



ANNUAL REPORT 2018/19

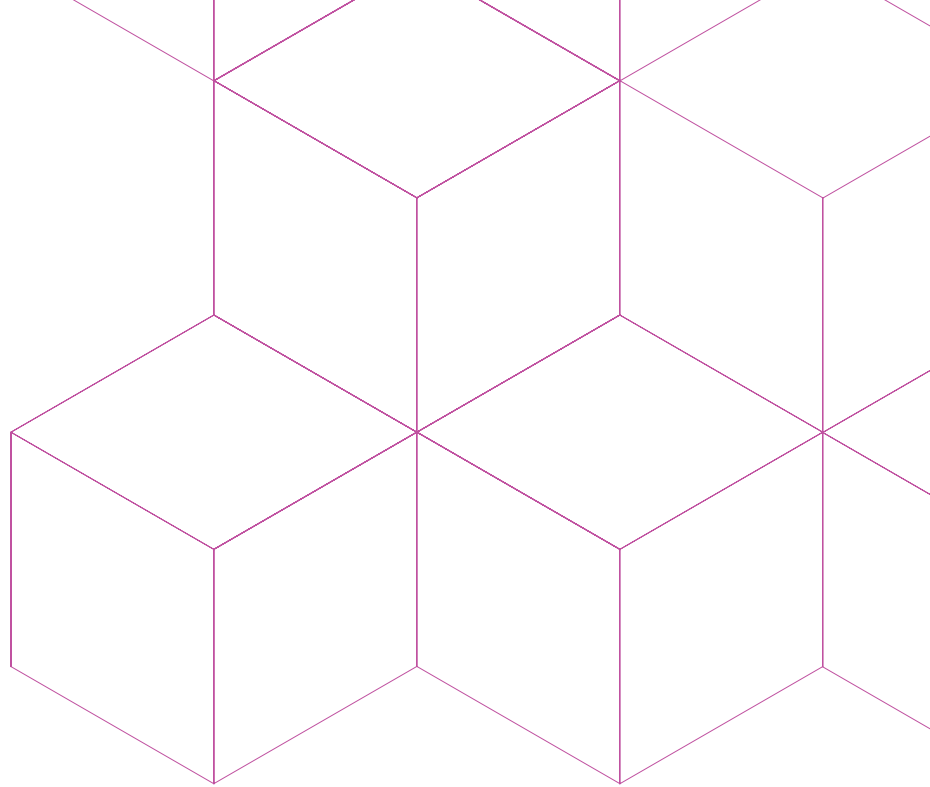
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**Libraries
Change Lives**

GEELONG
REGIONAL
LIBRARIES



WELCOME

This Annual Report celebrates the work and achievements of the past 12 months as informed by the Vision, Mission and Goals articulated in the Geelong Regional Library Corporation's Strategic Plan, *Reading Ahead: Library Plan 2017 to 2021*.



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OUR VISION

A THRIVING REGIONAL COMMUNITY

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas.

OUR MISSION

TO BE AN EXEMPLARY LIBRARY SERVICE. WE WILL CREATE OPPORTUNITIES FOR OUR COMMUNITY TO READ, LEARN, WORK AND CONNECT WITH EACH OTHER AND THE WORLD:

- by delivering innovative and exemplary library services
- by facilitating equitable access to information and technology
- through our library staff's knowledge, expertise and encouragement.

OUR GOALS

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

During the period from 2017 to 2021, our Library Plan will guide us as we move ahead, striving to leave no community member behind. We will focus on four key goals.

GOAL ONE.

Join up, join in

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

GOAL TWO.

Making life better

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

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

GOAL THREE.

Great customer experiences

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

GOAL FOUR.

Regional strength, local feel

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

MESSAGE FROM OUR CHAIR



It is my pleasure to present the Geelong Regional Library Corporation's (GRLC) Annual Report for 2018/19.



As I look back on the past twelve months, I reflect on what it takes for an organisation to be great. For the fifth year running, the GRLC has been ranked by independent analysis as the number one performing public library service in the state.

I believe our ability to be responsive to the views and needs of all our key stakeholders, to be agile in a changing digital, political and social landscape and to operate efficiently in the face of tight fiscal conditions is what sets this organisation apart.

This is an achievement that not only our staff and Board, but all in our community, should be proud of. We cannot deliver the best library service in the state without the public supporting us by visiting our libraries, borrowing from our collections, attending our events and programs and engaging with us online.

Each day, more than 6,700 people visit a GRLC branch or mobile library. Over the past year our libraries have experienced 1.9m physical visits, a further 900,000 visits to our website for a vast array of digital services and information and 158,000 people have attended a GRLC event or program. Demand for public library services continues to grow year-on-year, as does our membership. This is surely evidence of the huge positive impact that libraries have on the region's communities.

Libraries change lives; it is a fact. The GRLC has been proud to support the state-wide *Libraries Change Lives* campaign, which highlights the positive impacts that Victorian public libraries have on their communities by providing opportunities to learn, create and belong. The campaign also calls for an increase to operational funding from the State Government to enable public libraries to continue to meet the needs and expectations of communities. The GRLC has finished the year in a strong financial position. However, in order to grow and develop our services to meet the high expectations of a burgeoning community, we need the surety of sustainable funding.

It was with great anticipation that we saw the doors of the new Leopold Library open last December, with a fabulous Family Fun Day marking the occasion. The opening of the Library – and the Leopold Community Hub of which it is a part – sees the culmination of many years of planning and I congratulate all who were involved. There is no doubt that this library will be an important asset for the people of Leopold, today and into the future.

Earlier this year I was also pleased to attend the re-opening of the Chilwell Library, which was closed for a short period to undergo a refurbishment. The library was in need of new carpet, shelving and paint, and the refurbishment has breathed fresh life into this much-loved community branch.

The opening of new libraries in our network, as well as the refurbishment of existing ones, is evidence of the commitment of our member councils to the development of social infrastructure to support growing communities.



I commend our member councils for their continued commitment to ensuring the people of the Geelong region have access to the highest quality library services and spaces, which we know to be so vital to social wellbeing.

This year saw our CEO, Patti Manolis, awarded a Medal of the Order of Australia (OAM) for service and commitment to the library and information sciences sector. Patti has dedicated her career, and much volunteer time, to the library sector and to community development projects both locally and abroad, and her dedication and vision has been duly recognised with this award.

It was an honour to be re-appointed as Chair of the GRLC Board earlier this year, and I look forward to having the opportunity to continue my work with the organisation in this role. I would like to thank my fellow Board members, the CEO, the staff and volunteers at the GRLC, and our member councils for the respective roles you all play in the organisation and I look forward to continued success in the coming year.

Cr Ron Nelson
Chair

MESSAGE FROM OUR CEO



I am very pleased to be reporting on another highly successful year for the Geelong Regional Library Corporation.

This year we have continued to be guided by our four year library plan *Reading Ahead: Geelong Regional Library Plan 2017-21* which keeps our efforts firmly focussed on the vision set out by our Board. Over the past twelve months we have successfully delivered on the vast majority of the actions and significant projects outlined in the plan for this period, including the opening of the new Leopold Library.

Our strategic priorities are informed by industry trends and best practice, close consultation with our member councils, partner organisations and staff. Our community members are our most important sounding board. In 2018, the GRLC delivered its biennial library survey and received 3,748 responses – a remarkable participation rate. The rich data and feedback obtained from this survey is so valuable to us and we recognise the opportunity it affords us to make meaningful changes in-line with community sentiment.

Across the library network, survey respondents were highly complimentary of the service provided by our team and appreciative of the library spaces, collections and programs, returning an overall satisfaction rating of 9.3/10. Pleasingly, there was an increase in scores across all the social capital indicator questions compared to the previous survey. We also received feedback about areas where improvements could be made and these comments have helped inform our annual priorities planning.



The opening of a new library is always special, and in December 2018 we were delighted to see the new Leopold Library open its doors to the community. The library is co-located within the Leopold Community Hub, which is a great asset for local people with a number of services, community rooms and public open spaces available to enjoy. The library is beautifully appointed with plenty of space for working as well as relaxed reading, dedicated areas for children and youth and a permanent makerspace. I look forward to seeing the local community continue to embrace the library and make it a part of their lives.

2018/19 saw the development of our *Access and Inclusion Plan* which will ensure that the organisation is meeting (or exceeding) accessibility guidelines and best practice, including in the area of recruitment. Most importantly, it will help us ensure that none in our community experience barriers to accessing and enjoying our library spaces and services.

When the new Geelong Library & Heritage Centre was first being built, we ensured a recognition and acknowledgement of the local Traditional Owners, the Wadawurrung, was visible throughout the building through the use of Wadawurrung names and stories assigned to each floor. We are pleased to be continuing our journey of First Nations' recognition and respect by undertaking a number of projects that will build on our ability to be culturally respectful and responsive as an organisation and service.

The library's important role as a cultural institution has been highlighted during the year through our participation in initiatives such as Melbourne Design Week in Geelong, Geelong After Dark, White Night Geelong and events relating to Geelong's designation as a UNESCO City of Design. Our own Word for Word National Non-Fiction Festival has gone from strength to strength, and in 2018 we

welcomed 2,728 attendances and received a very high rating of 97% from event attendees for the quality of authors and presenters.

An undeniable personal highlight for me this year was being recognised in the Queen's Birthday Awards. To receive this acknowledgement was a great honour, but the true pleasure came from the messages of congratulations I received from friends, family, colleagues and peers.



I am reminded of how lucky I am to have such a great network of people around me and to work in an industry that makes a huge difference to people's lives.

On the topic of wonderful supporters, our Board continues to provide exemplary leadership, advice and advocacy to this organisation and I sincerely thank each of our Board members for their work this year. Our member councils have maintained an unwavering commitment to our work, and we are so appreciative of the support we receive from them. My incredible team continues to shine and I thank all of the staff and volunteers at the GRLC for their hard work, passion and drive.

And finally, to our library patrons, thank you for visiting, borrowing, participating and connecting with us. It is a pleasure to work within such a wonderful community and we are so very grateful for your continued support.

Patti Manolis OAM
Chief Executive Officer

CHAPTER 1. ABOUT US

OUR CORPORATION

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

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

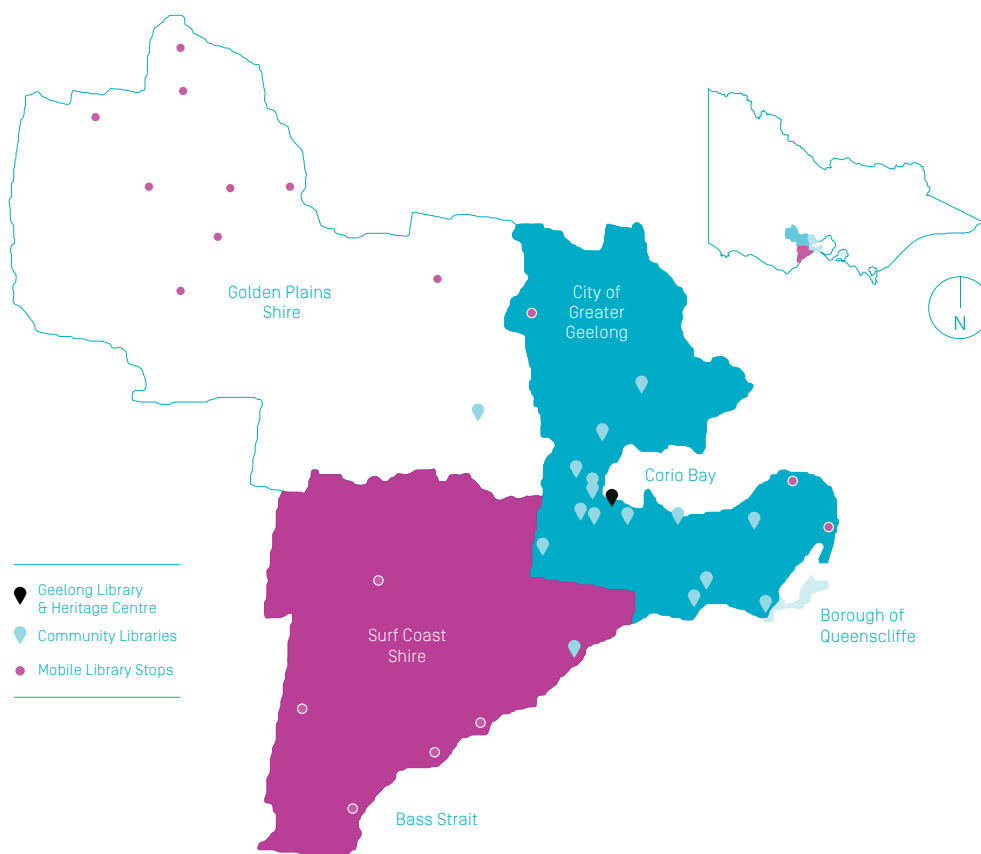
This model was the precursor to the formation of the Geelong Regional Library Corporation in March 1997, following local government amalgamations.

The Corporation's member councils continue the regional partnership to this day, in recognition of the operational and financial efficiencies it provides, as well as the greater level of access and quality of library services enabled by working together, for residents and visitors of our great region.

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

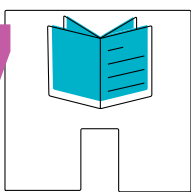
Through a network comprising a central library – the Geelong Library & Heritage Centre – 16 community libraries, two mobile libraries, community outreach services and a website offering a wide range of eServices and eCollections, the Corporation provides free, universal access to reading, lifelong learning, technology and discovery.

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



2018/19 HIGHLIGHTS

17



libraries

2

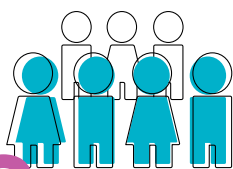


mobile libraries



*extensive
digital services*

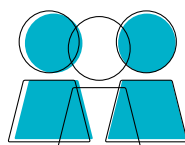
via our website



1.9m

visits

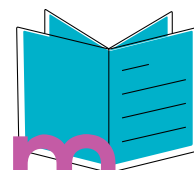
equivalent to 6.1 visits per resident



6,700

people

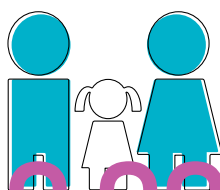
people visit a Geelong Regional Library branch or mobile library every day



2.5m

loans

of digital and hardcopy collection items, equivalent to 8.1 per resident



130,000

members

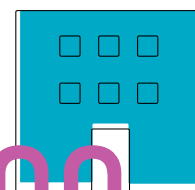
equivalent to 1 in 2.4 residents being card-carrying members



185,000

public access

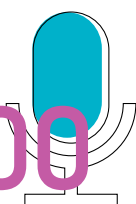
Internet sessions



1,600

major event

space and meeting room bookings



158,000

attendances

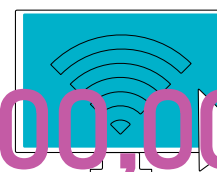
to lifelong learning and cultural programs



83,000

new

hardcopy and eCollection items acquired



200,000

*eCollection loans
an increase of 44%*

GOVERNANCE

The Geelong Regional Library Corporation is governed by the Geelong Regional Library Board.

The responsibilities and authorities of the Board are similar to those of local government councils and include policy determination, strategic planning and service evaluation. Board meetings are held regularly and are open to the public. Meeting dates are advertised and the agenda for each meeting appears on the Corporation's website. Representation on the Geelong Regional Library Board and the selection of delegates is determined by the Regional Library Agreement between the four member councils.

OUR BOARD

Cr Ron Nelson [Chair]

City of Greater Geelong

Cr Margot Smith [Deputy Chair]

Surf Coast Shire

Cr Ross Ebbels

Borough of Queenscliffe

Cr Stephanie Asher

City of Greater Geelong

Cr Jim Mason AM

City of Greater Geelong

Cr Peter Murrihy

City of Greater Geelong [Deputy Mayor]

Cr Nathan Hansford

Golden Plains Shire

Board Meeting Attendance

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



Geelong Regional Library Board, L-R: Cr Peter Murrihy, Cr Ross Ebbels [standing], Cr Stephanie Asher, Cr Jim Mason AM, Cr Nathan Hansford, Cr Margot Smith [standing], Cr Ron Nelson

OUR SUCCESSES

BOARD INITIATIVES AND STRATEGIC PLANNING

- Participated in the state-wide *Annual Survey of Public Libraries 2018* and achieved number one ranking across the 10 key benchmarks
- Participated in the state-wide *Libraries Change Lives* campaign
- Undertook comprehensive survey of library users and non-users engaging with over 3,700 members and non-members
- Undertook region-wide staff engagement survey
- Developed GRLC *Draft Library Infrastructure Development Plan*
- Adopted GRLC *Access and Inclusion Plan*
- Adopted *Responsible Conduct Policy*
- Adopted 2019/20 annual priorities arising from *Reading Ahead: Library Plan 2020 to 2021*
- Adopted *Annual Budget 2019/20* and *Strategic Resource Plan 2019-2023*
- Adopted GRLC *Annual Report 2017/18*

PROJECTS

- For the fifth year in a row, independent analysis of the *Annual Survey of Public Libraries 2017/18* found that Geelong Regional Library Corporation performance achieved first place when ranked against all other public library services in Victoria.
- The Word for Word National Non-Fiction Festival was held in November 2018 at the Geelong Library & Heritage Centre and attracted 2,728 attendances. Festival goers agreed at a rate of 97% that the quality of the speakers and presenters was of a high standard.
- Successful opening and operation of Leopold Library following implementation of collections, technology, services and recruitment plans.
- Developed and adopted an *Access and Inclusion Plan* to ensure we are a welcoming, supportive, inclusive workplace and service.

SERVICES AND COMMUNITY PARTICIPATION

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

- 130,003 members
- 1,886,452 physical visits [six visits per resident]
- 6,700 people visit a GRLC branch or Mobile Library every day
- 2,529,943 loans of collection items [8 loans per resident]
- 200,378 eCollection loans
- 157,625 attendances at lifelong learning and cultural programs
- 1,623 venue hire bookings
- 184,575 public access Internet sessions

FINANCE

The financial result for 2018/19 is a \$385,622 deficit, compared to a deficit of \$1,629 in the previous year. This result is favourable to Budget by \$498,409.

The result is due to:

- An additional contribution of \$623,425 in cash and gifted assets towards the new Leopold Library. A further \$7,185 was received from Borough of Queenscliffe as a membership fee upon joining the Heritage Centre.
- Depreciation costs relating to light vehicles and furniture and equipment has decreased by \$23,907 and the Book value of assets written off has increased by \$234,992. These are non-cash items that have not impacted the movement in the cash balance during the financial year.
- Employee costs have increased by \$982,471. This is mainly due to the opening of the new Leopold Library, staff wage increase of 2.025%, and additional hours worked in some library branches, notably Geelong Library & Heritage Centre.

Cash and cash equivalents have increased by \$860,625 in 2018/19, with net cash provided by operating activities at \$1,613,841. Geelong Regional Library Corporation also has a Term deposit of \$1,004,759.

In 2018/19 total income of \$15,206,524 was derived from the following sources:

Member council contributions	81% [2017/18: 80%]
State Government grants	13% [2017/18: 14%]
Fees, charges, disposal of plant and equipment, interest	6% [2017/18: 6%]

In 2018/19 total expenditure of \$15,592,146 was comprised as follows:

Employee costs	65% [2017/18: 64%]
Materials and services	18% [2017/18: 17%]
Depreciation	14% [2017/18: 16%]
Other expenses	3% [2017/18: 3%]

GRANTS

The Geelong Regional Library Corporation received the majority of its funding from the four member councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. This year they contributed \$11,904,131 [2017/18: \$11,504,126].

The State Government provides recurrent and capital funding under the Public Library Funding Program and the Premier's Reading Challenge Program. In 2018/19 the State Government contributed a total of \$2,011,358 [2017/18: \$1,966,278].

Funding partners and sponsors of the Word for Word National Non-Fiction Festival 2018 contributed a total of \$85,000 [2017: \$65,600].

In 2017/18, the Corporation was allocated a \$76,000 Victorian State Government (Department of Premier and Cabinet) grant from the Victoria Remembers Major Grant Program for the Geelong Honours Them project. This project will conclude in 2019/20.

Geelong Regional Library Corporation is also grateful for the following grants received in 2018/19:

- Department of Veterans' Affairs – Armistice Centenary Grants Program for the Remembering The End exhibition: \$4,442
- The Royal Society of Victoria – Victorian Seed Grant for National Science Week 2019: \$1,500
- Department of Health and Human Services / Telstra – Social Seniors Program: \$1,400

OUR CHALLENGES

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

The municipal rate cap alongside a diminishing ratio of state government to local government recurrent funding has compounded the tight financial environment. In this coming year 2019/20 the rate cap is 2.5%.

The following table illustrates how costs are increasingly being met by local government. The table shows state government funding as a proportion of total income over the past five decades.

Financial years	State Government funding as % of total recurrent income
1979/1980	49%
1989/1990	35%
1999/2000	26%
2009/2010	20%
2019/2020	13%

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

Public libraries in Australia and abroad face significant barriers in ensuring timely and comprehensive access to digital resources due to the current digital rights management practices, disadvantaging pricing structures and changes in access to new materials imposed by publishing houses. This all results in restricting access to libraries and therefore, disadvantage to communities.

New business streams for Geelong Regional Library Corporation, including venue hire, active grant seeking and fundraising are exciting and positive developments which demand new operational requirements and skills sets that we continue to develop.

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

LOOKING FORWARD

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

The Geelong Library & Heritage Centre opened in November 2015 and provides the perfect environment for development of new services and programs and introducing new people to the world of public libraries. It also delivers on our strategic objectives of helping to activate Geelong's Cultural Precinct and attracting cultural tourists. We look forward to continuing prioritisation of completing the Geelong

Cultural Precinct projects with the building redevelopments of our Cultural Precinct partner organisations the Geelong Gallery and the Geelong Performing Arts Centre now underway.

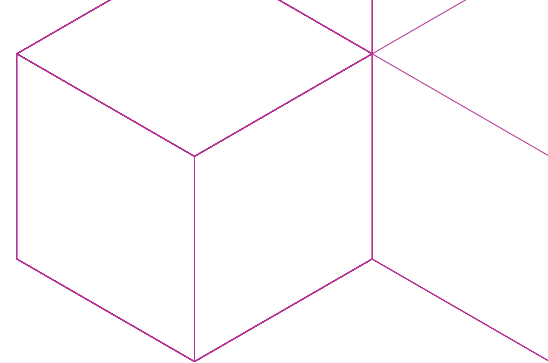
As we move into the first full financial year of operating the new Leopold Library, we look forward with excitement to planning for new libraries in Armstrong Creek, Drysdale, Lara and Torquay and a major redevelopment of Queenscliff Library.

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

Alternative streams of funding will be a key area of focus with funds designated for a two year position to assist with exploring and accessing grants, sponsorships and strategic partnerships.

Geelong Regional Library Corporation is represented on the Project Working Group of the initiative that is the result of the close and strategic partnership between Public Libraries Victoria (the peak body and voice of public libraries) and State Library Victoria. ADVOCATE is a three year project that seeks to raise awareness of the value of public libraries and secure greater levels of investment. The centrepiece is a campaign titled *Libraries Change Lives* designed to ensure that public libraries get the support they need to grow and continue to provide vital library services to the community. We look forward to participating actively in the final year of this project in 2019/20.


OUR PERFORMANCE




Indicator	Measure	Target/standard	2014/15	2015/16	2016/17	2017/18	2018/19
Membership	Library members as % of population	60% by June 2021	39%	41%	41%	41%	42%
Collection	Number of collection items per capita	2.2	1.4	1.6	1.5	1.4	1.4
Library use	Number of annual library visits (virtual) per capita	Equal to or above average for Victorian Public Library Services					
		- GRLC	4.3	4.9	4.6	4.5	4.8
		- State average	n/a	1.5	2.0	2.0	*
	Number of annual library visits (physical) per capita	Equal to or above average for Victorian Public Library Services					
		- GRLC	6.1	6.3	6.7	6.2	6.1
		- State average	5.0	5.1	5.1	4.9	*
Access to information technology	Number of public access Internet computers per 2,000 	1 computer per 2,000 population (from 2013/14)					
		- Number of computers required to meet standard	138	141	147	151	155
		- Number of computers held	171	208	208	208	215
		- (Shortfall)/excess	33	67	61	57	60
Program participation	Number of participants in library programs and activities	Increased number of participants	118,833	136,464	149,815	152,251	157,608
		% increase on previous year	9%	15%	10%	2%	4%
User satisfaction	Library user satisfaction 	"Overall satisfaction rating of 4.5 or higher out of 5 (to 16/17) Overall satisfaction rating of 9 or higher out of 10 (from 18/19)"	4.73		4.75		9.30

* The *Annual Survey of Public Libraries 2018/19* will be available early 2020

 Survey conducted on biennial basis

 From 2013/14 the measure changed from one computer per 1,500 to one computer per 2,000 in line with National Public Library Standards

 From 2018/19 the overall satisfaction measure changed to a rating out of 10 in line with statewide survey practices

Indicator	Measure	Target/standard	2014/15	2015/16	2016/17	2017/18	2018/19
Community strengthening	% of library users that believe the library:						
	- is a hub for community activities and connections	User rating of 4.2 or higher out of 5	4.3	◆	4.4	◆	4.5
	- encourages reading		4.0	◆	4.1	◆	4.2
	- helps to develop literacy skills		3.9	◆	4.0	◆	4.1
Social Inclusion	New library members in targeted areas	Increased membership of 'hard to reach' groups					
		- New members in Corio	1,463	1,398	1,351	1,172	1,398
		- New members in Newcomb	945	1,012	839	838	746
	Participation in library programs in targeted areas	Increased participation of 'hard to reach' groups in library programs					
		- Participants in Corio	7,921	9,249	9,277	7,949	9,728
		- Participants in Newcomb	14,990	13,582	14,249	13,449	13,986
Partnerships	Scope and level of engagement of community organisations and groups in library service planning and delivery	Measured by involvement of community organisations and groups					
		- Number of program and service partners	127	122	142	134	199
Funding	Library funding per capita from Member Councils	Equal to or above the average level per capita for Victorian Public Library Services					
		- GRLC	30.38	30.60	34.45	35.28	36.32
		- State Average	31.40	32.65	32.94	32.00	*
Facilities	Floor area per capita	39m ² per 1,000 population	27.2 m ²	45.6 m ²	43.8 m ²	43.2 m ²	44.5m ²

STATISTICS OVERVIEW

Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	% change since last year	% change over last 5 years
Population - Regional (ABS ERP)	276,978	282,187	293,881	301,536	310,570	3%	12%
Members ¹	108,443	116,338	120,841	123,520	130,003	5%	20%
Visits	1,677,490	1,789,248	1,956,363	1,875,228	1,886,452	1%	12%
Loans ²	2,548,330	2,687,512	2,639,219	2,558,039	2,529,943	-1%	-1%
eCollection loans ³	56,960	84,079	106,953	139,435	200,378	44%	252%
Collection (items)	399,205	447,862	431,839	421,670	423,593	0%	6%
Opening hours (weekly)	727	755	755	755	795	5%	9%
Mobile library locations ⁴	18	18	18	18	17	-6%	-6%
Library floor space (m2)	7,419	12,877	13,027	13,027	13,827	6%	86%
Total operating expenses (\$)	11,028,348	13,364,945	14,286,309	14,316,809	15,592,146	9%	41%
Total operating expenses per capita (\$)	39.82	47.36	48.61	47.48	50.20	6%	26%
Total capital expenses (\$)	3,002,327	2,958,109	1,714,207	1,547,863	2,027,295	31%	-32%
Lending materials (\$) capital expenditure	2,154,887	1,362,466	1,235,551	1,157,949	1,588,228	37%	-26%
Staff (EFT) ⁵	76.3	96.5	97.1	98.6	108.1	10%	42%
Lifelong learning and cultural programs	4,435	5,558	6,255	6,613	6,886	4%	55%
Lifelong learning and cultural program attendances	118,833	136,457	149,815	152,251	157,625	4%	33%
Website and catalogue visits	1,204,743	1,370,330	1,343,140	1,348,924	1,478,126	10%	23%

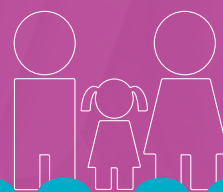
1 Membership reflects total membership plus new members of 18,627 less removal of 11,759 inactive members

2 Physical and eCollection loans

3 eCollection loans include eAudiobook, eBook, Streaming Video and Digital Magazine loans

4 Leopold mobile library stop ceased Mon 3 Dec 2018 following the opening of the new Leopold Library

5 Increase in staff EFT due to the opening of the Geelong Library & Heritage Centre in November 2015 and the Leopold Library in 2018



130,000
members

MEMBERSHIP

Membership by place of residence	2014/15	2015/16	2016/17	2017/18	2018/19	% change since last year	% change over last five years
Borough of Queenscliffe	1,729	1,721	1,713	1,709	1,706	0%	-1%
City of Greater Geelong	86,012	92,110	95,423	97,065	101,898	5%	18%
Golden Plains Shire	5,137	5,510	5,502	5,587	5,609	0%	9%
Surf Coast Shire	10,193	10,842	11,383	11,896	12,485	5%	22%
Other Local Government Areas	5,372	6,155	6,820	7,263	8,305	14%	55%
Total members	108,443	116,338	120,841	123,520	130,003	5%	20%
Population	276,978	282,187	293,881	301,536	310,570	3%	12%

2018/19

Members by place of residence

Members by preferred branch	Borough of Queenscliffe	City of Greater Geelong	Golden Plains Shire	Surf Coast Shire	Non Residents	Total members
Borough of Queenscliffe	1,335	601	3	5	669	2,613
City of Greater Geelong	370	100,469	1,283	3,511	6,444	112,077
Golden Plains Shire	-	332	4,312	28	185	4,857
Surf Coast Shire	1	496	11	8,941	1,007	10,456
Totals	1,706	101,898	5,609	12,485	8,305	130,003
Members by place of residence as a % of total members	1%	78%	4%	10%	7%	100%

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

Local Government Area	Population	Members	% Members
Borough of Queenscliffe	2,982	2,375	80%
City of Greater Geelong	252,217	108,342	43%
Golden Plains Shire ¹	23,120	5,794	25%
Surf Coast Shire	32,251	13,492	42%
Totals	310,570	130,003	42%

In line with Local Government Reporting methodology, 8,305 non-resident members have been assigned to the local government area of their preferred branch.

