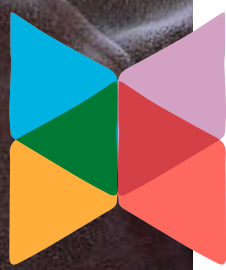




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Libraries  
Change Lives



Annual Report  
2019/20





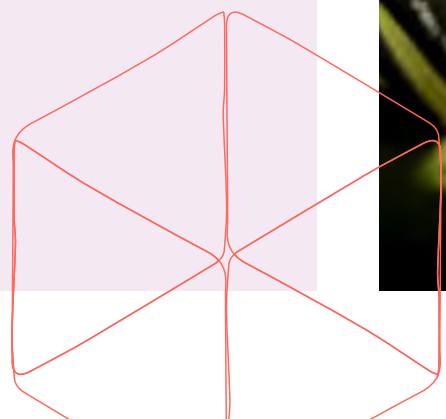
# Geelong Regional Library Corporation

**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*.**

**The Geelong Regional Library Corporation acknowledges Wadawurrung and Eastern Maar Original Owners of the lands on which our library services operate.**

**We pay respect to Wadawurrung and Eastern Maar Elders past, present and emerging.**

**We acknowledge and celebrate First Nations Peoples of this land as the custodians of learning, literacy, knowledge and story.**





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# 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



**Welcome to the 2019/20 Geelong Regional Library Corporation Annual Report. It is my pleasure to report on another year – which despite highly unusual circumstances, has been one which has seen many achievements for the organisation.**

The Coronavirus (COVID-19) pandemic has created major disruption for the GRLC, as it has done for organisations, big and small, around the globe. However, it has also brought into focus just how important public libraries are to communities. While our libraries were closed, our social media channels were flooded with messages of support. People communicated their regret at not being able to visit their local branches and expressed how much they missed their local library staff, but were highly thankful for the services we were still able to deliver.

It is evident to me that libraries will play a critical role in the rebuilding of communities and economies post-pandemic, such is the importance of the services they offer, as well as in their capacity as community hubs and spaces for social connection.

During 2019/20, we undertook a review of library branch opening hours across our network, with the aim of ensuring that opening hours best and most equitably respond to the needs of the community. As part of the project, a comprehensive community engagement exercise was undertaken, with high levels of engagement resulting in very useful feedback which helped shape the final plan. The new opening hours were implemented in July 2020, and the changes are a great outcome for local people.

GRLC Member Councils continue to show their commitment to investing in library infrastructure, with a number of refurbishments undertaken in branches across the network during the year. Refurbishments were completed at Belmont, Waurin Ponds and Highton, much to the delight of their respective local communities. The City of Greater Geelong was able to take advantage of library closures during Stage 3 restrictions in May to undertake further work at Newcomb, Belmont, Corio and Geelong West libraries.

Throughout this financial year, community engagement and planning for the new Queenscliffe Hub has progressed and we will look forward to seeing the start of development of the Hub – as the new home for the Queenscliff Library – during 2020/21. Planning is also underway for the new Drysdale Library, another important asset for residents of the Bellarine Peninsula.

Public libraries are important cultural institutions, and the GRLC is a part of the cultural fabric of our region. During the year a video was developed which shines a spotlight on the many ways in which the GRLC creates and nurtures cultural activity. [You can view the video on our YouTube channel.] We have been very pleased to be able to host a number of fabulous and diverse exhibitions at the Geelong Library & Heritage Centre this year, as well as in our community branches, which have drawn high levels of interest from the community and local media. Many Victorian artists and creators have suffered a significant blow during the pandemic, and the GRLC takes seriously its role in providing a platform for artists, authors and creators to share their work and their vision as we transition out of the pandemic.

The GRLC participated in the state-wide Annual Survey of Public Libraries in 2019 and I am pleased to report that, for the sixth year in a row, we achieved number one ranking across the 10 key performance benchmarks. I believe this great result is testament to the commitment of the entire GRLC team to deliver a service which is second to none, and I would like to thank the CEO, the staff and the volunteers for their hard work this year.

I would also like to acknowledge and thank my fellow Board members and our Member Councils for the important role they play in the success of the Corporation.

**Cr Ron Nelson**

Chair



# Message from our CEO



**As I reflect on the past 12 months, it is rather difficult to think back to a time 'pre-COVID,' given the extent to which the virus has impacted on our lives and our work. Yet the 2019/20 year was one which featured many successes for the Geelong Regional Library Corporation – both despite of, and indeed because of, the pandemic.**

Like organisations around the world, the GRLC has been impacted heavily by the Coronavirus (COVID-19) pandemic, with significant disruption to our service, operations and financial position. I'm very proud of our staff who quickly adapted and successfully moved a number of programs and services online while our libraries were closed. Our eCollections were in high demand during this period, and it was one of many silver linings to see people in our community discover and explore our digital services and eCollections for the first time.

During 2019/20, we continued our active participation in the state-wide Libraries Change Lives campaign, a joint initiative of State Library Victoria and Public Libraries Victoria. The three-year campaign aims to raise awareness of the important role of public libraries and calls on appropriate levels of financial investment in the sector. This year the campaign has focused on the positive social impact of libraries, particularly in the areas of mental health and community wellbeing; particularly apt in the current environment.

The Word for Word National Non-Fiction Festival continues to go from strength-to-strength, and the sixth annual festival held in November 2019 was a fabulous showcase of talent, ideas and creativity. The theme of the 2019 Festival was *Nyaal*, a word meaning 'open your eyes' in the language of the Wadawurrung people. Indeed, the Festival did open our eyes – and our ears and our hearts – with presentations which had audiences laughing, crying and most importantly, thinking.

During the year, the GRLC developed its first Cultural Protocols – a set of ethical principles designed to guide and build on the GRLC's work with Aboriginal and Torres Strait Islander individuals and communities and protect Aboriginal and Torres Strait Islander cultural and intellectual property rights. We look forward to building on these important relationships as we embed these principles into our work.

In September 2019 we were proud to host a polling station for First Peoples' Assembly of Victoria election at the Geelong Library & Heritage Centre. The role of the people elected to the Assembly is one of great importance, and we will be interested to see their progress as they work towards the development of Australia's first Treaty.

On 16 November 2019, the Geelong Heritage Centre celebrated its 40<sup>th</sup> anniversary, marking four decades since the original Geelong Historical Records Centre was opened to the public in 1979 on the site where the Geelong Library & Heritage Centre now stands. Our Heritage Centre is a wonderful resource for communities both now and in the future.

Many of the things we have learned and experienced in 2020 will result in us – as an organisation and as individuals – being more prepared, more resilient and more confident in our ability to respond to change and stress. These achievements will pave the way for a bright future as we begin the work of developing our new library plan 2021 – 2025.

As always, my heartfelt thanks go to our Board members for their commitment, leadership, advocacy and great care, especially under such trying circumstances this year. Thank you also to our Member Councils for their resolute support of public libraries. My team at the GRLC have shown amazing resilience and professionalism this year, and a special thanks goes to each one of the staff who have worked exceptionally hard during what has been a difficult period in many ways.

And of course, it is our communities across this great region who are central to everything we do. I would like to thank library members and visitors for continuing to support us. We are here for you.

**Patti Manolis**

Chief Executive Officer

> *Katie.*

"I love the library because reading takes me to a different world and I get to imagine myself in it."

# 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.**

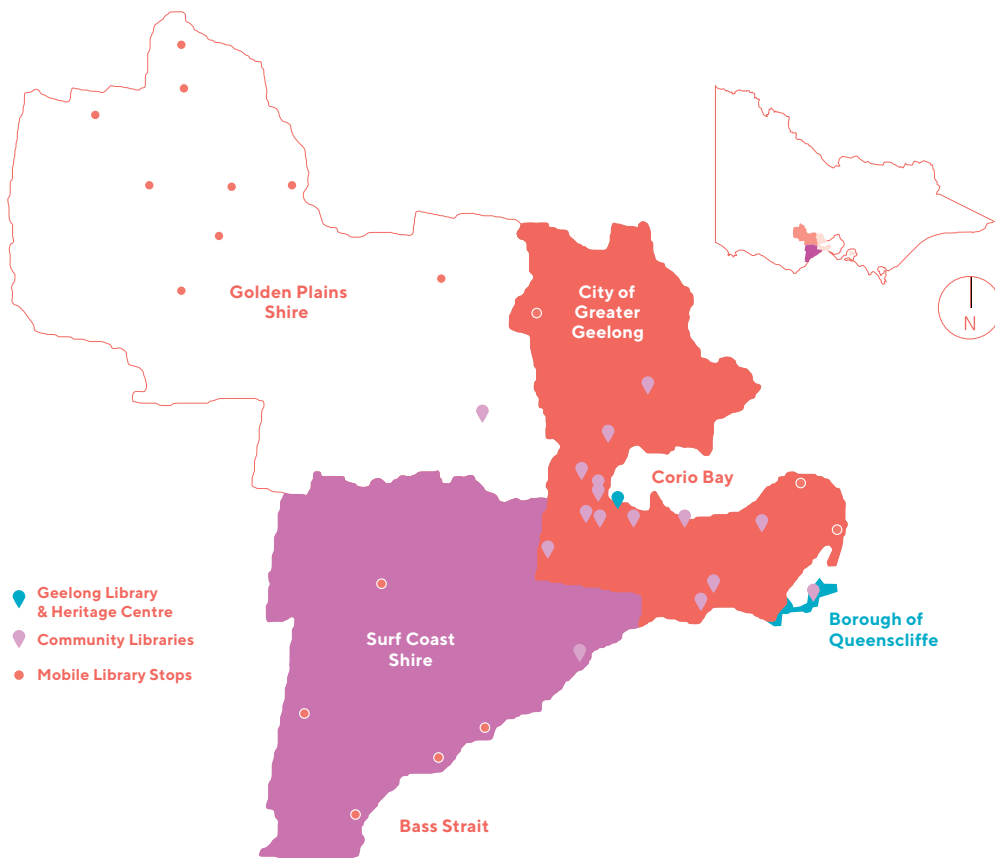
The highly successful regional shared library services model we enjoy today commenced in 1963 when the Shire of Corio and the City of Geelong joined together in partnership to provide improved library services to their respective communities.

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 GRLC is established under the provisions of sections 196 and 197 of the *Local Government Act 1989* to provide library services within the local government areas of Borough of 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.



# 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 Successes

## Board initiatives, strategic planning and projects

- Pivoted services quickly and innovatively in response to the COVID-19 pandemic
- Participated in the state-wide Annual Survey of Public Libraries 2019 and for the sixth year in a row achieved number one ranking across the 10 key performance benchmarks
- Participated in the state-wide Libraries Change Lives campaign
- Commenced First Nations Project and adopted GRLC Cultural Protocols
- Undertook comprehensive Opening Hours Review
- Reviewed and revised the Strategic Risk Register
- Adopted Annual Priorities 2020/21 arising from our Reading Ahead: Library Plan 2017-2021
- Adopted Annual Budget 2020/21 and Strategic Resource Plan 2020-2024
- Adopted GRLC Annual Report 2018/19
- Reviewed and updated the GRLC Procurement Policy and procedures
- Delivered the highly successful annual Word for Word National Non-Fiction Festival in November 2019 at the Geelong Library & Heritage Centre.

## Services and Community Participation

Although the COVID -19 pandemic necessitated the closure of our libraries from 19 March to 9 June 2020 and affected 'in person' participation, our library service continued to attract high levels of engagement. In particular, digital services experienced a huge increase in engagement levels. Highlights from the year include:

- 129,000 members
- 1.4m physical visits
- 806,000 website visits
- 2.1m loans of collection items
- 312,000 eBook and eMagazine loans
- 113,000 attendances to events
- 15,000 YouTube views of GRLC online programs and events
- 536,000 accesses of online databases, digital collections and streaming platforms

# Our Board

## Cr Ron Nelson [Chair]

City of Greater Geelong

## Cr Margot Smith [Deputy Chair]

Surf Coast Shire

## Cr Stephanie Asher

City of Greater Geelong (concluded 12/11/2019)

## Cr Ross Ebbels

Mayor, Borough of Queenscliffe

## Cr Nathan Hansford

Golden Plains Shire

## Cr Jim Mason AM

City of Greater Geelong

## Cr Peter Murrehy

City of Greater Geelong

## Cr Trent Sullivan

City of Greater Geelong (commenced 12/11/2019)

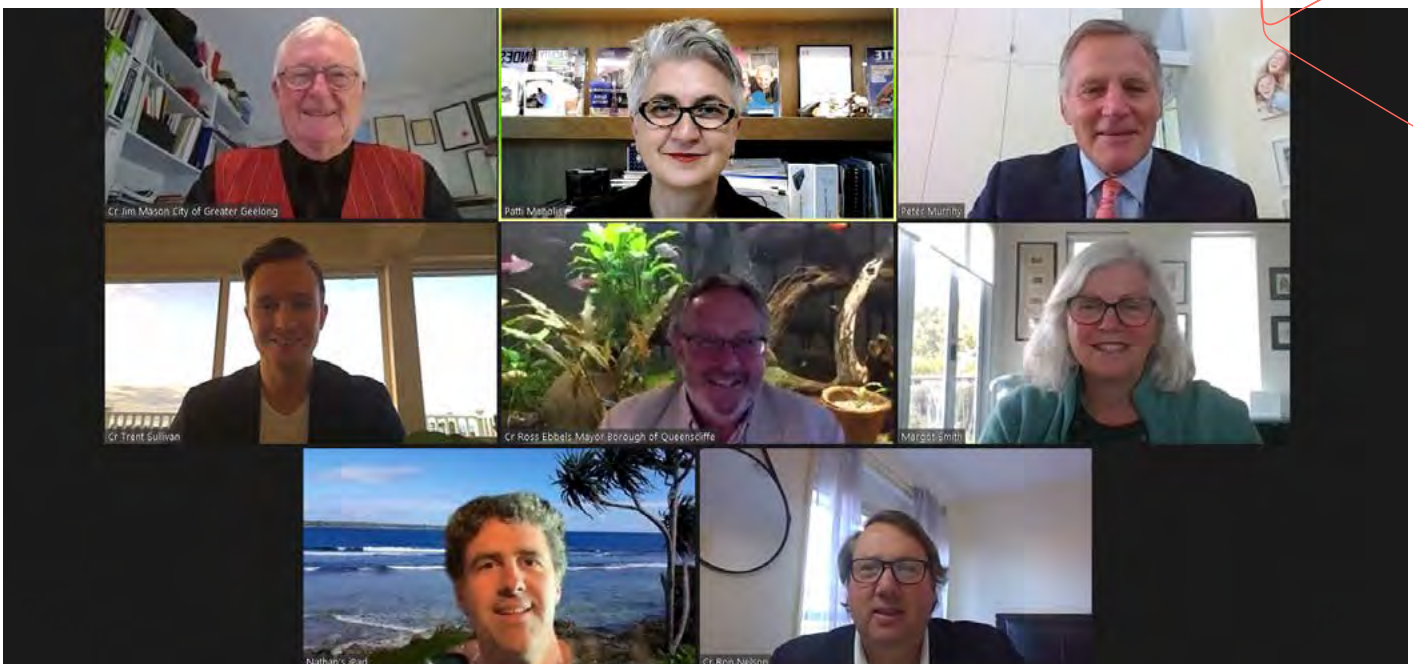
Max possible  
number of  
meetings to  
attend

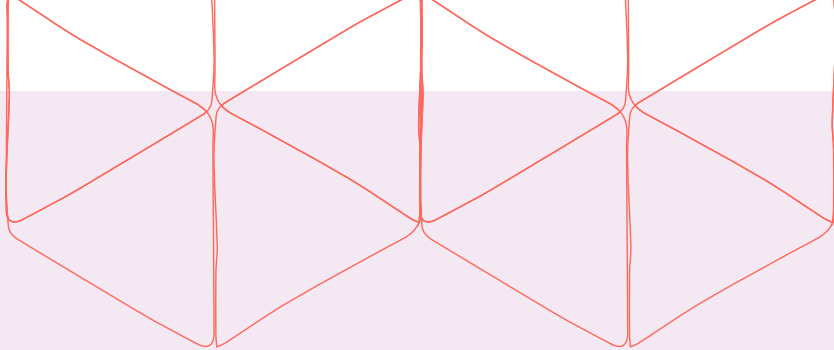
Meetings  
attended

Board member	Max possible number of meetings to attend	Meetings attended
Cr Ron Nelson	6	4
Cr Margot Smith	6	6
Cr Stephanie Asher	2	0
Cr Ross Ebbels	6	6
Cr Nathan Hansford	6	4
Cr Jim Mason AM	6	4
Cr Peter Murrehy	6	6
Cr Trent Sullivan	4	4

## Our Board.

Back L-R: Cr Jim Mason AM, Patti Manolis OAM, Cr Peter Murrehy.  
Middle L-R: Cr Trent Sullivan, Cr Ross Ebbels, Cr Margot Smith.  
Front L-R: Cr Nathan Hansford, Cr Ron Nelson





# Finance

The financial result for 2019/20 is a surplus of \$1,913,349, compared to a \$385,622 deficit in the previous year.

The result is due to:

- Contribution of \$2.7m received in advance for the first quarter of the 2020/21 financial year from City of Greater Geelong.
- Loss of budgeted income of \$404k due largely to the COVID-19 pandemic and the closure of libraries from March to June 2020.
- Contributions from Member Councils (excluding the prepayment noted above) were restricted by rate capping, and are therefore not sufficient to cover the entire depreciation expense and book value of items written off (\$2.2m). These are non-cash items that have not impacted the movement in the cash balance during the financial year.

Cash and cash equivalents have decreased to \$939,333 in 2019/20 (2018/19: \$994,077), with net cash provided by operating activities at \$3,879,960 (2018/19: \$1,613,841). Cash inflows have been favourably

impacted by the early receipt in mid-June of the \$2.7m Member Council contribution for the first quarter of 2020/21.

In 2019/20 total income of \$17,592,753 (2018/19: \$15,206,524) was derived from the following sources:

Member Councils contributions	84% (2018/19: 81%)
State Government grants	12% (2018/19: 13%)
Fees, charges, disposal of plant and equipment, interest	4% (2018/19: 6%)

In 2019/20 total expenditure of \$15,679,404 (2018/19: \$15,592,146) was comprised as follows:

Employee costs	68% (2018/19: 65%)
Materials and services	17% (2018/19: 18%)
Depreciation	13% (2018/19: 14%)
Other expenses	2% (2018/19: 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 \$12,093,803 (2018/19: \$11,904,131), with a further \$2,746,350 received in advance for 2020/21.

The State Government provides recurrent and capital funding under the Public Library Funding Program and the Premier's Reading Challenge Program. In 2019/20 the State Government contributed a total of \$2,011,358 (2018/19: \$1,962,072).

Funding partners and sponsors of the Word for Word National Non-Fiction Festival 2019 contributed a total of \$87,000 (2018: \$85,000).

In 2017/18, GRLC 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 continued throughout 2019/20 and will conclude in late 2020.

GRLC is also grateful for the following grants received in 2019/20:

- Give Where You Live – 2020 Feed Geelong Grant \$5,000
- Good Things Foundation Ltd – Be Connected Digital Devices Grant \$5,000
- National Library of Australia – Community Heritage Grant 2019 (Preservation needs assessment of Archives Collection) \$4,500
- The Royal Society of Victoria – Preschool Science Club \$2,000
- The Royal Society of Victoria – Spark! Discovery Boxes \$2,000
- City of Greater Geelong – Animals of OZ \$400

# Our Challenges

**The most immediate challenge the GRLC faces is the continuing COVID-19 pandemic. Our key priority is to keep our community and staff safe.**

We have worked diligently to ensure compliance with all government directions, ensuring appropriate and responsive OHS systems and procedures are in place, as well as focussing on internal and external communications.

In addition to closures of branches and mobile libraries, the financial implications and impacts of the pandemic are enormous. Our library service ordinarily generates the highest income per capita of any public library in the State – equating to approximately \$1m annually – from income streams such as venue hire, fees and charges, grants and sponsorships. Closure of our libraries from mid-March to early June 2020 reduced that income by \$400,000 in the 2019/20 financial year. This situation continues into the new financial year, with Stage 3 restrictions again necessitating library closures. This will likely impact income far greater than was anticipated at the time of developing the 2020/21 budget.

For some years, the diminishing contribution in real terms of State Government funding support for public libraries has been reported. At the time of writing, this has not changed. Regardless of the COVID-19 pandemic, 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 region. This includes a State Government imposed rate cap and an ever-diminishing ratio of state government funding, with local government picking up costs as the following table clearly illustrates.

We sincerely hope for a positive response to Public Libraries Victoria's Libraries Change Lives campaign which demonstrates the multitude of ways that public libraries contribute significantly to community and economic wellbeing and deliver on the State Government's Policy agenda. The importance of libraries in the community's recovery 'post COVID-19' can be fully realised with appropriate funding support.

The public library's role in responding to rapid technological changes and making available new technologies remains a key priority. Resourcing new needs in this area while continuing to provide popular and highly relevant core library services, such as collections, is presenting tensions and challenges.

Libraries continue to be disadvantaged by current models of eBook provision and pricing structures that result in restricting access of these items to libraries, thus disadvantaging communities.

Radical changes in the economy, the rapid rise of automation and the impacts of the COVID-19 pandemic are putting into stark focus the growing inequality in our region and across the country. These significant problems require integrated planning and the GRLC will put thought and analysis into how best to respond in order to continue providing community-focused services, spaces, skills and knowledge.

Financial year	State Government funding as % of total recurrent income
1979/1980	49%
1989/1990	35%
1999/2000	26%
2009/2010	20%
2019/2020	12%



## *Looking forward.*

In 2020/21, the GRLC will engage extensively with the community as it develops a new four year strategic Library Plan 2021-2025.

# Looking forward

**The Geelong Regional Library Corporation has been significantly impacted by the COVID-19 pandemic, and we have experienced many opportunities for innovation during this period. We look forward to emerging from the pandemic with a fresh outlook and many learnings which will be applied for the benefit of our communities.**

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 20<sup>th</sup> 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.

In the 2020/21 year, subject to endorsement from all current Member Councils, we look forward to welcoming a new Member Council to our Corporation – the Colac Otway Shire. The Shire has libraries in Apollo Bay and Colac, and delivers mobile library services to eight townships.

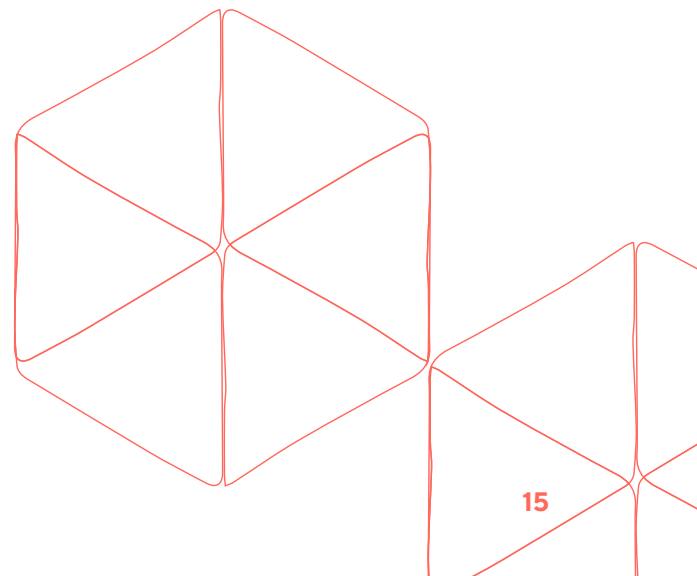
In addition to actively participating in the Libraries Change Lives campaign, and in particular lobbying to secure better levels of State Government funding, we look forward to the outcomes of a fundraising strategy currently in development as a result of engaging a new Manager, Donor and Grants. Alternative streams of funding will be a key area of focus for the organisation in the foreseeable future.

