Annual Report 2020/21

GEELONG REGIONAL LIBRARIES

The Geelong Regional Library Corporation acknowledges the Wadawurrung Peoples and Eastern Maar Peoples as Traditional Owners of the distinct 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.

Contents

Our Goals

Since 2017, our work has been guided by the Vision, Mission and Goals set out in *Reading Ahead: Geelong Regional Library Corporation Library Plan 2017 to 2021*. Throughout the final year of the plan period our Mission has remained clear: To be an exemplary library service, creating opportunities for our community to read, learn, work and connect with each other and the world. We have a Vision of a thriving regional community, and we work towards achieving this vision through actions defined under 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.

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.

Message from our Chair

Welcome to the *Geelong Regional Libraries Annual Report 2020-21* that reports on a year in which I am immensely proud of the way in which the Geelong Regional Library Corporation (GRLC) has responded to the challenges posed by COVID-19. The way that the team adapted so quickly to repeated lockdowns to provide a continuous service throughout the year, is a credit to everyone involved.

GRLC maintained a connection to our diverse and unique communities across a vast geographic area during the pandemic. Through services such as Click & Deliver, online events and extensive digital resources, vulnerable members of the community and those unable to visit a library, maintained a valuable connection to our libraries, programs and collections.

The annual Word for Word National Non-Fiction Festival transitioned from a major in-person event, to an online program in 2020; another example of innovation and quick action. I'd like to thank our Festival Partners, the City of Greater Geelong and Deakin University, as well as presenting partners Bolinda and James Bennett, and all sponsors and supporters.

In April, we officially welcomed the Colac Otway Shire into the GRLC family. The incorporation of our fifth Member Council brings our geographic footprint in line with the G21 region and sees our services expand to cover an area of almost 9,000km². It's been a pleasure to welcome Cr Stephen Hart to the Board and I look forward to working with him and Council as we get to know the Colac Otway Shire communities and how we can best provide library services to them.

The communities in our region continue to grow and it is pleasing that our Member Councils are investing in library infrastructure to meet growing and changing communities. This year we have seen community consultation undertaken and plans unveiled by the City of Greater Geelong for a modern and much larger new library in Drysdale.

We also saw the sod turned and construction start on the new Queenscliffe Hub, which will house the Queenscliff Library, along with the Visitor Information Centre and Queenscliffe Historical Museum. Planning is also underway for new libraries in Torquay, Armstrong Creek and Lara. Belmont Library has also benefited from investment from the City of Greater Geelong this year, with a major refurbishment breathing new life into the space, while Chilwell underwent a minor upgrade.

A great organisation is shaped by its leaders, and on behalf of the Board, I'd like to thank Patti Manolis for her significant contribution to the organisation. Her legacy continues through our exceptional libraries, including the Geelong Library & Heritage Centre, as well as through our reputation as a leader in library programs and services. We are pleased to welcome Vanessa Schernickau who joined us in June as the new CEO of the GRLC and we look forward to working together.

I'd like to also acknowledge the staff and volunteers who have made all the difference for our communities by providing essential library services during the pandemic.

Finally, thank you to my Board colleagues and our Member Councils for their valued contribution and support throughout the year.

Cr Ron Nelson
Chair of the Board
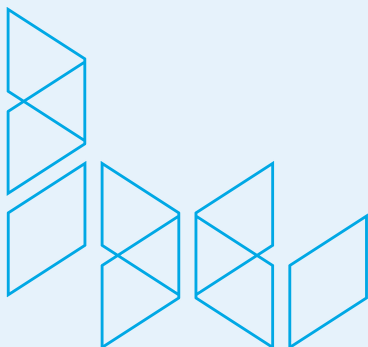
Message from our CEO

How proud I am to have joined an organisation that provides public library services that are so valued by all our communities during the pandemic.

The impact of COVID-19 has been profound and challenging; for our organisation, our communities and our people. With disruption comes opportunity and our leadership team has responded by delivering:

- new ways for our community to access our services and programs
- flexible work options for our people
- agile and quick digital responses.

This Annual Report 2020-21 is testament to the amazing work that the team at Geelong Regional Libraries has delivered under these challenging circumstances. I would like to commend our people for the kindness and resilience they have shown throughout Victoria's numerous lockdowns. The care they show to our customers and each other is inspiring.

Click & Collect, Click & Deliver and the transition of many events and programs to online platforms were successful initiatives developed and honed during this period. Our eCollections have been expanded to meet increasing demand, and many library members have made the transition to eBooks and eAudiobooks thanks to the pandemic! The positive feedback from our customers has demonstrated the important role that libraries play in people's lives at this time.

This year has highlighted the key role our libraries play in COVID survival and recovery providing safe, welcoming community spaces that connect people, provide access to free WiFi, technology and reputable information. Libraries support people who are studying, working from home, starting a new business venture or looking for work. In our role as a community partner, employer, incubator of talent and as a cultural destination, we inject life back into our region's places and spaces and help the economic recovery of the region. Thank you to all our partners and key stakeholders for your support and enabling our shared successes.

Our wonderful program of literary events has provided audiences – in person and online – with a much appreciated diversion this year. We have been proud to welcome many international and bestselling authors, including Jane Harper, Kate Grenville and Matthew Reilly, to the library. Events with local and emerging authors have proved popular, as have a series of writers' workshops presented by writers including Lee Kofman and Mark Smith.

I would like to thank our Board members for their warm welcome and for their leadership and advocacy during the most demanding of times. Thank you also to our Member Councils, including our newest, Colac Otway Shire, for continuing to provide such incredible support to public libraries.

Thank you to my predecessor Patti Manolis, who led the organisation with dedication, passion and vision for 14 years.

It has been a year of change and uncertainty for our team and they have responded with goodwill and professionalism. To every one of our people, I say 'thank you'; your passion and dedication has made a tangible difference for all our customers.

Public libraries are an essential part of healthy and thriving communities; we exist for our customers. Thanks to you all for visiting us, supporting us and reminding us every day why we love what we do. We are in this together.

Vanessa Schernickau
Chief Executive Officer
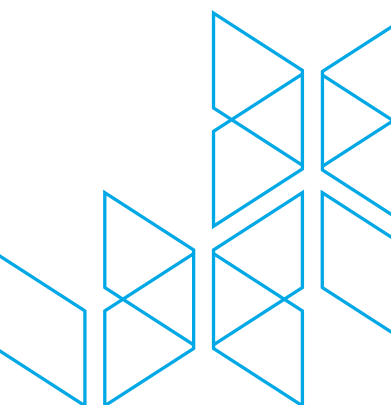
The year in numbers

410,309
Collection items

1,715,510
Total loans

eBooks & eAudiobooks collection increased by
16%

2,300
App downloads

1.2m
Website and online catalogue visits

126,734
Library members

702,914
Physical library visits

12,054
Click & Collect bundles

4,319
Click & Deliver deliveries

148 Outreach visits

190
Home Library Service Clients

5,036
LOTE items

17 Our mobile libraries stop at 17 locations across the region

865
Sessions for children and young people

A
B
C

577
Total adult events (online & in-person)

8,223
Total adult event attendees

96%
of our attendees rated our events as "Very Good" or "Excellent"

126,734

Library members

About us

Geelong Regional Library Corporation is established under the provisions of the *Local Government Act 1989* to provide public library services for the four local government areas of Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

Our library services are delivered to diverse and growing communities, across a region spanning an area of more than 5,500km2.

Our Corporation

Public libraries have been operating in the Greater Geelong area since the mid-1800s. Today, our network of 17 libraries and two mobile libraries is operated under a regional shared libraries model, providing services within the local government areas of Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The first public libraries to commence operation in the region included Corio in 1841, Geelong in 1876, Geelong West in 1884 and Queenscliff in 1887. In 1963, the Shire of Corio and the City of Greater Geelong joined together in partnership to deliver library services to their communities, paving the way for the formation of the successful regional library services model we enjoy today. In March 1997, following local government amalgamations, the Geelong Regional Library Corporation (GRLC) was formed. The GRLC was 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 our four Member Councils.

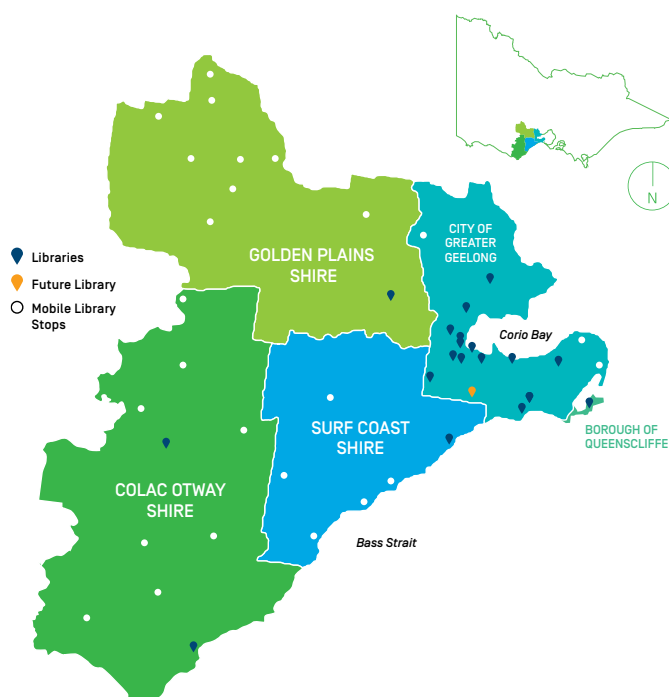The strong partnership between the GRLC's Member Councils continues to provide operational and financial efficiencies to this day and ensures quality library services are accessible to everyone living in and visiting our region.

Our library services are delivered to diverse and growing communities, across a region spanning an area of more than 5,500km^2. Our network is comprised of a central library – the Geelong Library & Heritage Centre – 16 community libraries, two mobile libraries, community outreach services, a library app, and a website offering a wide range of eResources and eCollections. From 1 July 2021, the network will expand to incorporate libraries in the Colac Otway Shire who will join as the fifth Member Council of the GRLC.

The Corporation is committed to providing free and equitable access to reading material, lifelong learning opportunities, safe spaces, technology and discovery.