1 It is noted that 5,200 Golden Plains Shire residents are members of Central Highlands Libraries, raising the total percentage of library members to 48% of residents.



CHAPTER 2.

OUR LIBRARIES

Geelong Regional Library Corporation manages one of the largest physical and virtual public library networks in the state, with services delivered via 17 static branches, two Mobile Libraries, the library website, a Home Library Service and Community Outreach services.



A THRIVING REGIONAL LIBRARY NETWORK

The Geelong Library & Heritage Centre is our central, flagship library with suburban branches in Belmont, Chilwell, Corio, Geelong West, Highton, Leopold, Newcomb, Wairn Ponds and Western Heights.

There are also library branches in the towns of Barwon Heads, Drysdale, Ocean Grove, Queenscliff, Torquay, Lara and Bannockburn. Mobile Library services operate on the Bellarine Peninsula and in areas of the Surf Coast and Golden Plains Shires, with weekly or fortnightly stops at 17 locations across the region.

In December 2018, the Leopold Library opened as part of Stage 2 of the Leopold Community Hub. The library provides a welcoming and bright space with comfortable zones for working, reading and activities.

A dedicated technology makerspace offers opportunities for people of all ages to develop creativity, imagination and problem solving skills. The branch is further enhanced by its co-location with the Child and Family Centre, Leopold Community Learning Centre, multi-purpose community rooms and public open space.

Through our Home Library Service, a team of volunteers delivers a personalised service to library members or their carers who are unable to visit a physical library branch due to illness, frailty or disability.

The Corporation also provides services online via a comprehensive website which hosts the library catalogue, digital collections, the Geelong Heritage Centre Archives, information about library resources, events and programs, links to community services, cyber safety information and digital literacy resources.

Planning is currently underway for new libraries in Queenscliff, Drysdale, Lara and Armstrong Creek. A feasibility study for a new Torquay Cultural Hub has commenced.

17 
Library branches
across the region

17 
locations across the region

OUR CENTRAL LIBRARY: GEELONG LIBRARY & HERITAGE CENTRE

GEELONG LIBRARY & HERITAGE CENTRE

- **Manager:** Catherine Turner
- **Branch Librarian:** Katherine O'Neill
- **Assistant Branch Librarian:** Kelly Brettargh
- **Size:** 6,000m²
- **Total hours open:** 74 per week
- **Members:** 26,321
- **Visits:** 470,420
- **Loans:** 303,602
- **Collection size:** 79,394
- **Information enquiries:** 24,960
- **Public Internet access sessions:** 51,932
- **WiFi sessions:** 49,745
- **Hosted exhibitions:** 9
- **Guided tours:** 353
- **Regular events:** Baby Time, Toddler Time, Preschool Story Time, Sensory Story Time, after school activities, and regular eKnow How programs, Author Encounters, Open Mind Lecture series and Special Events.

GEELONG HERITAGE CENTRE

- **Manager:** Mark Beasley
- **Coordinator Reading Room:** Judith Oke
- **Total hours open per week:** 38
- **Curated displays:** 10
- **Reading Room visits for the year:** 28,825
- **Items requested and retrieved from Archive collection:** 770
- **Email enquiries received:** 633
- **Image orders received:** 307
- **Volunteer staff hours:** 1,750

SPECIAL FEATURES

- A diverse collection of print, multimedia and heritage items
- Internet-access computers (Mac and PC), creative software including Movie Maker, Garage Band, iMovie and Adobe Illustrator, InDesign and Photoshop
- High-end digital technology including digital way-finding kiosks, video wall, gaming consoles, Chromebooks, iPads, mobile devices, smart tables, virtual reality and 3D printing
- An entire floor dedicated to children and young people, with age-appropriate collections, digital technology and activity spaces (Level 1)
- Powerful, free WiFi and high-speed Internet access
- Major event space with spectacular bay views (Level 5)
- Meeting and discussion rooms (Level 2)
- An 80-seat café, 'Public', with outdoor eating area overlooking Johnstone Park (Ground)



It's the best municipal library I've used globally. How privileged are the residents of Geelong?

Geelong Library & Heritage Centre Customer Feedback

The Geelong Library & Heritage Centre (GL&HC), affectionately known as 'The Dome', was opened in late 2015 and has fast become the region's favourite cultural, community and technology hub. Our 6,000m² flagship branch houses:

- the Geelong Regional Library Corporation's central library (Ground, Level 1, Level 2) featuring:
 - a diverse collection of print, multimedia and heritage items, including special collections such as Arts & Literature, Indigenous Culture and Local Authors
 - spaces for temporary visual art exhibitions
 - dedicated zones for children and youth
 - an array of new technology
 - very fast, free public Internet access
 - a major events space, plus smaller meeting and discussion rooms
- the Geelong Heritage Centre (Level 3), featuring:
 - a state-of-the-art repository to safeguard the region's extensive historical archives
 - a technology-rich Reading Room
- the administrative functions of the Corporation (Level 4)
- major events space and publicly-accessible balcony with stunning views across Corio Bay (Level 5)

The unique architecture of the Geelong Library & Heritage Centre makes it one of the most iconic buildings in the city, and a natural drawcard for tourists to the region.

Centrally located in Geelong's Cultural Precinct, the GL&HC has also become a popular space to gather, meet, work, create and is a vital part of the cultural fabric of the city.

Throughout the year, a number of photographers and videographers have sought permission to film and photograph at The Dome, seeking to showcase the award-winning architectural design of the building and to capture the buzzing cultural life on display within.

During 2018/19, the ground floor space of the GL&HC became available for hire as a public exhibition space, with a number of local community groups and other organisations taking advantage of the opportunity to exhibit in this central, public space. The inaugural exhibition program has featured:

- Australian of the Year — a travelling exhibition from the National Museum of Australia
- Near and Far — an independent photography exhibition
- Books Beyond Boundaries — presented by Eastern Hub, Oxygen College, Fort and Art Studio
- Annual Calendar Exhibition — presented by the City of Greater Geelong
- Vital Signs Interactive Exhibition — a partnership between Geelong Regional Library Corporation, Deakin University and City of Greater Geelong

- Portraits of Justice — a partnership between Geelong Regional Library Corporation, Barwon Community Legal Services and Geelong Illustrators
- Grounded in Truth: a Reconciliation Week Art Exhibition — presented by The Torch

As one of Geelong's most unique event and meeting venues, the GL&HC offers flexible meeting rooms and a major event space, catering to the needs of individuals, community groups, businesses and government agencies. In the past financial year, 1,354 events and meetings were hosted at the GL&HC.

The GL&HC boasts a significant collection of print and multimedia items which caters for every age group and area of interest. Specialist collections housed at The Dome include Arts & Literature, Treasures, Local Authors and Indigenous Culture.

Complimentary daily tours of The Dome provide the opportunity for visitors to learn about the design of the building (including its impressive environmental features) and the services and features on offer on each level.

Throughout the year, an engaging, diverse and full schedule of events and cultural programming took place at the GL&HC. These events and programs drew large audiences and furthered the organisation's strategic objectives to support the development of reading and digital literacies, and to fire imaginations through thought-provoking and inspiring experiences.

For more information about the events held at the GL&HC during the year, see Chapter 6.



470,420

*visits to the Geelong Library
& Heritage Centre*



Remembering the End exhibition

HERITAGE SERVICES

Throughout the year, the Geelong Heritage Centre presented displays and programs to introduce the community to the fascinating and extensive collection and resources available in the Centre's archives.

HERITAGE CENTRE DISCOVERY SESSIONS

Throughout 2018/19, the Heritage Centre presented the following sessions in the Heritage Centre Reading Room and at branch libraries throughout the network:

- A Birds-Eye View of Historic Bannockburn in Maps and Plans
- An ANZAC in the Family – Tracing your Military Ancestors
- Discover Your Family History and Heritage Centre Tour
- Geelong Heritage Centre's Newspaper Collection
- Green Screen Yourself into an Historic Image
- Introduction to Ancestry
- Preserving Family Photographs
- Remembering The End – Peace celebrations and life after WWI in Geelong and Barwon Region Exhibition curator floor talks
- Remembering the 1970s – Geelong and Barwon Region
- Rescue your Old Photographs
- Researching your Family History at the Geelong Heritage Centre
- Start your Family History Search Using 'Digger'
- WWI Soldier Settlement and Repatriation Records



GRLC staff, Caroline Stok and Geoff Adsett, with the Hon Richard Marles MP.

HERITAGE CENTRE SPECIAL PROJECTS

Remembering The End - Peace celebrations and life after WWI in Geelong and the Barwon Region

Remembering the End – Peace celebrations and life after WWI in Geelong and the Barwon Region is a mobile exhibition which recalls peace celebrations and life following World War I in the local community.

On Tuesday 13 November 2018, the Remembering the End exhibition opened to the public, in recognition of the 100th anniversary of the Armistice of World War I on 11 November.

The exhibition was on display in the Heritage Centre Reading Room until early February 2019, before commencing a tour to library branches across the network. The branch tour will continue throughout 2019/20.

Remembering the End features local stories with images which were sourced from the Geelong Heritage Centre Archive, the Australian War Memorial collection and the *Geelong Advertiser News of the Week* collection. The exhibition brings to life one of the most pivotal moments in twentieth century history, and one which still has an impact on our community today.

The project to develop and create the Remembering the End exhibition was undertaken by Heritage Centre staff with assistance from the Museums Australia Victoria Roving Curator Program.

Funding for the creation of the Remembering the End exhibition was received through the Department of Veterans' Affairs Armistice Centenary Grants Program. The application for the grant was personally endorsed by the Hon Richard Marles MP as part of the first stage of vetting local Geelong region projects. Mr Marles visited the Geelong Heritage Centre on 9 November 2018 to view the exhibition and meet with Heritage Centre staff.

Geelong Honours Them

Supported by funding from the Victoria Remembers Major Grants Program, this two and half year ANZAC Centenary project aims to identify, digitise and make accessible images of WWI Honour Boards located across Geelong Regional Library Corporation's member council areas. The project was launched in April 2018.

Throughout the year, the community has continued to respond to the call for information about the location of Honour Boards and has now provided the Geelong Honours Them project team with details of more than 80 WWI Honour Boards.

The important task of digitally capturing the WWI Honour Boards and making the images accessible to the community online is scheduled to be completed during 2019/2020.

See: geelonghonoursthem.grlc.vic.gov.au

Geelong Heritage Centre Archives Online

The Geelong Heritage Centre Archive – Victoria's largest regional archive – can now be searched online, providing convenient and remote access to more than 46,000 records.

The launch of the new Geelong Heritage Centre Online Archive in May 2019 was the first step in a multi-phase project, with the creation of a new Digital Archive Repository and ongoing collection digitisation program to follow.

The Archive is a unique recorded history of Geelong and surrounding areas and includes countless memories and stories which live on in the extensive collections of public and private records, newspapers, maps, plans, photographs, catalogues and indexes.

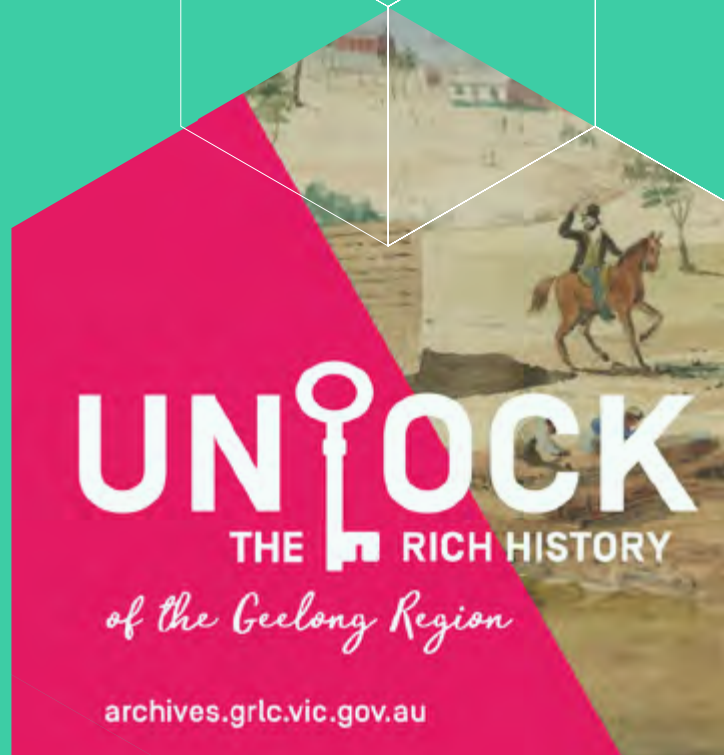
See: archives.grlc.vic.gov.au

Kin and the Community

Established in 1986 in Scotland, Fèis Rois is a charity organisation which aims to give young people and lifelong learners the opportunity to experience and engage with traditional Gaelic music and culture.

A contingent of Fèis Rois musicians led by internationally-renowned fiddle player, composer and artist Duncan Chisholm, together with Scottish film-maker Graeme Roger, visited the Geelong Heritage Centre to source local historical information and images from Geelong and Victoria in the 1850s. The images formed part of a 20-minute film backdrop to a live musical performance of *Kin and the Community – The Charlotte Ferguson Story* which premiered at the National Celtic Festival held in Portarlington on Sunday 9 June.

The Scottish premiere of *The Charlotte Ferguson Story* will be performed by Fèis Rois in September 2019.





HERITAGE CENTRE SPECIAL EVENTS

National Family History Month 2018

In recognition of National Family History Month, held annually in August, the Heritage Centre ran a series of programmed sessions in collaboration with Geelong Family History Group (GFHG), called Start Your Family History Journey at The Dome.

During these sessions, participants could speak with members of GFHG and seek their advice about starting their family history search.

The Heritage Centre also hosted the official closing event for National Family History Month 2018, in collaboration with the Australian Federation of Family History Organisations. Official historian of the AFL and local resident, Col Hutchinson, was the guest speaker at the event. Col entertained the audience with stories of VFL and AFL players and their family history connections.

HERITAGE CENTRE READING ROOM CURATED DISPLAYS

The following curated displays, featuring items from the Heritage Centre collections, were on exhibition in the Reading Room during 2018/19:

- A wedding-themed display featured the gold and leather wedding shoes worn by Jean Hosking upon her marriage to William Little in 1928, along with a wedding sarong made in India that was worn by Frances McWhirter on the occasion of her marriage to Colin Campbell at Christ Church Geelong in 1851.
- The contribution of the Rhind Family to the Bellarine Peninsula community in the mid-to-late 19th and early 20th centuries was celebrated in a display featuring lusterware cups and saucers, an image of 'Chevy Estate' homestead in Wallington and Rhind family photographs and records.
- During NAIDOC Week 2018, the Heritage Centre exhibited an 1851 plan of the subdivision of Whoorel, County of Polwarth, that identified the land and extensive landscape features of the Buntingdale Aboriginal Mission Station (1839-1851) at Birregurra.
- In 1838, the first plan of the Geelong township was drawn by Henry Smythe then revised and signed by Government Surveyor Robert Hoddle. To mark the 180th anniversary of this significant event, a copy of the original plan together with a later version of the plan signed by Hoddle and Geelong Town Clerk William Weire, were displayed.
- To coincide with the visit of participants in the Russell Mockridge Commemorative Cycling Tour, a special Russell Mockridge cycling history display was exhibited.
- A display exploring the diversity of Geelong's musical heritage included musical instruments, promotional theatre poster, photographs and memorabilia.
- To coincide with the Archibald Exhibition at the Geelong Gallery, three short videos, narrated by Joseph Archibald and his father and telling stories of the gold rush and events in Geelong in the 1850s, were featured on the Reading Room's interactive Cruiser table.
- Remembering The End – Peace Celebrations & Life after World War I in the Geelong and Barwon Region – a special touring exhibition developed from the Heritage Centre Archive to commemorate the centenary of Armistice Day on the 11 November 1918 – was launched in the Reading Room. The mobile banner display created for this exhibition was complimented by relevant objects from the archives.
- Visitors were transported back in time to life in Geelong in the 1970s with the Living in the 70s exhibition, featuring images and objects from the era, including local archive materials and a Victoria Police Uniform on loan from the Victorian Police Museum.
- 'Gone but not forgotten' was the theme for a display of objects, images and recorded histories of the former Geelong-based Commun Na Feinne Society, the popular 20th Century Geelong eatery, The ABC Café, together with the beautiful Mayoral Robes of the Geelong West Council.

HERITAGE CENTRE ARCHIVE DONATIONS ACCEPTED

The following items were accepted as donations to the Geelong Heritage Centre archive and reference collection:

- Records of the former Drysdale Court of Petty Sessions including Court summons (1886 – 1926) information and summons files (1865 – 1895).
- A 'token coin' first produced in England in the 19th century as a form of currency to pay for pharmaceutical supplies. Brought to Australia by convicts and used as a replacement for the currency of the day.
- An audio tape recording of the Golden Jubilee address given by John Fairnie JP CBE in March 1945.
- A c1950 plan of the Shire of Barrabool.
- Two different Shire of South Barwon Centenary commemorative medals (1874 – 1974).
- A collection of Belmont Probus Club administrative records.
- A copy of the published work *The poetical works of Robert Burns* edited by the Rev. Robert Aris Wilmott and published by George Routledge and Sons London, that was presented to Zillah Ann Price (later Mrs Charles Figgis) as an academic prize from Geelong Ladies College in 1872.
- A collection of various Geelong and region business-related correspondence and invoices on commercial letterheads, c1950s.
- A collection of administrative records of the former Geelong Boys Employment Movement.
- A collection of photographs taken in Geelong between 1915 and 1925, including 17 of the Geelong Hospital Gala Day and one of the Geelong Tramways Official Opening.
- The costume (dress and headdress) made by a final-year design student at The Gordon in 1974, together with the medal awarded to the student for being a top ten finalist in the Australian Gown of the Year Awards (the dress was awarded a bronze medal). Also donated were photographs taken when the dress was exhibited in the Kenebo Design competition in Tokyo and Osaka (Japan) later in 1974.
- A City of Geelong CBD fire survey plan and index produced by the Insurance Planning Association in 1933.
- Various 20th century photographs of different subjects and locations, including of Eastern Beach, the Anglesea Mine, the Great Ocean Road, 1983 bushfire devastation and recovery, and the filming of the movie *Phar Lap* in Geelong West.

GEELONG HERITAGE CENTRE COLLECTION ADVISORY COMMITTEE

Cr Margot Smith [Chair]

Councillor, Surf Coast Shire

Jill Evans

Director Community Services, Golden Plains Shire Council

*until December 2018

Mark Beasley

Manager Geelong Heritage Centre Collection & Services, Geelong Regional Library Corporation

Kaz Paton

Manager Arts & Culture, City of Greater Geelong

Jan Kinloch OAM

Geelong Branch, National Council of Women

Lana Capon

Secretary, Geelong Historical Society

Jim Fidge

Geelong Historical Society

Charlie Farrugia

Public Record Office Victoria

Pam Bailey

Community Representative

Coralie McInnes

Community Representative

*Two year term completed end of 2018

Daniel Fullerton

Community Representative

*Two year term completed end of 2018

Victoria Spicer

Community Representative

*Two year term commenced 2019

Dr Ruth Lee

Community Representative

*Two year term commenced 2019

OUR REGION-WIDE LIBRARY NETWORK

BANNOCKBURN

Branch Librarian: Tracie Mauro

Size: 540m²

Total hours open: 35 hours per week

Visits for the year: 52,044

Loans for the year: 63,015

Collection size: 14,961

Members: 4,182

Regular events: Weekly Baby Time, Toddler Time, Preschool Story Time and school holiday activities

SPECIAL FEATURES:

- Six public Internet access computers
- Play and Learn touchscreen PCs
- Free WiFi access for library members
- 24-hour external returns chute and internal returns slot
- Outdoor reading courtyard
- Meeting rooms available for community hire

Bannockburn Library is part of the Bannockburn Cultural Centre and the library services complement the large variety of activities that take place in the Centre, making it an important community hub for local residents and students.

In August 2018, following a trial period, revised opening hours were implemented at Bannockburn Library. The new schedule has enabled the library to open on a Monday – a step which has been well-received by customers, including the local school groups and early childcare services who are regular visitors to the branch.

Children from local early childhood centres and schools regularly visit and borrow from the Collection, thus encouraging library membership and usage, both for the children and for their families.

Bannockburn Library staff work closely with Golden Plains Shire to deliver a number of programs throughout the year which are tailored to the needs of the local community. The library is also well supported by staff at Golden Plains Shire Children's Services, who regularly refer new families to the branch.



Staff are fantastic, welcoming, accepting and connected to the community. They genuinely care and make an effort to make the community better.

Bannockburn Library Member Feedback



4,182
members

BARWON HEADS

Branch Librarian: Georgia Carter

Branch Library Officer: Penny Price

Size: 180m²

Total hours open: 13 hours per week

Visits for the year: 13,569

Loans for the year: 53,225

Collection size: 7,936

Members: 1,820 (661 student memberships; 1,159 community memberships)

Regular events: Weekly Preschool Story Time and school holiday programs

SPECIAL FEATURES:

- Joint use school and community library
- Three public Internet access computers
- Printing and copying services
- Free WiFi access for library members

Barwon Heads Library is a small and intimate library located in the grounds of Barwon Heads Primary School. The branch is a much-loved community asset, and local people continue to show their support for the library – there has been a 23% increase in visits to the branch in the past year.

Attendance at regular Story Time sessions increased by 68%, with the average number of attendees rising from 14 in 2017/18 to 23 in 2018/19. School holiday programs have also been well attended and are very popular with local families.

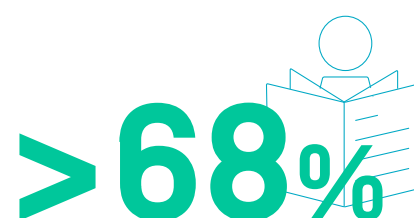
In December 2018, library staff conducted a successful outreach activity, attending the Barwon Heads Primary School Fair to promote library resources and membership to the school community.

During the past year, a regular eKnowHow session has been included in the quarterly calendar of programs offered at Barwon Heads Library.



It's a warm, welcoming, neutral space in our community, available to everyone and it's free. I love reading and learning and making valuable connections.

Barwon Heads Library Member Feedback



increase in attendance at Story Time sessions



Staff at Bannockburn Library

BELMONT

Branch Librarian: Janelle Vise

Assistant Branch Librarian: Anne Stewart

Size: 950m²

Total hours open: 63 hours per week

Visits for the year: 238,934

Loans for the year: 294,771

Collection size: 42,801

Members: 13,248

Regular events: Weekly Baby Time, twice-weekly Toddler Time and Preschool Story Time, Book a Librarian sessions, regular eKnowHow programs and Ancestry programs

SPECIAL FEATURES:

- 15 public Internet access PCs, 1 Apple iMac computer and a Genealogy PC
- Play and Learn touchscreen PCs
- Free WiFi access for library members
- Meeting room available for community hire
- Electric scooter recharge point
- City of Greater Geelong Customer Service Centre

Belmont Library is a busy and vibrant branch, centrally located in the popular High Street shopping strip.

During the year, the branch was refreshed with new paint to the ceiling and walls which has brightened and enhanced the ambience of the internal spaces.

Programs offered for people of all ages continued to be very popular this year, with strong attendances at regular early literacy sessions, school holiday programs, eKnowHow sessions and Author Encounters. Many customers have taken up the opportunity to attend a Book a Librarian session, to develop their digital literacy and learn about technology.

In celebration of Mothers' Day 2019, a program of special activities was held at the library, including an Introduction to Ancestry session, a demonstration of porcelain painting, a meditation for health and wellness talk and an Author Encounter with Fiona Lowe.



I can honestly not imagine life without access to the library. As an immigrant, a library is a link to my country of origin. More than anything, my experience of libraries has anchored me to Australia and my immediate community. To me, entering my library feels like coming home.

Belmont Library Member Feedback

CHILWELL

Branch Librarian: Vicky Dunmore (from April 2019)

Branch Library Officer: Tameka Williams

Size: 216m²

Total hours open: 30.5 hours per week

Visits for the year: 32,196

Loans for the year: 43,512

Collection size: 9,998

Members: 1,460

Regular events: Weekly Preschool Story Time

SPECIAL FEATURES:

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

Chilwell Library is a small branch providing access to technology and collections that are highly valued by the local community.

In early 2019, the library was closed for a short period for refurbishment. The rejuvenated space features new flooring, fresh paint throughout, improved shelving and a refreshed floor plan that makes the most of the abundant natural light and comfortable ambience of the library. The collection at the branch has also been updated and specially curated to meet the needs of the local community.

A new staffing team at this branch has begun to make valuable connections in the local community via outreach activities. A positive result of their activities has been the formation of an ongoing partnership with Chilwell Primary School and the development of relationships with library customers, new and old.



The atmosphere is warm and friendly, the librarian greets me by name and we discuss new books and movies. It's a relaxed place with people of all ages there.

Chilwell Library Member Feedback

CORIO

Branch Librarian: Subha Simpson

Size: 1,295m²

Total hours open: 50 hours per week

Visits for the year: 107,743

Loans for the year: 139,407

Collection size: 32,395

Members: 9,951

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

SPECIAL FEATURES:

- Special collections include LOTE magazines, learning English readers
- 18 Public Internet access PCs, plus a wide-screen Apple iMac computer
- Play and Learn touchscreen PCs
- iPads available for use in the library
- Chromebooks available for loan
- Makerspace

- Free WiFi access for library members
- Meeting room for community hire

Corio Library plays an important role in providing access to physical collections, digital resources, technology, programs and safe spaces for people in this diverse community.