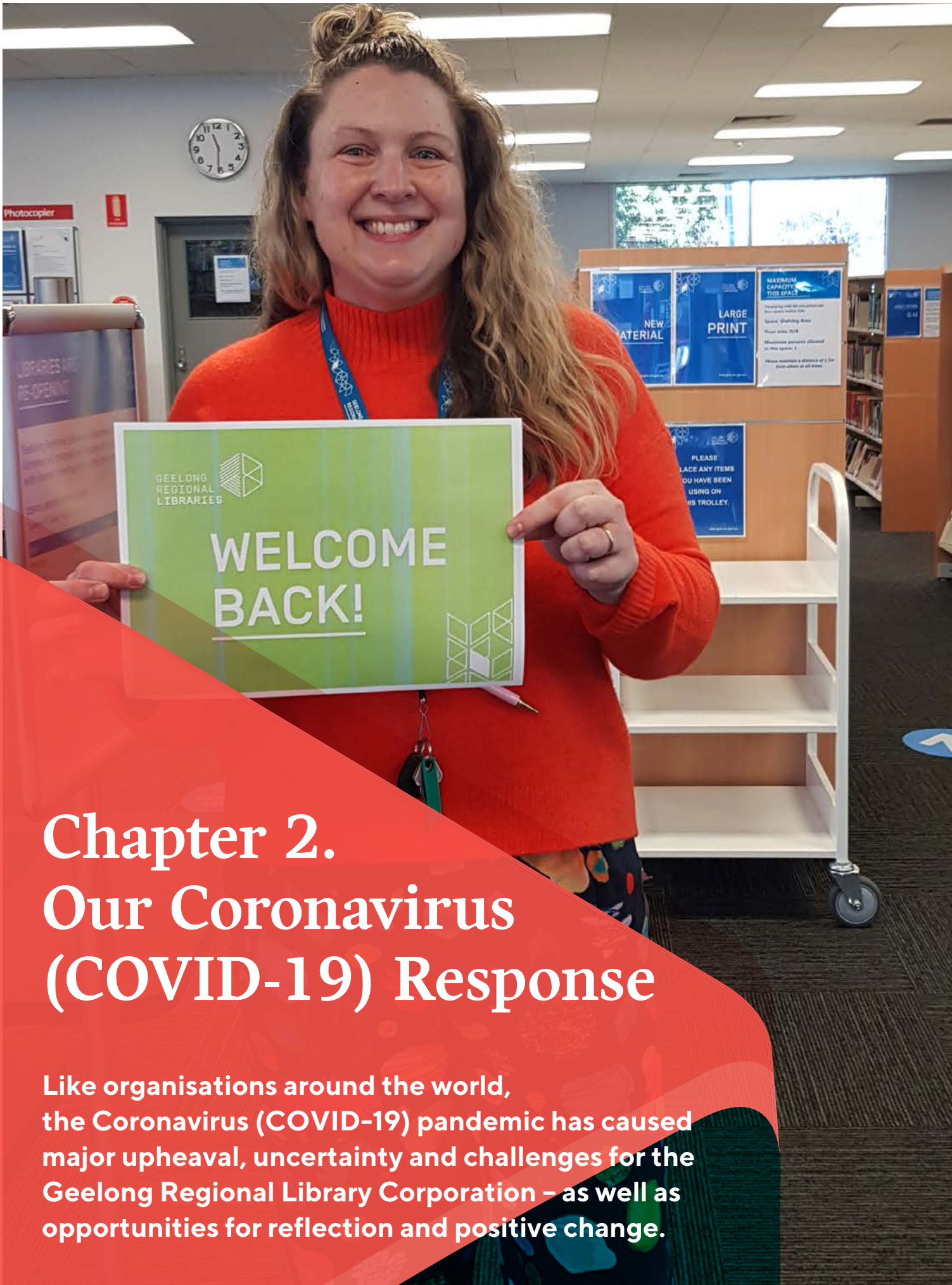
We are excited to be working with our Member Councils on detailed planning for new libraries in the Borough

of Queenscliffe (Queenscliffe Hub) and City of Greater Geelong (Drysedale), further initial planning for Lara and Chilwell Libraries and assisting in the development of Surf Coast Shire's detailed business case for the new Torquay Library. This will be part of a new Cultural Centre project recently approved by the Surf Coast Shire to proceed.

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.

**In 2020/21, the GRLC will engage extensively with the community as it develops a new four year strategic Library Plan 2021-2025. We look forward to taking another ambitious leap forward into the future.**





## Chapter 2. Our Coronavirus (COVID-19) Response

Like organisations around the world, the Coronavirus (COVID-19) pandemic has caused major upheaval, uncertainty and challenges for the Geelong Regional Library Corporation – as well as opportunities for reflection and positive change.



**The rapidly-changing social, environmental and regulatory landscapes which we find ourselves in has required all at Geelong Regional Library Corporation to adopt a high degree of flexibility, adaptability and resilience.**

Despite the many and varied challenges which have emerged during the pandemic – and which will continue to emerge over the coming months or years – the Corporation has demonstrated that strong leadership, solid processes, innovative approaches and an engaged workforce can help overcome even the most trying circumstances.

Foreshadowing Victorian State Government advice, and in a bid to help stop the spread of COVID-19 in the community, all GRLC library branches and Mobile Libraries were closed to the public on Wednesday 18 March and remained closed until Tuesday 9 June. For the majority of this period, most staff moved to a working from home arrangement.

With physical branches closed, staff quickly turned their efforts towards enhancing online service delivery, with a number of rapid and creative solutions put in place to ensure the community could continue to engage with the library whilst in lockdown.

Planning for the re-opening of libraries required astute preparation to ensure we could safely welcome back staff and patrons to our physical spaces. Operating our service within government regulations and following best practice advice to ensure the safety and wellbeing of the community has been, and will continue to be, our priority.

## Risk management

**In order to best ensure the health and safety of community members and staff, the GRLC adopted a relatively conservative approach to COVID-19 risk management and carefully implemented the public health measures issued by the Victorian Government.**

Upon announcement of the lockdown, the workforce was quickly transitioned to working from home. A process was developed to identify employees considered 'vulnerable workers' who were, and continue to be, supported and protected through reasonable adjustments to their role.

Library operations were closely reviewed and amended in the context of the pandemic and a staged approach to re-opening was adopted. In library branches, every effort was made to ensure physical distancing, hand sanitisation and general hygiene were enforced. Hygiene measures which have been introduced include a 72-hour quarantine period for returned and browsed library items and regular cleaning and disinfection of frequently touched surfaces.



**72-hour**  
quarantine for returned  
and browsed books

# Staff wellbeing

Monitoring and maintaining the wellbeing of staff during the pandemic has been an important area of focus for the leadership team at the GRLC. The negative impact of the pandemic on mental health and personal wellbeing are well known, and the organisation has been proactive in trying to address and counter these effects.

Staff working from home have been equipped with necessary IT and ergonomic equipment to ensure a comfortable and safe working environment can be achieved.

Some of the actions taken by the organisation to address staff wellbeing, have included:

- A 'COVID-19 staff support workshop' for the management team, delivered online by a psychologist
- A 'positive psychology' workshop available to all staff, delivered online by a trained nurse and Practice Manager at local psychology group, Chris Mackey and Associates
- A workforce survey was conducted in mid-May and found:
  - 78% of survey respondents indicated they felt well at the time (an indicator of wellbeing)
  - 79% of survey respondents indicated they were satisfied with the organisation's response to the COVID-19 (an indicator of progress)
- The People and Business Operations team reached out to every leader with management responsibilities to check in and offer assistance
- A weekly CEO update and staff FAQ document was initiated to ensure the sharing of consistent and timely information
- A regular Wellness newsletter was launched in early 2020 and circulated to staff, providing helpful tips and ideas to improve wellbeing
- The GRLC continues to provide and actively promote an Employee Assistance Program to staff
- A 'flu vaccination reimbursement program is in place.

# Our digital response

The GRLC was very quick to begin planning and implementing a digital response to library branch closures. The team was able to lean on strong existing digital platforms, extensive eCollections, a vibrant social media community and other successful digital communication channels, as well rapidly adopting new systems and processes to enhance our digital offer.

A dedicated webpage on the GRLC website ([www.grlc.vic.gov.au/coronavirus](http://www.grlc.vic.gov.au/coronavirus)) was created to house information about the Corporation's response to the pandemic. This page continues to be the home for information about service changes and features an extensive and regularly updated FAQ section.

Additionally, another new section on the website – Your Library @ Home ([www.grlc.vic.gov.au/virtual-events](http://www.grlc.vic.gov.au/virtual-events)) – has been created to house a variety of

reputable and entertaining online information, events, links and downloads. There is a section for Children & Families, Young Adults and Adults, and content is updated regularly.

The library's vast eCollection has been very popular during this period, with many library members turning to eBooks, eAudiobooks and other online resources for the first time. Loans of eCollection items increased by 68% during this period (compared to the same period last year). Library staff were on hand to assist members to explore and borrow from the eCollection. As well as providing a phone and email service, an instant chat function was created on the GRLC website enabling instant support from an Information Resource Librarian.

# Taking events and programming online

With 'in person' events no longer possible, GRLC staff from a number of teams quickly adopted new skills to enable a range of events and programs to be delivered online. This has included:

- regular facilitated author talks, delivered via Zoom, and including Q&A sessions with presenters
- regular Story Time, Baby Time and Toddler Time sessions ('Story Time @ Home'), delivered by Children & Youth Services Librarians and available to view on the GRLC website and You Tube channel
- interactive eKnowHow and Creative & Connected workshops, delivered by branch staff via Zoom
- a private Facebook Group – Book Buzz – moderated by GRLC staff, featuring regular, short book reviews and an opportunity for the community to discuss books and reading.

The success of these online events and programs has opened up a number of opportunities for the GRLC to broaden its audience beyond the geographic borders of our region, and to reach new people in the digital space. In addition, 15,000 views were recorded of online programs available on the GRLC Youtube channel.

**[Read more about Events and Programming in Chapter 6.](#)**

**[Click here for a full list of events and programs run throughout the year for adults and for children.](#)**

# Managing the digital divide

Addressing the known digital divide which exists within the communities we serve has been a particular challenge during this period. Those without access to Internet or technology are particularly at risk of disengagement with the library, and potentially represent the cohort most heavily impacted by the closure of branches.

**[During this period, staff took many phone calls from library members who were seeking advice about the eCollection, assistance with research or just a friendly conversation.](#)**

Our Home Library Service was suspended when library branches closed, however staff were able to make phone calls to clients and volunteers of the service to check on their wellbeing and provide information. From early June, the Home Library Service resumed for existing clients, with strict hygiene processes. Additionally, a free postal delivery service of library materials has been introduced for vulnerable library members meeting eligibility criteria.

# Chapter 3. Our Libraries

**Geelong Regional Library Corporation manages the largest physical and virtual public library network in Victoria, with services delivered via 17 branches, two Mobile Libraries, the library website, online platforms and Community Outreach activities.**

*Jennifer >*

"It is hard to describe just how much pleasure and enjoyment I derive from my library. The warm and welcoming, friendly and ever helpful staff at my library make each visit there something to look forward to."



# A library network for a diverse community

**The Geelong Regional Library Corporation boasts an iconic and contemporary central library – the Geelong Library & Heritage Centre – situated in the heart of Geelong’s Cultural Precinct.**

Suburban branches are located in the surrounding areas of Belmont, Chilwell, Corio, Geelong West, Highton, Leopold, Newcomb, Wurn Ponds and Western Heights. Further branches are located in the townships of Bannockburn, Barwon Heads, Drysdale, Lara, Ocean Grove, Queenscliff and Torquay.

The GRLC’s Community Outreach & Seniors Programming (COSP) team manages the operation of two Mobile Libraries and a Home Library Service. Mobile Libraries visit areas of the Bellarine Peninsula, Surf Coast Shire and Golden Plains Shire, with weekly or fortnightly stops at 17 locations.

**Our Home Library Service, supported by a team of community volunteers, provides an invaluable and personalised service to library members or their carers who are unable to visit a physical library branch due to illness, frailty or disability.**

Our extensive digital library services include the GRLC’s online catalogue, the Geelong Heritage Centre Online Archives, diverse eCollections, information services such as links to Cybersafety resources, virtual library events and workshops and digital literacy resources.

The GRLC network continues to grow and modernise, with plans underway for a number of new libraries and branch refurbishments:

- Detailed planning and architectural design is underway for the new Queenscliff Hub, which will incorporate the Library, Visitor Information Centre and Heritage Museum
- Detailed design work has commenced for a new library at Drysdale
- A feasibility study has been completed for the Torquay Cultural Hub including a new library
- Planning is now underway for new libraries at Lara and Armstrong Creek.



**17 library**  
branches

# Our central library: Geelong Library & Heritage Centre

**GLHC Manager:** Catherine Turner

**Branch Librarian:** Katherine O'Neill

**Assistant Branch Librarian:** Kelly Brettargh (until 6 January 2020), Lesley Caelli (from 25 May 2020)

**Manager, Geelong Heritage Centre Collection & Services:** Mark Beasley

The Geelong Library & Heritage Centre (GLHC) is a 6,000m<sup>2</sup> community hub, located in the heart of Geelong's Cultural Precinct, and neighbouring the Geelong Arts Centre, Geelong Gallery and Platform Arts. The building houses:

- the GRLC'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, Aboriginal & Torres Strait Islander, 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 and award-winning architecture of the GLHC makes it one of the most iconic buildings in the city and a natural drawcard for tourists to the region. Throughout the year, the building has featured in a number of tourism campaigns, media stories, architectural features and photo shoots.

As one of Geelong's most unique event and meeting venues, the GLHC offers flexible meeting rooms and a major event space, catering to the needs of individuals, community groups, businesses and government agencies.

The GLHC 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 the Aboriginal and Torres Strait Islander Collection.

Throughout the first half of the financial year, an engaging, diverse and full schedule of events and cultural programming took place at the GLHC. 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. Coronavirus (COVID-19) saw our 'in person' events program suspended from mid-March 2020.

**[Please click here to view a list of events and programs held during 2019/20.](#)**



## Public exhibitions

2019/20 was the second year that areas within the GLHC were available for hire as a public exhibition space, with a number of local community groups and national travelling exhibitions taking advantage of the opportunity to exhibit in this central, public space. This year's exhibition program featured:

- 20<sup>th</sup> International Photographic Print Salon — a photography exhibition from Vigex Geelong Australia
- The World's Biggest Placenta — a textile sculpture by an independent artist based in Gippsland, Victoria
- The Red Case: Myths and rituals, and The Yellow Case: Form, space, design— a travelling exhibition from the National Gallery of Australia
- Submerged: Stories of Australia's Shipwrecks — a travelling exhibition from Australian National Maritime Museum
- Annual Calendar Exhibition — from the City of Greater Geelong

**Not only do these exhibitions provide the GRLC with an opportunity to support independent artists and the arts and culture sector more broadly, they also provide an opportunity to promote the GLHC – and our important role as a cultural institution.**

Regrettably, a number of exhibitions scheduled to appear at the GLHC were cancelled, postponed or moved online due to Coronavirus (COVID-19).

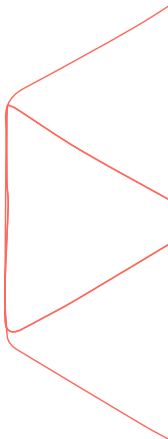


### *Did you know?*

Geelong Library & Heritage Centre was opened in November 2015 and has won numerous building and architecture awards.

# Heritage services

The Geelong Heritage Centre plays a vital role in housing and preserving the extensive collected archives of the region, and providing opportunities for the community to engage with this history.



## Heritage Centre Special Projects

Throughout 2019/20, the Heritage Centre undertook the following special projects and campaigns:

### Geelong Honours Them

Supported by funding from the Victoria Remembers Major Grants Program, this two and half year ANZAC Centenary project has identified, digitised and made accessible images of WWI Honour Boards located across the GRLC's Member Council areas. The project was launched in April 2018.

The Geelong Heritage Centre has engaged professional photographers together with members of local community-based camera clubs to capture images of the WWI Honour Boards. As at 30 June 2020, WWI Honour Boards containing the names of 6,700 women and men have been digitally photographed and added to the Geelong Honours Them website.

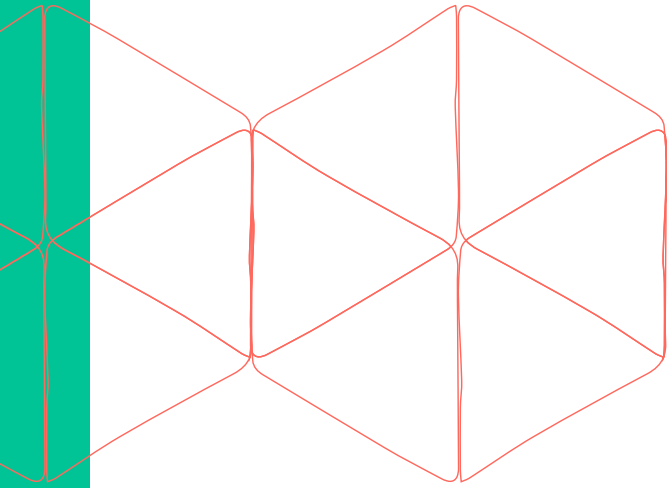
By the completion of the project in November 2020, the images and data from more than 150 WWI Honour Boards will have been captured and digitally preserved.

**“ My involvement in the Geelong Honours Them project, photographing WWI Honour Boards, was enlightening, humorous and at times very emotional. The characters and custodians of the history that I met along the way were amazing and passionate people to say the least. ”**

*- Noel F Ritchie, Geelong Camera Club member*

**[View the Geelong Honours Them website at geelonghonoursthem.grlc.vic.gov.au](http://geelonghonoursthem.grlc.vic.gov.au)**





## Remembering The End – Exhibition

Created by the Geelong Heritage Centre, Remembering the End – Peace celebrations and life after World War I in Geelong and the Barwon Region exhibition, opened to the public at the GLHC in November 2018, in recognition of the 100<sup>th</sup> anniversary of the Armistice of World War I on 11 November.

Featuring local stories and images, Remembering the End explores eight themes: Armistice 1918, Peace Celebrations 1919, Welcome Home, Memorials, Starting Again, Supporting Returned Soldiers, Absence and Grief, and The Spanish Flu. Images in the display 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.

During 2019/20, the Remembering the End exhibition has been on display at the Bannockburn, Lara, Corio, Drysdale and Western Heights College Libraries.

## Geelong Heritage Centre Archives Online

The Geelong Heritage Centre Archives Online was launched in April 2019 and enables public, online access to more than 46,000 records housed in the Geelong Heritage Centre Archive.

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.

The GHC Archives Online have been well received and utilised by the community, particularly during the COVID-19 period, when access to the site increased significantly.

**[Visit the Geelong Heritage Centre Archives Online at \[archives.grlc.vic.gov.au\]\(https://archives.grlc.vic.gov.au\)](https://archives.grlc.vic.gov.au)**



**46,000** >

records in the Geelong  
Heritage Centre Archive Online



## *40<sup>th</sup> Anniversary*

Mark Beasley (Manager, Geelong Heritage Centre Collection & Services) celebrates with Norman Houghton (original Archivist of the Geelong Historical Records Centre).

# Heritage Centre Special Events

## 40<sup>th</sup> Anniversary Celebrations

On Saturday 16 November 2019, the Geelong Heritage Centre celebrated its 40<sup>th</sup> anniversary, marking four decades since the original Geelong Historical Records Centre was opened to the public in 1979.

The Geelong Historical Records Centre was located on the top floor of the Geelong Public Library, situated on the site where the Geelong Library & Heritage Centre now stands at 51 Little Malop Street.

## Schools History Workshop Days

As a result of collaboration between Geelong Heritage Centre and the History Teachers Association Victoria (HTAV), the GLHC sponsored and hosted the 2019 History Teachers Association Victoria History Enrichment Program for students from primary and secondary schools in August 2019.

The History Enrichment Project is a collaborative project of the HTAV and Federation University, funded by the Department of Education and Training under the Strategic Partnership Program.

Held since 2015, the annual project is staged across regional Victoria, and works with gifted and talented students who display an aptitude for history.

## National Family History Month

In August 2019, during National Family History Month, the Geelong Heritage Centre in collaboration with Geelong Family History Group (GFHG), ran a series of programmed sessions called 'Start your family history journey at the Dome.' During these sessions, community members could receive advice from GFHG about undertaking their family history search.

## Geelong Thematic History Project

In February 2018, the City of Greater Geelong commissioned Authentic Heritage Services Pty Ltd to undertake a thematic history of the City of Greater Geelong. The Geelong Thematic History aims to give a broad, meaningful appreciation of Greater Geelong that accounts for its history and heritage in a consistent manner.

The project is based on Victoria's Framework of Historical Themes published by the Heritage Council of Victoria in February 2010, but tailored to the specific history and themes within the City of Greater Geelong.

The Geelong Heritage Centre has made available its archive collection of photographs and maps for the project (due to be published in mid-late 2020), providing in excess of 300 images in addition to written text for the various themes.

**[Click here to view a list of Heritage Centre  
Discovery Sessions and Reading Room  
Curated Displays.](#)**

# Heritage Centre Archive donations

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

- Records and memorabilia of the former St Andrews Private School.
- Records of the former Hawkes Bros merchants (est. 1853) including photographs.
- Various editions of the Apexian magazine (1933–1970, incomplete).
- Various photographs of Apex members at conventions and Apex Club of Geelong (1939).
- Two editions of the Geelong Debating Association syllabus 1937 & 1939.
- Three foolscap ledgers of handwritten meeting minutes of the Geelong Citizens Housing Co-Operative 1951–1959.
- Rotary Club Geelong Annual Reports (1997/1998 to 2014/2015), Charter (1925–1975) and Directories (1979/80 to 2014/15).
- Seven small watercolour paintings (by the donor) of various large commercial brick chimneys from locations around Geelong, together with researched historical notes of the same.
- Archive material from the Back to Back Theatre Company.
- A photographic record of the former Geelong Saleyards.
- A special edition *Signing of Peace World Wide War 1914–1918* small New Testament Bible that was presented to Rev. John Adams by then Geelong Mayor Cr. Howard Hitchcock, on the occasion of the Signing of Peace, 28 June 1919.
- *Geelong Advertiser* newspaper photograph negatives c1960–c1984.
- Various editions of newspapers from the offices of the *Geelong Advertiser* including: unbound *Sunday Geelong Advertiser*, unbound and bound *Geelong Advertiser*, *GT Magazine*, *GA Property*, *Geelong News*, *Geelong Suburban* and *Belmont/Highton News*, *Belmont & Highton News*, *The Echo*, *The Echo Colac/Otway*, *The Echo Ocean Grove*, *The Echo Bellarine*, *The Echo Surf Coast* and *The Sportstar*.
- Headshot photograph prints from the *Geelong Advertiser* newspaper c1960–c2000.
- The photographic survey records of Wall Bridge (95 Tolson Road, Teesdale) and Golden Lake Bridge Road (at the rear of 909 Linton-Piggoreet Road, Piggoreet).
- Printed photographs (and some negatives) in their original packets that originated from the *Independent Newspaper* with a date range c1990–c2000.
- An employee time book (ledger) for 1952–53 from the former Georges Café that operated at 111 Moorabool Street, Geelong.
- The Town of Geelong Plan of Verandahs 1893.
- A c1920 Australian Electric Company wall mount telephone originally from a house in South Geelong.
- Research papers including primary source documents and photographs relating to the Morrison and Gissane (Geelong) family histories.

# Geelong Heritage Centre Collection Advisory Committee

## **Cr Margot Smith – Chair**

Councillor, Surf Coast Shire

## **Cr Boyce Pizzey**

Councillor, Borough of Queenscliffe

## **Kim Biggs**

Arts and Cultural Advisor, Golden Plains Shire

## **Mark Beasley**

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

## **Padraic Fisher**

Director, National Wool Museum, 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

## **Victoria Spicer**

Community Representative

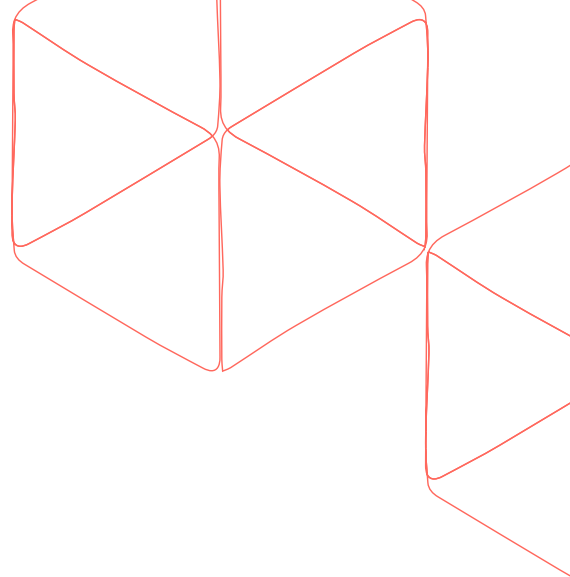
## **Dr Ruth Lee**

Community Representative



*Geelong Heritage Centre Advisory Committee*

# Our region-wide library network



## Bannockburn



This year has seen our relationship with the Golden Plains Shire (GPS) and other local community groups flourish through partnership events and collaborations.

We have been delighted to be able to use a SPHERO Bolt, purchased by the GPS Youth Development team, for our school holiday and after school coding programs. In February, we commenced running Wednesday Let's Go LEGO Club sessions, again with support from GPS. These sessions are always popular and it's great to see the high level of engagement from our local kids!

We have enjoyed welcoming staff and students from St Mary MacKillop school, who held specialist literacy classes in the library each week, utilising our resources and meeting room. Unfortunately this arrangement has been interrupted by COVID-19.

Over the year we've hosted a number of other great events including author events with Bronnie Masefau and Jim Hayes, and seasonal art and craft sessions for families.

I was pleased to be able to join our CEO, Patti Manolis, at the official opening of the Bannockburn Heart Playground in December. This exciting project will be a great benefit to the fabulous community in Bannockburn.

*Tracie.*

**Branch Librarian:** Tracie Mauro





## Barwon Heads



**Staff at Barwon Heads Library continue to enjoy serving a dedicated and passionate community, who much appreciate the services and resources this special branch has to offer.**

We have welcomed working closely with the Barwon Heads Primary School librarian and look forward to a bright and collaborative future, sharing the space with the school and our local community.

This year we have experienced great attendance numbers at our regular Story Time sessions and school holiday programs. We've received positive feedback about our eKnowHow programs, with attendees finding sessions on Kanopy, eBooks on your Tablet and eAudioBooks very engaging.

Our branch underwent a mini refurbishment during the year, with thanks to the City of Greater Geelong, with an extension of the circulation desk and new crate cabinetry added to improve workflow.

*Georgia.*

**Branch Librarian:** Georgia Carter

**Branch Library Officer:** Penny Price

## Belmont



**The team at Belmont Library is passionate about providing excellent service to the community and love helping customers and assisting them to find a good book, hear from an author at an event, learn something new and provide a place to foster social connection.**

During the year, our branch underwent a refurbishment with new carpet, a replacement foyer roof and new flooring in the toilets. This makeover 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 years literacy sessions, school holiday programs, eKnowHow sessions and Author Encounters.

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

*Janelle.*

**Branch Librarian:** Janelle Vise







## Chilwell



**Chilwell Library serves a passionate and dedicated community, who really value and appreciate the services provided by our staff and the lovely physical spaces we enjoy at the branch.**

This year has provided many challenges for our community. However, we have continued to experience great support and good attendance at our regular Story Time sessions, school holiday and adult programs.