Libraries
Future Library
Mobile Library Stops

GOLDEN PLAINS SHIRE
CITY OF GREATER GEELONG
Corio Bay
COLAC OTWAY SHIRE
SURF COAST SHIRE
BOROUGH OF QUEENSCLIFFE
Bass Strait
N

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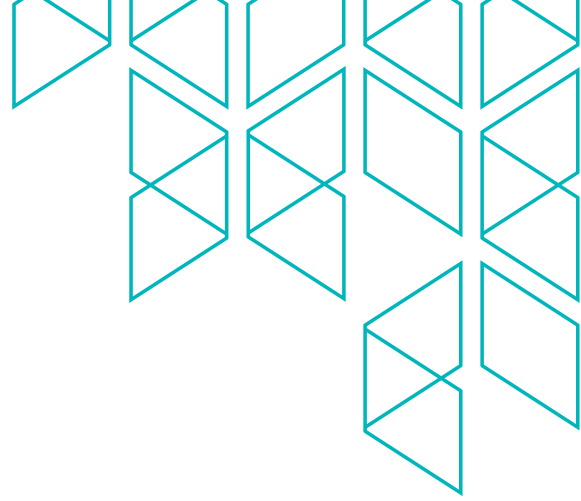
The Geelong Regional Library Corporation is governed by the Geelong Regional Library Board.

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 five Member Councils.

Our successes

Board initiatives, strategic planning and projects:

- Prepared for the smooth integration of Colac Otway Shire libraries into the GRLC network from 1 July 2021

- Implemented changes to opening hours at libraries across network, following a thorough review and consultation

- Developed the draft GRLC Library Plan 2021-25, undertaking a comprehensive community engagement process

- Adopted Annual Priorities 2020/21 arising from our Reading Ahead: Library Plan 2017-21

- Adopted Annual Budget 2021/22 and Strategic Resource Plan 2021-25

- Adopted Annual Report 2019/20

- Contributed to planning and engagement for the new Queenscliffe Hub, Drysdale Library, Armstrong Creek Library and Torquay Library

- Successfully transitioned literary events and other library programming to an online format

- Introduced a contactless Click & Collect service, making collection items available to members during library closures

- Introduced a Click & Deliver service, allowing vulnerable community members access to collection items through contactless delivery

- Successfully launched the first GRLC Library app for library customers

- Successfully implemented Communico, a suite of cloud-based applications

- Undertook a significant digital transformation program, including migration of critical infrastructure to a Software as a Service model

- Identified 200 WWI honour boards in the region, and included on the Geelong Honours Them website

- Delivered a successful Word for Word National Non-Fiction Festival (November 2020) in an online format, including the introduction of a Schools Program

- Home Library Service initiative including iPads loaned to vulnerable community members during lockdowns

- Developed our Reader Engagement Advocacy and Development and Youth Engagement Strategies, which will be delivered as part of the new Library Plan 2021-25.

Our Board

Cr Ron Nelson [Chair]
City of Greater Geelong

Cr Trent Sullivan, Deputy Mayor
City of Greater Geelong
[commenced 12/11/2019]

Cr Susan Salter (Deputy Chair)
Borough of Queenscliffe
[Commenced 16/12/2020]

Cr Stephen Hart
Colac Otway Shire
[effective 2 April 2021]

Cr Liz Pattison, Deputy Mayor
Surf Coast Shire
[Commenced 16/12/2020]

Cr Margot Smith (Deputy Chair)
Surf Coast Shire
[final meeting 23/09/2020]

Cr Jim Mason, AM
City of Greater Geelong

Cr Ross Ebbels, Mayor
Borough of Queenscliffe [final meeting 23/09/2020]
[re-elected as proxy 28/05/2021]

Cr Sarah Mansfield
City of Greater Geelong
[Commenced 16/12/2020]

Cr Peter Murrihy
City of Greater Geelong
[final meeting 23/09/2020]

Cr Owen Sharkey
Golden Plains Shire
[Commenced 16/12/2020]

Cr Nathan Hansford
Golden Plains Shire
[final meeting 23/09/2020]

Board member	Max. possible number of board meetings to attend	Meetings attended
Cr Ron Nelson (Chair)	7	5
Cr Susan Salter (Deputy Chair)	5	3
Cr Liz Pattison	5	5
Cr Jim Mason, AM	7	7
Cr Sarah Mansfield	5	5
Cr Owen Sharkey	5	5
Cr Trent Sullivan	7	7
Cr Stephen Hart	4	4
Cr Margot Smith (Deputy Chair)	2	2
Cr Ross Ebbels	4	3
Cr Peter Murrihy	2	2
Cr Nathan Hansford	2	1

Our finance

The financial result for 2020-21 is a deficit of $2,985,579, compared to a $1,913,349 surplus in the previous year 2019-20.

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. This was recognised in the 2019-20 accounts.

- Loss of income due to the COVID-19 pandemic and the ongoing closures and operating restrictions across the library network. Venue hire income was $224k or 85% below a 'business as usual' budget. Branch income decreased 38% on the prior year.

- Contributions from Member Councils 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 $2,512,936 in 2020-21 [2019-20: $4,440,182], with net cash used in operating activities at $22,582 [2019-20: net cash provided by operating activities $3,879,960]. Cash inflows have been unfavourably impacted by the recognition of the $2.7m Member Council contribution in the prior year accounts.

In 2020-21, total income of $12,272,124 [2019-20: $17,592,753] was derived from the following sources:

Member Council contributions	79% [2019-20: 84%]
State Government grants	17% [2019-20: 12%]
Fees, charges, disposal of plant and equipment, interest	4% [2019-20: 4%]

In 2020-21, total expenditure of $15,257,703 [2019-20: $15,679,404] was comprised as follows:

Employee costs	68% [2019-20: 68%]
Materials and services	17% [2019-20: 17%]
Depreciation	13% [2019-20: 13%]
Other expenses	2% [2019-20: 2%]

Our grants

Geelong Regional Library Corporation (GRLC) received the majority of its funding from its four Member Councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. This year they contributed $12,407,673 [2019-20: $12,093,803], of which $2,746,350 was recognised in the 2019-20 accounts.

The State Government provides recurrent and capital funding under the Public Library Funding Program and the Premier's Reading Challenge Program. In 2020-21, the State Government contributed a total of $2,061,401 [2019-20: $2,011,124].

Funding partners and sponsors of the Word for Word National Non-Fiction Festival 2020 contributed a total of $63,307 [2019: $87,000].

GRLC is also grateful for the following grants received in 2020-21:

- State Library of Victoria: 2021 Libraries for Health and Wellbeing Innovation Grants program – $33,100

- Apprenticeship Employment Network: Victorian Apprenticeship Recovery Program – $30,000

- Public Record Office Victoria: Local History Grants Program: Significance Assessment Report and Perspectives Plan for Aboriginal & Torres Strait Islander Materials in the Geelong Heritage Centre Archives – $9,500

- Good Things Foundation Ltd: Be Connected Digital Devices Grant – $2,000

- The Royal Society of Victoria: Victorian Seed Grant for National Science Week 2021 – $900

Our challenges

COVID-19 was still very much a part of our lives this year and GRLC responded to the disruption of the pandemic by prioritising the ongoing delivery of a high quality and innovative service to our communities.

This year our team demonstrated repeatedly how adaptable and agile they are as they responded to government directions and customer concerns. Procedures have been developed, tested and refined so we can respond quickly to lockdown notifications, complying with all government directions and acting with safety at front of mind. Ensuring our library teams are actively engaged in meaningful and satisfying work continues to be a priority during changing workplace restrictions; while monitoring the workload and health and wellbeing of our people and providing practical support.

The impact of the pandemic on library visitation and collection borrowing rates has been profound. We continue to see a decline in the number of people using library spaces and physical collections, each time we reopen after a lockdown. As Victorians learn to work from home and consider a regional lifestyle, the way our libraries are accessed and used is changing. Our libraries, more than ever, are places to meet, create, collaborate and work. Our spaces and places of the future will be flexible, accessible and welcoming for everyone in our diverse communities.

Our challenge is significant and requires bold thinking to make the lives of our customers and each other better. Our tailored outreach services, including the Home Library Service, Click & Collect and Click & Deliver for those who are isolated at home demonstrates this approach. We know that during repeated lockdowns, vulnerable and hard to reach communities are increasingly disadvantaged through lack of access to reliable information, support and digital platforms. We must continually seek new ways to partner with government, service agencies and educational institutions to ensure that everyone knows our libraries are welcoming, safe and there for them to navigate these complicated times.

COVID-19 restrictions, such as density limits and physical distancing requirements, have also created a unique set of challenges for library programming and events. We have successfully transitioned to offering online events and programming, while striving to program in-person events where possible. We continue to seek feedback and ideas from our customers, authors and speakers so that we can respond to and plan for our communities changing expectations and needs.

While we have seen a decline in physical visits and physical loans, this has been counteracted by enormous growth in the uptake and demand for online resources. This increase in the usage of digital services and eCollections has highlighted a continual need for investment in online resources to meet the growing demand from the public, now and into the future. We reviewed our online resources to ensure best value for the community by reducing the number of platforms available while increasing content. Ongoing investment in this area will ensure that we are digital leaders, and continue to be responsive to public demand.

The financial impact of COVID-19 is felt by everyone and for us it has compounded an already challenging financial environment. Loss of income from streams such as venue hire, fees and charges, grants and sponsorships has impacted our bottom line this financial year. Our self-generated revenue decreased $238,000 or 38% compared to the prior year. When compared to our last 'normal' year 2018-19, self generated revenue is $447,000 or 54% lower. Our Member Councils are operating in tight fiscal environments with their own COVID-19 impacts, State Government imposed rate capping and servicing growing communities that require significant investment in amenity and infrastructure.

We were heartened by the Victorian Government's announcement in December 2020 of a 2.5 per cent funding increase for public libraries on last year's allocation from the Public Libraries Funding Program. The funding announcement was part of a record $56.9 million commitment to libraries from the Victorian Budget 2020/21. GRLC received $2.1M (3.7%) of this funding. While the modest increase is a step in the right direction, and positive recognition of the success of advocacy work such as the Libraries Change Lives campaign, the ratio between state government and local government funding continues to widen. This leaves our Member Councils to shoulder a disproportionate load as we seek to ensure the delivery of excellent library services to people in all parts of our region.

Looking forward

Opportunities present from disruption and there has been much to celebrate during the year. Innovative new services, the expansion of our network and new libraries on the way provides much to look forward to.

On 1 July 2021, libraries in the Colac Otway Shire will officially transition to the Geelong Regional Library Corporation (GRLC), expanding our network to 19 branches and three mobile libraries. The integration of our fifth Member Council sees our network 'footprint' aligned with that of the G21, and will generate a number of benefits for the people in Colac Otway Shire. Faster internet in libraries, improved RFID technology, new public PCs and a much larger collection are some of the improvements they will enjoy. The integration of Colac Otway Shire also benefits our existing library members, as the GRLC collection will grow by 40,000 items.