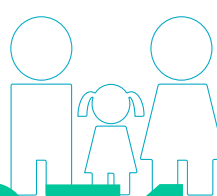
The library offers a range of children's programming which is particularly well-received and attended. Staff have been building and growing networks to enable the continued delivery of strong outreach services in a community with high identified vulnerabilities, according to the Australian Early Development Census (AEDC) benchmarking of 2018.

Adults are equally well-served at Corio Library, with a large and varied collection, areas to relax and to study, and a technology makerspace which has enabled the delivery of a number of programs during the year which have helped to build skills, creative and digital literacies and valuable community connections.



Welcoming and friendly, clean and well-lit space. Enjoy the different ages and cultural groups represented by library patrons. Staff are great.

Corio Library Member Feedback



9,951
members

DRYSDALE

Branch Librarian: Simon Welch (Acting, until June 2019)

Size: 240m²

Total hours open: 50.5 hours per week

Visits for the year: 130,756

Loans for the year: 173,357

Collection size: 18,566

Members: 8,069

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

SPECIAL FEATURES:

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

Drysdale Library provides valued library services in an area of significant population growth.

Throughout the year, Drysdale Library staff have forged valuable partnerships with a number of local organisations. Students from Drysdale Primary School regularly attend special Story Time sessions at the branch, whilst the Bellarine Supported Playgroup runs self-facilitated sessions using the library's space and resources. A partnership with the Rotary Club of Drysdale has resulted in participation in the IGKNITE project, which raises money for mental health organisations through the sale of knitted beanies.


Regular early literacy programs for children continue to be a popular drawcard, as are school holiday programs.

Drysdale Library is also supporting the talent of local writing enthusiasts with the ongoing Writers of the Bellarine session consistently well-attended.



I like the community feel, that I feel welcome. I smile whenever I go in the door because I am going to discover something new: a book, a DVD, author, community event.

Drysdale Library Member Feedback



173,357
loans for the year

GEELONG WEST

Branch Librarian: Jenny Ackroyd

Size: 550m²

Total hours open: 49 hours per week

Visits for the year: 157,192

Loans for the year: 213,186

Collection size: 30,056

Members: 11,272

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

Located in the popular Pakington Street retail and restaurant precinct, Geelong West Library caters for a wide demographic.

A haven for parents and children, the library offers a full range of early literacy programs and school holiday activities for young families. In partnership with Ashbury Primary School, the library hosts up to five visits per week by students who are able to experience the full extent of the branch's collections and services. National Simultaneous Story Time 2019 was a highlight for children, with a book reading followed by a visit from two alpacas.

Adults are equally well-served at this branch, with a large and varied collection of fiction, non-fiction and audio-visual materials, and knowledgeable staff who enjoy providing recommendations and creating book displays. Regular Book Chat sessions held each month provide an opportunity for people to come together and share their love of reading in a relaxed and social setting.



You can walk in at any time of day and observe people from all walks of life and ages. It is a place where everyone is equal. Access is for everyone.

Geelong West Library Customer Feedback

SPECIAL FEATURES:

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

Collection size of
30,056



HIGHTON

Branch Librarian: Yvonne Hodgson

Size: 135m²

Total hours open: 30 hours per week

Visits for the year: 38,899

Loans for the year: 50,162

Collection size: 10,215

Members: 2,619

Regular events: Preschool Story Time

SPECIAL FEATURES:

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

Highton Library is located in the busy Highton Village and maintains a compact browsing collection suitable for people of all ages. A convenient 24-hour external book return chute and ample parking are popular features of this service.

Children from both primary and secondary schools frequent the library after school, making use of the free WiFi and Internet access computers. Story Time and school holiday programs have attracted a steady number of participants throughout the year.

During the year, external decking at the entrance to the building was replaced with non-slip boards and external lights were updated, ensuring the outside of the library is brighter and safer.



It is a wonderful community centre – I often bump into friends there with their children for the school holiday activities for kids or even when we are just there to return and borrow new books... and the staff are dynamic and helpful.

Highton Library Member Feedback

LARA

Branch Librarian: Hannah Cruise

Size: 450m²

Total hours open: 47 hours per week

Visits for the year: 68,009

Loans for the year: 67,010

Collection size: 16,579

Members: 5,509

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

SPECIAL FEATURES:

- Food and Drink collection
- 14 public Internet access PCs and two Apple iMacs
- Wii games console
- Play and Learn touchscreen PC
- Electric Scooter recharge point
- Free WiFi access for library members
- Used battery collection point
- Scanning and printing

The Lara Library is located next to the main shopping precinct in this small township. This year saw changes to the layout of the branch and its collection, to maximise and improve the use of the space. A special Food and Drink Collection has been developed, enhancing what is one of the library's most popular subject areas.

Lara Library caters for the local and wider communities by providing access to technology, information resources and opportunities to meet and socialise through participation in facilitated programs. Programs run in the past year have included 3D Printing, Virtual Reality, smart devices, mindful colouring, knitting and local history.

Staff at the library understand the local community and take the opportunity to promote the library's resources and services through outreach activities. Staff attended the Lara Food and Wine Festival, delivering a Cookbook Masterclass, and the Children and Youth Services Librarian regularly visits local kindergartens and primary schools.

Lara Library's staff offer a range of popular programs for children and young people which this year have included LEGO® Mindstorms, Junior Bots, Harry Potter-themed events, science, arts and crafts, children book author talks and Arthouse.



Public libraries are essential to the cultural life of towns and the Lara Library brings people of all ages and from many varied socio-economic and cultural backgrounds together under one roof. Everyone is included and welcome and able to explore new things in a safe and non-judgmental space... That's community gold!!

Lara Library Member Feedback



A NEW LIBRARY IN THE NETWORK!

The newest addition to Geelong Regional Libraries' growing network, Leopold Library was officially opened to the public on 3 December 2018. Situated within the Leopold Community Hub on Kensington Road, this library replaces a long-existing mobile library stop on the Bellarine and Surf Coast Shire route.



**Cr Ron Nelson [Chair, GRLC Board]
and Cr Bruce Harwood [Mayor, City of
Greater Geelong] with members of the
Leopold community**



LEOPOLD

Branch Librarian: Hannah Cruise (Acting)

Size: 800m²

Total hours open: 50 hours per week

Visits for the year: 37,691

Loans for the year: 68,942

Collection size: 16,110

Members: 1,247

Regular events: Weekly Baby Time, Toddler Time and Preschool Story Time, makerspace, after-school programs

SPECIAL FEATURES:

- 8 public Internet access PCs, including an Apple iMac computer
- Two Play and Learn touchscreen PCs
- Technology makerspace, including Virtual Reality headsets
- Arcade Game
- Coffee machine
- Free WiFi access for library members
- Electric scooter recharge point
- Electric car recharge station

With a contemporary and colourful design, Leopold Library features large, bright, open spaces and an impressive view across the Geelong skyline.

Practical and beautifully-designed furniture ensures the library's multi-purpose spaces can be comfortably utilised for study, work, socialising, recreation, reading and creating.

The library is further enhanced by the other facilities on offer at the Community Hub, which include free car-parking, a Child and Family Centre, youth area, multi-purpose community rooms and public open spaces.

To welcome the community into their new library, a Family Fun Day was held on the 8 December 2018. Attendees had the opportunity to browse the spaces and meet the staff, interact with roving performers, enjoy performances and activities, and experience the range of technology on offer, such as Green Screen, 3D Printing, Laser Cutting and Virtual Reality devices.

Leopold Library features a technology makerspace, which provides library members the opportunity to work on creative and STEM projects, enhancing the digital literacy of this growing community. The staff at the branch provide support and assistance in the use of technology, through the Book a Librarian service as well as regular eKnowHow and Creative and Connected programs.

Dedicated spaces for children and youth provide Leopold's youngest members with safe and exciting places to read, study and cultivate skills in new technology. Staff deliver a range of programs that have been well-attended by young people and families. Popular with primary school-aged children is the range of after school tech programs on offer, including robotics, coding, construction, gaming, as well as the makerspace and Virtual Reality sessions.

Leopold Library staff have been busy developing partnerships with local community groups to co-facilitate events and programs in the Community Hub, such as the Biggest Morning Tea and youth development programs. Outreach services are delivered to local kindergartens, primary and secondary schools, and community interest groups.

NEWCOMB

Branch Librarian: Kim Edgar

Size: 750m² (including meeting space)

Total hours open: 42.5 hours per week

Visits for the year: 95,484

Loans for the year: 117,615

Collection size: 22,404

Members: 7,643

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

SPECIAL FEATURES:

- 10 public Internet access PCs
- Play and Learn touchscreen PCs
- Gaming consoles
- Free WiFi access for library members
- Meeting rooms available for community hire
- Electric scooter recharge point

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

Highlights of the program for children and youth over the past year have included a Silent Disco for young people (delivered in partnership with the City of Greater Geelong), a Harry Potter-themed event and a celebration of Science and Engineering Week, which included a Virtual Reality demonstration amongst other activities.

More than 600 students from seven different primary schools participated in the CBCA Book Week events at the library, and over 600 students engaged with Wadawurrung Language Workshops in June 2019, contributing beautiful handmade feathers to a major art display.

A focus on building community engagement through partnerships has resulted in a specialist Information Resource Librarian from Newcomb Library facilitating drop-in IT troubleshooting sessions at the nearby Bellarine Living and Learning Centre.



The staff at Newcomb go above and beyond to help and make everyone feel welcome.

Newcomb Library Member Feedback

600

*students engaged with
Wadawurrung Language
Workshops*





OCEAN GROVE

Branch Librarian: Georgia Carter

Size: 370m²

Total hours open: 49.5 hours per week

Visits for the year: 126,843

Loans for the year: 191,788

Collection size: 26,097

Members: 9,707

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

SPECIAL FEATURES:

- Six public Internet access PC
- Play and Learn touchscreen PCs
- iPads available for use in the library
- Wireless printing
- Free WiFi access for library members
- Electric scooter recharge point
- City of Greater Geelong Customer Service Centre

The Ocean Grove Library provides essential information services to a busy seaside community. The library is co-located with Bellarine Community Health and a City of Greater Geelong Customer Service Centre, providing a convenient community hub for locals. A specialist Children's and Youth Services Librarian delivers popular and very well-attended early literacy programs and engages with local school and childcare groups to promote literacy and a love of reading.

Throughout the year, there has been a continued focus on building connections in the community through outreach activities and organised visits from local schools and kindergartens. Technology programs, such as Code Club, Mindstorms and Tech Club, have been very well-received.

A number of successful and well-attended author talks have been held at the branch throughout the year, providing opportunities for local authors to share their experience and their writing process with the community.

The Geelong Heritage Centre's Remembering the End touring exhibition was hosted at the branch, and a talk on the topic was held by representatives from the Bellarine Historical Society.



The library has been invaluable for my children and me. They have relished exploring the library collections and returning regularly to discover something new. We have become regular participants in baby time/preschool sessions.

Ocean Grove Library Member Feedback


126,843
visits for year



Cr Ross Ebbels, John Barrett, Cr Susan Salter and Patti Manolis at launch of Queenscliffe Maritime Museum Collection.

QUEENSCLIFF

Branch Librarian: Hilary Stennett

Size: 268m²

Total hours open: 30.5 hours per week

Visits for the year: 26,658

Loans for the year: 44,455

Collection size: 13,476

Members: 2,613

Regular events: Weekly Preschool Story Time and monthly Book Chat

SPECIAL FEATURES:

- Five public Internet access PCs
- Free WiFi access for library members
- Electric scooter recharge point
- Queenscliffe Maritime Museum collection

3,000

items from the Queenscliffe Maritime Museum

Queenscliff Library opened in 1887 and is located in a beautiful heritage building on the main street. The small branch provides library services to the residents of the Borough of Queenscliffe and surrounding areas, as well as the many holiday-makers who are attracted to the seaside town.

The library enjoys a close relationship with local schools and kindergartens, and receives regular visits from students. School holiday programs are held at the library, and an ongoing partnership with the Marine and Freshwater Discovery Centre allows local children the opportunity to explore the underwater world in the 'Fishy Tales' program.

During the past year, the branch has hosted three Author Encounter sessions, enabling local authors the opportunity to discuss their new works. Partnership events held with the Low Light Festival and the Queenscliffe Literary Festival also proved popular.

In October 2018, a partnership between the Queenscliffe Maritime Museum and Geelong Regional Library Corporation saw a dedicated Maritime Heritage Section officially opened at the Queenscliff Library, enabling broad public access to the Museum's rich maritime book collection for the first time. The collection – which features over 3,000 items – will eventually be fully integrated into the library catalogue, allowing access to the books via the library's online catalogue, as well as at the Queenscliff Library where highlights of the Collection are on display.



As a carer for 2 young adults with learning disabilities the library provides an invaluable link to our community and access to resources we could not otherwise enjoy. Our Queenscliff library provides a very safe, friendly, resource rich encouraging portal to knowledge.

Queenscliff Library Member Feedback

TORQUAY

Branch Librarian: Victoria Mathews

Size: 380m²

Total hours open: 45.5 hours per week

Visits for the year: 98,399

Loans for the year: 165,135

Collection size: 21,085

Members: 8,940

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

SPECIAL FEATURES:

- 12 public Internet access PCs
- Public Internet access PC at wheelchair height
- Play and Learn touchscreen PCs
- iPads for use in the library
- Self-check out
- Free WiFi access for library members
- Wheelchair access

Torquay is the only static library branch in the Surf Coast Shire and is complemented by the Surf Coast Mobile Library service. The branch is popular with locals as well as holiday-makers who flock to the region, particularly during the summer months.

A full-time Children's and Youth Services Librarian supports popular literacy programs in the library and in schools and childcare facilities across the Shire via outreach activities.

In late 2018, Torquay Library was closed for a short period to undergo a minor refurbishment. The branch has benefited from new carpet, paintwork, furniture and an improved floor plan. A space for children has been created in the mezzanine area providing a welcoming and dedicated area for young people and their families to enjoy the library.

Staff at Torquay Library have developed strong links with many local organisations and community groups which has resulted in positive outcomes this year, including the opportunity to host partnership events and exhibit displays in the branch. A number of Author Encounter sessions were also held at the branch during the year, and were well-received by the local community.



Torquay is a warm, friendly place with intelligent and helpful staff.

Torquay Library Member Feedback

98,399
visits for the year



WAURN PONDS

Branch Librarian: Olivia Simaitis

Size: 970m²

Total hours open: 60 hours per week

Visits for the year: 157,325

Loans for the year: 241,610

Collection size: 29,863

Members: 11,518

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

SPECIAL FEATURES:

- 13 public Internet access PCs, including three Apple iMacs with Adobe Creative Suite software
- Three Play and Learn touchscreen PCs
- iPads for use in the library
- Coffee machine and snack vending machines
- Free WiFi access for library members
- Meeting room available for community hire
- City of Greater Geelong Customer Service Centre

The Waurm Ponds Library is conveniently located adjacent to Leisurelink and the Waurm Ponds shopping precinct, and is housed in a bright, modern architecturally-designed building.

Located in an area of rapid population growth, the library has continued to see increases in program participation and use of all library services throughout the year. In particular, the demand for early literacy programs at the Waurm Ponds branch has grown significantly, with additional Baby Time sessions resulting in an increased attendance of 58%.

Some of the highlights of the programs offered for children and young people in 2018/19 included Sing and Sign Time, presenting an AUSLAN interpretation of stories, songs and rhymes; a young adult book group; Junior Bots and Junior Coders.

Popular events for adults included Melbourne comic and librarian Monica Dullard presenting her comedy show, Fancy That, and Jim Haynes presenting The Secret Life of Banjo Paterson.

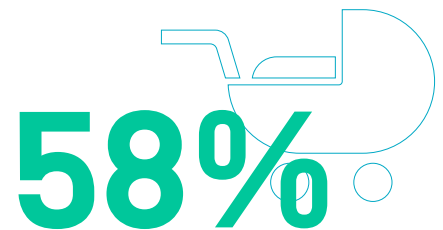
A meeting room located within the library continues to be well-utilised by the local community.

During the year, 76 solar panels were installed on the roof of the library building as part of a region-wide City of Greater Geelong initiative.



Gives people from all parts of the world somewhere to be that's a neutral place filled with culture. It always feels safe too. I find all of the libraries lovely spaces to be in.

Waurm Ponds Library Member Feedback



increase in attendance at Baby Time

WESTERN HEIGHTS COLLEGE

Total hours open: 39.5 hours per week during school term

Visits for the year: 11,055

Loans for the year: 12,266

Collection size: 5,319

Members: 855

Access to the Geelong Regional Corporation's collection from the school library at Western Heights Secondary College is made possible by an agreement between the Department of Education and Training and the City of Greater Geelong. The library is popular with nearby residents and this year experienced a 15% increase in visits.

This joint use library facility enables access for the general community to both the GRCL and school collections. This year in addition to the 12,266 loans of GRCL items, the community borrowed from the school collection resulting in an additional 889 loans.



increase in library visits

LIBRARIES ON WHEELS

In addition to providing important access to library services for people living in areas not proximate to a library branch, the Mobile Libraries also play an important role in providing a community meeting space and opportunities for social connection.



Geelong Regional Library Corporation operates two Mobile Library vehicles which visit communities on the Bellarine Peninsula and in the Surf Coast and Golden Plains Shires. The Mobile Libraries are stocked with an ever-changing collection and also provide a range of digital services.

BELLARINE AND SURF COAST MOBILE LIBRARY

Mobile Library Driver: George Houlder

Support Drivers: Jordan Hill, Mandy McIntyre

Support Staff: Charlotte Ziegeler

Visits: 16,704

Loans: 46,417

Members: 2,127

Stops at: Aireys Inlet, Anglesea, Deans Marsh, Lorne, Portarlington, St Leonards and Winchelsea

GOLDEN PLAINS MOBILE LIBRARY

Mobile Library Driver: Kay Allan

Support Drivers: Jordan Hill, Jocelyn Wauchope

Support Staff: Charlotte Ziegeler

Visits: 6,531

Loans: 22,331

Members: 748

Stops at: Anakie, Cape Clear, Dereel, Enfield, Grenville, Haddon, Linton, Meredith, Rokewood and Smythesdale



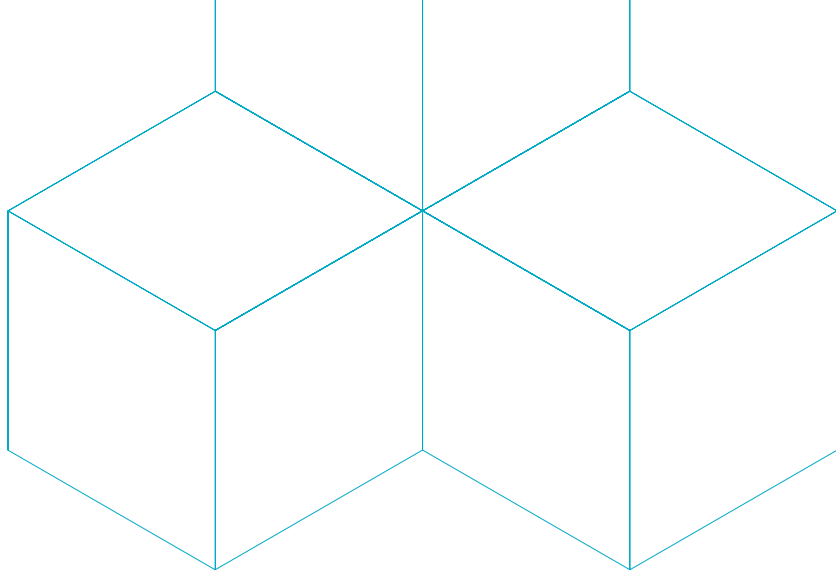
Sharing resources is the greatest. Meeting up with neighbours visiting the mobile library is also a bonus.

Mobile Library Member feedback



23,235
visits to Mobile Libraries

HOME LIBRARY SERVICE



The Home Library Service model was reviewed in late 2017, with several changes recommended and implemented to ensure alignment with the organisation's strategic priorities and a strengthening of the library's relationships within the community. The most notable change has been the move from a courier-based to a volunteer-based delivery method, which has allowed for a more personalized and tailored service for clients, improved feedback channels and enhanced levels of social connectedness.

For Home Library Service volunteers, the service provides an opportunity to make a difference in their local community, to gain valuable skills, to support the library and make personal connections. For many, it is the love of reading which they share with a client which makes their volunteering role so special.

During 2018/19, the implementation of the new Home Library Service model has continued. In this period, more than 74 community members have joined up to the Home Library Service, bringing the total number of members to 302.

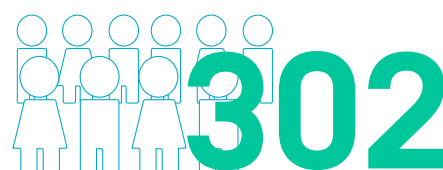
In the past 12 months, 38 new volunteers have been recruited and trained for the service, with a total of 69 Home Library Service volunteers currently visiting over 140 clients in private residences and aged care facilities.

The Home Library Service operates across the Geelong Regional Library Corporation's four member council areas.



Volunteering for the Home Library Service has given me the opportunity to give back to the community in my retirement, however I wasn't expecting what I have gained from it. The lady I visit tells me that the HLS books and visits mean the world to her. Due to ill health she is unable to get out and about for very long if at all.

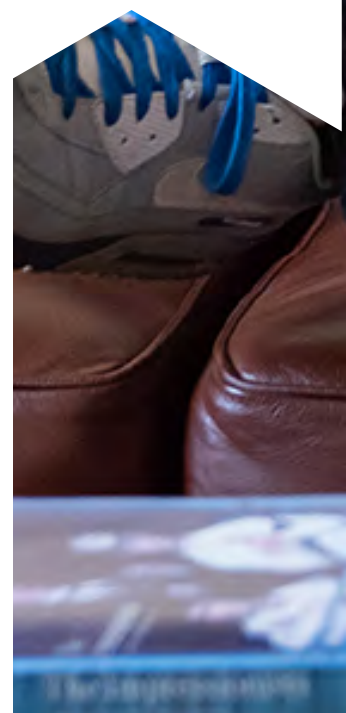
Home Library Service Volunteer Feedback



Home Library Service members



Home Library Service volunteers





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

LIBRARY USAGE

Library	Members	Visits	Loans	Reservations	Information enquiries	Public access internet sessions	Wireless sessions
Bannockburn	4,182	52,044	63,015	13,270	1,885	2,602	5,110
Barwon Heads	1,820	13,569	53,225	6,721	1,287	452	903
Belmont	13,248	238,934	294,771	43,860	14,703	24,949	13,327
Chilwell	1,460	32,196	43,512	11,242	5,226	2,263	1,897
Corio	9,951	107,743	139,407	18,710	7,761	20,947	21,668
Drysdale	8,069	130,756	173,357	32,413	7,358	9,729	5,660
Geelong	26,321	470,420	303,602	50,995	24,960	51,932	49,745
Geelong West	11,272	157,192	213,186	41,982	14,326	16,801	22,356
Highton	2,619	38,899	50,162	15,004	3,718	1,479	9,527
Home Library Service	154		17,759	1,686			
Lara	5,509	68,009	67,010	14,432	5,213	8,462	8,639
Leopold ¹	1,247	37,691	68,942	5,014	2,951	1,740	1,664
Newcomb	7,643	95,484	117,615	22,836	11,245	11,340	8,687
Ocean Grove	9,707	126,843	191,788	36,447	11,960	8,519	11,292
Queenscliff	2,613	26,658	44,455	12,614	2,717	2,707	3,308
Torquay	8,940	98,399	165,135	35,270	5,291	8,582	12,297
Waurin Ponds	11,518	157,325	241,610	37,397	14,625	12,071	17,254
Western Heights College	855	11,055	12,266	2,780	273		
All Static Libraries	127,128	1,863,217	2,260,817	402,673	135,499	184,575	193,334
City of Greater Geelong Mobile Library stops	684	5,710	17,819	4,720	954		78
Golden Plains Shire Mobile Library stops	675	5,212	18,540	4,911	992		
Surf Coast Shire Mobile Library stops	1,516	12,313	32,389	8,579	1,733		179
All Mobile Libraries	2,875	23,235	68,748	18,210	3,679		257
Total Static and Mobile Libraries	130,003	1,886,452	2,329,565	420,883	139,178	184,575	193,591
Website visits, online reservations, eCollection loans		897,693	200,378	20,048			
Total usage	130,003	2,784,145	2,529,943	440,931	139,178	184,575	193,591

¹ Leopold Library opened Monday 3 December 2018

VISITS OVER THE LAST FIVE YEARS BY LOCAL GOVERNMENT AREA

Library	2014/15	2015/16	2016/17	2017/18	2018/19	% change since last year	% change over last five years
Barwon Heads ¹	7,650	6,523	5,959	11,046	13,569	23%	77%
Belmont	273,214	262,859	251,764	250,395	238,934	-5%	-13%
Chilwell ²	31,586	31,266	30,662	31,828	32,196	1%	2%
Corio ³	200,183	120,779	165,871	115,326	107,743	-7%	-46%
Drysdale	138,506	137,247	137,661	135,067	130,756	-3%	-6%
Geelong ⁴	87,576	321,710	474,919	456,934	470,420	3%	437%
Geelong West ⁵	211,342	186,739	156,689	155,322	157,192	1%	-26%
Highton	41,372	40,277	40,309	39,056	38,899	0%	-6%
Lara	68,285	64,443	67,142	71,281	68,009	-5%	0%
Leopold ⁶					37,691		N/A
Newcomb	104,146	97,911	97,236	98,973	95,484	-4%	-8%
Ocean Grove ⁷	132,549	131,223	130,008	127,524	126,843	-1%	-4%
Waurin Ponds	144,297	145,488	148,750	155,850	157,325	1%	9%
Western Heights College ⁸	7,348	7,105	9,636	9,590	11,055	15%	50%
City of Greater Geelong Mobile Library stops ^{9,11,13,14}	8,498	8,555	8,104	7,620	5,710	-25%	-33%
All City of Greater Geelong Visits	1,456,552	1,562,125	1,724,710	1,665,812	1,691,826	2%	16%
Bannockburn ¹⁰	69,038	68,775	71,239	58,551	52,044	-11%	-25%
Golden Plains Shire Mobile Library stops ^{11,13,14}	6,405	6,660	5,457	6,022	5,212	-13%	-19%
All Golden Plains Shire Visits	75,443	75,435	76,696	64,573	57,256	-11%	-24%
Torquay ¹²	103,747	108,618	114,173	104,792	98,399	-6%	-5%
Surf Coast Shire Mobile Library stops ^{13,14}	12,475	14,073	12,528	12,697	12,313	-3%	-1%
All Surf Coast Shire Visits	116,222	122,691	126,701	117,489	110,712	-6%	-5%
Queenscliff	29,273	28,997	28,256	27,354	26,658	-3%	-9%
All Borough of Queenscliffe Visits	29,273	28,997	28,256	27,354	26,658	-3%	-9%
Total Library Visits	1,677,490	1,789,248	1,956,363	1,875,228	1,886,452	1%	12%
Website Visits	750,736	820,468	811,059	804,927	897,693	12%	20%
Total Visits	2,428,226	2,609,716	2,767,422	2,680,155	2,784,145	4%	15%