Staff at Chilwell Library always place a high priority on developing strong partnerships and relationships with local organisations, and in particular we enjoy a great relationship with Chilwell Primary School and Bond Street Kindergarten.

We look forward to continuing to increase community engagement and provide excellent customer service to our patrons.

*Vicky.*

**Branch Librarian:** Vicky Dunmore

## Corio



**The 2019/20 year started off busy for Corio Library. Our staff noticed a significant increase in foot traffic into the branch, which was also reflected in strong program attendance.**

We have enjoyed hosting some diverse and wonderful events this year, including Maggots in August for Science Week and a Bonsai master in February! Early years programs proved extremely popular and as did our sewing and Makerspace programs.

During the period from December through to February, we engaged with the community and staff around the new library opening hours, for which we received a lot of positive feedback.

The branch received funds to purchase new shelving, which has seen a revamp of our kids area and improvement to the shelving throughout the library.

*Subha.*

**Branch Librarian:** Subha Simpson



## Drysdale



**We've enjoyed hosting some very successful programs at Drysdale Library over the past year. Our attendances at regular children's programs have been increasing and our school holiday programs have been well-received.**

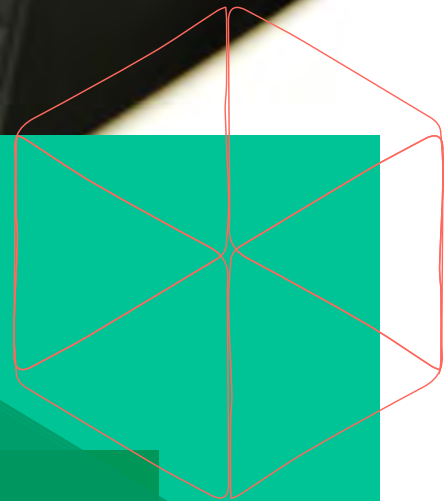
The Writers of the Bellarine program saw many of our local authors share their work with each other and our Crafternoons have provided some of our older patrons the chance to sit, craft and chat together.

Many patrons have benefited from the 'wall of recommendations' that has resulted from monthly Book Chat get-togethers.

Our regular themed book displays provided evidence that the people of Drysdale can't get enough of Scandinavian Crime, with over 100 crime novels checked out as a result!

*Ann-Maree.*

**Branch Librarian:** Ann-Maree Hannon



## Geelong West



**Our library branch is part of a vibrant community that embraces inclusion and opportunity, and we love connecting our diverse community to the print and digital information sources the library has to offer.**

Thanks to the City of Greater Geelong, 2020 has seen a focus on our physical infrastructure, with flood prevention work undertaken and new internal paintwork, carpet and LED lighting in the PC area. This makeover has refreshed the library space, creating a light and spacious setting for browsing and reading.

Over the last 12 months, the library has offered an interesting range of adult activities including Cinema 101, Scribes Writers' Poetry Readings, monthly Book Chat sessions, regular eKnowHow sessions and a well-attended author talk with travel writer, Heather Ellis.

Our early literacy programs are very well supported and we also offer specialised activities for preschool patrons with our Preschool Science Club and Junior Bots programs. We continue to welcome regular Maternal & Child Health and primary school visits.

Undertaking programs and activities enables us to encourage library membership, and increase loans and visits to our essential community hub

*Jenny.*

**Branch Librarian:** Jenny Ackroyd

## Highton



**Highton Library reopened on the 23 December 2019 following a major refurbishment, much to the excitement of patrons and staff.**

The City of Greater Geelong refurbishment has created a more open, modern and brighter space for the community to enjoy.

The Library continues to enjoy consistent patronage. People much appreciate the branch for its quiet, welcoming and relaxed spaces where they can browse, enjoy the newspapers and magazines, use the Internet or just catch up with friends.

During the year we have seen an increase in kindergarten and primary school visits and outreach activities.

Story Time sessions and our special school holiday programs remain popular with children.

For adults, eKnowHow sessions, which covered topics such as Mindfulness on your iPad, and iPad basics, were also well attended and received.

*Yvonne.*

**Branch Librarian:** Yvonne Hodgson



## Lara



**During the year we have made changes to our shelving to facilitate more cover-facing collection arrangements, and allow space for a number of creative displays which help activate the collection and support events and programs.**

This year we hosted the Remembering the End exhibition and an accompanying display of memorabilia from the local RSL Club and welcomed Janet Butler for an author talk on the topic.

We also hosted two displays maintained by the RSL Lara Sub Branch: a Point Cook Air Force Display and a Remembrance Day Display, with a range of knitted crafts created by local group Sisters in Stitches.

Our programs for adults have been well attended and have included: Reduce Overwhelm: Embrace Life Balance; Armchair Actors; Dry Felting and All Things Wool; and Keeping Backyard Chooks – all of which were booked out.

Our Children and Youth Services Librarian regularly visits local childcare, kindergartens and primary schools, and we welcomed 80 grade 1 children from Lara Primary who attended the library to study 'community'.

Our popular programs for children and young people have this year included two 4-week courses in LEGO WeDo and Bloxel, school holiday programs and our weekly Arthouse program for youth.

*Katrina.*

**Branch Librarian:** Katrina Costa





## Leopold



**It has been an eventful year for Leopold Library, as we have further embedded ourselves into the community.**

We were excited to celebrate the Leopold Library's first birthday on 6 December 2019, with a family fun day event hosted in partnerships with the Leopold Child and Family Centre. The event included live music, kids' activities, a coffee cart and a Lions Club sausage sizzle and was well received by the community.

This year we have facilitated a variety of author talks, workshops and special events. We continue to also run a number of regular events including weekly early literacy sessions, after school programs, Makerspace sessions, monthly screenings of classic films and regular author talks.

Our beautiful, light and modern library space is a great place for people of all ages to discover, borrow, read, and use PCs and WiFi.

*Hannah.*

**Branch Librarian:** Hannah Cruise

## Newcomb



**Staff at the Newcomb Library are particularly focused on fostering community connections and partnerships through programming and outreach activity.**

During the year we have built relationships with local retirement villages to run Read Around the World sessions in the library.

Our Information Resources Librarian has run regular 'Digital Drop-in' sessions at the Bellarine Living and Learning Centre in Whittington to help address low digital literacy skills, with plans to deliver similar sessions at the Eastern Hub in East Geelong temporarily interrupted by COVID-19.

Our specialist Children's and Youth Services Librarian delivers popular early literacy programs and engages 18 preschools/childcare centres, seven primary schools and one secondary school promoting literacy and a love of reading. School visits

to the library have increased by 61% this year.

Other highlights from programs for children and youth included the Harry Potter Book Night (79 in attendance), Roald Dahl Day (53 in attendance) and Children's Book Week facilitated sessions, which were attended by more than 721 students.

During the COVID-19 imposed closure, the library space has been refreshed and has benefited considerably from new carpet and furniture, lighting and a fresh coat of paint, thanks to the City of Greater Geelong.

*Kim.*

**Branch Librarian:** Kim Edgar

## Ocean Grove



**Staff adaptability, resilience and flexibility are words that come to mind as I consider the past year at Ocean Grove Library.**

Ocean Grove has celebrated some fabulous community events with authors Bob Marmion and Joan Atherton Hooper, as well as continued success for our Book Chat sessions which have now been running for over 10 years. We had a wonderful response to our partnership MyGov session facilitated by an external presenter, and local support sessions facilitated by NBN.

Our Children and Youth Services Librarian has been busy with regular after school programs, Preschool Science Club and the introduction of Junior Bots sessions. Outreach efforts have seen increased visits to the library by local school and kindergarten groups. We have also

had very successful school holiday partnership events, working with the City of Greater Geelong's Youth Development Unit and the CFA.

After observing the way patrons use our spaces, we welcomed the opportunity to change the location of some of the Collection to create more functional work areas. It was also a chance to move the Youth Collection into the main area of the branch, freeing up space in the children's area.

*Georgia.*

**Branch Librarian:** Georgia Carter

## Queenscliff



**This year, Queenscliff Library has run a range of events and programs for people of all ages, and partnered with local organisations on events and initiatives for the community.**

We continue to welcome regular school and kinder visits, and our school holiday program included the ever-popular Fishy Tales session, delivered in partnership with the Marine and Freshwater Discovery Centre.

In December, children enjoyed visits to the library from Santa as part of late night Christmas shopping events, an initiative of PLonQ and Borough of Queenscliff.

The Queenscliff Uniting Church was the venue for two library events: 'Playing the Ghost' with David Waldron and 'On a Wing and a Prayer' with Di Websdale-

Morrissey. Both were well-received by the audiences. Regular eKnow How sessions have also been popular.

With planning for the new Queenscliff Hub well underway, our staff have been busily preparing the branch and the Collection for the impending move to a temporary space when the build gets started.

*Hilary.*

**Branch Librarian:** Hilary Stennett





## Torquay



**The Torquay Library has continued to strengthen bonds with the community and community groups over the past year.**

We were pleased to be a display location for the Surf Coast finalists in the Lions Club Peace Poster prize. We acknowledged Mental Health Week 2019, running a full program of events including hosting an 'Arts of the Mind' event discussing anxiety in children and two events addressing mental health in teenagers and men.

Other community groups joined us for our Make Noise in the Library event in January, including the Bellbrae Ukulele Group, the Lions Club and Phillipa Challis from Life Long Laughing. It was a great event which encouraged kids (and grown-ups) to laugh and experiment with noise...with the aim of promoting the library as a place for learning and fun.

Our branch has also had success in bringing small local businesses into the library to share their stories and encourage other locals to think about starting their own cottage industry.

Finally, we have continued to enjoy welcoming young children from the community into the library, with well-attended Story and Toddler Time sessions. The roof-raising enthusiasm of the two and three year-olds is an inspiration to the staff and other customers!

*Victoria.*

**Branch Librarian:** Victoria Mathews



## Waurn Ponds



**Waurn Pond has made connections with a broad cross-section of the community over the past year, both within the branch (which has benefited from new carpet and paintwork!) and through our outreach services.**

Throughout the year we have welcome almost 300 new parents and babies to the library through Maternal Child Health visits, ensuring children have a relationship with the library from a young age.

We have established a formal partnership with newly opened Iona College Geelong to assist students and staff until their own library is operational.

A partnership with the Lions Club of Corio on the 'Road Home' project has enabled us to lend our support to the homeless population in Geelong.

Staff from Waurn Ponds have also conducted outreach to Sirovilla Retirement Village, providing popular eKnowHow sessions to residence there.

We ran a number of popular author talks during the year. Highlights include sessions with Fiona Lowe and Lorraine Smith; hilarious Seniors Festival fun with Monica Dullard; advice about raising backyard chickens in our 'chook chat' presentation; and adult recycled book craft.

Highlights from this year's children's events include the Science Fair, the Professor Bunsen Science Show, Coding with Edison, and plenty of LEGO-related fun.

*Olivia.*

**Branch Librarian:** Olivia Simaitis

## Western Heights College

Access to the GRLC'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 joint use library facility enables access for the general community to both the GRLC and school collections.

This year the community borrowed 8,076 items from the GRLC collection, and an additional 513 items from the school Collection.



# Community Outreach & Seniors Programming

**Our Community Outreach & Seniors Programming (COSP) team manages the operation of two Mobile Libraries and a Home Library Service which provide important services to people in the community who may be unable to access library services at a physical library branch.**

During the year, the COSP team was also involved in delivering a number of outreach activities targeting senior citizens. This included the delivery of more than 25 sessions as part of the Seniors Festival.

A highlight from this program was a very well attended Orchestra Geelong performance at the Geelong Library & Heritage Centre. The COSP team also facilitated the delivery of digital literacy programs for seniors.



## < Volunteers

Home Library Service volunteers provide a personalised delivery service to clients who are unable to visit a library branch.



> *Kay.*

"In my 21 years driving the mobile library I've seen many changes: staff come and gone, routes changed and different trucks. The fun of meeting new people and watching families grow is wonderful and always interesting."

# Mobile Library Service

**The GRLC operates two Mobile Library vehicles which visit communities on the Bellarine Peninsula and areas of 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. In addition to providing vital access to library services and technology for people living in areas not proximate to a library branch, the Mobile Libraries also play an important role in providing opportunities for social connection.

**GRLC Mobile Libraries make weekly or fortnightly stops at 17 locations across the region.**

During the 2019/20 year, our Mobile Library operators delivered six successful outreach sessions, held in community centres in towns along their usual

routes. Topics covered in the sessions included Tech Help, Library Resources and GRLC Online Resources. Unfortunately, sessions planned for the second half of the year were postponed due to COVID-19.

In February 2020, a GRLC self-checkout unit was installed at the Smythesdale Well community centre. This unit is available for use by library members from the Smythesdale community, and provides a convenient place to return Collection items or pick up holds outside of the usual Mobile Library stop times. Holds are delivered and returns collected from The Well once a week when the Golden Plains Mobile Library visits Smythesdale.

# Home Library Service

**Our Home Library Service, supported by a team of 88 community volunteers, provides 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 Home Library Service operates across the Geelong Regional Library Corporation's four Member Council areas.**

There are currently 338 clients accessing the service, and for many of these people it is the opportunity for quality social connection, as much as access to the library Collection, which makes this program invaluable.

For Home Library volunteers, the service provides an opportunity to make a difference in their local community, gain valuable skills, 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. This year, volunteers were offered professional and personal development opportunities via six online training courses on three different topics. 46 volunteers took part in these training sessions.

This year our Home Library Service team delivered a number of outreach sessions to residents of local Aged Care facilities, including oral storytelling sessions and library resources sessions. Staff members also attended the Bellarine Aged Care Expo.

Due to the significant impact of Coronavirus (COVID-19) on both the Aged Care sector and public library services, the Home Library Service has necessarily been altered to ensure the safety of both clients and volunteers. Online training has been offered to Aged Care facility staff to assist their residents in accessing digital library resources.

> *Mandy & Colin.*

"Our local library enriches our lives. Living in a small village we enjoy being able to walk to the library, see the friendly staff and meet people of all ages. We value the opportunity to borrow books and movies, read newspapers, access electronic information, and enjoy Storytime with our grandchildren. Our library is pure gold!"

## Chapter 4. Digital Services

**This year, more than ever before, the Geelong Regional Library Corporation's digital services have been critical to the organisation's successful engagement with the community and with staff. 2019/20 has seen us enhancing and refining the use of our existing digital platforms and implementing new systems and technology. Coronavirus (COVID-19) necessitated the Corporation turn its full attention to delivering programs and services online, with many successful outcomes which will be retained as our services return to a 'new' normal.**

## Providing universal digital access

Our library service plays an important role in ensuring universal and free access to digital technology and Internet for communities across our region. GRCL's libraries provide 215 PCs and 224 other devices including iPads, Chromebooks and laptops for community use.

The Geelong Library & Heritage Centre offers 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 119,344 WiFi sessions and 129,580 Internet access sessions on public PCs in our libraries.

Our extensive range of digital literacy programs for children and adults have been very popular throughout the year and provide many opportunities for the community to develop skills and confidence in using technology and accessing digital services.

**[Click here to view a full list of eKnowHow sessions held throughout the year.](#)**

## Branch Technology

During 2019/20, the GRCL 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
- Updated Raspberry Pi single board computers
- 3D Printers
- PC Based Virtual Reality
- iPads for use by public
- Arduino robotics kits
- iPads for Home Library Service

# Digital partnerships

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

- The GRLC has continued its partnership with the Bellarine Living and Learning Centre (BLLC) to deliver weekly Digital Drop-in sessions, run in tandem with community lunches 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. Additional outreach sessions have been organised with the BLLC and the Eastern Hub.
- Skilled staff from Consumer Affairs, MyGov and nbnco™ have delivered sessions, hosted by the GRLC, 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.

Some of the groups we have worked with this year include the U&I inclusions disability service provider, Barwon Health's Palliative Care unit, as well as several retirement villages including Tannoch Brae and Ingenia Gardens.

- The Geelong Single Board Computer Group, in collaboration with the library, have continued to share knowledge, opportunities and resources during monthly meet up events at the library. 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.
- GRLC participated in a range of community events and activities in Geelong's northern suburbs aimed at enhancing digital literacy and providing information about library services, such as the Corio Library makerspace. Activities included a showcase of virtual reality and 3D printing at the Rosewall Community Centre, participation in a Men's Shed expo and attendance at the SKAART Festival at the FoRT, in addition to regular local school visits.





# New digital platforms

**This year the GRLC has invested in the implementation of new digital platforms which will enhance our service delivery capability and streamline processes for staff.**

2019/20 has seen us planning for the implementation of Communico, an integrated suite of cloud-based applications which have been designed specifically for libraries. Due to be launched by the GRLC in late August 2020, Communico will enable us to improve communication with our communities, streamline processes and enhance the patron experience through:

- An improved event searching and booking system for the GRLC website, allowing patrons to create and download customised event calendars.
- A meeting room and resource booking system for the GRLC website.
- A patron app, which will enable library members to search the library catalogue, borrow and place holds, book into events, view their library account details and book meeting rooms.

- A staff app to enable library staff to better assist patrons in branch.
- Digital signage templates for branches.

Extensive planning and testing to ensure a seamless transition to the new system, training for staff and external communications about the changes have been part of the preparation process.

This year the GRLC has also rolled out a new management system for its iPad fleet. The Mobile Device Management platform (MDM) allows us better control of our iPad fleet and provides an enhanced experience for our customers. In line with this, we have updated our fleet of iPads which are available for customers to loan in branch and to support branch programs.

> *Matt.*

"The Geelong Library & Heritage Centre is a fantastic space. The light, physical layout and feel is great - it helps you focus on what you are doing, whether that is work or reading for pleasure."

## Chapter 5. Information Services & Collections



**The Geelong Regional Library Corporation's extensive and current Collection is informed by the needs of our members, and is developed with people of all ages, interests, backgrounds, abilities and literacy levels in mind.**

# Collection Development Plan 2020-23

Throughout the year, significant effort was invested in the development of the GRLC's Collection Development Plan 2020-23. This Plan represents our fundamental commitment to supporting reading and a range of literacies in an increasingly digital world.

The Plan was endorsed by the GRLC Board at its June 2020 meeting and will provide an invaluable guide for the activity of staff as they shape the Library's Collections over the next three years.

The Collection Development Plan 2020-23 is the first GRLC Collection Policy to identify priority areas for the life of the document. These areas are:

## 1. Building digital content across three elements

- Provision of downloadable and streaming content
- Improving access to eCollections
- Establishment of digitised content and associated digital curation.

## 2. Evidence-based collection management

Evidence-based stock management methodology is utilised across the library network, with consideration given to whole-of-asset-life collection management. The focus is on enhancing the use of performance measurement tools and reports to improve collection agility and better meet customer demand for delivery of fresh, current collections.

## 3. Maintaining community focus and stakeholder engagement

GRLC is committed to engaging with the community and other stakeholders about the Library Collection, by using a variety of consultation mechanisms:

- Customer satisfaction surveys are conducted biennially and provide feedback on collections. The Corporation consults with specific community groups on particular collection subjects.
- Customers may also contact the Library with feedback via formal feedback forms or by email via the website.
- Customer requests for items not held by the GRLC are encouraged, to add depth and breadth to the Collection.
- GRLC social media interaction and catalogue reviews allow informal feedback from customers.
- Library branch staff have a good knowledge of the collection needs of their local communities.

This policy is also the first to acknowledge our organisation's Cultural Protocols, which recognise the Wadawarrung and Eastern Maar as the Original Owners of the lands on which our library services operate, and their rights to cultural heritage, traditional knowledge, traditional cultural expressions and intellectual property.



# The eCollections boom

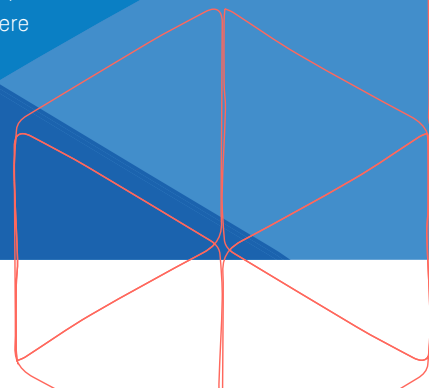
**Over the past few years, the GRLC has seen significant and continuing increase in demand for its eCollections. The 2019/20 financial year has seen this trend amplified, particularly while libraries were closed due to Coronavirus (COVID-19).**

During this period, our members– including a considerable cohort who had never previously accessed the library’s eCollections – were quick to adapt to the digital format. To assist library members while branches were closed, staff were available via email, phone and an online instant chat service to provide advice and answer questions.

The demand for eBooks grew significantly by 51% from July 2019 to February 2020 and this increased again to 63% from March to June 2020. Following a similar pattern, usage of online databases grew by 12% and then increased to an astonishing 171% during the pandemic. Databases for families were particularly popular during the 'lockdown' period, as parents and carers found themselves searching for quality educational and entertainment material for young children. Animalia, which was launched at GRLC during the closure period, was accessed over 500 times. Busy Things registered over 45,700 logins and more than 3,800 stories were read on StoryBox.

PressReader was introduced to the eCollection in April 2020, providing instant access to trusted editorial content. During the closure period, more than 4,300 issues were downloaded and more than 16,500 articles were read from publications as diverse as *The Guardian*, *The Washington Post*, *The Globe and Mail*, *El Pais* and *El Figaro*, *Newsweek*, *Vogue*, *Bloomberg Businessweek* and *People*. PressReader features publications from over 120 countries, in more than 60 different languages and provides access to full issues of premium newspapers and magazines available the moment they hit newsstands.

Throughout the year, more than 23,700 quality documentaries, foreign films, classic cinema, independent films and educational videos were accessed by our members via our free video streaming service, Kanopy.



# Collection highlights

**Our physical and digital Collections continue to be developed and managed to meet the needs of our diverse and growing communities. This year, 54,947 physical and 10,393 digital items were added to the Library Collection.**

Interlibrary loans provide our members with access to other Victorian public library collections via Library Link – a single access point for searching multiple catalogues. During the year, GRLC members borrowed 977 items from other library services, while members of other libraries accessed 3,899 items from our Collection.

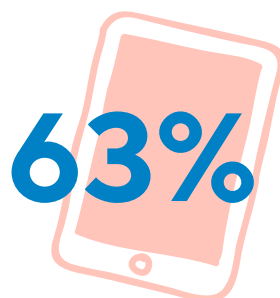
We have continued to support Science, Technology, Engineering, Arts and Mathematics (STEAM) learning this year with the addition to our Collection of 24 Spark Discovery Boxes, which allow our youngest members to borrow and explore science-based ideas and experiments. These kits have become hugely popular with both children and their adults alike.

The GRLC's Learning English Collection is available to support those in our community who are learning to speak and read English where it is not their primary or first language. More than 2,500 items were borrowed from this Collection during the year.

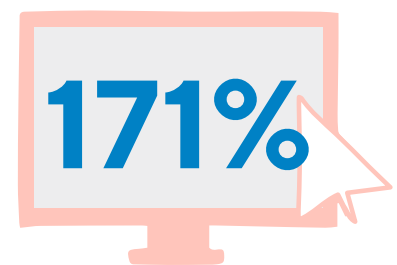
We continue to invest in books to support our members with reading difficulties through the provision of Vox Books, Fitzroy Readers and Dyslexia-friendly books.

GRLC's commitment to supporting reading in the community continues, with 43 new titles added to our Book Club Kits, which currently service 164 clubs across all our regions. Despite the interruption caused by COVID-19, more than 714 kits were borrowed throughout the course of the year.

During the year, 297 items were borrowed from the Queenscliffe Maritime Museum Collection, including 10 interlibrary loan requests from people outside our regions. The Collection was developed as a result of a special partnership between the GRLC and the Queenscliffe Maritime Museum. The Maritime Museum Collection is now discoverable on the GRLC catalogue, thus moving this rich and unique Collection beyond the walls of the Museum.



**increase in eBook demand from March to June 2020**



**increase of online database use from March to June 2020**

# Chapter 6. Programs and Events

**During 2019/20, Geelong Regional Library Corporation delivered 5,437 individual programs and events to 113,378 attendees.**

## *Lifelong learning >*

The Library's program of events and lifelong learning activities represents one of most important services we provide to our communities.



# Programs and events for adults

**The Library’s programming for adults represents one of the most important services that we provide to our communities. Through our program of events and lifelong learning activities we provide opportunities for skill development, enable the sharing of knowledge and information, create social connections and encourage respectful dialogue and debate.**

Furthermore, we are able to provide an important platform and exposure for authors and other creative practitioners to share their work and their views.

Never before have our events and programming better highlighted the Corporation’s important role in providing social connectedness than during the Coronavirus (COVID-19) pandemic.

Employing a nimble and innovative approach to event delivery allowed us to quickly take our programming ‘online’ during this period, where we have found success in delivering a diverse range of events and digital content to audiences, both existing and new.

## Online events – programing during COVID-19

The rapid escalation of Government restrictions due to Coronavirus (COVID-19) in mid-March 2020 – and the resulting closure of library branches – saw all GRLC’s ‘in person’ events and programs cancelled. Staff immediately undertook research into suitable online event platforms and adopted the necessary skills to enable the organisation to launch an online events program on Wednesday 1 April.

Our first virtual event for adults featured psychologist Dr Lea Waters speaking with wellbeing spokesperson and local Geelong personality Angie Hilton on the topic of ‘Positive Parenting in the Age of COVID-19’. The event attracted 153 attendees and was viewed by a further 31 people in the following fortnight.

In the three months to the end of June 2020, the GRLC’s online adult events program featured 15 events, and recorded more than 1,500 live views and a further 900 ‘on demand’ views on Zoom and YouTube; an overall total of 2,436 views.

While it is acknowledged that these attendance figures are lower than that which would usually be recorded in a quarter, the Corporation is proud to have been able to deliver online programming at a time when many people were seeking social connectedness and knowledge sharing.

