



BOARD AGENDA

MEETING OF THE
GEELONG REGIONAL LIBRARY
CORPORATION

Thursday 26 June 2025, 5.30pm

Geelong Library and Heritage Centre
Boardroom and MS Teams

The Geelong Regional Library Corporation acknowledges the Wadawurrung People of the Kulin nation, and the Gulidjan and Gadubanud Peoples of the Maar nations as the Original Owners of the lands on which our library services operate. We pay respect to Elders past, present and emerging. We acknowledge and celebrate First Nations Peoples of this land as the custodians of learning, literacy, knowledge and story.





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ATTACHMENTS

ATTACHMENT 1	DRAFT MINUTES OF GRLC BOARD MEETING 1 MAY 2025
ATTACHMENT 2	DRAFT LIBRARY PLAN SUMMARY
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SECTION A - PROCEDURAL MATTERS

1. ACKNOWLEDGEMENT OF COUNTRY
2. ATTENDEES

BOARD MEMBERS	
Cr Isabelle Tolhurst	Borough of Queenscliffe
Cr Elise Wilkison	City of Greater Geelong
Cr Emma Sinclair	City of Greater Geelong
Cr Rowan D. Story AM RFD	City of Greater Geelong
Cr Trent Sullivan	City of Greater Geelong
Cr Mick McCrickard	Colac Otway Shire
Cr Owen Sharkey	Golden Plains Shire
Cr Liz Pattison (Chair)	Surf Coast Shire
COUNCIL OFFICERS	
Damian Waight	General Manager, Community Life, SCS
Amie Higgs	Manager Community Participation, CoGG
Anthony Basford	Executive Director City Life, CoGG
Gayatri Baskaran	Finance Coordinator, CoGG
Ian Seuren	General Manager Development & Community Services, COS
Martin Gill	CEO, BoQ
Lynnere Gray	Director Corporate Services, GPS
GRLC Officers	
Vanessa Schernickau	Chief Executive Officer
Skye Wilson	Director, People, Culture and Strategic Engagement
David Semmens	Director, Community Experience
Robbie Cullen	Director, Finance and Digital
Vanessa Rechichi	Executive Assistant
Guests	
Peter Thomas	Peter Thomas Executive HR Consulting
Betsy Anderson	Clear Advice & Strategy
Bernadette Thomas	Clear Advice & Strategy



3. APOLOGIES

Amie Higgs

4. INTERESTS, CONFLICTS OF INTEREST AND PECUNIARY INTERESTS

5. CONFIRMATION OF MINUTES DATED 1 May 2025 (ATTACHMENT 1)

Recommendation:

That the draft minutes of the Board Meeting held 1 May 2025 be confirmed.



SECTION B – PRESENTATIONS

HEALTH, SAFETY AND WELLBEING FRAMEWORK (CONFIDENTIAL)

Peter Thomas, Peter Thomas Executive HR Consulting

HEALTH, SAFETY AND WELLBEING FRAMEWORK REPORT (CONFIDENTIAL)

Skye Wilson, Director People, Culture and Strategic Engagement

Recommendation

That the HSW Framework update be noted, with continued support for the implementation of best-practice HSW processes and leadership engagement.

SECTION B – PRESENTATIONS

DRAFT LIBRARY PLAN

Betsy Anderson & Bernadette Collins, Clear Advice & Strategy

GRLC DRAFT LIBRARY PLAN REPORT

Vanessa Schernickau, Chief Executive Officer

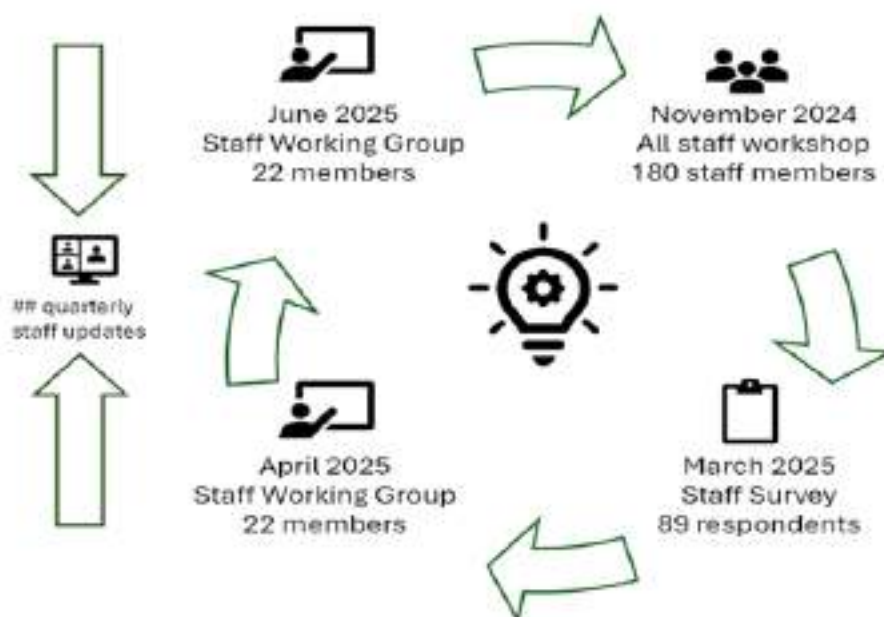
Recommendation

That the Board endorse the DRAFT GRLC LIBRARY PLAN 2025-29 ready for public exhibition.

Background

The Library Plan is required under the Local Government Act 1989 to provide the clear strategic direction for the delivery of public library services across the five member Councils for the next four years. The plan recognises our growing region and our diverse and vulnerable communities and people needing public library services now more than ever.

Staff Engagement



Community and Stakeholder Engagement

- Community Survey resulted in 3414 responses
- Explored 10 key questions – likes, values, services, issues and ideas
- A council working group comprising officers from our 5 member Councils was convened to provide input, as well as through individual officer meetings
- Board input included regular updates, and a workshop held in May to provide feedback from the community and staff engagement.

PURPOSE – Why do we exist?

Selection of Responses from Community Survey

Help people live their best lives ... through community connection, belonging, place to just be

- Safe space with my infants without people thinking I will be a disturbance.
- I know I have a place to escape to, take a breather. So welcoming, safe and tranquil.
- My child loves it for the space/ craft activities/ welcoming staff. She chooses it as a destination very often - grade one.
- I feel part of a multi-age community.
- In a way, my library is a mirror reflecting the boundless capacity of the human mind—a reminder that our quest for knowledge can continually enrich our lives, one inspiring insight at a time.
- It is the heart of our village life.
- The library is a great 'port in a storm'. Bright and cheerful!
- There is nowhere else in my community where I can access information freely and where I can meet like-minded people. There is no other public space which allows me to do this without paying high fees.
- It's a regular cost-free enjoyable outing that my son and I have together. We love checking out different libraries around Geelong and meeting friends at the library.
- It is a central hub, where multiple things intersect and bring together community.
- Quiet, almost sacred space, dedicated to activities of the mind and soul. A place to feel safe and comfortable. A retreat to provide a space to focus.
- Libraries are VITAL and play a beyond significant role in the ongoing development of community.

"Thank you for all the work you do, it's important, it's valued and it makes people's lives better!"

Help people live their best lives ... through customer services, collections, access to technology

- Modern meeting venue for personal and business use. It allows locals to book in the space. There is nowhere else that offers a professional space for the low cost.
- Use the internet and PCs as I do not have them at home.
- I use the creative spaces at the new Armstrong Creek library to learn new skills and further my studies.
- It gives access to ebooks and audiobooks I can't otherwise afford, from home at any time of day (I work full time and have children).
- I can apply for jobs.
- Recent school holiday activities like emergency services at Royal Library were fantastic.
- I am in my mid-eighties and I am able to borrow large print books, CDs, etc that enable me to continue my love of reading despite slowly diminishing eyesight.
- It's an alternative to working from home.
- I can take advantage of a treasure trove of rich resources far beyond what I could afford or could find.
- I never feel intimidated to ask questions when needing advice or help staff are always always very willing to help.
- It has all the things I need for work, rest and play! It's like a library mars bar.
- It diversifies the information and stories I have access to which enables me to continue learning, opening my mind and enriching my life.
- I can explore resources that open up new worlds and experiences for me.
- It helps me complete tasks I cannot complete at home.
- I'm exposed to whole new worlds in the books it has.

The Library Plan

The purpose statement informs the four priorities

—To create knowledge and connection for people and communities—

Libraries are more than just buildings; they are places where people and ideas meet.

At Geelong Regional Libraries, we provide access to knowledge and opportunities for connection that can transform lives and strengthen communities across our region.

Whether through books, technology, programs, or conversation, our network of libraries and online resources bring people together around shared interests, diverse perspectives, and new opportunities to grow.

It might be learning a new language, developing a creative skill, gaining confidence with technology, or discovering a story that opens up new perspectives and ignites imagination.

By offering free, universal access to lifelong learning, reading and discovery, and social spaces, we help people connect to themselves, to the world around them, and to our community.



In doing so, we live our purpose – to create knowledge and connection for people and communities.

“Where people and ideas meet”

We will deliver our plan over the next five years by focusing on four key priorities.

Each priority includes specific aspirations and actions that will guide our work across the region to empower people and communities with knowledge and connection.

There are four priorities:

Priority #1 – Encouraging personal curiosity

We will ensure our libraries continue to be places where people can safely and truthfully learn not only about the world, but themselves, leading to a more meaningful existence for everyone in our region.

Priority #2 – Evolving customer experiences

We will augment our core programs, collections and services to meet evolving community needs in a digital age. We will support all our customers to participate meaningfully in modern life, both professionally and personally, so that they leave their library having their expectations exceeded and horizons expanded.

Priority #3 – Enhancing community wellbeing

Our libraries will continue to evolve as safe, welcoming and accessible public places where people from all walks of life connect with knowledge, ideas, and each other, for the betterment of local and wider society.

Priority #4 – Embracing our future

Our people will feel happy, supported, safe, and proud to work for an organisation that has successfully adopted a new not-for-profit governance model, enhanced its financial security and built strategic partnerships connected with likeminded organisations.

Implementation

Upon the Board endorsing the draft Library Plan it will be uploaded to the website and shared with key stakeholders.

The Executive and Leadership teams will work together to confirm the Annual Action Plan for 2025/26 that will deliver the Priority actions and outcomes. The annual action plan will be presented to the Board and reported against annually.

Next Steps

Following public exhibition, and any subsequent changes, the Library Plan 2025-29 will be presented at the August Board meeting for endorsement, after which it will be forwarded to the Minister for Local Government in accordance with the Local Government Act 1989.

ATTACHMENT 2 DRAFT LIBRARY PLAN SUMMARY

ATTACHMENT 3 DRAFT LIBRARY PLAN



SECTION C – REPORTS

GRLC DRAFT BUDGET 2025-26

Robbie Cullen, Director Digital and Finance

Recommendation

That the DRAFT GRLC BUDGET 2025-26 be adopted.

Background

A preliminary budget report for the 2025-26 financial year was first considered by the Board at the meeting held on 27 February 2025. The draft budget was endorsed at the meeting held on 1 May.