See footnotes on page 49

LOANS OVER THE LAST FIVE YEARS BY LOCAL GOVERNMENT AREA

Library	2014/15	2015/16	2016/17	2017/18	2018/19	% change since last year	% change over last five years
Barwon Heads ¹	42,812	39,762	41,560	54,278	53,225	-2%	24%
Belmont	403,515	373,254	347,788	327,346	294,771	-10%	-27%
Chilwell ²	55,692	49,892	44,020	47,588	43,512	-9%	-22%
Corio	200,984	190,819	168,253	149,924	139,407	-7%	-31%
Drysdale	194,105	185,361	180,613	180,734	173,357	-4%	-11%
Geelong ⁴	63,830	308,803	372,886	335,373	303,602	-9%	376%
Geelong West ⁵	330,066	284,004	227,557	219,613	213,186	-3%	-35%
Highton	62,097	58,518	55,159	49,406	50,162	2%	-19%
Home Library Service	24,211	28,770	33,686	23,447	17,759	-24%	-27%
Lara	83,156	78,328	79,064	72,851	67,010	-8%	-19%
Leopold ⁶					68,942		N/A
Newcomb	174,239	149,693	143,523	136,875	117,615	-14%	-32%
Ocean Grove ⁷	205,049	215,173	214,028	207,069	191,788	-7%	-6%
Waurin Ponds	237,368	228,574	228,259	237,869	241,610	2%	2%
Western Heights College ⁸	16,940	12,357	14,939	12,317	12,266	0%	-28%
City of Greater Geelong Mobile Library stops ^{9,11,13,14}	32,800	29,114	26,404	24,822	17,819	-28%	-46%
All City of Greater Geelong Loans	2,126,864	2,232,422	2,177,739	2,079,512	2,006,031	-4%	-6%
Bannockburn ¹⁰	86,332	83,841	77,431	69,866	63,015	-10%	-27%
Golden Plains Shire Mobile Library stops ^{11,13,14}	22,594	24,632	19,318	19,546	18,540	-5%	-18%
All Golden Plains Shire Loans	108,926	108,473	96,749	89,412	81,555	-9%	-25%
Torquay ¹²	161,675	170,202	174,483	167,931	165,135	-2%	2%
Surf Coast Shire Mobile Library stops ^{13,14}	41,322	39,510	33,918	33,027	32,389	-2%	-22%
All Surf Coast Shire Loans	202,997	209,712	208,401	200,958	197,524	-2%	-3%
Queenscliff	52,583	52,826	49,377	48,722	44,455	-9%	-15%
All Borough of Queenscliffe Loans	52,583	52,826	49,377	48,722	44,455	-9%	-15%
Total Static and Mobile Libraries Loans	2,491,370	2,603,433	2,532,266	2,418,604	2,329,565	-4%	-6%
eCollection Loans ¹⁵	56,960	84,079	106,953	139,435	200,378	44%	252%
Total Loans	2,548,330	2,687,512	2,639,219	2,558,039	2,529,943	-1%	-1%

See footnotes on page 49



Notes

- 1 Barwon Heads Community Library closed for refurbishment Mon 15 May 2017. Reopened Fri 02 Jun 2017
- 2 Chilwell Library closed for refurbishment Mon 18 Mar 2019 - Wed 03 Apr 2019.
- 3 New visit recording system installed at Corio Library May 2015 highlighting inaccurate recording of visits from legacy system 2013-15
Corio Library 2017/2018 visits adjusted due to equipment failure
- 4 Geelong Library closed for relocation 03 Jun 2013 - 16 Jun 2013. Geelong Temporary Library opened between Jun 2013 - Oct 2015. Geelong Library & Heritage Centre opened Sat 21 Nov 2015
- 5 Geelong West Library opened extended hours Mon 03 Jun 2013 - Fri 20 Nov 2015
Geelong West Library closed due to flooding Thu 28 Jan 2016 - Tue 02 Feb 2016
Geelong West Library closed due to flooding Mon 10 Apr 2017 - Thu 20 Apr 2017
- 6 Leopold Library opened Mon 03 Dec 2018
- 7 Ocean Grove Library closed for refurbishment from Sat 01 Nov 2014 - Sun 16 Nov 2014
- 8 Western Heights College Library closed due to flooding Thu 28 Jan 2016 - Fri 20 May 2016
Western Heights College Library closed due to flooding Wed 26 Apr 2017 - Tue 02 May 2017
Western Heights College Library reduced opening hours from Tue 29 Jan 2019
- 9 Leopold mobile library stop ceased Mon 3 Dec 2018 following the opening of the new Leopold Library
- 10 Bannockburn Primary School visits ceased from January 2018 due to relocation. The school contributed 5,941 visits to the library from July - December 2017, plus after school visitation
- 11 Golden Plains Mobile Library truck off the road for refurbishment from Fri 22 Jul 2016 - Mon 07 Nov 2016. Run made using smaller HLS Van during this time
Golden Plains Mobile out of service for repairs from Tue 30 Oct 2018 - Mon 10 Dec 2018. Run made using smaller HLS van from Mon 05 Nov 2018 - Fri 08 Dec 2018
Golden Plains Mobile out of service for repairs from Fri 11 Jan 2019 - Wed 16 Jan 2019
- 12 Torquay Library closed for refurbishment Mon 08 Oct 2018 - Fri 12 Oct 2018.
- 13 Bellarine/Surf Coast Mobile out of service for repairs Thu 4 Apr 2019 - Wed 15 May 2019. Golden Plains vehicle servicing BSCM stops during this time
Bellarine/Surf Coast Mobile out of service for repairs Fri 28 Jun 2019 - Sun 30 Jun 2019
- 14 Mobile libraries closed between Christmas and New Year 2017 and 2018
- 15 eCollection loans include eAudiobook, eBook, Streaming Video and Digital Magazine loans



CHAPTER 3. THE DIGITAL LIBRARY

It is becoming increasingly important for people to be able to participate confidently in the digital world. Public libraries play a crucial role in providing opportunities for everyone in our community to learn about and be included in the digital space, by developing digital literacy and providing access to technology infrastructure and expert advice.

Our staff are passionate about discovering and embracing new technology – both to improve internal business processes and to ensure our communities have access to current and authoritative information, high quality technology and a great range of digital services and programs.



897,693
visits to library website

Our libraries provide 215 PCs and 245 other devices including iPads, Android tablets, Chromebooks and laptops for community use. The Geelong Library & Heritage Centre provides public access to the fastest, free Internet in the Geelong region through our membership of AARnet. All branches in our network provide the best possible available Internet speeds for use on library PCs and on personal devices through access to WiFi. In the past year, the library has delivered 193,591 WiFi sessions and 184,575 Internet access sessions on public PCs in our libraries.

This year, the Corporation has achieved accreditation with the eSmart Libraries program. This means that all staff have been inducted into the program and the library also offers both planned sessions and informal assistance in digital literacy and cyber-safety to community members. eSmart is a joint initiative of Telstra and the Alannah and Madeline Foundation, aimed at encouraging participation online while promoting safe, smart and responsible online behaviour.

BRANCH TECHNOLOGY

Over the past 12 months, Geelong Regional Library Corporation has continued to invest in the technology and services available in our library branches. The following technologies have been introduced or expanded in the past year:

- Sewing machines
- Xbox One gaming consoles
- Oculus Quest all-in-one Virtual Reality units
- Updated Raspberry Pi single board computers
- Vuze Virtual Reality 360 cameras
- 3D Printing Pens
- 3D Printer
- PC Based Virtual Reality
- Built-in Green Screen
- Laser Cutter

DIGITAL PARTNERSHIPS

A number of successful partnerships this year have enhanced the library's ability to deliver accessible digital services to the community:

- The Bellarine Living and Learning Centre (BLLC) has partnered with Geelong Regional Library Corporation to host a weekly Digital Drop-in session [commencing in Term 2, 2019]. These sessions run in tandem with a weekly community lunch offered by the BLLC. This outreach activity aims to increase digital literacy and introduce library services to people who may not be regular library users.
- Skilled staff from Consumer Affairs and MyGov have delivered sessions, hosted by Geelong Regional Library Corporation, at a number of our libraries. Providing free access to expert advice in the accessible and welcoming surrounds of the library has ensured the popularity of these programs. Importantly, these sessions can assist community members who may be at risk of disengagement as government agencies transition to online-based service models.
- Partnerships with healthcare and disability service providers have helped us reach a broader section of the community and make positive differences through digital inclusion and digital literacy. Examples of groups the library has worked with include Western Victoria Public Health Network, Colac Otway Disability Accommodation (CODA) and U&I Inclusions.
- The Geelong Single Board Computer Group, in collaboration with the library, have continued to share knowledge, opportunities and resources during monthly meet up events. A celebration

of the birthday of the Raspberry Pi computer, known as a 'Raspberry Jam', was also held at the Geelong Library & Heritage Centre in March, as part of a worldwide celebration.

- The Social Seniors program is targeted at people over the age of 60 who are interested in furthering their digital skills and building confidence in the use of technology. Through a series of practical workshops delivered by librarians over a four to six-week period, the focus is shifted from technical skills to creative interaction. This program is supported by Telstra, the Department of Health and Human Services and Public Libraries Victoria. Our delivery of the program was made possible by a grant received from the Department of Health and Human Services and Telstra.

MAKERSPACES

A makerspace is a collaborative work space which provides opportunities for making, learning, exploring and sharing. A number of libraries within our network house makerspaces and run regular makerspace sessions.

The Corio Library has been providing access to emerging and makerspace technology for some time, with recent programs including 3D printing, sewing and STEM classes for school students.

Through the development of successful partnerships with not for profit organisations, Corio Library makerspace participants have contributed to a number of positive community outcomes this year. For example, participants in the Purl Jam Knitting Circle have knitted warm winter items for distribution to people in need via community organisation KOGO (Knit One, Give One). Another program run at the library has seen participants sewing 'boomerang' reusable shopping bags.

Makerspace sessions at the Geelong Library & Heritage Centre continue to attract a great deal of interest. These drop-in sessions on the ground floor of the library allow the informal discovery of cutting edge technology.

The Leopold Library, opened in December 2018, includes a dedicated makerspace room – a space where people can use materials, technology and develop creative projects with the assistance of skilled staff.

Library members can utilise the makerspace resources by attending advertised group programs or by booking a resource for individual use after becoming an 'inducted maker'. The makerspace induction process covers safety and basic operating instructions for the equipment. A program session lasts about one hour but once inducted, 'makers' often work in the makerspace for longer sessions, mastering technology such as 3D printing or laser cutting.

Customers have access to the following resources at the Leopold makerspace:

- 3D Printer
- 3D Pens
- Laser Cutter and a variety of materials such as paper, cardboard, wood, acrylic and leather
- Virtual Reality equipment – portable Oculus Rift and a built in HTC Vive
- Green Screen
- 10 iPads
- Two highly-specified laptop computers to support 3D design work and Virtual Reality
- Knitting needles, crochet hooks and supplies



215 PCs
available in our libraries

EKNOWHOW PROGRAMS

Geelong Regional Library Corporation runs a diverse program of eKnowHow sessions throughout the year.

These dynamic and 'hands on' sessions are delivered by skilled staff, with the aim of providing opportunities for library members to develop and expand their digital literacy and confidence in the use of a number of technologies. In addition to group sessions, the library offers one-on-one 'Book a Librarian' sessions, providing library members with the chance to receive tailored advice and assistance with technology or digital and library services. In the past year 3,600 people have attended eKnowHow programs.

The following eKnowHow programs were offered in 2018/19:

- 3D Pen Drawing Challenge
- 3D Pens - An Eiffel Tower in an Hour
- 3D Personalised Christmas Ornaments
- 3D Printer Exclusive Access
- 3D Printing – Modelling
- 3D Printing – Scanning
- 3D Printing Basics
- 3D Printing Club
- 3D Printing Workshop
- 3D Printing: Design a Phone Stand
- 3D Scanning
- Accessibility Tools for iPads/iPhones
- All About Brain Training on your Tablet
- All About Photography on your Tablet
- All About Travel on your Tablet
- All About: Productivity Apps
- An ANZAC in the Family and Heritage Visit
- An ANZAC in the Family: Tracing your Military Ancestors
- Armchair Actors
- Autumn Reading – Finding your Next Book
- Basic Computers
- Blogging 101 with Wordpress
- Book Chat
- Cloud Storage
- Coding Basics
- Compare Power Prices Online
- Cosy Fireside Reads
- Create Photo Albums
- Create your own Photo Albums
- Creating Holograms with a 3D Scan
- Custom Jewellery
- Digital Storytelling with Adobe Spark Video
- Discover your Ancestry
- Discover your Ancestry and Heritage Centre Tour
- Discover your Family History and Heritage Centre Tour
- Draw and Cut with Canvas Workspace
- eAudioBooks
- eBooks on your Tablet
- Editing with Photoshop Express
- eMagazines for free!
- eMagazines on your Device
- eSmart Cyber Safety
- Finding your Next Book! Australian Reading Hour
- Finding your Place in History
- From Outer Space to Queenscliff
- Getting Around in Google Maps
- Getting the most from Ancestry Library Edition
- Google Earth
- Google Earth Virtual Reality
- Great Apps for your Device
- Great Photos on your Phone or Tablet. Part 1: Shooting
- Great Photos on your Phone or Tablet. Part 2: Editing
- Green Screen Yourself into a Historic Family Portrait
- Greenscreen – Library Lovers Day
- Greenscreen to the Past
- How PCs Work: PC Teardown
- HTC VIVE
- Immigration Records and Your Family Tree
- iMovie on iPad
- Inspiring Spring Reads
- Introduction to Email
- Introduction to Google Photos
- Introduction to Internet and Email

- Introduction to Kanopy
- Introduction to Photo Books
- Introduction to Podcasting
- Introduction to the Internet and Email
- Invitations with MS Publisher
- iPad Basics
- iPad Intermediate
- Knitting Projects in an Hour
- Language Learning with Mango
- Laser Cut an Australian Icon
- Laser Cut Christmas
- Learn a Language with Mango
- Make Music with Garageband
- Make your Word Documents Look Amazing
- Makerspace Demonstration
- Makerspace Evenings
- Makerspace Induction
- Makerspace Mondays
- Makerspace Showcase
- Making the Most of your Phone Camera
- Meshups with Meshmixer
- Millennials' Book Chat
- Multiplayer Virtual Reality
- MyGov
- MyGov Explored
- New to the Library
- Oculus Rift: Virtual Reality
- Online Selling
- Organising your Interests with Pinterest
- Overlocker Overview
- Photo Books – Introduction to Photo Books
- Photo Books – Learn to Print a Personalized Calendar for 2019
- Photo Editing on your Phone and Tablet
- Podcasting
- Podcasting 101
- Product Safety
- Raspberry Pi Meetup
- Research your Military Heritage
- Research your Workplace Rights Online
- Retro Radio
- Saturday Makerspace Morning
- Saving to the Cloud for Free
- Seniors Scam Watch
- Smartphone Chat
- Social Seniors
- Stream Music Online
- Summer Reading – Finding your Next book
- Tablet and Smartphone Q&A
- Tablet Q&A
- Tech Help Sessions
- The Internet and Email for Beginners
- University Study Assist
- View On Demand
- Virtual Reality
- VR – HTC VIVE
- Word Game Fun
- WW1 Soldier Settlement and Repatriation Records



3,600
people attended
 eKnowHow programs

CHAPTER 4. INFORMATION SERVICES AND COLLECTIONS

The Internet, social media and new technologies have created an explosion in the amount of information available to the public, the pace at which it can be shared and the distance it can travel. Yet understanding how and where to access authoritative information is increasingly difficult.



Within this context, public libraries play a critical role in assisting people with the often daunting task of navigating information sources – both traditional and online – and accessing information which is reliable and trusted. We take this role seriously, and are committed to providing the community with access to expert staff, diverse and high-quality collections, lifelong learning programs and opportunities to increase literacy and digital literacy.

In the past year, our staff responded to 139,178 information enquiries and we recorded over 94,000 community uses of library reference databases.

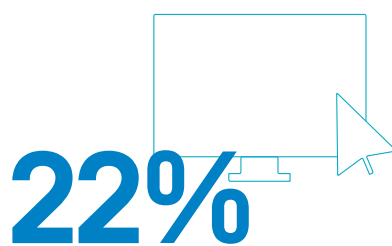


In a sea of unreliable information online, the library is a beacon of knowledge, scholarship and truth.

– Library Member Survey Feedback

Like all public libraries, we have a customer-base representing diverse demographics, and through our collections and services we strive to best meet the needs and interests of people of all ages, interests, backgrounds and literacy levels.

Our network also covers a large geographic footprint which encompasses areas of significant population growth and rapid change, which creates further challenges – and opportunities – in managing our collection.



increase in eBook loans

The library collection is continually reviewed and refreshed. During the 2018/19 year, it was expanded to include more than 83,000 new physical and digital items.

The opening of Leopold Library in December 2018 saw the Corporation's overall collection size expanded by an additional 16,000 new items. The library's proximity to Leopold Primary School has seen a particular focus on the development of junior collections at the branch, including a collection of 'Vox Books'. These audio-enabled print books are simple for children to listen to and read along with, and help make learning and literacy development interactive and fun. The collection has proved to be so popular that Vox Books have now been introduced at five other branches in the network.

In early 2019, Chilwell Library was closed briefly for refurbishment, during which time the floor plan of the branch was refreshed to improve amenity and to allow for easier browsing. The collection at the library was also updated and specially curated to meet the needs of the local community. The changes to the much-loved library branch have been very positively received.



new physical and digital items added to the collection

Demand for our eCollections continues to grow, and the past year has seen loans of eBooks and eAudiobooks increase by 22% and 37% respectively. To meet this high demand, the library has introduced two innovations to the CloudLibrary eBook and eAudiobook collections which significantly increase the number and diversity of titles available to our members:

- A new 'pay per use' (PPU) model has enabled us to offer an additional 35,000+ titles, paid for only when a title is downloaded.
- Joining the state-wide sharing platform called CloudLink has enabled our members to borrow from other libraries' collections.

These two innovations have resulted in a 206% increase in CloudLibrary loans during the past financial year.

The introduction of the online video streaming service Kanopy to the library eCollection has provided members with the opportunity to view over 30,000 films, including award-winning documentaries, art-house, foreign and Australian titles. This popular service provides free access to many films that are unavailable or hard to find elsewhere.

Other popular resources in the eCollection this year included the ProQuest Australia & New Zealand Newsstream database (52% increase in access) and the Find My Past database (8% increase in usage), which allow members to research local history and search genealogy databases to support their family history research.

A new partnership between the Queenscliffe Maritime Museum and Geelong Regional Library Corporation has enabled public access to the Museum's rich maritime book collection for the first time. The partnership has resulted in the integration of the Museum's collection of more than 3,000 books into the library catalogue. A dedicated Maritime Heritage Section with a selection of titles from the collection was officially opened at Queenscliff Library in October 2018. The Museum's maritime collection has been developed over many decades and includes a range of titles on a variety of subjects including lighthouses, shipwrecks, shipping, lifeboats, maritime heritage and boat building.

Book Club Kits (introduced to the library's collection over five years ago) are continuing to gain popularity. This year, 30 new book clubs joined, resulting in a 13% increase in kit loans. The library's commitment to supporting our reading community sees us regularly adding new titles to the Book Club Kits, and feedback from Club members has been overwhelmingly positive.

INTER-LIBRARY LOANS

Library Link Victoria provides library members with a single point of access for searching the catalogues of all public libraries in Victoria and placing requests for items to be delivered to their local library. During the year, Geelong Regional Library Corporation members borrowed 869 collection items on interlibrary loans from other library services, whilst members of other libraries borrowed 2,725 items from our collection.



I can't afford to buy books, CDs or DVDs very often, so I love how I can enjoy these through my local Library, it really enhances my life and my family's.

– Library Member Survey Feedback



> 206%

increase in CloudLibrary loans



> 37%

increase in eAudiobook loans



The amount of times I've walked into the Library, picked up a book at random that's had a profound effect on my life is actually quite amazing. The quality of the books is what I love the most.

– Library Member Survey Feedback

CHAPTER 5. PROGRAMS AND EVENTS

During 2018/19, Geelong Regional Library Corporation delivered 6,886 individual programs and events to 157,625 attendees, representing a 4% increase in participation. The ongoing success of our programming reflects the popularity of live events and the sustained community demand for life-long learning activities which provide opportunities for social connection and skills development.



PROGRAMS AND EVENTS FOR CHILDREN AND YOUTH

The ability to understand, communicate and share information in our knowledge-rich society is built upon the foundation skills of reading, writing and digital competence.

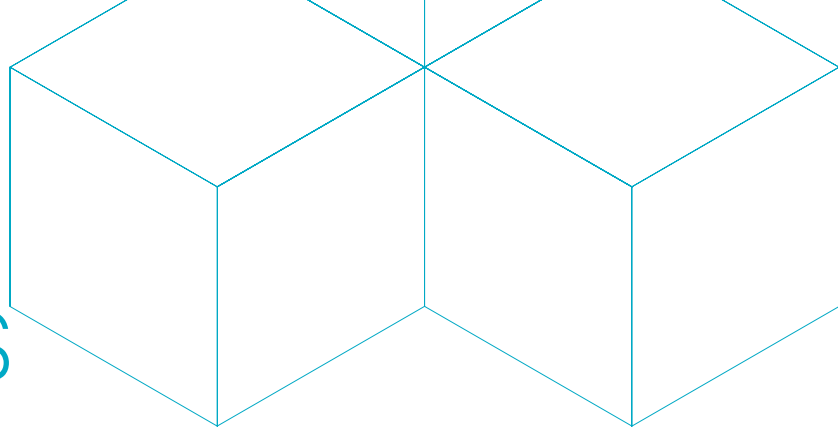
We are dedicated to providing programs for children and young people which support the development of reading, literacy, digital literacy and a life-long love of learning.

We encourage and nurture a love of language and reading among people of all ages and offer a range of programs that provide informal educational support and learning opportunities. These programs are well attended and greatly valued by our communities for the positive impact that they have on children's lives.

CHILDREN'S PROGRAMS

- Baby Time (0-12 months)
- Toddler Time (1-3 years)
- Preschool Story Time (1-6 years)
- Sensory Story Time (all ages)
- 1000 Books Before School (0-6 years)
- Bannockburn Bunny Time
- Code Club: HTML & CSS (9-11 years)
- Code Club: Python (9-11 years)
- Code Club: Scratch 1 (9-11 years)
- Code Club: Scratch 2 (9-11 years)
- Coding for Beginners
- Coding with Edison presented in partnership with Golden Plains Shire Youth Development Team (8+ years)
- Construction Club (8+ years)
- Games IRL! (8+ years)
- Green Screen Fun (all ages)
- Hero Kids Role-Playing Adventure (8+ years)
- Junior Coders (5-8 years)
- Junior-Bots (6-8 years)
- LEGO MINDSTORMS® (8+ years)
- LEGO® Club (8+ years)
- LEGO® Fridays (8+ years)
- LEGO® WeDo 2.0 (7-11 years)
- Let's Go LEGO® Club presented in partnership with Golden Plains Shire (5-11 years)
- Little Explorers (3-6 years)
- Make and Learn (8+ years)
- Paper Plane Fridays (8+ years)
- Preschool Science Club (3-5 years)
- Sing and Sign Time with AUSLAN
- Sphero Challenge (8+ years)
- Tech Club (8+ years)
- The Drama Games (8+ years)
- The Mix (8+ years)
- Young Readers Theatre (8+ years)

CHILDREN'S SPECIAL EVENTS



- Bilingual Stories: Russian
- Books Alive presented in partnership with the Geelong Performing Arts Centre
- Children's Book Week: Meerkat Productions adaptation of *Boy* presented in partnership with The Children's Book Council of Australia, Victorian branch
- Children's Book Week: Treasure Hunt
- Children's Week: LEGO® Challenge
- Children's Week: Once Upon a Time
- Chinese New Year
- Christmas Capers
- Coding for Beginners
- Country Fire Authority – Being Fire Safe
- Covert Craft
- Cultural Diversity Week Story Time
- Dale Baker – *Arty Farty Marty: The Paint Smashin' Kraken*, Author Event
- Engineering Week: Newspaper Architects
- Engineering Week: Tower Challenge
- Fishy Tales at the Marine and Freshwater Discovery Centre
- Golden Plains Shire: Children's Book Week Event
- Halloween Fun
- International Talk Like a Pirate Day
- James Foley, Author Event
- Kaye Baillie, Author Event
- Marvels of Magic!
- Mickael Panckridge – *Fiction is Fun: Just for Kids!*, Author Event
- National Families Week
- National Literacy and Numeracy Week: Count Me In!
- National Reconciliation Week: Dreaming Stories
- National Reconciliation Week: Spin a Yarn
- National Science Week: Moonhack coding
- National Science Week: Professor Brains
- National Science Week: Professor Bunsen Science
- National Science Week: Science Fair
- Palliative Care Week Storytime, presented in partnership with Barwon Health
- Renee Treml – *Sherlock Bones and the Natural History Mystery*, Author Event
- Renee Treml – *Sleep Tight, Platypup*, Author Event
- Social Inclusion Week: One World, Many Stories
- Star Wars Day
- Story Train
- Tinsel Tales
- Writing Cadets (8+ years)

SCHOOL HOLIDAY PROGRAMS

June/July 2018: Cultural Connections

- 1,967 families, children and young adults participated in 95 sessions across our library network.

September/October 2018: Remember

- 1,787 families, children and young adults participated in 85 sessions across our library network.

January 2019: Curious Creatures

- 2,188 families, children and young adults participated in 114 sessions across our library network.

April 2019: Artful Antics

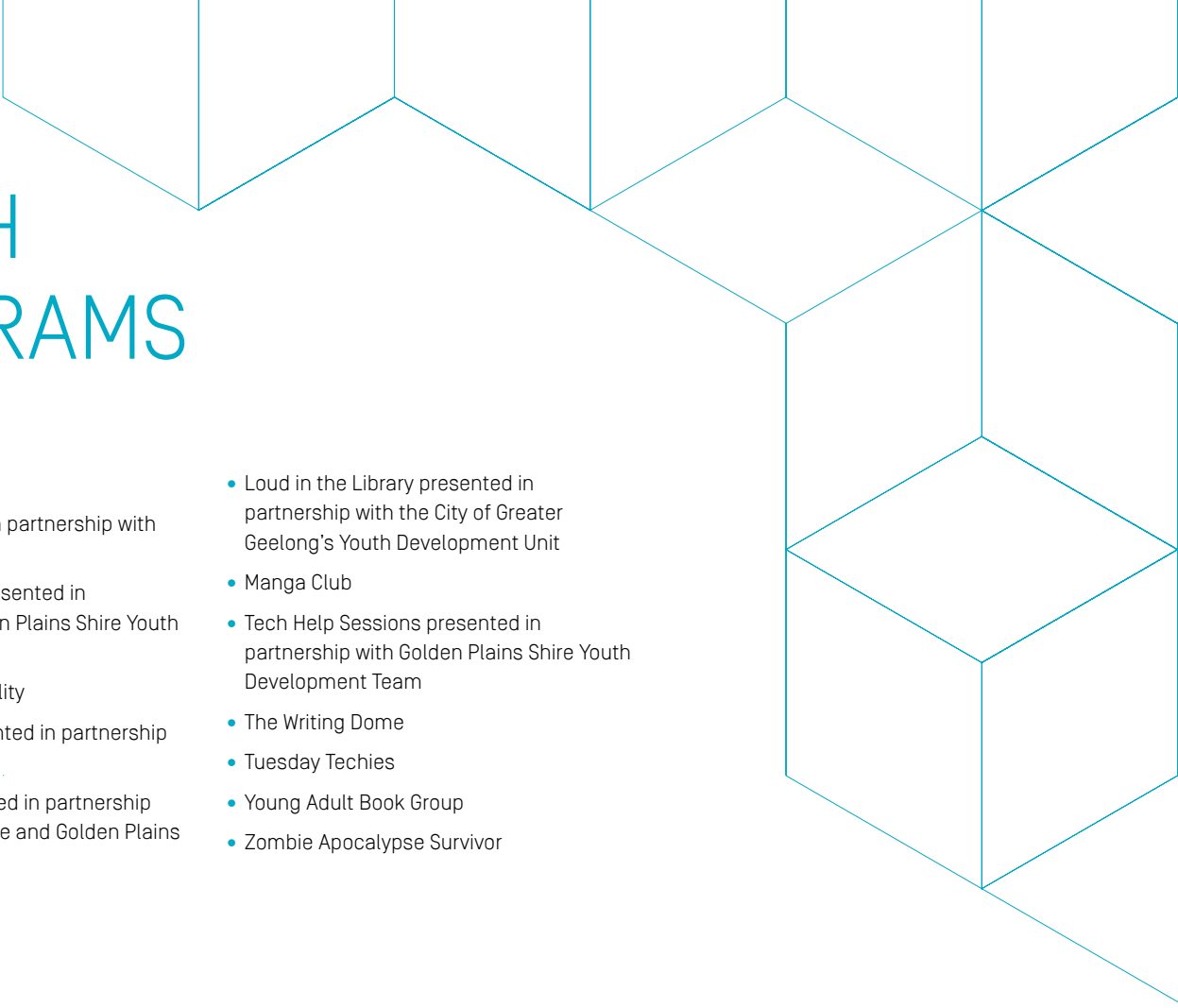
- 2,493 families, children and young adults participated in 96 sessions across our library network.