Furthermore, our digital platforms allowed us to program a number of highly acclaimed and popular authors, both in Australia and overseas, including Tom Keneally AO, Kathy Lette, Paige Toon, Charlotte Wood and Heather Rose.

Our digital programming has expanded the Library’s usual audience, with attendees viewing events from interstate and even overseas.

The online program has featured a mix of fiction and non-fiction authors, with the aim of delivering events that engage the community in public conversation on contemporary issues of importance to them. Non-fiction topics covered by the program have included discussions about Aussie Rules Football, the environment, positive ageing and history.

Live Q&A sessions with authors and facilitators, and the opportunity for viewers to make live comments, has enabled a high degree of engagement between presenters and attendees. Post-event surveys have returned very positive feedback about these online events:

**“Loved being able to attend from home and submitting questions through the Q&A feature.”**

**“A chance to listen to an interesting author from the comfort of my couch. This is particularly enjoyable when entertainment and outings are currently so limited.”**

**“Wonderful to be able to access such quality discussions from the comfort of home.”**

**“This is probably as good as Zoom gets as a substitute for a live event. On the other hand, I might not have driven into Geelong on this cold, wet night!”**

**“Lots of laughs! Brilliant banter and insights into the book.”**

*- Feedback about our online events.*



## Event highlights: June 2019 - February 2020

Prior to the final quarter of the financial year, local audiences enjoyed a carefully curated program of rich and varied (in person) events. This program focussed on providing opportunities to share stories (both past and present) which tell of our region's heritage, culture, creative endeavour and aspirations, as well as stories of national importance.

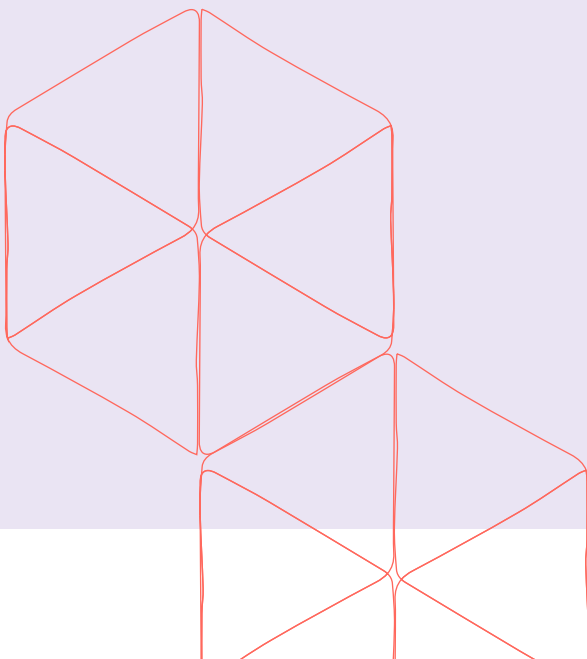
In the eight months to the end February 2020, 464 sessions for adult audiences were presented across the network, and 10,252 attendees relished the opportunity to hear from a range of speakers, thinkers, writers and performers who provided engaging, insightful, provocative and entertaining experiences. This figure represents an 11% increase in participation on the same period for the previous financial year.

Reflecting our organisational strategy of diversifying and growing branch-based literary programs, the first eight months of 2019/20 also saw a significant increase in the number of prominent author talks and special events held in our community libraries. A total of 39 events were hosted at community branches during this period, an increase of approximately 70% on the same period for the previous year. This positive increase represents our commitment to providing opportunities for building knowledge and social connection across our entire region through the delivery of library events.

Some highlights in the adult events program 2019/20 have included:

- **The New [Female] Disruptors:** a panel discussion featuring Yassmin Abdel-Magied, Eileen Ormsby and Jenny Sinclair discussing the current era of disruption and what it signals for the future of feminism. This was a partnership event delivered in collaboration with The Feminist Writers Festival and Griffith Review.
- **Australian Poetry Slam:** a live literary performance of slam poetry where members of the public were invited to participate and the audience decides the champion. With a nationwide round of 60 heats, the Geelong heat was hosted by writer, speaker, educator and performance poet, Joel McKerrrow.
- **Book Launch:** Heather Sheard and Ruth Lee – Women to the Front: prolific historian Heather Sheard is a Melbourne-based retired teacher and Dr Ruth Lee is a local Geelong author, well known for the biography *Woman War Doctor: The Life of Mary De Garis*.
- **Tony Birch – *The White Girl*:** in acknowledgement of NAIDOC Week 2019, GRLC was thrilled to host prize-winning author Tony Birch to discuss his award-winning novel which shines a spotlight on the 1960s and a devastating government policy of the time. The book is a celebration of Aboriginal resilience and kinship in response to trauma. The book was shortlisted for the 2020 Miles Franklin Award, Australia's most prestigious literary award.
- **Marion Pescud and Susan Sutton – *The Artist and Her Art*:** a special event celebrating the biography of local artist Susan Sutton by local author Marion Pescud, showcasing her work which features Victoria's Southwest Coast along the Great Ocean Road.

[Click here to view a full list of adult events and programs held during 2019/20.](#)





> *Supporting early literacy.*

The GRLC has a long history of supporting children's early literacy development and assisting parents and carers in their role as a child's first educator.



# Programs and events for children and youth

**The GRLC has a long history of supporting children’s early literacy development and assisting parents and carers in their role as a child’s first educator.**

**Our programs for children and young adults represent an important component of the work we do to deliver on our Vision for a thriving regional community: enriched by reading, empowered by learning and inspired by information and ideas.**

Library programs for children and young adults centre on activities that foster a love of reading, support the development of a range of literacies, and the educational and creative endeavours of young people.

Our staff develop programs that challenge children’s thinking and facilitate collaborative learning environments where they can learn from each other and share their knowledge with their peers. In this way, participants have the opportunity to build valuable social connections through shared experiences.

**The content of programs and services delivered by our team of Children & Youth Services (CYS) staff is informed by research and best practice, and influenced by the needs and interests of our community.**

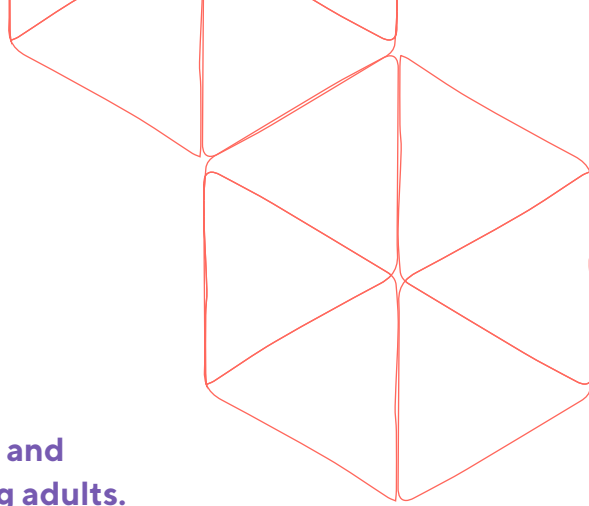
## Delivering Story Time @ Home

Our team responded quickly to the suspension of in-person events due to Coronavirus (COVID-19) restrictions, moving a range of programs on to digital platforms.

Staff were tasked with reimagining ways to maintain strong connections with our communities whilst being unable to deliver face-to-face programs, and successfully developed the necessary skills to manage the online transition.

Within a week of library branch closures, our first Story Time @ Home video was launched and soon after, a regular schedule of weekly Story Time, Baby Time and Toddler Time videos were being produced and shared. These videos are uploaded to the GRLC’s YouTube channel and promoted on our social media channels and generated 14,654 views.

The staff also adapted a range of popular programs to the virtual space, including Code Club, Preschool Science Club and LEGO Club. This year’s National Simultaneous Storytime was delivered as a live Facebook event, with special guests, GRLC Board members Cr Ron Nelson, Cr Ross Ebbels, Cr Nathan Hansford and Cr Margot Smith reading to an audience of 3,072 people.



## Event highlights: June 2019 – February 2020

### The first half of the financial year included a busy and exciting program of events for children and young adults.

Children's Book Week celebrates reading, books and Australian children's authors and illustrators and is a highlight of our programming calendar. Celebrated across the network, the week is marked with themed Story Time sessions, increased outreach engagements and increased demand from visiting groups. This year also featured a special performance by Meerkat Productions of the shortlisted title *Room on our Rock* by Kate Temple. The performance featured original songs and puppetry and was enjoyed by 133 attendees.

Families around the region had the opportunity to attend one of 12 fire safety sessions delivered in partnership with the Country Fire Authority. 633 attendees enjoyed listening to stories highlighting fire safety messages, and were delighted by a visit from a fire truck.

National Science Week celebrations were supported by grant funding through Inspiring Victoria and the Royal Society of Victoria. We delivered a week of science-focused activities for all ages, including a Pop-up Planetarium, Professor Bunsen's Science Show, Science Fairs, experiments with Mighty Maggots and a display of STEM artwork by local Sacred Heart Students as part of CSIRO's STEM Professionals in Schools program.

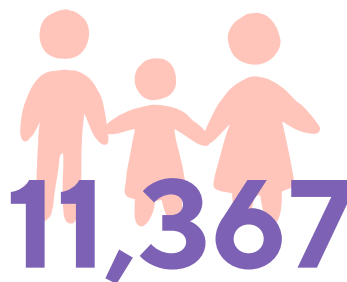
Another national celebration – Children's Week – focuses on children, their needs and achievements and was celebrated by the GRLC with a range of programs and events held around the region and supported by grant funding through the City of Greater Geelong. Activities included:

- The launch of inaugural Australian Children's Laureate, Alison Lester's, new picture book *The Painted Ponies*, together with Michelle Scully, local composer and creator of Scully's Singing Stories. The event was attended by 83 people.
- The Geelong Library & Heritage Centre hosted the launch of the Carnegie Hall Lullaby Project Geelong. This international project pairs new parents with artists who guide and support them to write and sing personal lullabies for their babies, strengthening the bond between parent and child.

- 165 participants enjoyed interactive learning experiences with *Animals of Oz* at Leopold Library.
- The GRLC also supported a number of local council Children's Week events including:
  - Kids Fest 2019, City of Greater Geelong
  - Children's Week Event, Golden Plains Shire
  - Elephant Walk, Surf Coast Shire
  - Surf Coast Shire's Children's Week Events at Deans Marsh, Moriac and Winchelsea.

Corio Library was selected by Nelson Park School students as the home for their 'Story Cube' project. Students worked with local authors Nan Bodsworth, Jiri Tibor Novak and Jemma Robaard to choose artworks from selected book titles which were then used to create a community art installation. The project was led by City of Greater Geelong's Community Development Team and the Story Cubes were unveiled at an event held on 16 September 2019.

Abdi Aden, author of *Shining: The Story of a Lucky Man* delivered a presentation to 120 students from Oberon High School. Best known for his memorable role in SBS's *Go Back to Where You Came From*, Abdi grew up in Mogadishu until the outbreak of Somalia's devastating civil war separated him from his family and home. Abdi persevered through war zones, refugee camps and months of living on the streets to build himself a life in Australia. Abdi shared eye-opening personal insights into issues of conflict, refugees, multiculturalism and youth mental health.



**views of Storytime @ Home  
videos from April to June 2020.**



## > *Birthday celebrations*

GRLC Board members, Cr Trent Sullivan and Cr Jim Mason AM, celebrate the 1<sup>st</sup> birthday of Leopold Library with community members.

The Geelong Library & Heritage Centre hosted the radio play adaption of local author Alistair Smith's book *Sam the Space Delivery Man*. The event was delivered in partnership with Greater Geelong Creative Inc. and Skin of our Teeth Productions.

International Day of People with Disability was celebrated by the GRLC with a special inclusive story day. Delivered in partnership with Barwon Child Youth & Family, children wrote their wish for a more inclusive community and displayed these messages on two 'Belonging Trees' located at Leopold and Wauron Ponds Libraries during December.

The Torquay community got loud in January with a large family event called "Make Noise in the Torquay Library". Delivered in partnership with Surf Coast Shire Youth Development, Bellbrae Ukulele Group (BUG), Rip Curl, Australian National Surfing Museum, Visitor Centre, Live Life Laughing and The Lions Club, the community engaged in a broad range of activities and events including hands-on workshops and performances by talented local youth.



In October 2019, the Australian Centre for the Moving Image (ACMI) brought their schools program to the Geelong Library & Heritage Centre with a series of pop-up workshops. Talks and activities exploring moving image and digital technologies were offered to local primary and secondary students. Workshops included animation, VFX and Illusions, making 360-degree movies and live-action filmmaking.

During the summer months, 2,229 young people signed up for the newly revitalized summer reading program called "The Amazing Summer Read!". The program featured bingo-style reading records for children of all ages, including reading challenges and targeted promotion of library resources. Registrations increased by 479% compared to the previous year.

[Click here to view a full list of events and programs held for children, young adults and families.](#)



2,229

Young people signed up for the  
"Amazing Summer Read!"

## Early learning and school outreach

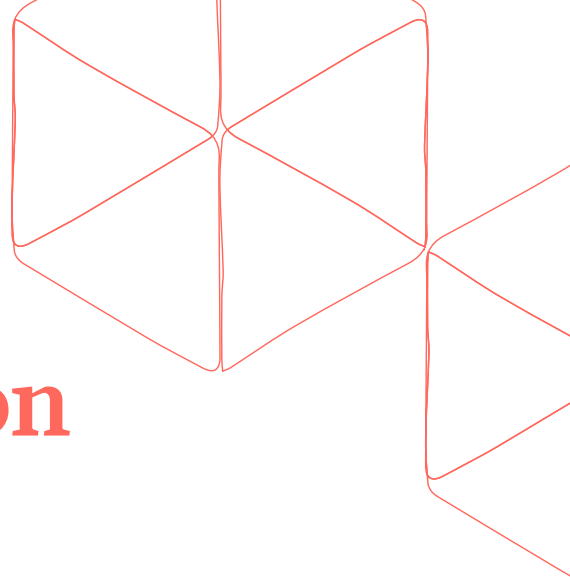
**In recognition of the important role that libraries play in a child's development, GRLC worked with many early childhood education providers, playgroups, primary and secondary schools across the region throughout the year.**

Our libraries provide programs, tours and outreach activities to help promote lifelong learning, develop a love of reading and educate children about library services.

We are grateful to all the organisations who we have worked with throughout the year, and look forward to our continued partnerships.

[Click here to view a list of Childcare, Playgroups, Kindergartens and Schools which the GRLC has worked with in 2019/20.](#)

# Word for Word National Non-Fiction Festival 2019



**As Australia's only festival dedicated exclusively to showcasing non-fiction writing and ideas, the Word for Word Festival is a truly unique event on Australia's literary calendar.**

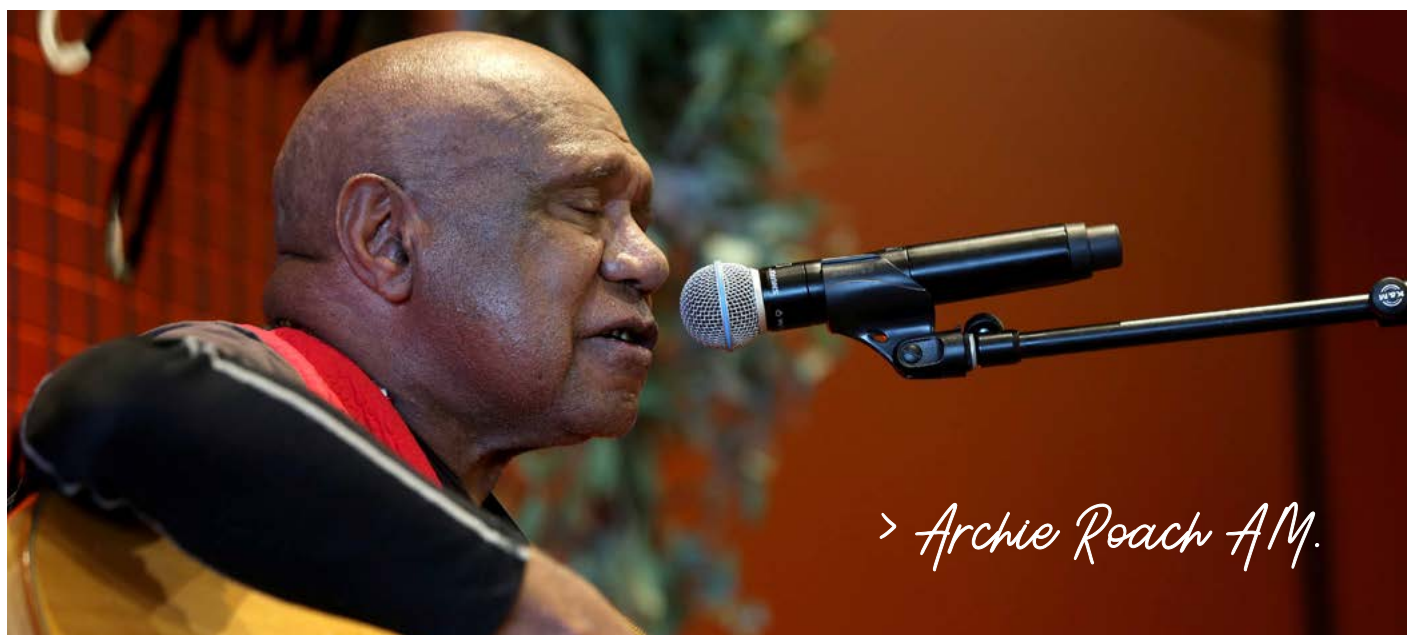
The theme of the sixth annual Word for Word Festival paid tribute to the language of the Wadawurrung, the Original Owners of Djilang (Geelong). Nyaal means to 'open your eyes' in Wadawurrung language and the festival program was an invitation to audiences to open their own eyes to some of the most confronting issues of our time.

Stolen Generations, racism, feminism, violence against women, homelessness, true crime, parenthood and neo-liberalism were just some of the challenging subjects tackled. Along with lighter, but equally fascinating, explorations of stand-up comedy, the best speeches ever made, sporting history, surfing, song-writing and the nostalgic unpolished hilarity of the Bad Diaries Salon.

A record number of people flocked to the Geelong Library & Heritage Centre for the Festival weekend to hear from writers and personalities such as Archie Roach AM, Jane Caro, David Astle, Benjamin Law, John Marsden, Clare Bowditch, Shokoofeh Azar, Rev Tim Costello AO and many more.

2019 also saw the introduction of a dedicated children's non-fiction stream which included sessions on First Nations language and culture, inspiring true tales from some of the AFL's biggest stars, and an epic adventure story of a man and his travel companion and best friend, his dog.

[Click here to view a full list of Word for Word 2019 sessions and workshops.](#)



> Archie Roach AM.



> *Clare Bowditch.*

**In total, the Festival featured 81 presenters across 47 individual events, which included in-conversation sessions, keynote addresses and powerful panel discussions; as well as writing workshops hosted across the GRLC network at seven community library locations.**



*John Marsden.*



## Festival Advisory Committee 2019

### **Cr Margot Smith [Chair]**

Surf Coast Shire Councillor and GRLC Deputy Chair

### **Patti Manolis OAM**

Chief Executive Officer, GRLC

### **Deb Sansom**

Executive Manager, Cultural Development & Community Engagement, GRLC

### **Assoc. Professor Maria Takolander**

Deakin University

### **Kaz Paton**

Former Manager, Arts and Culture, City of Greater Geelong

### **John Bartlett**

Community Representative

### **Hélène Cameron**

Community Representative

### **Marylou Gilbert**

Community Representative

### **Christine Heath**

Community Representative

### **Beth King**

Community Representative

### **Mark Smith**

Community Representative

## Festival Staff

### **Rochelle Smith**

Festival Director

### **Gillian Elijah**

Events & Production Coordinator

### **Pip May**

Festival Assistant

### **Mel O'Connor**

Festival Administration

### **Rebecca Hyde**

Festival Marketing

### **Shelley Carroll**

Digital Coordinator

## Presenting Sponsors

Deakin University

Rydges Geelong

Times News Group

Kings Funerals

Godfrey Hirst Australia

## Sponsors

bay 93.9

Bolinda Audio

Caruggi Restaurant

Dymocks Geelong

Harwood Andrews

James Bennett

Morgans Geelong

Public Café

The RK Group

Vision Super

## Partnerships

Wadawurrung Traditional Owners  
Aboriginal Corporation

Express Media

Geelong Gallery

Nib Literary Award (Waverley Council)

Pace Advertising

Port Fairy Folk Festival

Writers Victoria

## Volunteer Committee

Helen Cox

Anne Riggs


Courtney Santospirito

Jo Turnbull

Andrea Van Der Meer

Thank you to all our dedicated volunteers for the important role you played in the Festival's success.

*Our Word for Word volunteers are recognised in Chapter 8.*



# Chapter 7. Community and Inclusion

**Our communities – in all their diversity – are at the heart of our planning and delivery of library services. Meeting the needs, interests and nuanced requirements of the people who live and work in our region is fundamental to our success.**

**The core principle of equitable access to collections, programs, information and technology is an important driver of all that we do. We actively seek opportunities to engage with the Wadawurrung, Eastern Maar Original Owners of the lands on which our library services operate, our broader community and other local organisations, to continuously improve our services and ensure that they are truly community focused.**

## Cultural protocols

In February 2020, the GRLC Board endorsed the organisation's Cultural Protocols. These are ethical principles designed to guide and build on the GRLC's work with Aboriginal and Torres Strait Islander individuals and communities and protect Aboriginal and Torres Strait Islander cultural and intellectual property rights.

The GRLC recognises that improved outcomes can only be achieved when effective and respectful partnerships are established with Aboriginal and Torres Strait Islander People, communities and organisations. The protocols recognise the diverse, complex, dynamic and evolving cultures and traditions that make up Aboriginal and Torres Strait Islander Australia.

They were developed in collaboration with Wadawurrung Traditional Owners Aboriginal Corporation and a range of Aboriginal and Torres Strait Islander stakeholders, with the intention of improving working relationships and collaboration between the GRLC and its Aboriginal and Torres Strait Islander partners, in recognition of:

- The moral rights of Aboriginal and Torres Strait Islander Peoples as the owners of their knowledge
- Providing equitable access to GRLC's physical spaces, programs, archives, information resources and employment opportunities

- Involving and encouraging participation in library services and library governance for Aboriginal and Torres Strait Islander Peoples
- Appropriate representation of Aboriginal and Torres Strait Islander Peoples and their cultures in libraries, archives and information services
- Other important issues arising from Aboriginal and Torres Strait Islander content and perspectives in documentary materials, media and cultural and intellectual property.

The protocols are based on the *Aboriginal and Torres Strait Islander Library, Information and Resource Network's Protocols for Libraries* (1995) and is accompanied by a three year action plan (2020-2023) which will operationalise this work.

# 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 actively participate in and connect with all aspects of the library service.**

The GRLC's *Disability Access and Inclusion Plan 2018-2022* (DAIP) guides our activities and seeks to ensure all people feel that our libraries are 'for them'. We strive to ensure that the principles in the DAIP are reflected not only in our service delivery but also in the culture of our organisation. We aim to provide spaces where all people feel welcomed, and collections which meet the needs of our diverse communities. 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.

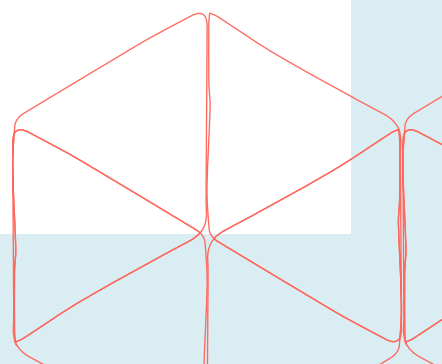
## **Accessibility resources and services available across our network include:**

- 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.



## Opening hours review and community consultation

In September 2019, the GRLC Board considered a proposal for changes to opening hours of libraries located in the City of Greater Geelong.

The proposed opening hours were informed by usage data which demonstrates how and when people access libraries, community feedback provided via the biennial Library Survey and the goals stated in our Library Plan (2017-2021). The opening hours proposal aimed to best respond equitably to the needs of our communities, especially in areas where there is less access to technology and free resources.

Following extensive staff consultation, the local community was invited to have their say on the proposal during a six-week period in early 2020. A comprehensive community engagement plan was developed to support this activity, and communication was delivered via a number of channels. The engagement plan successfully ensured that the community had ready access to information about the proposed changes and opportunities to provide feedback.

The GRLC received more than 700 responses from the community. Respondents' feedback significantly shaped the final opening hours structure, influencing changes to the original proposals in 10 of 13 library branches.

The new opening hours were implemented on 6 July 2020.

## Grants and philanthropy

In recognition of the ever-changing funding landscape for public libraries in Australia, in early 2020 the organisation instituted a donor and grants function which focuses on alternative revenue streams to support and develop the GRLC's programs and services.

As part of this exciting work, there has been significant restructuring of the organisation's Friends of the Library program which will relaunch in October 2020 with new corporate and private streams. Friends of the Library is a key way for people to recognise and contribute to the GRLC's important community work while receiving a range of exclusive benefits.

A new bequest register has been established and will be launched later in 2020. It will allow individuals to make a lasting contribution to the GRLC's outreach initiatives, programs and services.

A co-ordinated approach to grant identification, writing and submissions is now embedded across the workforce with a number of successful grants being secured in the 2019/20 period including in the areas of digital innovation and outreach for seniors.

A series of sponsorships have been secured for our programs including for this year's Word for Word National Non-Fiction Festival, which will be taking place online in November.

To establish and embed this new area of the GRLC's work, a range of internal policies have been developed and training has taken place with our teams across the fundraising, grant writing, sponsorship and partnership areas.



