16	2,796	\$ 112,202
70 - 140 hours	2 - 4 weeks	36	3,673	\$ 148,603	37	3,723	\$ 142,452
35 - 70 hours	1 - 2 weeks	31	1,541	\$ 55,861	27	1,346	\$ 50,912
0 - 35 hours	0 - 1 week	36	824	\$ 32,176	28	571	\$ 20,804
Casuals - 0 hours	0 weeks	68	-	\$ -	63	-	\$ -
		194	10,865	\$ 423,887	182	11,514	\$ 439,937

Average	86	\$ 3,364
Maximum hours	300	
Maximum \$		\$ 11,755

* Includes 2 staff currently utilising all of their leave entitlements prior to retirement.

Long Service Leave

Current LSL – Staff can utilise this entitlement immediately, be paid on termination.

GRLC has a headcount of 79 staff with LSL entitlements available, totalling \$972k at current pay rates (31 Dec 17: 72 staff, \$892k). Of these, 14 of our staff (7%) have LSL balances of 13 weeks or more (31 Dec 17: 16 staff, 9%).

The average available entitlement per eligible staff member is 8.9 weeks or \$12.3k (31 Dec 17: 9.3 weeks, \$12.4k).

6 – 12 months: 3 staff with balances of 31.9 to 36.8 weeks, valued at \$138k.

13 – 26 weeks: 11 staff, currently valued at \$275k.

Non-Current LSL – This leave is not paid on termination.

Staff with over 6 years of service will be entitled to this leave upon their next anniversary date. It is their LSL accrual since their last anniversary date, hence the head count is high but the hours are low.

Staff with under 7 years of will be entitled to this leave upon achieving 7 years of service. It is their LSL accrual since their commencement date, hence the hours are quite high.

The table shows that over the next 2 financial years, 13 staff will achieve 7 years of service (31 Dec 17: 23 staff). As their LSL will continue to accrue, the value of their accessible entitlements will exceed their current value of \$80.6k, or 27% of the non-current total as at 31 December 2018 (31 Dec 17: \$142k, 42%).

as at 31 December 2018				
LSL Current	Equiv Full Time	Head Count	Total Hours Current	\$ Current Liability
910 - 1820 hrs	6 - 12 months	3	3,535	\$ 137,974
455 - 910 hrs	13 - 26 weeks	11	6,683	\$ 275,406
0 - 455 hrs	0 - 13 weeks	65	14,420	\$ 558,133
0 hrs	0 weeks	115	-	\$ -
		194	24,639	\$ 971,512
Average per eligible staff (weeks)			8.9	\$ 12,298
Maximum hours			1,288	
Maximum \$				\$ 52,431
13+ weeks		7%	41%	43%
0 - 13 weeks		93%	59%	57%

as at 31 December 2017		
Head Count	Total Hours Current	\$ Current Liability
3	3,395	\$ 124,520
13	7,614	\$ 300,184
56	12,365	\$ 466,919
110	-	\$ -
182	23,374	\$ 891,623
9.3		12,384

LSL Non-Current	Years of Service	Head Count	Total Hours Non-Current	\$ Non - Current Liability
Available on next anniversary	11+	49	858	\$ 35,264
	10	5	104	\$ 3,264
	9	5	95	\$ 4,210
	8	9	66	\$ 2,287
	7	10	139	\$ 5,664
	6	10	1,690	\$ 63,967
Available after 7 years of service	5	3	420	\$ 16,583
	4	8	947	\$ 37,820
	3	17	1,762	\$ 65,886
	2	24	1,327	\$ 46,983
	1	11	226	\$ 7,971
	0	43	414	\$ 13,788
		194	8,047	\$ 303,687
Average			41	\$ 1,565
Maximum hours			316	
Maximum \$				\$ 14,685
6+ years		45%	37%	38%
0 - 6 years		55%	63%	62%

Head Count	Total Hours Non-Current	\$ Non - Current Liability
48	882	\$ 35,370
4	47	\$ 1,936
5	89	\$ 2,749
6	110	\$ 4,570
9	66	\$ 2,269
12	2,135	\$ 85,597
11	1,538	\$ 56,355
8	630	\$ 26,007
10	1,007	\$ 40,364
23	1,988	\$ 48,649
30	882	\$ 29,987
16	82	\$ 2,617
182	8,856	\$ 336,469

Next Steps

Managers who have employees with an annual leave balance in excess of six weeks will develop, in conjunction, with the staff member a leave management plan in accordance with the GRLC Enterprise Agreement 2017. A further status report will be provided at the Board's August 2019 meeting.

Recommendation

That the Annual and Long Service Leave Entitlements December 2018 Status Report be received.

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

Introduction

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

1. Incident reporting

Following is a summary of 134 incident reported for the period 1 July – 31 December 2018.

41 incidents were reported in the November-December period. Geelong Library and Heritage Centre accounted for half of these (22 of the 41).

By Incident Type

	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Customer illness or injury	3	5	4	7	3	9	31
Difficult customer	4	3	2	3		1	13
Inappropriate customer behaviour	6	17	4	13	8	8	56
Noise	1						1
Hazard			2	1		2	5
Property damage	1		3				4
Security		1				1	2
Staff illness or injury	2	2	2	1	1	2	10
Theft	1		1	1		1	4
Near Miss			1			1	2
Other	1			1	1	3	6
TOTAL	19	28	19	27	13	28	134

By Library Branch

	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Barwon Heads				1			1
Belmont	2				1	3	6
Corio		1	1		1	4	7
Drysdale					1		1
Geelong	14	24	15	25	8	14	99
Geelong Heritage Centre		1					1
Geelong West	1						1
Highton				1		1	1
Lara	1					2	3
Leopold						1	1
Newcomb		1	2			2	5
Ocean Grove		1	1		2		4
Torquay	1						1
Waurin Ponds						1	1
TOTAL	19	28	19	27	13	28	134

By LGA

	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
COGG	18	28	19	27	13	28	133
Golden Plains	0	0	0	0	0	0	0
Queenscliff	0	0	0	0	0	0	0
Surf Coast	1	0	0	0	0	0	1
TOTAL	18	28	19	27	13	28	134

Two incidents occurred during the period resulting in injuries to customers. At Highton an elderly customer was injured when she slipped and fell on a wet slippery deck after rain. The deck has since been replaced with a non-slip surface by COGG.

At Belmont Library a woman caught her foot on a shelving unit, tripped and fell. At the time She reported she was well and did not require first aid and left the library unaided. However a follow-up call found she had visited a doctor since the incident and had needed medical treatment for injuries sustained in the fall.

Incidents of inappropriate customer behaviour (16 incidents November/December (38 for the year) continue to occur in our libraries. These incidents often involve verbal abuse or threats to other customers and/or library staff. They are usually random and unprovoked and occur at various times throughout the day and throughout the network. These incidents have a detrimental impact on other customers, library staff and the library environment. Both staff and other library users find these interactions unpleasant and stressful. A high proportion of these incidents are occurring at Geelong Library and Heritage Centre - 11 of the 16 incidents for the period (48 of 56 for the year).

2. Training

First Aid training was undertaken by 23 staff in December 2018.

3. Emergency Evacuation

Emergency Evacuation plans have been reviewed and updated at all branches. These plans are available within the branch and are included in all staff inductions. Trial evacuations are being organised for all branches throughout 2019.

4. Security Guard

The Security guard trial continued during this period. Staff reported the presence of a security guard patrolling the library during the evening assisted staff in dealing with aggressive and abusive incidents more confidently. It also seemed to have a deterrent effect on antisocial behaviours resulting in a better environment for staff and library users.

5. OHS Committee

The OHS Committee is continuing to meet on a monthly schedule to address OHS issues across the network.

The committee requested an additional HSR be added to the Committee to increase representation for Geelong Library. It was felt this was necessary due to the high proportion of incidents and the spread of opening hours (74 hours per week).

A variation of the Designated Work Groups (DWG) was also made to align the OHS DWGs with the three areas - North South and Bellarine - created in the recent update to the library organizational structure.

Recommendation: That the OH&S Report be received.

6. Mid-year Activity Statistics, July to December 2018 Report **Cathy Ferencz, Executive Manager Library Services and Customer Experience**

Background

This report provides activity level information across all branches, mobile and digital library services for the July to December 2018 period. Comparisons are made for the same period in the previous year. This data is mostly comparable year on year; however some significant events that have occurred during the reporting period may demonstrate an impact on the statistics.

Summary Discussion

In the reporting period the library network attracted 952,849 visits, loaned 1,259,968 physical and digital collection items and our membership increased by 5%.

The physical visits to our libraries are steady at a 1% increase and the virtual visits to our website and online catalogue increased by 8%. The current year to date number of visits to customers in their own homes (including aged care facilities) by the Home Library Service Volunteers was 1,179.

Note that during this reporting period the Torquay Library was closed for six days for recarpeting and the Golden Plains Mobile was off the road for servicing in October, utilising a small van for limited services. The visits to Torquay Library are reported at - 4.1% and loans at -1%, however the estimated figures without the closure would have been at similar activity levels or higher than previous year. Similarly if the Golden Plains Mobile had not been operating a limited service, it would not have experienced the drop recorded. The Bellarine and Surf Coast Leopold Mobile Library stop also ceased to operate at the Leopold site on the opening of the new Leopold Library and accordingly the visits for the mobile have been impacted.

Leopold Library opened successfully on Monday 3 December and is fast becoming a highly valued library service. Relationships are developing with the other tenants in the Hub and with the adjacent Leopold Primary School. Activity levels are pleasing and the community is enjoying the range of programs offered over the Summer period.

Waurm Ponds is the only library to show growth in both visits (1.4%) and loans (4.2%) which is most likely attributable to the growth in the Armstrong Creek region.

The Queenscliffe Maritime Museum Collection was installed into the Geelong Heritage Centre repository in October last year and a small browsing collection was launched at the Queenscliff Library on 20 October 2018. In the reporting period a total of 80 items have been borrowed from that collection, both locally and requested from across the region.

Visits

Physical visits are steady at 1% increase. Libraries experiencing increases compared to the same reporting period last year are: Barwon Heads (58.4%), Chilwell (1.4%), Geelong (3.9%), Geelong West (1.7%), Newcomb (5.1%), Ocean Grove (2.7%) and Waurm Ponds (1.4%) and Western Heights College (49.3%). Note that the larger percentages represent branches where the baseline numbers are relatively small. Libraries experiencing decreases in visitation are in the region of 4.6% or less and are not of great concern but will be monitored closely. The year to date figure for Bannockburn (-17.9%) is still being affected by the move of the Bannockburn Primary School to the P-12 Campus. The Mary MacKillop Primary School is building its student numbers and has been engaged by the Bannockburn Librarian through outreach visits, and subsequently classes have been scheduled to visit in the new school term.

The previously reported fault with the gates at Corio has been rectified and the figures for visitation adjusted. The gates are being monitored closely and a second counter installed to double-check the numbers. This appears to be working well and we have confidence in accuracy of the year to date report.

VISITS	2017/18	2017/18 YTD Jul-Dec	2018/19 YTD Jul-Dec	YTD +/-	YTD % +/-
Bannockburn	58,551	32,126	26,373	-5,753	-17.9%
Barwon Heads	11,046	4,113	6,513	2,400	58.4%
Belmont	250,395	123,590	121,207	-2,383	-1.9%
Chilwell	31,828	15,681	15,904	223	1.4%
Corio ¹	115,326	59,205	56,781	-2,424	-4.1%
Drysdale	135,067	66,406	65,417	-989	-1.5%
Geelong	456,934	240,917	250,368	9,451	3.9%
Geelong West	155,322	77,143	78,489	1,346	1.7%
Highton	39,056	19,645	19,347	-298	-1.5%
Lara	71,281	36,282	34,123	-2,159	-6.0%
Leopold ²			5,950		
Newcomb	98,973	47,894	50,342	2,448	5.1%
Ocean Grove	127,524	61,808	63,497	1,689	2.7%
Queenscliff	27,354	13,680	13,057	-623	-4.6%
Torquay ³	104,792	51,274	49,168	-2,106	-4.1%
Waurin Ponds	155,850	77,116	78,162	1,046	1.4%
Western Heights College ⁴	9,590	3,899	5,821	1,922	49.3%
Mobile stops:					
City of Gr Geelong ⁵	7,620	3,726	3,467	-259	-7.0%
Golden Plains Shire ^{6,7}	6,022	3,090	2,627	-463	-15.0%
Surf Coast Shire	12,697	6,109	6,236	127	2.1%
Physical visits	1,875,228	943,704	952,849	9,145	1.0%
Website + Catalogue visits	1,348,924	662,631	713,956	51,325	8%

1 Corio branch 2017/2018 visits adjusted due to technical faults

2 Leopold branch opened Mon 03 Dec 2018.

3 Torquay branch closed for refurbishment Mon 08 Oct 2018 - Fri 12 Oct 2018. Reopened Sat 13 Oct 2018.

4 Western Heights College Library reduced opening hours effective Tue 29 Jan 2019.

5 Scheduled stop for BSCM Mobile Library at Leopold ceased Mon 3 Dec 2018 due to opening of the new Leopold Library.

6 Golden Plains Mobile vehicle out of service for repairs from Tue 30 Oct 2018 - Mon 10 Dec 2018. Limited service only with HLS van.

7 Golden Plains Mobile vehicle out of service for repairs from Fri 11 Jan 2019 - Wed 16 Jan 2019. No replacement service offered during this time.

VISITS BY LGA	2017/18	2017/18 YTD Jul-Dec	2018/19 YTD Jul-Dec	YTD +/-	YTD % +/-
City of Gr Geelong	1,665,812	837,425	855,388	17,963	2.1%
Golden Plains Shire	64,573	35,216	29,000	-6,216	-17.7%
Borough of Queenscliffe	27,354	13,680	13,057	-623	-4.6%
Surf Coast Shire	117,489	57,383	55,404	-1,979	-3.4%
TOTAL VISITS	1,875,228	943,704	952,849	9,145	1.0%

Loans

Loans are steady at a minor -1.7% decrease compared to the previous reporting period. As mentioned in the summary discussion, note the impact of the Golden Plains Mobile repairs and maintenance and the recarpeting of the Torquay Library on the loans figures.

Apart from building the new collection for the Leopold Library, the Collection and Information Services Team have also been undertaking reviews and making additions to other areas of the Collection:

- Collection reorganization at Lara Library to improve layout and increase visibility of the collections.
- Launch of a new collection at Leopold Library – Gochips* (GoChip Beam is a streaming device that enables a customer to watch pre-loaded movies and TV programs for free anywhere without Wifi. Each GoChip Beam contains five movies or one TV series). Internet access is not required for viewing as the wireless transmitter will beam the content to your device via the GoChip App.
- Presently reviewing Learning English collection at Geelong West and Corio libraries to ensure that it is meeting the needs of our customers.
- Ocean Grove Library Adult Non-fiction refresh.
- Increased the collection size and readership level of the Decodable Readers. These readers are designed to incorporate the development of phonemic awareness, phonics, comprehension, vocabulary and fluency.

Children will not learn to read if they cannot decode words. Decoding is “knowing the letters, or groups of letters that represent the sounds that we can hear”. The more sounds a child can recognise, the more words they are able to read.

The ever increasing popularity of eBooks, eMagazines and in particular eAudiobooks (increase of 34% in loans) will inform a review of budget allocation for the 2019-20 Budget, to ensure funds are directed to this extremely popular area of the Collection.

LOANS	2017/18	2017/18 YTD Jul-Dec	2018/19 YTD Jul-Dec	YTD +/-	YTD % +/-
Bannockburn	69,866	37,175	31,796	-5,379	-14.5%
Barwon Heads	54,278	165,014	149,460	-15,554	-9.4%
Belmont	327,346	26,672	26,290	-382	-1.4%
Chilwell	47,588	23,660	23,153	-507	-2.1%
Corio	149,924	76,966	73,166	-3,800	-4.9%
Drysdale	180,734	91,565	89,923	-1,642	-1.8%
Geelong	358,820	180,512	170,223	-10,289	-5.7%
Geelong West	219,613	112,362	107,818	-4,544	-4.0%
Highton	49,406	24,637	24,688	51	0.2%
Lara	72,851	36,865	33,820	-3,045	-8.3%
Leopold ¹			9,454		
Newcomb	136,875	69,117	65,826	-3,291	-4.8%
Ocean Grove	207,069	103,120	97,819	-5,301	-5.1%
Queenscliff	48,722	24,027	22,520	-1,507	-6.3%
Torquay ²	167,931	83,151	82,334	-817	-1.0%
Waurin Ponds	237,869	117,484	122,380	4,896	4.2%
Western Heights College ³	12,317	5,720	6,585	865	15.1%
Mobile stops:					
City of Gr Geelong ⁴	24,822	12,669	10,423	-2,246	-17.7%
Golden Plains Shire ^{5,6}	19,546	9,988	8,855	-1,133	-11.3%
Surf Coast Shire	33,027	16,073	15,547	-526	-3.3%
TOTAL Static and Mobile Library Loans	2,418,604	1,216,777	1,172,080	-44,697	-3.7%
eBook Loans	139,435	65,534	87,888	22,354	34.1%
TOTAL including eBook Loans	2,558,039	1,282,311	1,259,968	-22,343	-1.7%

1 Leopold branch opened Mon 03 Dec 2018.

2 Torquay branch closed for refurbishment Mon 08 Oct 2018 - Fri 12 Oct 2018. Reopened Sat 13 Oct 2018.

3 Western Heights College Library reduced opening hours effective Tue 29 Jan 2019.

4 Scheduled stop for BSCM Mobile Library at Leopold ceased Mon 3 Dec 2018 due to opening of the new Leopold Library.

5 Golden Plains Mobile vehicle out of service for repairs from Tue 30 Oct 2018 - Mon 10 Dec 2018. Limited service with HLS van.