Throughout the year we have worked on the development of our new Library Plan 2021-25, due to be adopted by the Board in September 2021. The plan provides an exciting opportunity for us to reflect on our success during the last four-year strategy period and set a new roadmap which will focus on the four pillars of Community, Places and Spaces, Our People and Regional Leadership.

This year, community engagement was undertaken to gain feedback from our communities about their vision for the library service. Impressively, we received almost 4,000 responses to our community survey – testament to the importance local people place on public libraries.

Our Member Councils continue to see the value of investing in public libraries, and a number of capital projects are currently underway across the region. The new Queenscliffe Hub is now under construction (in the Borough of Queenscliffe); the City of Greater Geelong has unveiled plans for a new library in Drysdale and is in the planning stages for new libraries in Armstrong Creek and Lara. The Surf Coast Shire is undertaking planning for the development of the new Torquay Library. These new libraries are set to take shape during the lifetime of our Library Plan 2021-25 and will become valued and much-loved community assets.

The Library Plan 2021-25 will respond to this growth in our network and communities.

Our Reader Engagement Advocacy and Development and Youth Engagement Strategies are ready to be delivered as part of the new Library Plan 2021-25.

In 2021, our Digital Strategy will be developed and planning will be completed for the introduction of a new Library Management System in 2022. Key digital transformation projects already underway include the migration of the intranet and file stores to Sharepoint, the rollout of Microsoft Teams and Yammer for greater organisational communication and collaboration, and cloud hosting of the Geelong Heritage Centre archives.

COVID-19 has forced organisations around the world to flex and adapt, and libraries are no exception. This year we introduced new services to ensure our customers have continuous access to library collections and services during closures. Our communities have embraced new ways of using libraries and of accessing programming and collections, and we have embedded many of these changes into our ongoing operations. For example, online event programming has expanded our reach to include interstate and overseas audiences and has also allowed us to attract presenters from overseas.

We are poised to step into a new chapter for our organisation, and we are excited about playing a key role in our communities as we work together to recover, adapt and move forward.

Our libraries

Servicing communities in a region spanning more than 5,500km² , Geelong Regional Library Corporation delivers library services across four local government areas and via extensive digital platforms – making ours the largest library network in Victoria.

17 Libraries

"My local library has something for everyone – whether young or old, there are spaces and things for all of us to do. It is a safe space for exploration and discovery."

– Library member

Our library network

The Geelong Regional Library Corporation (GRLC) manages the largest physical and virtual public library in Victoria, with services delivered via 17 libraries, two mobile libraries, the library website, app, online platforms and community outreach activities.

The Geelong Library & Heritage Centre is our centrally located metropolitan library with suburban branches in Belmont, Chilwell, Corio, Geelong West, Highton, Leopold, Newcomb, Waurn Ponds and at Western Heights College in Hamlyn Heights. There are also library branches in the towns of Bannockburn, Barwon Heads, Drysdale, Lara, Ocean Grove, Queenscliff and Torquay. Mobile Library services operate on the Bellarine Peninsula and in areas of the Surf Coast and Golden Plains Shires, with weekly or fortnightly stops at 17 locations across the region. Our home library service also delivers library materials to members of the community who are unable to access their local library due to ill health or mobility challenges.

We approached the year with adaptability and flexibility as our mantra and GRLC has supported its people at all libraries through this pandemic to provide continuous services to our communities. Click & Deliver, Click & Collect, Home Library Service, our extensive eCollections and postal deliveries provided the community with ongoing access to resources. We made the switch to curating online programs and utilised social media platforms to make and sustain connections.

Our online library services were invaluable throughout the year in maintaining communication, and enabling access to a suite of curated library resources, programs and events. We saw a huge increase in use of our online collections and our people, working from home and in our libraries, facilitated ongoing capacity-building in digital literacy for our communities.

While lockdowns closed our doors at different periods throughout 2020-21, our approach to operations has allowed our audience—and our horizons—to grow.

New opening hours

New opening hours came into effect across GRLC's 17 branches and two mobile libraries in July 2020 following an extensive period of community engagement.

GRLC proposed changes to the opening hours of our libraries, and the community was invited to have their say on the proposal over a six week period in 2020. Our people from across the entire network also provided input. We received 718 responses and overall, 78% of responses were in favour of the proposed changes to opening hours, which saw an overall increase across the libraries. The opening hours proposal aimed to best respond to the needs of our communities, especially in areas where there is less access to technology and free resources.

New libraries on the way

During 2020-21, GRLC started planning towards welcoming and transitioning Colac Otway Shire libraries into our Corporation. Integration of new libraries at Colac, Apollo Bay and the Colac Otway Mobile Library Service saw us work closely with the Colac Otway Shire, the library team and the community to prepare for a smooth transition of services on 1 July 2021.

GRLC continued work with its Member Councils to facilitate and plan for current and upcoming capital projects:

- Construction has commenced for the new Queenscliffe Hub, which will incorporate a new library, Visitor Information Centre and Heritage Museum

- Architectural designs have been revealed and public information sessions were held for the new Drysdale Library

- Planning and community consultation has been undertaken for new libraries in Armstrong Creek and Torquay

- Planning is now underway for a new library at Lara

- Planning has commenced for an upgrade at Chilwell library.

Bannockburn Library

Library Coordinator: Tracie Mauro

Golden Plains Shire volunteers assisted Bannockburn Library with delivery of the Click & Deliver parcels to Golden Plains Shire residents when libraries were closed.

It has been great to see, when not under restrictions, the Bannockburn Kinder and students from St Mary MacKillop Primary and Bannockburn College P-12 continue to visit us during school term.

We continue to build strong collaborations with the Meredith Local History Interest Group and look forward to bringing the community more local history events. Another highlight was a visit from local artist Marita Reynolds with the launch of her new book *What Happens in Your Garden after Dark?*

Belmont Library

Library Coordinator: Janelle Vise

The Belmont Library customers and team have been thrilled with the refurbishment to improve the interior spaces of the library. The library is now a brighter, more modern space to better meet customers' needs, with additional study or 'Bring Your Own Device' areas, a larger children's area, comfortable seating, an improved floor plan and a refreshed collection. Community feedback has been great; people are telling us that it feels spacious and welcoming and that they love it.

Barwon Heads Library

Library Coordinator:
Georgia Carter (July – September 2020) /
Andrew Milne (September 2020 – current)

Branch Library Officer: Penny Price

This year we began our 'Sustainable Weeding' project (systematically evaluating our collection and removing some items). The Barwon Heads Primary School has also been evaluating their collection, and the overall quality of books has improved and the collection is looking great.

The community had been eagerly awaiting the return of Story Time; the sessions we have run have been well received.

Visitation numbers are lower than before COVID-19, but are consistent. Our team has been maintaining contact with community members and is focused on preparing quality displays of books, using readers advisory skills honed during lockdown.

Chilwell Library

Library Coordinator:
Justine Hanna (April 2021 – current)

Branch Librarian:
Vicky Dunmore (June 2020 - December 2020) /
Casey Bolton (December 2020 – current)

Over the last year we have been focusing on increasing our reader recommendations and creating a welcoming and cosy library atmosphere. There were some minor works on the library throughout the year to freshen up the space. We have a popular recommendation wall with book suggestions from our local community.

The library team was touched by the words of appreciation expressed in lovely letters received from the Chilwell Primary School prep class after their visit. The bright drawings also inspired an outpouring of positivity from the community!

Corio Library

Library Coordinator:
Subha Simpson (July 2020 – April 2021) /
Jess Newton (April 2021 – current)

Corio Library has had a rewarding year delivering community-focused programs and services to our locals during a tumultuous time. We extended our opening hours, giving our community much needed access to the library on Sunday afternoons; delivered 'Eat, Cram, Exam' to local high schools, supplying fresh fruit, healthy snacks and study resources to VCE students; and the library was the bustling hub of GRLC's Click & Deliver service, delivering library items to thousands of families during lockdown.

Drysdale Library

Library Coordinator: Ann-Maree Hannon

We have been inspired by the way that our customers have looked out for each other and us during the lockdowns. They have constantly asked if we are all okay and expressed happiness that they were able to access our collection through Click & Collect and Click & Deliver.

We had a lot of enthusiastic people turn up to the community information meetings about the new Drysdale Library. There is a lot of excitement that the people of Drysdale will have such an amazing space of their own – especially the inclusion of a dedicated floor for the children's area.

Geelong West Library

Library Coordinator:
Jenny Ackroyd (July 2020 – August 2020) / Vicky Dunmore (August 2020 – April 2021), Justine Hanna (April 2021 – current)

We have been focused on creating an open, inviting space for all ages. 2020 saw the library receive fresh paint and carpet, and a new layout for the collection, including shelving our non-fiction by genre, which has been very well received by the community.

The day before the February 2021 lockdown saw 999 customers visit the library in one day! We're pleased and humbled by how much this community values the library and comes back as quickly as we let them. We love our regular school visits from Ashby Primary whenever restrictions allow.

Book Chat launched in 2020 and is well loved and attended, as are our children's programs.

Geelong Library & Heritage Centre (GLHC)

GLHC Manager: Catherine Turner
Library Coordinator: Katherine O'Neill
Assistant Library Coordinator: Lesley Caelli

The team at GLHC were dedicated to welcoming our community and ensuring access and service to our members through providing safe and comfortable spaces and facilities. This included Click & Collect; a great mix of online and in-person events; meeting room spaces; tours and visits for local schools and organisations; and a range of children's programming and activities.

We're dedicated to supporting our community, local artists and the broader arts and culture sector by hosting a range of activities and exhibitions in our spaces. We were honoured to host a number of thought-provoking and diverse exhibitions this year, including the Warm Safe Home community art project (Barwon Community Legal), the 2020 City of Greater Geelong Calendar Exhibition, and the Deakin Girls as Leaders in STEM Exhibition launch and many more.

Highton Library

Branch Librarian: Yvonne Hodgson

The year was challenging yet satisfying. Early July saw the introduction of our new opening hours which were well received.

Click & Collect was a great way to connect with our patrons during lockdown. We always got a wave, and many positive messages of thanks were left.

Getting book bundles together was rewarding as we were providing our customers with books by authors they may not have read before. It was wonderful to be able to continue our great service to the community, in a time when they needed it most.