# Community networks and partnerships

## Throughout the year we have worked with:

Accessibility Business Consulting	Care Leavers Australasia Network	Deakin University
Affirm Press	Carnegie Hall Lullaby Project	Deakin University, School of Engineering, Faculty of Science, Engineering & Built Environment
Allen and Unwin Book Publishers	Caruggi Restaurant	Deakin University Archives
Anakie Community House	Central Geelong Marketing	Deakin University, School of Education, Faculty of Arts and Education
Animal Assisted Learning Program	Children's Book Council of Australia	Deakin University, STEM in Research for Educational Impact, Faculty of Arts and Education
Australian Centre for the Moving Image (ACMI)	City of Greater Geelong, Arts and Culture	Department of Education and Training, Koorie Education, Barwon
Australian Federation of Family History Associations	City of Greater Geelong, Central Geelong Marketing	Department of Environment, Land, Water and Planning – Victorian Energy Compare
Australian Library and Information Association	City of Greater Geelong, Civic Accommodation	Department of Human Services – MyGov
Australian Museums and Galleries Association Victoria	City of Greater Geelong, Community Development	Department of Jobs, Precincts and Regions
Australian National Maritime Museum	City of Greater Geelong, Connected Communities	Destination Happiness
Australian Poetry Slam	City of Greater Geelong, Economic Development and Events (Geelong Design Festival)	Diversitat
Back to Back Theatre	City of Greater Geelong, Family Services	Dymocks Geelong
Bannockburn Family Services Centre	City of Greater Geelong, FoRT Youth Centre	Eastern Hub
Barwon Child, Youth & Family	City of Greater Geelong, Marketing Team	Express Media
Barwon Community Legal Service	City of Greater Geelong, Maternal and Child Health Services	Federation University Australia
Barwon Heads Primary School	City of Greater Geelong, Youth Development Unit	Feminist Writers Festival
Barwon Health	City of Greater Geelong, Healthy Communities	Folk Alliance International
Barwon Health Carer Support	City of Greater Geelong, People and Culture	Forum on Australia's Islamic Relations (FAIR)
Barwon Health Palliative Care Unit	City of Greater Geelong, Senior Citizens Clubs Quarterly Meeting	Friends of the Barwon Heads Library
Barwon Month of Action	Colac Family History Group	Friends of the Hooded Plover Bellarine
Barwon Water	Community Agents of Sustainability (CAOS)	Geelong After Dark
bay 93.9	Consumer Affairs	Geelong Arts Centre
Bec Vandyk, independent visual artist	Corio Bay Camera Club Inc.	Geelong Animal Welfare Society (GAWS)
Bellarine Camera Club Inc.	Corio Waste Management	Geelong Branch of The Embroiderer's Guild Victoria
Bellarine Community Health	Country Fire Authority	Geelong Camera Club Inc.
Bellarine Health Care		
Bellarine Historical Society		Geelong Chess Club
Bellarine Living and Learning Centre		Geelong Design Week
Bellarine Youth Worker Network		
Bellbrae Ukulele Group		
Best Start Partnership		
Bethany Group		
Black Inc.		
Bolinda Audio		
Book Grove Ocean Grove		

Geelong Family History Group  
 Geelong Food Relief Centre  
 Geelong Gallery  
 Geelong Historical Society  
 Geelong Museum of Motoring  
 Geelong One Fire Reconciliation Group  
 Geelong Arts Centre  
 Geelong Region Cancerians  
 Geelong Seniors Festival  
 Geelong Show, Homecraft Coordinator  
 Geelong Single Board Computer Group  
 Geelong Sustainability  
 Give Where You Live Foundation  
 GMHBA Health Insurance Australia  
 Godfrey Hirst Australia  
 Golden Plains Shire, Arts and Culture  
 Golden Plains Shire, Youth Development  
 Golden Plains: Active Ageing and Disability  
 Gordon TAFE  
 GP Arts Inc  
 Great Ocean Road Gin  
 Greater Geelong Creative Inc.  
 Hachette Australia  
 Hardie Grant Publishing  
 Harper Collins Publishers Australia  
 Harwood Andrews  
 Headspace  
 Heart Foundation  
 History Teachers Association of Victoria  
 Humans in Geelong  
 Ingenia Gardens  
 Inspiring Victoria  
 James Bennett  
 Jirrahlinga Koala and Wildlife Sanctuary  
 Jobs Victoria  
 Kings Funerals  
 KOGO (Knit One, Give One)  
 Lara RSL Sub Branch  
 LB Learning Systems  
 Leopold Community Hub  
 Leopold Lions Club  
 Lions Club of Corio  
 Lions Club of Torquay  
 Lions Peace Poster Prize  
 Live Life Laughing  
 Low Light Festival Queenscliff  
 Marine and Freshwater Discovery Centre  
 Meerkat Productions  
 Melbourne University Publishing  
 Melbourne Writers Festival  
 Men's Shed Torquay  
 Meredith History Interest Group  
 Morgans Geelong  
 National Celtic Festival Australia  
 National Council of Women Victoria (Geelong Branch)  
 National Disability Insurance Agency  
 National Gallery of Australia  
 National Museum of Papua New Guinea  
 National Reconciliation Week  
 National Surfing Museum  
 National Wool Museum  
 NBN Co Limited  
 Newsouth Books  
 Nib Literary Award (Waverley Council)  
 Ocean Grind  
 On the Low Down  
 Opportunity East  
 Orchestra Geelong  
 Pace Advertising  
 Parks Victoria  
 Penguin Books Australia  
 Performing Arts Heritage Network Aust.  
 PLoNq Inc  
 Port Fairy Folk Festival  
 Pritchard Health  
 Public Café  
 Public Libraries Victoria  
 Public Record Office Victoria  
 Quarterly Essay  
 Queenscliff Uniting Church  
 Queenscliff Visitor Information Centre  
 Queenscliffe Historical Museum  
 Queenscliffe Literary Festival  
 Queenscliffe Maritime Museum  
 Department of Education and Training, Records and Digitisation Services  
 Rip Curl  
 RK Group  
 Rosewall Community Centre  
 Rotary Club of Drysdale  
 Rotary Club of Geelong  
 Rotary Club of Torquay  
 Rydges Geelong  
 Scribe Publishing  
 Simon and Schuster  
 Sirovilla Retirement village  
 Sisters in Crime  
 Sisters in Stitches  
 SKAART Festival  
 Skilling the Bay  
 Skin of our Teeth Productions  
 Soroptimist International  
 South Coast Surf Boards  
 St Mary MacKillop Primary School  
 Surf Coast Shire Youth Team  
 Surf Coast Shire, Community Development  
 Surfing Victoria  
 Tannoch Brae  
 Tastes of Central Geelong  
 Text Publishing  
 The Bellarine Railway  
 The Book Bird  
 The Bookshop at Queenscliff  
 The Royal Society of Victoria  
 The Stella Prize, Stella Schools  
 The Torch Project  
 The Well: Smythesdale Business, Health And Community Hub  
 Times News Group  
 Torquay Books  
 Torquay Bowls Club  
 Tourism Greater Geelong and Bellarine, including Business Events Geelong  
 Torquay Museum Without Walls  
 Transition Streets Geelong  
 University of the Third Age  
 Upstart Geelong  
 VeraQ Pty Ltd  
 Victorian Premier's Reading Challenge  
 Victorian Treaty Advancement Commission  
 Vigex Geelong Australia  
 Vision Australia  
 Vision Super  
 Visitor Information Centre, Torquay  
 Wadawurrung Traditional Owners Aboriginal Corporation  
 Wathaurong Aboriginal Cooperative  
 Writers of Drysdale  
 Writers of the Bellarine  
 Writers Victoria  
 Youth Development Australia



# Chapter 8. Our People

**Geelong Regional Library Corporation recognises its staff and volunteers as the backbone of the organisation.**



**We strive to empower our workforce through development programs that support and grow us as professionals and individuals. We seek to help our people to thrive, so that in turn, we can best meet the needs of our communities.**

# Executive Leadership 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
- Zonta International Centennial Champion Award 2019, Zonta Club of Geelong
- Inductee, Victoria Honour Roll of Women 2016

### **External Networks and Committee Memberships**

- Associate Member, Australian Library and Information Association
- Graduate, Australian Institute of Company Directors
- Member, Public Libraries Victoria
- 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 Cultural Centre, Timor-Leste
- 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

## **Marie O'Dell – Executive Manager, People and Business Operations**

- Masters in Employment Law and Labour Studies, University of Toulouse
- European Masters in Employment Studies, Warwick University

- Bachelor's Degree in Business specialising in Human Resources, INSEEC Paris

### **External Networks and Committee Memberships**

- Fellow, Australian Human Resources Institute
- Participant, Leaders for Geelong 2019/20, Committee for Geelong

## **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

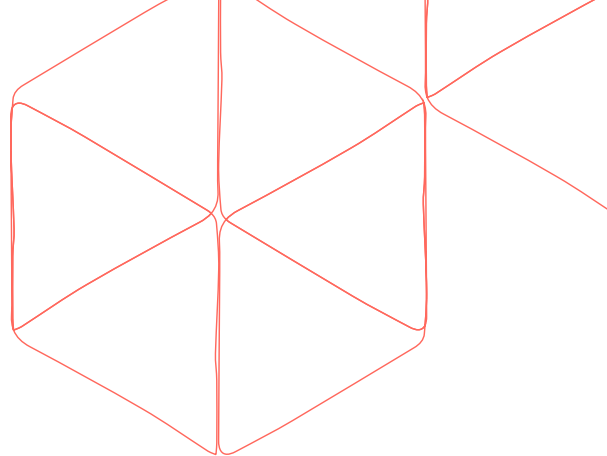
## **Cathy Ferencz – Executive Manager, Library Services and Customer Experience**

- 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

# Organisational memberships



- Australian Communications and Media Authority (ACMA)
- Australian Library and Information Association
- ArtsHub Australia
- Australian Human Resources Institute (AHR)
- Australasian Performing Right Association Ltd (APRA)
- Australian Society of Archivists
- Children's Book Council of Australia (Victoria)
- Customers of SirsiDynix Australasia (COSA)
- FE Technologies Smart Library User Group Inc.
- G21 Geelong Regional Alliance
- Geelong Chamber of Commerce
- International Federation of Library Associations (IFLA)
- Local Government Professionals (LGPro)
- Libraries Australia
- Public Libraries Victoria (PLV)
- Roadshow Public Performing Licencing
- The Grants Hub Pty Ltd
- Tourism Greater Geelong and the Bellarine
- VALA Libraries Technology and the Future Inc.
- Victorian Chamber of Commerce and Industry
- Victorian Association of Family History Organisations
- Volunteering Geelong Inc.



> *Ilona.*

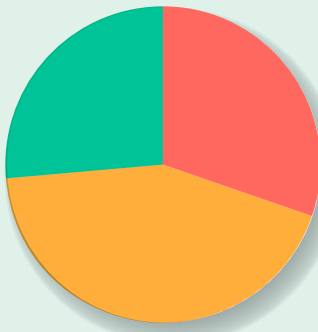
"I love that my job involves talking about and recommending books. The library is such an important space for developing literacy, engaging young readers, and encouraging reading for pleasure."

# Spotlight on our people

The Geelong Regional Library Corporation employed a total of 191 staff compared to 206 in 2018/19. Our ongoing Effective Full Time (EFT) is 109.3 compared with 108.1 previously.

## Staff Headcount

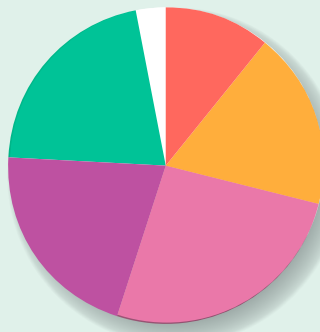
As at 30 June 2020 [2019]



<span style="color: red;">●</span> Ongoing staff – Full-time	58	[58.0]
<span style="color: orange;">●</span> Ongoing staff – Part-time	83	[80]
<span style="color: teal;">●</span> Fixed term & casual	50	[68]
<b>Total</b>	<b>191</b>	<b>[206]</b>

## Age Breakdown

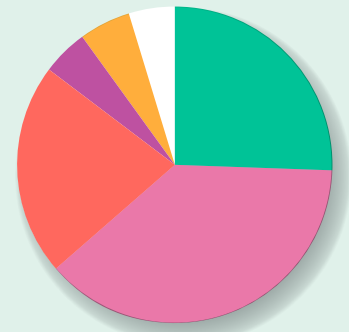
As at 30 June 2020 [2019]



<span style="color: red;">●</span> Under 25	11%	[15%]
<span style="color: orange;">●</span> 25-34	18%	[18%]
<span style="color: pink;">●</span> 35-44	26%	[22%]
<span style="color: purple;">●</span> 45-54	21%	[22%]
<span style="color: teal;">●</span> 55-64	21%	[19%]
<span style="color: white;">●</span> Over 65	3%	[4%]

## Gender Breakdown

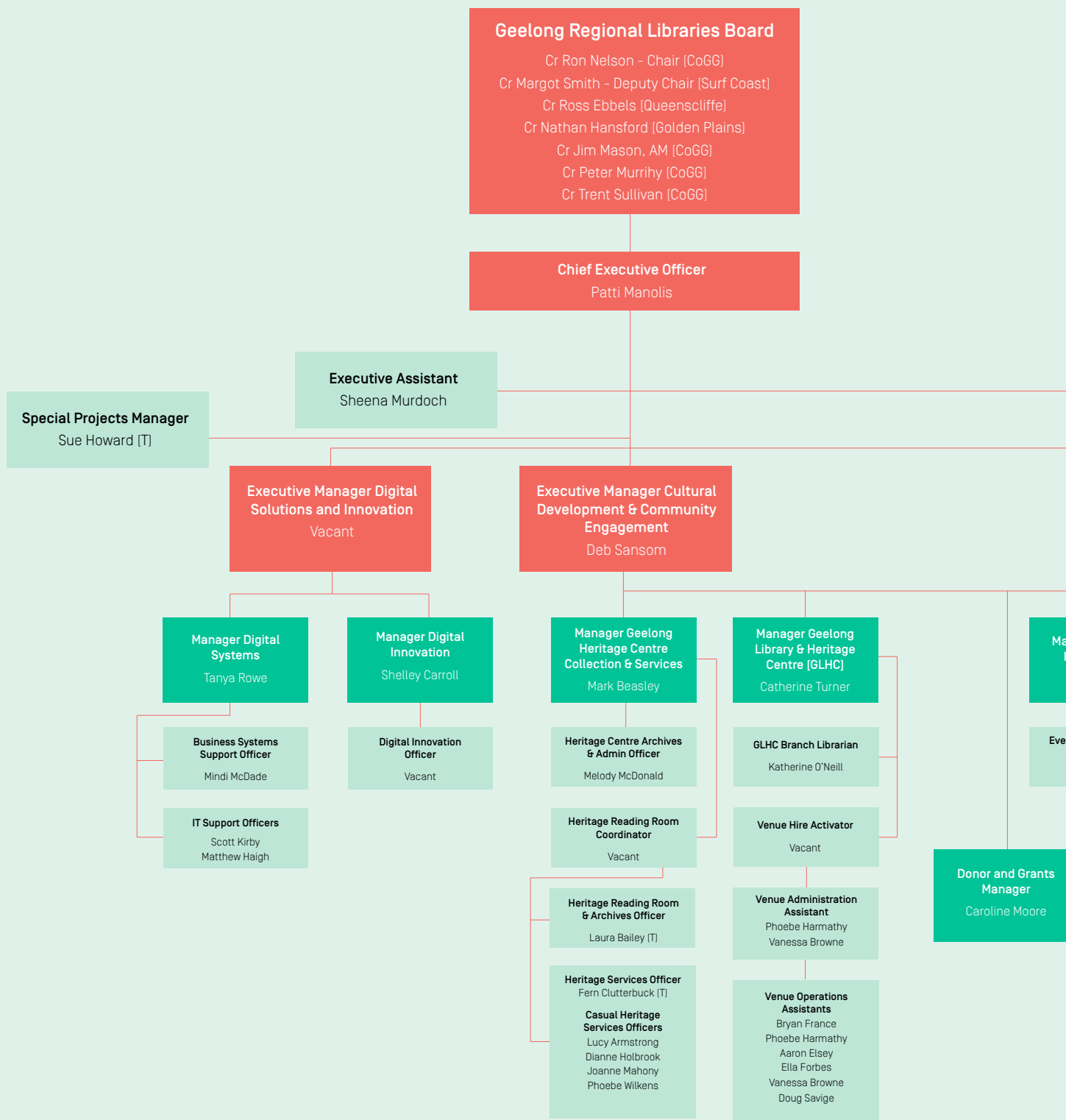
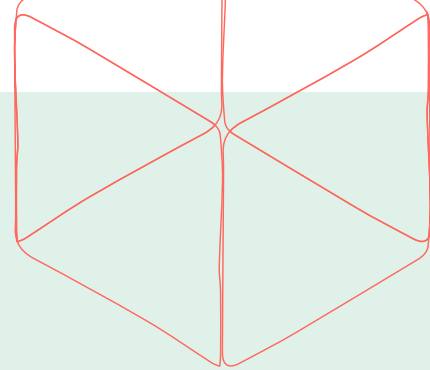
As at 30 June 2020 [2019]



<span style="color: teal;">●</span> Female – Full-time	49	[46]
<span style="color: pink;">●</span> Female – Part-time	73	[73]
<span style="color: red;">●</span> Female – Fixed term & casual	41	[53]
<b>TOTAL</b>	<b>163</b>	<b>[172]</b>
<span style="color: purple;">●</span> Male – Full-time	9	[12]
<span style="color: orange;">●</span> Male – Part-time	10	[7]
<span style="color: white;">●</span> Male – Fixed term & casual	9	[15]
<b>TOTAL</b>	<b>28</b>	<b>[34]</b>

Based on individuals' current status

# 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

Katrina Costa

### Leopold

Hannah Cruise

### Newcomb

Kim Edgar

### Ocean Grove

Georgia Carter

### Queenscliff

Hilary Stennett

### Torquay

Victoria Mathews

### Wauron Ponds

Olivia Simaitis

### Western Heights

School Staff

**Executive Manager People & Business Operations**  
Marie O'Dell

**People Coordinator**

Shane Brown

**Finance and Payroll Coordinator**

Amanda Daniels

**HSW Coordinator**

Susan Russell

**People and Payroll Officer**

Elise Wilson

**Administration Officers**

Wendy Gladwin  
Katie Kompa

**Executive Manager Library Services & Customer Experience**  
Cathy Ferencz

**Manager Events & Programming**

Caz Copic

**Manager Marketing & Communications**

Kirsten Aplin

**Events and Production Coordinator**

Gillian Elijah

**Marketing & Communications Coordinators**

Ann Card  
Rebecca Hyde

**Director Word for Word Festival**  
Rochelle Smith

**Manager Content & Access**

Vacant

**Collection & Information Service Officer**

Kim Neill

**Collection Access Officers**

Claire Johnstone  
Jane McDonald  
Wendy Norton  
Pratibha Sharma

**Information Services Librarians**

**Manager Children's & Youth Services**

Deanne Verity

**Children's & Youth Services Librarians**

**Area Manager South**

Janelle Vise

**Belmont  
Highton  
Torquay  
Wauron Ponds**

**Area Manager Bellarine**

Hannah Cruise

**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

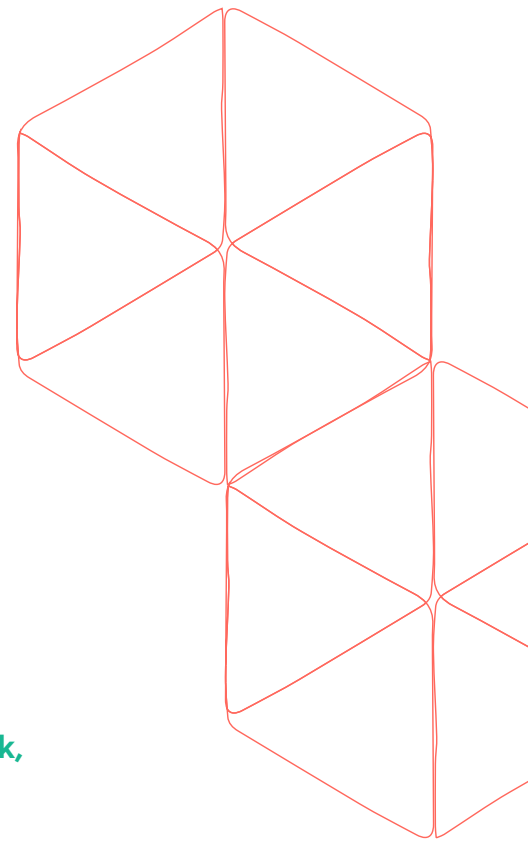
**Golden Plains Mobile**

Kay Allan

**Community Outreach Support Librarian**

Elizabeth Edwards

# A culture of high performance



**The Geelong Regional Library Corporation continues to grow and innovate. This year we have faced a number of challenges due to the pandemic. Communication and consultation remain important priorities and have been strengthened in a number of ways to ensure our staff are informed and confident in undertaking their important work, particularly during these unprecedented times.**

## Strong consultation

The Staff Consultative Committee and the Health, Safety & Wellbeing Committee are active staff representative forums. The Committees meet regularly to report, inform and influence organisational decision-making and have been instrumental in ensuring effective communication across the organisation.

## Employment and development opportunities

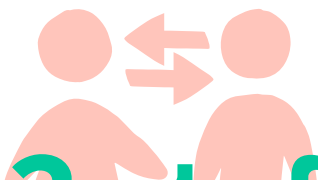
GRLC provides opportunities for all staff to develop and progress within the organisation. Wherever possible, we aim to provide career opportunities to existing staff as soon as a vacancy becomes available, through higher duties, secondments or other arrangements. Over the past twelve months, these opportunities have resulted in the following number of employees being offered:

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

## Employee and leadership workshops

Throughout the year we have continued to embed our Behavioural Competency Framework within our workforce and operations. The framework outlines the preferred behaviours that we expect all our people to display as they undertake their work. It supports our culture and reflects our organisational values and our commitment to outstanding customer service.

To support our staff to develop their leadership capabilities, the GRLC designed and delivered workshops on 'managing a team remotely' and 'having difficult conversations'. In addition, the GRLC hosted a workshop for leaders which provided practical tools to help them support their teams through the uncertainty of the Coronavirus (COVID-19) pandemic (delivered by Verve Psychology). In addition, a session exploring 'Positive Psychology to Promote Wellbeing' was available to all GRLC staff. This session was delivered by Chris Mackey & Associates.



**13 staff**  
secondments

## Recruitment activities

The Behavioural Competency Framework has also informed our recruitment activities this year as we continue to build a capable and caring workforce. During 2019/20:

- 33 roles were advertised internally
- 19 roles were advertised externally
- 33 employees left the organisation (including five retirements)
- 11 new employees joined the organisation.

## Performance appraisal

In the past 12 months, GRLC has introduced an improved formal and measurable process to help guide staff performance appraisals. The process includes a formal questionnaire for employees to complete, with a six month review. The appraisal process is consistent and transparent, and helps ensure that all staff at the organisation have a clear set of priorities and directions, and are supported to achieve their goals.

# Health, safety & wellbeing

## Health, Safety & Wellbeing Committee

The Health, Safety & Wellbeing Committee plays an important role in ensuring employees' health, safety and wellbeing interests are represented. Culturally, the Committee promotes positive safety leadership and participates in driving improvements in health and safety risk management. Operationally, the Committee ensures compliance with health and safety legislation. The Committee has played a particularly essential function during the COVID-19 period.

**[See Chapter 2 for more information about our response to Coronavirus \(COVID-19\).](#)**

## Representation

Health and safety representation is encouraged and supported by the GRLC. The health, safety and wellbeing interests of staff are well represented by a cohort of trained, committed and active health and safety representatives (HSRs). The HSRs are a crucial link between GRLC management and staff, and work closely with the Coordinator Health, Safety and Wellbeing to help keep GRLC workplaces healthy and safe. HSRs also sit on the Health, Safety & Wellbeing Committee as employee representatives.

## Looking ahead

During early 2020, a new specialist role – the Coordinator Health, Safety and Wellbeing – was established. The Coordinator is responsible for the continuous improvement of health, safety and wellbeing management at the organisation. In order to provide a workplace where employees can thrive, the GRLC will be focussing on the following areas of work:

- Improving safety leadership, climate and culture
- Implementing a robust health and safety management system
- Improving the risk management of, and reducing injury/illness associated with, key hazards
- Improving the health and safety capability of staff.

## Awards and recognition

The GRLC recognises its success as a library service is built on the dedication and valued contribution made by its employees. The following staff members were recognised and presented with Service Awards at the 2019 Annual Staff Day:

### 10 Year Service Award

Cathy Ferencz  
Caroline Stok  
Kylie Thomas

### 20 Year Service Award

Kay Dickenson  
Wendy Norton  
Cheryl Timbury

# Staff development and training

## 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 2019/20 focussed on these five strategic areas:

- Organisational culture
- Knowledge acquisition – Tertiary studies
- Creativity and Innovation – Conferences, networking and tours
- Customer service excellence – Work skills development
- Good governance and accountability – Compliance

## Organisational culture

### Annual Staff Day

Once a year, all GRLC 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 2019 program included the following presentations, amongst business and progress updates:

- Marsha Uppill, Arranyinha: Privilege and unconscious bias
- Allison Elsey, Community Outreach & Seniors Programming: Home library, community outreach and mobile library services
- Subha Simpson, Area Manager North: Shared Leadership Program and diversity in the workplace
- Kate Gorman, Executive Manager, People & Business Operations and Shane Brown, Corporate Services Coordinator: GRLC Behavioural Competency Framework and Staff Engagement Survey progress

## 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 GLHC – 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, Business Systems Coordinator and now Manager, Digital Systems 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 2019/20:

- **Tanya Rowe**, Manager, Digital Systems – studying Bachelor of Computer Science
- **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 Master of Education (Teacher Librarianship)
- **Moira Whelan**, Library Officer – studying Doctor of Philosophy
- **Deb Sansom**, Executive Manager, Cultural Development & Community Engagement – studying MBA of Arts and Cultural Management
- **Catherine Turner**, Manager Geelong Library & Heritage Centre – studying Master of Fine Arts (Cultural Leadership)
- **Katrina Costa**, Branch Librarian Lara –studying a Bachelor of Information Studies

## 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.**

### Customer Service Boot Camp

In 2019/20, GRLC frontline staff had the opportunity to attend a Customer Service Boot Camp facilitated by Cate Schreck, Director of Lightbulb Training Solutions.