6 Golden Plains Mobile vehicle out of service for repairs from Fri 11 Jan 2019 - Wed 16 Jan 2019.

LOANS BY LGA	2017/18	2017/18 YTD Jul-Dec	2018/19 YTD Jul-Dec	YTD +/-	YTD % +/-
City of Gr Geelong	2,079,512	1,046,363	1,011,028	-35,335	-3.4%
Golden Plains	89,412	47,163	40,651	-6,512	-13.8%
Queenscliffe	48,722	24,027	22,520	-1,507	-6.3%
Surf Coast	200,958	99,224	97,881	-1,343	-1.4%
TOTAL Static and Mobile Library Loans	2,418,604	1,216,777	1,172,080	-44,697	-3.7%
eBook Loans	139,435	65,534	87,888	22,354	34.1%
TOTAL including eBook Loans	2,558,039	1,282,311	1,259,968	-22,343	-1.7%

Members, Information Services, Technology, Programs and Events

Members, Information Services and Technology

The current membership figure is 120,298 representing a pleasing increase of 5% on the previous year to date. Comparing the decrease in reference enquiries and the increase in holds placed and visits to the website and catalogue may indicate a more resourceful membership that is more self-sufficient and familiar with the library online resources.

Online language and literacy resources continue to be well used by our customers with an increase in 11% on their usage. The Library Reference Collection is essentially now represented in our online information resources. Public Library reference collections are traditionally low use collections, and their usage fluctuates throughout the year. The collection continues to be evaluated for their relevance and new resources assessed in terms of their value to the collection and usefulness to the customers. Currently, Collection and Information Services are undertaking the following steps to review and refresh the collection in the second half of the financial year by:

- Increasing promotion through social media channels including eNewsletter. The January newsletter featured a “Back to School” promotion of Encyclopaedia Britannica, Mango and Science Online
- Working with Marketing to provide ongoing content for the monthly newsletter.
- Information Resource Librarians and Children’s and Youth Services Librarians are focussing on promotion of relevant databases when undertaking eKnow How or Book a Librarian sessions
- Evaluating new resources for addition to the eCollections, e.g. Kanopy video streaming
- Reviewing the children’s eCollections in collaboration with the CYS Librarians with a view to replacing underperforming resources with new and fresh content.

The WiFi management system was transferred from Cisco to Meraki in July 2018, consequently the figures are difficult to compare due to the differences in the supplier reports. Cisco reports included the number of sessions per day whereas Meraki reports the number of unique clients per day. Requests have been made to Meraki to assist us in our reporting requirements and the case is still pending. The transfer to a new WiFi solution was required as the old network was reaching the end of life and was no longer adequately supported or maintained. Meraki was chosen as it provides a complete Cloud Managed Networking Solution for wireless, switching, security and mobile device management. GRLC Business Systems can control all the networking devices across 17 branch network through a single web-based dashboard interface. Meraki offers greater ease of use, deploys quickly and easily, and provides greater visibility of network utilisation and performance.

Lifelong Learning Programs and Events

In this reporting period there were 78,616 attendances to our lifelong learning programs and events, including cultural events. While this is a -2% decrease compared to the previous reporting period, this is most likely a timing issue. A more detailed account is presented in the Events and Programming Report.

INFORMATION SERVICES, TECHNOLOGY, PROGRAMS & EVENTS	2017/18	2017/18 YTD Jul-Dec	2018/19 YTD Jul-Dec	YTD +/-	YTD % +/-
Membership	123,520	114,896	120,298	5,402	5%
Holds Placed	429,104	210,842	219,011	8,169	4%
Reference enquiries	153,569	77,220	68,042	-9,178	-12%
Website + Catalogue visits	1,348,924	662,631	713,956	51,325	8%
Online information resources: full text retrievals	104,494	57,876	42,075	-15,801	-27%
Language + Literacy: program accesses	53,690	26,278	29,206	2,928	11%
eBook, eAudiobook & Digital Magazines loans	139,435	65,534	87,888	22,354	34%
Wireless Internet Connections (Cisco)	559,754	293,572			
Wireless Internet Connections (Meraki)			115,866		
In-library Internet usage: hrs	196,135	100,728	94,773	-5,955	-6%
Events + Programs: attendees	152,251	80,181	78,616	-1,565	-2%

Next Steps:

GRLC will continue to closely monitor usage and a further statistics report will be presented at the April Board 2019 meeting.

Recommendation:

That the Year to Date Activity Report, December 2018 be noted.

7. Reading Ahead Library Plan Annual Priorities 2018/19 Mid-Year Progress Report (Attachment 2) 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 18 June 2018 the annual priorities 2018/19 (Year 2 of 4) for action were adopted along with the budget. The purpose of this report is to provide a mid-year progress report to the Board of the organisation's progress and achievements for the 2018/19 year.

Discussion

The Key strategic areas of focus in the current 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 equip 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 2 of the new Library Plan. A traffic light measure is provided for each action. In summary:

 = **On schedule.**

37 actions are on schedule representing 70% of total.

 = **Commenced**

11 actions have commenced and are tracking behind schedule representing 20% of total. The delays are minor in nature.

 = **Not yet commenced**

6 projects not yet commenced representing 10% of total.

Next Steps

A comprehensive report on Year 2 of *Reading Ahead: Library Plan 2017-2021* will be published in the Geelong Regional Library Corporation 2017/18 Annual Report.

Recommendation:

That the Reading Ahead Library Plan Annual Priorities 2018/19 Mid-Year Progress Report be noted.

8. Events and Programming Report July-December 2018

Deb Sansom, Executive Manager, Cultural Development and Community Engagement

This report includes statistical information on session and attendance numbers for programs and events across the Geelong Regional Library network for the year to date period July 2018 – December 2018 by local government area. This report also contains detailed information about activities by program area including Adults, Children and Youth Services and Technology.

Programs and Events Year to Date Sessions/Attendance

	SESSIONS YTD July-December				ATTENDANCES YTD July-December			
	LAST YTD 2017/18	THIS YTD 2018/19	+/-	+/- %	LAST YTD 2017/18	THIS YTD 2018/19	+/-	+/- %
Adult Programs	252	289	37	15%	7,773	7,670	-103	-1%
Children's Programs	1,436	1,531	95	7%	42,045	44,206	2,161	5%
Youth Programs	156	181	25	16%	1,691	1,869	178	11%
School & Other Visits	675	566	-109	-16%	17,486	13,811	-3,675	-21%
Outreach	248	224	-24	-10%	9,193	8,603	-590	-6%
eKnow How	525	485	-40	-8%	1,174	1,637	463	39%
GLHC Tours	179	185	6	3%	746	720	-26	-3%
Heritage Programs	18	14	-4	-22%	73	100	27	37%
TOTAL	3,489	3,475	14	0%	80,181	78,616	-1,565	-2%

Programs and Events by Local Government Area

City of Greater Geelong									
2018/19	Adult Programs	Children's Programs	Youth Programs	School & Other Visits	Outreach	eKnow How	GLHC Tours	Heritage Programs	TOTAL
Sessions	246	1,296	170	425	201	479	185	12	3,014
Attendance	7,119	38,633	1,799	11,175	8,102	1,618	720	75	69,241

Golden Plains Shire									
2018/19	Adult Programs	Children's Programs	Youth Programs	School & Other Visits	Outreach	eKnow How	Heritage Programs	TOTAL	
Sessions	12	91	7	69	5	3	1	188	
Attendance	108	2,120	63	1,410	97	15	20	3,833	

Borough of Queenscliffe							
2018/19	Adult Programs	Children's Programs	School & Other Visits	Outreach	eKnow How	TOTAL	
Sessions	11	25	12	0	1	49	
Attendance	155	367	282	0	4	808	

Surf Coast Shire								
2018/19	Adult Programs	Children's Programs	Youth Programs	School & Other Visits	Outreach	eKnow How	Heritage Programs	TOTAL
Sessions	20	119	4	60	18	2	1	224
Attendance	288	3,086	7	944	404	0	5	4,734

July 2018



The Bad Diaries Salon premiered at GL&HC in July

Open Mind Lecture Series

Celeste Liddle, Because of Her We Can, NAIDOC Week 2018 Event GL&HC (138)

Author Encounters

Kim Hodges, Girl Over the Edge, Corio & Waurn Ponds (20)

Special Events

Caroline Jane Knight, High Tea with Great Aunt Austen, GL&HC (123)

Garry Disher, Under the Cold Bright Lights, Queenscliff (82)

**partnership event*

Jo Langdon, Glass Life, GL&HC (92)

Sally Gray, Friends, Fashion and Fabulousness, GL&HC (87)

The Bad Diaries Salon #FIRST, GL&HC (32)

Creative and Connected (Community Libraries)

Backyard Chooks, Corio (15)

Craig Goddard, Helping Teenagers Reach Their Potential, Belmont, Ocean Grove, Torquay (78)

Writers of Drysdale, Drysdale (19)

August 2018



Bob Murphy, Author of Leather Soul

Author Encounters

Caroline van de Pol, Back to Broady, Belmont (23)

Ellie O'Neill, The Right Girl, GL&HC (32)

Michael Robotham, The Other Wife, GL&HC (175)

Mira Robertson, The Unexpected Education of Emily Dean, Belmont (10)

Moreno Giovannoni, The Fireflies of Autumn, Belmont (32)

Natural Harry, Torquay (21)

Special Events

Bob Murphy, Leather Soul, GL&HC (285)

Melbourne Writers Festival, Ali Cobby Eckermann, GL&HC (60)

**partnership event*

Creative and Connected (Community Libraries)

Retro Radio, GL&HC (24)

Super Brain Train Workshops, Bannockburn, Corio, Belmont (50)

Meditative Music Performance - Soniksea, Ocean Grove (18)

October 2018



Louisa Deasey, author of A Letter from Paris

Author Encounters

Anne Connor, Two Generations, Ocean Grove(46)

Dale Baker, Arty Farty Marty – The Paint Smashin' Kraken, Waurn Ponds & Newcomb (103)

Louisa Deasey, A Letter from Paris, GL&HC (38)

Mike Carlton, On Air, GL&HC (74)

Narelle Harris, Sherlock Holmes, Belmont (24)

Richy Bennett, 100 Dawns, Torquay (22)

Special Events

Financial Abuse and Sexually Transmitted Debt, GL&HC (30)

**partnership event*

High Tea with Susan Alberti, GL&HC (90)

Jane Harper, The Lost Man, GL&HC (112)

Queenscliffe Maritime Museum Collection Launch, Queenscliff (25)

Rosalie Ham, The Year of the Farmer, GL&HC (205)

Creative and Connected (Community Libraries)
Tony McNamara, The World of Bees – Part 2, Torquay (24)
Halloween Readings, Waurm Ponds (22)
Basket Weaving with Aunty Helen, Ocean Grove (19)

November 2018



Christian White in conversation with Jennifer Kloester

Author Encounters
Toni Jordan, The Fragments, GL&HC (35)
Jock Serong, Preservation, GL&HC (70)
Keith Badger, Joining Loose Ends, Belmont and Bannockburn (51)
Kaye Baillie, Message in a Sock, Torquay (6)

Special Events
Anne Summers, Unfettered and Alive: A Memoir, GL&HC (159)
Jim Haynes Presents The Times and Rhymes of Henry Lawson, Waurm Ponds (72)
Markus Zusak, Bridge of Clay, GL&HC (125)
Christian White, The Nowhere Child, GL&HC (168)

Open Mind Lecture Series
Paul Ham, New Jerusalem, GL&HC (50)

Creative and Connected (Community Libraries)
Let's Chat, English Conversation Practice, Geelong West (9)
Talking Tea: The History of Tea, Belmont & Corio (32)
Meditation and Creativity, Waurm Ponds (53)

December 2018



Books Beyond Boundaries exhibition held in conjunction with presentation by David Dellaflora

Author Encounters
Michael McGirr, Books That Saved My Life, GL&HC (45)
Ann Blainey, King of the Air, GL&HC (30)
Katherine Barnes, The Sabotage Diaries, Waurm Ponds (23)

Special Events
Harry Saddler, The Eastern Curlew, GL&HC (105)
Books Beyond Boundaries, David Dellaflora, GL&HC (8)
Catherine Deveny and Dr Steve Allen, Mental, GL&HC (96)

Creative and Connected (Community Libraries)
Christmas Card Making, Belmont and Corio (53)
Crafty Artisans, Corio (10)
Upcycled Book Craft – Christmas Wreaths, Waurm Ponds (23)



Friday 16 November – Sunday 18 November 2018

The fifth annual Word for Word Non-fiction Festival was held from November 16 to 18 at the Geelong Library and Heritage Centre (*The Dome*), with Masterclasses (writing workshops) also held at five community libraries located across our four local government regions.

This year's festival featured 75 presenters and facilitators across 45 sessions in a range of in-conversation settings, panel discussions and keynote addresses. The theme of 'Get Real' created a solid platform for discussion and debate on a wide range of hard-hitting topics including feminism, racism, asylum seekers and refugees, women in sport, true crime and indigenous issues. The event showcased non-fiction writing as diverse as memoir, biography, true crime, sport, journalism, politics, environment, pop culture, history and indigenous issues.

Opening night saw a sold-out crowd gathered for a warm and frank conversation with one of Australia's most highly acclaimed authors, Helen Garner, who appeared in conversation with Deakin University's Associate Professor Maria Takolander. In declining to send through an invoice for her appearance, Helen later commented that she had "had a lovely time at the festival and considers that payment enough."

Other contemporary non-fiction writers featured on the program included Gillian Triggs, Marcia Langton, Kerry O'Brien, Anita Heiss, Clementine Ford, William McInnes, Tim Flannery, Kon Karapanagiotidis and Hugh Mackay, to name a few.

Word for Word National Non-Fiction Festival is Australia's only festival dedicated to the non-fiction genre. It is a unique event showcasing non-fiction writing in its many facets and forms. The festival enhances Geelong's reputation as a hub for cultural excellence and a city that embraces knowledge and learning as per the City's Clever and Creative vision.

Key developments in the Word for Word Festival over the 2016-2018 period include:

- 48% increase in unique attendance (2016-2018)
- 10% of W4W visitors stayed overnight in the region in 2018
- 43% of attendees in 2018 had never attended a literary festival before
- Festival now enjoys 93% approval rating (78% in 2016).

Word for Word 2018 – Key Statistics

Attendance Overview

TryBooking Ticketed Seats	2,303
Presenters/Facilitators	103
Volunteers	35
Staff	20
Media/Guests	252
TOTAL	2,713
TOTAL IN 2017	2,608
% increase	4%



Ticket Sales Summary - 2018

Total capacity	3,513
Total ticketed seats	2,303
% of capacity	66%
= 6% increase in filled capacity since 2017	

Festival Highlights – Sold Out or Near-Sold Out Sessions

Opening Night – Helen Garner in conversation	100% capacity
The Great Debate: The Novel is Dead	100% capacity
Gillian Triggs – Speaking Up	100% capacity
Clementine Ford – Boys Will Be Boys	100% capacity
Kerry O’Brien – A Memoir	100% capacity
Claire Wright – You Daughters of Freedom	99% capacity
Bad Diaries Salon	97% capacity

2018 Word for Word Program Highlights

Day One: Friday 16 November 2018 – Masterclasses (writing workshops)



David Astle leads a masterclass at the Geelong Library & Heritage Centre

Bannockburn Library 10am-1pm
 Greg Pyers – What Fact Means for Fiction

Belmont Library 10am-4pm
 Toni Jordan – Editing Your Own Work

Geelong Library & Heritage Centre 10am-1pm
 David Astle – Rewording the Brain

Kurrambee Myaring Community Centre, Torquay 10am-4pm – Jo Case – Memoir Writing

Queenscliff Library 10am-4pm
 Lee Kofman – Writing the Self in Non-Fiction

Waurm Ponds Library 1pm-5pm
 Bonny Cassidy - Ekphrasis

Day One: Friday 16 November 2018 – Opening Night Event

Geelong Library and Heritage Centre
 5.30pm - Official Opening Night Function (private event)
 7.00pm - Opening Night with Helen Garner in-conversation (public event)

**Day Two: Saturday 17
November 2018**



Geelong Library and Heritage Centre 10.00am–5.00pm -
A full day program of panel discussions and in-
conversation sessions held across four spaces within the
library.
6.00pm - The Great Debate – pre debate refreshments
followed by the debate presentation

**Day Three: Sunday 18
November 2018**



Geelong Library and Heritage Centre
10.00am–5.00pm - A full day program of panel
discussions and in-conversation sessions held across
four spaces within the library.
4.00pm - The Bad Diaries Salon – wrap-up comedy event
including light refreshments

*Writer and editor Jo Case
shares her diary at the Bad
Diaries Salon*

Recommendation:

That the Events and Programming Report be noted.