Lara Library

Library Coordinator: Katrina Costa

Lara's programs over the last year have been diverse and well received by our communities: from Free Hearing Checks by Hearing Australia to 'Learn to Use' sessions to Chair Yoga for Wellbeing, facilitated by local yoga teacher, Claire Huntley.

We receive lovely feedback about how the team is knowledgeable, patient and helpful: one member made time to say *"I would like to thank Amelia for her time. She was very helpful with her computer knowledge and was also quite patient"*.

Our Children and Youth Services Librarian regularly visits local kindergartens and primary schools to provide Story Time sessions, the return of Baby Time and various children and youth sessions was much anticipated and sessions were well attended.

Leopold Library

Library Coordinator:
Hannah Cruise (June 2020 – March 2021),
Vicky Dunmore (May 2021 – current)

The team at Leopold Library has been busy maintaining and building vital social connections and providing a welcoming space – physical and virtual – for the community during the pandemic.

Highlights from the year have included: Friday Flicks with a regular cohort of followers who love a classic film; School Holiday programs; seeing smiling faces back at our regular children's sessions; hosting actor Samuel Johnson to celebrate his new book *Dear Mum*; and a quirky teapot display, presented in collaboration with the Leopold Community and Learning Centre's 'Biggest Morning Tea' event.

Newcomb Library

Library Coordinator: Kim Edgar

The Newcomb team continued to provide the best possible service to the community within unavoidable constraints. Community uptake of the Click & Deliver service kept the team busy until we were able to welcome our community back into the library.

A successful Feed Geelong grant application through Give Where You Live supported the 'Eat, Cram, Exam' initiative, delivering fresh fruit and vegetables and stationery packs to secondary school students via Newcomb and Corio Libraries, to support their studies.

Programs were adapted to run online: chess tournaments, a Bellarine Historical Society session on Caroline Newcomb and more. A highlight was entertaining 488 lower primary students from local schools for National Simultaneous Storytime.

Ocean Grove Library

Library Coordinator:
Georgia Carter (July – Sept 2020) /
Andrew Milne (Sept 2020 – current)

Over the year we adjusted to new ways of connecting with our community: Click & Collect and Click & Deliver continue to provide for the community when we're closed. The team used readers' advisory skills to provide the community with targeted borrowing.

The concierge process was tricky for some staff and customers to adapt to, but we're grateful for everyone's patience.

Children's programs and outreach services recommenced with children from Ocean Grove Primary School and local kindergartens visiting regularly.

Another highlight was the booked-out talk with Dorothy Johnston about her Writers' Mentor program for new and aspiring authors.

Waurn Ponds Library

Library Coordinator: Olivia Simaitis

For Waurn Ponds, one of the most satisfying periods of 2020 was the August/September lockdown knowing that we could provide a Click & Deliver service to our customers even if our doors weren't open. Together with hold requests, library staff used reader advisory and literary skills to choose materials on behalf of our customers. 591 bundles were collated at Waurn Ponds Library and delivered to homes contact-free. We were so pleased to receive lovely feedback about this service – our community appreciated reading some old favourites, as well as being introduced to new authors and genres.

In subsequent lockdowns, Waurn Ponds provided 1,556 bundles for the Click & Collect service.

Torquay Library

Library Coordinator: Sandi McNeilly

The local community embraced the Click & Deliver and Click & Collect services, and we were grateful for the assistance of the Surf Coast Shire with deliveries to customers.

The easing of restrictions saw the return of many familiar faces to regular programs such as Scrabble Club and Book Chat and lots of new faces with the resumption of Baby Time. We were lucky enough to have some local authors participate in school holiday programs and book launches.

During the year the children and youth areas were rearranged to maximise and improve the use of space – there is room for programs, a lounge space, cosy nook for juniors, and new furniture to create some additional spaces for quiet study time.

Queenscliff Library

Branch Librarian: Hilary Stennett

In December of 2020, after extensive preparations, Queenscliff Library was relocated to small, temporary quarters in 'The Tavern' to allow construction to begin on the new Queenscliffe Hub, that will include the library, Visitor Information Centre and Historical Museum. The co-location in our temporary space has been a practice run for the three organisations which will share the Hub. Occasionally people wander in looking for a meal!

A small targeted collection has kept the service operating, and the rest of the collection is stored at the Geelong Library & Heritage Centre and is available on request.

Outreach services

Bellarine & Surf Coast Mobile Library Outreach Services Librarian: George Houlder

Golden Plains Outreach Services Librarian: Kay Dickenson (until December 2020) / Jocelyn Wauchope (December 2020 – Current)

The GRLC operates two Mobile Library vehicles which visit communities on the Bellarine Peninsula and areas of the Surf Coast and Golden Plains Shires. Between them they make weekly or fortnightly stops at 17 locations across the region.

The libraries on wheels carry regularly-rotated collections of books, magazines, DVDs and more – they provide access to GRLC's extensive collection of more than 400,000 items. Our Mobile Libraries also provide crucial access to digital services and other library services, especially to people for whom a library branch is not easily accessible.

During 2020/2021, Mobile Library drivers played a critical role in our Click & Deliver service, delivering thousands of collection items, contact-free, to hundreds of homes across our regions.

"Apart from being a book (and DVD) repository, the mobile library is a community hub, and many people have not had the chance to meet others from the community without the library being there. They feel they are no longer forgotten."

– Outreach Services Librarian, George

When restrictions are in place, mobile libraries run a popular Click & Collect service.

When libraries were permitted to reopen, the reaction from the community was enthusiastic.

This year, we farewelled much-loved staff member Kay Dickenson, retired after 21 years with the organisation.

Home Library Service

Our Home Library Service (HLS), 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 HLS operates across the GRLC's four Member Council areas.

It was a challenging year for the HLS, as we were forced to suspend volunteer services due to government restrictions between March 2020 and March 2021.

Throughout this time, GRLC staff delivered more than 1,500 books per month to 190 HLS clients, to ensure they were able to have access to library resources.

In March 2021, we re-engaged 60 HLS volunteers, who deliver books to these vulnerable community members on a monthly basis. Since March 2021, 11 new volunteers have been welcomed on board.

In the past year, we ran two sessions for HLS clients (iPad Basics and Armchair Actors), and another five training sessions for volunteers, including Trove and Library eCollections, to help improve their knowledge of our digital services.

With the help of a Be Connected grant, a Federal Government initiative empowering all Australians to thrive in a digital world, six iPads with data were purchased for exclusive use of HLS clients, to assist them with accessing information and keeping contact with loved ones. iPads could be borrowed for a period of six weeks and phone assistance was available to those who needed it. Feedback about this service was very positive.

"I have really enjoyed the iPad. I love the BorrowBox app so I can borrow books and read without waiting. It has been absolutely fantastic and the amount of books available is great. Thank you for allowing me to experience it."

– Home Library Service client

"Thank you for the wonderful, hand selected pack of books you sent me and the kids. It felt like Christmas opening the pack and looking through all the books you chose for us. During such a hard time, you made our week. And thanks for remembering the kids' names all the time! You make our time at the library so special."

– Library member

Heritage services

The Geelong Heritage Centre provides a crucial role in housing and preserving the extensive collected archives of the region, with specialist staff who assist the community to unlock the secrets of the past.

Kim Barne Thaliyu (The Vault), at the Geelong Library & Heritage Centre houses hundreds of thousands of items documenting the local history of the region. The Archive is extensive and includes permanent and temporary public records, records from individuals and community organisations, newspapers, maps, plans and photographs together with an extensive resource of searchable catalogues and indexes to assist customers to search the collections.

Heritage Centre Special Projects

Geelong Honours Them

Geelong Honours Them (GHT) is an ANZAC Centenary project supported by funding from a Victoria Remembers Major Grant Program.

This three-year project commenced in 2018 with the aim of identifying, digitising and making accessible images of WWI Honour Boards, located across the four GRLC Member Council areas, together with a searchable name index and the recorded social history the boards contain.

As at 30 June 2021, 200 WWI Honour Boards have been identified and the historical information about these boards added to the GHT Website. One hundred and sixty eight of these have been digitally photographed and added to the GHT website.

The names of 13,000 women and men listed on the WWI Honours Boards have been fully indexed, and are now searchable on the GHT website (geelonghoursthem.grlc.vic.gov.au).

Professional photographers, together with members of local community-based camera clubs, have been engaged to capture images of the WWI Honour Boards.

Geelong Heritage Centre Archives Online

During 2020-21, we saw an increase in online visitation to the Geelong Heritage Centre Archives, with almost 4,000 individual users accessing the archives. Eleven percent of these were new users.

The Archives online provides access to more than 46,000 records housed in the Geelong Heritage Centre Archives, and was launched in 2019.

Heritage Centre Archive donations

The following items were accepted as donations to the Geelong Heritage Centre Archive during 2020-21:

- A late 19th Century silver mounted emu egg trophy awarded for the first time in 1886-87 to the champion (premier team) of the Geelong Junior Cricket Competition.

- Records of the Eastern Park Croquet Club consisting of Club minute books 1999-2008, together with a summary of the minutes prepared by a Club member.

- Various items originating from or relating to the history of Geelong Golf Club and Geelong Rifle Club.

- A copy of the official booklet from the grand opening of the Corio Theatre in 1938.

- The former Ocean Grove Chalet visitors' book.

- A 78rpm recording of the Geelong mouth organ band made in the Bourke Street, Melbourne studios of Vocation in 1928/29.

- A copy of every edition of the Geelong East Technical School magazine (est.1962) which then became James Harrison College until its closure, together with some examples of the early school uniform of the same.

- Various items about the history of Eastern Park Croquet Club.

Geelong Heritage Centre Collection Advisory Committee

Committee members 2020-2021:

Cr Margot Smith – Chair
Surf Coast Shire (until December 2020)

Cr Peter Murrihy – Chair
City of Greater Geelong (from March 2021)

Cr Boyce Pizzey
Borough of Queenscliffe (until December 2020)

Cr Michael Grout
Borough of Queenscliffe (from March 2021)

Cr Les Rowe
Golden Plains Shire Council (from March 2021)

Kim Biggs
Arts and Cultural Advisor, Golden Plains Shire (until June 2021)

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 (until March 2021)

Daryl Wight
Geelong Historical Society (from March 2021)

Charlie Farrugia
Public Record Office Victoria

Pam Bailey
Community Representative

Victoria Spicer
Community Representative

Dr Ruth Lee
Community Representative
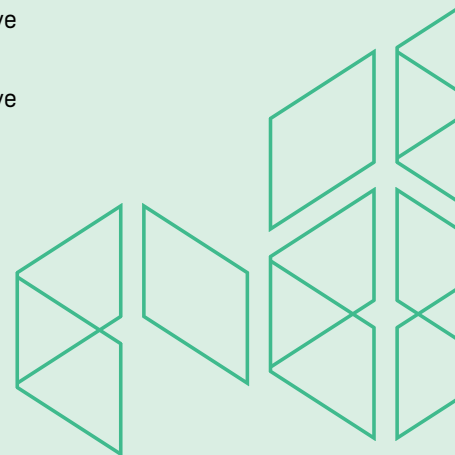
Our digital services

The past year has shown us the importance, more than ever, of making library programs, collections and services available through digital platforms. The return to lockdowns, and the cessation of in-person programs, saw the need to quickly adapt our programs to be available online.