The GRLC Draft Budget 2025-26 was advertised for public comment on 2 May 2025 via GRLC's website and a notice was placed in the local print media on Saturday 3 May 2025. We did not receive any submissions and a special Board meeting to hear submissions was not required.

Next Steps

The adopted GRLC Budget 2025-26 will be forwarded to the Minister for Local Government in accordance with the Local Government Act 1989.



GEELONG
REGIONAL
LIBRARIES



**BUDGET 2025-2026
STRATEGIC RESOURCE PLAN
2025-2029 DRAFT JUNE 2025**

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1 INTRODUCTION

Geelong Regional Library Corporation (GRLC) was created in March 1997 in accordance with sections 196 and 197 of the *Local Government Act 1989*. The Corporation provides library services to all residents of the Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. The network covers an area of almost 9,000 square kilometres, with 20 libraries located at Apollo Bay, Armstrong Creek, Bannockburn, Barwon Heads, Belmont, Chilwell, Colac, Corio, Boronggook Drysdale, Geelong, Geelong West, Highton, Lara, Leopold, Newcomb, Ocean Grove, Queenscliff, Torquay, Waurn Ponds and Western Heights College. There are three mobile libraries, a Home Library Service and an inter library loans service.

GRLC's annual recurrent income is comprised as follows:

	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ - Decrease	% of 2025-26 Income	Comments
Member Council contributions	14,883,092	16,724,019	17,153,961	429,942	2.6%	84.7%	Based on a 3% increase across Member Councils, excluding City of Greater Geelong with a 2.5% increase.
State Government Grant - Public Libraries Funding Program	2,374,220	2,374,220	2,374,220	-	0.0%	11.7%	No increase in PLFP funding is anticipated for 2025-2026.
User fees	346,972	323,276	375,615	52,339	16.2%	1.9%	Comprises 50% venue hire income and 50% library income.
Interest and other income	514,690	243,800	350,732	106,932	43.9%	1.7%	Includes \$258.0k interest income on cash and term deposits.
Total recurrent income	18,118,975	19,665,315	20,254,528	589,213	3.0%	100.00%	



The Library Service is funded by Member Councils, the State Government and its own operations:

- Member Council contributions: 84.7% (2024-25: 85.0%)
- State Government Grant – Public Libraries Funding Program: 11.7% (2024-25: 12.1%)
- Fees & Charges: 2.3% (2024-25: 1.6%)
- Interest & Sundry Income: 1.3% (2024-25: 1.3%)

The Library Service is mindful of the cost pressures on Member Councils, with a rate cap this coming financial year of 3%. We are continually reassessing processes to ensure that value is being achieved.

Visitation to our libraries and access to our collections, programs and services continues to grow across the region as we work with our member Councils and partners to deliver community benefit.

- 32% or 120,111 people are library members from a total population of 381,432 across the five Member Councils at 31 March 2025;
- Over the last 12 months (to 31 March 2025) there has been:
 - 1.44 million visits to 20 libraries and 3 mobile libraries
 - over 1.4 million website and catalogue visits;
 - 2.4 million loans of collection items
 - 528,847 loans of e-Collection items
 - 9,219 programs and events, attracting over 155,000 participants

120K
library members

1.4M+
visits to libraries

155K
events & programs
attendees

2 LINK TO THE LIBRARY PLAN

2.1 Library Plan

GRLC is currently developing a new Library Plan, to commence in the 2025-26 financial year. This Budget has been developed with this in mind and no revisions are expected. GRLC will continue to revise the four-year strategic resource plan with each annual budget.

Until the next Library Plan is adopted, The Library Plan 2021-25 *Connecting and Thriving* will continue to be the primary strategic document of GRLC. This Plan contains 61 actions. As at 30 June 2024, 84% of the actions were completed, with a further 10% partially completed and the remaining 6% on track for completion.

SUMMARY OF THE LIBRARY PLAN 2021-2025:

PURPOSE

A thriving public library service that boosts our communities' health, prosperity, connectedness and belonging. The Plan is built around four interconnected pillars: Community, Places and Spaces, Our People and Regional Leadership. These pillars aim to strengthen and expand what we already do so well as a leading public library service – providing spaces, tools and know-how to help our communities to connect and thrive.

FOUR PILLARS

1. Community

Geelong Regional Libraries is an innovative partner. We are addressing local needs with local solutions. You see us out and about in the region, focusing on vulnerable and hard to reach communities.

2. Places and Spaces

Our spaces are adaptable and democratic; uplifting and sustainable.

3. Our People

Our team is curious, caring and skilled. We exhibit a spirit of experimentation that matches transformative times.

4. Regional Leadership

Geelong Regional Libraries is known for leading regional recovery. We use our core strength for community good.

2.2 Planning and Accountability Framework

BUDGET PROCESSES

The preparation of the Budget begins with library officers preparing the Annual Budget in accordance with the *Local Government Act 1989* and submitting the Draft Budget to the Board for approval in principle.

GRLC is then required to give public notice that it intends to adopt the Budget. It must give at least 28 days' notice of its intention to adopt the proposed Budget and make the Budget available for inspection at its Offices. A person has a right to make a submission on any proposal contained in the Budget and any submission must be considered before adoption of the Budget by the Board.

The Budget is required to be adopted by the Board by 30 June and a copy submitted to the Minister for Local Government within 28 days of adoption each year. The key dates for the budget process are summarised below:

Action	Description	Date
1	Preliminary Budget presentation at Board Meeting	27 February 2025
2	Proposed Budget submitted to the Board for approval	1 May 2025
4	Public notice advising intention to adopt Budget	2 May 2025
5	Budget available for public inspection and comment for at least 28 days	2 May to 30 May 2025
6	Meeting to consider public submissions (if required)	12 June 2025
7	Budget and submissions presented to the Board for adoption (subject to final adopted Budgets of Member Councils)	26 June 2025
8	Copy of Adopted Budget submitted to the Minister for Local Government within 28 days of adoption	By 24 July 2025

LEGISLATIVE REQUIREMENTS

Under the *Local Government Act 1989*, GRLC is required to prepare and adopt an Annual Budget for each financial year. The Budget is required to disclose the fees and charges that GRLC intends to levy as well as a range of other information required by the *Local Government (Finance and Reporting) Regulations 2014* which support the Act. The 2025-26 Budget, which is included in this report, is for the year 1 July 2025 to 30 June 2026 and is prepared in accordance with the Act and Regulations.

This Budget document incorporates the Strategic Resource Plan (SRP) for the 3 years to 2028-29. In preparing the SRP, the GRLC has complied with the following principles of sound financial management as contained in the Act:

- Prudently manage financial risks relating to debt, assets and liabilities;
- Consider the financial effects of the library service's decisions on future generations; and,
- Provide full, accurate and timely disclosure of financial information.

2.3 Budget Influences

In preparing the Budget a number of overarching budget principles are followed and budget assumptions are made about the internal and external environment within which the library service operates. Known factors and influences which are likely to impact significantly on the services delivered in the budget period are also taken into consideration. These include:

- The Victorian State Government rate cap is 3% for the 2025-26 financial year (2024-25: 2.75%)
- Funding from the State Government public library recurrent grant has remained unchanged since July 2019. This funding has not kept pace with GRLC's expanding network and the increase in employee costs over that time.

2.4 Budget Principles

The following principles have been incorporated in the 2025-26 Budget:

SERVICE LEVELS

- Library services are not significantly changed for the member councils providing a 3% increase to member contribution (all except City of Greater Geelong).
- The City of Greater Geelong (CoGG) provide a 2.5% increase to their member contribution; the direct service impacts from the increase being less than the rate cap will result in approximately 200 less programs being delivered to the CoGG community within libraries and in other community facilities, over the course of the year. The savings will be found through current vacancies and will not impact current staff.

BUDGET PARAMETERS

- Achieving a recurrent surplus (prior to depreciation) that is sufficient to maintain a financially sustainable capital expenditure program.
- Maintaining an acceptable level of cash reserves at the end of each year to cover anticipated employee leave commitments and asset renewal.
- Expenditure Budget has been thoroughly reviewed and is considered realistic and achievable.
- Set income budgets that are realistic and continue the achievement of the Library Plan.
- Costs are distributed to Member Councils in accordance with the Library Agreement between the five Member Councils.

2.5 Budget and Strategic Resource Plan Assumptions

INCOME

- Member Council contributions for 2025-26 reflect an overall increase of 3%, which is equal to the rate cap for the year. The exception to this is the contribution from the City of Greater Geelong which has been budgeted at 2.5%. The SRP assumes member contribution increases in future years of 3%.
- State Government Grants - Public Libraries Funding Program grants to Member Councils are estimated to be the same as 2024-25. The Department of Government Services will confirm these grants in mid-late 2025. The SRP assumes State Government Grants increases in future years by 3% (commencing 2026-27).
- Interest income for 2025-26 is estimated at \$257,982, lower in future years as term deposit rates may decrease.
- User Fees & Charges – increase from the prior year Budget is primarily driven by increased volume (printing, bookings)
- Sundry Income – some grants are expected to continue in 2025-26.
- The 2024-25 confirmed level of capital grants for collections of \$66,417 is assumed to continue in each year of this SRP. If these grants do not continue, the capital expenditure on collections will be adjusted accordingly.

SALARIES

The current Enterprise Agreement Number 9 2024 (EA) commenced on 4 March 2025.

The legislated rate of superannuation will increase from 11.5% to 12.0% from 1 July 2025. This increased the budgeted expense by \$64.6k.

The Workcover insurance premium rose by 58% in 2023-24 and a further 15% in 2024-25. The 2025-26 Draft Budget assumes a further increase of 14%.

Also included in salaries are banding increment increases for eligible employees and Fringe Benefits Tax. There will be expense reductions due to flexible work arrangements and the end of some fixed term contracts.

The overall result is an increase in salary costs of 2.1% for 2025-26 when compared to the 2024-25 Adopted Budget.

The SRP assumes an increase in salary cost of 2.5% for each year from 2026-27 onwards. This assumes that Geelong Regional Libraries achieves efficiency of 0.5% per year (to achieve an overall 2.5% cost increase despite 3% enterprise agreement rate increases).

OTHER EXPENDITURE

- Specific expenditure line items relating to existing contracts such as courier services and digital communications agreements are based on known costs.
- Depreciation costs are estimated to be 2.2% lower than the 2023-24 actual result, as discussed in sections 4.1.7 'Depreciation' and 4.5 'Financial Resources'.