8,435
families, children and
young adults participated
in school holiday programs



6,886

*individual
programs and
events delivered*



YOUTH PROGRAMS

- Advanced Mindstorms
- Art House presented in partnership with The fOrT Youth Centre
- Coding with Edison presented in partnership with Golden Plains Shire Youth Development Team
- Experience Virtual Reality
- Homework Club presented in partnership with Diversitat
- Let's Make Art presented in partnership with Golden Plains Shire and Golden Plains Art Inc.
- Loud in the Library presented in partnership with the City of Greater Geelong's Youth Development Unit
- Manga Club
- Tech Help Sessions presented in partnership with Golden Plains Shire Youth Development Team
- The Writing Dome
- Tuesday Techies
- Young Adult Book Group
- Zombie Apocalypse Survivor

YOUTH SPECIAL EVENTS

- ALL IN Game On! presented in partnership with the City of Greater Geelong's Youth Development Unit and the fOrT Youth Centre
- ALL IN Movie Night presented in partnership with the City of Greater Geelong's Youth Development Unit and the fOrT Youth Centre
- Create a Podcast presented in partnership with the City of Greater Geelong's Youth Development Unit
- DIY Ukulele presented in partnership with the City of Greater Geelong's Youth Development Unit
- International Women's Day: Read Like a Girl
- Movie Night presented in partnership with the City of Greater Geelong's Youth Development Unit
- Silent Disco presented in partnership with the City of Greater Geelong's Youth Development Unit
- Sue Lawson, Author Event
- The Writing Dome: Thursday Afternoons: The Third, Book Launch
- Trivia Night presented in partnership with the City of Greater Geelong's Youth Development Unit
- Twilight Movies presented in partnership with the City of Greater Geelong's Youth Development Unit
- Victorian Youth Week: Silent Disco
- Victorian Youth Week: Tech Fest
- Will Kostakis, Author Event
- WRAP Virtual Reality in partnership with the City of Greater Geelong's Youth Development Unit and the fOrT Youth Centre

Cr Peter Murrilhy reads for National Simultaneous Storytime 2019

PARTICIPATION IN EXTERNAL PROGRAMS

- Australian Library and Information Association (ALIA), Australian Reading Hour
- Australian Library and Information Association (ALIA), International Games Week 2018
- Australian Library and Information Association (ALIA), Library Lovers Week
- Australian Library and Information Association (ALIA), National Simultaneous Storytime featuring *Alpacas with Maracas* by Matt Cosgrove
- Australian Library and Information Association (ALIA), The Summer Reading Club: Curious Creatures
- Central Geelong Marketing: Christmas Trail
- Children's Book Council of Australia, Children's Book Week – Find Your Treasure
- City of Greater Geelong's National Playgroup Week: Big Play Day
- Deakin University, School of Education, Faculty of Arts and Education: Play & Talk 2 Learn Forum
- Department of Education: Refugee Education Support Program
- Festival of Sport, Kardinia Park
- Geelong After Dark
- Golden Plains Shire, Children's Week
- Harry Potter Book Night: The Great Big Harry Potter Quiz
- Immunisation Program: presented in partnership with Barwon Health
- Kaleidoscope presented in partnership with Geelong Performing Arts Centre and Geelong Gallery
- National Recycling Week: Pop-up Play: presented in partnership with City of Greater Geelong, Family Services team
- Poppykettle Festival with Geelong Performing Arts Centre
- Skaart Festival
- Surf Coast Shire, Children's Week: The Elephant Walk
- Surf Coast Shire, Children's Week: Winchelsea Primary School
- Sustainable Strategies: presented in partnership with Geelong Gallery, Geelong Performing Arts Centre, Barwon Water and National Wool Museum
- The Victorian Premier's Reading Challenge
- Transition Program: presented in partnership with Soroptimist International
- Wathaurong Aboriginal Co-operative: Ready for Learning Day

EARLY LEARNING AND SCHOOL OUTREACH



In recognition of the important role that libraries play in a child's development, Geelong Regional Library Corporation has worked with many early childhood education providers, playgroups, primary and secondary schools across the region this year.

The library provides programs, tours and outreach activities to help promote lifelong learning, develop a love of reading and educate children about library services. Throughout 2018/19, we worked with:

CHILDCARE, PLAYGROUPS AND KINDERGARTENS

- Boorai Centre, Ocean Grove
- Bop Bop Karrong, Barwon Heads
- Breakwater Preschool, Breakwater
- Bright Minds Early Learning, Bannockburn
- Buckingham Street Early Learning and Kinder, Lara
- Butterfield House Kindergarten and Care, Christian College Geelong, Jan Juc
- Child's Play Early Learning Centre, Torquay
- City Learning & Care, Belmont
- City Learning & Care, Drysdale
- City Learning & Care Children's Centre, Newtown (Ariston)
- Clifton Springs Preschool, Clifton Springs
- Corio Karen Family Playgroup, Corio
- Corio Kindergarten, Corio
- Drysdale Preschool, Drysdale
- Early Learning and Family Centre @ Apollo, Whittington
- Eclipse Early Education, Curlewis
- Eclipse Early Education, Torquay
- Elements Childcare and Early Learning Centre, Belmont
- Elements Childcare and Early Learning Centre, Geelong West
- Elements Childcare and Early Learning Centre, Torquay
- First Steps Child Care Centre, Whittington
- Flinders Kindergarten, Lara
- Geelong Children's Centre, Geelong East
- Geelong East Primary Supported Playgroup, Geelong East
- Geelong Mamas Mingle Playgroup, Geelong
- Geelong West Kindergarten, Geelong West
- Golden Plains Shire Long Day Care, Bannockburn
- Goodstart Early Learning, Drysdale
- Goodstart Early Learning, Geelong East
- Goodstart Early Learning, Grovedale
- Alexander Thomson Preschool, Belmont
- Allanvale Preschool, Leopold
- Anglesea Kindergarten, Anglesea
- Anglesea Playgroup, Anglesea
- Bambini Early Learning Centre, Newtown
- Bannockburn Children's Service, Bannockburn
- Bay City Early Learning Centre and Kindergarten, Geelong
- Beacon Point Preschool, Clifton Springs
- Bellarine Kids Early Learning Centre, Moolap
- Bellarine Supported Playgroups, Ocean Grove
- Belmont Community Kindergarten, Belmont
- Bluebird Early Education, Armstrong Creek
- Bond Street Kindergarten Chilwell Inc., Newtown



- Goodstart Early Learning, Grovedale South
- Goodstart Early Learning, Lara
- Goodstart Early Learning, Waurm Ponds
- Great Beginnings, Curlewis
- Greenville Kindergarten, Grovedale
- Grovedale Child and Family Centre, Grovedale
- Grovedale Kindergarten, Grovedale
- Happy Feet Early Learning Centre, Bannockburn
- Happy Hippo Kindergarten and Childcare, Lovely Banks
- Headstart Early Learning Centre, Ocean Grove
- Helen M Kininmonth Pre-School, Winchelsea
- Highton Child Care & Development Centre, Belmont
- Jan Juc Playgroup, Jan Juc
- Kardinia Childcare & Kindergarten Geelong, Bell Post Hill
- Kids Club, Torquay
- Kirralee Kindergarten, Newcomb
- Kurrambee Myaring Community Centre, Torquay
- Lara Kindergarten, Lara
- Lara Lake Community Pre-School, Lara
- Leopold Child and Family Centre, Leopold
- Leopold Kindergarten, Leopold
- Leopold Playgroup, Leopold
- Little Foxes Nature Playgroup, Geelong
- Little Groms Early Learning, Torquay
- Little Lambs Playgroup, Lara
- Little Teapot, Lara
- Lonsdale House Childcare, Point Lonsdale
- Lorne Community House Playgroup, Lorne
- Lorne Kindergarten, Lorne
- Milla Milla Playgroup Wathaurong Aboriginal Co-operative, North Geelong
- Milla Milla Playgroup Wathaurong Aboriginal Co-operative, Lara
- Mitchell Street Early Learning Centre, Belmont
- Moriac Preschool Inc., Moriac
- Next Steps Early Learning Centre, Waurm Ponds
- Nido Early School, Grovedale
- Noah's Ark, Geelong
- Norlane Child and Family Health Centre, Norlane
- Norlane West Kindergarten, Norlane
- Normanby Street Pre-School, Geelong East
- Northern Bay Family Centre, Corio
- Ocean Grove Playgroup Association, Ocean Grove
- Ocean Grove Preschool, Ocean Grove
- One World for Children, Bell Park
- Play Child Care and Kindergarten, Belmont
- Queenscliff Kindergarten, Queenscliff
- St Albans Park Kindergarten, St Albans Park
- St Leonards Playgroup, St Leonards
- St Mary MacKillop Catholic School Playgroup
- Sunbirds Playgroup, Lara
- The Hive Early Learning Centre, Newcomb
- Torquay Early Learning, Torquay
- Torquay Kindergarten, Torquay
- Torquay Road Early Learning & Kinder, Grovedale
- Town & Country Children's Centre, Highton
- Waurmvale Drive Early Learning & Kinder, Belmont
- Whittington Child and Family Centre, Whittington
- William Parker Kindergarten
- Whittington Primary School, Whittington
- Williams House Kindergarten, Highton
- Wilsons Road Early Learning and Kinder, Newcomb
- Woodlands House Childcare, Ocean Grove
- Woodlands Kindergarten, Ocean Grove
- World of Learning Early Learning Centre, Geelong

PRIMARY SCHOOLS

- Aireys Inlet Primary School, Aireys Inlet
- Anakie Primary School, Anakie
- Anglesea Primary School, Anglesea
- Ashby Primary School, Geelong West
- Bacchus Marsh Primary School, Bacchus Marsh
- Bellaire Primary School, Highton
- Bellbrae Primary School, Bellbrae
- Belmont Primary School, Belmont
- Bell Park North Primary School, Bell Park
- Chilwell Primary School, Chilwell
- Christ the King Catholic Primary School, Newcomb
- Christian College: Belmont Campus, Belmont
- Clifton Springs Primary School, Clifton Springs
- Covenant College, Bell Post Hill
- Forrest Primary School, Forrest
- Geelong East Primary, Geelong East
- Grovedale West Primary School, Grovedale
- Highton Primary School, Highton
- Holy Family Primary School, Bell Park
- Holy Spirit Catholic Primary School, Manifold Heights
- Lara Lake Primary School, Lara
- Lara Primary School, Lara
- Leopold Primary School, Leopold
- Moolap Primary School, Moolap
- Nelson Park School, Bell Park
- Newcomb Park Primary School, Newcomb
- Northern Bay College Peacock Ave Campus, North Geelong
- Northern Bay College: Hendy Street Campus, Corio
- Northern Bay College: Tallis Street Campus, Norlane
- Northern Bay College: Wexford Court Campus, Corio
- Oberon Primary School, Belmont
- Ocean Grove Primary School, Ocean Grove
- Our Lady Star of the Sea Catholic Primary School, Ocean Grove
- Portarlington Primary School, Portarlington
- Rosebud Primary School, Rosebud
- St Aloysius Catholic Primary School, Queenscliff
- St Brendan's Catholic Primary School, Coragulac
- St Francis Xavier Catholic Primary School, Corio
- St John's Lutheran School and Kindergarten, Geelong
- St Leonards Primary School, St Leonards
- St Margaret's Primary School, East Geelong
- St Mary MacKillop Catholic Primary School, Bannockburn
- St Mary's Catholic Primary School, Geelong
- St Patrick's Primary School, Geelong West
- St Peter Apostle Primary School, Hoppers Crossing
- St Thomas Primary School, Drysdale
- St Thomas Aquinas Catholic Primary School, Norlane
- South Geelong Primary School, South Geelong
- Southern Cross Montessori, Torquay
- Surfside Primary School, Ocean Grove
- Tate Street Primary School, Geelong East
- Torquay College, Torquay
- Wallington Primary School, Wallington
- Whittington Primary School, Whittington
- Winchelsea Primary School, Winchelsea

- Manor Lakes College, Wyndham Vale
- Newcomb Secondary College, Newcomb
- Northern Bay College Goldsworthy Campus, Corio
- St Joseph's Flexible Learning Centre (SJFLC), Geelong
- Wyndham College, Werribee

OTHER GROUPS

- 1st Belmont Scouts, Belmont
- 1st Modewarre Scout Group, Modewarre
- Encompass Community Services, Geelong
- GASP, Geelong
- Geelong Home Educators
- Lara Scout Group, Lara
- Out of the Box Education, Bellarine
- The Treehouse Geelong – Pink Musketeers, Geelong
- U&I Inclusions, Geelong
- Wild Rumpus Community Services, Geelong
- Wyndham Community & Education Centre, Werribee

SECONDARY SCHOOLS

- Avalon College, Lara
- Bannockburn P-12 College, Bannockburn
- Bellarine Secondary College: Ocean Grove Campus, Ocean Grove
- Christian College: Bellarine Campus, Drysdale
- Christian College: Highton Campus, Highton
- Geelong English Language Centre (GELC), North Geelong
- Geelong Grammar School, Corio
- Geelong Lutheran College, Armstrong Creek
- Grovedale College, Grovedale
- Lara Secondary College, Lara

PROGRAMS AND EVENTS FOR ADULTS

The library's program of events and life-long learning activities for adults represents one of our most important commitments to the community. Through this programming we are able to help enhance social connectedness, enable the sharing of knowledge and stories, and encourage respectful debate and dialogue.

In 2018/19, 556 sessions were presented for adult audiences, with 19,706 attendees participating in a diverse range of events and hands-on sessions. This represents a 13% increase in participation in the twelve month period.



556 sessions were presented for adult audiences

SPECIAL EVENTS

From acclaimed authors to high-profile footy greats, high teas to theatre performances, our program of Special Events over the past year reflects the diversity and quality of the library's programming offer.

Perennial-favourite Australian author Graeme Simsion returned to The Dome to speak about his third book in the much-loved *Rosie* series. Graeme headed an impressive list of writers and speakers to visit the library this year, including best-selling former *Geelong Advertiser* journalist Jane Harper, Ocean Grove local and acclaimed author Christian White, and international crime fiction best-seller, Linda La Plante.

Caroline Jane Knight, great niece of Jane Austen, hosted a high tea in the beautiful surrounds of *Wurdi Young* on level five of the Geelong Library & Heritage Centre and shared stories of her unique childhood growing up surrounded by four hundred years of family history.

Multi-award-winning novelist, poet, musician and author Gregory Day spoke with Deakin University's Maria Takolander about his novel *A Sand Archive*, recently shortlisted for the Miles Franklin Literary Award.

Major drawcard special events for the year included footballer Bob Murphy, who visited The Dome in August to launch his memoir *Leather Soul* to a capacity crowd; Anne Summers, with her critically-acclaimed memoir *Unfettered and Alive*; and, after taking the world by storm with *The Book Thief*, Markus Zusak visited Geelong with his much anticipated new release, *Bridge of Clay*.

Through collaboration with community, government and business organisations we were able to deliver a wider range of events

this year. Some of our key partnerships over the past 12 months have included Deakin University and the Barwon Month of Action, the Geelong Region Cancerians and the Sydney Opera House's *All About Women* satellite program.

We continued our partnership with Geelong Sustainability through the presentation of the ever-popular *Clever Living Seminar* series, with four seminars held across March, April and May (a final seminar is scheduled for early July 2019). This year's topics included innovative options for affordable housing, climate proofing your home, planning a sustainable funeral and composting.

World Poetry Day was celebrated by the library for the ninth year in a row in March, with a showcase of local poets including Julie Maclean, John Bartlett, Kathryn Ross, Rosemary Blake and Graeme Kinross-Smith. Geelong Regional Library Corporation's commitment to providing a forum for this important literary and artistic form was also demonstrated through the launch of Jo Langdon's second collection of works, *Glass Life*, and the launch of John Bartlett's book, *The Arms of Men*.

Local historian Dr Coralie Jenkin joined forces with the Theatre of the Winged Unicorn to present the hugely popular *Our Ned, First Librarian of the Geelong Public Library*, while Melbourne-based librarian and comedian Monica Dullard presented a preview of her Melbourne Comedy Festival show in what proved to be a night of hilarious fun at Waurin Ponds Library.

We continued our association with other events and literary festivals including the Queenscliffe Literary Festival, the Feminist Writers Festival, Melbourne Design Week and Melbourne Writer's Festival.

The library's participation in the 2019 Geelong After Dark program and the world-renowned Back to Back Theatre group's CAMP (Come and Make Performance)

weekend reinforced the organisation's commitment to Geelong's Cultural Precinct partnerships and encouraged large numbers of visitors through the doors of the Geelong Library & Heritage Centre.

- Alison Sim: *Pain Heroes: Stories of Hope and Recovery*
- All About Women Satellite Program
- Anne Summers: *Unfettered and Alive: A Memoir*
- Bob Murphy: *Leather Soul*
- Books Beyond Boundaries, David Dellafiora
- Caroline Jane Knight: *High Tea with Great Aunt Austen*
- Catherine Deveny and Dr Steve Allen: *Mental*
- Clever Living Seminar Series 2018, Seminar 5: *Renovate, Retrofit, Reimagine*
- Clever Living Seminar Series 2019, Seminar 1: *Innovative Options for Affordable Housing*
- Clever Living Seminar Series 2019, Seminar 2: *Climate Proofing Your Home*
- Clever Living Seminar Series 2019, Seminar 3: *Going Out Green: Planning a Sustainable Funeral*
- Come and Make Performance with Back to Back Theatre
- Garry Disher: *Under the Cold Bright Lights*
- Geelong After Dark
- Graeme Simsion: *The Rosie Result*
- Gregory Day: *A Sand Archive*
- Feminist Writers Festival Panel Discussion: *The New (Female) Disruptors*
- Financial Abuse and Sexually Transmitted Debt
- Harry Saddler: *The Eastern Curlew*
- High Tea with Susan Alberti
- Jane Harper: *The Lost Man*
- Jim Haynes Presents: *The Times and Rhymes of Henry Lawson*
- Jim Haynes Presents: *The Secret Life of Banjo Patterson*
- Jo Langdon: *Glass Life*
- John Bartlett: *The Arms of Men*
- Lynda La Plante: *Widows' Revenge*
- Markus Zusak: *Bridge of Clay*
- Marion Pescud and Susan Sutton: *The Artist and Her Art*

- Melbourne Design Week in Geelong
- Melbourne Writers Festival, Ali Cobby Eckermann
- Monica Dullard: *Fancy That!*
- Our Ned, First Librarian of The Geelong Public Library
- Sally Gray: *Friends, Fashion and Fabulousness*
- Queenscliffe Maritime Museum Collection Launch
- Robert Gott: *The Autumn Murders*
- Rosalie Ham: *The Year of the Farmer*
- Stuart Kells: *Shakespeare's Library*
- Target 50/50: Women in Local Leadership Forum
- The Bad Diaries Salon #FIRST
- The Benefits of Cancer Research
- The Art of Ron Tandberg
- World Poetry Day

OPEN MIND LECTURES

Designed to promote the library as a place of innovative thinking and robust discussion, the quarterly Open Mind Lecture series is a program to 'feed the soul and expand the mind', where we bring to our audience the big social and community issues of the day as seen through the eyes of experts, visionary thinkers and leading authors. Through this program, we have welcomed to the stage humanitarians, educators, environmentalists, feminists, politicians, scientists and our finest authors. Open Mind Lectures are intended to inform, challenge and entertain as audiences share experiences, discuss ideas and ignite intellectual debate.

- Celeste Liddle: *Because of Her We Can*, NAIDOC Week 2018 Event
- Jeff Sparrow: *Trigger Warning: Political Correctness and the Rise of the Right*
- Julianne van Loon: *The Thinking Woman*
- Paul Ham: *New Jerusalem*
- Tom Doig: The Super Wicked Problem of Climate Change

AUTHOR ENCOUNTERS

Crime, romance, self-help, science fiction, mystery, young adult... a diverse range of topics and genres featured in the program of Author Encounters this year, which brings local, well-known and emerging authors to Geelong to speak about their works.

Highlights of this year's program included:

Presentations from high-profile personalities including Jackie Gillies (reality TV star and author of *Shine It Up*), Lindsay Tanner (former politician and Chair of Essendon Football Club) and high-profile child and teen psychologist, Michael Carr-Gregg, saw us broaden our appeal and welcome new audiences to the Geelong Library & Heritage Centre.

Rosalie Ham, author of bestseller *The Dressmaker*, presented her latest novel *The Year of the Farmer* to a large crowd of loyal readers, whilst international author Armando Lucas Correa won a new legion of Australian fans talking about his latest best seller, *The Daughter's Tale*.

International crime writer Michael Robotham brought us his latest novel, while father and daughter team Meg and Tom Keneally joined us to discuss their latest collaboration, *The Ink Stain*.

A focus on providing Author Encounter events at branches across the region, as well as our emphasis on promoting local writers, saw our community libraries hosting authors on a regular basis. Guests included Anne Connor, Fiona Lowe, Enza Gandolfo, Andy McNeilly, Diana Sawyer, Dale Baker, Narelle Harris, Philomena Manifold, Helen Thomas, Fran Griffiths, Kim Hodges, Mira Robertson, Katherine Barnes and Justin D'Ath.

- Andrea Goldsmith: *Invented Lives*
- Andy McNeilly: *Connecting with Your Kids*
- Ann Blainey: *King of the Air*
- Anne Connor: *Two Generations*
- Armando Lucas Correa: *The Daughter's Tale*
- Caroline van de Pol: *Back to Broady*

- Carrie Tiffany: *Exploded View*
- Diana Sawyer: *Queenscliff: The Harbour Story*
- D.R. Coghlan: *The Secrets We Keep: A Love Story*
- Ellie O'Neill: *The Right Girl*
- Enza Gandolfo: *The Bridge*
- Fiona Lowe: *Home Fires*
- Fran Griffiths: *Suspected Hippy: Travelling on a Wire*
- Heather Sheard & Ruth Lee: *Women to the Front*
- Helen Thomas: *Murder on Easey Street*
- Jackie Gillies: *Shine it Up*
- Jill Stark: *Happy Never After*
- Jocelyn Moorhouse: *Unconditional Love*
- Jock Serong: *Preservation*
- Justin D'Ath: *47 Degrees*
- Katherine Barnes: *The Sabotage Diaries*
- Katherine Collette: *The Helpline*
- Kaye Baillie: *Message in a Sock*
- Keith Badger: *Joining Loose Ends*
- Kim Hodges: *Girl Over the Edge*
- Lindsay Tanner: *Comeback*
- *Little Pip Eats the Colours of the Rainbow*
- Lou Harvey-Zahra: *Creative Discipline for Happy Toddlers and Children*
- Louisa Deasey: *A Letter from Paris*
- Mark Brandi: *The Rip*
- Meg & Tom Keneally: *The Ink Stain*
- Melissa Jane Ferguson: *The Shining Wall*
- Michael Carr-Gregg & Flip Shelton: *Smart Snacks*
- Michael McGirr: *Books That Saved My Life*
- Michael Panckridge: *Fiction is Fun*
- Michael Robotham: *The Other Wife*
- Mike Carlton: *On Air*
- Mira Robertson: *The Unexpected Education of Emily Dean*
- Moreno Giovannoni: *The Fireflies of Autumn*
- Narelle M Harris: *From Stoker to Stackhouse: the Vampire as a Metaphor*
- Narelle M Harris: *Sherlock Holmes: However Improbable*
- Nadia Wheatley: *Her Mother's Daughter: A Memoir*
- Natasha Lester: *The French Photographer*
- Natural Harry
- Philomena Manifold: *Written in Stone*

- Robert Hillman: *The Bookshop of the Broken Hearted*
- Rachel Cassidy: *Stalked*
- Richy Bennett: *100 Dawns*
- Sisonke Msimang: *Always Another Country*
- Toni Jordan: *The Fragments*
- Vikki Petraitis: *Inside the Law*

CREATIVE AND CONNECTED

A significant remit of local libraries lies in the provision of events and activities that encourage reading, support a range of literacies, promote lifelong learning and increase access and inclusion for all.

Throughout the year, our community libraries' staff delivered a wide range of Creative and Connected programs to our diverse communities, with the aim of engaging, empowering and educating. From exploration of local history topics to issues of health and wellbeing, from hands-on workshops to craft programs, the Geelong Regional Library Corporation's 17 branches delivered programs designed to provide 'something for everyone' regardless of age, interest or ability.

- Advance Care Planning
- All Knotted Up, Macrame for Beginners
- Armchair Actors
- Australia's Biggest Morning Tea
- Autumn Art
- Autumn Reading, Finding Your Next Book
- Backyard Chooks
- Basic Embroidery
- Basic Sewing Classes
- Basket Weaving with Aunty Helen
- Book Chat
- Chinese Lanterns
- Christmas Card Making
- Cinema 101, Introduction to Cinema
- Crafty Artisans
- Craig Goddard, Helping Teenagers Reach Their Potential
- Cuddle Up with Stuffed Animals
- Demonstration of Porcelain Painting
- Discover and Protect the Great Ocean Road Coast
- Ecovoices
- Friday Flicks
- Halloween Readings
- Harp Music, Relax in the Library
- Hints and Tips on Getting Published
- Igknote at Drysdale Library
- Lara Creatives, Colouring Group
- Learn to Sew
- Let's Chat, English Conversation Practice
- Meditation for Health and Wellbeing
- Meditation and Creativity
- Meditative Music Performance, SonikSea
- Millenials Book Chat
- Mindfulness and Meditation
- Monday Night Movie with Kanopy
- On the Go, Tic Tac Toe
- Overlocker Overview
- Purl Jam Knitting Circle
- Retro Radio
- Remembering the End Exhibition, Crochet Poppies
- Retrosuburbia, Getting Started
- Sit & Sew Together
- Soul Focused Psychotherapy
- Summer Reading, Finding Your Next Book
- Super Brain Train Workshops
- Talking Tea, The History of Tea
- The Dos and Don'ts of Self Publishing
- Towards Zero Waste: How to Minimise Household Waste
- Tony McNamara, The World of Bees
- Transition Streets Geelong
- Uncovering Landscapes of the Ocean Grove and Barwon Heads Regions
- Upcycled Book Craft, Christmas Wreaths
- Understanding Film
- Writers of Drysdale
- Writers of the Bellarine
- Winter Art
- Winter Whodunit Murder Club
- Year of the Earth Pig Workshop: Chinese Astrology

WORD FOR WORD NATIONAL NON-FICTION FESTIVAL 2018

The Word for Word National Non-Fiction Festival is Australia's only festival dedicated to the non-fiction genre. This unique event showcases non-fiction writing in its many facets and forms featuring world-renowned writers, dynamic panel discussions, workshops and in-conversation sessions between expert literary minds. The festival enhances Geelong's reputation as a hub for cultural excellence and a city that embraces knowledge and learning as per the City of Greater Geelong's Clever and Creative vision.