Our library service plays a crucial role in allowing universal and free access to digital technology and the internet for communities across our region. Many people would not be able to study or work without this access – the closure of libraries during COVID-19 lockdowns only highlighted this digital divide which exists in our communities. For example, 22% percent of households in our regions do not have internet in their homes.*

The GRLC offers free WiFi and internet access across the library network; whether customers use library PCs and devices or their own laptop or device. The Geelong Library & Heritage Centre offers access to the fastest, free internet in Geelong through our membership of the Australia's Academic and Research Network [AARnet] high speed internet service.

12,054
Click & Collect bundles collected

4,319
Click & Deliver bundles delivered

A library app!

In 2021, we launched the first ever Geelong Regional Libraries' app. The free app is available to download from Google Play or the App Store and allows customers, from the convenience of their mobile device, to perform actions including:

- searching the library catalogue
- borrowing, renewing and placing holds on collection items
- booking into library events
- viewing their library account details.

In recent years the GRLC had received several requests from community members for a library app to be made available. We were pleased to be able to respond to this feedback and provide this additional, valued service to our members.

Since its launch in May 2021, the app has been downloaded 2,300 times.

"I love having my library card on my phone - now I can collect my books on hold and borrow whenever"

– Library member

*Source: G21 Social Atlas https://atlas.id.com.au/g21-region

Communico online events portal

In August 2020, we officially launched Communico, an integrated suite of cloud-based applications which has been designed especially for public libraries. The new system provides for more streamlined internal processes at GRLC, allowing improved event searching and booking functions and easier mechanisms for booking meeting rooms and resources.

For customers it has resulted in an improved online event searching and booking process, via the library website.

During the past year we held extensive training for staff so they are confident in assisting customers with the new Communico system, as well as running a number of 'How-to' sessions for the public.

Click & Deliver and Click & Collect platforms

The incredibly popular Click & Deliver and Click & Collect services, launched during the past year to provide a free, continuous service to our customers during COVID-19, have been underpinned by support from our Digital Services team. There were more than 12,000 Click & Collect bundles collected and more than 4,300 Click & Deliver bundles delivered to homes around our regions.

"Getting my library delivery was
  a highlight of lockdown!"

 – Library member

Webpages were created to allow members to request specific titles to access via the services. Customers also have the opportunity to request a curated 'book bundle', wherein library staff collate a selection of books based on genre preferences and age-appropriateness (for example, picture books). Once a customer submits their request, the books are made available for contact-free delivery or collection.

These online platforms have been designed to provide our customers with a streamlined process, with the intention of providing access to the Click & Collect and Click & Deliver services for as many people as possible.
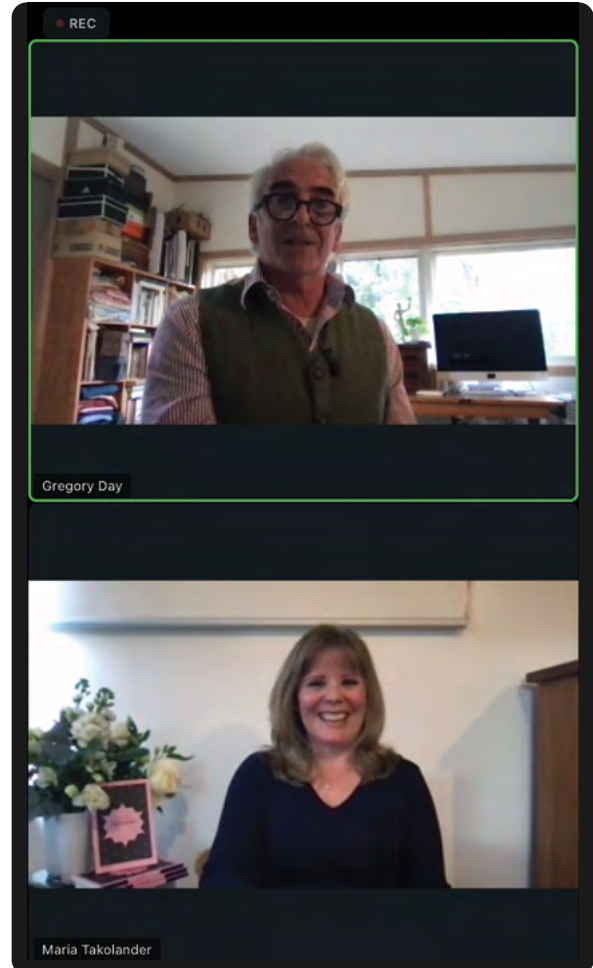
Library technology

During 2020-21, GRLC continued to invest in the technology and services available in many of our libraries. This has included:

- A number of public PCs have been upgraded
- Additional gaming consoles purchased
- iPads purchased in preparation for Colac Otway Shire joining GRLC
- Installation of new self-service kiosks and security gates at multiple libraries
- Upgrades to internet connections at several libraries, providing faster internet speeds.

"The library has already
helped me to diversify
my reading choices as
it allows me to try new
authors and genres …
I read so much more
broadly now that I have
ready access to the library."

– Library member

Our collections

Over the last year, community use of Geelong Regional Library Corporation's eCollections continued to increase. The free access to quality news resources and usage of online newspapers and magazines through our multiple platforms, increased significantly.

Loans of eBooks and eAudiobooks rose by almost 20%. We increased our collection of eBooks and eAudiobooks by 16% during this period to respond to increased demand. Video streaming through Kanopy remained popular, with more than 23,000 films, programs and documentaries accessed by our customers – for free – from their homes. These strong loan trends have prevailed post-library closure periods, suggesting a trend for ongoing increasing use of our eCollections in addition to physical collection loans.

This growth is in line with Priority Area 1 of our *Collections Development Plan 2020-2023* – 'Building digital content across three elements'.

Physical loans have continued to recover from the extended library closure period in 2020, and to support our communities' information and recreational reading needs, 63,229 new physical items were added to the library collection. We continued to invest in resources to support the literacy needs of our diverse communities through the provision of materials for learning English, as well as Launchpads, Vox Books (audio books within a print book), early readers and Dyslexia-friendly items.

A key focus for the Collections team was preparing the Colac Otway Shire collection to amalgamate with the GRLC collection, in anticipation of the incorporation of Colac Otway Shire libraries into our Corporation on 1 July 2021. This amalgamation will provide a significant boost to the amount of resources available to our members, adding 40,000 items to the collection.

The Collections team was also focused on a statewide project to move Inter-Library Loan (ILL) management to a new platform. This provided GRLC with the opportunity to publish a new single webform for community members to request items not held by GRLC, whether as an ILL or a new purchase request. GRLC customers borrowed 276 items from other library services during the year, while 779 GRLC items were loaned to other library services for their members. The webform has improved the customer experience and is an important mechanism to allow our members to suggest items for purchase. This year, 4,400 patron requests were purchased for the collection.

388,286
physical items held in GRLC collections

20%
increase in eBook and eAudiobook loans

GEELONG
REGIONAL
LIBRARIES

www.grlc.vic.gov.au

A STRONG
VIBRA
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OM

60+

**Author talks on our
YouTube channel**

Our programs & events

Our library events and programs represent a critical component of our service to the community. From early literacy and school holiday programs, to writers' workshops and literary events, we deliver an extensive and high quality program of events – increasingly for both online and in-person audiences.

Programs and events for adults

The 2020-21 year has been both rewarding and challenging, as customers and the team continue to adapt to ever-changing COVID-19 requirements.

Planning events during a pandemic requires optimism and goodwill, flexibility and adaptability as we manage the changing landscape with both our customers and our partners. The year has seen events cancelled, postponed, switched from in-person to online, and sometimes back again.

During the 2020-21 year, a total of 577 sessions were presented for adult audiences (a reduction of 60% on 2019-20), with 8,223 attendees (a reduction of 44% on 2019-20), clearly demonstrating the significant impact of the pandemic on our ability to stage events and provide for large numbers of attendees. The events we have delivered continue to be warmly received and much appreciated by our customers.

Following the reopening of libraries in 2021, we have continued to deliver a 'hybrid' program of online and in-person events to cater for both audiences, in recognition that there is a demand for both modes of delivery.

"Thank you so much for all your online events. I have poor night vision and often miss the winter events due to not travelling, so now I can go to them all!"
– GRLC event attendee

A benefit of the digital event delivery model is our ability to easily record online author events and upload videos for on-demand viewing. This has been complemented by our new practice of recording in-person events at Geelong Library & Heritage Centre for the online audience. During the past year we have developed an impressive catalogue of more than 60 author and literary events available to view on our YouTube channel. Views of adult events on YouTube have grown by 167% during the financial year, with many of our more popular events reaching up to 600 views (search for 'Geelong Regional Libraries' on YouTube).

"Great speaker and book! Great to get out to these events again!"

– GRLC event attendee

Event highlights:
July to December 2020

The option to deliver online events ensured we could continue to provide thought-provoking and entertaining literary events for our customers when we were unable to gather in person.

We focused on presenting online author and literary events, delivering a total of 36 online author events; an average of one event per week from the onset of the pandemic in March until December, with a total audience of 6,579 people. Approximately 3,386 people, or 51% of the overall audience, watched the events 'live' on Zoom Webinar, with a further 3,193 views on-demand on our YouTube Channel to the end of December 2020.

Joining us for these events were some of Australia's best known and most popular fiction authors including Jane Harper, Kate Grenville, Matthew Reilly, Belinda Alexandra, Monica McInerney, Kate Nunn, Malcolm Knox, Nikki Gemmell and Jock Serong. This program was complemented by a number of socially-relevant events focused on non-fiction books such as Marie Younan's biography, *A Different Kind of Seeing*, for Social Inclusion Week and International Day for People with a Disability; *Analog Iran – A Photographic Essay* celebrating the people of Iran, presented by Ali MC; and on Remembrance Day we commemorated heroes passed with the heritage event, *WWI Honour Boards: Remembering the Women and Men of the Geelong Region*.