BALANCE SHEET

The 2025-26 budgeted balance sheet is based on the most recently completed financial year (2023-24), and the current projection of the 2024-25 balance sheet. This will enable the budgeted balance sheet to more closely reflect the expected actual balance sheet at 30 June 2026. The calculation is as follows:

Actual 2023-24 Balance Sheet

+ Projected 2024-25 Income Statement & Capital Expenditure

+ Budgeted 2025-26 Income Statement & Capital Expenditure

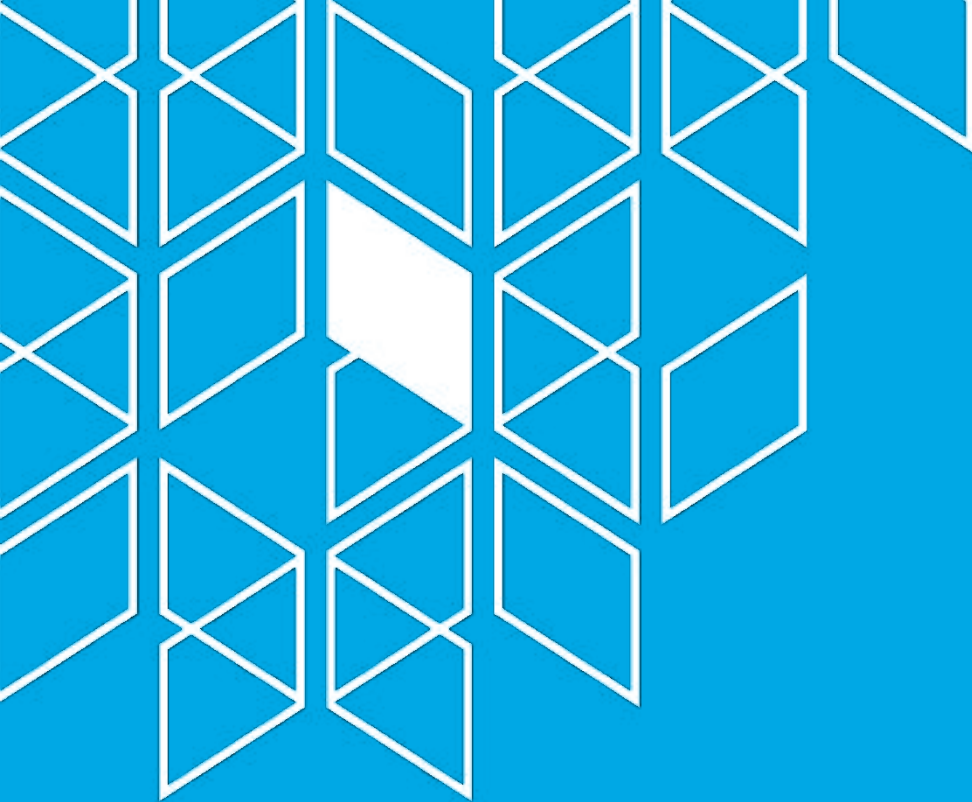
= **Budgeted 2025-26 Balance Sheet**

The result is a gradually decreasing net asset value over the four years of the SRP, which is mainly due to a continuing (although improving each year to a surplus in the final year) net deficit after depreciation.

CAPITAL EXPENDITURE

- Capital expenditure allows for an annual increase of 3% in Collections spending across the four years of the SRP;
- Computer and Communications investment is \$250,000 per year. Geelong Regional Libraries provide over 500 PC/laptop devices (for employee and public use) along with various other IT assets (such as printers, laser cutter, 3D printer).

Fixtures, furniture and fittings annual expenditure of \$175,000; this is for the ongoing renewal and replacement of the assets across the 20 libraries and 3 mobile libraries.



3 FINANCIAL STATEMENTS

This section presents information in regards to the Financial Statements and Statement of Human Resources. The Budget information for the year 2024-25 incorporates the Strategic Resource Plan for the three years ending 30 June 2028.

This section includes the following financial statements prepared in accordance with the *Local Government Act 1989* and the Local Government Model Financial Report:

- Comprehensive Income Statement
- Balance Sheet
- Statement of Cash Flows
- Statement of Capital Works
- Statement of Human Resources

3.1 COMPREHENSIVE INCOME STATEMENT FOR THE FOUR YEARS ENDING 30 JUNE 2029

	NOTES	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
Income					
Member Council contributions	4.1.1	17,163,961	17,678,580	18,208,637	18,754,596
Grants - State Government	4.1.2	2,430,637	2,503,556	2,578,663	2,656,023
User fees	4.1.3	375,615	386,884	398,490	410,445
Other income	4.1.4	350,732	321,826	298,918	278,302
Total Income	4.1.1	20,320,945	20,890,846	21,484,708	22,099,365
Expenditure					
Employee costs	4.1.5	15,559,336	15,948,319	16,347,027	16,755,703
Materials & services	4.1.6	2,871,283	2,943,065	3,016,642	3,092,058
Depreciation	4.1.7	1,821,377	1,821,377	1,821,377	1,821,377
Book value of items written off	4.1.7	242,193	242,193	242,193	242,193
Amortisation - intangible assets	4.1.8	18,081	43,081	43,081	43,081
Depreciation - right of use assets	4.1.9	84,853	84,853	84,853	84,853
Finance costs - leases		1,345	1,345	1,345	1,345
Other expenses	4.1.10	31,000	33,000	35,000	37,000
Total Expenditure		20,629,468	21,117,233	21,591,518	22,077,610
NET SURPLUS / (DEFICIT)					
		(308,522)	(226,388)	(106,810)	21,755

3.2 BALANCE SHEET FOR THE FOUR YEARS ENDING 30 JUNE 2029

	NOTES	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
Current assets					
Cash and cash equivalents	4.3	1,970,806	1,811,124	1,723,048	1,714,122
Trade and other receivables		2,873	2,873	2,873	2,873
Other financial assets		2,000,000	2,000,000	2,000,000	2,000,000
Inventory		28,563	28,563	28,563	28,563
Prepayments		192,709	192,709	192,709	192,709
Total current assets		4,194,951	4,035,269	3,947,193	3,938,267
Non-current assets					
Property, plant & equipment		10,402,730	10,369,302	10,383,848	10,447,809
Right-of-use assets - Property		465,827	379,628	293,430	207,232
Intangible assets		378,495	335,414	292,333	249,252
Total non-current assets		11,247,051	11,084,344	10,969,611	10,904,292
TOTAL ASSETS	4.2.1	15,442,002	15,119,614	14,916,805	14,842,559
Current Liabilities					
Trade and other payables		111,173	111,173	111,173	111,173
Provisions		2,163,254	2,163,254	2,163,254	2,163,254
Lease liabilities - Property		88,571	88,571	88,571	88,571
Total current liabilities		2,362,998	2,362,998	2,362,998	2,362,998
Non-current liabilities					
Provisions		151,341	151,341	151,341	151,341
Lease liabilities - Property		377,255	281,255	185,255	89,255
Total non-current liabilities		528,596	432,596	336,596	240,596
TOTAL LIABILITIES	4.2.2	2,891,594	2,795,594	2,699,594	2,603,594
NET ASSETS		12,550,408	12,324,019	12,217,210	12,238,965
Equity					
Members contribution		3,886,011	3,886,011	3,886,011	3,886,011
Accumulated surplus		8,664,398	8,438,010	8,331,200	8,352,955
TOTAL EQUITY		12,550,409	12,324,021	12,217,211	12,238,966

3.3 STATEMENT OF CASH FLOWS FOR THE FOUR YEARS ENDING 30 JUNE 2029

	NOTES	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
Cash flows from operating activities					
Member Council contributions		17,407,900	17,929,837	18,467,432	19,021,155
User fees		413,177	425,572	438,339	451,489
Grants - operating		2,430,637	2,503,556	2,578,663	2,656,023
Interest received		257,982	229,076	206,168	185,552
Other income		102,025	102,025	102,025	102,025
Employee costs		(15,559,336)	(15,948,319)	(16,347,027)	(16,755,703)
Materials & services		(3,158,412)	(3,237,372)	(3,318,306)	(3,401,264)
Other payments		(34,100)	(36,300)	(38,500)	(40,700)
Net gst refund / (payment)		197,809	201,400	205,057	208,780
Net cash flows provided by/used in operating activities	4.3.1	2,057,682	2,169,475	2,293,852	2,427,357
Cash flows from investing activities					
Payments for/proceeds from investments		-	-	-	-
Payments for property, plant and equipment		(2,181,922)	(2,233,157)	(2,285,928)	(2,340,283)
Payments for intangible assets		(250,000)	-	-	-
Net cash provided by/ (used in) investing activities	4.3.2	(2,431,922)	(2,233,157)	(2,285,928)	(2,340,283)
Cash flows from financing activities					
Interest paid - lease liability		(1,345)	(1,345)	(1,345)	(1,345)
Repayment of lease liability		(94,655)	(94,655)	(94,655)	(94,655)
Net cash provided by/(used in) financing activities	4.3.3	(96,000)	(96,000)	(96,000)	(96,000)
Net increase/(decrease) in cash & cash equivalents		(470,240)	(159,682)	(88,076)	(8,926)
Cash and cash equivalents at the beginning of the financial year		2,441,046	1,970,806	1,811,124	1,723,048
CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR		1,970,806	1,811,124	1,723,048	1,714,122
Other financial assets		2,000,000	2,000,000	2,000,000	2,000,000
TOTAL CASH AND TERM DEPOSITS AT THE END OF THE FINANCIAL YEAR		3,970,806	3,811,124	3,723,048	3,714,122

3.4 STATEMENT OF CAPITAL WORKS FOR THE FOUR YEARS ENDING 30 JUNE 2029

	NOTES	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
Lending collection		1,552,565	1,599,142	1,647,117	1,696,530
Computers and telecommunications		250,000	250,000	250,000	250,000
Fixtures, fittings and furniture		175,000	175,000	175,000	175,000
Plant, machinery and equipment		6,000	6,000	6,000	6,000
TOTAL CAPITAL EXPENDITURE	4.4	1,983,565	2,030,142	2,078,117	2,127,530
Represented By:					
New asset expenditure		-	-	-	-
Asset renewal expenditure		1,983,565	2,030,142	2,078,117	2,127,530
Asset upgrade expenditure		-	-	-	-
TOTAL CAPITAL EXPENDITURE	4.4	1,983,565	2,030,142	2,078,117	2,127,530
Funding Sources:					
Grants		56,417	56,417	56,417	56,417
GRLC cash		1,927,148	1,973,725	2,021,700	2,071,113
TOTAL FUNDING SOURCES	4.4	1,983,565	2,030,142	2,078,117	2,127,530

3.5 STATEMENT OF HUMAN RESOURCES FOR THE FOUR YEARS ENDING 30 JUNE 2029

	NOTES	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
Staff expenditure					
Employee costs - operating		15,559,336	15,948,319	16,347,027	16,755,703
Employee costs - capital		43,923	-	-	-
TOTAL STAFF EXPENDITURE	4.1.5	15,603,258	15,948,319	16,347,027	16,755,703
Staff numbers		FTE	FTE	FTE	FTE
Library & Heritage Services		145.7	145.0	144.3	143.6
TOTAL FTE AT 30 JUNE	4.1.5	145.7	145.0	144.3	143.6

4 NOTES TO THE FINANCIAL STATEMENTS

This section presents detailed information on material components of the financial statements.

4.1 Comprehensive Income Statement

4.1.1 MEMBER COUNCIL CONTRIBUTIONS

According to the Library Agreement between the five Member Councils, the direct costs of each service point and mobile service are borne by the Member Councils in whose municipal district the service is delivered. Indirect costs – i.e. regional costs – are apportioned across the councils.