These boot camps covered a wide range of topics relating to customer service excellence such as team work, human behaviour, communication power and emotional intelligence. Cate ran three boot camps which were attended by more than 60 employees.

### Frontline Training

Frontline training is an online practical self-paced course that is specific to libraries and teaches active customer-care skills. The course enables employees in customer-facing roles to increase their skills and confidence to take responsibility for customer engagement. In 2019/20, 100 employees were enrolled in the basic Frontline course and one employee was enrolled in the advanced course. 78 employees have successfully completed the course.

### Multicultural Connect Jobs Fair

During the year, Elise Wilson (People and Payroll Officer) attended the Diversitat Multicultural Connect Jobs Fair. Elise had the opportunity to run a stall at the event and participated in mock interviews as an interviewer. The jobs fair provides over 150 clients from Culturally and Linguistically Diverse backgrounds an opportunity to meet representatives from more than 20 different local and regional employers and education support services.

### State Library Victoria's Shared Leadership Program

In 2019, Subha Simpson (Area Manager North) was successful in obtaining a place on the State Library Victoria's Shared Leadership Program. This program develops enthusiastic leaders who embrace opportunities to extend their learning and leadership skills through teamwork and project work.

Subha successfully completed the program in October 2019 and presented an Action Learning Project which looked at the current state of diversity in Victorian public libraries. Subha was selected to present her project at the 2020 Libraries and the Community Symposium: Representing and reflecting cultural diversity in library research, policy and practice held at RMIT University. Additionally, Subha chaired a session at the symposium called 'Collecting in the community – creating connections or cultural silos'.

The project is currently undergoing a peer review process and if successful will be published in a special issue of the *Journal of Australia Library and Information Association*.



## Managing Self, Managing Others program

In May 2020, Hannah Cruise (Area Manager Bellarine) participated in the online Managing Self, Managing Others program. Hannah was required to complete two questionnaires, 'Management Development Mapper' and 'Human Needs,' which were used to build a team management profile report. The report explained work preferences and accurately described management strengths and weaknesses and ways to improve. Paul Murphy, the program facilitator, delivered informative and insightful management theories and models and gave participants a variety of resources to help them to continue to develop as a manager.

## State Library Victoria (SLV) Forums and Workshops

During 2019/20, staff participated in the following SLV programs:

- SLV YA Showcase
- SLV Service Design Workshop
- Advocacy for Libraries

## Public Libraries Victoria (PLV) Forums and Workshops

During 2019/20, staff participated in the following PLV programs:

- Libraries Change Lives PLV Conference
- PLV CYS SIG Seminar Mapping Your Community Outreach
- PLV CYS SIG Seminar

## Library and Heritage Knowledge and Skills

- ALIA Community Engagement Training
- ALIA Readers Advisory Training
- Baby Time training
- Bolinda eBook and eAudiobook training
- Bullying and Harassment
- Cash Handling Procedures for Branch Librarians
- Citrix and BIS training
- Cloudlibrary eBook and eAudiobook training
- Communico
- Customer Service Excellence Training
- Early Literacy Program training

- eCollections Refresher training
- eSmart Induction Libraries Project
- Excel Basic
- Frontline Basics training
- Getting Started With Coding
- Having Difficult Conversations
- Identifying Family Violence – SAFV Training
- Incident Reporting Procedure
- Let's Read training
- Library Plan Annual Priorities Workshop
- Manual Handling
- Maternal and Child Health
- Microsoft Office Suite training
- Opening the Book training
- Performance Management
- RBdigital eMagazine training
- Recruitment and Selection training
- Reference Searching training
- Staff Induction Program

## Creativity and innovation – Conferences and industry networking

- 2019 G21 Stakeholder Forum
- Creating High Performance 21<sup>st</sup> Century Teams, T/A Think Strategic
- Designing the Archive Conference – Australian Society of Archivists Inc.
- Future Focused Leadership, T/A Think Strategic
- Libraries and the Community Symposium
- PLV State Conference
- Stakeholder Forum – G21
- VALA 2020 Convention
- Victorian Collections Day Conference Designing the Archive Conference – Australian Museums and Galleries Association
- Victorian Waste Education Conference 2019



## > *Duncan.*

“The library is such a unique place to work. Every day promises different and fascinating enquiries from members. It’s heart-warming to meet so many people who want to learn, do or create something new, and who know that the best place to start that journey is the library.”

### Good governance and accountability – Compliance

- Behavioural Safety
- Chain of Responsibility
- Coronavirus and COVID-19 Prevention and Management
- Customer Service Excellence Training
- Disability 101 Training
- Fire Warden Training
- First Aid
- First Nations Cultural Awareness workshop
- Health and Safety Refresher Training
- HR Law Masterclass
- Intro to InDesign CS6
- Mental Health First Aid Training
- Office Safety
- Principles of Safe Lifting and Carrying
- Safety Committees
- Time Management Training
- Using Positive Psychology to Promote Wellbeing at Work
- Working from Home Fundamentals

# Volunteer programs

**Geelong Regional Library Corporation acknowledges the significant contribution that our many volunteers make to our service, and to the community we serve. We are proud to provide meaningful opportunities for volunteers to develop skills, meet new people and be involved with important community projects.**

The following volunteer opportunities were offered by the Corporation in 2019/20:

## 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 2019/20, 88 volunteers contributed their time to delivering library resources to 338 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, 33 volunteers contributed 1,359 combined hours of time to a variety of projects.

## Word For Word National Non-Fiction Festival

The Festival Volunteer Committee (Helen Cox, Anne Riggs, Courtney Santospirito, Jo Turnbull, Andrea Van Der Meer) assisted with the recruitment and training of 38 festival volunteers who provided invaluable support in the roles of Presenter Support, Ushers and Green Room Attendants.

*✓ Our volunteers.*

CEO, Patti Manolis, with some our GRLC volunteers.



## Geelong Regional Library Corporation thanks the following individuals who volunteered their time in 2019/20:

### Home Library Service volunteers

Denise Arnel  
 Karen Brewer  
 Glenis Brown  
 Jan Brown  
 Mary Budd  
 Linda Buss  
 Tony Carr  
 Vicki Clark  
 Fay Clarke  
 Paula Collits  
 Judith Compton  
 Colin Crosthwaite  
 Barbara Currey  
 Lorene Day  
 Deb De Vries  
 Fran Dorgan  
 Stephanie Downing  
 Sandra Dunstone  
 Bianca Ebeling  
 Liz Edwards  
 Russell Elwin  
 Rosemary Faris  
 Gina Favalaro  
 Ed Ford  
 Annie Gallichio  
 Rosemary Gargan  
 Roman Goeppert  
 Joy Gordon  
 Deidre Green  
 Angie Halpin  
 Joan Ham  
 June Hansen  
 Bronwyn Harding  
 Katie Haydon  
 Gillian Hibbert  
 Naomi Hildebrand  
 Alex Hillgrove  
 Elizabeth Hopkin  
 Vauna Jaensch  
 Liisa Jakosuo-Weatherly

Doris Jarvies  
 Madeleine Johnson  
 Dianne Johnston  
 Tanya Kane  
 Joan Kerr  
 Val Latimore  
 Mark Libardi  
 Mary-Ann Lorimer  
 Norm Lowe  
 Judith Lyons  
 Peter Manley  
 Irene McGinnigle  
 Kerry Mcglone  
 Janet McLennan  
 Louise Meilak  
 Kerry Mentha  
 Sharon Miller  
 Margaret Morgan  
 John Morrison  
 Lyn Morrison  
 Janice Nation  
 Debbie Novak  
 Lyn Nurnaitis  
 Lyn O'Brien  
 Patricia O'Keefe  
 Jonathon O'Neill  
 Elizabeth Peel  
 Janelle Phillips  
 Francis (Frank) Pollock  
 Gaynor Powell  
 Angella Rancic  
 Lyn Ranford  
 Susanne Robertson  
 Helen Rodda  
 Fiona Ryan  
 Pamela Ryan  
 Jan Short  
 Margaret Smith  
 Karen Stephens  
 Jenny Tilleard  
 Jo Turnbull  
 Rhonda Valkenburg

Ann Waite  
 Bruce Waldron  
 Sarina Walker  
 Anne Whelan  
 Lori Whitworth  
 Sue Woodall

### Geelong Heritage Centre volunteers

Yolanda Bisquera Nem Singh  
 Beverly Boyd  
 Jon Breedveld  
 Roslyn Brown  
 Deborah Canaway  
 Rhinda Carroll  
 Trudy Collins  
 Roger Colvin  
 Colin Crosthwaite  
 Terry Dear  
 Sarah Donnison  
 Francesca Dorgan  
 Jenny Eddy  
 Angela Gleeson  
 Bronwyn Harding  
 Sue Harrison  
 Gillian Hibbert  
 Bruce Hunter  
 Pam Jennings  
 Dianne Johnston  
 Joan Kerr  
 Tess Mahony  
 Katherine Messer  
 Margaret Mikulin  
 Andrea O'Hoy  
 Patricia O'Keefe  
 Vernon (Mick) Robinson  
 Rhonda Ronning  
 Christine Simonsen  
 Catherine Sullivan  
 Teresa Theobald  
 Christine Thompson  
 Judith Vardy

### Word for Word Festival volunteers

Tom Adair  
 Wendy Adair  
 Sheryl Allen  
 Gerradine Barry  
 Jackie Beckworth  
 Amber Connor  
 Jacqueline Connor  
 Mariae Curtain  
 Jan Dickson  
 Stephanie Downing  
 Michelene Ferguson  
 Helen Grant  
 Angie Halpin  
 June Hansen  
 Janet Hickling  
 Liisa Jakosuo-Weatherly  
 Amanda Jennings  
 Aidan Kenner  
 Tatiana Kessler  
 Jennifer Kloester  
 Kelli Lavelle  
 Michelle Liddy  
 Fiona Lowe  
 Helen Lyth  
 Louise MacDonald  
 Lauren McDonald  
 Louise Madden  
 Kerry Mentha  
 Mira Olsen  
 Joan Quinlan  
 Jane Rodgers  
 Georgina Scouller  
 Stewart Seaton  
 Marita Seaton  
 Lucy Smelter  
 Rhonda Valkenburg  
 Ann Waite  
 Sue Wood

# Legislative compliance

## Child Safe Standards

Geelong Regional Library Corporation takes seriously its obligations in relation to child safety. The Corporation seeks to actively create a child safe and child friendly environment, where children and young people with whom we have contact are safe and feel safe, and able to actively participate in decisions that affect them. 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 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

The organisation's activities impact both directly and indirectly on the environment and we are committed to continuous improvement in this area through compliance with all relevant environmental legal obligations. In addition, we have implemented a number of initiatives to ensure we are embedding and promoting sustainability values and care among our staff.

In the 2019/20 period, our internal Green Team worked with all staff to ensure that sustainability values are embedded in our approach and across our operations. To support this work, a new sustainability policy was developed and a suite of procedures were implemented pertaining to common library materials, e-waste, program materials, soft plastics and paper. Intrinsic to this work, and as expressed in the 2020 Cultural Protocols, we are also committed to collaborating with, and being guided by, Original Owners to care for country in the areas on which our libraries operate.

## Privacy and Data Protection Act 2014

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 2019/20 year.

## Freedom of Information Act 1982

Under the *Freedom of Information Act 1982*, the community has the right to access certain documents from the GRLC. This general right of access is only limited by exceptions and exemptions which have been prescribed to protect essential public interests and the private and business affairs of people about whom the library holds information. No applications were received during the 2019/20 year.

## Equal Opportunity Employment

Geelong Regional Library Corporation is committed to providing a safe and inclusive environment for its staff and volunteers, while continuing to advocate for the right of all people who work or engage with our organisation to be treated with dignity and respect. Not only are we committed to continuing to meet our legal obligations and responsibilities in regards to educating and seeking to prevent discrimination and harassment, we strongly believe that we also play a role in educating and modelling

appropriate behaviours in our community. All new employees at Geelong Regional Library Corporation now undertake the following modules as part of our online on-boarding process: Equal Employment Opportunity, Workplace Bullying and Sexual Harassment.

### 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 2019/20 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 cover is provided by Jardine Lloyd Thompson 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 conducted a comprehensive Risk Management Audit. GRGLC adopted the use of a Strategic Risk Management Framework and Register as a component of its legislative compliance and governance process.

In 2017 and 2019, these risks were reviewed 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, however 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.

At GRGLC's 26 February 2020 Board planning meeting, it was decided that the strategic risks pertinent to the Board contained within the Strategic Risk Framework and Register would be reported upon as a regular Board meeting agenda item.

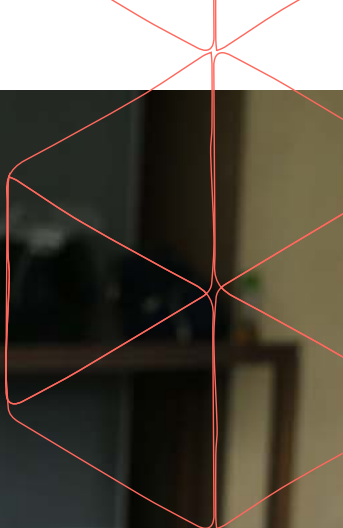
### Protected Disclosures

In accordance with the provisions of s58 of the *Public Interest Disclosures Act 2012* (formerly known as the *Protected Disclosure Act 2012*), the Corporation has a procedure for dealing with disclosures made under the Act. The GRGLC Coordinator Corporate Services is the Corporation's Protected Disclosure Coordinator. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman.

### Occupational Health and Safety

Under the *Occupational Health and Safety Act 2004* (Vic), GRGLC is required to notify certain serious incidents to the Victorian health and safety regulator, WorkSafe Victoria. During 2019/20 GRGLC was not required to notify any incident to WorkSafe Victoria.

Further, no complaints were made to WorkSafe Victoria regarding GRGLC health and safety management and no improvement or prohibition notices were issued to GRGLC by WorkSafe Victoria.



# Chapter 9. Statistical overview



# Our performance

Indicator	Measure	Target/standard	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Membership</b>	Library members as % of population	60% by June 2021	41%	41%	41%	42%	40%
<b>Collection</b>	Number of collection items per capita	2.2	1.6	1.5	1.4	1.4	1.3
<b>Library use</b>	Number of annual library visits (virtual) per capita	Equal to or above average for Victorian Public Library Services					
		- GRLC	4.9	4.6	4.5	4.8	4.2
		- State average	1.5	2.0	2.0	2.1	*
	Number of annual library visits (physical) per capita	Equal to or above average for Victorian Public Library Services					
		- GRLC	6.3	6.7	6.2	6.1	4.3
		- State average	5.1	5.1	4.9	4.8	*
<b>Access to information technology</b>	Number of public access Internet computers per 2,000 <span style="color: #800080;">■</span>	1 computer per 2,000 population (from 2013/14)					
		- Number of computers required to meet standard	141	147	151	155	160
		- Number of computers held	208	208	208	215	215
		- (Shortfall)/excess	67	61	57	60	57
<b>Program participation</b>	Number of participants in library programs and activities	Increased number of participants	136,464	149,815	152,251	157,625	113,378
		% increase on previous year	15%	10%	2%	4%	-28%
<b>User satisfaction</b>	Library user satisfaction <span style="color: #800080;">●</span>	"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)"	<span style="color: #800080;">◆</span>	4.75	<span style="color: #800080;">◆</span>	9.30	<span style="color: #800080;">◆</span>

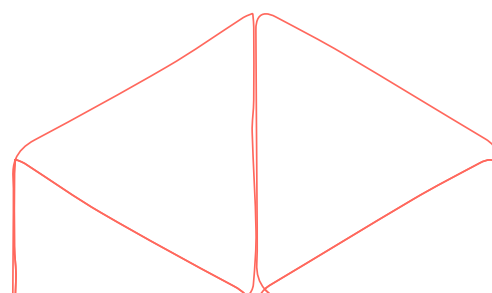
\* The Annual Survey of Public Libraries 2019/20 will be available early 2021

◆ 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	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Community</b>	% 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	◆	4.4	◆	4.5	◆
	- encourages reading		◆	4.1	◆	4.2	◆
- helps to develop literacy skills	◆		4.0	◆	4.1	◆	
<b>Social Inclusion</b>	New library members in targeted areas	Increased membership of 'hard to reach' groups					
		- New members in Corio	1,398	1,351	1,172	1,398	1,057
		- New members in Newcomb	1,012	839	838	746	574
	Participation in library programs in targeted areas	Increased participation of 'hard to reach' groups in library programs					
		- Participants in Corio	9,249	9,277	7,949	9,728	6,331
	- Participants in Newcomb	13,582	14,249	13,449	13,986	10,510	
<b>Partnerships</b>	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	122	142	134	199	225
<b>Funding</b>	Library funding per capita from Member Councils	Equal to or above the average level per capita for Victorian Public Library Services					
		- GRLC	30.60	34.45	35.28	36.32	44.70
		- State Average	32.65	32.94	32.00	32.58	*
<b>Facilities</b>	Floor area per capita	39m <sup>2</sup> per 1,000 population	45.6 m <sup>2</sup>	43.8 m <sup>2</sup>	43.2 m <sup>2</sup>	44.5m <sup>2</sup>	43.3m <sup>2</sup>



# Statistics Overview

Indicator	2015/16	2016/17	2017/18	2018/19	2019/20	% change since last year*	% change over last 5 years*
Population - Regional (ABS ERP)	282,187	293,881	301,536	310,570	319,052	3%	13%
Members <sup>1</sup>	116,338	120,841	123,520	130,003	128,998	-1%	11%
Visits	1,789,248	1,956,363	1,875,228	1,886,452	1,378,493	-27%	-23%
Loans <sup>2</sup>	2,687,512	2,639,219	2,558,039	2,529,943	2,068,626	-18%	-23%
eCollection loans <sup>3</sup>	84,079	106,953	139,435	200,378	312,321	56%	271%
Collection (items)	447,862	431,839	421,670	423,593	413,170	-2%	-8%
Opening hours (weekly)	755	755	755	795	795	0%	5%
Mobile library locations <sup>4</sup>	18	18	18	17	17	0%	-6%
Library floor space (m <sup>2</sup> )	12,877	13,027	13,027	13,827	13,827	0%	7%
Total operating expenses (\$)	13,364,945	14,286,309	14,316,809	15,592,146	15,679,404	1%	17%
Total operating expenses per capita (\$)	47.36	48.61	47.48	50.20	49.14	-2%	4%
Total capital expenses (\$)	2,958,109	1,714,207	1,547,863	2,027,295	1,650,584	-19%	-44%
Lending materials (\$) capital expenditure	1,362,466	1,235,551	1,157,949	1,588,228	1,063,214	-33%	-22%
Staff (EFT) <sup>5</sup>	96.5	97.1	98.6	108.1	109.3	1%	13%
Lifelong learning and cultural programs	5,558	6,255	6,613	6,886	5,437	-21%	-2%
Lifelong learning and cultural program attendances	136,457	149,815	152,251	157,625	113,378	-28%	-17%
Website and catalogue visits	1,370,330	1,343,140	1,348,924	1,478,126	1,334,994	-10%	-3%

\*Decreases largely due to impact of COVID-19 pandemic

- 1 Membership reflects total membership plus new members of 14,166 less removal of 14,773 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

# Membership

Total Membership	Pre-COVID-19				During COVID-19			
	2018/19 Jul-Feb	2019/20 Jul-Feb	YTD +/-	YTD %	2018/19 Mar-Jun	2019/20 Mar-Jun	YTD +/-	YTD %
Membership	123,908	126,571	2,663	2%	130,003	128,998	-1,005	-1%

Membership by place of residence	2015/16	2016/17	2017/18	2018/19	2019/20	% change since last year	% change over last five years
Borough of Queenscliffe	1,721	1,713	1,709	1,706	1,664	-2%	-3%
City of Greater Geelong	92,110	95,423	97,065	101,898	100,810	-1%	9%
Golden Plains Shire	5,510	5,502	5,587	5,609	5,514	-2%	0%
Surf Coast Shire	10,842	11,383	11,896	12,485	12,597	1%	16%
Other Local Government Areas	6,155	6,820	7,263	8,305	8,413	1%	37%
<b>Total members</b>	<b>116,338</b>	<b>120,841</b>	<b>123,520</b>	<b>130,003</b>	<b>128,998</b>	<b>-1%</b>	<b>11%</b>
<b>Population</b>	<b>282,187</b>	<b>293,881</b>	<b>301,536</b>	<b>310,570</b>	<b>319,052</b>	<b>3%</b>	<b>13%</b>

## Library Membership by Local Government Area (LGA)

2019/20		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	1,261	619	2	4	626	2,512	
City of Greater Geelong	401	99,341	1,331	3,604	6,577	111,254	
Golden Plains Shire	1	323	4,173	29	182	4,708	
Surf Coast Shire	1	527	8	8,960	1,028	10,524	
<b>Totals</b>	<b>1,664</b>	<b>100,810</b>	<b>5,514</b>	<b>12,597</b>	<b>8,413</b>	<b>128,998</b>	
<b>Members by place of residence as a % of total members</b>	<b>1%</b>	<b>78%</b>	<b>4%</b>	<b>10%</b>	<b>7%</b>	<b>100%</b>	

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

## Library Membership as a percentage of Local Government Area Population

Local Government Area	Population	Members	% Members
Borough of Queenscliffe	2,940	2,290	78%
City of Greater Geelong	258,934	107,387	41%
Golden Plains Shire <sup>1</sup>	23,722	5,696	24%
Surf Coast Shire	33,456	13,625	41%
<b>Totals</b>	<b>319,052</b>	<b>128,998</b>	<b>40%</b>

In line with Local Government Reporting methodology, 8,413 non-resident members have been assigned to the local government area of their preferred branch.

<sup>1</sup> It is noted that 5,059 Golden Plains Shire residents are members of Central Highlands Libraries, raising the total percentage of library members to 45% of residents.