9. Marketing and Communications Report

Deb Sansom, Executive Manager Cultural Development and Community Development

This report documents marketing and communications activity for the period 1 June 2018 to 1 January 2019. The listing of media coverage is appended to this report. A Word for Word for Word National Non-Fiction Festival marketing activity report to be presented to the Festival Advisory Committee can be found as Attachment 3 of the Board Papers.

WHAT'S ON BROCHURE

The 'What's On' Spring edition was printed in late August 2018 and the Summer edition went to press in late November 2018. The 'What's On' Autumn 2019 brochure is currently in production and is due for distribution in late February 2019.



NEW COLLATERAL

A DL flier to promote the new Leopold Library was developed and printed in October 2018.



The Library Opening Hours brochure was updated and reprinted to reflect the new Leopold library and changes to the mobile library route. A new iteration is currently in production, reflecting new opening hours at Western Heights Library.

A flier promoting upcoming events was created to hand out at the GLHC during the White Night Geelong event in October 2018.

ANNUAL REPORT

The 2017-18 Annual Report was published and sent to Marlene Kairouz MP, Minister for Local Government and other stakeholders at the end of September 2018.

FOOD FOR FINES



The Food for Fines campaign, a partnership between the GRLC and the Geelong Food Relief Centre, ran from 26 November – 14 December 2018 and once again drew strong support from the community. Communications campaign material included posters for internal use at our libraries, a media releases (pre- and post-campaign), a news item on our website and promotion through our social media channels. In total, GRLC members donated 1.57 metric tonnes of food in return for waived fines. Media uptake during the campaign was excellent with coverage across local print media.

NETWORK SIGNAGE

Shelf signage for the new Maritime Heritage Collection at Queenscliff Library was developed in October 2018. A new external sign was created for Barwon Heads Library and erected in August 2018. (Barwon Heads Primary School also paid for and erected wayfinding signage in the grounds to help visitors locate the library). New external signage was erected outside Torquay Library in December 2018 to replace an outdated 'Surf Coast Library' sign. New opening hours signage is currently in production for Western Heights College Library.

FRIENDS OF THE LIBRARY

All Friends of the Library members were invited to attend the Friends of Libraries Australia (FOLA) Forum and AGM that was held at Geelong Library & Heritage Centre on 23 November 2018.

Several Friends members attended and were treated to a morning of interesting speakers, including: Jack Goodman, President FOLA, who spoke on 'Making our voice heard: Friends as part of our national identity'; Debra Rosenfeldt, Head of Library Sector Engagement, State Library of Victoria, who spoke on the 'Libraries Change Lives campaign'; and Patti Manolis, CEO GRLC, who spoke on 'Reimagining Friends: Friends of Geelong Regional Libraries Initiative'.



The Friends of the Library program celebrated its first anniversary on 6 December 2018. As this milestone approached, the first renewal request letters were sent to those members who had taken out an initial 12 month membership.

The program has a total of 252 members and has raised more than \$14,500 in membership fees and donations.

Moving forward, the program aims to reach \$30,000 in 2019, which will be used to fund children's literacy and outreach projects in disadvantaged areas of our community.

WORD FOR WORD NATIONAL NON- FICTION FESTIVAL

Please see Attachment 1 of the Events and programming report detailing the marketing activity undertaken for the festival.

REMEMBERING THE END



Grant funding received through the Department of Veterans' Affairs Armistice Centenary Grants Program enabled the Heritage Centre to create a mobile exhibition which recalls the peace celebrations and life following World War I in Geelong and Barwon Region. As well as the pull-up banners which display the exhibition, a magnetic promotional postcard was developed. A photo opportunity with Hon. Richard Marles MP (who personally endorsed the grant application) and Heritage Centre staff was organised, and the image and an article were published in the Geelong Advertiser.

LEOPOLD LIBRARY OPENING



In the lead-up to the opening of the new Leopold Library in December 2018, a detailed communications plan was rolled out to promote the library opening and celebratory family fun day. Activities included a pop-up information stall and activities in the Leopold Plaza shopping centre; advertising in local print media; extensive social media promotion; photo opportunities; a locally distributed flier and engagement with the City of Greater Geelong, other tenants in the Leopold Community Hub, the local primary school and childcare centre.

QUEENSLIFFE MARITIME HISTORY MUSEUM

During October 2018, GRLC partnered with the Queenscliffe Maritime Museum to open a dedicated Maritime Heritage Section at the Queenscliff Library. An opening event held at the library attracted positive local media attention.

**LIBRARIES
 CHANGE LIVES
 CAMPAIGN**

A communications plan outlining a suite of activities, including a local launch event for the state-wide Libraries Change Lives advocacy campaign, has been drafted and will be implemented between March – June 2019.

GRLC WEBSITE

During the reporting period, 499,267 website sessions were recorded, including 943,717 page views. The majority (75%) of visits to the site were by new visitors, with return visitors making up 25% of visits.

**ELECTRONIC
 NEWSLETTER**

The electronic newsletter currently has 16,471 subscribers. We are noticing significant spikes in event bookings following the release of the e-newsletter. The most recent January 2019 e-newsletter registered 630 click-throughs to the GRLC website, a conversion rate of around 3.9%, which is well-above the industry average of 2.5%. These statistics represent a pleasing upward trend when compared to June 2018, when the number of subscribers was 16,277 and there were 575 clicks, representing a conversion rate of around 3.5%.

SOCIAL MEDIA



Facebook

At the time of writing this report, GRLC's Facebook has 6,441 page followers (an increase of 627 page followers during the reporting period) and 6,485 likes (an increase of 971 likes since the last report). The page remains the most popular Victorian public library page, second only to the State Library of Victoria.

The following Facebook posts had the highest reach* during the reporting period:

**Reach is a measurement of how many people saw content from a page, such as a post*

14 June 2018	<i>2018 World Reading Challenge (48.7k)</i>
25 June 2018	<i>2018 Australian of the Year exhibition (21.2k – boosted post)</i>
23 July 2018	<i>Geelong Honours Them (14.8k – boosted post)</i>
28 August 2018	<i>We are hiring (9.5k)</i>
18 October 2018	<i>The first book goes on the shelf at Leopold Library (13.9k)</i>
21 November 2018	<i>Celebrate opening of Leopold Library (15.9k – boosted post)</i>
4 December 2018	<i>Work at Victoria's number one public library service (8.2k)</i>

Facebook posts with highest engagement* during the reporting period:

**Engagement is a measurement of how many people liked, shared, or commented on a post*

14 June 2018	<i>2018 World Reading Challenge (10,074)</i>
25 June 2018	<i>2018 Australian of the Year exhibition (743)</i>
23 July 2018	<i>Geelong Honours Them (1,482)</i>
28 August 2018	<i>We are hiring (2,312)</i>
18 October 2018	<i>The first book goes on the shelf at Leopold Library (3,170)</i>
21 November 2018	<i>Celebrate opening of Leopold Library (1,300)</i>
4 December 2018	<i>Work at Victoria's number one public library service (1,428)</i>



Twitter

2,085 followers (an increase of 91 followers since the last reporting period).

Pinterest

349 followers (an increase of three followers since the reporting period).

Instagram

1,737 followers (an increase of 255 followers since the last reporting period).

MEDIA

Online

Nine news stories referencing Geelong Regional Library Corporation were published online during the reporting period:

Type	Editorial Publication	Number
	CutCommon	3
	Surf Coast Times online	1
	Phy.org	1
	Energy Matters	1
	Herald Sun online	1
	Arts Hub	1
	Architecture AU	1

Radio

Geelong Regional Library Corporation featured in five radio segments during the reporting period.

Type	Interview (live) Network	Number
	774 Melbourne	2
	ABC Radio National	1
	Bay FM	2

Media summary

The majority of media coverage during the reporting period was positive and focussed on GRLC's events and services. In particular, positive coverage was received in relation to the opening of the Leopold Library, the Word for Word Festival, the Remembering the End exhibition, the Food for Fines campaign and the Queenscliff Maritime Heritage Collection.

The future of the Barwon Heads Library continued to attract some attention in the *Geelong Advertiser* and Bellarine press following the release of a report showing increased attendance and loans at the branch.

An article by Tamara McDonald in the *Geelong Advertiser* picked up on the drop in visitation rates at Bannockburn Library as reported in the GRLC's Annual Report 2017-18.

A front page headline and picture and follow-up P11 story in the *Geelong Advertiser* reported on the GRLC's spending on overseas travel for staff attending prestigious conferences and professional development opportunities. A number of 'Letters to the Editor' in support of the GRLC were published in the wake of the article.

Print

During the reporting period, 139 references to GRLC (including editorial, advertisement, letter to the editor and cover) were published.

Type	Number
Editorial	75
Advertisement/notice/promotion	54
Letter to the editor	4
Cover/front page	6
Publication	
Bellarine and Surf Coast Echo	31
Bellarine and Surf Coast Times	3
Bellarine Times	2
Forte Magazine	1
Geelong Advertiser	66
Geelong Independent	3
GT Lifestyle	1
GT Magazine	2
GT Times	1
Queenscliffe Herald	2
Surf Coast Times	19
Talking Heads	8

Recommendation

That the Marketing and Communications Report be noted.

APPENDIX

Listing of published news articles, letters, opinions and paid advertising

Article Title	Publication	Topic	Page
Fines Food	Geelong Independent	Food for Fines	3
Book fines canned following food donations	Surf Coast Times	Food for Fines	47
Friends with benefits	Geelong Advertiser	Friends of the Library	13
Friends with library benefits	Surf Coast Times	Friends of the Library	106
Friends of Geelong Regional Libraries Launch	Geelong Coast Magazine	Friends of the Library	
Books in the black	Geelong Independent	Geelong Library & Heritage Centre	4
Cultural Geelong	Leader Newspapers	Geelong Library & Heritage Centre	15
Library clearly a page turner	Geelong Advertiser	Geelong Library & Heritage Centre	5
Sometimes the best places aren't obvious	Geelong and the Bellarine Visitors Guide	Geelong Library & Heritage Centre	36
Geelong Library & Heritage Centre	Geelong and the Bellarine Visitors Guide	Geelong Library & Heritage Centre	53
Geelong Library & Heritage Centre	Geelong and the Bellarine Visitors Guide	Geelong Library & Heritage Centre	25
Learning disguised as fun	Geelong and the Bellarine Visitors Guide	Geelong Library & Heritage Centre	25
A golden age for libraries	Herald Sun	Geelong Library & Heritage Centre	57
Bouquets to wonderful Wayne at Belmont Library...	Geelong Independent	Good Feedback	19
Library truly centre of our communities	Geelong Advertiser	Good Feedback	19
Geelong Heritage Centre welcomes 100,000th Visitor	Bellarine Times	Heritage	35
Geelong Heritage Centre welcomes 100,000th Visitor	Australian Society of Archivists Newsletter	Heritage	2
Picture the Past	Geelong Advertiser	Heritage	22
"I was Ready to retire' sub section: What the mayor thinks of... Libraries	Geelong Advertiser	Library closures	9
Library friends to host events that encourage more members spine -tingling	Bellarine Times	Library closures	1
Councilors on notice over small libraries	Geelong Advertiser	Library closures	25
Headlines in 2017 (Libraries Lifeline)	Geelong Advertiser: Weekend extra	Library closures	29
The year Geelong got back its voice	Geelong Advertiser	Library closures	39
What's on at the library	Bellarine and Surf Coast Echo	Library events	14
What's on at the library	Surf Coast Times	Library events	35
What's on at the library	Geelong Advertiser	Library events	11
What's on at the library	Bellarine and Surf Coast Echo	Library events	11
What's on at the library	Bellarine and Surf Coast Echo	Library events	10
What's on at the library	Bellarine and Surf Coast Echo	Library events	13
What's on at the library	Bellarine and Surf Coast Echo	Library events	14
You and your phone can work smarter	Bellarine and Surf Coast Echo	Library events	14

Book it in	Geelong Advertiser	Library events	13
What's on at the library	Geelong Advertiser	Library events	11
Cyber safety sessions at library	Surf Coast Times	Library events	84
Put some order in law searches online	Bellarine and Surf Coast Echo	Library services	14
Aussie crime writer unveils new sleuth	Bellarine and Surf Coast Echo	Library services	11
Promised health hub's slow going	Geelong Advertiser	Miscellaneous	3
Geelong deport mum charged	Geelong Advertiser	Miscellaneous	3
Find your voice so that others can too	Bellarine and Surf Coast Echo	Technology	10
Podcast journalism inspires crime tale	Bellarine and Surf Coast Echo	Technology	13
Library legend books himself for an award	Geelong Advertiser	Technology	6
Carey plumbs Marsh of time	Geelong Advertiser	Word for Word Festival	7
Soldier lives to tell tale	Geelong Advertiser	Word for Word Festival	5
Hordes flock to mega events season	Geelong Advertiser	Word for Word Festival	1
Geelong's Booming	Geelong Advertiser	Word for Word Festival	6
Word for Word Festival	Geelong Advertiser	Word for Word Festival	15
Steady rise to be arts mecca	Geelong Advertiser	Word for Word Festival	29
The conquering of fear, a childhood dream became reality when Ocean Grove's Dave Farrell joined the SAS. His incredible feat of bravery in Afghanistan now enshrined in a book by Chris Masters	Geelong Advertiser: Weekend extra	Word for Word Festival	31&31
Jelana Dokic will be in town to tell her incredible story as part of the Word for Word Non-Fiction Festival tomorrow.	GT Magazine	Word for Word Festival	8
Dokic: I just wanted to die	Geelong Advertiser	Word for Word Festival	9
Connecting with fans key as artists adapt to new digital reality	Geelong Advertiser	Word for Word Festival	9
Talking books at Word for Word	Geelong Advertiser	Word for Word Festival	15
World of Words	Surf Coast Times	Word for Word Festival	91
Life story strikes a chord with women, Game for the challenge	Bellarine and Surf Coast Echo	Word for Word Festival	28
Festival the write stuff for Geelong promotion	Geelong Advertiser	Word for Word Festival	21
to bring concrete answers	Geelong Advertiser	Word for Word Festival	15
Fines Food	Geelong Independent	Food for Fines	3
Book fines canned following food donations	Surf Coast Times	Food for Fines	47
Friends with benefits	Geelong Advertiser	Friends of the Library	13
Friends with library benefits	Surf Coast Times	Friends of the Library	106

10. Project Report - Play & Talk 2 Learn: Geelong Community Project Cathy Ferencz, Executive Manager Library Services and Customer Experience

Background

The GRLC consistently reviews the programs we offer to ensure that they are aligned to best practice, will impact positively on children’s educational potential and support families as their child’s first educator. This report focuses on a potential new community project that aims to develop a toolkit for early years’ service providers and families, and measure the impact on oral language, play and literacy development.

Discussion

In 2018 Deakin University brought together local early years’ service providers to pose the question “how could we work together to make a difference to the learning of young children in the Geelong region?”. There are numerous excellent community programs and initiatives available for families in the region and many have similar aims and purposes. Whilst only 20% of these specifically focus on play and oral language skill development and only 30% evaluate their impact, it is important to note that GRLC is an exemplar incorporation play, oral language skill development and regular evaluation.

Oral language development is a critical precursor to literacy and reading skill development. It is a central component of GRLC’s early literacy programs and the State Library of Victoria and Public Libraries Victoria READ Strategic Framework, and is an important part of the strategic vision for the GRLC as articulated in *Reading Ahead: Library Plan 2017 to 2021*.

A preliminary scope of programmes delivered to children aged 0-8 years in the Geelong Region identified that of the 50 programs across 12 organisations, only 10 of these targeted oral language development and only 2 identified play as key component of the program.

The Australian Early Development Census (AECD) measures the developmental health and wellbeing of all children in Australian in their first year of full-time school across five key domains.

Domain	Domain description
Physical health and wellbeing	Children’s physical readiness for the school day, physical independence and gross and fine motor skills.
Social competence	Children’s overall social competence, responsibility and respect, approach to learning and readiness to explore new things.
Emotional maturity	Children’s pro-social and helping behaviours and absence of anxious and fearful behaviour, aggressive behaviour and hyperactivity and inattention.
Language and cognitive skills (school-based)	Children’s basic literacy, interest in literacy, numeracy and memory, advanced literacy and basic numeracy.
Communication skills and general knowledge	Children’s communication skills and general knowledge based on broad developmental competencies and skills.

In Greater Geelong, 8.7% of children were identified as developmentally vulnerable across two or more domains. In our most vulnerable communities 47.5% of children were identified as developmentally at risk in Whittington, 23.2% in Norlane/North Shore, 16.9% in Newcomb and 13.3% in Corio as compared with the Australian average of 9.7%. Whilst the scope of the project focuses on the City of Greater Geelong for the collection of baseline data, the development of the online toolkit and the evaluation of the toolkit’s impact. Once developed, the toolkit and practice principles can be applied universally across our region.

We know that children in our regions and specifically low socioeconomic status (SES) backgrounds (a measure based on income, occupation and educational attainment), are entering school with poor play skills, low oral language and literacy skills. There is a need to provide parents, caregivers and educators with the strategies and opportunities to foster children's play, oral language and literacy development.

The Organisation for Economic Co-operation and Development's (OECD) Programme for International Student Assessment (PISA) results also indicate that 25% of students from low-SES backgrounds did not reach proficient levels of reading, mathematics or scientific literacy at age 15 (compared with 5% from high-SES backgrounds) and approximately 40% of these students do not reach Year 12 or attain equivalent vocational qualifications (compared with 20% from high-SES backgrounds). This data is used by governments to assist in the development of their education policies.