Online programming provided the opportunity to attract international guests to the library, including Jennifer Ackerman from Virginia USA, Deborah Rodriguez from Mexico, and Matthew Reilly from Los Angeles, USA. We were also joined by Thomas Mayor speaking about his ground-breaking First Nations work, *Finding the Heart of the Nation*, from just outside of Darwin in a spectacular sunset and red-dust setting, supported by a beautiful Welcome to Country ceremony provided by Facilitator, Wadawurrung woman Corrina Eccles.
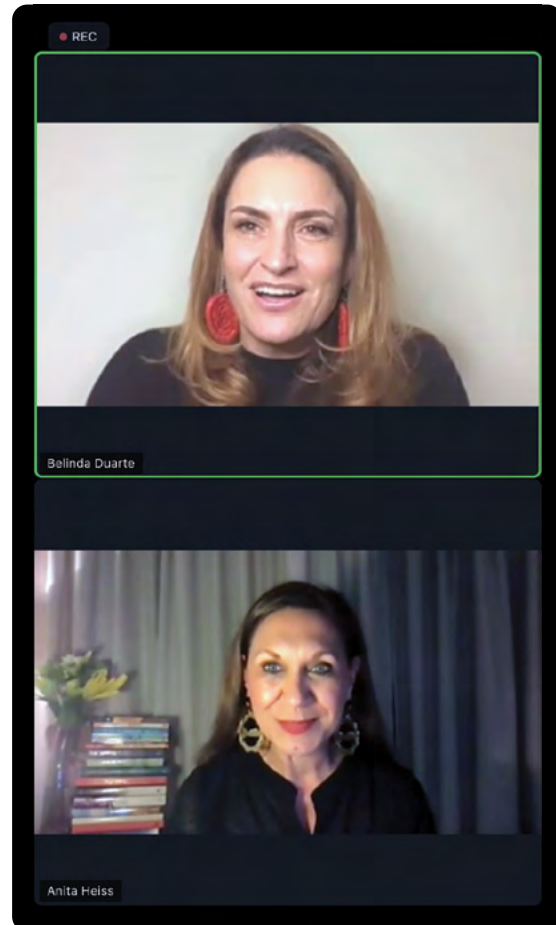
We broadened our reach and built profile by inviting highly-regarded authors to act as facilitators for our sessions including Suzanne Leal (*The Deceptions*), Sarah Krasnostein (*The Trauma Cleaner*) and Kate Mildenhall (*The Mother Fault*).

A new series of monthly "Wine and Crime" panel discussions allowed us to feature two or three popular crime and true crime authors at a time in interesting and lively debates, while our Word for Word Festival Preview events gave event-goers a hint of the hard-hitting issues to come in the full Festival program.

Event highlights: January to June 2021

The New Year saw a gradual return to in-person events, with many important health and safety protocols – include strict capacity limits – to navigate and implement.

Our first in-person event for almost twelve months was held on Thursday 11 February – a panel discussion led by editor Carly Findlay and featuring contributors Alistair Baldwin and Lucy Carpenter, discussing the newly released anthology, *Growing Up Disabled in Australia*. In a first for the GRLC, the event was recorded and streamed live on YouTube, as well as available afterwards to view on demand. Live captioning and AUSLAN interpreters ensured that this important event was accessible for all.

In March 2021, we introduced our new program of Writers' Workshops. Held monthly, they cover topics of interest to emerging writers and are mainly presented by local or regional authors, as a way of promoting their work and building their profile locally. The workshops have been enthusiastically received and almost every session has booked out well in advance.

In the second half of the financial year we delivered 15 online author and literary events, with many authors joining us from interstate and overseas, and a further 25 in-person events, including a number of key partnership events in conjunction with Geelong Design Week, Geelong Sustainability, Love Your Sister, Sydney Writers' Festival and the Victorian Law Week Festival.

Highlights from this period included:

- the launch of a new poetry collection by John Bartlett
- a celebration of Reconciliation Week with Dr Robert Isaacs & Tanaz Byramji discussing their book *Two Cultures, One Story*
- a series of wellbeing workshops as part of our "New Year, New You" series
- book launches for new and emerging local authors in our community libraries
- a three day livestream program at Geelong Library & Heritage Centre in conjunction with the Sydney Writers' Festival
- a staged 'walk and talk' to key literary locations in Queenscliff with local author Dorothy Johnston
- a celebration of the short story format in partnership with Kill Your Darlings, with emerging writers Elizabeth Flux, Laura McPhee-Browne and Jack Vening talking with local author, Panel Chair Charlotte Guest.

Events for children, youth and families

Children's early literacy development and supporting parents and guardians in their role as a child's first educator has always been a key focus for Geelong Regional Library Corporation (GRLC), along with building social connections and collaborative learning environments for young people.

Our early literacy programs are designed to have a positive impact on literacy and early development of children aged from birth to five years.

Brain research shows that the most active period of growth occurs in the first years of a child's life. Reading, talking, playing and singing regularly with children, from birth, stimulates brain development and this in turn builds language, literacy and children's motivation to learn.

A fundamental role of a public library service is to encourage and nurture a love of language and reading among people of all ages. At GRLC, our programs for children are focused on activities that promote the development of a range of literacies and support the educational and creative endeavours of children and young people. These programs are consistently well-attended and greatly valued by our communities for the positive impact that they have.

During the 2020-21 financial year, library closures due to COVID-19, as well as restrictions to the way we can run events for children, with physical distancing measures in place, has seen us adopt a hybrid approach to our programming. We have taken events and programs (including Baby Time, Story Time, Toddler Time, after school and school holiday programs) online when required, ensuring that we can continue to provide this valuable service and learning opportunities to our customers when they cannot visit our physical spaces.

13,522
views of our YouTube sessions for kids and youth (July 2020-June 2021)

Events and programs for youth

Change is constant and the contexts within which young people live and learn are vastly different to a generation ago. Economic changes are transforming work through automation, globalisation and more flexible work. Digital skills are more vital as people prepare for a largely unknown future workforce.

It is increasingly important for young people to adopt a lifelong learning mindset that will support them throughout their life, and the library can play a key role in nurturing this.

The GRLC is dedicated to providing opportunities for young people to build social connections through shared experiences and facilitate collaborative learning environments, where young people can learn from one another and share their own knowledge and expertise with their peers.

Throughout the year, we presented a diverse and engaging program of (in-person and online) after school and school holiday programs for young people, and participated in external programs including Children's Book Week and the Premier's Reading Challenge. Over the year, we ran 17 different types of sessions for youth, ranging from coding classes to a Harry Potter Quiz to craft activities to Homework Club.

We also partnered with schools and other youth service providers to deliver workshops, information, and rich learning experiences in safe, neutral and welcoming spaces.

We launched our dedicated YA Instagram account in August 2020, 'Checked.In.YA', in response to ongoing engagement challenges presented by the COVID-19 pandemic. This digital youth engagement initiative uses the social media platform, Instagram, to provide reading recommendations for young adults, and currently has 164 followers.

Children's (in-person) special events

We were pleased to run some very special in-person events during the year: Tim Bain, the creator of hit ABC TV show *Kangaroo Beach* shared stories about the show's characters and water safety, local Surf Coast authors Kaye Baillie, Stef Gemmill and Renee Treml shared stories of writing and illustrating and Geelong author Sally Leary launched her picture book *Corio Bay Quest*.

Event highlights

This year we celebrated Children's Book Week with a virtual schools program – 18 schools and 1,700 students attended virtual webinars conducted by the Children's and Youth Services team featuring titles from the Book of the Year Awards.

National Science Week was celebrated with a virtual package of activity sheets and instructional videos uploaded on to our website: topics ranged from Ocean Science to Exploding Volcanoes to The Science of Suspension. The program attracted 242 page views on the website and the accompanying videos were also promoted during National Science Week.

This year, the ever-popular National Simultaneous Storytime was broadcast from space! We ran 10 in-person story time sessions across the network with 114 participants.

National Reconciliation Week was celebrated with The Geelong Primary Schools Reconciliation Event. It was a wonderful occasion for children across the region to come together to experience and learn about Aboriginal Culture and importantly, local Wadawurrung Culture. This event was delivered in partnership with Geelong One Fire Reconciliation Group, Wadawurrung Traditional Owners Aboriginal Corporation, and Department of Education, Koorie Education, Barwon.

School Holiday Programs

Where school holidays fell during periods when the libraries' physical doors were closed, the team created, filmed, and presented a carefully curated series of downloadable activity sheets, instructional videos and DIY programs for children, youth and families. The eclectic range of hands-on activities included Kawaii Corona Cards, Code Your Own Adventure, Balloon Bowls and much more. The YouTube videos received a total of more than 1,300 views, while the School Holiday section of our website received 983 unique views.

Three hundred and nineteen [in-person and online] programs were delivered during school holiday periods – 236 children's events were presented to 6,033 attendees, and 83 youth events were presented to 814 attendees.

"Thanks for these amazing online programs for little kids during lockdown - they get to participate in their regular library Story Time and Toddler Time classes which helps make lockdown a little easier!"

– Online event participant

Early learning and school engagement

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

Despite the impact and interruptions caused by the COVID-19 pandemic, the library has continued to provide programs, tours and outreach activities when possible, to help promote lifelong learning, develop a love of reading in children and educate children about library services.

Ongoing partnerships with local schools, care providers and organisations are crucial to the work we do; working together to build a love of reading, books and knowledge from a young age is a shared goal. In this last year, we worked with 104 partners around the region. We look forward to our ongoing relationships and to the library visits from local children.

Information services highlights

Our Information Services team is more important than ever as they help our customers navigate our collection and range of digital platforms to find relevant information from respected sources.

Many more people are online this year, and the team has responded to design and offer programming that is relevant and fulfilling that can be effectively delivered in online at short notice. GRLC has continued to provide a broad range of programs including general interest, creative technologies, information technologies and readers advisory.

High quality reader development was delivered in the popular 'Get to Know' series – sessions that focus on particular topics and reading genres. Subjects included Romanticism, Psychology, Stoicism and Classics in highly attended online sessions with strong community feedback. Literary Trivia sessions were also provided in an online environment and proved very popular. This demonstrates continued interest and passion in reading and literature in our communities, and that the library is providing a meaningful ways for community members to connect, particularly in times where physical opportunities to meet are few. Opportunities for lifelong learning and community connection were also seen through Book Buzz, a GRLC facilitated Facebook group focused on a love of books and reading.