# Library Usage

Library	Members	Visits	Loans	Reservations	Information enquiries	Public access internet sessions	Wireless sessions
Bannockburn	4,112	38,306	50,453	11,108	2,199	1,671	2,262
Barwon Heads	1,790	9,623	39,767	6,844	1,027	281	290
Belmont	12,417	169,940	230,716	34,957	9,019	17,621	7,150
Chilwell	1,523	28,397	42,107	10,346	1,487	1,607	2,173
Corio	9,597	86,421	103,504	15,745	7,505	15,021	14,314
Drysdale	8,011	97,236	131,690	27,841	4,371	7,042	3,116
Geelong	27,373	320,813	216,134	42,468	21,212	34,424	35,847
Geelong West	10,699	104,511	142,649	33,856	9,915	10,191	10,574
Highton	2,596	28,466	35,784	12,909	3,173	843	6,131
Home Library Service	118	0	7,668	1,718	0	0	0
Lara	5,472	50,552	50,952	12,516	4,345	6,211	4,119
Leopold	1,873	49,183	76,724	8,799	3,581	3,261	2,531
Newcomb	7,216	69,080	81,881	16,612	10,375	8,738	5,655
Ocean Grove	9,498	88,255	138,396	29,171	7,650	5,769	6,558
Queenscliff	2,512	20,767	33,666	10,152	2,686	1,777	2,474
Torquay	9,059	75,353	130,776	29,167	4,477	6,449	7,782
Waurin Ponds	11,624	117,634	185,048	31,086	10,073	8,674	8,187
Western Heights College	788	6,582	8,589	2,220	40	0	0
<b>All Static Libraries</b>	<b>126,278</b>	<b>1,361,119</b>	<b>1,706,504</b>	<b>337,515</b>	<b>103,135</b>	<b>129,580</b>	<b>119,163</b>
City of Greater Geelong Mobile Library stops	659	3,707	10,496	2,885	361	-	47
Golden Plains Shire Mobile Library stops	596	3,658	14,975	4,116	514	-	-
Surf Coast Shire Mobile Library stops	1,465	10,009	24,330	6,688	836	-	134
<b>All Mobile Libraries</b>	<b>2,720</b>	<b>17,374</b>	<b>49,801</b>	<b>13,689</b>	<b>1,711</b>	<b>0</b>	<b>181</b>
<b>Total Static and Mobile Libraries</b>	<b>128,998</b>	<b>1,378,493</b>	<b>1,756,305</b>	<b>351,204</b>	<b>104,846</b>	<b>129,580</b>	<b>119,344</b>
Website visits, online reservations, eCollection loans		806,480	312,321	14,000	-	-	-
<b>Total usage</b>	<b>128,998</b>	<b>2,184,973</b>	<b>2,068,626</b>	<b>365,204</b>	<b>104,846</b>	<b>129,580</b>	<b>119,344</b>

# Visits by Local Government Area

Visits	Pre-COVID-19				During COVID-19			
	2018/19 Jul-Feb	2019/20 Jul-Feb	YTD +/-	YTD %	2018/19 Mar-Jun	2019/20 Mar-Jun	YTD +/-	YTD %
Barwon Heads	8,771	8,404	-367	-4.2%	4,798	1,219	-3,579	-74.6%
Belmont	160,016	154,772	-5,244	-3.3%	78,918	15,168	-63,750	-80.8%
Chilwell <sup>1</sup>	21,566	24,671	3,105	14.4%	10,630	3,726	-6,904	-64.9%
Corio	73,927	77,892	3,965	5.4%	33,816	8,529	-25,287	-74.8%
Drysdale	87,300	85,921	-1,379	-1.6%	43,456	11,315	-32,141	-74.0%
Geelong	315,416	294,535	-20,881	-6.6%	155,004	26,278	-128,726	-83.0%
Geelong West <sup>2</sup>	104,789	92,426	-12,363	-11.8%	52,403	12,085	-40,318	-76.9%
Highton <sup>3</sup>	25,727	25,099	-628	-2.4%	13,172	3,367	-9,805	-74.4%
Lara	44,701	45,098	397	0.9%	23,308	5,454	-17,854	-76.6%
Leopold <sup>4</sup>	16,843	44,077	27,234		20,848	5,106	-15,742	-75.5%
Newcomb	64,740	61,695	-3,045	-4.7%	30,744	7,385	-23,359	-76.0%
Ocean Grove	85,416	79,089	-6,327	-7.4%	41,427	9,166	-32,261	-77.9%
Wairn Ponds <sup>5</sup>	103,813	106,250	2,437	2.3%	53,512	11,384	-42,128	-78.7%
Western Heights College <sup>6</sup>	7,394	6,066	-1,328	-18.0%	3,661	516	-3,145	-85.9%
City of Gr Geelong Mobile Library Stops <sup>7,8,10,11</sup>	4,306	3,142	-1,164	-27.0%	1,404	565	-839	-59.8%
<b>All City of Greater Geelong Visits</b>	<b>1,124,725</b>	<b>1,109,137</b>	<b>-15,588</b>	<b>-1.4%</b>	<b>567,101</b>	<b>121,263</b>	<b>-445,838</b>	<b>-78.6%</b>
Bannockburn	34,152	33,884	-268	-0.8%	17,892	4,422	-13,470	-75.3%
Golden Plains Shire Mobile Library Stops <sup>8,10,11</sup>	3,370	3,189	-181	-5.4%	1,842	469	-1,373	-74.5%
<b>All Golden Plains Shire Visits</b>	<b>37,522</b>	<b>37,073</b>	<b>-449</b>	<b>-1.2%</b>	<b>19,734</b>	<b>4,891</b>	<b>-14,843</b>	<b>-75.2%</b>
Torquay <sup>9</sup>	65,331	67,835	2,504	3.8%	33,068	7,518	-25,550	-77.3%
Surf Coast Shire Mobile Library Stops <sup>10,11</sup>	8,579	8,672	93	1.1%	3,734	1,337	-2,397	-64.2%
<b>All Surf Coast Shire Visits</b>	<b>73,910</b>	<b>76,507</b>	<b>2,597</b>	<b>3.5%</b>	<b>36,802</b>	<b>8,855</b>	<b>-27,947</b>	<b>-75.9%</b>
Queenscliff	17,875	18,263	388	2.2%	8,783	2,504	-6,279	-71.5%
<b>All Borough of Queenscliffe Visits</b>	<b>17,875</b>	<b>18,263</b>	<b>388</b>	<b>2.2%</b>	<b>8,783</b>	<b>2,504</b>	<b>-6,279</b>	<b>-71.5%</b>
<b>Total Physical Visits</b>	<b>1,254,032</b>	<b>1,240,980</b>	<b>-13,052</b>	<b>-1.0%</b>	<b>632,420</b>	<b>137,513</b>	<b>-494,907</b>	<b>-78.3%</b>
Website visits	584,300	626,307	42,007	7.2%	313,393	180,173	-133,220	-42.5%
<b>Total Visits</b>	<b>1,838,332</b>	<b>1,867,287</b>	<b>28,955</b>	<b>1.6%</b>	<b>945,813</b>	<b>317,686</b>	<b>-628,127</b>	<b>-66.4%</b>

See footnotes on page 96

# Loans by Local Government Area

Loans	Pre-COVID-19				During COVID-19			
	2018/19 Jul-Feb	2019/20 Jul-Feb	YTD +/-	YTD %	2018/19 Mar-Jun	2019/20 Mar-Jun	YTD +/-	YTD %
Barwon Heads	34,060	33,986	-74	-0.2%	19,165	5,781	-13,384	-69.8%
Belmont	197,789	201,205	3,416	1.7%	96,982	29,511	-67,471	-69.6%
Chilwell <sup>1</sup>	29,962	37,157	7,195	24.0%	13,550	4,950	-8,600	-63.5%
Corio	95,775	90,569	-5,206	-5.4%	43,632	12,935	-30,697	-70.4%
Drysdale	117,756	114,020	-3,736	-3.2%	55,601	17,670	-37,931	-68.2%
Geelong	220,627	196,619	-24,008	-10.9%	100,734	27,183	-73,551	-73.0%
Geelong West <sup>2</sup>	142,824	122,442	-20,382	-14.3%	70,362	20,207	-50,155	-71.3%
Highton <sup>3</sup>	33,452	29,484	-3,968	-11.9%	16,710	6,300	-10,410	-62.3%
Lara	44,622	44,063	-559	-1.3%	22,388	6,889	-15,499	-69.2%
Leopold <sup>4</sup>	31,064	67,501	36,437		37,878	9,223	-28,655	-75.7%
Newcomb	82,839	71,010	-11,829	-14.3%	34,776	10,871	-23,905	-68.7%
Ocean Grove	130,220	119,912	-10,308	-7.9%	61,568	18,484	-43,084	-70.0%
Wairn Ponds <sup>5</sup>	161,061	160,331	-730	-0.5%	80,549	24,717	-55,832	-69.3%
Western Heights College <sup>6</sup>	8,358	7,679	-679	-8.1%	3,908	910	-2,998	-76.7%
City of Gr Geelong Mobile Library Stops <sup>7,8,10,11</sup>	12,924	8,773	-4,151	-32.1%	4,895	1,723	-3,172	-64.8%
<b>All City of Greater Geelong Loans</b>	<b>1,343,333</b>	<b>1,304,751</b>	<b>-38,582</b>	<b>-2.9%</b>	<b>662,698</b>	<b>197,354</b>	<b>-465,344</b>	<b>-70.2%</b>
Bannockburn	42,374	43,735	1,361	3.2%	20,641	6,718	-13,923	-67.5%
Golden Plains Shire Mobile Library Stops <sup>8,10,11</sup>	11,769	13,307	1,538	13.1%	6,771	1,668	-5,103	-75.4%
<b>All Golden Plains Shire Loans</b>	<b>54,143</b>	<b>57,042</b>	<b>2,899</b>	<b>5.4%</b>	<b>27,412</b>	<b>8,386</b>	<b>-19,026</b>	<b>-69.4%</b>
Torquay <sup>9</sup>	109,765	111,338	1,573	1.4%	55,370	19,438	-35,932	-64.9%
Surf Coast Shire Mobile Library Stops <sup>10,11</sup>	21,698	20,952	-746	-3.4%	10,691	3,378	-7,313	-68.4%
<b>All Surf Coast Shire Loans</b>	<b>131,463</b>	<b>132,290</b>	<b>827</b>	<b>0.6%</b>	<b>66,061</b>	<b>22,816</b>	<b>-43,245</b>	<b>-65.5%</b>
Queenscliff	30,132	28,529	-1,603	-5.3%	14,323	5,137	-9,186	-64.1%
<b>All Borough of Queenscliffe Loans</b>	<b>30,132</b>	<b>28,529</b>	<b>-1,603</b>	<b>-5.3%</b>	<b>14,323</b>	<b>5,137</b>	<b>-9,186</b>	<b>-64.1%</b>
<b>Total Static and Mobile Library Loans</b>	<b>1,559,071</b>	<b>1,522,612</b>	<b>-36,459</b>	<b>-2.3%</b>	<b>770,494</b>	<b>233,693</b>	<b>-536,801</b>	<b>-69.7%</b>
eCollection Loans	121,203	183,548	62,345	51.4%	79,175	128,773	49,598	62.6%
<b>Total including eCollection Loans</b>	<b>1,680,274</b>	<b>1,706,160</b>	<b>25,886</b>	<b>1.5%</b>	<b>849,669</b>	<b>362,466</b>	<b>-487,203</b>	<b>-57.3%</b>

See footnotes on page 96

## Notes

- 1 Chilwell Library closed for refurbishment Mon 18 Mar 2019 – Wed 03 Apr 2019. Reopened Thu 04 Apr 2019
- 2 Geelong West Library closed for unplanned maintenance Thu 05 Sep 2019 – Sun 22 Sep 2019. Reopened Mon 23 Sep 2019.
- 3 Highton Library closed for refurbishment Mon 25 Nov 2019 – Sun 22 Dec 2019. Reopening Mon 23 Dec 2019.
- 4 Leopold Library opened Mon 03 Dec 2018.
- 5 Waurm Ponds Library closed for recarpeting Thu 02 Jan 2020 to Fri 03 Jan 2020. Reopened Sat 04 Jan 2020.
- 6 Western Heights College Library reduced opening hours from Tue 29 Jan 2019.
- 7 Leopold mobile library stop ceased Mon 03 Dec 2018 following the opening of the new Leopold Library.
- 8 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.  
  
Golden Plains Mobile vehicle out of service for maintenance from Tue 02 Jul 2019 – Fri 05 Jul 2019. Replacement service offered with HLS van.
- 9 Torquay Library closed for refurbishment Mon 08 Oct 2018 – Fri 12 Oct 2018. Reopened Sat 13 Oct 2018.
- 10 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  
  
Bellarine/Surf Coast Mobile out of service for repairs Mon 1 Jul 2019.  
  
Bellarine/Surf Coast Mobile out of service for repairs Sat 7 Dec 2019 – Wed 11 Dec 2019. Golden Plains vehicle servicing Bellarine/Surf Coast stops during this time.
- 11 Mobile Libraries closed Christmas – New Year Tue 25 Dec 2018 – Tue 1 Jan 2019 / Mon 23 Dec 2019 – Wed 1 Jan 2020.



# Digital Collections Access

Digital Collections Access	Pre-COVID-19				During COVID-19			
	2018/19 Jul-Feb	2019/20 Jul-Feb	YTD +/-	YTD %	2018/19 Mar-Jun	2019/20 Mar-Jun	YTD +/-	YTD %
Online information resources: full text retrievals	59,222	66,072	6,850	12%	34,976	94,842	59,866	171%
eBooks: downloads and PC views	49,830	62,214	12,384	25%	28,781	48,306	19,525	68%
eAudiobooks: downloads	52,129	73,649	21,520	41%	30,941	48,511	17,570	57%
Language + Literacy Programs: accesses	39,266	42,158	2,892	7%	20,337	9,243	-11,094	-55%
Digital Magazines: downloads and views	21,497	37,977	16,480	77%	16,544	28,954	12,410	75%
Streaming Video		12,574	12,574		4,041	11,139	7,098	176%
<b>Total</b>	<b>221,944</b>	<b>294,644</b>	<b>72,700</b>	<b>33%</b>	<b>135,620</b>	<b>240,995</b>	<b>105,375</b>	<b>78%</b>

# Collection Size by Location

Library	TOTAL
Bannockburn	14,798
Barwon Heads	8,247
Belmont	38,785
Chilwell	10,031
Corio	32,510
Drysdale	19,158
Geelong	80,085
Geelong West	27,337
Highton	7,268
Lara	16,716
Leopold	15,281
Mobile Libraries	8,346
Newcomb	20,882
Ocean Grove	24,988
Queenscliff	11,498
Torquay	21,957
Waurin Ponds	29,695
Western Heights College	4,764
Online eCollections	20,824
<b>Totals</b>	<b>413,170</b>

# Collection by Type

Collections	TOTAL	%
Junior	117,933	28.5%
Adult Fiction	82,677	20.0%
Adult Non-Fiction	77,015	18.6%
DVDs	30,952	7.5%
eCollections	20,824	5.0%
Young Adult	19,751	4.8%
Music CDs	18,289	4.4%
Large Print	16,001	3.9%
Magazines	12,104	2.9%
AudioBooks	10,160	2.5%
LOTE	5,234	1.3%
Geelong Local Area Collection	1,340	0.3%
Reference	890	0.2%
<b>Total</b>	<b>413,170</b>	<b>100.0%</b>





# Financial Report



For the year ended 30 June 2020

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Number

## Financial Report

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## Financial Statements

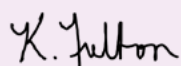
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# Certification of the Financial Statements

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.



Kathy Fulton CPA  
Principal Accounting Officer  
Date : 26/08/2020  
Geelong

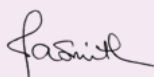
In our opinion the accompanying financial statements present fairly the financial transactions of the Geelong Regional Library Corporation for the year ended 30 June 2020 and the financial position of the Corporation as at that date.

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.

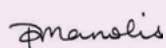
We have been authorised by the Geelong Regional Library Corporation and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.



Ron Nelson  
Board Member  
Date : 26/08/2020  
Geelong



Margot Smith  
Board Member  
Date : 26/08/2020  
Geelong



Patti Manolis  
Chief Executive Officer  
Date : 26/08/2020  
Geelong

# Independent Auditor's Report



## Independent Auditor's Report

### *To the Board Members of Geelong Regional Library Corporation*

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<b>Opinion</b>	<p>I have audited the financial report of Geelong Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"><li>• balance sheet as at 30 June 2020</li><li>• comprehensive income statement for the year then ended</li><li>• statement of changes in equity for the year then ended</li><li>• statement of cash flows for the year then ended</li><li>• statement of capital works for the year then ended</li><li>• notes to the financial statements, including significant accounting policies</li><li>• certification of the financial statements.</li></ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2020 and their 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>
<b>Basis for Opinion</b>	<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>
<b>Board Members's responsibilities for the financial report</b>	<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>

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# Independent Auditor's Report

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**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  
3 September 2020



Sanchu Chummar

*as delegate for the Auditor-General of Victoria*



## Comprehensive Income Statement For the Year Ended 30 June 2020

	Note	2020	2019
<b>INCOME</b>			
Contributions	2.1	14,850,153	12,341,372
Grants - operating	2.2	2,066,484	1,966,514
User fees	2.3	304,495	426,920
Other income	2.4	314,101	400,735
Grants - capital	2.2	49,377	49,286
Net gain (or loss) on disposal of property, infrastructure, plant and equipment	2.5	8,143	21,697
<b>Total income</b>		<b>17,592,753</b>	<b>15,206,524</b>
<b>EXPENSES</b>			
Employee costs	3.1	10,647,663	10,216,108
Materials and services	3.2	2,714,514	2,728,684
Depreciation and amortisation	3.3	1,962,697	2,105,162
Book value of assets written off	3.3	278,936	451,892
Amortisation - right of use assets	3.4	65,687	-
Finance costs - leases	3.5	2,274	-
Other expenses	3.6	7,633	90,300
<b>Total expenses</b>		<b>15,679,404</b>	<b>15,592,146</b>
<b>Surplus/(deficit) for the year</b>		<b>1,913,349</b>	<b>(385,622)</b>
<b>Total comprehensive result</b>		<b>1,913,349</b>	<b>(385,622)</b>

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

# Balance Sheet

## as at 30 June 2020

	Note	2020	2019
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	4.1	939,333	994,077
Trade and other receivables	4.1	304,496	599,908
Other financial assets	4.1	3,500,849	1,004,759
Other assets	4.2	115,257	88,663
<b>Total current assets</b>		<b>4,859,935</b>	<b>2,687,407</b>
<b>Non-current assets</b>			
Plant and equipment	5	10,711,875	11,311,018
Right-of-use assets	4.5	65,687	-
<b>Total non-current assets</b>		<b>10,777,562</b>	<b>11,311,018</b>
<b>Total assets</b>		<b>15,637,497</b>	<b>13,998,425</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	4.3	344,773	772,328
Provisions	4.4	1,672,525	1,524,318
Lease liabilities	4.5	80,314	-
<b>Total current liabilities</b>		<b>2,097,612</b>	<b>2,296,646</b>
<b>Non-current liabilities</b>			
Provisions	4.4	137,108	212,351
<b>Total non-current liabilities</b>		<b>137,108</b>	<b>212,351</b>
<b>Total liabilities</b>		<b>2,234,720</b>	<b>2,508,997</b>
<b>Net Assets</b>		<b>13,402,777</b>	<b>11,489,428</b>
<b>EQUITY</b>			
Members contributions		3,886,011	3,886,011
Accumulated surplus		9,516,766	7,603,417
<b>Total Equity</b>		<b>13,402,777</b>	<b>11,489,428</b>

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

## Statement of Changes in Equity For the Year Ended 30 June 2020

2020	Total \$	Accumulated Surplus \$	Members Contributions \$
Balance at beginning of the financial year	11,489,428	7,603,417	3,886,011
Surplus/(deficit) for the year	1,913,349	1,913,349	-
<b>Balance at end of the financial year</b>	<b>13,402,777</b>	<b>9,516,766</b>	<b>3,886,011</b>

2019	Total \$	Accumulated Surplus \$	Members Contribution \$
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)	-
<b>Balance at end of the financial year</b>	<b>11,489,428</b>	<b>7,603,417</b>	<b>3,886,011</b>

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 2020

	Note	2020 Inflows/(Outflows) \$	2019 Inflows/(Outflows) \$
<b>Cash flows from operating activities</b>			
User fees		334,945	469,612
Grants - operating		2,066,484	1,966,514
Grants - capital		49,377	49,286
Contributions - monetary		14,904,054	12,517,822
Interest received		41,669	99,605
Other receipts		299,675	331,243
Net GST refund/(payment)		261,767	379,349
Employee costs		(10,525,733)	(10,055,093)
Materials and services		(3,544,710)	(4,008,214)
Other payments		(7,567)	(136,283)
<b>Net cash provided by/(used in) operating activities</b>		<b>3,879,960</b>	<b>1,613,841</b>
<b>Cash flows from investing activities</b>			
Payments for property, infrastructure, plant and equipment		(1,393,423)	(2,770,154)
Proceeds from sale of property, infrastructure, plant and equipment		8,143	21,697
Payments for investments		(20,028,217)	(11,297,128)
Proceeds from sale of investments		17,532,126	13,292,369
<b>Net cash provided by/(used in) investing activities</b>		<b>(3,881,370)</b>	<b>(753,216)</b>
<b>Cash flows from financing activities</b>			
Interest paid - lease liability		(2,274)	-
Repayment of lease liabilities		(51,060)	-
<b>Net cash provided by/(used in) financing activities</b>		<b>(53,334)</b>	<b>-</b>
Net increase (decrease) in cash and cash equivalents		(54,744)	860,625
Cash and cash equivalents at the beginning of the financial year		994,077	133,452
<b>Cash and cash equivalents at the end of the financial year</b>		<b>939,333</b>	<b>994,077</b>
Financing arrangements	4.5		
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 2020

	Note	2020	2019
<b>Plant and equipment</b>			
Plant, machinery and equipment		422,888	381,606
Fixtures, fittings and furniture		164,482	57,461
Lending materials		1,063,214	1,588,228
<b>Total plant and equipment</b>		<b>1,650,584</b>	<b>2,027,295</b>
<b>Total capital works expenditure</b>		<b>1,650,584</b>	<b>2,027,295</b>
<b>Represented by:</b>			
New asset expenditure		-	488,573
Asset renewal expenditure		1,647,971	1,538,722
Asset upgrade expenditure		2,613	-
<b>Total capital works expenditure</b>		<b>1,650,584</b>	<b>2,027,295</b>

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### 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 Queenscliff 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); and,
- Other areas requiring judgments.

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 2020

### Note 1 Performance against budget

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

The budget figures detailed below are those adopted by the Corporation on 26th June 2019. 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*.

	Budget 2020 \$	Actual 2020 \$	Variance 2020 \$	Variance 2020 %	Ref
<b>1.1 Income and expenditure</b>					
<b>INCOME</b>					
Contributions	12,087,134	14,850,153	2,763,019	23%	1
Grants - operating	2,052,268	2,066,484	14,216	1%	
User fees	527,691	304,495	(223,196)	-42%	2
Other income	523,918	314,101	(209,817)	-40%	3
Grants - capital	59,286	49,377	(9,909)	-17%	4
Net gain/(loss) on disposal of plant and equipment	-	8,143	8,143	100%	5
<b>Total income</b>	<b>15,250,297</b>	<b>17,592,753</b>	<b>2,342,456</b>	<b>15%</b>	
<b>EXPENSES</b>					
Employee costs	11,144,943	10,647,663	497,280	4%	6
Materials and services	2,941,725	2,714,514	227,211	8%	
Depreciation and amortisation	2,438,000	1,962,697	475,303	19%	7
Book value of assets written off	-	278,936	(278,936)	100%	8
Amortisation - right of use assets	-	65,687	(65,687)	100%	9
Finance costs - leases	-	2,274	(2,274)	100%	9
Other expenses	92,100	7,633	84,467	92%	10
<b>Total expenses</b>	<b>16,616,768</b>	<b>15,679,404</b>	<b>937,364</b>	<b>6%</b>	
<b>Surplus/(deficit) for the year</b>	<b>(1,366,471)</b>	<b>1,913,349</b>	<b>3,279,820</b>	<b>-240%</b>	

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### (i) Explanation of material variations

Variance Ref	Item	Explanation
1	Contributions	City of Greater Geelong contribution for the first quarter in 2020-21 financial year received in advance (\$2.7m).
2	User Fees	A decrease in user fee income reflects the impact of COVID-19 on budgeted figures due to closures from March 2020 to June 2020. Venue Hire income for the Geelong Library & Heritage Centre was lower than anticipated prior to the closures.
3	Other income	The following income items were unfavourable to budget: Fines (\$74k), Donations (\$29k), Interest Income (\$58k) and Sponsorships (\$48k). Fines were waived during the closure period and interest rates on deposits declined significantly.
4	Grants - capital	Variance is due to the \$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 book sales.
6	Employee Costs	<p>Variances under Budget: Vacant positions not filled \$199k, non-cash adjustment to LSL provision \$132k, reduction in overtime hours \$107k and permanent and backfill hours \$64k during branch closures, induction costs of new staff \$45k, annual leave decreased due to increased use of casual staff for backfill \$22k, permanent/backfill/overtime hours prior to branch closures \$13k.</p> <p>Variances over Budget: Unbudgeted redundancy payments \$55k, Fringe Benefits Tax budgeted to Materials &amp; Services, with the actual amount included as an employee cost \$48k.</p>
7	Depreciation and amortisation	Fixtures, fittings and furniture acquired for establishment of Geelong Library & Heritage Centre fully depreciated prior to year end. Other library branch FF&E also fully depreciated and due for replacement.
8	Book value of assets written off	The \$278k unfavourable variance is offset by the \$475k favourable variance in Depreciation and amortisation.
9	Amortisation - right of use assets and Finance costs - leases	First year recognition of change in accounting standards for leases.
10	Other expenses	Variance is due to leasing charges (\$80k) included against Lease Liabilities in accordance with the change in accounting standards for leases.



# Notes to the Financial Report

## For the Year Ended 30 June 2020

### 1.2 Capital works

	Budget 2020 \$	Actual 2020 \$	Variance 2020 \$	Variance 2020 %	Ref
<b>Plant and equipment</b>					
Plant, machinery and equipment	423,750	422,888	[862]	0%	
Fixtures, fittings and furniture	266,250	164,482	[101,768]	-38%	1
Lending materials	1,127,250	1,063,214	[64,036]	-6%	
<b>Total plant and equipment</b>	<b>1,817,250</b>	<b>1,650,584</b>	<b>[166,666]</b>	<b>-9%</b>	
<b>Total capital works expenditure</b>	<b>1,817,250</b>	<b>1,650,584</b>	<b>[166,666]</b>	<b>-9%</b>	

#### Represented by:

New asset expenditure	-	-	-	0%	
Asset renewal expenditure	1,817,250	1,647,971	[169,279]	-9%	
Asset upgrade expenditure	-	2,613	2,613	100%	
<b>Total capital works expenditure</b>	<b>1,817,250</b>	<b>1,650,584</b>	<b>[166,666]</b>	<b>-9%</b>	

### (i) Explanation of material variations

Variance Ref	Item	Explanation
1	Fixtures, fittings and furniture	Board approved additional expenditure of \$250k for branch asset replenishment which was delayed by COVID-19 closure of branches.

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### Note 2 Funding for the delivery of our services

2.1 Contributions	2020	2019
City of Greater Geelong	13,548,662	11,024,109
Surf Coast Shire	693,839	701,133
Golden Plains Shire	395,005	406,195
Borough of Queenscliffe	212,647	209,935
<b>Total contributions</b>	<b>14,850,153</b>	<b>12,341,372</b>

Contributions are recognised as revenue when the Corporation obtains control over the contributed asset. City of Greater Geelong contribution for quarter one 2020-21 financial year was received in advance (\$2.7m).

2.2 Grants	2020	2019
Grants were received in respect of the following :		
<b>Summary of grants</b>		
State funded grants	2,115,861	2,015,800
<b>Total grants received</b>	<b>2,115,861</b>	<b>2,015,800</b>

#### (a) Operating grants

*Recurrent - State Government*

Libraries	2,066,484	1,966,514
<b>Total operating grants</b>	<b>2,066,484</b>	<b>1,966,514</b>

#### (b) Capital grants

*Recurrent - State Government*

Premiers Reading Challenge	49,377	49,286
<b>Total recurrent capital grants</b>	<b>49,377</b>	<b>49,286</b>
<b>Total capital grants</b>	<b>49,377</b>	<b>49,286</b>

Grant income is recognised at the point in time when the Corporation satisfies its performance obligations as specified in the underlying agreement.