Research conducted by Deakin University has identified that educators own talk and practices do not always provide children with opportunities to develop oral language. By modifying their interactions with children they found that 72% of children improved in their receptive language, 78% of children improved in their expressive language and 79% of children improved in ideas and content of their stories.

Purpose and Aim

Deakin University approached the GRLC, along with Ardoch Youth Foundation; Barwon Child, Youth and Family; Bethany Community Support; Bethany Kindergarten Services; City of Greater Geelong Family Services and the Department of Education and Training Victoria to participate in a community focused research project called Play & Talk 2 Learn. The aims of the project are to create a toolkit for both families and service providers that helps to develop their knowledge and interactions with children, impacting on their language acquisition and educational achievement. The Project is designed to be conducted over a 3 year period.

Year 1: Collection of baseline data.

Year 2: Collective development of an Oral Language and Play Toolkit, including:

- Evaluation tools
- Resources and templates
- Video excerpts
- Case studies

Year 3: Trailing and evaluation of the Toolkit.

At the stage, the GRLC involvement would be to participate in the collection of baseline data to inform the development of the toolkit. We would offer the use of our spaces to support the development of the toolkit and collection of data through focus groups and interviews. We would also be prepared to participate in the evaluation process which would enable us to measure the impact of our own early literacy programs.

Next Steps

- Deakin University's Research Services Team will be seeking to secure funding for the project through a range of funding and grant opportunities.
- Deakin University will scope each partner's level of involvement and participation in each phase of the project.
- Deakin University will lead the development of an action plan with timelines and assigned responsibilities.
- The GRLC Children's and Youth Services Team will participate in the collection of baseline data as required.
- We will contribute to the development of the toolkit to ensure that this aligns to our own early literacy frameworks and strategic priorities.
- We will incorporate the best practice principles into our professional practice where appropriate and participate in any evaluation opportunities that arise.
- GRLC will be acknowledged as a partner in the project.

Recommendation:

That the Play & Talk 2 Learn Project Report be noted.

**11. GRLC 2019-20 Preliminary Budget Development Progress Report – CONFIDENTIAL
Patti Manolis, Chief Executive Officer**

**12. Geelong Library and Heritage Centre Security Guard Pilot - CONFIDENTIAL
Geoff Adsett, Executive Manager Business Systems and Innovation**

**13. Draft Library Infrastructure Development Plan Progress Report – CONFIDENTIAL
Patti Manolis, Chief Executive Officer**

14. Chief Executive Officer Performance and Remuneration Review - CONFIDENTIAL

15. Other Business

16. Next Meeting

When: Wednesday 24 April 2019, 5.00pm

Where: Geelong Library and Heritage Centre, Level 4 Boardroom



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

The result to the end of December 2018 is a recurrent surplus of \$1,023,301 which is \$634,845 favourable to Budget. Total recurrent income is \$596,530 favourable to Budget. Expenditure is over the adopted year-to-date Budget by \$137,900. 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	(44,594)	Unfavourable variance mainly due to Venue Hire income (\$36.0k) below Budget. Friends of the Library is currently (\$9.4k) below Budget. Annual renewals have commenced.
3	Other Fees and Charges	(16,911)	Fines and costs are currently (\$16.9k) below Budget.
4	Sundry Income	(41,338)	(\$30.0k) unfavourable variance in current receipt of Word for Word sponsorships and ticket sales. This is offset by a \$30k State Govt Grant under 'Core Grants – Member Municipalities' (item 6 below). Donations are (\$14.6k) unfavourable to Budget.
5	Interest investments	15,012	Interest received is \$15.0k higher than Budget.
6	Core Grants – Member Municipalities	(12,470)	Unfavourable variance of (\$12.5k) in the Public Libraries Funding allocations. The actual amount was unconfirmed at the time of budgeting.
7	Member Contributions	637,655	Third quarter contributions of \$327.5k from GPS, SCS, BoQ were received in December to meet the 1 January due date. The CoGG Leopold contribution of \$318.7k was unbudgeted and will be offset by equivalent expenditure.
8	Salaries	(127,411)	Salaries and Wages will exceed Budget for the year due to the opening of the Leopold branch in December 2018. Offset by income received specifically for Leopold from CoGG and not budgeted as amounts unconfirmed at the time.
9	WorkCover	9,840	WorkCover expense is \$9.7k favourable to Budget. This includes a 5% discount received for early payment.
10	General Works – Materials	51,688	Technical Services expenditure on eBooks and eAudio is \$46.0k below Budget, of which \$36.0k is timing differences.
11	General Works – Plant/ Equip/ Vehicles	(26,561)	Minor Plant and Equipment is (\$19.9k) unfavourable to Budget, of which approximately (\$10.0k) has been identified as requiring capitalisation. Vehicle costs are currently (\$6.6k) unfavourable to Budget, mainly due to Mobile Library repairs.
12	General Works – External Services	(29,627)	Technical Services end processing is \$31.1k favourable to Budget. Subscriptions are (\$21.0k) unfavourable due to timing differences. Events and Functions are (\$54.9k) unfavourable. W4W expended November but phased over 12 months. Children's Events and Function currently \$7.2k under Budget. Timing only.
13	Administration	12,593	Corporate Printing and External Printing are unfavourable to Budget by (\$3.8k) and (\$3.3k). Postage is unfavourable by (\$3.6k).

Note	Income/expenditure category	YTD variance favourable / (unfavourable) \$	Explanatory comment
14	Professional Services	(85,510)	Unfavourable due to expenditure on Computer Support (\$57.5k) and Consultants (\$26.8k). Expenditure on Consultants includes \$22.0k for the Library Survey. Phasing issue only.
15	Utilities	52,461	Communication expenses are favourable to Budget across most of the branch network, in particular Technical Services \$20.7k, Belmont and Corio \$4k each.
16	Capital Grants and Income	176,215	Leopold IT and Library Collection capital contribution \$186k were unbudgeted. Western Heights capital contribution of \$10k has been received in Jan 2019.

Balance Sheet

Note	Item	Balance at 31 December 2018	Explanatory comment
17	Creditors	\$774,575	Creditors of \$744,575 is mostly staff leave entitlements, with \$22.9k in accrued FBT instalments and just \$61.73 owing to City of Greater Geelong.

Cash Flow

Note	Item	Balance at 31 December 2018	Explanatory comment
18	Cash and Investments	\$3,501,959	This comprises investments in bank bills of \$2,709,702 and an operating bank account balance of \$787,787. Cash on hand is \$4,470. 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
19	Capital expenditure is \$1,070,200 YTD. This is (\$224.0k) unfavourable to ytd Budget. Expenditure on the Leopold collection and IT is \$389.4k, which is partly offset by a \$186k capital contribution received from COGG in August 2018. Over the current and previous financial years, COGG has contributed \$619k for Leopold's IT and collection, of which \$514k has been expended as at 31 December 2018. Leopold was not budgeted as the amount and procurement process was unknown at the time of budgeting. IT hardware is \$89.4k underspent, this is a timing issue only. One vehicle has been replaced at a cost of \$5.7k under Budget.

**GEELONG REGIONAL LIBRARY CORPORATION
OPERATING STATEMENT
As at 31 December 2018**

	Month Actual \$	YTD Actual \$	YTD Adopted Budget \$	YTD Variance \$	Notes	Adopted Budget \$	Projected Budget \$
RECURRENT INCOME							
Government Grants	0	59,176	0	59,176	1	31,000	31,000
User Charges	24,506	202,788	247,382	(44,594)	2	494,760	494,760
Other Fees and Charges	4,899	51,519	68,430	(16,911)	3	136,840	136,840
Sundry Income	48,930	144,212	185,550	(41,338)	4	252,100	252,100
Interest Investments	8,363	55,014	40,002	15,012	5	80,000	80,000
Core Grants - Member Municipalities	0	1,962,072	1,974,542	(12,470)	6	1,974,542	1,974,542
Member Contributions	413,419	6,268,267	5,630,612	637,655	7	11,245,472	11,245,472
TOTAL RECURRENT INCOME	500,117	8,743,048	8,146,518	596,530		14,214,714	14,214,714
RECURRENT EXPENDITURE							
Employee Related							
Salaries	843,998	5,071,580	4,944,169	(127,411)	8	9,803,040	9,803,040
Workcover	9	34,460	44,300	9,840	9	44,600	44,600
Goods and Services							
General Works - Materials	(1,352)	152,540	204,228	51,688	10	245,971	245,971
General Works - Plant/Equipment/Vehicle Costs	10,631	65,799	39,238	(26,561)	11	78,484	78,484
General Works - External Services	93,782	674,275	644,648	(29,627)	12	1,110,916	1,110,916
Administration	25,922	175,469	188,062	12,593	13	379,639	379,639
Professional Services	122,965	343,180	257,670	(85,510)	14	505,350	505,350
Utilities	35,454	161,043	213,504	52,461	15	427,000	427,000
Depreciation	213,585	1,281,498	1,281,498	0		2,563,000	2,563,000
Gain/(Loss) on Sale of Plant & Equipment	(711)	(4,627)	0	4,627		0	0
TOTAL RECURRENT EXPENDITURE	1,344,283	7,955,217	7,817,317	(137,900)		15,158,000	15,158,000
RECURRENT SURPLUS/(DEFICIT)	(844,166)	787,831	329,201	458,630		(943,286)	(943,286)
NON RECURRENT INCOME							
Capital Grants and Income	0	235,470	59,255	176,215	16	59,255	59,255
Member Contributions - Unfunded Superannuation	0	0	0	0		0	0
TOTAL NON-RECURRENT INCOME	0	235,470	59,255	176,215		59,255	59,255
NON RECURRENT EXPENDITURE							
Unfunded Superannuation Liability	0	0	0	0		0	0
NON-RECURRENT SURPLUS/DEFICIT	0	235,470	59,255	176,215		59,255	59,255
TOTAL SURPLUS/(DEFICIT)	(844,166)	1,023,301	388,456	634,845		(884,031)	(884,031)

GEELONG REGIONAL LIBRARY CORPORATION
BALANCE SHEET
As at 31 December 2018

	YTD Act Current Yr \$	Notes	YTD Act Previous Yr \$
CURRENT ASSETS			
Cash and Investments	3,481,959		5,469,623
Prepayments	40,816		41,243
Receivables	2,480		(44,154)
TOTAL CURRENT ASSETS	3,525,255		5,466,712
CURRENT LIABILITIES			
Creditors	744,575	17	685,551
Bank Overdraft	0		0
Unearned Income	0		0
Provisions	1,191,137		1,150,233
TOTAL CURRENT LIABILITIES	1,935,712		1,835,784
NET CURRENT ASSETS	1,589,543		3,630,928
NON-CURRENT ASSETS			
Plant and Equipment	2,477,176		3,114,932
Lending Materials	7,634,479		7,986,070
Work In Progress	1,197,156		718,463
TOTAL NON-CURRENT ASSETS	11,308,811		11,819,465
NET ASSETS	12,898,354		15,450,393
Represented by:			
EQUITY			
Surplus Year to Date	1,023,301		3,573,710
Accumulated Surplus	7,989,042		7,990,672
Members Contribution	3,886,011		3,886,011
TOTAL EQUITY	12,898,354		15,450,393

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

	YTD Actual \$'s	Notes
Cash Flows from Operating Activities		
Receipts		
Govt. Grants - State	2,021,248	
Members	6,268,267	
Interest	55,014	
User Charges etc	398,519	
GST Refund	0	
	<u>8,743,048</u>	
Payments		
Employee Costs	(5,062,543)	
General Works / Utilities	(1,945,013)	
Administration / Professional Services	(559,465)	
	<u>(7,567,022)</u>	
Net Cash Inflow/(Outflow) from Operating Activities before Capital Income	<u>1,176,026</u>	
Cash Flows from Investing Activities		
Payments for Lending Materials and Infrastructure	(1,070,169)	
Capital Income and Proceeds from Asset Sales	262,650	
Net Cash Outflow from Investing Activities	<u>(807,519)</u>	
Net Increase (Decrease) in Cash Held	368,507	
Cash at the Beginning of the Financial Year	3,133,452	
Cash at the End of the Financial Year (YTD)	<u><u>3,501,959</u></u>	18

STATEMENT OF INVESTMENTS AND INTEREST		
Balance as at 31 December 2018		
Cash at Bank - Westpac		787,787
Petty Cash/Change		4,470
Bendigo Bank Bill		2,709,702
		3,501,959
Interest on Investments	(Cumulative)	55,014







**GEELONG REGIONAL LIBRARY CORPORATION
CAPITAL EXPENDITURE REPORT
As at 31 December 2018**

	Month Actual	Month Adopted Budget	YTD Actual	YTD Adopted Budget	YTD Variance	Annual Adopted Budget	Annual Projected Budget
CAPITAL EXPENDITURE							
C56011 - Adult Large Print Library	178	889	65,449	74,667	9,218	80,000	80,000
C56012 - Adult Fiction Library	28,724	0	106,489	125,000	18,511	250,000	250,000
C56013 - Adult Non Fiction Library	14,208	10,500	51,392	63,000	11,608	126,000	126,000
C56014 - LOTE Library	357	958	2,691	5,748	3,057	11,500	11,500
C56027 - Junior Fiction Library	10,495	7,583	29,707	45,498	15,791	91,000	91,000
C56028 - Junior Non Fiction Library	4,220	2,083	11,355	12,498	1,143	25,000	25,000
C56029 - Picture Books Library	4,621	6,645	32,080	39,870	7,790	79,745	79,745
C56030 - Young Adult Books Library	2,518	2,458	11,788	14,748	2,960	29,500	29,500
C56035 - Audio Library	-	667	55,589	56,001	412	60,000	60,000
C56036 - Junior Audio Library	-	67	5,287	5,601	314	6,000	6,000
C56045 - CD Music Library	2,332	2,394	9,579	14,364	4,785	28,733	28,733
C56060 - Serials/Magazines Library	314	5,417	33,243	32,502	(741)	65,000	65,000
C56061 - Serials/Newspapers	838	3,333	24,884	19,998	(4,886)	40,000	40,000
C56121 - Learning English	-	167	-	1,002	1,002	2,000	2,000
C56140 - Server Replacement	56,388	0	85,643	175,000	89,357	350,000	350,000
C56142 - Collection Activators	13,518	0	13,762	0	(13,762)		
C56150 - Vehicle Replacement	29,314	0	29,314	35,000	5,686	35,000	35,000
C56160 - Library Branch Equipment	260	4,167	25,017	25,002	(15)	50,000	50,000
C56162 - DVD (Library Materials & Books)	10,954	10,000	48,048	60,000	11,952	120,000	120,000
C56163 - Reference (Library Materials & Books)	-	167	320	1,002	682	2,000	2,000
C56168 - DVD - Junior	3,305	1,667	10,540	10,002	(538)	20,000	20,000
C56171 -Premiers Reading Challenge	10,232	4,105	27,376	24,630	(2,746)	49,255	49,255
C56174 - Vines Rd Library Collection	72	833	1,169	4,998	3,829	10,000	10,000
C56186 - Leopold Library Collection	27,516	0	389,448	0	(389,448)		
C56188 - GLHC Audio Visual	-	0	-	0	0		
TOTAL CAPITAL EXPENDITURE	220,364	64,100	1,070,170	846,131	(224,039)	1,530,733	1,530,733



Note 19



Reading Ahead Library Plan Annual Priorities 2018-19 Mid Year Progress Report






1. Welcoming places and spaces - Present welcoming, purposeful and safe physical and digital library facilities at the heart of the community				
		2018/19 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	<p>Leopold Library</p> <ul style="list-style-type: none"> - Finalise and implement procurement plans for collections, technology, furniture and equipment. - Finalise operational budget with City of Greater Geelong. - Resolve facility management with City of Greater Geelong. - Implement recruitment, selection and training plan and commence recruitment of staff. <p>Complete works required for implementing loans and returns services at Smythesdale The Well.</p> <p>Work with the Borough of Queenscliffe to deliver the Queenscliffe Hub.</p> <p>Explore Living Libraries Capital Funding Program opportunities to enable improvements at Corio Library.</p>	●	<p>Leopold Library Project delivered successfully.</p> <p>Smythesdale Well Project recommenced with planning underway to implement self checkout and returns facility.</p> <p>Active involvement in Queenscliffe Hub including support for funding bids and planning meetings with the Borough of Queenscliffe.</p> <p>Initial work on planning for the refurbishment of the Corio Library has been included in the Internal Layout Planning Project and the GRLC Library Infrastructure Renewal Development Plan, in readiness for further discussions with CoGG and a possible application to Living Libraries Infrastructure Funding Program.</p>
1.2	Review and update the 2009 Public Library Buildings Development Strategy, service model hierarchy and planning guidelines with a regional approach	<p>Update planning principles and guidelines in line with latest edition of People Places, 2016 edition of National Standards for Libraries and other relevant guidelines.</p> <p>Work with member Councils to develop strategy. Review Service Hierarchy model in light of Branch Network Review recommendations. Participate in City of Greater Geelong Council's Social Infrastructure Plan development.</p>	●	<p>Update of GRLC Library Infrastructure Renewal Development Plan nearing completion.</p> <p>CEO and EM Library Services & Customer Experience participating in the City of Greater Geelong Council's Social Infrastructure Plan development workshops and other meetings as required.</p>
1.3	In partnership with member Councils address building infrastructure to improve access for all and ensure safe and purposeful public library facilities	<p>Continue to strengthen relationship with key personnel including maintenance staff in each member Council.</p> <p>Review reporting policies and procedures. Provide input and advice to member Council maintenance schedules.</p> <p>Work closely with Council Rural Access Workers to undertake audits and implement improvements as required.</p> <p>Work with SCS to implement improvements to Torquay Library layout and maintenance project.</p>	●	<p>Meeting held with CoGG Facilities Maintenance Coordinator to better coordinate works on the library buildings and liaise on OHS issues such as scheduled security maintenance. Initial meeting successful and agreement reached to meet regularly during the year. Meetings planned with other member councils in the New Year.</p> <p>Disability Access walk-throughs have been completed by Branch Librarians to increase awareness of building and internal layout access issues. BLs will then work with Area Managers and council Facility Maintenance Officers to make changes accordingly where possible.</p> <p>Changes to Torquay Library internal layout successfully implemented in coordination with Surf Coast Council following carpet replacement.</p>