Cr Jim Mason AM, Robert Gott, Cr Margot Smith, Cr Bruce Harwood, Patti Manolis and Cr Peter Murrehy at Word for Word Festival launch.

In 2018, in its fifth year, the festival theme 'Get Real' provided an opportunity for presenters to delve deeply into a broad range of robust topics and issues, including the #METOO and #TIMESUP movements, history, racism, Indigenous issues, asylum seekers, social research, true crime, artificial intelligence, memoir and more.

The exciting program featured more than 76 guest presenters, with program highlights including Helen Garner, Gillian Triggs, Clementine Ford, Marcia Langton, Kerry O'Brien, Clare Wright and Tim Flannery.

The 2018 festival took place across three days, from 16-18 November, and featured 45 separate sessions including masterclasses, keynote addresses, in-conversation sessions, panel discussions, a live debate, and a children's story time session. More than 8,110 people passed through the doors of the Geelong Library & Heritage Centre over the weekend, and 2,303 tickets were purchased for festival sessions, with seven sessions selling out or almost selling out.

Word for Word was proudly presented by Geelong Regional Library Corporation in partnership with Deakin University and the City of Greater Geelong with the support of a number of generous sponsors.

FESTIVAL ADVISORY COMMITTEE 2018

Cr Margot Smith – Committee Chair

Deputy Chair, GRLC Board

Kaz Paton

Manager, Arts and Culture, City of Greater Geelong

Assoc. Professor Maria Takolander

Deakin University

Patti Manolis

Chief Executive Officer, GRLC

Cathy Ferencz

Executive Manager, Library Services and Customer Experience, GRLC

John Bartlett

Community Representative

Hélène Cameron

Community Representative

Matt Davis

Community Representative

Marylou Gilbert

Community Representative

Christine Heath

Community Representative

Beth King

Community Representative



76 
guest presenters



Helen Garner

FESTIVAL WORKING GROUP

Cathy Ferencz

Executive Manager, Library Services and Customer Experience, GRLC

Deb Sansom

Manager, Geelong Library & Heritage Centre, GRLC

Gerrard Daniels

Manager, Digital Services, GRLC

FESTIVAL STAFF

Maryanne Vagg

Festival Director

Rochelle Smith

Festival Coordinator

Caz Copic

Festival Marketing

Simon Finch

Production Coordinator

Simone Levelt

Festival Administration

FESTIVAL PARTNERS

Deakin University

City of Greater Geelong

Geelong Regional Library Corporation

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Deakin University School of Communication and Creative Arts

Rydges Geelong

The Times News Group

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Caruggi Restaurant

Dymocks Geelong

Godfrey Hirst

Good Reading Magazine

Harwood Andrews

Hodges Real Estate

James Bennett

Kings Funerals

Morgans Financial

Pace Advertising

RK Group

Vision Super

WorkSafe

Writers Victoria



VOLUNTEERS

Volunteer Committee

Helen Cox
Anne Riggs
Jo Turnbull
Andrea Van Der Meer

Volunteers

Sheryl Allen
Jean Bohuslav
Alfa Buffoni
Melina Bunting
Amber Connor
Jacqui Connor
Mariae Curtain
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Courtney Santospirito
Gemma Savage
Stewart Seaton

Lucy Smelter
Shannon Tucker
Jo Turnbull
Rhonda Valkenburg
Janine Van Der Meer
Ann Waite
Sue Wood
Layla Vardo

FESTIVAL MASTERCLASSES

Bonny Cassidy: Ekphrasis
David Astle: Rewording the brain
Greg Pyers: What fact means for fiction
Jo Case: Memoir writing essentials
Lee Kofman: Writing the self in non-fiction
Toni Jordan: Introduction to editing your own work

FESTIVAL SESSIONS

- Andrew Nette and Iain McIntyre: Girl Gangs, Biker Boys, and Real Cool Cats
- Anita Heiss: Growing Up Aboriginal in Australia
- Bad Diaries Salon
- Billy Griffiths: Deep Time Dreaming
- Chloe Hooper: The Arsonist
- Gregory Day and Michael Atherton: The Meaning of Music
- Clare Wright: You Daughters of Freedom
- Clementine Ford: Boys will be Boys
- Eddie Ayres: Danger Music
- Eddie Ayres: Sonam and the Silence
- Ellen Broad and Toby Walsh: AI: The Rise of the Machines
- Gabbie Stroud: Teacher
- George Megalogenis: The Football Solution
- Gillian Triggs: Speaking Up
- Great Debate - The Novel is Dead: Long Live the Novel!
- Helen McGrath and Cheryl Critchley: The

Mind Behind the Crime

- Hugh Mackay: Australia Reimagined
- Jessie Cole and Rick Morton: Despite the Dark
- Kerry O'Brien: A Memoir
- Kon Karapanagiotidis: The Power of Hope
- Lesley Harding and Kendrah Morgan: Mirka & Georges: A Culinary Affair
- Majok Tulba and Emma Adams: Refuge
- Marcia Langton: Welcome to Country
- Meg Mundell and Robert Hillman: The Ghost Writer
- Mikey Robins: Seven Deadly Sins and One Very Naughty Fruit
- Opening Night: Helen Garner in conversation with Maria Takolander
- Panel Discussion: Dangerous Ideas About Mothers
- Panel Discussion: Holding Our Ground
- Panel Discussion - The Next Wave: Women Writers Today
- Peter Cochrane: Best We Forget: The War for White Australia
- Peter Mares and Gabrielle Chan: The Great

Australian Dream?

- Peter Phelps: The Bulldog Track
- Rachael Brown and Maryrose Cuskelly: Cold Hearts
- Robert Manne: On Borrowed Time
- Sonya Voumard: Skin in the Game
- Tim Flannery: Europe: A Natural History
- Vikki Petraitis and Robin Bowles: Truth is Stranger than Fiction
- William McInnes: Fatherhood

Marcia Langton



COMMUNITY NETWORKS AND PARTNERSHIPS

Throughout the year we have worked with:

Aireys Inlet AIRAR	Department	Eastern Hub
Allay Occupational Therapy	City of Greater Geelong, Family Services	Elder Rights Advocacy
Arcare	City of Greater Geelong, FoRT Youth Centre	Elouera Aged Care
Ardoch Youth Foundation	City of Greater Geelong, GASP	Essendon Historical Society
Australasian Federation of Family History Organisations	City of Greater Geelong, Healthy Communities	Express Media
Australian Hearing	City of Greater Geelong, Leisurelink	Feis Rois [Scotland]
Australian Library and Information Association	City of Greater Geelong, Maternal and Child Health Services	Feminist Writers Festival
Australian Museums and Galleries Association Victoria	City of Greater Geelong, Member Council	Field Study International
Australian National Maritime Museum	City of Greater Geelong, Revitalise Central Geelong	Fluid
Australian National Surfing Museum	City of Greater Geelong, Social Equity and Safety, Healthy Communities Unit	Friends of the Barwon Heads Library
Australian Poetry Slam	City of Greater Geelong, Youth Development Unit	G21 Geelong Region Alliance
Back to Back Theatre	Colac Otway Disability Accommodation	Gateways
Bad Diaries Salon	Community Agents of Sustainability (CAOS)	GComms: Geelong Communications & Marketing Professionals Network
Bannockburn Family Services Centre	Conservation Ecology Centre	Geelong Beekeepers Club
Bannockburn Probus Club	Consumer Affairs Victoria	Geelong Community Foundation
Barwon Child, Youth & Family	Country Fire Authority	Geelong Cycling Club
Barwon Community Legal Services	Deakin University	Geelong Family History Group Inc.
Barwon Health Carer Support	Deakin University's 2018 Australasian Innovative User Group Conference	Geelong Food Relief Centre
Barwon Health Immunisation Program	Deakin University, School of Architecture and Built Environment	Geelong Gallery
Barwon Month of Action	Deakin University, School of Communication and Creative Arts	Geelong Historical Society
Barwon Water	Deakin University, STEM in Research for Educational Impact, Faculty of Arts and Education	Geelong Illustrators
bay 93.9	Department of Health and Human Services	Geelong One Fire Reconciliation Group
Bellarine Community Health Centre	Department of Human Services, MyGov	Geelong Performing Arts Centre
Bellarine Historical Society	Department of Premier and Cabinet	Geelong Region Cancerians
Bellarine Living and Learning Centre	Diversitat	Geelong Seniors Festival
Bolinda	Dymocks	Geelong Single Board Computer group
Borough of Queenscliffe, Member Council	Dymocks Geelong	Geelong Sustainability
CAMPAS Colac		Geelong West Maternal & Child Health Centre
Caruggi Restaurant		Geelong West Neighbourhood House
Central Geelong Marketing		Geelong Wine Walk
Centre for Multicultural Youth		GenU Karingal St Laurence
City of Greater Geelong, Arts and Culture		Girledworld
		GMHBA Health Insurance Australia

Godfrey Hirst	Public Libraries Victoria	Timboon Probus Club
Golden Plains Shire, Member Council	Public Record Office Victoria	Torquay Books
Golden Plains Shire, Youth Development team	Queenscliff Literary Festival	Torquay Community House
Good Reading Magazine	Queenscliff Low Light Festival	Tourism Greater Geelong and the Bellarine
Gordon TAFE	Queenscliff Point Lonsdale Anglican Parish	U&I Inclusions
GP Arts Inc.	Queenscliff Uniting Church	University of Melbourne
Great Ocean Road Coast Committee	Queenscliff Historical Museum	University of Tasmania, Family History Graduates
Harwood Andrews	Queenscliff Maritime Museum	Victoria Police Museum
Hearing Australia	Retrosuburbia	Victorian Association of TAFE Libraries
History Teachers Association of Victoria	Rip Curl	Vision Super
Hodges Real Estate	RK Group	Wadawurrung Aboriginal Corporation
Inspiring Victoria	Rotary Club of Drysdale	Wathaurong Aboriginal Cooperative
James Bennett	Rotary Club of West Geelong	Waurrn Ponds Shopping Centre
Kings Funerals	Rydges Geelong	Wellness Festival – Self Care Sunday
Lake Macquarie Libraries	Scrabble Group of Torquay	Western Victoria Public Health Network
Lara Food and Wine Festival	Scribe Publishing	White Night Geelong
Lara RSL Sub Branch	Sisters In Stitches	Women in Local Democracy (WILD)
Leopold Community Hub	Soroptimists Geelong	WorkSafe
Lions Club of Corio	South West TAFE, Colac	Writers of Drysdale
Lions Village Torquay	Spinal Injury Resource & Support Network (SPIRE)	Writers of the Bellarine
Marine and Freshwater Discovery Centre	Spring Creek Community House	Writers Victoria
Melbourne Design Week in Geelong	Springboard Community News	Wyndham Community and Education Centre
Melbourne Poets Union	Star of the Sea Retirement Village	
Melbourne Writers Festival	State Library Victoria	
Meredith History Interest Group	Stepping Up	
Migrant Workers Centre	Surf Coast Rural Australians for Refugees	
Morgans Financial	Surf Coast Shire, Member Council	
Museum Without Walls	Surf Coast Sport and Recreation Centre	
National Celtic Festival Australia	Surf Coast Visitors Centre	
National Council of Women Victoria (Geelong Branch)	Surfing Victoria	
National Disability Insurance Scheme	Swinburne University	
National Museum of Australia	Sydney Opera House	
National Reconciliation Week	Tastes of Central Geelong	
National Wool Museum	Telstra	
Norlane Community Centre	Telstra Foundation and The Alannah and Madeline Foundation, eSmart Libraries	
Norlane Neighbourhood House	The Book Bird	
Ocean Grove Surf Life Saving Club	The Bookshop at Queenscliff	
On the Low Down	The RK Group	
Oxygen College	The Royal Society of Victoria	
Pace Advertising	The Smith Family	
Patons Books	The Times News Group	
Probus Club of Central Geelong	The Torch Project	
Public cafe	Theatre of the Winged Unicorn	



FRIENDS OF THE LIBRARY

Launched in December 2017, the Geelong Regional Library Corporation's Friends of the Library program provides members of the community the opportunity to support the important work of the Corporation now and for future generations.

Through the payment of an annual membership fee our supporters are able to contribute towards a nominated library project or initiative. This year, funds raised through the Friends of the Library program will be directed towards funding children's literacy and outreach projects in disadvantaged areas of our community.

In return for their support, our Friends enjoy a suite of discounts and special offers from a variety of reciprocal organisations, as well as priority bookings for popular Geelong Regional Library Corporation events and discounts on paid events.

On 23 November 2018 we were pleased to host the Annual General Meeting of the Friends of Libraries Australia (FOLA) at the Geelong Library & Heritage Centre, which was attended by a number of our Friends. Preceding the AGM was a forum which included the following presentations:

- Jack Goodman, President of FOLA: *Making our voice heard: Friends as part of our national identity*
- Patti Manolis OAM, CEO of GRLC: *Reimagining Friends: Friends of Geelong Regional Libraries Initiative*
- Debra Rosenfeldt, Head of Library Sector Engagement, State Library Victoria: *Libraries Change Lives Campaign*

Friends of the Library partners

Public café
Geelong Gallery
Geelong Performing Arts Centre
National Wool Museum
The Book Bird, Geelong West
The Bookshop at Queenscliff
Dymocks Geelong
State Library Victoria

96 
individual memberships

38 
family memberships

134 
total memberships

\$15,807 
raised by program since launch in December 2017

Cr Margot Smith, Kate Torney, Cr Nathan Hansford and Patti Manolis at launch of Friends of the Library program



CHAPTER 6. ACCESS AND INCLUSION

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



**Rebekah Bryant, Diversity
Field Officer Service**

Geelong Regional Library Corporation has developed a *Disability Access and Inclusion Plan 2018-2022* (DAIP) that seeks to ensure all people feel that our libraries are 'for them'.

We strive to ensure that the principles in the plan are reflected not only in our service delivery but also in the culture of our organisation.

We aim to provide spaces where all members of our communities can visit and feel welcomed. Furthermore, we aim to ensure that our recruitment processes allow anyone the potential to work with us if they have the skills that we require.

This DAIP has been prepared by Geelong Regional Library Corporation in consultation with the Australian Federation of Disability Organisations (AFDO). The plan, which has been developed over the past three years, focusses the Corporation on becoming a

more welcoming, confident and accessible business and workplace for people with disability and builds on the work that we have completed in this area to date.

We strive to ensure that the principles in the plan are reflected not only in our service delivery but also in the culture of our organisation.

The recommendations in the DAIP cover physical access improvements as well as other forms of accessibility for people with a wide range of disabilities; customer service; and a particular focus on enhancing our workplace to increase the diversity of our staff, including skilled candidates with disability. Achievements in the area of access and inclusion this year include:

Events and Programs

Adjustments have been made to the operation of our events and programs to improve accessibility, including training staff in delivering communications to people with disability.

Recruitment

A statement is included in all recruitment advertisements regarding the Corporation's commitment to providing applicants from diverse backgrounds and abilities the opportunity to seek support through the application or interview process.

The Recruitment and Employment Equal Opportunities Policy (and related procedures) have been redrafted to include a guaranteed interview approach. This approach guarantees an interview to an applicant who discloses a disability, given the application meets the key selection criteria, mitigating the risk of unconscious bias. All open vacancies are submitted to the Department of Jobs, Precincts and Regions (Disability Employment) to attract applicants with a disability. Geelong Regional Library Corporation has also committed to engage regularly with local organisations to identify candidates with disability for work experience opportunities or employment.

Training

Mental Health First Aid training is regularly offered to all staff and planning for a structured program of disability awareness training to be delivered to the organisation

is underway. In addition to this training, preparations are underway to deliver an internal workforce demographic survey to identify staff willing to self-disclose disability or CALD background and to assess the unique profile and needs of our workforce.

Collections

There has been a particular focus this year on including items in the library collections that can be used by people with diverse abilities.

The Children's Collection now includes a variety of materials and formats to ensure equitable access for all readers. Some examples include:

- Launchpads: Tablets with pre-loaded, high-quality learning apps and games, designed with a simple easy-to-use interface.
- Vox Books: A fun new collection of junior non-fiction audio-enabled print books. Children can read-along by simply pushing a button to listen and read.
- Decodable readers: Designed to support and improve literacy and greatly increase the reading capacity of children who may struggle to read. They encourage children to gradually progress to more challenging books as their reading skills improve.

The library's collection of dyslexia-friendly books continues to grow. These books have dyslexia-friendly font specially created to make reading easier and includes other features such as accessible layouts and spacing, as well as heavier paper with a gentle tint that helps reduce visual stresses.

The Learning English collections at Geelong West and Corio branches have been reviewed and refreshed. The DAIP has identified this collection as being potentially useful to people with dyslexia, learning or intellectual disability, and promotion of this collection in this context is planned for the coming year.

Physical Access

Branch Librarians have received training to carry out Accessibility Friendly Checks under the guidance of the ADFO's Diversity Field Officer. To date, seven branches have been reviewed with planning underway to complete checks at the remaining branches in the near future.

Accessibility resources and services available across our network include:

- Changing Places toilets located at Geelong Library & Heritage Centre and the Leopold Library.
- The library website is built to comply with the WCAG 2.0 standards and uses a range of mark-up, visual contrast and structuring techniques to enhance accessibility.
- iPads available for loan, featuring various in-built accessibility features.
- Large format keyboards and membership card scanners.
- DAISY players (digital talking book formats) available for loan.
- The VCE Collection provides curriculum resources in print book, audiobook and DVD formats where available, to cater for different learning styles.
- A collection of dyslexia-friendly books which feature tinted pages to reduce visual stress and a font to help minimise barriers to comprehension.
- Physical large print and audiobooks as well as a substantial collection of eBooks and eAudiobooks.
- Overdrive (Libby) has an extra feature which can be enabled to assist people with dyslexia.
- Some online databases have closed captioning on videos, page translation to other languages, read aloud function and the ability to increase text size.
- A range of DVDs featuring closed captioning.
- A bespoke library communication board.

The Geelong Library & Heritage Centre accessibility features also include:

- Magnification technology for people with visual impairments.
- The text to voice 'Read Easy Move' device which can assist people who find reading with a video magnifier difficult.
- A Braille embosser which is freely available for community use.
- Zoomtext screen reader software installed on a dedicated PC.

CHAPTER 7. OUR PEOPLE

Geelong Regional Library Corporation recognises its staff as the backbone of the organisation, and places a high priority on the effective recruitment and professional development of the team.



EXECUTIVE MANAGEMENT TEAM

Patti Manolis OAM – Chief Executive Officer

- Bachelor of Education (Librarianship), Melbourne College of Advanced Education
- Graduate Diploma of Business, RMIT University
- Graduate, Australian Institute of Company Directors
- Medal of the Order of Australia 2019
- Inductee, Victoria Honour Roll of Women 2016

External Networks and Committee Memberships

- Graduate, Australian Institute of Company Directors
- Member, Public Libraries Victoria
- Member, Steering Committee – Oceania International Network of Emerging Library Innovators
- Member, Advisory Committee on Public Libraries, Library Board of Victoria
- Member ADVOCATE State-wide Project, State Library Victoria and Public Libraries Victoria
- Advisor, Xanana Gusmao Reading Room and Xanana Cultural Centre, Timor-Leste
- Associate Member, Australian Library and Information Association
- Board Member, G21 Geelong Regional Alliance
- Member and Board Liaison, G21 Geelong Regional Alliance Arts, Heritage and Culture Pillar
- Member and Board Liaison, G21 Geelong Regional Alliance Education and Training Pillar

Geoff Adsett – Executive Manager, Business Systems and Innovation

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

External Networks and Committee Memberships

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

Cathy Ferencz – Executive Manager, Library Services and Customer Experience

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

External Networks and Committee Memberships

- Associate Member, Australian Library and Information Association
- Fellow of the Institute of Community Directors Australia
- Member, Word for Word National Non-Fiction Festival Advisory Committee

Kate Gorman – Executive Manager, People and Business Operations

- Master of Human Resource Management, Deakin University
- Post Graduate Certificate Human Resource Management, Deakin University

External Professional Membership

- Member, Australian Human Resources Institute

Deb Sansom – Executive Manager, Cultural Development and Community Engagement

- MBA – Arts & Culture Management, Deakin University (in progress)
- City and Guilds Print and Broadcast Journalism, CSV/BBC
- Bachelor of Arts (Hons) (Theatre Studies), Loughborough University

External Networks and Committee Memberships:

- Member, Word for Word National Non-Fiction Festival Advisory Committee
- Member, G21 Arts, Heritage and Culture Pillar

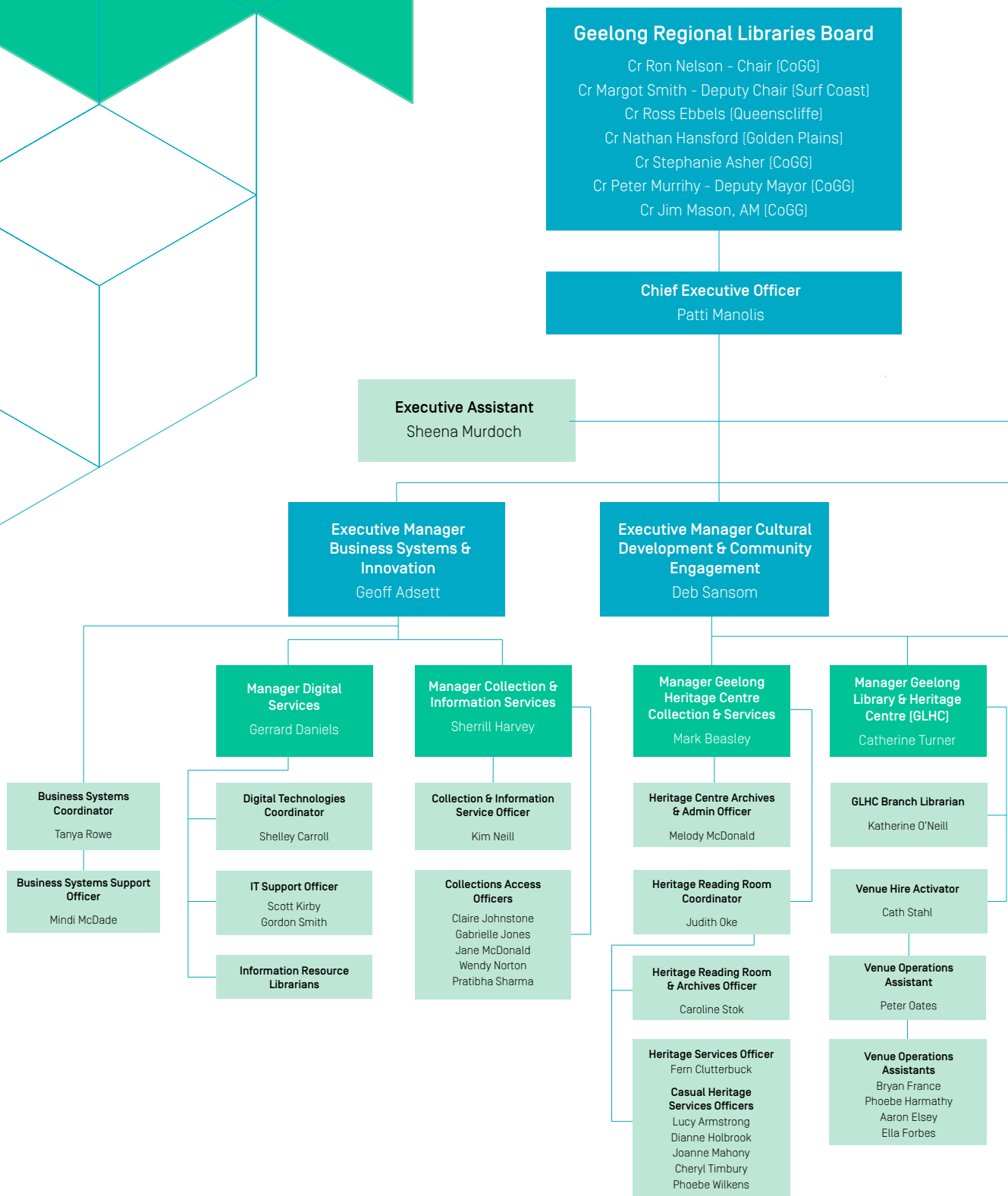
ORGANISATIONAL MEMBERSHIPS

- Australian Library and Information Association
- ArtsHub Australia
- Australian Society of Archivists
- Children's Book Council of Australia (Victoria)
- G21 Geelong Regional Alliance
- Geelong Chamber of Commerce
- Institute of Public Administration Australia (IPAA) Victoria
- International Federation of Library Associations (IFLA)
- Local Government Professionals (LGPro)
- Libraries Australia
- Our Community
- Public Libraries Victoria (PLV)
- Roadshow Public Performing Licencing
- Tourism Greater Geelong and the Bellarine
- VALA Libraries Technology and the Future Inc.
- Victoria Employers' Chamber of Commerce and Industry
- Victorian Association of Family History Organisations





ORGANISATIONAL STRUCTURE



Branch Librarians

Bannockburn

Tracie Mauro

Barwon Heads

Georgia Carter

Belmont

Janelle Vise

Chilwell

Vicky Dunmore

Corio

Subha Simpson

Drysdale

Ann-Maree Hannon

Geelong Library & Heritage Centre

Katherine O'Neill

Geelong West

Jenny Ackroyd

Highton

Yvonne Hodgson

Lara

Hannah Cruise

Leopold

Hannah Cruise

Newcomb

Kim Edgar

Ocean Grove

Georgia Carter

Queenscliff

Hilary Stennett

Torquay

Victoria Mathews

Waur Ponds

Olivia Simaitis

Western Heights

School Staff

Executive Manager People & Business Operations
Kate Gorman

Corporate Service Coordinators

Amanda Daniels
(Finance/Remuneration)
Shane Brown (HR)

Administration Officers

Wendy Gladwin
Vanessa Browne
Elise Wilson (HR/Payroll)

Executive Manager Library Services & Customer Experience
Cathy Ferencz

Manager Events & Programming

Caz Copic

Events and Production Coordinator
Gillian Elijah

Manager Marketing & Communications

Kirsten Aplin

Marketing & Communications Coordinators
Rebecca Hyde
Ann Card

Manager Children's & Youth Services

Deanne Verity

Children's & Youth Services Librarians

Area Manager South

Janelle Vise

Belmont
Highton
Torquay
Waur Ponds

Area Manager Bellarine

Vacant

Barwon Heads
Drysdale
Leopold
Newcomb
Ocean Grove
Queenscliff

Area Manager North

Subha Simpson

Bannockburn
Chilwell
Corio
Geelong West
Lara
Western Heights

Manager Community Outreach & Seniors Programming
Allison Elsey

Bellarine & Surf Coast Mobile
George Houlder
Golden Plains Mobile
Kay Allan

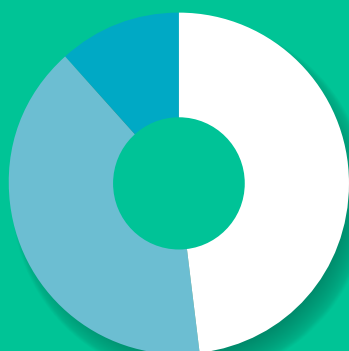
Community Outreach Support Librarian
Elizabeth Edwards

SPOTLIGHT ON OUR PEOPLE

The Geelong Regional Library Corporation employed a total of 206 staff compared to 186 in 2017/18. Our ongoing Effective Full Time (EFT) is 108.1 compared with 98.6 previously, due to the opening of the new Leopold Library and a minor restructure at the Geelong Library & Heritage Centre, all of which were achieved within Budget.