"Thank you so much for the time you spent with me on the BorrowBox session this morning, and for the instruction sheets email. I really enjoyed it, and have had a lovely time this afternoon playing around with it...I have downloaded one book, and have three reserved!"

Our specialist Information Services Librarians are on hand to provide assistance with technology and finding information. They continue to be an essential service for community members and organisations, as every year more government and organisation services moves online. *How to search beyond Google and Avoiding online misinformation* sessions designed and written by our team were attended by State Government organisations and high schools, providing imperative learning opportunities for community members while confirming GRLC as a key lifelong learning partner of organisations and education providers.

Word for Word Festival 2020

The Word for Word National Non-Fiction Festival, like so many festivals in 2020, ran as an exclusively online event during a particularly challenging time for the arts and creatives community.

Australia's only dedicated non-fiction festival broadcast 19 online sessions live from the Geelong Library & Heritage Centre over three days in November.

Thousands of viewers from across the globe tuned into the online sessions to hear conversations with some of Australia's brightest writers and thinkers unpacking today's most pressing issues under the banner of the 2020 theme, *Life, Changing*. The program included panel discussions, in-conversation sessions, an Australian book launch, a short film premiere, a workshop and a new Schools Program.

Authors and presenters included former Governor-General Sir Peter Cosgrove, Robert Dessaix, Meg Keneally, John Wood, Heather Morris, Jean Kittson, Virginia Trioli, Louise Milligan and many more. The festival also welcomed its first international presenters — Mona Eltahawy and Eben Kirksey spoke from the U.S, Rebecca Giggs and Caleb Plumridge were live from London.

More than 4,000 students, from over 40 schools nationally registered to attend the free inaugural Schools Program. Students heard from renowned First Nations children's authors Bruce Pascoe, Kirli Saunders and Aunty Fay Muir who spoke with her co-author, Sue Lawson. The Schools Program was presented in partnership with Australia's leading Indigenous publishing house, Magabala Books.

"We're especially proud of the incredible success of the Schools Program – it was an enviable chance for younger generations to hear from First Nations authors, sharing their stories and wisdom."

– Festival Advisory Committee Chair, Margot Smith
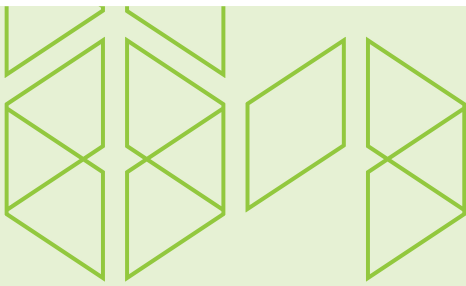
Festival Advisory Committee 2020

Cr Margot Smith (Chair)
Surf Coast Shire Councillor and GRLC Deputy Chair

Deb Sansom
Executive Manager, Cultural Development &
Community Engagement, GRLC

Martin Paten
Manager, Arts and Culture, City of Greater Geelong

Emmett Stinson
Deakin University

Christine Heath
Community Representative

Beth King
Community Representative

Sue Lawson
Community Representative

Mark Smith
Community Representative

Festival Staff

Rochelle Smith
Festival Director

Gillian Elijah
Events & Production Coordinator

Sarah Bieske
Festival Assistant

Rebecca Hyde
Festival Marketing

Shelley Carroll
Digital Coordinator

Presenting Sponsors

Deakin University

Bolinda Audio

James Bennett

Times News Group

Kings Funerals

Godfrey Hirst Australia

Sponsors

Good Reading Magazine

Harwood Andrews

James Bennett

Morgans Geelong

Vision Super

Partnerships

Wadawurrung Traditional Owners
Aboriginal Corporation

Magabala Books

Geelong Gallery

Nib Literary Award (Waverley Council)

Pace Advertising

Writers Victoria

Volunteer Committee

Helen Cox

Anne Riggs

Courtney Santospirito

Jo Turnbull

Andrea Van Der Meer

Our people

In a year like none we've experienced before, our people have shown resilience, professionalism and team-spirit, going above and beyond to deliver exemplary and innovative library services to our communities. Our people truly are the backbone of our organisation.

109
EFT Staff

Spotlight on our people

The Geelong Regional Library Corporation employed a total of 184 staff compared to 191 in 2019/20.
Our ongoing Effective Full Time (EFT) is unchanged at 109.3.

Staff EFT

As at 30 June 2021 [2020]

● Ongoing staff – Full-time	63.0	[62.0]
● Ongoing staff – Part-time	46.3	[47.3]
Total	**109.3**	**[109.3]**

Age Breakdown

As at 30 June 2021 [2020]

● Under 25	13.00%	[11.0%]
● 25-34	15.00%	[18.0%]
● 35-44	29.00%	[26.0%]
● 45-54	23.00%	[21.0%]
● 55-64	17.00%	[21.0%]
● Over 65	3.00%	[3.0%]
Total	**100.0%**	**[100.0%]**

Male/Female Breakdown

As at 30 June 2021 [2020]

● Female – Full-time	50	[49]
● Female – Part-time	67	[73]
● Female – Fixed term & casual	35	[41]
Female – Total	**152**	**[163]**
● Male – Full-time	11	[9]
● Male – Part-time	11	[10]
● Male – Fixed term & casual	10	[9]
Male – Total	**32**	**[28]**

Years of Service

As at 30 June 2021 [2020]
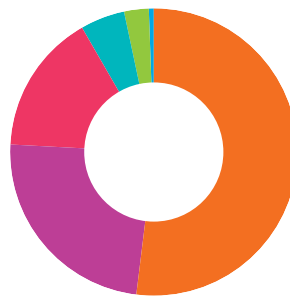
● Under 5	96	[107]
● 5-10	44	[38]
● 10-20	29	[27]
● 20-30	9	[13]
● 30-40	5	[5]
● Over 40	1	[1]
Total	**184**	**[191]**

Organisational memberships

- Australian Library and Information Association
- ArtsHub Australia
- Australian HR Institute (AHRI)
- Australian Society of Archivists
- Children's Book Council of Australia (Victoria)
- Copyright Agency
- 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)
- Nautical Association of Australia
- Public Libraries Victoria (PLV)
- Roadshow Public Performing Licencing
- VALA Libraries Technology and the Future Inc.
- Victorian Chamber of Commerce and Industry
- Victorian Association of Family History Organisations
- Volunteering Geelong Inc.

Organisational structure

Regional Library Board

Chief Executive Officer
Vanessa Schernickau

Executive Assistant
Sandra O'Brien [T]

**Executive Manager
Digital Solutions & Innovation**
Tom Edwards

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

**Manager
Digital Systems**
Tanya Rowe

**Manager
Corporate and Governance**
Vacant

**Manager
Digital Innovation**
Shelley Carroll

**Manager
Marketing & Communications**
Kirsten Aplin

**Manager
Content & Access**
Victoria Mathews [T]

**Health Safety & Wellbeing
Coordinator**
Carlin Roche

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

People Coordinator
Shane Brown

**Manager
Community Capital Projects**
Vacant

People & Payroll Officer
Elise Wilson

Organisational Structure as at 30 June 2021.

**Executive Manager
Community Experience**
Vacant

**Manager
Events & Programming**
Caz Copic

**Manager
Children's & Youth Services**
Deanne Verity

**Manager
GLHC**
Catherine Turner

**Area Manager
Colac Otway & Outreach Services**
Allison Elsey

**Area Manager
North**
Subha Simpson

Director Word for Word Festival
Vacant

Library Coordinators
GLHC – Katherine O'Neil
Corio – Jessica Newton (A)
Lara – Katrina Costa
Geelong West – Justine Hanna
Bannockburn – Tracie Mauro
Newcomb – Kim Edgar
Leopold – Vicky Dunmore (A)
Waurn Ponds – Olivia Simaitis
Belmont – Janelle Vise
Torquay – Sandy McNeilly
Drysdale – Ann-Maree Hannon
Ocean Grove / Barwon Heads – Andrew Milne (A)

Branch Librarian:
Highton – Yvonne Hodgson
Chilwell – Casey Bolton (A)
Queenscliff – Hilary Stennett

*A - acting

Working at the library

Annual Staff Day

This year, the Annual Staff Day was an online event conducted via Zoom.

Staff had the opportunity to connect in online breakout rooms, with discussions focused on the challenges we faced together in 2020 and how we were able to adapt to a changing environment. Everyone was particularly proud of how the team worked together to create new services in the libraries like Click & Collect and Click & Deliver, as well as producing content for online audiences.

Taking care of each other

2020-2021 has continued to ask the best of everyone as we respond to our own personal circumstances and those of our families, friends and colleagues. The role of public libraries has never been so important – our customers may be looking for traditional library services and support; however increasingly we're aware that people are turning to the library, and our people, in times of isolation and uncertainty. We provide social interaction, trusted information, access to support and advice. In this environment, our teams continued to respond quickly to different working arrangements and prioritise our customers.

GRLC has been, and will continue to be, proactive in supporting our people and community as a priority, in whichever way possible. Some examples of proactive wellbeing initiatives have included:

- Continuation of the regular wellbeing internal newsletter, sharing a range of topics around wellbeing—including specific information about working from home, and transitions back to the office
- Commencement of the 'foundations of ergonomics and manual handling' workshops for all staff
- A series of financial wellbeing seminars for all staff with topics ranging from budgeting to superannuation
- More frequent online team 'catch-ups' during lockdown periods, to check in and ensure everyone is engaged and well
- Online training modules such as 'Managing yourself through change'.

A culture of high performance

Employment and development opportunities

While a recruitment freeze affected the placement of permanent staff for a period of time, it did provide staff with opportunities for development within the organisation. Over the past year, employees have been offered:

- 10 higher duty placements
- 25 secondment opportunities
- Eight employees acted in alternative functions
- One casual staff member transitioned to permanent employment
- Eight employees increased their hours of engagement
- One internal permanent promotion.

Recruitment activities

Our Behavioural Competency Framework continues to inform our recruitment activities as we build our capable and caring workforce. During 2020/21:

- 43 roles were advertised internally
- 21 roles were advertised externally
- 30 new employees joined the organisation (including 15 shelvers)
- 24 employees left the organisation (including five retirements).