1.4	Implement recommendations of the GRLC OHS Audit and Review	Continue undertaking organisation wide induction and training on new policies, procedures and management system. Continued review of OHS including emergency response plans. Implement OHS online reporting and management system. Regular reporting (quarterly) to the GRLC Board.		New OHS system implemented. Work on emergency response plans ongoing. Online incident form for reporting completed. Investigating options for Online OHS system.
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	Finalise revised library layout plans and develop implementation plans and budgets for the branch network		Internal Layout Planning Project completed. The Plan has been used to inform internal layout changes at Torquay Library and the upcoming refurbishment of Chilwell Library. The Plan will also be used to inform the application for the Living Libraries Funding Program for the refurbishment of Corio Library.
1.6	Complete and implement opening hours review to ensure equitable access to library services across the region	Complete opening hours review. Report findings and options for change to the Board. Allocate staff resources across the network in line with usage and service priorities. Implement Bannockburn library hours following pilot undertaken with GPS.		Opening Hours Review report completed. Review and analysis of Opening Hours Review underway. Change to Bannockburn Library Hours implemented following pilot with Golden Plains Shire.
1.7	Review website and 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.		Ongoing review and updating including website and intranet. Review and consolidation of social media presence
1.8	Strive to reduce environmental impacts of library operations and space	Develop GRLC internal Green Plan.		GRLC Green Team established in July 2018. Completion of 10 in-house projects. Green Plan under development,
1.9	Encourage and facilitate the use of our libraries' meeting, discussion and events spaces for a range of lifelong learning and cultural activities	Implement recommendations of Venue Hire policies, procedures and promotional materials in community branches review.		Project planning underway - commencing second quarter 2019.


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.

		2018/19 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.	Secure external sources of funding to establish Words on Wheels outreach service for AEDI vulnerable communities. Continue to provide a range of early years reading literacy development programs on a weekly basis in all libraries. Continue to increase opportunities for children with additional needs to access library programs including Sensory Storytime.		Accessible programs for children and teenagers/young adults include: - Sensory Story Time now established at GLHC and Corio Library - Tuesday Techies and VR attended regularly by participants from Wild Rumpus - U&I Inclusion visits to Level 1 GLHC regularly on Monday mornings for sing-a-longs with Lee - Regular visits to Level 1 GLHC by the Pink Musketeers (Autism Group) - Young Adult Book Group (special needs participants) facilitated by Sandi at Waurm Ponds Library. - Continuing to seek external funds for Words on Wheels outreach service.
2.2	Increase engagement with young people to support development of transliteracy skills.	Establish Youth Advisory Group. Continue to strengthen partnerships with youth services teams across all member Councils and with relevant community organisations and agencies.		Networks exist at branch level with council Youth Development Teams and work is underway to develop a Youth Engagement Plan (currently in draft) informed by Design Thinking Principles. Scoping of plans from other PL networks and stakeholder engagement and review will be undertaken in the first quarter of 2019 prior to endorsement of the Plan. Collaborative partnerships with council Youth Development Teams resulted in the following school holiday programs: • SKAART Festival: in partnership with The fOrT Youth Centre • Are you game, Corio Library: in partnership with The fOrT Youth Centre • All In Movie Night, Corio Library: in partnership with The fOrT Youth Centre • All In Game On!, Corio Library: in partnership with The fOrT Youth Centre • Virtual Reality: Workplace Ready Applied Program, Northern Bay College, Goldsworthy Road Campus, Corio Library: in partnership with The fOrT Youth Centre and City of Greater Geelong Youth Development team





				<ul style="list-style-type: none"> • Diversitat Homework Club, Corio Library • Let's make art: in partnership with Golden Plains Arts Inc. and Golden Plains Shire • Coding with Edison: in partnership with Golden Plains Shire, Youth Development team • Pop-up Movie Night: in partnership with Golden Plains Shire, Youth Development team • DIY Ukulele, Waurn Ponds Library: in partnership with City of Greater Geelong Youth Development team • Loud in the Library, Geelong Library and Heritage Centre: in partnership with City of Greater Geelong Youth Development team • Movie Night, Newcomb Library: in partnership with City of Greater Geelong Youth Development team • Silent Disco, Newcomb Library: in partnership with City of Greater Geelong Youth Development team • Twilight Movies, Ocean Grove Library: in partnership with City of Greater Geelong Youth Development team • Youth Lounge, Torquay Library; in partnership with Surf Coast Youth Development team.
2.3	Create a Reader Development Strategy that optimises tailoring, take up and impact of collections and builds the region as a reading community.	<p>Implement Reader Develop Strategy 2018/19</p> <p>Encourage active participation in Reader Development Special Interest Group.</p> <p>Continue provision of Frontline reader development training for key customer service staff.</p> <p>Ensure literary programming supports the goals of the reader development strategy.</p> <p>Actively promote Australian and local authors.</p>		<p>Frontline reader development embedded into induction program for new staff.</p> <p>Representation by Ocean Grove Branch Librarian at PLV Reader Development Special Interest Group.</p> <p>18% of Author Encounters and book launches presented across the network including all member council areas were local authors.</p> <p>Collection and Information Service Manager continuing Frontline Professional training as a precursor to developing Reader Advisory strategy</p> <p>Reader Development Strategy Research underway.</p>
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.	<p>Review systems and processes that promote programmed events and activities</p> <p>Prepare quarterly events programs that are aligned with organisational priorities and meet community expectations.</p>		<p>2019 calendar developed, aligned with significant days/weeks/events. Input by the following teams: Events & Programs, Branch Librarians, Information Services, Children's & Youth services. System of input reviewed and improved.</p>






2.5	Increase resources for the procurement of a broad range of print and digital content in response to customer demand, expectations and publishing trends.	Identify special collections for fundraising by Friends of the Library Program. Seek grant and/or partnership opportunities for development and access to the Heritage Collection. Seek grant opportunities for ongoing support of digital programming resources.		Year 1 of the Geelong Remembers Them project completed and grant funding acquitted. Remembering the End Exhibition completed with funding from the Armistice Centenary Grants Program, exhibiting at the GLHC and scheduled for the Branch Libraries across 2019. Science Week Family Fun Day at Corio Library funded by the Victorian Coordinating Committee seed grant funding program.
2.6	Deliver the region's Word for Word Non-fiction Festival annually.	Develop innovative program for 2018 in line with agreed Festival themes and plans required for effective production and delivery including sponsorship, people and volunteer plan. Explore funding options for festival 2019 and beyond. Manage delivery of the program within budget.		Successful delivery of 2018 event. Planning underway for 2019.
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.		Collection Development Policy scheduled for April 2019 Board Meeting. Collection Management Plan review work underway.
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.				
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 Develop evaluation framework.		Program planning and delivery aligned with vision, mission and annual priorities. of GRLC Evaluation Framework activity not yet commenced. Planned for second or third quarter 2019.
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.		Leopold Library opened December 2018 included dedicated Maker Space area. Equipped with Laser Cutter, 3D Printer, 3D Pens, Green Screen technology and a variety of Virtual Reality devices and laptops

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. Support and participate in the SLV Start Space Project.		High speed fibre internet connections being installed at all branches. Ongoing Library eKnow how programs supporting the benefits of co-working in a library environment developed and delivered to attract small/micro business users. The SLV Start Space project is targeting a Spring 2019 launch at the SLV. GRLC have applied to participate.
3.4	Develop digital hubs in community libraries including maker spaces and maker technologies.	Implement maker space at Corio Library.		Equipment purchased sewing and overlocking machines, 3d printer and plotting/cutting machine Programs developed for community use of the space and equipment Induction program developed to allow users to access the space and equipment independently
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.	Implement findings from the WAN pilot project in Corio, Belmont and Torquay and other branches. Develop project plan and implement recommendations following successful pilot project.		Networking equipment replaced at all branches. Installation of new fibre internet connections at all branches commenced. Ongoing
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. Implement service delivery at the Smythesdale's The Well.		Ongoing monitoring and assessment of new services offered by telcos to rural areas Smythesdale The Well service delivery implementation rescheduled for early 2019
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		Draft Strategy under internal review.
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. Implement systems as appropriate.		Review and scoping of CRM solutions commenced HR onboarding software reviewed OHS training software reviewed







3.9	Conduct ICT Standards Compliance Audit and address gaps and weaknesses.	Implement recommendations of audit in Yrs 2,3 & 4		Project commenced and ongoing.







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.









		2018/19 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.	Strengthen existing relationships and establish new partnerships with leading arts and cultural organisations. With creative industries organisations develop programs and activities for practitioners and audiences		Partnerships developed in 2018 manifested in a range of projects including those with Back2Back Theatre (CAMP), Geelong Gallery (Archibald Prize), City of Greater Geelong Arts & Culture Dept. (Geelong After Dark and Collaborative Marketing Group), Creative Vic and White Night (White Night), Deakin University (Word for Word National Non-Fiction Festival), National Museum of Australia (Australian of the Year exhibition). Cultural partnerships in 2019 will include those with ACMI (Oct), the Vigex International Photography exhibition (July), Barwon Legal Community Legal Centre (May exhibition,) Deakin University as part of Melbourne Design Week (March) and Word for Word (Nov).
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. Continue development of an annual Local Writers Showcase.		18% of all Author Talks across the network were local authors in 2018 Local Writers Showcase under development - planned for delivery in third quarter 2019.
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 promote the precinct and the work of partners. Undertake annual partnerships analysis to identify gaps and new approaches.		Archive Management System final stages complete and tested and ready to go live in February 2019.
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.		Not yet commenced.

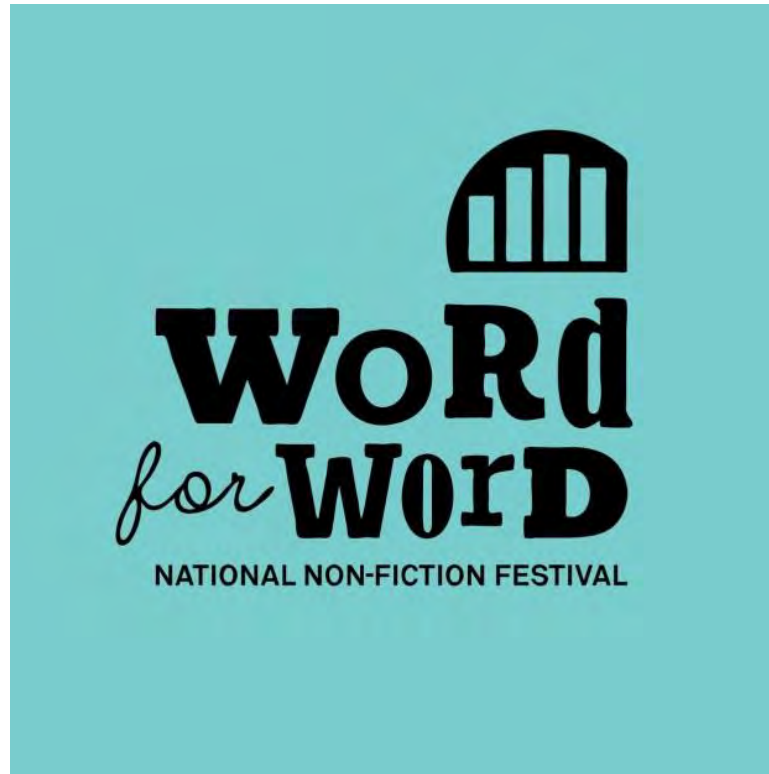
4.5	Explore funding opportunities to establish a Geelong Library and Heritage Centre Fellowship Program providing artists and scholars the opportunity to explore, repurpose or creatively respond to the collection.	Scope Fellowship Program including options and costs. Establish a framework / model for potential Fellowship funding.		Not yet commenced.
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. 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.		Final stages of GHC Archive Management System completed. Remembering the End Exhibition and Curator talks launched in the Reading Room - for exhibition across the network in 2019. Manager, Heritage Centre invited to present at the NSW GLAM Symposium. Site visits to Newcastle and Hobart undertaken to seek out best practice examples of regional heritage centres.
4.7	Improve discoverability and accessibility to the collection and archive by developing a Heritage Centre Collection Management System with public web interface.	Implement findings of pilot project to test and evaluate a new archive/collection management system.		Archive Management System final stages complete, tested and ready to go live in March 2019. Launch planned second quarter 2019.
4.8	Preserve regional memory by developing and implementing a Heritage Centre Digitisation and Preservation Plan including a fully integrated Digital Repository.	Implement the Heritage Centre Digitisation and Preservation Plan recommendations in reference to new collection content and records. Installations of a digital repository as part of the Geelong Honours Them project.		Not yet commenced.
4.9	Work with local history organisations and groups to capture, describe and increase access to the region's dispersed heritage collections and stories.	Commence and deliver phase one of the Geelong Honours Them Project. 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.		Year 1 of GHT Project completed successfully. Attendance at local History Group meetings. Meredith Historical Society records digitisation project ongoing.

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.

		2018/19 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.		On track. Several staff engaging with member Council Officers and projects.
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.		Not yet commenced. HC Collection & archive audit underway.
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.		Successful lecture series undertaken with Barwon Health, GMHBA and Geelong Sustainability Group in 2018. Key partnership with Deakin Uni as part of Melbourne Design Week and project-specific partnerships developed with Barwon Community Legal Service
5.4	Develop an Access and Inclusion Plan utilising the knowledge and expertise of regional partners including, multicultural, disability, education and community services organisations.	Adopt and Implement Access and Inclusion Framework and Plan to 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.		DAIP adopted by the Board. Access and Inclusion Framework in draft.
5.5	Establish Friends of Geelong Regional Libraries.	Expand Friends of Geelong Regional Libraries initiative including benefits available. Increase by at least 400 members in Year 2.		First anniversary 6 December 2018. Current total of 252 members - on target for Yr2 KPI.
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.		Project including statewide tendering process completed. Findings and outcomes pending.

5.7	In partnership with State Library Victoria and Public library 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. Active participation in direction setting and campaigns arising.		Active organisational participation in opportunities offered through all three streams. CEO
5.8	Undertake a comprehensive survey of the region's library community every two years and address findings and recommendations.	Undertake biennial library survey of the community September / October 2018 with analysis and report to the Board at Planning Workshop November 2018		Completed and an overall customer satisfaction rating of 95% achieved.
5.9	Ensure staff are part of relevant and aligned professional, planning and service networks.	Australian Library and Information Association and Public Library Victoria Network Special interest groups. Geelong region networks.		Staff members of the following SIGS: Collection & Information Services Children's & Youth Services Readers Advisory Community & Outreach Home Library Service
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.				
		2018/19 Actions	Result	Comments
6.1	Align our staffing, policies, systems, and processes with strategic priorities and community need.	Branch Staffing Review Continue implementation of HR Audit recommendations. Analysis of demographic and other data. Societal and library trends		Branch Staffing review underway. Implementation of new policies and procedures continues and is ongoing. Workforce Planning commenced including research.
6.2	Redevelop and implement performance management and appraisal systems that enable excellence in service delivery, career development and training opportunities.	Implement revised Performance Management and Appraisal System.		Completed with much improved results in Staff Engagement Survey.
6.3	Develop and implement and 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.	Undertake biennial Staff Engagement Survey. Develop and implement strategy.		Completed. Analysis and consultation on findings continues.

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.		On track. Included as training opportunity and workshop regularly held for management team. Four applications to Public Libraries Victoria and State Library of Victoria Shared Leadership Program recently submitted.
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.	Develop 2018/19 Marketing and Communications Plan.		Commenced Jan 2019.
6.6	Ensure financial sustainability through advocacy, alternative streams of funding and operational and financial efficiency.	Initiate and respond to opportunities for funding. Continue to review operations and structure for efficiencies.		On track and ongoing including statewide advocacy project, grant seeking and reviewing organisation systems and processes for efficiencies.
6.7	Review current financial services arrangements and services to ensure value for money and focus on GRLC priorities.	Commence Review and report findings and options to the Board.		Defer to 2019/20. Major project requiring significant allocation of staff time not available at present.
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.		Evaluation at program and service levels continues and improves, Organisation wide framework not yet commenced.
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 November 2018.		Completed and presented to Board. Met or exceeded all standards.
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.		Defer to 2019/20. Major project requiring significant allocation of staff time not available at present.
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.		Volunteer policies, procedures, recruitment practices all thoroughly reviewed. Increase in volunteers engaged and working in Heritage Centre, Home Library Service and Word for Word National Non-Fiction Festival.