STAFF EFT

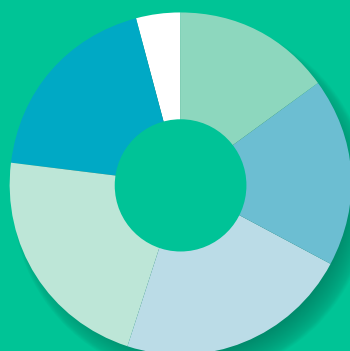
As of 30 June 2019 [2018]



● Ongoing staff - Full-time	59.0	[57.0]
● Ongoing staff - Part-time	49.1	[41.6]
● Fixed term & casual	14.0	[16.0]
Total	122.1	[114.6]

AGE BREAKDOWN

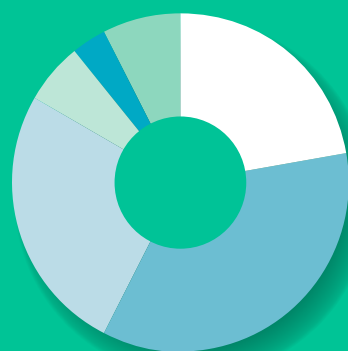
As of 30 June 2019 [2018]



● Under 25	15%	[15%]
● 25-34	18%	[19%]
● 35-44	22%	[18%]
● 45-54	22%	[24%]
● 55-64	19%	[22%]
● Over 65	4%	[2%]

MALE/FEMALE BREAKDOWN

As of 30 June 2019 [2018]



● Female - Full-time	46	[43]
● Female - Part-time	73	[60]
● Female - Fixed term & casual	53	[51]
TOTAL	172	[154]
● Male - Full-time	12	[11]
● Male - Part-time	7	[6]
● Male - Fixed term & casual	15	[15]
TOTAL	34	[27]

INVESTING IN OUR PEOPLE

The Geelong Regional Library Corporation workforce has grown and evolved over the past twelve months across our 17 locations.

With this change and growth we have remained committed to ensuring communication and consultation is a constant focus in our operations and activities.

Throughout 2018/19, there have been a number of forums and committees specifically tasked with the continuous review, and where possible, improvement of our working environment.

STAFF SURVEY 2018

The 'Voice Project' Staff Survey was delivered to all staff in August 2018. This survey sought feedback relating to five key drivers of organisational performance:

- Purpose: Organisational Direction, Mission and Values, Ethics, etc.
- People: Teamwork, Talent and Motivation
- Peace: Work-life Balance, Wellness and Flexibility
- Participation: Leadership, Learning and Development, Recruitment, and Cross Unit Cooperation
- Property: Resources, Technology, Processes and Safety

Based on staff responses to questions under each of these categories, our Organisational Performance rating was broken into two key areas with the following results:

Passion/Engagement: This represents the level of engagement our employees have with the organisation. The Corporation scored 84%, which is 12% higher than benchmarked organisations.

Performance: This reflects staff perceptions about organisational performance. The Corporation scored 83%, which is 30% higher than benchmarked organisations.

This is an impressive result, showing an improvement since our last staff survey undertaken in 2016, plus an average score approximately 20% above Local Government Industry standard.

Particularly outstanding are the scores relating to staff role clarity (99%), commitment to Mission and Values (97%) and team work (97%).

A thorough review of the feedback was delivered to all employees at the end of 2018. Staff were tasked with considering the feedback and implementing activities to target the findings of the survey. An example of some of these initiatives include a focus on Health and Wellbeing; a review of recruitment and selection practices; and a multi-faceted approach to improving internal communication between cross-unit or geographically diverse locations.

STAFF CONSULTATION COMMITTEES

The Staff Consultative Committee and the Occupational Health & Safety Committee remain active staff representative forums. The Committees meet regularly with management and Human Resources to report, inform and influence organisational decision making. They have been instrumental in affecting positive outcomes in our working environment for all staff. Furthermore, these Committees perform an important role in challenging and ensuring policies and procedures uphold our legislative obligations.

Geelong Regional Library Corporation looks forward to engaging with all staff representative bodies as we begin preparations to review and renegotiate our Enterprise Agreement at the start of 2020.

STAFF TRAINING MATRIX AND CALENDAR

In late 2018, a Training Needs Assessment was conducted to identify mandatory and required training for all roles, at all levels across the organisation. This assessment formed the basis of a Training Calendar which is published quarterly for staff to access and plan internal and external training activities.



Geelong Regional Library Corporation remains committed to the ongoing professional development of employees. This is to ensure we continue to achieve our goal of providing an exemplary library service to our community through the skills and knowledge that exist within our workforce, while also providing meaningful and rewarding career pathways and opportunities for staff.

DEVELOPING OUR CULTURE – STAFF ENGAGEMENT

A number of key initiatives have been introduced within the organisation to support professional development and reinforce our approach to continual learning.

EMPLOYMENT AND DEVELOPMENT OPPORTUNITIES

Wherever possible, the Corporation aims to provide career opportunities to existing staff as soon as a vacancy becomes available, through higher duties, secondments or other arrangements. Over the past twelve months, these opportunities have resulted in the following number of employees being offered:

- Three higher duties placements.
- Three secondment opportunities.
- Four acting positions in alternative functions.
- Seven casual staff transitioning to permanent employment.
- Ten employees increasing their hours of engagement.
- Six internal permanent promotions.

BEHAVIOURAL COMPETENCY DEVELOPMENT PROJECT

Library management and staff representatives have commenced identifying and developing a framework of preferred behaviours that we expect all our people to display as they undertake their work. This framework will support our culture and rests heavily on our

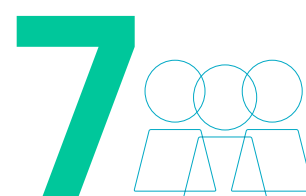
organisational values and commitment to outstanding customer service. In practical terms, it will assist managers undertaking recruitment and performance activities to identify, assess and develop behavioural traits which are suitable for our work environment. Furthermore, it will help all employees to better understand what attributes are expected across all roles and levels of the organisation, and provide career planning guidance.

RECRUITMENT AND NEW EMPLOYEE ON-BOARDING

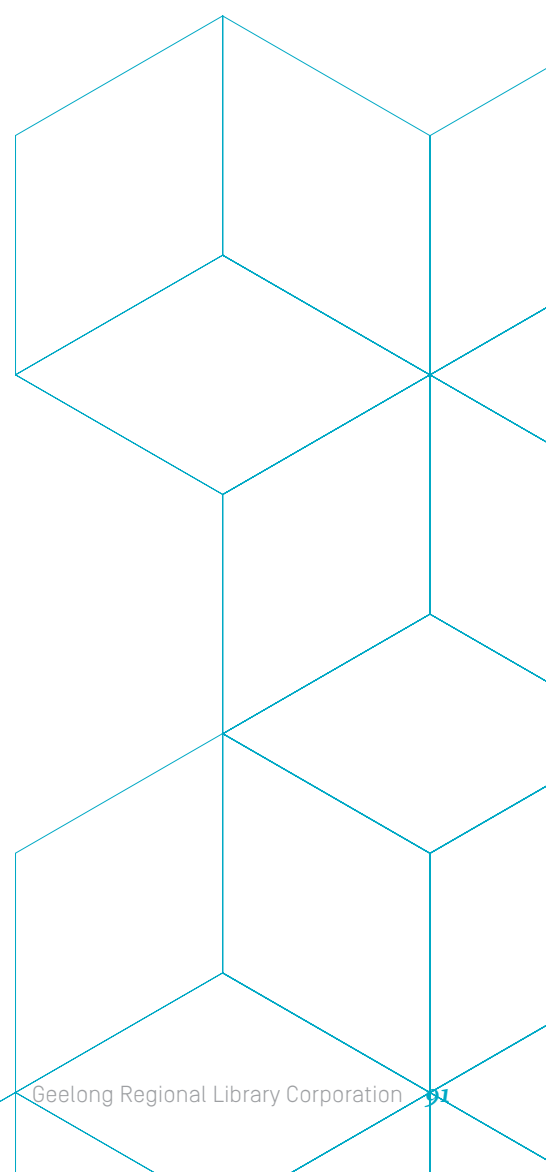
In 2019, we have undertaken a thorough review of our recruitment practices and procedures, with a view to streamlining and improving our internal procedures and selection methodology. It is anticipated that this will result in a robust, valid, reliable and equitable process for identifying the best candidate for any vacancy.

In addition, we have recently purchased an online portal for new employees to access prior to their first day with the Corporation. New employees will soon be able to access start information, documentation, relevant policies and required training in one online platform.

These related but separate projects aim to ensure new employees to our organisation are armed with the required skills, behaviours and knowledge for their chosen position. In addition, they can easily access and begin learning about the library, our culture and working environment as soon as they are offered a position with the organisation.



*casual staff transitioning to
permanent employment*



HEALTH AND WELLBEING

MENTAL HEALTH FIRST AID TRAINING

Geelong Regional Library Corporation recognises the importance of supporting staff health and wellbeing, given that one in five Australians will experience mental illness within their lifetime. In response to this statistic, the Corporation ran two interactive workshops in 2018 that aimed to develop employee knowledge and understanding of mental health. The training taught employees how to identify signs that someone may be suffering from a mental illness and how to help a co-worker or family member who they are concerned about.

Participants were provided opportunities to practise their skills and communication during the workshops. After completing the training, employees reported feeling more confident in their ability to provide support to someone they were concerned about. To date, 44 employees have participated in these workshops.

HEALTH AND WELLBEING ALERTS

Geelong Regional Library Corporation recognises the important role a workplace health and safety program can play in supporting emotional and physical wellbeing, both in and out of work.

Launched in 2019, a regular email alert with tips and tools relating to topical Health and Wellbeing matters began to be distributed to all employees. Topics can be suggested as an organisational focus area, and reputable external organisations are researched for advice and practical steps. It is hoped that this activity helps all employees to be more aware of their own health and wellbeing and provides useful information and external references for individuals to seek more information.

ANNUAL FLU VACCINE PROGRAM

After the successful introduction of a flu vaccine reimbursement program in 2018, the Corporation has continued the program in 2019, with 45 employees participating in the program.



44 employees have participated in mental health first aid training workshops

AWARDS AND RECOGNITION

Geelong Regional Library Corporation recognises its success as a library service is built on the dedication and valued contribution made by its employees. In 2018/19 the following staff members celebrated 10 and 30 years of continuous service with the Corporation:

10 Year Service Awards

- Geoffrey Griffiths
- Jessica Sullivan
- Yvonne Webb
- Charlotte Ziegeler

30 Year Service Awards

- Shirley Jones
- Ana Stevanja
- Joanne Storrar

STAFF TRAINING AND DEVELOPMENT

DEVELOPING OUR FUTURE SKILLS

The Corporation has embedded the development of employee knowledge and skills into strategy, to create an organisational culture that expects, supports and recognises relevant knowledge and expertise, customer service excellence, creativity and innovation, flexibility, good governance and accountability.

Staff training and development in 2018/19 focussed on these five strategic areas:

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



Capable, Confident and Caring

ORGANISATIONAL CULTURE

Annual Staff Day

Once a year, all Geelong Regional Library Corporation branches, except for the Geelong Library & Heritage Centre, close their doors to enable staff to gather for an organisational-wide staff training and development day.

The 2018 program included the following presentations:

- Patti Manolis, CEO: The Year in Review and Priorities for 2019 and Libraries Change Lives campaign
- Paul Higgins, Futurist: Technology: New Horizons
- Matt Stewart, Executive Volunteer, Barwon Water: Give Where You Live
- Rebekah Bryant and Victoria Strachan, Diversity Field Officer Service: Definition of Disability and Unconscious Bias
- Maryanne Vagg, Manager, Programming and Events: Word for Word National Non-Fiction Festival
- Mark Beasley, Manager, Heritage Services: Geelong Honours Them project
- Caroline Stok, Heritage Centre Reading Room & Archives Officer: Remembering the End project

A staff survey was distributed following the event to ascertain the value of the day in its current format. The results demonstrated that employees highly value the opportunity to learn and contribute to ideas, plans and objectives, and to collaborate with their colleagues. The survey also provided insight into what staff would like to see at future staff days, and this feedback has been considered and incorporated into planning for the Annual Staff Day in 2019.

KNOWLEDGE ACQUISITION – TERTIARY STUDIES

Chairperson's Scholarship

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

- **Deanne Verity**, formerly Children's and Youth Services Librarian now Manager, Children's and Youth Services – Bachelor of Information Studies
- **Cathy Ferencz**, formerly Information Services Coordinator now Executive Manager, Library Services and Customer Experience – Graduate Diploma of Information Studies
- **Katherine O'Neill**, formerly Information Services Librarian now Branch Librarian at the GL&HC – Graduate Diploma of Information Studies
- **Georgia Carter**, formerly Branch Librarian Bannockburn Library now Branch Librarian Ocean Grove Library – Graduate Diploma of Information Studies
- **Nicola Tatasciore**, Children's and Youth Services Librarian – Bachelor of Information Studies
- **Sheridan McLeavy**, Library Officer – Bachelor of Information Studies

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

- **Tanya Rowe**, formerly Collection and Technologies Access Support Officer now Business Systems Coordinator, is currently completing a Bachelor of Computer Science
- **Deb Sansom**, formerly Manager, Geelong Library & Heritage Centre now Executive Manager, Cultural Development & Community Engagement, is currently completing a MBA in Arts and Cultural Management.

Tertiary Study Leave Program

The Tertiary Study Leave Program supports staff undertaking relevant diplomas, undergraduate degrees or postgraduate courses through paid study leave support. The Corporation supported eight members of staff in 2018/19:

- **Grace Baranowski**, Library Officer – studying a Bachelor of Information Studies
- **Suzanne Cronin**, Information Resources Librarian – studying a Master of Information Studies
- **Pratibha Sharma**, Collections Services Officer – studying a Master of Information Studies
- **Bridie Kennedy**, Children's & Youth Services Librarian – studying Masters of Education [Teacher Librarianship]
- **Maira Whelan**, Library Officer – studying Doctor of Philosophy
- **Deb Sansom**, Executive Manager, Cultural Development & Community Engagement – studying MBA of Arts and Cultural Management
- **Simon Welch**, Acting Branch Librarian Drysdale, Graduate Diploma of Information Studies
- **Catherine Turner**, Manager Geelong Library & Heritage Centre – studying Master of Fine Arts [Cultural Leadership]

CUSTOMER SERVICE EXCELLENCE – WORK SKILLS DEVELOPMENT

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

eSmart Libraries Project

In 2018/19, Geelong Regional Library Corporation completed accreditation to become an eSmart Library. eSmart Libraries is a cyber-safety framework designed to fully equip libraries, their staff and library users with the skills required for smart, safe and responsible use of digital technology. It is one of the most significant community cyber-safety initiatives ever undertaken in Australia. The Telstra Foundation has invested \$8 million to implement eSmart Libraries in all 1,500 public libraries across the nation as part of their commitment to making a positive and lasting difference to Australian communities.

eSmart Libraries has been introduced across the Geelong Regional Library Corporation network, in alignment with our strategic objectives to support the development of digital literacy, facilitate access to authoritative and trusted information, and provide the community with safe spaces. To date, 166 staff have completed eSmart training.

Frontline Training

Frontline training is a fast, practical and enjoyable course in active customer-care skills, specific to libraries. The course assists staff in customer-facing roles to develop the skills and confidence to take responsibility for customer engagement. During the past year, 15 employees have completed Frontline training as part of the library's staff induction program.

Passport to Employment Program

Shane Brown, Corporate Services Coordinator, contributed to the Passport to Employment program, a 7-day program to help develop confidence and employability skills for young people with disability in our region. Shane had the opportunity to act as an interviewer, sharing his extensive recruitment experience with 19 students from 7 schools.

State Library of Victoria (SLV) Forums and Workshops

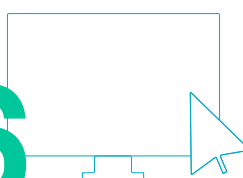
During 2018/19, staff participated in the following SLV programs:

- Jump Start
- Leadership Learning Forum: Power and Influence
- Libraries Change Lives Launch
- Libraries, Democracy and Social Inclusion
- Local Library Champion training: Libraries Change Lives Campaign
- Shared Leadership Program 2019
- Stronger Together Mini conference
- YA Showcase

Public Libraries Victoria (PLV) Forums and Workshops

During 2018/19, staff participated in the following PLV programs:

- Collection development, promotion and reader-centred services seminar
- Early Years: Structuring Early Years Sessions for Public Libraries
- Home Library Service Special Interest Group
- Much Ado about Books Seminar
- PLV CYS SIG Mini-workshop: Storytelling
- PLV CYS SIG Seminar: Out of the Comfort Zone: Middle Years, Youth and Outreach
- PLV Workshop: Facilitating Constructive Conversations
- PLV ICT Management Conference
- PLV Library Operations Group Seminar
- Reaching readers: inspiring programming online course

166 
staff have completed eSmart training

Library and Heritage Knowledge and Skills

- 2018 CBCA Victorian Judges Talk
- AE Community Outreach Training
- Bolinda eBook and eAudiobook training
- Cloudlibrary eBook and eAudiobook training
- Conflict resolution training
- Customer Experience Workshop
- Frontline Basics training
- Getting Started With Coding
- Growing Audiences: Engaging Children and Families Summit
- Internet of Things short course, Gordon Institute of TAFE
- Kanopy Webinar
- Koorie Records training, Public Record Office Victoria
- Libby eBook and eAudiobook training
- Maternal and Child Health
- Opening the Book training
- RBdigital eMagazine training
- Reference Searching training
- VECCI Assertiveness in the Workplace
- Volunteer Management training, Volunteering Geelong

Corporate Services

- AFD0: Disability and Unconscious Bias workshop
- AFD0: Retaining your Current Talent workshop
- Australian Federation of Disability Organisations (AFDO): Disability 101
- Gallagher Bassett: Role of a Return to Work Coordinator
- Gallagher Bassett: Workcover 101
- Gallagher Bassett: Advanced Claims Management
- KYA Workshop, Meerkin and Apel

Internal Staff Development Programs

- Baby Time training
- Bullying and Harassment
- Cash Handling Procedures for Branch Librarians
- Library Plan Annual Priorities Workshop Part 1 and Part 2
- Citrix and BIS training
- Early Literacy Program training
- eCollections Refresher training
- eSmart Induction Libraries Project
- Excel Basic
- GRCL Leadership Development Program
- Incident Reporting Procedure
- Let's Read training
- Manual Handling
- Microsoft Office Suite training
- Recruitment and Selection training
- Staff Induction Program

CREATIVITY AND INNOVATION – CONFERENCES AND INDUSTRY NETWORKING

- 2019 Reconciliation Symposium, Early Childhood Australia
- BTS Administrative Professional Breakfast – Give Where You Live
- Creative State Summit 2019, Creative Victoria
- Customer Experience Summit
- Harvest HR Roundtable: Employee Engagement
- Home Library Service – volunteer thank you
- iAP2 Engagement Essentials
- Remix Summit 2019, Sydney
- Supporting Local History Groups Seminar
- VALA Tech Camp
- Word for Word National Non-Fiction Festival 2018

Launches, Annual General Meetings and Tours

- Hays Salary Guide Launch
- Geelong Business Network Forum

GOOD GOVERNANCE AND ACCOUNTABILITY – COMPLIANCE

- Branch Risk Assessment training for OH&S Committee
- Bullying and Harassment Compliance Training
- Chief Fire Warden training
- Child Safe Standards training
- Disability Access and Inclusion Plan training
- EEO training
- Fire Warden training
- GLHC Evacuation training
- Health and Safety Representative – 5-Day initial training course
- Manual Handling
- Mental Health First Aid
- Speak Up: Identifying and Responding to Child Abuse
- Staff Consultative Committee Workshop

VOLUNTEER PROGRAMS

Geelong Regional Library Corporation recognises the contribution that volunteering can make at a community level, as well as in providing opportunity for individuals to develop skills, meet new people and be involved in important community projects.

The following volunteering opportunities were offered by the library in 2018/19:

Word for Word National Non-Fiction Festival

The Festival Volunteer Committee (Helen Cox, Jo Turnbull, Anne Riggs and Andrea Van der Meer) assisted with the recruitment and training of 30 festival volunteers who undertook the roles of Presenter Support, Ushers and Green Room Attendants.

Home Library Service

The Home Library Service volunteers provide essential library services to community members who are unable to visit our libraries due to illness, injury or frailty. In 2018/19, 69 volunteers contributed their time to deliver library resources to 140 clients within our community.

Geelong Heritage Centre

Heritage Centre volunteers work on special projects which enhance community access to the largest regional archive Collection in Victoria. Volunteers assist the Heritage Centre team by undertaking tasks such as transcribing and indexing records from the archive collection. During the year, 20 volunteers contributed 1,750 combined hours of their time to a variety of projects.



GRLC Volunteer Thank You Function

LEGISLATIVE COMPLIANCE

Child Safe Standards

Geelong Regional Library Corporation takes seriously its obligations in relation to child safety. The Corporation seeks to actively create an environment where children feel safe and welcomed and we have zero tolerance of all forms of child abuse and behaviour that may pose a risk to the safety and wellbeing of children and young people. The Corporation demonstrates its commitment to preventing child abuse by employing people who are able to provide clear working with children checks and by delivering appropriate training to them on this topic. We will also ensure we are skilled in identifying potential risks early and removing or reducing these risks. The Corporation will ensure all allegations and safety concerns associated with inappropriate behaviour or abuse of children and young people are treated seriously, and addressed in a timely manner as per our obligations under the *Child Safe Standards* and *Child Wellbeing and Safety Act 2005*.

Accessibility

Geelong Regional Library Corporation has developed a *Disability Access and Inclusion Plan 2018-2022* in consultation with the Australian Federation of Disability Organisations (AFDO). This plan recognises our responsibilities under the *Disability Discrimination Act 1992*, while also providing a practical framework for creating welcoming places that are accessible for all community members to enjoy the collections, services, employment opportunities and spaces that our libraries have to offer.

Environmental Responsibility

Geelong Regional Library Corporation continues its commitment to ensuring our operations are conducted in an environmentally responsible and sustainable manner. The Green Team, our internal committee tasked with identifying initiatives and awareness campaigns, has been both active and effective in 2018/19. Key investigations and initiatives include:

sourcing environmentally friendly stationery products across our entire operation; exploring how plastic waste (other than soft plastics) generated can be recycled (given co-mingled recycling is being refused by international agencies in 2019); moving to online payslip generation, reducing the amount of paper (and thermal paper) products utilised; and, investigating eco-friendly initiatives for patrons, including reusable library bags and updated Ecobins to allow the public to separate their waste for recycling purposes.

These initiatives are in addition to those identified in the *Annual Report 2017/18* and the *Reading Ahead: Library Plan 2017 to 2021*.

Information Privacy Act

Geelong Regional Library Corporation has adopted policies and processes that meet the requirements of the *Privacy and Data Protection Act 2014*. This includes privacy principles that relate to the collection of information, along with use and disclosure of information. Our Privacy Statement can be downloaded from our website. No complaints were received during the 2018/19 reporting period.

Freedom of Information Act

Under the *Freedom of Information Act 1982*, the community has the right to access certain documents from the Geelong Regional Library Corporation. This general right of access is only limited by exceptions and exemptions which have been prescribed to protect essential public interests and the private and business affairs of people about whom the library holds information. There have been no applications received under Freedom of Information during the 2018/19 reporting period.

Equal Opportunity

Geelong Regional Library Corporation aims to achieve a respectful and harmonious workplace and advocate for the right of all people who work or engage with our

organisation to be treated with dignity and respect. We remain committed to ensuring that the Corporation meets its legal obligations and responsibilities in regards to educating and seeking to prevent discrimination or harassment, and promoting equal opportunity. The Corporation has recently conducted a review of its Equal Employment Opportunity Policy and all related policies and procedures, as well as compliance training content on this topic. This review has ensured complete clarity regarding acceptable workplace behaviours, plus embedded the delivery of mandatory online training to all employees upon commencement and mandatory refresher training undertaken each year of employment.

Insurance Policy Statement

Geelong Regional Library Corporation insurance cover protects our organisation, assets, Board members, officers, employees and volunteers against claims arising from our activities or from natural occurrences such as storm damage, vehicle impact, etc. We also maintained the following insurances for 2018/19 as required by law: Public and Products Liability and Professional Indemnity Insurance which protects the organisation against claims for negligence arising out of its operations and out of errors or omissions in professional advice. This cover is provided through the Municipal Association of Victoria; Directors and Officers Liability Insurance which protects Board members and officers against any civil claims arising out of their normal functions as an officer or Board member. The policy also covers the organisation for any employment law claims from its employees. This is provided by Jardine, Lloyd Thomas Pty Ltd.; Commercial Crime Insurance is provided through the Municipal Association of Victoria; A WorkCover Insurance Policy is maintained in accordance with the requirements of the Victorian WorkCover Insurance legislation with Gallagher Bassett Services Workers' Compensation Pty Ltd.

Risk Management

Geelong Regional Library Corporation identified the need to develop a Risk Management Strategy in 2010 and conduct a comprehensive Risk Management Audit. These risks were reviewed in June 2017 and again in May 2019 against the key organisational strategies outlined in the *Reading Ahead: Library Plan 2017 to 2021*. In adopting an appropriate strategy, the Corporation has utilised the principles applied under the Risk Management Standard: (ANZ ISO 31000:2009). This standard has been endorsed and adopted by the Victorian State Department of Treasury and Finance. A new ISO standard 31000:2018 has been developed and the Victorian Department of Treasury and Finance is in the process of reviewing and considering its incorporation into the Victorian Risk Management Framework, hence at this point the 2009 standard is applied.

Protected Disclosure

In accordance with the provisions of s58 of the *Protected Disclosure Act 2012*, the Corporation has a policy and a procedure for dealing with disclosures made under the Act. These documents encourage the reporting of matters that may cause harm or loss to Geelong Regional Library Corporation or damage to its reputation and help to ensure the Corporation maintains the highest standards of ethical behaviour. The procedure provides for disclosures to be made via internal or external channels and mandates the inherent protections available to a whistleblower in the action of making a protected disclosure. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman in 2018/19.

FINANCIAL REPORT



For the year ended 30 June 2019

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FINANCIAL STATEMENTS

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CERTIFICATION OF THE FINANCIAL STATEMENTS

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

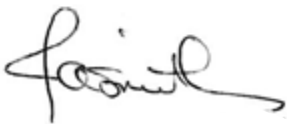


Mrs Kathy Fulton CPA
Principal Accounting Officer
Date : 21/8/19
Geelong

In our opinion the accompanying financial statements present fairly the financial transactions of the Geelong Regional Library Corporation for the year ended 30 June 2019 and the financial position of the Corporation as at that date.

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

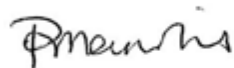
We have been authorised by the Geelong Regional Library Corporation and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.