MEMBER COUNCIL CONTRIBUTION	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	2024-25 to 2025-26 \$ Increase/ (Decrease)	2024-25 to 2025-26 % Increase/ -Decrease
Golden Plains Shire	434,899	446,859	460,265	13,406	3.00%
City of Greater Geelong	12,600,000	14,338,025	14,696,875	358,850	2.50%
City of Greater Geelong – Western Heights Library recurrent	17,180	17,653	17,695	42	0.24%
Borough of Queenscliffe	230,361	236,696	243,797	7,101	3.00%
Surf Coast Shire	764,557	825,698	850,469	24,771	3.00%
Colac Otway Shire	836,095	859,088	884,861	25,773	3.00%
Member Council Contributions - Annual Operating Allocations	14,883,092	16,724,019	17,153,961	429,942	2.57%
City of Greater Geelong – Western Heights Library capital	10,000	10,000	10,000	-	0.00%
City of Greater Geelong – Armstrong Creek Collection	-	120,000	-	(120,000)	-100.00%
Golden Plains Shire - new Mobile Library vehicle expenses	4,602	-	-	-	0.00%
TOTAL MEMBER COUNCIL CONTRIBUTIONS	14,897,695	16,854,019	17,163,961	309,942	1.84%

MEMBER COUNCIL CONTRIBUTION	RECURRENT	CAPITAL	TOTAL
Golden Plains Shire	460,265	-	460,265
City of Greater Geelong	14,714,570	10,000	14,724,570
Borough of Queenscliffe	243,797	-	243,797
Surf Coast Shire	850,469	-	850,469
Colac Otway Shire	884,861	-	884,861
TOTAL MEMBER COUNCIL CONTRIBUTIONS	17,153,961	10,000	17,163,961

The increase in Member Council contributions has been set in line with the 3% rate cap for 2025-26. While this increase is less than the rate of increase of many of GRLC's expenses (such as wage rate increase of 3.5% when allowing for the 0.5% Superannuation Guarantee increase), GRLC is committed to finding efficiencies to enable to current levels of opening hours and programming to continue.

The exception to this is City of Greater Geelong who have a budgeted 2.5% increase. A reduction in service of approximately 200 programs over the year will occur in City of Greater Geelong libraries as a result of the lower funding increase (as compared to the 3% rate cap increase).

4.1.2 GRANTS – STATE GOVERNMENT

STATE GOVERNMENT GRANT PER MEMBER COUNCIL	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	2024-25 to 2025-26 \$ Increase/ (Decrease)	2024-25 to 2025-26 % Increase/ -Decrease
Golden Plains Shire	210,060	210,060	210,060	-	0.0%
City of Greater Geelong	1,613,050	1,613,050	1,613,050	-	0.0%
Borough of Queenscliffe	80,579	80,580	80,580	-	0.0%
Surf Coast Shire	261,327	261,327	261,327	-	0.0%
Colac Otway Shire	209,203	209,203	209,203	-	0.0%
Total - Public Libraries Funding Program	2,374,220	2,374,220	2,374,220	-	0.0%
STATE GOVERNMENT GRANTS RECURRENT	2,374,220	2,374,220	2,374,220	-	0.0%
Capital Grant - Premiers Reading Challenge Book Fund	56,417	56,417	56,417	-	0.0%
Other Grants	122,399	-	-	-	0.0%
TOTAL STATE GOVERNMENT GRANTS	2,553,036	2,430,637	2,430,637	-	0.0%

State Government grants are received from two funding programs:

- Public Libraries Funding Program – Grants to Member Councils are budgeted to not increase for 2025-26 then increase 3% per year over the remaining years of the SRP. The Department of Government Services will confirm the grants for the following year in mid-late 2025; and,
- Premier's Reading Challenge Book Fund –The funding per municipality is expected to remain unchanged throughout the SRP.

DISTRIBUTION OF PLFP FUNDING

The allocation of funding is based on a two-component formula:

- 87.5% is based on the size of the municipal population
- 12.5% is based on five Council factors:
 - Percentage of population with low English proficiency
 - Rate of population dispersion
 - Level of remoteness from metropolitan or regional centres
 - Level of socio-economic disadvantage
 - Percentage of population over 60 years of age.

4.1.3 USER FEES

USER FEES	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Venue hire	196,710	155,827	200,440	44,613	28.6%
Business service fees	150,262	167,449	175,175	7,726	4.6%
TOTAL USER FEES	346,972	323,276	375,615	52,339	16.2%

Venue hire

Venue hire income is earned from the use of meeting rooms and other spaces by external businesses, community groups and members of the public. These facilities are available at Geelong, Armstrong Creek, Bannockburn, Belmont, Colac, Corio, Drysdale, Newcomb, Waurm Ponds and the addition of Chilwell during 2026.

Business service fees

This category includes photocopying revenue, book club kits, professional research by Heritage Centre staff, interlibrary loans, earphones and USB sticks. Photocopying services are easier to access with a more efficient payment system resulting in increased utilisation.

4.1.4 OTHER INCOME

OTHER INCOME	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Reimbursements and recoveries	51,554	-	10,000	10,000	100.0%
Literary & other event income	18,452	-	18,000	18,000	100.0%
Interest on investments	304,334	145,250	257,982	112,732	77.6%
Contributions - non-monetary	22,590	-	-	-	0.0%
Other Income	45,336	98,550	64,750	(33,800)	-34.3%
TOTAL OTHER INCOME	442,267	243,800	350,732	106,932	43.9%

Reimbursements and recoveries

GRLC ceased charging fines for overdue items in 2021-22. Income has been received to replace lost or damaged items. In 2024, GRLC also received reimbursements from insurance claims.

Interest on investments

Interest rates are gradually reducing. Investments are currently earning 4.0% - 4.5%.

Literary & other event income

Income from the major events program.

Other income

This category includes a number of sundry items including grants from non-government entities.

4.1.5 EMPLOYEE COSTS

Employee costs comprise 76.1% of total cash expenditure for 2025-26. This is similar to the 75.9% in the prior year Budget.

Employee costs include all labour related expenditure such as salary and wages, and on-costs such as allowances, leave entitlements, employer superannuation, WorkCover insurance and Fringe Benefits Tax. Long service and annual leave are statutory requirements and provisions for the payments of these items are included in the Budget. Salaries and wages are reflective of salary banding increments. Employer superannuation includes the increase in the statutory Superannuation Guarantee Charge from 11.5% to 12.0% from 1 July 2025.

Employee expenses are expected to increase by 2.1% in 2025-26. Refer to 'Salaries' in Section 2.5 'Budget and Strategic Resource Plan Assumptions' for further discussion.

A summary of employee expenditure and the number of full time equivalent (FTE) staff relating to the provision of library services is included below:

EMPLOYEE COSTS	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Wages and salaries	11,290,262	13,654,757	13,891,928	237,171	1.7%
WorkCover	81,916	120,903	108,052	(12,851)	-10.6%
Superannuation	1,206,534	1,460,943	1,549,368	88,425	6.1%
Fringe benefits tax	18,586	1,000	9,988	8,988	898.8%
TOTAL EMPLOYEE COSTS	12,597,298	15,237,603	15,559,336	321,733	2.1%

	BUDGET 2025-26 \$	COMPRISES:		BUDGET 2025-26 FTE	COMPRISES:	
		FULL TIME \$	PART TIME \$		FULL TIME FTE	PART TIME FTE
Permanent Staff	14,131,505	8,926,793	5,204,713	131.9	76.2	55.7
Casual and Other Staff	1,427,830			13.7		
TOTAL ¹	15,559,335			145.7		

¹ Includes Superannuation, WorkCover Insurance and Fringe Benefits Tax

4.1.6 MATERIALS AND SERVICES

MATERIALS AND SERVICES	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Contract payments	404,352	532,383	518,272	(14,111)	-2.7%
Building maintenance	34,908	35,142	29,260	(5,882)	-16.7%
General maintenance	69,113	57,930	87,692	29,762	51.4%
Utilities	173,326	224,551	215,351	(9,200)	-4.1%
Office administration	833,463	883,964	1,001,861	117,897	13.3%
Information technology	637,950	846,370	806,950	(39,420)	-4.7%
Insurance	42,160	47,887	55,577	7,690	16.1%
Consultants	117,499	112,000	156,320	44,320	39.6%
TOTAL MATERIALS AND SERVICES	2,312,772	2,740,227	2,871,283	131,056	4.8%

Contract payments

This expenditure category relates to external businesses and contractors engaged for a range of services including shelf-ready processing of collection items, couriers, and security services. Increases only where required.

Building maintenance and General maintenance

These expenditures include minor plant, furniture and equipment, and the running costs of GRLC vehicles and mobile libraries.

Utilities

Utilities largely reflect library communications costs, with the budget reflecting phone provider and internet service provider contracts.

Office administration

This category of expenditure includes eCollection subscriptions, health and safety items, printing, office stationery, photocopier/printer costs, minor IT upgrades, staff training and development, bank fees, corporate advertising and marketing, recruitment advertising, events and programming costs.

The budget increase is primarily explained by an increase in eCollection subscriptions – responding to ongoing increases in demand from library members for digital collection items.

Information technology

IT comprises computer support, and minor hardware and software. Budget reflects a reduction in cost of some contracted services.

Insurance

GRLC incurs a direct expense for some insurance policies. Other insurances are included in policies held and paid by City of Greater Geelong.

Consultants

This category also includes legal expenses.

4.1.7 DEPRECIATION

DEPRECIATION	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Lending collection	1,209,808	1,150,637	1,173,293	22,656	2.0%
Computers and telecommunications	505,585	398,868	400,579	1,711	0.4%
Fixtures, fittings and furniture	172,990	294,054	212,343	(81,711)	-27.8%
Plant, machinery and equipment	36,474	43,019	35,162	(7,857)	-18.3%
TOTAL DEPRECIATION	1,924,857	1,886,578	1,821,377	(65,201)	-3.5%

Book value of items written off	186,199	242,193	242,193	-	0.0%
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Depreciation is the decrease in value of the current library collection and other assets over time for accounting purposes. GRLC's capital expenditure seeks to replenish the collection as obsolete items are withdrawn, in order to maintain a high-quality collection which meets the needs of the communities we serve.

For 2025-26, the depreciation expense is budgeted to be lower than the expense incurred in the 2023-24 financial year. This is due to some assets being fully depreciated, such as the Geelong Library and

Heritage Centre where most furniture and fittings will complete their depreciation upon the 10 year anniversary in November 2025.

4.1.8 AMORTISATION – INTANGIBLE ASSETS

AMORTISATION - INTANGIBLE ASSETS	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Library management system	16,154	-	18,081	18,081	100.0%
TOTAL AMORTISATION - INTANGIBLE ASSETS	16,154	-	18,081	18,081	100.0%

4.1.9 DEPRECIATION – RIGHT OF USE ASSETS

DEPRECIATION - RIGHT OF USE ASSETS	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Property lease	87,323	78,912	84,853	5,941	7.5%
TOTAL DEPRECIATION - RIGHT OF USE ASSETS	87,323	78,912	84,853	5,941	7.5%

GRLC leases office space on Level 4 of GLHC for the Regional Library Support Centre. This is a 'right of use' asset that is amortised over the life of the lease.