Marketing & Communications 2018


Print Collateral

- ▶ Highlights brochure
- ▶ Quantity=12,000
- ▶ Highlighting special events, keynote speakers, sponsor acknowledgements
- ▶ Distributed to all branches, community groups, City of Greater Geelong customer service centres, sponsors and other cultural facilities.
- ▶ Featuring sponsors' logos front & back cover




Print Collateral

- ▶ Festival program
- ▶ Quantity = 200 x A3 plus pdf online for downloading
- ▶ Every speaker, every time, every session – complete program
- ▶ Printed copies handed out at launch event and over W4W weekend



Word for Word
NATIONAL NON-FICTION FESTIVAL

FRIDAY 16TH NOVEMBER 2018

Presented in partnership with Writers Victoria 

Festival Program.

Masterclasses.

Time	10AM - 1PM	10AM - 1PM	10AM - 4PM	10AM - 4PM	10AM - 4PM
10am	BANNOCKBURN LIBRARY 25-27 High Street, Bannockburn	GEE LONG LIBRARY & HERITAGE CENTRE 51 Little Malop Street, Geelong	BELMONT LIBRARY 163 High Street, Belmont	QUEENSCLIFF LIBRARY 55 Hesse Street, Queenscliff	KURRAMBEE MYARING COMMUNITY CENTRE 12 Merrilgig Drive, Torquay
11am	Greg Pyers - What fact means for fiction \$60/\$50	David Astle - Rewording the brain \$60/\$50	Toni Jordan - Introduction to editing your own work \$120/\$100	Lee Kofman - Writing the self in non-fiction \$120/\$100	Jo Case - Memoir Writing Essentials \$120/\$100
12pm					
1pm					
2pm	WALURN PONDS LIBRARY 230 Pioneer Road, Grovedale				
3pm	Bonny Cassidy - Ekphrasis \$60/\$50				
4pm					

Opening Night.

WURDI YOUANG The High Ground, Level 5, Geelong Library and Heritage Centre

7pm - 8.30PM

Opening Night - Helen Garner in conversation
Word for Word 2018 Opening Night features critically acclaimed author **Helen Garner** in conversation with Deakin University's Associate Professor **Maria Takolander**. In partnership with Express Media, the winner of the 2018 Scribe Non-fiction Prize for Young Writers will present a short reading from their work.
Presented in partnership with Deakin University's School of Communication and Creative Arts.

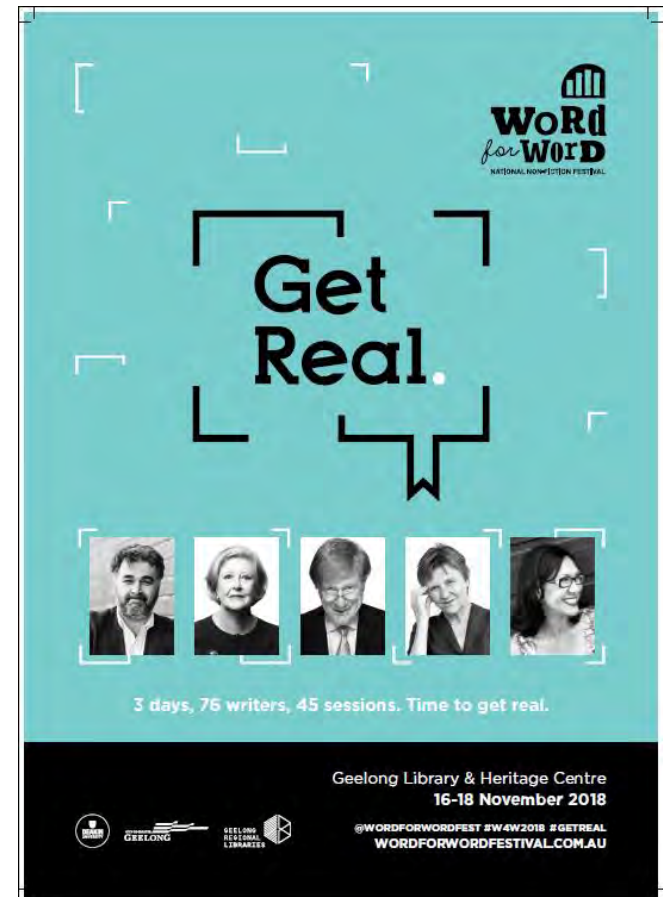
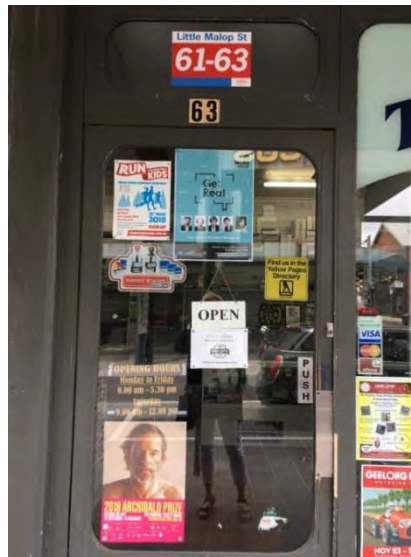
8pm

9pm

Tickets on sale now - www.wordforwordfestival.com.au

Print Collateral

- ▶ A3 Poster
- ▶ Quantity = 400
- ▶ Distributed to all library branches, community groups, City of Greater Geelong customer service centres, sponsors and other cultural facilities.
- ▶ Displayed in cafes, bookstores, shops, music venues, etc



Print Collateral

- ▶ Bookmarks
- ▶ Quantity = 15,000 printed
- ▶ Distributed to all library branches for insertion in non-fiction holds



Advertising

Print Ads

Surf Coast & Bellarine Times



BY ALANAH GREEN
Bradley Cooper and Lady Gaga come together to bring us this new iteration of *A Star is Born*.

In this tale, country rock star Jackson Maine (Bradley Cooper) must stand his ground in love with singing singer Ally (Lady Gaga).

With Jackson's help and encouragement, Ally moves from obscure folk to stadium superstar, not every night glamorous, Jackson struggles with alcohol and drug addiction, not every night sober, but also his relationship with Ally.

There are so many emotional highs and lows in this film. One moment, you're faced with Ally weeping Jackson and Ally perform on stage together. The next, you're sobbing as tragically drunk.

Both Bradley Cooper and Lady Gaga do wonderful jobs in their respective roles, managing to carry their characters through the story's emotional whirlwind.

Both their characters are flawed but you can't help but root for them. You cheer for Ally to overcome her phobias and find her voice, first, and, while you pity that Jackson does bring a drunken jerk so that his movie

genium any side can shine. We all know Lady Gaga's a great singer, but Bradley Cooper shows that he's got some singing chops too. As this is considered a musical, it's music needs to be on point and the film doesn't fail to deliver in this department. The songs that reflect Jackson and Ally's relationship are especially powerful.

The supporting cast also deserve nods, from Jackson's ex-wife (older brother and manager, Bobby (Sam Elliott)), to Ally's sweet-as-sugar best friend, Beth (Anthony Ramos). Everyone brings further levels to the two main

Overall, this was a moving film with the added bonus of having great music to enjoy. The story's sure to have a long haunting run, make you leave the cinema with tears streaming down your face.

★★★★★
OUT NOW
RATING: M
RUNNING TIME: 135 MINS

Get Real.

on Non Fiction

SOLD OUT

SOLD OUT

SOLD OUT

SOLD OUT

3 days, 76 writers, 45 sessions. Time to get real.

Visit wordforwordfestival.com.au for full program details and to purchase your tickets.

Geelong Library & Heritage Centre
16-18 November 2018

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NATIONAL
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Geelong Advertiser

SATURDAY NOVEMBER 3 2018 GEELONGADVERTISER.COM.AU

Global Google walkout

Fury at tech giant's action on sex harassment

THOUSANDS of Google employees joined a worldwide global walkout yesterday to protest at the US tech giant's handling of sexual harassment. A Google staff member out of the Silicon Valley "Googleplex" in solidarity with workers across the world, the company's chief executive Sundar Pichai said.

The walkout action was the first stage of a global walkout that began in Asia and spread to offices in Europe, Africa, and South America. Google had "shown a very fair" process, Pichai said, but employees were angry and frustrated with the company's handling of sexual harassment cases, such as the case of former Google employee and now Amazon CEO Jeffrey Bezos.

"At Google, we've set a very high bar and we clearly didn't live up to our responsibilities," he said in the New York Times.

Mr. Bezos has denied the allegations, claiming he was the victim of a "sexual campaign". Pichai said, "we were made aware of it in part of the walkout and 25 per cent of associates at Google."

Google's handling of the case was widely criticized for its lack of transparency and its failure to act on the findings of an internal investigation. Google's handling of the case was widely criticized for its lack of transparency and its failure to act on the findings of an internal investigation.

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Aussie gunned down in Greece

GREEK police are investigating the shooting death of an 80-year-old Greek Australian man in a seaside suburb of Athens.

Police said John Maris, who was visiting a friend on a Greek island, "I'm sure he was shot in his home in Vostiza in his car."

Maris had just had his car run into with a car in the park in Australia and Greece. Mr. Maris was once the target of an alleged murder plot in Sydney.

The apparently left his car to take cover but was shot four times with a rifle. He was killed and died at the scene.

Hunger crisis for 486m people

A UNITED Nations report says some 486 million people are malnourished in Asia and the Pacific and progress in addressing hunger is stalling.

The Food and Agriculture Organization report said more than half of all children in the world who were malnourished died in the region.

Food shortages without warning that caused government disaster was being worsened by food insecurity and malnutrition.

The report says people still need hunger was poverty and the need to access to good food, clean water and toilets.

Reef to outlaw toxic sunscreen

IT'S A BATTLE to protect coral reefs that drivers have dubbed the underwater Serengeti, the Pacific nation of Palau is set to ban many toxic reefs.

Palau's Environment Department is set to ban many toxic reefs. The ban will affect all tourists, including on the reef. The ban will affect all tourists, including on the reef.

Killer smiles as he is executed

A TENNESSEE prison inmate grins and waves goodbye yesterday before being hanged for the execution of the electric chair in the state of Tennessee.

Edward Zepherus, 61, was hanged in the state of Tennessee. The execution was the first since 1992.

Zepherus had opted for the electric chair over lethal injection, saying it would be a quicker and less painful way to die.

DOGGONE! POOCH FLIES TO Z IN HAND LUGGAGE

A US basketballer who flew to Brisbane with his pet dog in his hand luggage has run into trouble with the airline.

Patrick Patterson, 31, from the US, was on a flight to Brisbane. He was on a flight to Brisbane. He was on a flight to Brisbane.

Patterson's dog, a 13-year-old Golden Retriever, was on a flight to Brisbane. He was on a flight to Brisbane.

Get Real.

on Non Fiction

SOLD OUT

SOLD OUT

SOLD OUT

SOLD OUT

3 days, 76 writers, 45 sessions.

Geelong Library & Heritage Centre
16-18 November 2018

wordforwordfestival.com.au Tel: 4209 0500

ATTACHMENT 3

Advertising

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Get Real. on Non-Fiction

3 days, 76 writers, 45 sessions. Time to get real.
Visit wordforwordfestival.com.au for full program details and to purchase your tickets.

Geelong Library & Heritage Centre
16-18 November 2018

Karova Lounge

GIG GUIDE

16:00-18:00	KAROVA COMEDY CLUB
18:00-19:00	PACES
19:00-20:00	PRESS CLUB
20:00-21:00	SULLIVAN SHAPSON & THE TRIPLE DELTA
21:00-22:00	CC-DISCO!
22:00-23:00	PSYCROPTIC
23:00-00:00	DRUNK MUMS
00:00-01:00	SAINT IVORY
01:00-02:00	JIM MCGINNE & THE FAMILY DOG
02:00-03:00	LIME CORONA
03:00-04:00	WHITE BLANKS
04:00-05:00	BLEEDING KNEES CLUB
05:00-06:00	THE CHATS & PIST BROTTS
06:00-07:00	DEEP SEA BRIGADE
07:00-08:00	BLAZE FESTIVAL

karovalounge.com
100 CAMP AND HILLS STREETS BALLARAT
VIC 3640. TEL: 0546 761 142
F: 0546 761 139

TICKETS AVAILABLE THROUGH QCTIX

What's On Magazine



Word for Word National Non-Fiction Festival

16 - 18 November

This is Australia's only national literary event with a dedicated focus on non-fiction writing and ideas. Held from at the Geelong Library and Heritage Centre, the festival invites its audience to Get Real by facilitating robust, hard-hitting and frank discussions on a wide range of topics including racism, asylum seekers, social justice, Indigenous issues, true crime, artificial intelligence, memoir and so much more.

Seventy-six expert guest speakers will interrogate, examine and redefine key social issues over forty-five individual sessions held over three days. Presenters include Geelong born, critically acclaimed author Helen Garner, six-time Walkley Award winner Kerry O'Brien, feminist icon Clementine Ford, renowned historian Peter Cochrane, and writer and actor William Maines. All of the Festival sessions are individually ticketed, so you can attend as much or as little as you like.

Visit www.wordforwordfestival.com.au for full program details and to book your tickets.

Get Real. on Non-Fiction

3 days, 76 writers, 45 sessions.

Geelong Library & Heritage Centre
16-18 November 2018

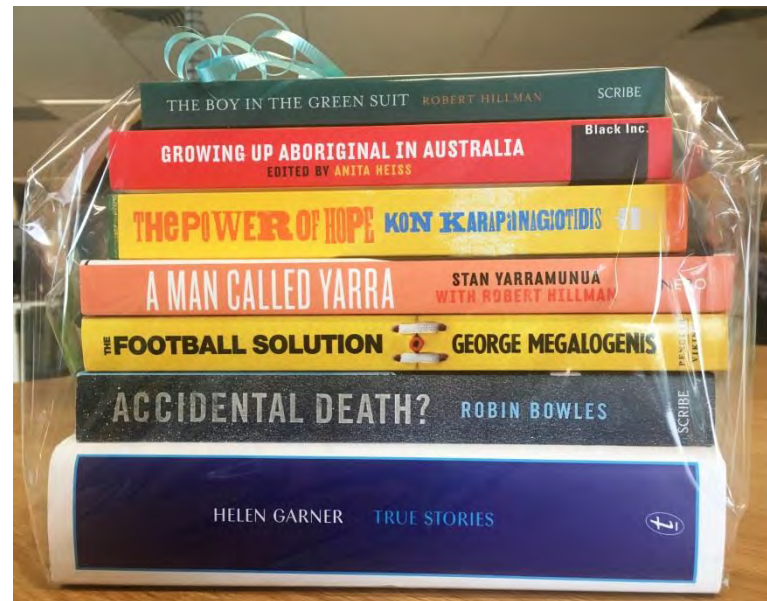
wordforwordfestival.com.au

Word for Word
NATIONAL NON-FICTION FESTIVAL

32 Events

Advertising

- ▶ Radio Ads
- ▶ BayFM sponsorship of event has included:
 - ▶ 52 x 30 second ads from 5–14 November
 - ▶ 5 x book pack competition giveaways
 - ▶ Interviews with Word for Word presenters/authors



Online Advertising

▶ ArtsHub Online

The screenshot shows the ArtsHub website homepage. At the top, there is a navigation bar with the ArtsHub logo and a menu including JOBS, NEWS, GRANTS, EDUCATION, MEMBERS, OPPORTUNITIES, and WHAT'S ON. A search bar is located on the right side of the navigation bar. Below the navigation bar, there are three featured articles:

- \$77 million distributed to over 9,000 regional community projects**
Since its inception in 2000, the Foundation for Rural & Regional Renewal (FRRR) has provided grants to improve the lives of those living in rural, regional and remote Australia.
- Word for Word Festival: getting real in the post-truth era**
Witness great writers and thinkers such as Helen Garner, Kerry O'Brien, Clementine Ford and the Hon. Bob Carr unpack the truth and "get real" with a range of intriguing topics.
- Standing tall on the national stage**
Yirra Yaakin is not only producing important and powerful work: the West Australian company is also nurturing the next generation of Aboriginal theatre-makers.