Cr Margot Smith
Board Member
Date : 21/8/19
Geelong



Cr Peter Murrehy
Board Member
Date : 21/8/19
Geelong



Ms Patti Manolis
Chief Executive Officer
Date : 21/8/19
Geelong



Independent Auditor's Report

To the Board Members of the Geelong Regional Library Corporation

Opinion	<p>I have audited the financial report of the Geelong Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> • balance sheet as at 30 June 2019 • comprehensive income statement for the year then ended • statement of changes in equity for the year then ended • statement of cash flows for the year then ended • statement of capital works for the year then ended • notes to the financial statements, including significant accounting policies • certification of the financial report. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2019 and its financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 6 of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Board Members's responsibilities for the financial report	<p>The Board Members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, and for such internal control as the Board Members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board Members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

Auditor's responsibilities for the audit of the financial report

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

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

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

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

MELBOURNE
23 August 2019


Jonathan Kyvelidis
as delegate for the Auditor-General of Victoria

COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
INCOME			
Contributions	2.1	12,341,372	11,504,126
Grants - operating	2.2	1,966,514	1,930,698
User fees	2.3	426,920	428,536
Other income	2.4	400,735	397,532
Grants - capital	2.2	49,286	49,255
Net gain (or loss) on disposal of property, infrastructure, plant and equipment	2.5	21,697	5,033
Total income		15,206,524	14,315,180
EXPENSES			
Employee costs	3.1	10,216,108	9,233,637
Materials and services	3.2	2,728,684	2,652,203
Depreciation and amortisation	3.3	2,105,162	2,129,069
Book value of assets written off	3.3	451,892	216,900
Other expenses	3.4	90,300	85,000
Total expenses		15,592,146	14,316,809
Surplus/(deficit) for the year		[385,622]	[1,629]
Total comprehensive result		[385,622]	[1,629]

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

BALANCE SHEET

AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
ASSETS			
Current assets			
Cash and cash equivalents	4.1	994,077	133,452
Trade and other receivables	4.1	599,908	(491,161)
Other financial assets	4.1	1,004,759	3,000,000
Other assets	4.2	88,663	131,000
Total current assets		2,687,407	2,773,291
Non-current assets			
Plant and equipment	5	11,311,018	11,520,140
Total non-current assets		11,311,018	11,520,140
Total assets		13,998,425	14,293,431
LIABILITIES			
Current liabilities			
Trade and other payables	4.3	772,328	823,713
Provisions	4.4	1,524,318	1,385,378
Total current liabilities		2,296,646	2,209,091
Non-current liabilities			
Provisions	4.4	212,351	209,290
Total non-current liabilities		212,351	209,290
Total liabilities		2,508,997	2,418,381
NET ASSETS		11,489,428	11,875,050
EQUITY			
Members contributions		3,886,011	3,886,011
Accumulated surplus		7,603,417	7,989,039
TOTAL EQUITY		11,489,428	11,875,050

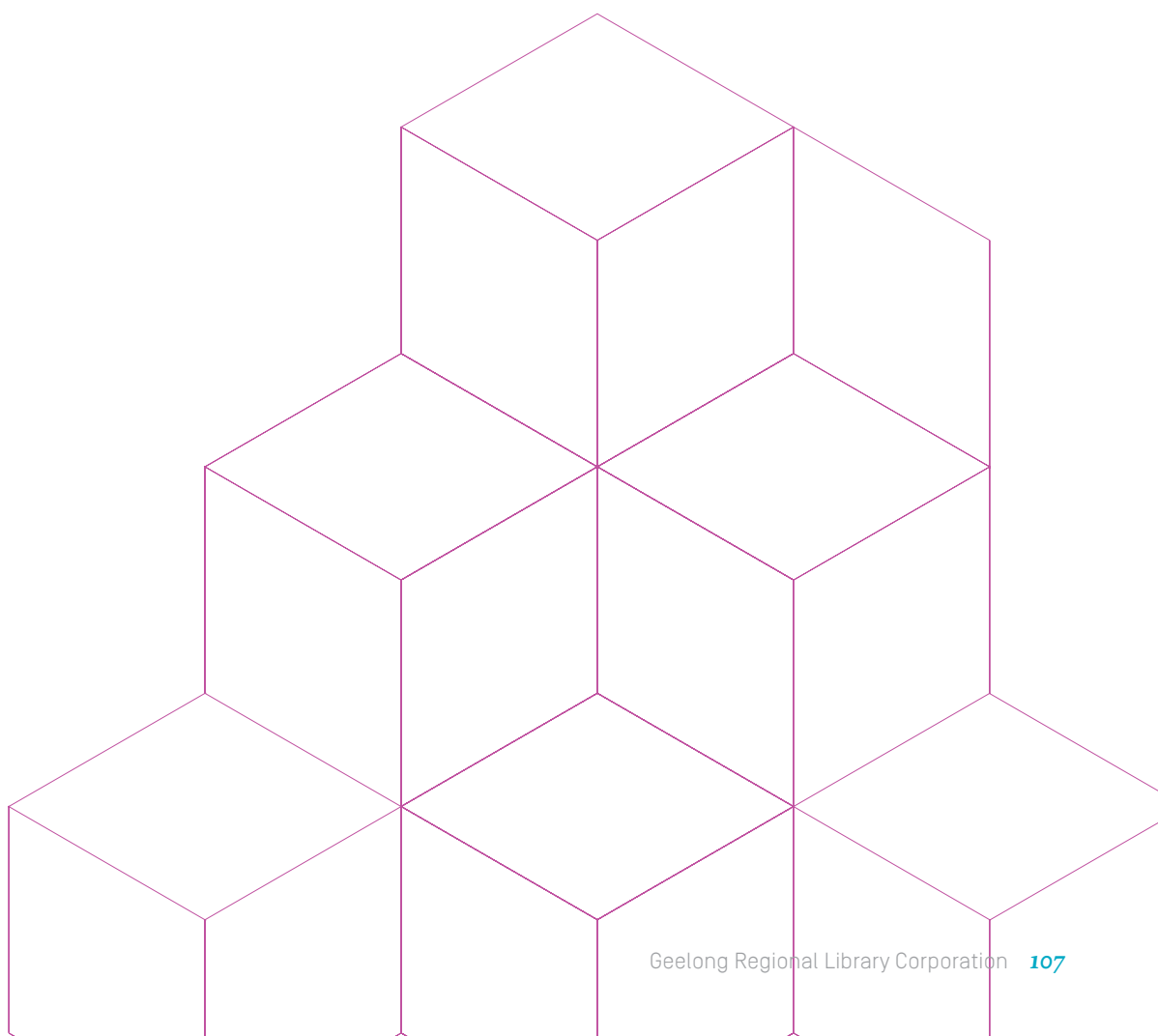
The above balance sheet should be read in conjunction with the accompanying notes.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2019

2019	Note	Total \$	Accumulated Surplus \$	Members Contributions \$
Balance at beginning of the financial year		11,875,050	7,989,039	3,886,011
Surplus/(deficit) for the year		[385,622]	[385,622]	-
Balance at end of the financial year		11,489,428	7,603,417	3,886,011

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

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



STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 Inflows/(Outflows) \$	2018 Inflows/(Outflows) \$
Cash flows from operating activities			
User fees		469,612	471,390
Grants - operating		1,966,514	1,930,698
Grants - capital		49,286	49,255
Contributions - monetary		12,517,822	11,635,315
Interest received		99,605	80,631
Other receipts		331,243	348,591
Net GST refund		379,349	127,104
Employee costs		[10,055,093]	[9,229,623]
Materials and services		[4,008,214]	[1,983,193]
Other payments		[136,283]	[71,001]
Net cash provided by/(used in) operating activities		1,613,841	3,359,166
Cash flows from investing activities			
Payments for property, infrastructure, plant and equipment		[2,770,154]	[1,591,809]
Proceeds from sale of property, infrastructure, plant and equipment		21,697	5,033
Payments for investments		[11,297,128]	[11,565,403]
Proceeds from sale of investments		13,292,369	9,556,000
Net cash provided by/(used in) investing activities		[753,216]	[3,596,179]
Net increase (decrease) in cash and cash equivalents		860,625	[237,013]
Cash and cash equivalents at the beginning of the financial year		133,452	370,465
Cash and cash equivalents at the end of the financial year		994,077	133,452

Restrictions on cash assets 4.1

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

STATEMENT OF CAPITAL WORKS FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Plant and equipment			
Plant, machinery and equipment		381,606	336,683
Fixtures, fittings and furniture		57,461	53,231
Lending materials		1,588,228	1,157,949
Total plant and equipment		2,027,295	1,547,863
Total capital works expenditure			
		2,027,295	1,547,863

Represented by:

New asset expenditure		488,573	-
Asset renewal expenditure		1,538,722	1,547,863
Asset upgrade expenditure		-	-
Total capital works expenditure			
		2,027,295	1,547,863

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

OVERVIEW

Introduction

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

The Geelong Regional Library Corporation's main office is located at 51 Little Malop Street, Geelong.

Statement of compliance

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

SIGNIFICANT ACCOUNTING POLICIES

Basis of accounting

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

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

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

- the fair value of plant and equipment (refer to Note 5)
- the determination of depreciation for plant and equipment (refer to Note 5)
- the determination of employee provisions (refer to Note 4.4)
- other areas requiring judgements

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

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1 PERFORMANCE AGAINST BUDGET

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

The Budget figures detailed below are those adopted by Corporation on 18th June 2018. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for income and expense targets in this Budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term. The Budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

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

1.1 INCOME AND EXPENDITURE

	Budget 2019 \$	Actual 2019 \$	Variance 2019 \$	Variance 2019 %	Ref
INCOME					
Contributions	11,245,472	12,341,372	1,095,900	10%	1
Grants - operating	2,005,542	1,966,514	(39,028)	-2%	
User fees	494,760	426,920	(67,840)	-14%	2
Other income	468,940	400,735	(68,205)	-15%	3
Grants - capital	59,255	49,286	(9,969)	-17%	4
Net gain/(loss) on disposal of plant and equipment	-	21,697	21,697	100%	5
Total income	14,273,969	15,206,524	932,555	7%	
EXPENSES					
Employee costs	9,847,640	10,216,108	(368,468)	-4%	6
Materials and services	2,657,360	2,728,684	(71,324)	-3%	
Depreciation and amortisation	2,563,000	2,105,162	457,838	18%	7
Book value of assets written off	-	451,892	(451,892)	100%	8
Other expenses	90,000	90,300	(300)	0%	
Total expenses	15,158,000	15,592,146	(434,146)	-3%	
Surplus/(deficit) for the year	(884,031)	(385,622)	498,409	-56%	

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

(i) EXPLANATION OF MATERIAL VARIATIONS

Variance Ref	Item	Explanation
1	Contributions	Significant increase due to recurrent and capital contributions and gifted assets from the City of Greater Geelong for the opening of the new Leopold library in December 2018. This was unbudgeted and is offset by equivalent expenditure.
2	User Fees	Venue hire income for the Geelong city library was lower than anticipated. This is due to the nature of casual hire and varying charge fees dependent on the type of booking.
3	Other income	The following income items were unfavourable to Budget: Fines (\$28k), Donations (\$29k) and Sponsorships (\$25k, offset by a \$30k Local Priorities Grant). Interest received was \$20k favourable to Budget.
4	Grants - capital	Variance is due to \$10k that was budgeted as a capital grant. The actual amount is included in the contributions line.
5	Net gain/(loss) on disposal of plant and equipment	Unbudgeted income from trade-in on motor vehicle that was fully depreciated and disposed of.
6	Employee Costs	Employee costs attributing to the new Leopold library which opened December 2018 were unbudgeted.
7	Depreciation and amortisation	An increase in depreciation vs Budget was driven by the acquisition of unbudgeted assets for the new Leopold library.
8	Book value of assets written off	The \$452k unfavourable variance in Book value of assets written off is offset by the \$458k favourable variance in Depreciation and amortisation.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

1.2 CAPITAL WORKS

	Budget 2019 \$	Actual 2019 \$	Variance 2019 \$	Variance 2019 %	Ref
Plant and equipment					
Plant, machinery and equipment	385,000	381,606	(3,394)	-1%	
Fixtures, fittings and furniture	50,000	57,461	7,461	15%	
Lending materials	1,095,733	1,588,228	492,495	45%	1
Total plant and equipment	1,530,733	2,027,295	496,562	32%	
Total capital works expenditure	1,530,733	2,027,295	496,562	32%	

Represented by:

New asset expenditure	-	488,573	488,573	100%	
Asset renewal expenditure	1,530,733	1,538,722	7,989	1%	
Total capital works expenditure	1,530,733	2,027,295	496,562	32%	

(i) EXPLANATION OF MATERIAL VARIATIONS

Variance Ref	Item	Explanation
1	Lending Materials	Increase due to capital contributions from the City of Greater Geelong for the opening of the new Leopold library in December 2018.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 2 FUNDING FOR THE DELIVERY OF OUR SERVICES

2.1 CONTRIBUTIONS

	2019 \$	2018 \$
City of Greater Geelong	11,024,109	10,202,236
Surf Coast Shire	701,133	685,706
Golden Plains Shire	406,195	416,998
Borough of Queenscliffe	209,935	199,186
Total contributions	12,341,372	11,504,126

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

2.2 GRANTS

	2019 \$	2018 \$
--	------------	------------

Grants were received in respect of the following :

Summary of grants

State funded grants	2,015,800	1,979,953
Total grants received	2,015,800	1,979,953

[a] Operating grants

Recurrent - State Government

Libraries	1,966,514	1,930,698
Total operating grants	1,966,514	1,930,698

[b] Capital grants

Recurrent - State Government

Premiers Reading Challenge	49,286	49,255
Total recurrent capital grants	49,286	49,255
Total capital grants	49,286	49,255

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

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

2.3 USER FEES

	2019 \$	2018 \$
Venue hire	250,199	240,971
Business service fees	139,701	137,796
Photocopying revenue	25,771	29,042
Other user fees	11,249	20,727
Total user fees	426,920	428,536

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

2.4 OTHER INCOME

	2019 \$	2018 \$
Fines	105,407	110,477
Literary Festival income	94,012	109,681
Interest	99,605	80,631
Other	101,711	96,743
Total other income	400,735	397,532

Interest is recognised as it is earned.

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

2.5 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

	2019 \$	2018 \$
Proceeds of sale	21,697	5,265
Written down value of assets disposed	-	(232)
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	21,697	5,033

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

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 3 THE COST OF DELIVERING SERVICES

3.1 EMPLOYEE COSTS

	2019 \$	2018 \$
Wages and salaries	9,323,068	8,387,295
WorkCover	34,510	43,105
Casual staff/supplementary labour	1,694	25,406
Superannuation	820,119	731,605
Fringe benefits tax	36,717	46,226
Total employee costs	10,216,108	9,233,637

[a] SUPERANNUATION

	2019 \$	2018 \$
The Corporation made contributions to the following funds:		
Defined benefit fund		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	64,801	76,940
	64,801	76,940
Employer contributions payable at reporting date	-	418
Accumulation funds		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	327,449	459,924
Employer contributions – other funds	427,869	194,741
	755,318	654,665
Employer contributions payable at reporting date	-	-

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

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

3.2 MATERIALS AND SERVICES

	2019 \$	2018 \$
Contract payments	702,727	591,201
Building maintenance	28,681	26,369
General maintenance	110,814	110,036
Utilities	385,899	430,620
Office administration	992,602	1,018,999
Information technology	383,423	331,416
Insurance	7,704	6,194
Consultants	116,834	137,368
Total materials and services	2,728,684	2,652,203

3.3 DEPRECIATION AND AMORTISATION

	2019 \$	2018 \$
Heavy vehicles and plant	94,505	94,505
Light vehicles	27,182	22,413
Furniture and equipment	840,819	806,721
Lending materials	1,142,656	1,205,430
Total depreciation and amortisation	2,105,162	2,129,069

Book value of assets written off	451,892	216,900
Total book value of assets written off	451,892	216,900

3.4 OTHER EXPENSES

	2019 \$	2018 \$
Auditors' remuneration – VAGO – audit of the financial statements, performance statement and grant acquittals	10,300	10,000
Operating lease rentals	80,000	75,000
Total other expenses	90,300	85,000

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 4 OUR FINANCIAL POSITION

	2019 \$	2018 \$
4.1 FINANCIAL ASSETS		
[a] Cash and cash equivalents		
Cash on hand	4,470	4,320
Cash at bank	989,607	129,132
Total cash and cash equivalents	994,077	133,452
[b] Other financial assets		
Term deposits	1,004,759	3,000,000
Total other financial assets	1,004,759	3,000,000
Total financial assets	1,998,836	3,133,452

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

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

[c] Trade and other receivables

Current

Statutory receivables

Trade receivables	11,755	16,607
Accrued interest	-	15,200
Current account - City of Greater Geelong	588,153	[522,968]
Total trade and other receivables	599,908	[491,161]

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

[d] Ageing of receivables

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

Current (not yet due)	599,908	[491,161]
Total trade and other receivables	599,908	[491,161]

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

4.2 NON-FINANCIAL ASSETS	2019 \$	2018 \$
Other assets		
Prepayments	88,663	131,000
Total other assets	88,663	131,000

4.3 PAYABLES	2019 \$	2018 \$
[a] Trade and other payables		
Trade payables	611,568	562,515
Accrued expenses	43,038	39,985
Unearned income	117,722	221,214
Total trade and other payables	772,328	823,713

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

4.4 EMPLOYEE PROVISIONS

	2019 \$	2018 \$
Current provisions expected to be wholly settled within 12 months		
Annual leave	479,174	476,590
Long service leave	133,666	78,685
Time in lieu	-	46
	612,840	555,321
Current provisions expected to be wholly settled after 12 months		
Annual leave	15,454	14,037
Long service leave	896,024	816,020
	911,478	830,057
Total current employee provisions	1,524,318	1,385,378
Non-current		
Long service leave	212,351	209,290
Total non-current employee provisions	212,351	209,290
Aggregate carrying amount of employee provisions:		
Current	1,524,318	1,385,378
Non-current	212,351	209,290
Total aggregate carrying amount of employee provisions	1,736,669	1,594,668

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

Wages and salaries and annual leave

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

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

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

4.5 OPERATING LEASE COMMITMENTS

	2019 \$	2018 \$
At the reporting date, the Corporation had the following (GST inclusive) obligations under non-cancellable operating leases for the lease of buildings for use within the Corporation's activities (these obligations are not recognised as liabilities):		
Not later than one year	88,000	88,000
Later than one year and not later than five years	89,320	176,886
	177,320	264,886

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

4.6 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO SURPLUS/(DEFICIT)

	2019 \$	2018 \$
Surplus/(deficit) for the year	(385,622)	(1,629)
Depreciation/amortisation	2,105,162	2,129,069
Profit/(loss) on disposal of property, infrastructure, plant and equipment	(21,697)	(5,033)
Book value of assets written off	451,892	216,900

Change in assets and liabilities:

Decrease/(increase) in trade and other receivables	(600,326)	183,572
Decrease/(increase) in prepayments	42,337	(14,336)
(Decrease)/increase in trade and other payables	(119,905)	847,302
(Decrease)/increase in provisions	142,001	3,321
Net cash provided by/(used in) operating activities	1,613,841	3,359,166

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 5 PLANT AND EQUIPMENT

	At cost 30 June 2019	Accumulated depreciation	WDV 30 June 2019
Plant and equipment	1,083,933	(557,650)	526,283
Fixtures, fittings and furniture	8,891,474	(6,377,863)	2,513,611
Lending materials	13,401,974	(5,130,850)	8,271,124
Total	23,377,381	(12,066,363)	11,311,018

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

Total plant and equipment	11,311,018
----------------------------------	-------------------

Plant, library books and equipment	Plant and equipment	Fixtures, fittings and furniture	Library books	Work in progress	Total plant and equipment
At cost 1 July 2018	1,050,711	8,058,584	13,273,689	126,988	22,509,972
Accumulated depreciation at 1 July 2018	(469,204)	(5,606,976)	(4,913,651)	-	(10,989,831)
	581,507	2,451,608	8,360,038	126,988	11,520,141

Movements in fair value

Acquisition of assets/transfers out of WIP	66,463	903,096	1,505,483	(126,988)	2,348,054
Assets disposed	(33,241)	(70,206)	(1,377,198)	-	(1,480,645)
	33,222	832,890	128,285	(126,988)	867,409

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

Movements in accumulated depreciation	Plant and equipment	Fixtures, fittings and furniture	Library books	Work in progress	Total plant and equipment
Depreciation	(121,687)	(840,832)	(1,142,656)	-	(2,105,175)
Accumulated depreciation of disposals	33,241	69,945	925,457	-	1,028,642
	(88,446)	(770,887)	(217,199)	-	(1,076,532)
At cost 30 June 2019	1,083,933	8,891,474	13,401,974	-	23,377,380
Accumulated depreciation at 30 June 2019	(557,650)	(6,377,863)	(5,130,850)	-	(12,066,363)
	526,283	2,513,611	8,271,124	-	11,311,018

Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

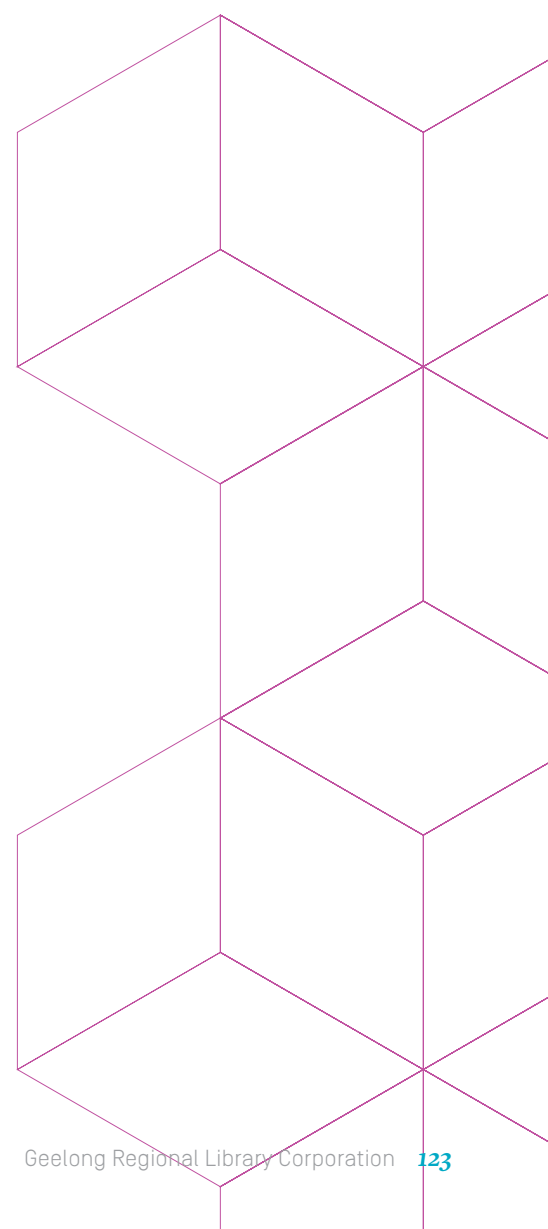
In accordance with the Corporation's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

Depreciation and amortisation

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

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

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



NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

	Depreciation period	Threshold limit \$
Asset recognition thresholds and depreciation periods		
Plant and equipment		
Plant and equipment	6.67 – 8 years	No limit
Fixtures, fittings and furniture	3 – 10 years	1,000
Computers and telecommunications	4 years	1,000
Lending materials	2 – 20 years	No limit

NOTE 6 SHARE OF EQUITY

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

	2019	2018
City of Greater Geelong	88.14%	88.11%
Surf Coast Shire	3.75%	3.85%
Golden Plains Shire	6.30%	6.23%
Borough of Queenscliffe	1.80%	1.81%

Control of the Geelong Regional Library Corporation

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

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 7 PEOPLE AND RELATIONSHIPS

7.1 KEY MANAGEMENT REMUNERATION

[a] Key Management Personnel

Details of persons holding the position of Board Member or other members of key management personnel at the Corporation at any time during the year are:

Board Members

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

Other Members

Patti Manolis (Chief Executive Officer)
Cathryn Ferencz (Executive Manager)
Geoff Adsett (Executive Manager)
Kathleen Gorman (Executive Manager - from 11 April 2019)
Deborah Sansom (Executive Manager - from 14 January 2019)

[b] Remuneration of Key Management Personnel

The numbers of key management personnel whose total remuneration from the Corporation and any related entities, fall within the following bands:

	2019 No.	2018 No.
\$0 - \$9,999	7	9
\$60,000 - \$69,999	-	1
\$80,000 - \$89,999	1	-
\$120,000 - \$129,999	1	1
\$130,000 - \$139,999	1	-
\$140,000 - \$149,999	-	1
\$150,000 - \$159,999	1	-
\$210,000 - \$219,999	-	1
\$220,000 - \$229,999	1	-
	12	13
Total Remuneration for the reporting year for Responsible Persons included above amounted to:	\$ 715,471	\$ 545,650

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

7.2 RELATED PARTY DISCLOSURE

[a] Transactions with related parties

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

[b] Outstanding balances with related parties

There are shared services paid by the City of Greater Geelong on behalf of the library, which is subsequently reimbursed. The outstanding balance as at 30th June 2019 is \$588k payable to the City of Greater Geelong.

[c] Commitments to/from related parties

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

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

NOTE 8 MANAGING UNCERTAINTIES

8.1 CONTINGENT LIABILITIES

Superannuation

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

Future superannuation contributions

In addition to the disclosed contributions, Geelong Regional Library Corporation has not paid unfunded liability payments to Vision Super, has no contributions outstanding and there are no loans issued from or to the above schemes as at 30 June 2019.

8.2 PENDING ACCOUNTING STANDARDS

The following new AASs have been issued that are not mandatory for the 30 June 2019 reporting period. The Corporation has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

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

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

or where there are multiple performance elements. This has the potential to impact on the recognition of certain grant income and will be assessed in 2019/2020 financial year, however we do not anticipate the impact to be material.

Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) [applies 2019/20]

This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

Leases (AASB 16) [applies 2019/20]

The classification of leases as either finance leases or operating leases is eliminated for lessees. Leases will be recognised in the Balance Sheet by capitalising the present value of the minimum lease payments and showing a 'right-of-use' asset, while future lease payments will be recognised as a financial liability. The nature of the expense recognised in the profit or loss will change. Rather than being shown as rent, or as leasing costs, it will be recognised as depreciation on the 'right-of-use' asset, and an interest charge on the lease liability. The interest charge will be calculated using the effective interest method, which will result in a gradual reduction of interest expense over the lease term. The impact of this standard will be assessed in the 2019/2020 financial year and is not expected to be material.

Income of Not-for-Profit Entities (AASB 1058) [applies 2019/20]

This standard replaces AASB 1004 Contributions and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable to not-for-profit entity to further its objectives.

8.3 FINANCIAL INSTRUMENTS

[a] Objectives and policies

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

[b] Market risk

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

[c] Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation's interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes the Corporation to fair value interest rate risk. The Corporation does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2019

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

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

- diversification of investment product;
- monitoring of return on investment; and,
- benchmarking of returns and comparison with Budget.

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

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

(d) Credit risk

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

- the Corporation has a policy for establishing credit limits for the entities the Corporation deal with;
- the Corporation may require collateral where appropriate; and,
- the Corporation only invest surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

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

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

The Corporation may also be subject to credit risk for transactions which are not included in the balance sheet, such as when the Corporation provides a guarantee for another party. Details of contingent liabilities are disclosed in Note 8.1.

(e) Liquidity risk

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

To help reduce these risks the Corporation:

- has a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- has readily accessible standby facilities and other funding arrangements in place;
- has a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and,
- monitors Budget to actual performance on a regular basis.

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

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

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

8.4 EVENTS OCCURRING AFTER BALANCE DATE

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

Thankyou

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

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GEELONG REGIONAL LIBRARIES



Contact:

T 4201 0500
E info@grlc.vic.gov.au
www.grlc.vic.gov.au

Geelong Library & Heritage Centre

51 Little Malop Street
T 4201 0600

Bannockburn

25-27 High Street
T 4201 0661

Barwon Heads

Barwon Heads Primary School,
Golf Links Road
T 4201 0653

Belmont

163 High Street
T 4201 0665

Chilwell

51 Russell Street, Newtown
T 4201 0651

Corio

Cox Road [cnr Moa Street]
Norlane
T 4201 0658

Drysdale

18-20 Hancock Street
T 4201 0656

Geelong West

153A Pakington Street
T 4201 0660

Highton

Roslyn Road
[cnr Belle Vue Avenue]
T 4201 0662

Lara

5 Walkers Road
T 4201 0668

Leopold

Leopold Community Hub,
Kensington Road
T 4201 0675

Newcomb

cnr Bellarine Highway
& Wilsons Road
T 4201 0657

Ocean Grove

Presidents Avenue
[cnr The Avenue]
T 4201 0655

Queenscliff

55 Hesse Street
T 4201 0663

Torquay

Surf City Plaza, Beach Road
T 4201 0667

Wairn Ponds

140 Pioneer Road
T 4201 0670

Western Heights

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

Mobile Library Stops

Aireys Inlet
Anakie
Anglesea
Cape Clear
Deans Marsh
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Enfield
Grenville
Haddon

Linton
Lorne
Meredith
Portarlinton
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