4.1.10 OTHER EXPENSES

OTHER EXPENSES	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Audit services	28,000	30,000	31,000	1,000	3.3%
TOTAL OTHER EXPENSES	28,000	30,000	31,000	1,000	3.3%

Audit services are provided by the Victorian Auditor-General's Office or their representative.

4.2 Balance Sheet

BALANCE SHEET	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$
Assets and Liabilities			
Total Assets	14,602,505	13,525,758	15,442,002
Total Liabilities	2,601,476	2,766,445	2,891,594
NET ASSETS	12,001,037	10,759,314	12,550,408
EQUITY	12,001,037	10,759,314	12,550,409

4.2.1 ASSETS

The Corporation's major assets comprise its bank balance, the lending collection, vehicles, furniture and office equipment. GRLC does not own any land or buildings.

The value of GRLC assets is expected to slowly decline as the rate of depreciation (\$2.1m - \$2.2m per year) continues to exceed capital expenditure (\$2.0m - \$2.1m).

The investment gap ratios in section 5 'Financial Indicators' provide further detail.

4.2.2 LIABILITIES

The major liability is employee provisions.

4.2.3 BORROWINGS

GRLC had no borrowings during the financial year 2024-25 and will not be taking out any borrowings for the 2025-26 financial year.

4.3 Cash

Overall, total cash and term deposits are forecast to be \$4.0m as at 30 June 2026.

This exceeds the employee leave provisions (\$2.3m) and is equivalent to almost 3 months cover of operating expenditure.

Please refer to the Statement of Cash Flows in section 3.

4.3.1 NET CASH FLOWS PROVIDED BY/USED IN OPERATING ACTIVITIES

The surplus of net cash from day to day operations is used for capital expenditure.

4.3.2 NET CASH FLOWS PROVIDED BY/USED IN INVESTING ACTIVITIES

In addition to the 2025-26 Capital budget, we also expect to spend the majority of the \$250,000 previously approved by the GRLC Board at the February 2024 meeting from Reserves. This will primarily be spent on new Finance and Human Capital Management systems, an intangible capital asset.

4.3.3 NET CASH FLOWS PROVIDED BY/USED IN FINANCING ACTIVITIES

GRLC does not have any borrowings. The financing activity relates to the lease of office space.

CASH AT END OF THE YEAR

CASH FLOWS	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	PROJECTED 2024-25 \$	BUDGET 2025-26 \$
Operating activities	1,212,617	2,049,137	3,095,574	2,057,682
Investing activities	(1,391,791)	(2,257,580)	(4,052,345)	(2,431,922)
Financing activities	(89,973)	(84,880)	(93,302)	(96,000)
Net increase/(decrease) in cash held	(269,147)	(293,323)	(1,050,073)	(470,240)
Cash at beginning of financial year	1,257,423	1,841,117	3,491,119	2,441,046
Term deposits end of year	2,502,843	2,000,000	2,000,000	2,000,000
Total cash and term deposits at the end of the financial year	3,491,119	3,547,794	4,441,046	3,970,806

4.4 Capital Expenditure

Capital expenditure over the 4 year period (2025-26 to 2028-29) is forecast to total \$8.2m as outlined on 3.4 (Statement of Capital Works).

The following table outlines the capital expenditure budget for 2025-26 and associated sources of funding.

See Section 2.5 for further commentary.

CAPITAL EXPENDITURE	ACTUAL 2023-24 \$	BUDGET 2024-25 \$	BUDGET 2025-26 \$	Change \$ Increase/ (Decrease)	Change % Increase/ -Decrease
Lending collection	2,233,328	1,627,345	1,552,565	(74,780)	-4.6%
Computers and telecommunications	637,079	300,000	250,000	(50,000)	-16.7%
Fixtures, fittings and furniture	97,127	125,000	175,000	50,000	40.0%
Plant, machinery and equipment	11,104	-	6,000	6,000	100.0%
TOTAL CAPITAL EXPENDITURE	2,978,637	2,052,345	1,983,565	(68,780)	-3.4%

4.5 Financial Resources

The following table summarises the key financial results for the Budget years 2024-25 and proposed 2025-26, plus the next 3 years as set out in the Strategic Resource Plan for 2026-27 to 2028-29.

KEY FINANCIAL RESULTS	BUDGET 2024-25 \$	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
Operating Result - Surplus / (Deficit)	(366,815)	(308,522)	(226,388)	(106,810)	21,755
Cash & Investments	1,547,794	3,970,806	3,811,124	3,723,048	3,714,122
Net Increase / (Decrease) in Cash	(293,323)	(470,240)	(159,682)	(88,076)	(8,926)
Capital Expenditure	2,052,345	1,983,565	2,030,142	2,078,117	2,127,530

The key outcomes of the Strategic Resource Plan are as follows:

- Financial sustainability

While the operating result is a deficit from 2024-25 onwards (returning to a surplus in 2028-29), it is noted that this includes the non-cash expense of depreciation. Given the current rate capping environment, Member Council contributions are not sufficient to cover the depreciation expense and achieve a net surplus/deficit of zero. The popularity of our collection of over 400,000 items requires ongoing capital expenditure to maintain the collection. The budget will be closely monitored in future years in order to ensure that cash reserves remain at an acceptable level;

- Cash and investments

The cash balance is expected to decline across the SRP (though the rate of decrease is slowing each year). The closing cash position on the SRP is close to 3 months cover of operating expenditure and exceeds GRLC's employee leave liability.

5 FINANCIAL PERFORMANCE INDICATORS

The following table is a summary of budgeted financial ratios for the years 2025-26 to 2028-29. These ratios are used as a guide to assess trends in GRLC's financial health. They show that the Corporation must carefully manage its resources with particular emphasis on cash flow and relies heavily on the continued support of Member Councils to meet the commitments reflected in the Strategic Resource Plan.

FINANCIAL RATIOS	BUDGET 2025-26 \$	PLAN 2026-27 \$	PLAN 2027-28 \$	PLAN 2028-29 \$
UNDERLYING RESULT % Recurrent surplus-deficit / Total recurrent income Measures surplus/-deficit as a % of revenue.	-2%	-1%	0%	0%
WORKING CAPITAL Current assets / Current liabilities Assesses GRLC's ability to meet current commitments.	1.78	1.71	1.67	1.67
INVESTMENT GAP RATIOS				
TOTAL - Capital expenditure / Depreciation Capital expenditure / Depreciation	0.96	0.98	1.01	1.03
COLLECTIONS - Collection expenditure / Collection depreciation Collection expenditure / Collection depreciation	1.10	1.12	1.14	1.16

At 30 June 2026, GRLC will have \$1.78 cents of current assets for every \$1.00 of current liabilities. This will reduce to \$1.67 by the end of the SRP, suggesting GRLC will continue to be well placed to meet its obligations.

The investment gap ratio highlights that GRLC is investing \$0.96 on capital assets to replace every \$1.00 depreciated, written down or withdrawn. At an asset class level, the ratio exceeds 1 for collection items (the largest asset type) and is less than 1 for other asset types (furniture and IT assets).

6 SCHEDULE OF FEES AND CHARGES

User fees and charges are comprehensively reviewed and benchmarked with public libraries and other local businesses offering similar services.

Overdue fees were removed during the 2021-22 financial year.

GRLC is proposing the introduction of consumable costs for public use of maker space equipment (laser cutters/3D printing etc). The fees and charges are proposed to offset the costs of the materials/consumables used in these activities and encourage a more sustainable approach to the use of consumables. Consumables will continue to be supplied as part of organised programs and activities.

Fees for Earphones have been increased to cover the cost of purchase.

No changes are proposed for photocopying, printing and all other library services not mentioned above in 2025-26.

PROPOSED 2025-26	
INTER LIBRARY LOANS (ILL)	
From non-GRLC public libraries	\$3.00
Where an ILL cost is charged by a non-GRLC lending library - will be charged to the library member plus postage	\$35.50 plus postage
Loans from interstate libraries	\$3.00 plus postage
Book Club Kit Loans	\$10.00 per kit
CHARGES FOR DAMAGED MATERIALS*	
Rejacketing	\$8.50
CD & DVD case or slick replacement	\$8.50
RFID tags and barcode replacement	\$8.50
CHARGES FOR LOST/TOTALLY DAMAGED ITEMS*	Item cost plus \$8.50 admin fee
REPLACEMENT MEMBERSHIP CARDS	No fee
PHOTOCOPYING & PC PRINTING	
A4 page (B&W)	\$0.30
A3 page (B&W)	\$0.60
A4 page (Colour)	\$1.00
A3 page (Colour)	\$2.00
EARPHONES	\$1.10
USB STICK	\$10.00
WITHDRAWN COLLECTION ITEMS FOR SALE	
Adult fiction and non-fiction	\$2.00
Children's materials and magazines	\$1.00
PROFESSIONAL HERITAGE RESEARCH	
Professional Research by Heritage Centre staff	\$50.00 per hour
High resolution digital or hard copy prints images from heritage collection	\$20 per image
3D PRINTING	
Filament	\$1.00 up to 10g
	\$2.00 up to 20g
	\$4.00 up to 40g
	\$6.00 up to 60g

CRICUT		
Vinyl		\$3.00 per sheet
Cardstock		\$0.30 per card
CNC/LASER CUTTER		
Balsa wood		\$6.00 per metre
THERMOFORMER		
Sheets		\$3.00 per sheet
SEWING MACHINES		
Material		\$8.00 per metre
Thread		\$5.00 per bobbins

Community Libraries

The following schedule lists venue hire fees and charges for the Community Library hire spaces including standard and discounted hire rates.

COMMUNITY LIBRARY SCHEDULE OF FEES 2025-26

VENUE	<u>STANDARD</u> HOURLY RATE MON-FRI	<u>STANDARD</u> HALF DAY RATE MON-FRI (4 TO 6 HRS)	<u>STANDARD</u> FULL DAY RATE MON-FRI (6 TO 9 HRS)
<u>Small Room</u>			
Corio Discussion Room	\$25.00	\$100.00	\$150.00
Waurin Ponds Discussion Room			
<u>Medium Room</u>			
Bannockburn Meeting Room			
Biyal-a Taark Meeting Room 1			
Biyal-a Taark Meeting Room 2			
Biyal-a Media Room	\$35.00	\$140.00	\$210.00
Boronggook Discussion Room 1			
Boronggook Discussion Room 2			
Leopold Discussion Room			
<u>Large Room</u>			
Biyal-a Taark Rooms 1 & 2 (combined)			
Biyal-a Kitjarra Boardroom			
Colac Meeting Room 1*			
Colac Meeting Room 2*			
Colac Meeting Room 3*	\$45.00	\$180.00	\$270.00
Colac Meeting Room 4*			
Colac Meeting Room 5*			
Newcomb Multipurpose Room (North)			
Newcomb Multipurpose Room (South)			
<u>Extra Large Room</u>			
Belmont Meeting Room			
Biyal-a Getjawil Multipurpose Room			
Biyal-a Wanga Creative Studio			
Boronggook Multipurpose Room			
Colac Meeting Rooms 1-5* (combined)	\$65.00	\$260.00	\$390.00
Colac Activities Room 1*			
Colac Activities Room 2*			
Corio Meeting Room			
Leopold Multipurpose Room			
Newcomb Multipurpose Room			
Waurin Ponds Multipurpose Room			
<u>Kitchen</u>			
Biyal-a Kitchen	\$10.00	\$40.00	\$60.00

DISCOUNTS

Standard (Individuals, Businesses, Government Organisations)	0%
--	----

Not for Profit (NFPs, Charities, GRLC Members)	25%
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Concession (Concessions, Seniors, Students, Interest Groups)	70%
--	-----

BONDS (IF APPLICABLE)

Bond - Key/Swiper	\$50.00
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*Colac meeting room charges are subject to planned consultation with joint use committee

Other fees may be charged at an hourly rate for cleaning, set up, technical support and security on a cost recovery basis.