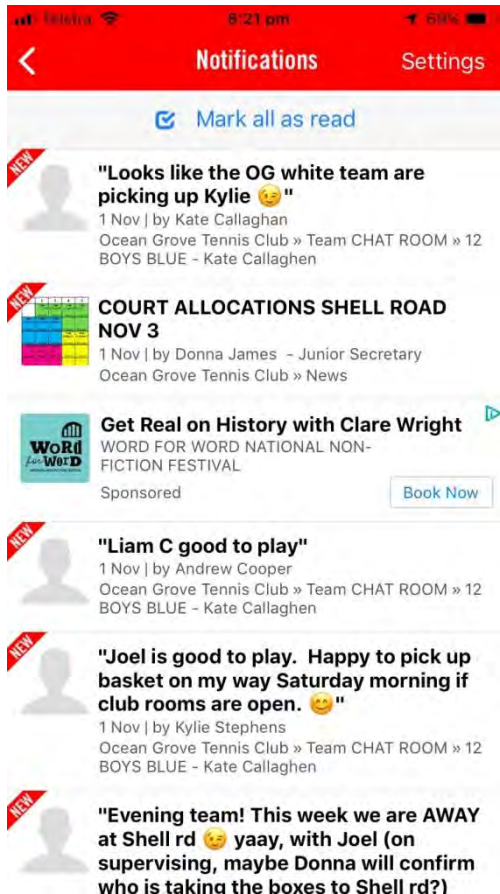
Below the featured articles, there is a navigation bar with links to CAREER, LATEST ARTICLES, VISUAL ARTS, PERFORMING ARTS, and GRANT FINDER. The main content area is titled "JOBS" and features three job listings:

- FEATURED JOB**
geelong performing arts centre
Director Production Operations
This new senior role will lead the delivery of exceptional service to all customers
- HOT JOBS**
Event Attraction Co-ordinator
Part Time
VIC
- LATEST PREMIUM JOBS**
Deputy Company Manager
Contract
Producer/Programmer in Centre for Theatre and Performance (casual role)

The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray displaying the time as 4:34 PM on 26/10/2018.

Online Advertising

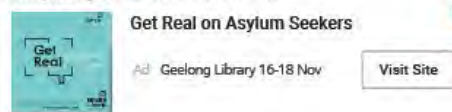
▶ Google Ads



Example of your native ad at 480x120



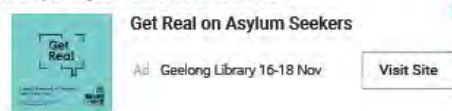
Example of your native ad at 373x160



Example of your native ad at 480x120



Example of your native ad at 373x160



Example of your native ad at 300x250



Example of your native ad at 300x250



Online Advertising

▶ Facebook Ads



Word for Word National Non-Fiction Festival
Sponsored · 🌐

See Helen Garner, Gillian Triggs, Kerry O'Brien, Anita Heiss, Hugh Mackay, Clementine Ford, William McInnes, Bob Carr - and more! Geelong Library & Heritage Centre from 16-18 November 2018

Get Real.

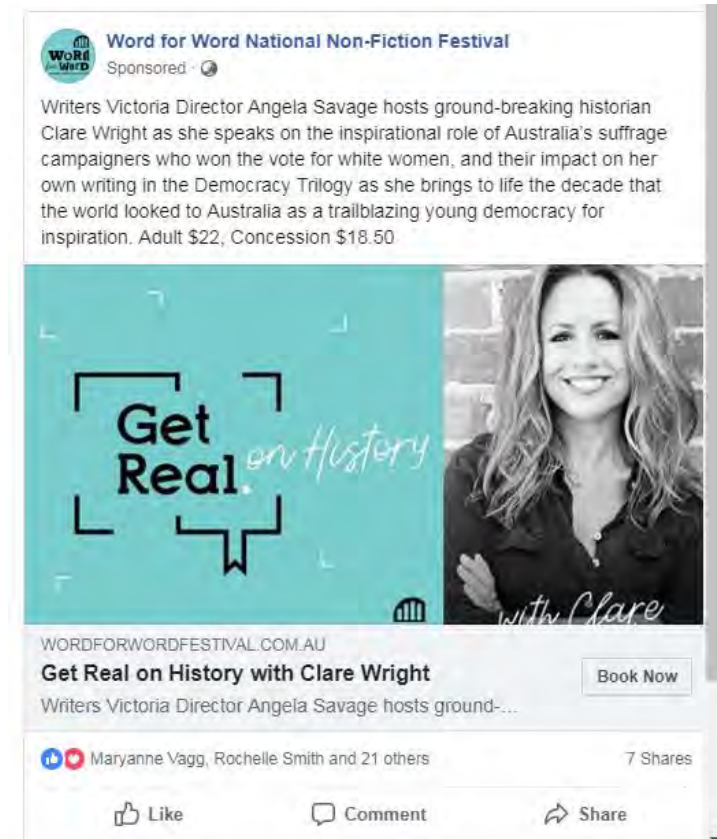
Word for Word
NATIONAL NON-FICTION FESTIVAL

3 days, 76 writers, 45 sessions.
Time to get real.

Geelong Library & Heritage Centre
16-18 November 2018

WORDFORWORDFESTIVAL.COM.AU
Tickets On Sale Now

Learn More



Word for Word National Non-Fiction Festival
Sponsored · 🌐

Writers Victoria Director Angela Savage hosts ground-breaking historian Clare Wright as she speaks on the inspirational role of Australia's suffrage campaigners who won the vote for white women, and their impact on her own writing in the Democracy Trilogy as she brings to life the decade that the world looked to Australia as a trailblazing young democracy for inspiration. Adult \$22, Concession \$18.50

Get Real. on History

with Clare

WORDFORWORDFESTIVAL.COM.AU
Get Real on History with Clare Wright [Book Now](#)

Writers Victoria Director Angela Savage hosts ground-...

👍❤️ Maryanne Vagg, Rochelle Smith and 21 others 7 Shares

👍 Like 💬 Comment ➦ Share

Signs

- ▶ X-display banners



- ▶ Library video walls & digital screens



Signs

- ▶ Roadside community promotion signs



- ▶ Dymocks book stores



Signs

- ▶ BayFM Digital Sign



Corner Moorabool & Malop Streets Geelong

Signs

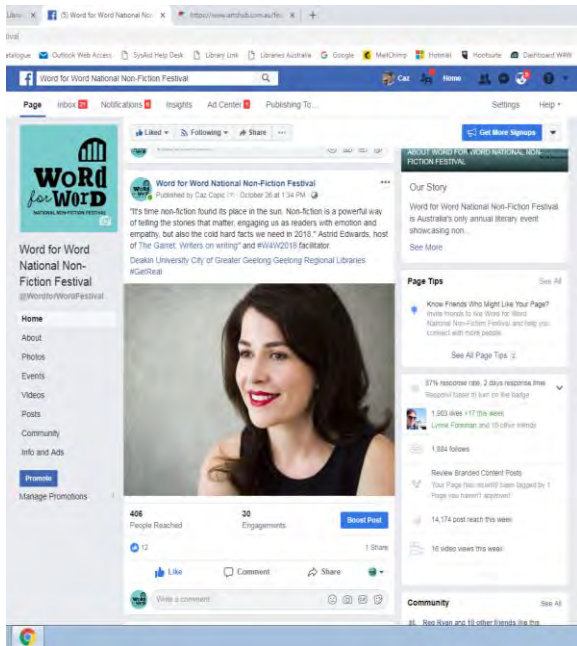
- ▶ Building Signage



- ▶ Pavement decal



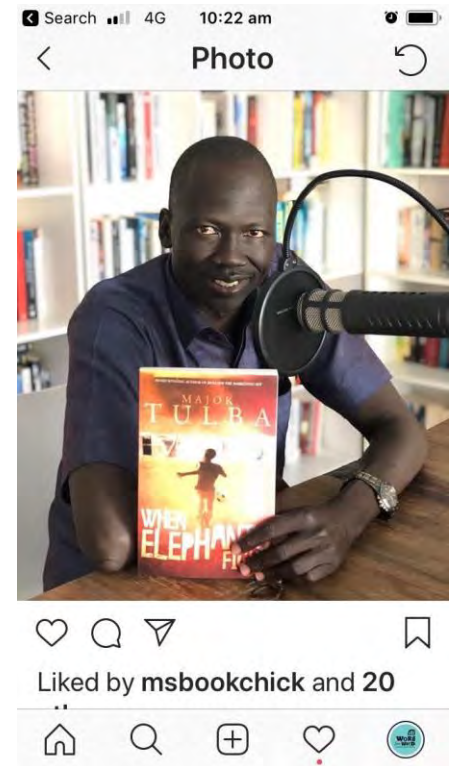
Social Media



▶ Facebook



▶ Twitter



▶ Instagram

Print Media

▶ Launch Event
- Friday 28 September 2018

08 NEWS

FRIDAY, 28 SEPTEMBER 2018 GEELONGADVERTISER.COM.AU

Garner to open writing festival

BY KAREN HARMAN. Helen Garner will return to her home town for the festival, and Deakin University's associate professor Robert Goff, festival director Katherine Kegg and Gillian Triggs will also be on hand to support the event. Photo by: JANE MCGONNELL

BY KAREN HARMAN

ACCLAIMED Geelong-born author Helen Garner will be the opening special guest presenter at this year's Word for Word National Non-Fiction Festival.

Garner will be the opening night event on November 18 at the Geelong Library and Heritage Centre, with a limited number of tickets expected to sell quickly.

The multi-award-winning writer will be in Geelong to discuss her latest book, *Deep Time Drawing*, and to share her thoughts on the Hemingway Girls' Grammar School before heading back to Melbourne.

Garner's many books include *The House of Grief*, which follows the funeral after Robert Farquharson was hit through young car into a tram near Yruethina.



On Father's Day, 2015, Helen Garner was hit by a car while walking home from work. She was awarded the 2015 Walkley Award for Best Crime Reporter for her book *Deep Time Drawing*.

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Deakin rated top in nation

TAMARA MCGONNELL

DEAKIN University has placed first in a national ranking of sport science schools and departments for the first year in a row.

Shanghai Ranking's Global Ranking of Sport Science Schools and Departments ranked Deakin at No. 1 in Australia, and third worldwide.

Deakin Head of School of Exercise and Nutrition Sciences, Alfred Dickie, said the university has cemented its position among the world's best.

"We are also delighted to place our research in the world's top 100, just behind our important research partner, the University of Copenhagen and the Norwegian School of Sport Sciences," Professor Crawford said.

"This is the first time in our short history that our School of Exercise and Nutrition Sciences has been rated as the very best in Australia," he said.

"As a product of all teaching, research and support networks to assist our School of Exercise and Nutrition Sciences.

"The fact we have placed number one in a national ranking is a real achievement for our school, and a reflection of the hard work and dedication of all staff and students who have all contributed to this success."

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COUNCILLOR COLUMN



Have your say on places and spaces

Did you know that the City of Greater Geelong maintains more than 300 community buildings, 270 playgrounds and more than 2,000 hectares of open space across the region?

They are large numbers, and at the moment we're creating a new plan for how we manage these places and spaces, and where we'll need to focus our investment in the coming years.

We're calling for the community's input into this plan, and we want as much feedback as we can possibly get.

This is an important opportunity to have your say on things such as halls, swimming pools, youth spaces, kindergartens, libraries, sporting facilities and much more.

If you think you need more of any of these things in your area - make sure you visit pegsurvey.austliia.com.au/journey or access via the Geelong City smartphone app, and complete the 'Community Places and Spaces' survey.

Printed copies of the survey are available at all City of Greater Geelong customer service centres and at libraries.

The responses will give us a good idea of the priorities in each part of the region, which will guide our decision making.

Our places and spaces are where we get involved in the community, form social connections, and improve our physical and mental wellbeing.

That's why this is such an important project for Council and the region. We'd love to have your input.

A new 'youth voice' for Greater Geelong

On October 15 we'll open nominations for a new Greater Geelong Youth Council. This is an exciting chance for young people in our region to

get involved in the issues and decisions that matter to them. The Youth Council will be open to 13- to 17-year-olds, and will feature 12 junior councillors - three from each of the five Council Wards in the region. Nominations will be voted on by members of youth advisory groups within their ward, and the 12 successful candidates will then elect a Junior Mayor.

The Junior Mayor will report to Council quarterly, and because this will be an official advisory committee, it will have a greater impact on the decisions we make. We're looking for a diverse range of nominees representative of the entire region, so if you're interested or know someone who might be, please encourage them to nominate via pegsurvey.austliia.com.au from October 15.

Celebrating our heritage in all its forms

I've recently been appointed Chair of the Greater Geelong Heritage Advisory Committee.

This is an honour, and will allow me to delve deeper into some of the work I'm already doing as Chair of Council's Arts, Culture and Heritage portfolio. What we think of heritage, often we think about historic buildings. But it is actually much broader than that, and can also include landscapes, cultural, historical and natural environment elements. On the Bellarine, for example, a lot of work has been done to restore the land from the days of early settlement. A number of farms, creeks and erosion gullies have been remediated with the planting of indigenous species.

Another example - the Bellarine Vintage Machinery Group is looking for a home for its historic machinery, which it puts on display to the community regularly. They're one of a number of community groups looking for suitable land or venues for their activities, and I'm hopeful we can help. I'm looking forward to working with all of the representatives on the committee to promote and celebrate our region's heritage.



The 2018 Word for Word Festival, Australia's only dedicated non-fiction literary festival, was launched last week.

An arts and culture destination

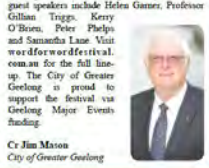
Geelong is proving a reputation for its arts and culture events, and we're in a particularly exciting time on the calendar at the moment.

The Geelong Gallery is playing host to the Anishold Prize exhibition, Australia's premier portrait competition. White Night is set to light up the streets of central Geelong on 13 October, and the Geelong Library and Heritage Centre will host the Word for Word Festival from 16-18 November.

All of these events are well worth making the trip into town to see.

The Word for Word Festival is Australia's only dedicated non-fiction literary festival. I attended the launch late last week, and the program is outstanding, with a varied range of speakers

who are sure to provoke plenty of thought and discussion. I've read Billy Griffiths' excellent book, *Deep Time Drawing*, so I'm particularly looking forward to seeing him speak. Other guest speakers include Helen Garner, Professor Gillian Triggs, Kerry O'Brien, Peter Phelps and Samantha Lane. Visit wordforwordfestival.com.au for the full line-up. The City of Greater Geelong is proud to support the festival via Geelong Major Events funding.



Cr Jim Mason
City of Greater Geelong

Surf Coast Times - Thurs 4 Oct

Helen Garner to headline Word For Word

BY JAMES TAYLOR

AUSTRALIAN author Helen Garner has been revealed as the star attraction at this year's Word for Word National Non-Fiction Festival in Geelong.

The award-winning author will return to her hometown of Geelong to headline the opening night event at the Geelong Library and Heritage Centre, which is expected to sell out.

"We are excited to be bringing Helen Garner back to her home town and are grateful to Deakin University's School of Communication and Creative Arts for partnering with us to present this Opening Night special event, which will feature Ms Garner in conversation with Deakin University's Associate Professor Maria Takalander," Word for Word Festival Advisory Committee chair Cr Margaret Smith said.

"Also taking place on the night will be the announcement of the winner of the 2018 ScribE Non-Fiction Prize for Young Writers, who will be invited to present a short reading from their winning piece at the event."

Garner was born in Geelong and attended Menzies Heights State School, Ocean Grove State School and then The Hemingway Girls' Grammar School in Geelong before leaving at the age of 18 to study at the University of Melbourne. She is an award-winning novelist, short-story writer, screenwriter and journalist and her books include *Monday Grip*, *The Children's Bach*, *The Spare Room* and *This House of Grief*.

Now into its fifth year, Word for Word is Australia's only non-fiction festival and is presented in partnership with Geelong Regional Library Corporation, the City of Greater Geelong and Deakin University.

This year's festival will run from November 16-18, with 76 speakers across 45 individual sessions, including masterclasses, forums, keynote addresses and panel discussions.

"Presenters include distinguished advocate for Indigenous Australia Professor Marcia Langton, six-time Walkley Award winner Kerry O'Brien, feminist icon Clementine Ford, renowned historian Peter Cochrane, and writer and actor William McInnes," Cr Smith said, adding that the theme for this year was "Get Real".

"We are aiming to facilitate robust, hard-hitting and frank discussions on a wide range of topics including racism, asylum seekers, social justice, Indigenous issues, true crime, artificial intelligence, memoir and so much more."

For tickets and more information, head to wordforwordfestival.com.au.



Margot Smith speaks at the Word For Word launch.

Surf Coast Times - Thurs 4 Oct

ATTACHMENT 3

Geelong Advertiser - Fri 28 Sep

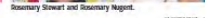
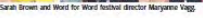
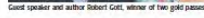
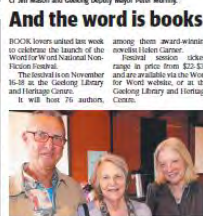
Print Media

▶ Launch Event

16 PEOPLE

THURSDAY OCTOBER 4 2018 GEELONGADVERTISER.COM.AU

SEE GT SOCIAL SCENE EACH SATURDAY



▶ Lead Up to Festival



Australian literary powerhouse Helen Garner, distinguished advocate for Indigenous Australia Professor Marcia Langton, six-time Walkley Award winner Kerry O'Brien, feminist icon Clementine Ford, renowned historian Peter Cochrane, and writer and actor Peter Phelps are just some of the big names set to grace the literary stage at the 2018 Word for Word Non-Fiction Festival, Geelong.

"It's an exceptionally rich and diverse offering of literary talent leading to early bird tickets selling faster this year than ever before," Geelong Regional Library Corporation deputy chair Cr Margaret Smith said. The announcement that Helen Garner will return to her hometown to open the festival has elicited an enormous response

with her session completely sold out. Word for Word is the only dedicated non-fiction writing festival, inviting audiences to "get real" and is setting the stage for robust and challenging discussion here in Geelong. Thought-provoking discussions include the #METOO and #TIMESUP movements are proving extremely popular, with organisers urging people to book early. "The festival has been building momentum since it began in 2014 and has established Geelong as a significant place in the literary world. Numbers are expected to increase from 8,000 last year." This year the annual Great Debate will revolve around whether novels are dead in the digital age. And new to the festival this year, the Bad Darlies Salon will wrap up the festival on Sunday afternoon. For a full program and to book tickets, visit wordforwordfestival.com.au.