## Notes to the Financial Report For the Year Ended 30 June 2020

<b>2.3 User fees</b>	<b>2020</b>	<b>2019</b>
Venue hire	167,940	250,199
Business service fees	107,279	139,701
Photocopying revenue	18,914	25,771
Other user fees	10,362	11,249
<b>Total user fees</b>	<b>304,495</b>	<b>426,920</b>

User fees are recognised as revenue at a point in time, or over time, when (or as) the performance obligation is satisfied. Recognition is based on the underlying contractual terms.

<b>2.4 Other income</b>	<b>2020</b>	<b>2019</b>
Fines	68,354	105,407
Literary Festival income	101,189	94,012
Interest	41,669	99,605
Other	102,889	101,711
<b>Total other income</b>	<b>314,101</b>	<b>400,735</b>

Interest is recognised as it is earned.

Other income is recognised when the Corporation gains control over the right to receive the income.

<b>2.5 Net gain/(loss) on disposal of property, infrastructure, plant and equipment</b>	<b>2020</b>	<b>2019</b>
Proceeds of sale	8,143	21,697
Written down value of assets disposed	-	-
<b>Total net gain/(loss) on disposal of property, infrastructure, plant and equipment</b>	<b>8,143</b>	<b>21,697</b>

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 2020

### Note 3 The cost of delivering services

<b>3.1 Employee Costs</b>	<b>2020</b>	<b>2019</b>
Wages and salaries	9,691,778	9,323,068
WorkCover	45,890	34,510
Casual staff/supplementary labour	-	1,694
Superannuation	862,045	820,119
Fringe benefits tax	47,950	36,717
<b>Total employee costs</b>	<b>10,647,663</b>	<b>10,216,108</b>

<b>(a) Superannuation</b>	<b>2020</b>	<b>2019</b>
The Corporation made contributions to the following funds:		
<b>Defined benefit fund</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	70,337	64,801
	<b>70,337</b>	<b>64,801</b>
Employer contributions payable at reporting date	(1,159)	-
<b>Accumulation funds</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	461,107	327,449
Employer contributions – other funds	330,601	427,869
	<b>791,708</b>	<b>755,318</b>
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 2020

<b>3.2 Materials and services</b>	<b>2020</b>	<b>2019</b>
Contract payments	651,818	702,727
Building maintenance	49,104	28,681
General maintenance	63,487	110,814
Utilities	402,600	385,899
Office administration	1,038,981	992,602
Information technology	379,020	383,423
Insurance	13,480	7,704
Consultants	116,024	116,834
<b>Total materials and services</b>	<b>2,714,514</b>	<b>2,728,684</b>

<b>3.3 Depreciation and amortisation</b>	<b>2020</b>	<b>2019</b>
Heavy vehicles and plant	94,730	94,505
Light vehicles	33,052	27,182
Furniture and equipment	693,087	840,819
Lending materials	1,141,828	1,142,656
<b>Total depreciation and amortisation</b>	<b>1,962,697</b>	<b>2,105,162</b>

Book value of assets written off	278,936	451,892
<b>Total book value of assets written off</b>	<b>278,936</b>	<b>451,892</b>

<b>3.4 Amortisation - Right of use assets</b>	<b>2020</b>	<b>2019</b>
Property	65,687	-
<b>Total Amortisation - Right of use assets</b>	<b>65,687</b>	<b>-</b>

## Notes to the Financial Report For the Year Ended 30 June 2020

<b>3.5 Finance Costs - Leases</b>	<b>2020</b>	<b>2019</b>
Interest - Lease Liabilities	2,274	-
<b>Total finance costs</b>	<b>2,274</b>	<b>-</b>

<b>3.6 Other expenses</b>	<b>2020</b>	<b>2019</b>
Auditors' remuneration – VAGO – audit of the financial statements, performance statement and grant acquittals	10,300	10,300
Operating lease rentals	(2,667)	80,000
<b>Total other expenses</b>	<b>7,633</b>	<b>90,300</b>

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### Note 4 Our Financial Position

4.1 Financial Assets	2020	2019
<b>(a) Cash and cash equivalents</b>		
Cash on hand	4,470	4,470
Cash at bank	934,863	989,607
<b>Total cash and cash equivalents</b>	<b>939,333</b>	<b>994,077</b>
<b>(b) Other financial assets</b>		
Term deposits	3,500,849	1,004,759
<b>Total other financial assets</b>	<b>3,500,849</b>	<b>1,004,759</b>
<b>Total financial assets</b>	<b>4,440,182</b>	<b>1,998,836</b>

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

Trade receivables	16,028	11,755
Current account - City of Greater Geelong	288,468	588,153
<b>Total trade and other receivables</b>	<b>304,496</b>	<b>599,908</b>

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)	304,496	599,908
<b>Total trade and other receivables</b>	<b>304,496</b>	<b>599,908</b>

# Notes to the Financial Report

## For the Year Ended 30 June 2020

<b>4.2 Non-financial assets</b>	<b>2020</b>	<b>2019</b>
<b>Other assets</b>		
Prepayments	115,257	88,663
<b>Total other assets</b>	<b>115,257</b>	<b>88,663</b>

<b>4.3 Payables</b>	<b>2020</b>	<b>2019</b>
<b>(a) Trade and other payables</b>		
Trade payables	277,184	611,568
Accrued expenses	26,115	43,038
Unearned income	41,474	117,722
<b>Total trade and other payables</b>	<b>344,773</b>	<b>772,328</b>



# Notes to the Financial Report

## For the Year Ended 30 June 2020

<b>4.4 Employee Provisions</b>	<b>2020</b>	<b>2019</b>
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	590,080	479,174
Long service leave	223,790	133,666
Time in lieu	7,513	-
	<b>821,383</b>	<b>612,840</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	4,497	15,454
Long service leave	846,645	896,024
	851,142	911,478
<b>Total current employee provisions</b>	<b>1,672,525</b>	<b>1,524,318</b>
<b>Non-current</b>		
Long service leave	137,108	212,351
<b>Total non-current employee provisions</b>	<b>137,108</b>	<b>212,351</b>
Aggregate carrying amount of employee provisions:		
Current	1,672,525	1,524,318
Non-current	137,108	212,351
<b>Total aggregate carrying amount of employee provisions</b>	<b>1,809,633</b>	<b>1,736,669</b>

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 2020

### 4.5 Leases

#### Policy applicable before 1 July 2019

As a lessee, the Corporation classifies leases as operating or finance leases based on its assessment of whether the lease transferred significantly all of the risks and rewards incidental to ownership of the underlying asset to the Corporation.

Operating lease payments, including any contingent rentals, were recognised as an expense in the comprehensive income statement on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern of the benefits derived from the use of the leased asset. The leased asset was not recognised in the balance sheet.

All incentives for the agreement of a new or renewed operating lease were recognised as an integral part of the net consideration agreed for the use of the leased asset, irrespective of the incentive's nature or form or the timing of payments.

In the event that lease incentives were received to enter into operating leases, the aggregate cost of incentives were recognised as a reduction of rental expense over the lease term on a straight-line basis, unless another systematic basis was more representative of the time pattern in which economic benefits from the leased asset were consumed.

#### Policy applicable after 1 July 2019

The Corporation has applied AASB 16 Leases using a modified retrospective approach with the cumulative effect of initial application recognised as an adjustment to the opening balance of accumulated surplus at 1 July 2019, with no restatement of comparative information. The Corporation applied the approach consistently to all leases in which it is a lessee.

On transition to AASB 16 Leases, the Corporation elected to apply the practical expedient to 'grandfather' the assessment of which transactions are leases. The Corporation has applied this practical expedient to all of its contracts and therefore applied AASB 16 Leases only to contracts that were previously identified as leases.

At inception of a contract, all entities would assess whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To identify whether

a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- The contract involves the use of an identified asset;
- The customer has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and,
- The customer has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, the Corporation recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date less any lease incentives received; plus,
- any initial direct costs incurred; and,
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, the Corporation uses an appropriate incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- Fixed payments;
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;

# Notes to the Financial Report

## For the Year Ended 30 June 2020

- Amounts expected to be payable under a residual value guarantee; and,
- The exercise price under a purchase option that the Corporation is reasonably certain to exercise, lease payments in an optional renewal period if the Corporation is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Corporation is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

The Corporation has elected to apply the temporary option available under AASB 16 Leases which allows not-for-profit entities to not measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

Right use of assets	Property \$	Total \$
Balance at 1 July 2019	131,374	131,374
Additions	-	-
Amortisation charge	(65,687)	(65,687)
<b>Balance at 30 June 2020</b>	<b>65,687</b>	<b>65,687</b>

Lease Liabilities	2020 \$
Maturity analysis - contractual undiscounted cash flows	
Less than one year	81,200
One to five years	-
More than five years	-
<b>Total undiscounted lease liabilities as at 30 June:</b>	<b>81,200</b>

Lease liabilities included in the Balance Sheet at 30 June:

Current	80,314
Non-current	-
<b>Total lease liabilities</b>	<b>80,314</b>

### i. Leases classified as operating leases under AASB 117 Leases

At transition, lease liabilities were measured at the present value of the remaining lease payments, discounted at the Corporation's incremental borrowing rate as at 1 July 2019. Right-of-use assets are measured at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments. The Corporation applied this approach to all applicable leases.

The Corporation used the following practical expedients when applying AASB 16 Leases to leases previously classified as operating leases under AASB 117 Leases:

- Applied a single discount rate to a portfolio of leases with similar characteristics;
- Adjusted the right-of-use assets by the amount of AASB 137 Provisions, Contingent Liabilities and Contingent Assets onerous contract provision immediately before the date of initial application, as an alternative to an impairment review;

# Notes to the Financial Report

## For the Year Ended 30 June 2020

- Applied the exemption not to recognise right-of-use assets and liabilities for leases with less than 12 months of lease term; and,
- Used hindsight when determining the lease term if the contract contains options to extend or terminate the lease.

The Corporation is not required to make any adjustments on transition to AASB 16 Leases for leases in which it acts as a lessor, except for a sub-lease. The Corporation accounted for its leases in accordance with AASB 16 Leases from the date of initial application.

### ii. Leases previously classified as finance leases

For leases that were classified as finance leases under AASB 117 Leases, the carrying amount of the right-of-use asset and the lease liability at 1 July 2019 are determined at the carrying amount of the lease asset and lease liability under AASB 117 Leases immediately before that date.

### Impact on financial statements

On transition to AASB 16 Leases, the Corporation recognised an additional \$131,374 of right-of-use assets and \$131,374 of lease liabilities.

When measuring lease liabilities, the Corporation discounted lease payments using its incremental borrowing rate at 1 July 2019. The weighted-average rate applied is 2.4%.

	2019 \$
Operating lease commitment at 30 June 2019 as disclosed in the Corporation's financial statements	134,533
Discounted using the incremental borrowing rate at 1 July 2019	(3,159)
<b>Finance lease liability recognised as at 30 June 2019</b>	<b>131,374</b>

### 4.6 Reconciliation of cash flows from operating activities to surplus/(deficit)

	2020	2019
Surplus/(deficit) for the year	1,913,349	(385,622)
Depreciation/amortisation	1,962,697	2,105,162
Profit/(loss) on disposal of property, infrastructure, plant and equipment	(8,143)	(21,697)
Book value of assets written off	278,936	451,892
Amortisation - right of use assets	65,687	-
Finance costs - leases	2,274	-
<b>Change in assets and liabilities:</b>		
Decrease/(increase) in trade and other receivables	294,254	(600,326)
Decrease/(increase) in prepayments	(26,594)	42,337
[Decrease]/increase in trade and other payables	(675,463)	(119,905)
[Decrease]/increase in provisions	72,964	142,001
<b>Net cash provided by/(used in) operating activities</b>	<b>3,879,960</b>	<b>1,613,841</b>

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### Note 5 Plant and equipment

	At Cost 30 June 2020	Accumulated Depreciation	WDV 30 June 2020
Plant and equipment	1,077,170	(663,805)	413,365
Fixtures, fittings and furniture	9,385,838	(7,008,368)	2,377,470
Lending materials	13,277,746	(5,356,706)	7,921,040
<b>Total</b>	<b>23,740,754</b>	<b>(13,028,879)</b>	<b>10,711,875</b>

Work in progress	Opening WIP	Additions	Write-off	Transfers	Closing WIP
Plant and equipment	-	-	-	-	-
Lending materials	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**Total plant and equipment** **10,711,875**

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 2019	1,083,933	8,891,474	13,401,965	-	23,377,372
Accumulated depreciation at 1 July 2019	(557,650)	(6,377,863)	(5,130,840)	-	(12,066,353)
	<b>526,283</b>	<b>2,513,611</b>	<b>8,271,125</b>	<b>-</b>	<b>11,311,019</b>

#### Movements in fair value

Acquisition of assets/transfers out of WIP	28,718	558,772	1,063,214	-	1,650,704
Assets disposed	(35,481)	(64,407)	(1,187,433)	-	(1,287,322)
	<b>(6,763)</b>	<b>494,364</b>	<b>(124,219)</b>	<b>-</b>	<b>363,382</b>

# Notes to the Financial Report

## For the Year Ended 30 June 2020

	Plant and equipment	Fixtures, fittings and furniture	Library books	Work in progress	Total plant and equipment
<b>Movements in accumulated depreciation</b>					
Depreciation	(127,782)	(693,087)	(1,141,828)	-	(1,962,697)
Accumulated depreciation of disposals	21,628	62,588	915,962	-	1,000,178
	<b>(106,154)</b>	<b>(630,499)</b>	<b>(225,866)</b>	<b>-</b>	<b>(962,519)</b>
At cost 30 June 2020	1,077,170	9,385,838	13,277,746	-	23,740,754
Accumulated depreciation at 30 June 2020	(663,805)	(7,008,368)	(5,356,706)	-	(13,028,879)
	<b>413,365</b>	<b>2,377,470</b>	<b>7,921,040</b>	<b>-</b>	<b>10,711,875</b>

### Acquisition

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

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

### Depreciation and amortisation

Plant and equipment having limited useful lives are systematically depreciated over their useful

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

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

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

Depreciation periods used are listed below and are consistent with the prior year unless otherwise stated.

	Depreciation period	Threshold limit \$
<b>Asset recognition thresholds and depreciation periods</b>		
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

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### 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:

	2020	2019
City of Greater Geelong	88.30%	88.14%
Surf Coast Shire	4.01%	3.75%
Golden Plains Shire	5.90%	6.30%
Borough of Queenscliffe	1.79%	1.80%

### 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 2020

### 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:

		2020 No	2019 No
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) - until 11 November 2019 Cr Trent Sullivan (City of Greater Geelong) - from 12 November 2019 Cr Jim Mason (City of Greater Geelong) Cr Peter Murrhy (City of Greater Geelong)		
<b>Total Number of Board Members</b>		<b>8</b>	<b>7</b>
Other Members	Patti Manolis (Chief Executive Officer) Cathryn Ferencz (Executive Manager Library Services & Customer Experience) Geoffrey Adsett (Executive Manager Business Systems & Innovation) - until 5 May 2020 Deborah Sansom (Executive Manager Cultural Development & Community Engagement) Kathleen Gorman (Executive Manager People & Business Operations) - until 24 October 2019 Marie O'Dell (Executive Manager People & Business Operations) - from 20 January 2020		
<b>Total of Chief Executive Officer and other Key Management Personnel</b>		<b>6</b>	<b>5</b>
<b>Total Number of Key Management Personnel</b>		<b>14</b>	<b>12</b>



# Notes to the Financial Report

## For the Year Ended 30 June 2020

### (b) Remuneration of Key Management Personnel

	2020 \$	2019 \$
Total remuneration of Key Management Personnel was as follows:		
Short-term benefits	633,013	663,640
Long-term benefits	17,257	16,598
Post employment benefits	64,866	62,069
Termination benefits	4,068	-
<b>Total</b>	<b>719,204</b>	<b>742,307</b>

2019 remuneration disclosed has been updated to be comparable to 2020 data.

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

	2020 No.	2019 No.
\$0 - \$9,999	8	7
\$40,000 - \$49,999	1	-
\$60,000 - \$69,999	1	-
\$80,000 - \$89,999	-	1
\$90,000 - \$99,999	1	-
\$120,000 - \$129,999	-	1
\$130,000 - \$139,999	1	1
\$140,000 - \$149,999	1	-
\$150,000 - 159,999	-	1
\$220,000 - \$229,999	1	1
	<b>14</b>	<b>12</b>

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

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### 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 2020 is \$288k payable by 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 2020

### 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 2020.

#### 8.2 Change in accounting standards

The following new AAS's have been issued that are not mandatory for the 30 June 2020 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.

##### **AASB 1059 Service Concession Arrangements: Grantors (AASB 1059) (applies 2020/21 for LG Sector)**

AASB 1059 addresses the accounting for a service concession arrangement by a grantor that is a public sector entity by prescribing the accounting for the arrangement from the grantor's perspective. It requires the grantor to:

- Recognise a service concession asset constructed, developed or acquired from a third party by the operator, including an upgrade to an existing asset of the grantor, when the grantor controls the asset;
- Reclassify an existing asset (including recognising previously unrecognised identifiable intangible assets and land under roads) as a service concession asset when it meets the criteria for recognition as a service concession asset;
- Initially measure a service concession asset constructed, developed or acquired by the operator or reclassified by the grantor at current replacement cost in accordance with the cost approach to fair value in AASB 13 Fair Value Measurement. Subsequent to the initial recognition or reclassification of the asset, the service concession asset is accounted for in accordance with AASB 116 Property, Plant

and Equipment or AASB 138 Intangible Assets, as appropriate, except as specified AASB 1059;

- Recognise a corresponding liability measured initially at the fair value (current replacement cost) of the service concession asset, adjusted for any other consideration between the grantor and the operator; and
- Disclose sufficient information to enable users of financial statements to understand the nature, amount, timing and uncertainty of assets, liabilities, revenue and cash flows arising from service concession arrangements.

Based on the Corporation's current assessment, there is expected to be no impact on the transactions and balances recognised in the financial statements as the Corporation is not a grantor in a service concession arrangement.

##### **AASB 2018-7 Amendments to Australian Accounting Standards - Definition of Material (applies 2020/21 for LG Sector)**

The Standard principally amends AASB 101 Presentation of Financial Statements and AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors. The amendments refine the definition of material in AASB 101. The amendments clarify the definition of material and its application by improving the wording and aligning the definition across AASB Standards and other publications. The impacts on the local government sector are expected to be minimal.

##### **AASB 2019-1 Amendments to Australian Accounting Standards - References to the Conceptual Framework (applies 2020/21 for LG Sector)**

This Standard sets out amendments to Australian Accounting Standards, Interpretations and other pronouncements to reflect the issuance of the Conceptual Framework for Financial Reporting (Conceptual Framework) by the AASB. The impacts on the local government sector are expected to be minimal.

#### 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

# Notes to the Financial Report

## For the Year Ended 30 June 2020

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. 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 provide a guarantee for another party. Details of our 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.

# Notes to the Financial Report

## For the Year Ended 30 June 2020

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

The new cases of COVID-19 in Victoria increased significantly in July 2020 and the Victorian State Government declared a State of Disaster on August 2nd 2020. From midnight 5th August Stage 3 restrictions were introduced across some areas of regional Victoria. This has resulted in closure of the Corporation's branch network which will have an impact on the Corporation's revenue streams in 2020-21.

### 8.5 Economic dependence

The Corporation is dependent on contributions from the Member Councils for its continued existence and ability to carry out its normal activities.

### Note 9 Change in accounting policy

The Corporation has adopted AASB 15 Revenue from Contracts with Customers, AASB 16 Leases and AASB 1058 Income of Not-for-Profit Entities, from 1 July 2019. This has resulted in changes in accounting policies and adjustments to the amounts recognised in the financial statements.

Due to the transition methods chosen by the Corporation in applying these standards, comparative information throughout these financial statements has not been restated to reflect the requirements of the new standards except in relation to contracts that were not complete at 1 July 2019.

#### a) AASB 15 Revenue from Contracts with Customers - Impact of Adoption

AASB 15 Revenue from Contracts with Customers applies to revenue transactions where the Corporation provides services or goods under contractual arrangements.

The Corporation adopted AASB 15 Revenue from Contracts with Customers using the modified (cumulative catch up) method. Revenue for 2019 as reported under AASB 118 Revenue is not adjusted, because the new standard is only applied from the date of initial application.

AASB 15 Revenue from Contracts with Customers requires revenue from contracts with customers to be recognised as the Corporation satisfies the performance obligations under the contract.

#### b) AASB 16 Leases

AASB 16 Leases requires right of use assets and related liabilities for all lease agreements to be recognised on the balance sheet. The Statement of Comprehensive Income is to separately recognise the amortisation of the right of use asset, and the finance costs relating to the lease. The Corporation has elected to adopt the modified (cumulative catch up) method under the standard and as such has not adjusted 2019 disclosures.

#### c) AASB 1058 Income of Not-for-Profit Entities

AASB 1058 Income of Not-for-Profit Entities applies to income received where no contract is in place. This includes statutory charges (such as rates) as well as most grant agreements.

The Corporation adopted AASB 1058 Income of Not-for-Profit Entities using the modified (cumulative catch up) method. Income for 2019 is not adjusted, because the new standard is only applied from the date of initial application.

AASB 1058 Income of Not-for-Profit Entities requires income to be recognised as the Corporation satisfies the performance obligations under the contract.

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### Note 10 Impact of COVID-19 pandemic

In response to the global pandemic, the branch network closed on 18 March 2020, and re-opened with limited hours on 9 June 2020. Normal hours resumed on 6 July 2020, being after the balance date. This period of closure and limited hours reduced the annual opening days by around 25%.

#### Staff

Safety has guided all decisions regarding closing and reopening branches. The Corporation has taken a conservative approach regarding all government advice. Wellbeing during the pandemic has been well-documented already by the mainstream media and the Corporation has been proactive in this space through:

- Active promotion of the Employee Assistance Program and regular check-up with the EAP to understand utilisation;
- Completion of a COVID-19 online module by all staff;
- A workshop targeted to managers and branch librarians to provide some tools on how to support staff in this period of change delivered by a trained psychologist; and
- A workshop available to all staff on 'positive psychology' delivered by a trained nurse and practice manager at Chris Mackay and Associates.

In addition, the Corporation has worked with employees to find case by case suitable arrangements including:

- Appropriate arrangements to ensure we continue to support vulnerable employees;
- Daily check-ins with HSW Representatives;
- Review of all library procedures and practices;
- Strong focus on PPEs;
- A COVID-19 staff survey to assess wellbeing and satisfaction towards the Corporation's response;
- A Wellbeing newsletter with input across the Corporation;
- Weekly CEO's update; and,
- The implementation of the 4 pillars for HSW being:
  - Social Distancing - 1.5 metres away at all times;
  - Hand Hygiene - frequent hand washing and sanitising;

- Quarantine of borrowable items – all borrowable items have been quarantined before borrowing; and,
- Cleaning/disinfecting – regular cleaning of all high touch areas using quality products and recommended processes.

#### Income

Prior to the network closure, income earned from the casual hire of meeting rooms and function spaces was 1% higher than the same period last year. For the full year, income had fallen by 33% or \$82,000. This was 46% below Budget.

Each library branch earns income through the provision of certain goods and services, such as printing, photocopying, laminating, merchandise and sales of withdrawn collection items. This income was 2% higher than the same period last year. During the closure there was nil income, and a small amount of income was earned during the limited hours of re-opening. Overall, branch income fell by 24% or \$37,300.

Overdue and damaged item fees are an income stream that, ideally, should be minimal. This income was 15% lower than the prior year at the time of the network closure, with a 35% decrease [\$37,000] over the full year. This was 52% below Budget.

#### Employee Costs

Employee costs were 4% below Budget and 4% higher than the previous year. As a direct result of branch closures, almost all annual leave from March 2020 onwards was voluntarily cancelled. Weekend overtime hours, valued at \$106k, ceased.

Backfill of staff absences was significantly over Budget (\$383k) prior to the closure, and \$108k under Budget during the closure. The backfill and overtime budget is shared between part time and casual staff. Despite the closure of branches for 25% of the year, casuals were paid 85% of the annual Budget and part time staff were paid 55% of the annual Budget. One third of backfill staff are employed on a casual basis.

# Notes to the Financial Report

## For the Year Ended 30 June 2020

### Other Expenses

Although there has been a significant decrease in expenses when compared to Budget, most of this is not directly attributable to COVID-19 and the closure of the branch network.

Rent relief of \$29.3k was received from City of Greater Geelong, security costs decreased \$20k and courier costs decreased \$8k.

Some expenses increased substantially in May and June and this increased spending will continue into the new financial year: Health and safety provisions \$7k, cleaning supplies \$1.5k. The cleaning contracts for the branch network are paid directly by the Member Councils.

### Library Usage

Total visits were 1,378,493 [-27% on previous year] and 2.07m loans of collection items [-18%]. Community participation in lifelong learning & cultural programming and events has decreased to 113,378 attendances [-28% on previous year]. These declines are consistent with the 25% reduction in opening days over the year.

Though physical visits, loans and program participation decreased, the Corporation quickly and successfully pivoted to the digital environment with tremendous take up including a 56% increase in e-Collection loans compared to last year and 14,500 views of programs on the Corporation's YouTube Channel.

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P7 – Ferne Millen  
P23 – John Gollings  
P41 – Rebecca Hyde  
P72 – Ferne Millen  
P100 – Elizabeth Schiavello

### Quotations

All quotations contained in this report have been received by library patrons or staff, unless otherwise indicated.

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[www.grlc.vic.gov.au](http://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

**Waurin 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  
Dereel  
Enfield  
Grenville  
Haddon  
Linton  
Lorne  
Meredith  
Portarlington  
Rokewood  
Smythesdale  
St Leonards  
Winchelsea