Cancellation fees will be applied where appropriate.

Usage agreements outside these fees may be made with member councils and select partners.

Geelong Library and Heritage Centre

The following schedule lists venue hire fees and charges for the Geelong Library and Heritage Centre spaces including standard and discounted hire rates.

GEELONG LIBRARY & HERITAGE CENTRE SCHEDULE OF FEES 2025-26

VENUE	STANDARD HOURLY RATE MON-FRI	STANDARD HALF DAY RATE MON-FRI (UP TO 5 HRS)	STANDARD FULL DAY RATE MON-FRI (UP TO 9 HRS)
Level 5 - Wurdi Youang (3 hrs+)	\$190.00	\$705.00	\$1,405.00
Level 5 - High Ground Wurdi Youang North (3 hrs+)	\$125.00	\$515.00	\$890.00
Level 5 - High Ground Wurdi Youang South (3 hrs+)	\$105.00	\$435.00	\$825.00
Level 4 - Board Room (by special request only)	\$75.00	\$290.00	\$425.00
Level 2 - Meeting Room	\$45.00	\$165.00	\$310.00
Level 2 - Discussion Rooms (1,2,3,4)	\$35.00	\$125.00	\$250.00
Level 1 - Activities Room (limited availability)	\$75.00	\$325.00	\$520.00
DISCOUNTS			
Standard (Individuals, Businesses, Government Organisations)	0%		
Not for Profit (NFPs, Charities, GRLC Members)	25%		
Concession (Concessions, Seniors, Students, Interest Groups)	50%		
Other fees may be charged at an hourly rate for cleaning, set up, technical support and security on a cost recovery basis.			
Cancellation fees will be applied where appropriate.			
Usage agreements outside these fees may be made with Member Councils, Cultural Precinct partners and others by agreement.			

Major Events

The following schedule lists fees for paid events. Since the introduction of paid events in 2021, ticket prices have remained at their introductory price of \$20 or \$10 for GRLC Members (membership is free and available via a link immediately online) for panel discussions and author talks, or \$30 / \$20 for GRLC Members / \$10 for Concession holders for workshops.

In 2025 we are increasing pricing to \$20 for GRLC Members (with the requirement that everyone attending paid events be members), and \$10 for Concession holders for panel discussions and author talks. Workshops will increase to \$40 for GRLC Members and \$20 for Concession holders. This will help to build membership and diversify our audience for future growth, and also positively impacts our event attrition (ie. 'no-show') rate which is currently tracking at 6%, compared to averaging around 27% prior to the introduction of paid events.

PAID EVENT SCHEDULE OF FEES 2025-26

EVENT	GENERAL (GRLC MEMBERS)	CONCESSION
<u>Major author events</u>	\$20.00	\$10.00
<u>Workshops</u>	\$40.00	\$20.00

Most of our programs remain free, and all major author events are recorded and available to watch later for free on YouTube.

From time to time we may run special events and workshops with different ticket prices, dependent on associated costs



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

Apollo Bay
6 Pengilley Avenue
T 5237 1013x

Biyal-a Armstrong Creek
20 Main Street
T 4201 0672

Bannockburn
25-27 High Street
T 5281 2367

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

Belmont
163 High Street
T 5243 2655

Chilwell
51 Russell Street, Newtown
T 5221 5129

Colac
173 Queen Street, Colac
T 5231 4613

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

Borongook Drysdale
2-8 Wyndham Street
T 5251 3855

Geelong West
153A Pakington Street
T 5229 1939

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

Lara
5 Walkers Road
T 5282 4182

Leopold
Leopold Community Hub
31-39 Kensington Road
T 4201 0675

Newcomb
cnr Bellarine Highway & Wilsons Road
T 5248 1802

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

Queenscliff
55 Hesse Street
T 5258 2017

Torquay
Surf City Plaza, Beach Road
T 5261 3049

Wairn Ponds
140 Pioneer Road
T 5244 0048

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

Mobile Library Stops

Aireys Inlet	Gellibrand
Anakie	Grenville
Anglesea	Haddon
Beeac	Lavers Hill
Beech Forest	Linton
Birregurra	Lorne
Cape Clear	Meredith
Coragulac	Portarlington
Cressy	Rokewood
Deans Marsh	Smythesdale
Dereel	St Leonards
Enfield	Winchelsea
Forrest	

GEELONG
REGIONAL
LIBRARIES



**Geelong Library &
Heritage Centre**
51 Little Malop Street
Geelong Victoria 3220
T 4201 0600

www.grlc.vic.gov.au





MONTHLY FINANCE REPORT (CONFIDENTIAL)

Robbie Cullen, Director – Digital and Finance

Recommendation

That the MONTHLY FINANCIAL REPORT be noted.





COLLECTIONS POLICY

Robbie Cullen, Director Digital and Finance

Recommendation

That the updated Collections Policy be endorsed.

Purpose

Provide the Board with the updated Collections Policy – for decision to endorse.

Connecting and Thriving

The Collections Policy relates to the following Pillars of the Library Plan:

Pillar 1: Community: Objective 1.4 *Promote a lifelong love of reading and learning.*

Pillar 3: Our People: Objective 3.1 *Curious, caring and skilled people, looking to make a difference.*

Background

The Collections Policy guides the development and maintenance of print and digital library collections to meet the needs and interests of our communities.

The policy supports the strategic goals defined by the GRLC Library plan and the GRLC Collections Strategy 2023-2027. The Collections Strategy identifies the priorities for delivering high quality collections to our communities; the Collections Policy communicates the guiding principles of how this is done.

It serves as a guiding document for the Collections team and the organisation. It is a public facing document that communicates GRLC's commitment to delivering a relevant, inclusive and high-quality collection to all community members.

The Collections Policy communicates how GRLC delivers library collections through:

- Collection development and management, financial management and purchasing
- Responsibilities regarding access to information and classifications
- Managing self-published, self-printed, print on demand titles and donations
- Content analysis, collection maintenance and selection criteria

Key Information

This version of the Collections Policy will supersede the current [Collection Development Policy 2020-23](#). Key changes between documents include



- Removing content that is now in the Collections Strategy (previous policy was written without a strategy in place), such as Priorities, GLHC Context and Access Provision
- Removing content that is too detailed and procedural, such as Floating Collections and Collection Location
- Updated supporting document links
- Removing procedural information
- Considerations of readability as a public facing document

Risk Implications

This policy responds to risk that we fail to meet community expectations, by providing a clear set of considerations for the purchase of collection items.

Communications

Collections Policy to be published on the Library website- to replace Collection Development Policy 2020-2023 under [Our Strategic Documents](#)

Internal communications will occur to ensure relevant library employees are aware of the revised strategy. No external communication is required.

Collections Policy

Policy Name	Collections Policy
Version number	2
Approval date	
Approval Authority	Director, Digital & Finance
Responsible Person	Manager, Collections & Information Services
Scheduled review date	April 2027

The Geelong Regional Library Corporation acknowledges the Wadawurrung People of the Kulin nation, and the Gulidjan and Gadubanud Peoples of the Maar nations as the Original Owners of the lands on which our library services operate. We pay respect to Elders past, present and emerging. We acknowledge and celebrate First Nations Peoples of this land as the custodians of learning, literacy, knowledge and story.

1 Introduction

The Geelong Regional Library Corporation (GRLC) is committed to providing a diverse, inclusive, accessible and dynamic collection that reflects the needs and interests of our communities.

A library collection is a significant asset to any community; it provides access to knowledge that can empower and transform individuals and the community at large. GRLC collections are an essential resource for residents and visitors alike, offering a range of physical and digital resources.

2 Purpose

The Collections Policy guides the development and maintenance of print and digital library collections to meet the needs and interests of all communities serviced by Geelong Regional Libraries.

This policy serves as a guiding document for decision-making and helps communicate GRLC's commitment to providing a relevant, inclusive, and high-quality collection. Additionally, it outlines the key responsibilities of GRLC in meeting community needs while adapting to changes in technology, information consumption, and cultural diversity.

The strategic goals of our library collections are defined by the GRLC Library Plan and the GRLC Collections Strategy 2023-2027.

3 Scope

The GRLC Collections Policy includes what is selected, acquired, or created for customer use.

This policy is format neutral. The Library selects and acquires or provides access to whichever format best meets customer needs. In many instances this means providing both print and digital formats to meet needs and expectations, whereas in other instances the resource may only be available in one format.

The GRLC is committed to the preservation and dissemination of material pertaining to Geelong and its regions. As a major regional public library, the GRLC considers its responsibilities at both a regional and state level in its collection development and management practices.

4 Definitions

Collection: The diverse range of resources available to the public, including print, digital, and multimedia formats.

Deselection: The process of carefully evaluating and retiring materials to keep the collection relevant and engaging.

Floating Collection: A flexible system that allows materials to move freely across branches based on borrowing patterns.

Intellectual Freedom: Our commitment to ensuring the community has access to a broad range of perspectives and information.

5 Principles

The following principles underpin the Collections Policy:

- Recognition of the Wadawurrung, Gulidjan and Gadubanud peoples as Traditional Owners of the GRLC service regions including their rights to cultural heritage, traditional knowledge, traditional cultural expressions and intellectual property.
- Accessible to people with diverse learning and reading needs
- Responsive to community needs and community demand
- Representative of a diverse range of views, subjects and genres
- Enabling unfettered access to ideas and information fundamental to a democratic society
- Free and universal access

6 Policy

6.1 Collection development & management

The Standards and Guidelines for Australian Public Libraries highlights that public library collections should aim to provide a wide coverage of subjects, formats and genres to cater for the diverse needs of the community, while adapting to emerging trends and formats as appropriate. The collection supports the library's important role in lifelong learning, reading for pleasure and the documentation and preservation of cultural memory. The Library does this by:

- developing the collection to reflect the community's demographic and economic needs.
- providing access to resources in a variety of formats including print, audio and digital.
- ensuring appropriate and efficient access for all members of the community.
- documenting, preserving and presenting the historical and contemporary development of the local community.

GRLC operates a floating collection model to enhance accessibility and ensure resources are optimally distributed based on community borrowing patterns.

6.2 Financial Management

GRLC provides materials to the community in the most efficient and cost-effective way possible. Content is added based on the community's needs, priorities outlined in the library plan, and strategic objectives within the library network.