Dutch travel show passing through

Dutch Travel Show 3 Op Reis, translated to Channel 3 Travels, is coming to Australia in November to film six episodes along the southern Australian coastline, including one on the Great Ocean Road between November 12-14.

They are on the lookout for unique and interesting people that represent Australia and the region. This could be a wildlife rescuer, a barbecue champion, a local fisherman, or a local celebrity. Could this be you? If you believe you are what they are

looking for, share a quick video story with the *Times News Group's* Facebook/Instagram pages (search Surf Coast Times and Bellarine Times) and we will put you up for nomination. Entries close on October 24. The producers are also looking for suggestions on where they should visit in the region, including off the beaten track places and our beautiful local sights. Share your thoughts on where they should go via our Facebook/Insta pages to help our Dutch friends on where to best capture the essence of the Great Ocean Road.



Dutch Show 3 Op Reis coming to the Surf Coast. The show's host, Menke de la Rive Box, is pictured here.

Surf Coast & Bellarine Times – Thurs 18 Oct



THE WORD ABOUT TOWN

The program for this year's Word for Word National Non-fiction Festival has been announced. The November 16-18 event is Australia's only literary event with a dedicated focus on non-fiction writing and ideas. Featuring this year is Helen Garner, Anita Heiss, Gillian Triggs, Kerry O'Brien, Clementine Ford, Bob Carr and many more. For a copy of the program and to book tickets, visit wordforwordfestival.com.au



GT Magazine – Sat 20 Oct

Print Media

► November 2018

IN PROFILE

GAME CHANGER

AWARD-WINNING JOURNALIST SAMANTHA LANE IS A HOUSEHOLD NAME WHEN IT COMES TO FOOTY REPORTING. BUT, AS SHE TELLS STEPHANIE AZZOPARDI, FATE AND INTUITION PLAYED A HAND IN HER CAREER OF CHOICE.



SAMANTHA Lane (above) after she and sister Stephie (left) started their label brand.

"I can't be bothered to do the fashion bits, I'm a reporter," she says. "I'm a reporter and a fashion designer. I'm a reporter and a fashion designer. I'm a reporter and a fashion designer."

"I WAS SO MOVED BY THE LAUNCH OF THE AFL WOMEN'S LEAGUE THAT I KNEW BEFORE IT HAPPENED IT WAS GOING TO BE A GAME CHANGER."

She was moved by the launch of the AFL women's league. She was moved by the launch of the AFL women's league. She was moved by the launch of the AFL women's league.

GT Magazine

GT Magazine – Sat 3 Nov

Month to find the festival to suit you

IF you can't find anything to do this month, you aren't trying hard enough. Festival season kicks off today, with a flurry of events over the next few weeks.

The Lost Lands, Werribee, today and tomorrow: Adults will come for the top-class musical talent, featuring Tim Finn, You Am I et al, while their young kids will be engaged with a dizzying array of entertainment.

Word for Word National Non-Fiction Festival, November 16-18: The fifth annual non-fiction literary event takes over the various spaces of the central Geelong library for a range of challenging and entertaining conversations and debate. Helen Garner, Bob Carr, Clemantine Ford and Gillian Triggs are among the presenters.

Loch Art Music Festival, Princetown, November 16-18: A new boutique festival based at Kangarooie camp ground on the Great Ocean Road, Loch Art will offer Last Dinosaurs, WAAX, Pres's Club and more.

River Rocks Rehab, November 18: River Rocks is sold out the day before, but it won't be hard to back up for a Sunday recovery session with Geelong Legends Magic Dirt returning to the Barwon Club. They'll be joined by Cosmic Psychos, The Cats and others.

Queenscliff Music Festival, November 23-25: A mainstay on the local scene, QMF is always a highlight on the calendar. Courtney Barnett, Sarah Blasko, Jen Cloher, The Black Sorrows and Dan Sultan feature on the huge bill.



Sarah Blasko is performing at the Queenscliff Music Festival. Picture: JAMES CROUCHER

Geelong Advertiser – Sat 3 Nov

Come + PLAY with us at GOOSE

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www.goosestore.com.au

WORD FOR WORD NATIONAL NON-FICTION FESTIVAL RETURNS

Australia's only national literary event with a dedicated focus on non-fiction writing and ideas. Word for Word will be held from 16-18 November 2018 at the Geelong Library and Heritage Centre.

Presenters in the Geelong Arts Centre will include author Helen Garner, Helen Mackay, Anneli Selzer, Barry O'Brien, festival coo Clemantine Ford, married historian Peter Cookley, and several other William Melrose.

The festival invites its audience to get real by discussing culture, politics and social change on a wide range of topics including racism, police reform, social justice, indigenous issues, the arts, political and legal, mental health and more.

All of the festival activities are individually listed on our website for an exact location and time. We'll see you there!

Word for Word is a proud partner of the Geelong Library and Heritage Centre.

ATTACHMENT 3

Forte – Thurs 1 Nov

Print Media

▶ November 2018

Sports ground upgrades get council approval

NEWS 07

Geelong's new sports ground, the Geelong Sports Ground, has been given the go-ahead by the City of Geelong council. The \$45 million project, which includes a new stadium, will be completed in 2023.

Further falls expected
Petrol prices take a tumble

NEWS 07

The good word on festival

HELEN FINDS HER THRILLS BY BAY

NEWS 21

HOME COMING: Helen Garner opens the Word for Word festival. Picture: GLENN FERGUSON

RUSTY WOODGER

A BUMPER crowd packed into Geelong library last night to hear from homegrown author Helen Garner at the launch of Australia's only nonfiction writing festival.

Garner is a headline feature at this year's Word for Word event, which started yesterday and runs until tomorrow.

Speaking in front of more than 200 guests, the award-winning author opened up about her memories of growing up in Geelong.

She touched on her early years spent in Manifold Heights, while guests also heard about Garner's old part-time job at a book store on Ryrie St, years before she hit fame.

"I don't know what to say about Geelong... I'm from here," she said.

"Looking at the boy just before — I felt this thrill. It's beautiful."

"I swim in it a hell of a lot at Eastern Beach," Garner said she found

the "Me Too" movement "thrilling" but that there were some extreme cases that took it too far.

"There's always somebody who wants to hitch their wagon to whatever star," she said.

Referencing sacked ABC boss Michelle Guthrie's complaint that ABC chairman Justin Milne inappropriately rubbed her back, Garner said: "Comon sister, that's pathetic."

The 76-year-old is known for novels including *Monkey Grip*, *The Children's Bach* and *The Spare Room*.

In 2014, she also published *This House of Grief*, which covers the murder trial of Winchester man Robert Farquharson.

The Word for Word festival features more than 70 of Australia's most intriguing writers, thinkers and personalities.

More than 35 events are being held across three days.

For more details, visit www.wordforwordfestival.com.au

Geelong Advertiser - Sat 17 Nov

Geelong Advertiser - Thurs 15 Nov

Hanging on every word

Thousands flock to city's literary festival

OLIVER WOOD

MORE than 8000 people showed up to the city's literary festival on Saturday night, and the event was a huge success for the organizers.

The three-day event at the Geelong Library and Heritage Centre in Australia's only dedicated writing festival and featured 26 presentations including Gillian Triggs, Clemantine Ford and Helen Garner.

Festival director Maryanne Vagg said the event was a brilliant success and drew more than 1500 people on Saturday.

"We're a little bit ahead of ourselves but we've had such positive feedback from people about the festival," she said.

"The buzz around the library has been so positive. We've had some fantastic authors and it's really come into its own this year."

The festival included author discussions on a range of issues including the #MeToo movement, history, racism, indigenous issues, systemic racism, social research, true crime and artificial intelligence.

"We Vagg said the library festival highlighted people's desire to discuss important topics.

"In an age where there's a blurred line between real and not real and people are hungry to talk about issues, and some of our best attended authors were about the hardest hitting topics," she said.

"It's really getting conversations out in the open that you might normally have around the water cooler."

Ms Vagg said the festival had received a lot of media popularity each year since it began five years ago, and had become an iconic Geelong event.

"It's both a really exciting production because we have a lot of volunteers for the weekend and there's been a great collaboration with iStock," she said.

"There's been people who've come from Melbourne and said there's nothing like the buzz here and we'll be back again next year."



Author and actor Helen Garner at yesterday's Word for Word festival. Picture: IAN ...

Geelong Advertiser - Mon 19 Nov

PEOPLE

SEE IT SOCIAL BEING EACH SATURDAY!

Write stuff

ATTACHMENT 3

Geelong Advertiser - Fri 23 Nov

Print Media

▶ November 2018

Geelong Indy
Friday 16 November 2018 5249 8700 indy@geelongindy.com.au geelongindy.com.au

Write on!
Local authors and poets share their work in this special section. Includes: 'The Last Days of Pompeii' by Sarah-Jane Smith, 'The Last Days of Pompeii' by Sarah-Jane Smith, 'The Last Days of Pompeii' by Sarah-Jane Smith.

Public urged: 'Dob' after drug bust
By Luke Wright
Police will today launch a 'Dob' in a major campaign after officers arrested a woman during a November raid.
The 35-year-old is believed to be a drug dealer based in the area. She was arrested in 2017 and caught in a similar bust during the last year. Police are now looking for a large amount of drugs in the area.

CRIME STOPPERS
1800 333 000
VICTORIA

'BIG UGLY BOX' RUINS DREAM HOME PLANS

BOY THROWS SWITCH ON CHRISTMAS

JULIA HAVING A WIZ ON THE WATERFRONT

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• Australian Window Treatments

Geelong Indy - Fri 16 Nov

GEELONG REVIVAL MOTORING FESTIVAL

300 CLASSIC CARS + MOTORCYCLES RACING ON TRACK + 600 CLASSIC & EXOTIC CARS + BIKES + CARAVANS + BOATS ON DISPLAY + FRIDAY NIGHT CITY CRUISE + VINTAGE FASHION AWARDS + RACING LEGENDS + MOTORCYCLE MECCA + TRADE SHOW AND EXPO + PIT LANE ENTRY + FOOD TRUCKS + BARS + STUNTS + DEMONSTRATIONS + JAGUAR TEST DRIVES

Talk about a lot of issues

NEWS
The festival-goers enjoy last year's Great Debate.

BY MANNAH KENNY
THIS year's Word for Word National Non-Fiction Festival - which will be hosted at the Geelong Library and Heritage Centre - features a number of big-name writers in Australian literature, including Helen Garner, Professor Maria Langton, Kerry O'Brien, Catherine Field, Peter Cochrane and Peter Pelepp, alongside 76 presenters across 45 events.
Making its fifth appearance and heading to Geelong from Friday November 16 until Sunday November 18, the festival will focus on non-fiction writing in all its forms, whether it be in memoir, biography, journalism, history, travel, song-writing or poetry.
"Word for Word Festival advisory committee chair Dr Margot Smith said the line-up for this year's festival had attracted a rise in ticket sales in comparison to previous years.
"It's an exceptionally rich and diverse offering of literary talent, it's little wonder early bird tickets are selling faster this year than ever before," she said.
In what is an exclusive event given it is Australia's only non-fiction writing festival, entry to Geelong-born Helen Garner's opening night has reached capacity.
With recent social movements including #METOO and #TIMESUP making headlines in breaking down taboo barriers, this year's festival is encouraging audiences to participate in hard-hitting topics of discussion.
History, racism, Indigenous issues, asylum seekers, social research, true crime, artificial intelligence, memoir and more thought-provoking ideas will be the centre of various panel discussions scheduled over the course of the weekend.
"Word for Word is setting the stage for robust and challenging discussion here in Geelong," Dr Smith said.
"The festival has been building momentum since it began in 2014 and has really established itself as a significant place in the literary world. We expect to increase significantly on last year's numbers, which saw 8,000 people visiting the Geelong Library and Heritage Centre over the three days of the festival."
"The annual 'Great Debate' - which is locked in for the festival's Saturday evening - will reveal second whether novels are facing extinction in the digital age."
In a festival first, the Bad Diaries Salon, sponsored by this paper, will conclude the weekend on Sunday afternoon as a program addition. Dr Smith believes festival-goers will thoroughly enjoy.
"Involving master storyteller William McInnes, YA author Sue Lawson, award-winning broadcaster Joel Carnegie and writer and editor Jo Cass, this special closing session promises to be a lot of fun, with presenters sharing some of the most hilarious excerpts from their teenage diaries," she said.
For a full program and to book tickets, visit wordforwordfestival.com.au.

YILKE SERVICES
Coaches replace trains on the Geelong line
Saturday 17 November and Sunday 18 November
Use the train tracks, coaches will replace trains between Geelong and Warrnambool.
Coaches to Geelong will depart approximately 15 minutes earlier than the train timetable.
For more information visit vlns.com.au call 1800 800 007 or follow us on Twitter @vlns_geelong

NOV 23 - 25 2018
WATERFRONT GEELONG, VICTORIA

Geelong Indy - Fri 16 Nov

Truth if you dare: Word for Word on this weekend



Festival-goers enjoy last year's Great Debate.



William McInnes will feature in a festival first - the Bad Diaries Salon.

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Surf Coast Times - Thurs 15 Nov

EYEING the weekend

FRIDAY 16/11
SunSets at Torquay Hotel
Bon Seeka will kick off the local leg of the Coronas SunSets series today at the Torquay Hotel. Massive crowds are predicted to take in sounds of the Aussie synth duo. The pair have dominated national airwaves and featured on triple j's Hottest 100 with their electronic 'hip hop hits. In pairing up with Corona the group will join several notable Aussie acts who have toured as part of the series in the past, including Portugal. The Man, Covid Control, The Rubens and most recently Touch Sensitive. For more information go to torquayhotel.com.au.

SATURDAY 17/11
Workshop and market
Basil's Farm is holding their Get Ready for Summer Gardening workshop today. Running from 10am until 12pm, the cost is \$40 per person or \$70 inclusive of lunch (with three choices available) and a glass of wine/ coffee. The workshop will cover garden preparation for summer, head to basilsfarm.com.au for more information. Meanwhile, in Torquay the Cowrie Market returns to The Esplanade running from 9am until 4pm serving us live music, local art, craft, jewellery, vintage, plants and fresh produce. Search 'Cowrie Market' on Facebook.

SUNDAY 18/11
Final day of Word for Word
The last day of the Word for Word Non-Fiction Festival is taking place today. The festival is Australia's only national literary event with a dedicated focus on non-fiction writing and ideas. Passionate presenters and robust questions create a platform for discussion, dialogue and debate on a variety of subjects. The weekend's sessions are held at the iconic Geelong Library & Heritage Centre and are packed with fascinating discussions through a series of in-conversation, panels, keynote addresses and the comic brilliance of the Great Debates. For a full literary head to wordforwordfestival.com.au.

Surf Coast Times - Thurs 15 Nov

ATTACHMENT 3

Media

▶ Radio:

- ▶ 774ABC – David Aistle interview with Rick Morton re Word for Word (both Festival Presenters) – 10 October
- ▶ Radio National – Interview with Jenny Ackland and William McInnes – 13 November
- ▶ BayFM – Interviews with Festival Presenters William McInnes and Peter Phelps – week prior to Festival

▶ Online:

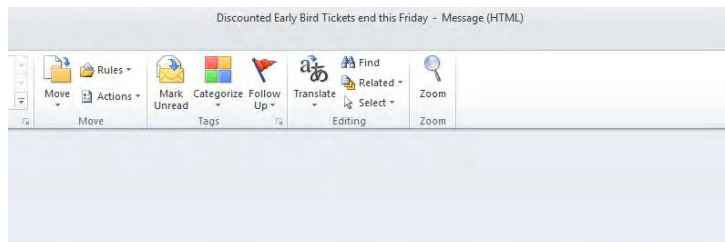
- ▶ CutCommon online classical music Magazine – interview with Festival Presenter Eddie Ayres

The screenshot shows the CutCommon website interface. At the top, the date '11/9/2018' and the page title 'Writer and musician Eddie Ayres turns the page | CutCommon' are visible. The main header features the 'CutCommon' logo with the tagline 'THE NEW GENERATION OF CLASSICAL MUSIC'. Below the header is a navigation menu with links for 'SUBSCRIBE', 'ARTICLES', 'REVIEWS', 'CLIPS', 'WORKS', 'CLASSES', 'EVENTS', 'CLUB', and 'CONTACT'. A search bar is located on the right side of the page. The main content area displays the article title 'Writer and musician Eddie Ayres turns the page' with a sub-headline 'BY STEPHANIE EDWARDS' and a date 'November 6, 2018'. A portrait of Eddie Ayres is shown below the title. To the right of the article, there are social media sharing options for 'TWITTER' and 'FACEBOOK', along with a 'Like this page' button. The article text begins with 'From presenting on ABC Classic FM to making music as an orchestral player... and teaching music in the war zones of Afghanistan - the string player has travelled the world to share his passion for stories.'

ATTACHMENT 3

Newsletters

- ▶ To Word for Word Subscribers – every two weeks



Early Bird tickets close Friday



- ▶ To Dymocks Subscribers



Get Real at Word for Word





WoRd
for **WoRd**

NATIONAL NON-FICTION FESTIVAL