6.3 Acquisition and purchasing

GRLC acquires resources through statewide tendering contracts, ensuring best value for the community and adherence to local government procurement guidelines. A variety of suppliers are used to ensure that GRLC can deliver high-value resources across its physical and digital collections.

6.4 Access to information and classifications

GRLC upholds the core values of intellectual freedom, equitable access to information and the rights of individuals to form their own opinions which are outlined in the ALIA Statement on Freedom to Access Information, the UNESCO Public Library Manifesto and the IFLA Statement on Libraries and Intellectual Freedom.

The core values expressed in these documents are :

The Freedom of Access to Information – GRLC seeks to provide a balanced library collection, reflecting the diversity in our community and the views of our customers. The Library will provide access to materials representing a wide range of viewpoints, in recognition of the community's right to seek and receive diverse information.

Libraries as a Pillar of Democracy – GRLC supports the role of public libraries as vital facilitators of lifelong learning, cultural development and informed citizenship through providing unrestricted access to knowledge.

Intellectual Freedom – GRLC emphasises the library's role in safeguarding the free flow of information and ideas. It affirms its commitment to resisting censorship in any form and offers material that reflects the diversity of community interests and opinions.

Legal Compliance – GRLC complies with Australian classification laws and does not include materials prohibited by Federal or State legislation. The powers of censorship and classification are vested in the Federal and State government, GRLC does not act as a censor.

It is recognised that a particular item may offend, however, items will not be removed from the collection based on having caused offence to an individual or groups. Decisions regarding retention or deselection are made in accordance with professional guidelines, legislative requirements and publisher recall.

Responsibility for the reading, listening and viewing of library materials by children remains with their parents or legal guardians. GRLC assumes no role in monitoring or restricting children's borrowing or access to library materials.

Complaints are reviewed against GRLC's policies ensuring decisions are objective, consistent, and aligned with the library's commitment to intellectual freedom.

6.4 Self-published, self-printed and print on demand materials

Items that are added to the collection have typically gone through a thorough editing and production process, ensuring quality and accuracy. Items published through traditional publishing companies use these processes to measure the authority of an author and the legitimacy of the information it reports. Self-published, self-printed or print-on-demand materials may lack editorial review, accuracy checking or peer review. Because of this, the library will generally not acquire these types of items for the collection.

6.5 Donations

The library accepts a limited number of donations, as processing these items incur additional cost to GRLC to cover labour and processing materials. Acceptance of donations is subject to:

- selection criteria – donated materials must meet the same standards as purchased resources.
- donations not meeting these criteria may be declined or redistributed.
- donations of library materials containing local area subject matter or origin may be added even if condition is poor.

The terms of the donation are required to be clarified with the potential donor before acceptance of any items. GRLC accepts no responsibility for the condition or retention of donated items.

6.6 Content analysis

The collections are regularly and effectively evaluated to ensure that the goals of collection development are being met and that emerging gaps are identified.

Content use and scope is monitored regularly, to ensure the Library continues to provide the content customers demand. GRLC uses a range of data sources and community feedback to evaluate collection performance.

6.7 Collection Maintenance and Sustainability

GRLC's collection is continuously reviewed to maintain its appeal, relevance, and alignment with community needs. Regular evaluation ensures:

- Items match customer needs
- A balanced collection
- A network perspective
- Physical condition and accuracy

GRLC integrates sustainable principles into collection management practices by prioritising quality, condition, and relevance to ensure continued community value. Deselection is an essential activity for maintaining a high-quality, responsive collection. The GRLC Deselection Guidelines outline procedures for reviewing, replacing, or removing outdated or underused items. Deselected items are recycled, donated, or repurposed to minimise waste and support local community initiatives.

6.8 Selection

Suppliers are selected following formal tendering processes undertaken in line with State and Local Government policy, and identified during the evaluation process as best fulfilling tender specifications. Collection materials are selected based on data, customer needs and professional judgment.

6.9 Selection criteria

Selection is guided by criteria tailored to each format. These criteria ensure that acquisitions meet community needs, align with GRCLC's strategic objectives and deliver best value to customers

6.9.1 Physical Collections

- Relevance and community demand
- Format accessibility
- Subject matter including style, accuracy and reading level
- Authority and competency of creator and/or publisher
- Relationship to existing collection
- Construction and production quality
- Currency of information and/or date of publication
- Durability and physical suitability for sustained library use
- Cost
- Availability elsewhere in the community
- Items with an intended audience or interest to the general community
- Adherence to legal and copyright or digital rights management requirements affecting use or access by public library users
- A strong emphasis is placed on Australian authors and content to reflect Australian culture

6.9.2 eCollections

- Local or community emphasis
- Vendor support
- Access requirements
- Technical considerations and features such as authentication and compatibility with current GRCLC systems
- Community need or potential use
- Download capability
- Useability
- Cost
- Currency including updates and maintenance
- Contract provisions (limitations of subscriptions)
- Content availability and coverage (Australian sources)
- Authority and competency of creator and/or publisher
- Adherence to legal and copyright or digital rights management requirements affecting use or access by public library users

6.9.3 Serials

- Number of issues per year
- Availability in alternative formats

6.9.4 New and Emerging Formats

- Potential level of customer receptiveness and demand
- Impact on physical space

- Durability of format for public library use
- Technical quality
- Compliance with industry standards
- Suitability for circulation
- Items not offered by other local organisations

6.9.5 Languages Other than English (LOTE)

- Availability of materials to build a viable collection
- Literacy needs and demands of a particular population
- Literacy culture of a particular population
- Resources aimed at customers who are culturally and linguistically diverse will be considered based on demographic data and community driven demand.

GRLC collaborates with other library services to enhance LOTE offerings through resource sharing arrangements via interlibrary loan.

6.9.6 Library of Things (non-book items)

- Assist with positive wellbeing outcomes
- Are not available to community members for no or low cost elsewhere
- Align with the strategic priorities of Geelong Regional Library Corporation
- Provide opportunities to engage with technologies
- Are selected to ensure suitability for loan, usability and best value.

7 Regular review

This policy will be reviewed at least every three years, or following significant incidents if they occur, or after any relevant legislative changes.

8 Related Legislation and Documents

8.1 Legislative Context

- Australian Classification of Films and Computer Games
- Copyright Act 1968
- Local Government Act 2020
- Privacy and Data Protection Act 2014

8.2 Supporting Documents

- Geelong Regional Library Corporation – [Library Plan](#)
- Geelong Regional Library Corporation – [Access and Inclusion Plan 2024-2028](#)
- Australian Library and Information Association - [ALIA free access to information statement](#)
- Australian Library and Information Association - [Statement on public library services](#)
- Australian Library and Information Association - [Statement on information literacy for all Australians](#)
- Australian Library and Information Association - [Library and information services for people with a disability](#)
- Australian Library and Information Association - [Libraries and information services and Indigenous peoples](#)
- Australian Library and Information Association - [Guidelines, Standards and Outcome Measures for Australian Public Libraries](#)
- International Federation of Library Associations - [IFLA/UNESCO Public Library Manifesto 2022](#)
- International Federation of Library Associations - [IFLA Internet Manifesto](#)
- International Federation of Library Associations - [IFLA/UNESCO Multicultural Library Manifesto](#)
- International Federation of Library Associations - [IFLA Statement on Libraries and Intellectual Freedom](#)
- International Federation of Library Associations - [IFLA Statement on Libraries and Intellectual Freedom](#)



HEALTH, WELLBEING AND SAFETY REPORT (CONFIDENTIAL)

David Semmens, Director Community Engagement

Recommendation:

That the HEALTH, WELLBEING AND SAFETY REPORT be noted.

CEO REPORT

Vanessa Schernickau, Chief Executive Officer

Recommendation

That the CEO REPORT be noted.

Purpose

To provide information for noting on some key highlights, activities and projects.

Connecting and Thriving

The CEO Report demonstrates how we deliver against our Purpose:

A thriving public library service that boosts our communities' health, prosperity, connectedness and belonging

CONNECTING AND THRIVING: COMMUNITY

National Simultaneous Story Time

Councillors across our region joined students from local primary schools and families to read Truck Cat as part of the National Simultaneous Story Time.

The Minister for Local Government Nick Staikos enjoyed reading to over 100 children at the Geelong Library and Heritage Centre, followed by award winning children's author Andrea Lowe, the inaugural Ambassador for Public Libraries.



Cr Trent Sullivan, Leopold Library



Minister Nick Staikos, GLHC



Children's author & Public Libraries Ambassador, Andrea Lowe



Cr Melissa Cadwell, Newcombe Library




Children's Youth and Services Team, GLHC



Mayor Stretch Kontelj, Geelong West Library



The Minister for Local Government, Nick Staikos was joined by local members Christine Couzens and Alison Marchant as well as Councillor Liz Pattison, Chair GRLC and Public Libraries Ambassador Andrea Rowe.

See Andrea's Instagram Reel from National Simultaneous Story Time 
<https://www.instagram.com/reel/DKEktOMBXrx/?igsh=MTc0M2sxempuN2I1dQ==>



Heritage Services



This recent Heritage Centre post had over 70,000 views.

Our annual Heritage Drop Ins across the region were popular as ever. Geelong and surrounding areas had the greatest number of children's institutions including orphanages outside any capital city in Australia. It had 13 institutions dating back to 1854 and the Geelong Heritage Centre holds records of children in care as recently as the 1980s.

Many of these (now) adults, known as 'Care Leavers', and their children still live in the region and regularly access our services. Libraries provide a safe and accessible way for them to start their research, which can also support claims for the [National Redress Scheme](#).

We have a [Support Services Guide](#) and a [Heritage Guide for Libraries](#). and customers can book via our website for an [appointment](#) with a member of the Heritage Services team or give us a call or email.

What does researching local heritage or family history mean to you? (why is it important)
As an adoptee, it is so important to learn of a connection to my birth family.

Geelong Library and Heritage Centre

Tastes of Geelong prompted a foody display on Level 2



A local violin maker has been experimenting with our new laser cutter and software. They created a mold using XCS and xTool with a pattern from a published CT scan of a famous instrument imported into a CAD program.



Breaking the Barriers: Stories Through the Lens was on exhibition in May - a heartfelt photographic exhibition capturing the raw, real, and remarkable stories of individuals living with disabilities.

Curated and created by Justine Martin—artist, author, and resilience advocate—the exhibition paired striking black-and-white portraits with deeply personal narratives.



Newcomb

A lovely thank you for the Newcomb Team.



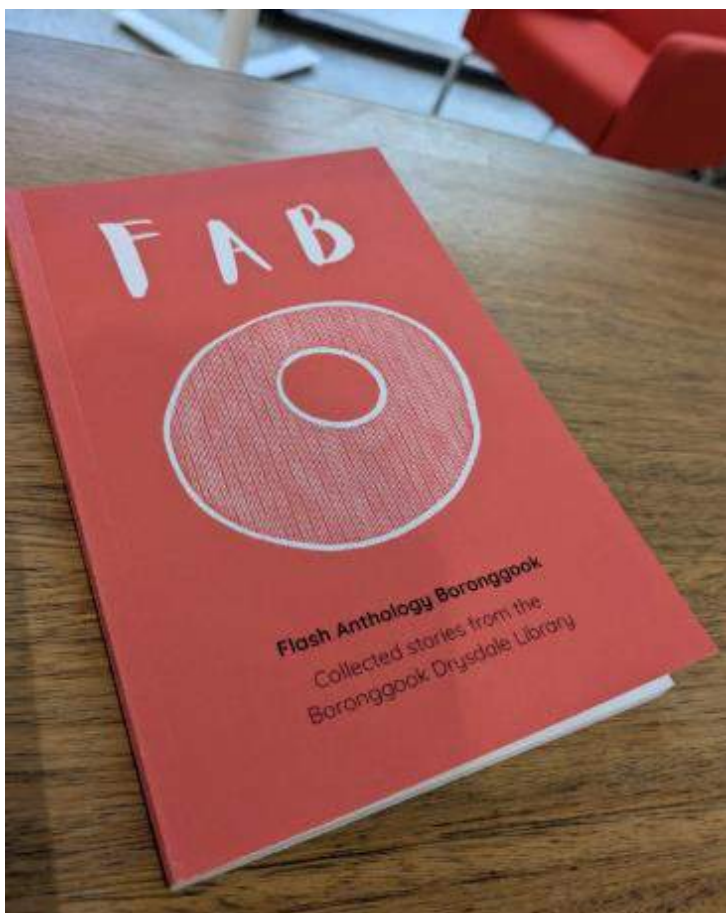
Queenscliff

Queenscliff hosted a talk by Theo Mantalvanos the owner of the Queenscliff Gallery. He talked about printing never before seen images from original plates by Sir Arthur Streeton that were discovered by Streeton's family.



Boronggook Drysdale

If you love Flash fiction, you will enjoy this new addition to our collection.



Biyal-A Armstrong Creek

A four week Crafternoon program focussed on the art of book binding.

CUSTOMER FEEDBACK FORM

WHAT IS YOUR FEEDBACK?

Absolutely loved week 1 of Book Binding!
Great teacher & manageable project -
I am enjoying the Fridays craft sessions
so much - tried origami -
Also a great community builder -
delightful group of ladies -
Thanks Kara - a delightful Friday afternoon!

LIBRARY Armstrong Creek DATE 9/5/25

WOULD YOU LIKE A RESPONSE? ☐ YES ☒ NO

WOULD YOU LIKE TO RECEIVE ☐ YES ☒ NO
NEWS AND UPDATES FROM
THE LIBRARY? - Almoody do

Thank you for your feedback, all feedback is monitored to help us improve our library services.
You can hand this form in at any library. Or scan the QR code and submit your feedback or suggestion online.

Our team have made a lovely connection with an older customer who attends almost everything she can get booked into! They asked her a few questions about what the library means to her, now that it has been open for nearly a year:

How long have you been visiting the Library?

That's an interesting question. Oh, a few months I suppose

What do you like best about visiting, or what brings you to the library?

*Umm, well the staff are lovely, all of you are!
And also the programs, I was here 4 times last week, and that wasn't for books or DVDs, it was for the activities, I came here twice on Friday for 2 programs*

Have you learnt anything or made any new connections from visiting the library?

I'm doing things I've never done before. I'm learning a lot here!

How have libraries impacted you?

It's changed my life, I feel like I've got things to look forward to, I've gotten to know so many of the library officers here, and I like coming here to have conversations and to learn.

How would you describe the library to someone who hasn't been before?

It's such an exciting and welcoming place, and it's a chance to learn new things! And I am looking for more programs to join!

Belmont

In partnership with Pakington Street's Hahndorf's Fine Chocolates, 24 people enjoyed a tasting journey across 7 different chocolates and titles from a range of genres from sci-fi and historical fiction to magical realism, romance and cosy crime!

A range of age groups come along, with people taking notes on the books using our "tasting guide" handouts, and chatting chocolate and reading preferences with us and each other.



Hello

I just wanted to give positive feedback about the session ran today at the Belmont Library.

I have a daughter who is 3 and often in the holidays I find that there isn't much catered to this age but the session ran at 10.30 was awesome. My daughter was interested for the full hour and Liz (not sure if correct name) was amazing at connecting with the kids.

We really miss toddler time in the holidays but this was a mix of music and games that catered for a wide range of ages.

Thanks



Leopold

We helped a customer out last year when they had their identify stolen and so we were pleased to learn that they recently correctly identified a possible scam thanks to attending one of our digital basics workshops.

Ocean Grove

Local aged care facility Sea View Manor is enjoying our Seed Library and have planted some of our seeds in their vegetable garden. One of their residents has commented that watching the seeds grow gives purpose to his day.

CONNECTING AND THRIVING: PLACES AND SPACES

Venue Hire Customer Satisfaction

Our Venue Hire Customer Satisfaction Survey, provided some useful feedback to inform our future service delivery.

Here's a snapshot of the results from 96 respondents:

- ☆ 4.72-star overall rating
- 😊 86% of respondents are "Very Satisfied" with their overall experience
- 🙌 85% are "Very Satisfied" with the quality of customer service provided
- 🔄 49% of respondents are returning customers
- 👤 21% found out about us through word of mouth
- 🌐 The remaining 30% heard about us equally via a library visit, Google, or our website

Here's what our customers are saying:

"Very helpful staff, very easy booking process."

"The GRLC team is absolutely incredible, and a joy to work with. Thank you!!"

"The Geelong Library staff on level 2 were fantastically helpful on the day. I will be re-booking for future events."

"The staff at Leopold Library are always so friendly and helpful. Appreciate their service with every experience."

"It is an excellent venue for our stamp club and the Belmont Library staff are extremely helpful. Excellent parking, good pricing, great lighting and furniture."

"I have used the facilities a number of times and can't fault anything — staff are very accommodating."

"Staff always friendly and helpful. We love attending Waurn Ponds Library for our monthly Book Group."

Geelong West and Ocean Grove each has a new bank of public laptops. Now they won't need to play musical chairs sharing public laptops with another library and our customers at these libraries will enjoy more regular programmes.

The Heritage Centre will soon have a wall mounted 86" touch screen for interactive content. This will be an exciting new way to enjoy content as well as run heritage workshops and programs.

Free Pads and Tampons

In partnership with our member Councils, we are part of this government initiative providing free access to essential hygiene products, helping to remove financial and social barriers that can affect people's participation in daily life.'



CONNECTING AND THRIVING: OUR PEOPLE

SharePoint Document Management

Delivering on an action in our Digital Strategy, the migration from our network drives to SharePoint is progressing well, as we implement this change applying our tested project management and transition methodologies.

Impact 2025

The Impact team 2025 cohort of our coordinators from across our organisation met at Corio Library for their second workshop focussed on leadership and management.

The focus of the half day workshop was building trust: psychological safety, climate, feedback and energy. Here are few headlines and feedback from the workshop:

'The 2nd session of the Impact training provided more valuable insights into leadership. The main take away for me was leading a feedback culture. High safety and high trust drive that space for feedback. The SBI model was explained, Situation, Behaviour and Impact.'

'Today's session was insightful on how I can positively impact the 'climate' of our team'



Staff Acknowledgement

We farewelled Hilary who was an integral part of the Queenscliff community as Librarian for many years. Hilary contributed significantly to the planning and development of the new library and will be greatly missed by the community.



Organisational Induction

At our recent organisational induction program, we welcomed a fantastic group of 14 new starters.

This included a culture workshop where everyone reflected on what was unique about them that lead to their happiest times and best performances at work.

Common themes included:

1. A strong sense of teamwork and collaboration
2. Commitment to community connection
3. Pride in the work we do
4. A welcoming and supportive environment

A strong alignment to our culture was evident in the room.



Customer Experience (CX) Strategy

As part of our Customer Experience (CX) Strategy, we have launched a pilot Voice of Customer (VoC) program focused on understanding how customers experience the *reservation process* (placing a hold on a collection item).

This is our first step in building a consistent, service-wide approach to proactively capturing customer feedback in targeted areas.

We asked customers who have placed a reservation within the last 60 days a few short questions about why they placed a reservation, how easy it was, and if they needed further help.

The survey was open for 2 weeks and we received 1449 responses with a satisfaction rating average of 9.25 out of 10.

This feedback will help us identify pain points, improve the process, and ultimately make the experience smoother and more satisfying for customers.

Turning the Page

The Executive Steering Committee (ESC) continues to work collaboratively and provide feedback on the draft Constitution and Partnership Agreement that will guide the Company Limited by Guarantee. Councillor Briefings are scheduled for August after which the ESC will reconvene and agree key milestones for Council decisions to transition to the new governance model.



An external consultancy is preparing financial modelling, including future funding models that will be presented to the Board.

Finance and HR Information Systems Migration

The Expression of Interest for our new Human Capital Management (HCM) solution closed on 19 May. The evaluation panel conducted detailed assessments that are commercial in confidence, in line with the Local Government Act and our own Procurement policy and processes. Demonstrations have now been conducted by providers who met the criteria to advance to the next stage.

The transition to bringing these systems in house, including payroll, is still a few months away and we continue to work closely with City of Greater Geelong to ensure a smooth transition for both organisations.

Board Meeting Snapshots

As we prepare to transition to a Company Ltd by Guarantee, we are introducing Board meeting snapshots. These capture items of interest that will be available on our website, as a record for the community. They do not capture the complete agenda or confidential matters.

ATTACHMENT 4 - FEBRUARY AND MAY BOARD MEETING SNAPSHOT

CONNECTING AND THRIVING: REGIONAL LEADERSHIP

National Reconciliation Week

We participated in the Geelong Cultural Precinct Walk and Talk, alongside our neighbours Barwon Water, Geelong Gallery, Geelong Arts Centre, Back to Back Theatre, Platform Arts and G21. I participated in the panel event at Platform Arts facilitated by Marsha Upphill.



Walk for Truth

We participated in the Walk for Truth alongside the Deputy Chair of the Yoorook Justice Commission, Commissioner Travis Lovett, who walked from Portland to Parliament to deliver the Yoorook Commission Report.

Our staff joined the Colac stretch as well as the leg from Waurin Ponds Library to Belmont. Our team welcomed walkers at the library to enjoy a cup of tea, as they sheltered from the weather, prior to setting off on the walk.

I also attended the community event held at NIKERI Institute Deakin University. As we listened to personal stories of loss and racism that is still happening today, we were reminded that members of the stolen generation live in our community and were walking with us.



Our team was joined by Paul, CEO SLV, Carmen from SLV and Angela from PLV

Public Libraries Victoria (PLV)

On 19 May, I attended Bentleigh Library for the announcement of the Public Libraries Ambassador Andrea Rowe.

Plan Victoria

David Semmons and I attended the Plan Victoria Forum Geelong.

Boronggook Drysdale Library

David Semmons and I met with local Member Alison Marchant at the Boronggook Library to discuss the needs of the changing community and the library team so that everyone can safely enjoy the library spaces.



OTHER BUSINESS

Next meeting **28 August 5.30 – 7.30pm**

Location **GRLC Boardroom, Level 4**