Strong consultation and engagement

Staff Consultative Committee

The Staff Consultative Committee (SCC) is an important forum for effective internal communication, feedback and space to innovate and consult. The SCC represents all staff across our network and meets with management representatives every two months. The SCC has strongly contributed in the development and review of policies and procedures and in sharing feedback on opportunities and challenges for staff. Thank you to all our SCC members for their contribution.

Health, safety & wellbeing

Health, Safety & Wellbeing Committee

The Health, Safety & Wellbeing (HSW) Committee Terms of Reference was reviewed and agreed to by the Committee in June 2021, with the new term due to commence in July 2021. The Committee continues to play a critical role in contributing to important changes in the organisation, with actions including:

- the creation and distribution of 'Appropriate Behaviour' posters for customers
- helping to facilitate the launch of the SolvSafety platform
- providing crucial feedback surrounding implications of policy changes in regards to COVID-19 safety measures being taken by GRLC.

COVID-19 continues to play a big part in our day-to-day operations, and this committee continues to act as an essential link between GRLC staff and management in supporting staff needs and actioning agreed upon changes.

The new two-year term for HSW Committee representatives will commence on the 1 July 2021.

We thank all representatives for their valuable contributions.

Performance appraisal

We thrive to foster a workplace that is flexible, diverse and healthy. Through providing meaningful feedback and clarifying priorities and objectives, we will continue to empower each other to provide excellent customer experience to our community.

The Annual Discussion process provides a great opportunity for staff members to have a meaningful conversation with direct supervisor, clarify expectations and priorities, receive helpful feedback on performance and behaviours and connect on an individual basis.

Growing our capabilities

We recognise the importance of training and developing our people and understand that they are the key to our success.

We encourage everyone to be continually improving their skills and abilities through on-the-job and off-the-job training. GRLC acknowledges that training and professional development provides benefits for individuals, their overall career and prospects within the Library, as well as being central to the success of the organisation.

Knowledge acquisition

Chairperson's Scholarship

The Chairperson's Scholarship initiative was launched in 2009 and is a program to supports staff to undertake tertiary library studies. This year the recipient is Samantha Murdoch, a Library Officer based at the Corio Library. Samantha is studying her Post Graduate Diploma in Information and Library Studies at Curtin University

Margery C Ramsay Scholarship

Margery C Ramsay Scholarship supports the leadership development of Victorian public library staff and is awarded by the State Library Victoria. This year one of the recipients of the scholarship is our own Subha Simpson (Area Manager North), joining Hayley Martin from Melton City Libraries. The title of their research project is:

Mapping the resilience of Victorian Public Libraries during COVID-19 and conceptualising a pathway for continuous service delivery during a crisis.

COVID-19 lockdowns required Victorian public libraries to pivot their services and teams for organisational survival. The result was a diverse response that impacted the ability of libraries to fulfil their key role in community resilience and the recovery agenda. This project seeks to understand this by undertaking a comparative analysis of the sector's response and using inductive research to inform a set of key recommendations to ensure the continuity of service provision during a crisis.

State Library Victoria's Shared Leadership Program

The Shared Leadership Program is aimed at enthusiastic future leaders who aspire to make a difference in the library sector. Ann-Maree Hannon (Library Coordinator Drysdale) was successful in obtaining a place on the State Library Victoria's Shared Leadership Program in 2020. She is working on a project looking into using Design Thinking in libraries to increase community engagement. She expects to complete the project by November 2021.

Business traineeship

This year we welcomed Business trainee, Jenna Raimondo, who joined us through the Victorian Apprenticeship Recovery Program. We partnered with GForce Employment Solutions to secure a trainee. This initiative demonstrates our commitment to supporting the growth and development of our community through employment and education.

Training

This year the following training opportunities were provided to staff:

- The Australian Library and Information Association (ALIA) facilitated a training around Digital health literacy and the Government 'My Health Record' site, to increase the team's knowledge of the new platform so they could assist customers.

- 'Resilience for Front of House Staff' and 'Leading Resilient Front of House Teams' were facilitated by Public Libraries Victoria to provide staff with strategies and tools to build reliance and assist leaders to build resilient teams at GRLC.

- A Financial Wellness Webinar as well as information sessions, facilitated by Vision Super to help staff increase their financial knowledge, set financial goals and understand budgeting, debt, savings, investments, super and insurance.

- Recruitment workshops for the Strategic Leadership Team to increase their knowledge around the recruitment process. The recruitment, selection and appointment process must be fair, consistent, objective and transparent and encompass the values of GRLC.

- OHS Refresher Course facilitated by Recovre to ensure managers' and HSW representatives' knowledge remains current.

- 'Live' Shelf Scanning training delivered to employees on how to use scanning equipment and software, and how to record and report statistics.

- Leader's Customer Service Training facilitated by Lightbulb Solutions to refresh our leaders' customer service skills and knowledge and provide them with confidence to support their teams and create environments of service excellence.

- SolvSafety Administration Training, facilitated by SolvSafety, to train system administrators in updating user information and access, maintaining data integrity, troubleshooting and reporting for SolvSafety.

- SolvSafety User Training, facilitated by SolvSafety, to educate system users to navigate the system, report an incident, review an incident in the system, create a report and read and understand alerts.

- Online Cultural Competency Training facilitated by the Centre for Cultural Competence Australia.

Tertiary Study Leave Program

The Tertiary Study Leave Program supports staff undertaking relevant diplomas, undergraduate degrees or post graduate courses through paid study leave support. We supported seven members of staff in 2020-21:

- Shelley Carroll, Manager Digital Innovation – Master of Education (Knowledge Networks & Digital Innovation)

- Samantha Murdoch, Library Officer – Graduate Diploma of Information and Library Studies

- Ilona Urquhart, Children's & Youth Services Librarian – Master of Information Studies (Children's Librarianship)

- Wren O'Brien, Library Officer – Bachelor of Library and Information Services

- Tanya Rowe, Manager, Digital Systems – Bachelor of Computer Science

- Zoe Turner, Library Officer – Diploma of Library and Information Services

- Marie O'Dell, Executive Manager Organisational Performance and Development – completed Leaders for Geelong studies.

Compliance Training

GRLC is committed to providing staff, stakeholders and visitors with a healthy and safe environment, and integrates health and safety into all aspects of its operations.

Compliance training can assist in creating a safe, hospitable and respectful workplace as well as detecting and/or avoiding compliance violations.

- Behavioural Safety
- Office Safety
- Safety Essentials
- Understanding Hazards and Risks
- Work-related Stress
- Working from home fundamentals
- Coronavirus and Covid-19 Prevention and Management
- First Aid
- Fire Warden Training

Awards and Recognition

At GRLC our people are our biggest asset, and their engagement is critical to the success of the organisation. We recognise those who have worked at the Library for significant periods of time through service awards. Congratulations!

20 years of service

Janelle Vise

10 years of service

Jo Stockdale
Jocelyn Wauchope
Anna McMahon
Shanae Allison
Gabby McLeod
Tafida Lawrence

Understanding the needs of our communities

Disability Access and Inclusion Plan

The GRLC Disability and Access Inclusion Plan 2018-2022 (DAIP) describes the actions to improve the equitable access to opportunities and support for people with a disability accessing our services. We recognise that all people are valued members of our community and that the diversity and talents that people with a disability offer are a vital part of the fabric of our society. Recognising this diversity and supporting participation and inclusion of all creates a richer community life.

Accessibility and inclusion goes beyond accessible buildings, facilities and services. GRLC commits to forming networks and partnerships that facilitate inclusion and to ensuring our diverse community is reflected in our workforce.

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.

They were developed in collaboration with the 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 libraries and its Aboriginal and Torres Strait Islander partners.

Highlights from 2020-2021 under the accompanying Action Plan include:

Action: *A review of the Geelong Heritage Centre (GHC) archive collection with input from Wadawurrung Traditional Owners and other specialist Aboriginal Archivists in a culturally sensitive manner. This review will introduce a new Perspectives Plan.*

GRLC successfully applied to the 2019/2020 Local History Grant Program administered by Public Record Office Victoria for grant funding to engage a specialist consultancy to better understand the Aboriginal literature, records, materials and artifacts in the GHC archive and a culturally sensitive approach to and management of this in the future. GRLC engaged local consultancy MURRI: YUL to undertake this project working with Melinda Kennedy a Wadawurrung Traditional Owner and consultancy partner Dr Heather Threadgold.

This landmark piece of work will inform the future direction of the GHC archive and the development of a best practice access policy for users of the physical and virtual archive.

Action: *Continue to deliver cultural awareness and capacity building workshops in relation to cultural safety to all library staff.*

In March 2021, GRLC provided specialist Heritage Centre staff with access to a range of online archives and record management training modules including a course 'Indigenous Recordkeeping and Archives' designed to support archivists and archival institutions in understanding the distinct requirements of Indigenous recordkeeping and archiving. This course was developed for the Australian Society of Archivists by the Indigenous Archives and Data Stewardship Hub within the Jumbunna Institute for Indigenous Education & Research at the University of Technology Sydney.

Action: *Promote awareness and use of Aboriginal and Torres Strait Islander related collections, via targeted tours and guides; literature displays; events with Aboriginal and Torres Strait Islander Authors and Storytellers; website representation; and exhibitions.*

The 2020 Word for Word National Non-Fiction Festival featured a Schools Program, where more than 4,000 students, from over 40 schools heard from renowned First Nations children's authors Bruce Pascoe, Kirli Saunders and Aunty Fay Muir. The schools program was presented in partnership with Australia's leading Indigenous publishing house, Magabala Books.

Our volunteers

Our many volunteers make a significant difference to our service and to the communities we serve. We are grateful for their time and energy and aim to provide meaningful and impactful opportunities for them, to connect with each other and their communities.

During the past year, COVID-19 restrictions have meant fewer opportunities for our wonderful volunteers to participate. However, we have been grateful for their enthusiasm, agility and dedication during this period.

The following volunteer opportunities were offered by the GRLC in 2020-21:

Home Library Service

The Home Library Service (HLS) volunteers provide essential library services to community members who are unable to physically visit our libraries due to illness, disability or frailty. In 2020, volunteers were unable to participate due to COVID-19 restrictions. Since March 2021, we have reengaged 60 HLS volunteers, who deliver books to over 100 vulnerable community members on a monthly basis. Since March 2021, we have welcomed 11 new volunteers to the program who are providing much needed community contact and social connection to our HLS clients.

Geelong Heritage Centre

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 sorting, scanning, transcribing and indexing records from the archive collection.

Throughout the COVID-19 period, many Heritage Centre volunteers switched to a remote-based volunteering option, to continue their involvement from home. During 2020-21, 31 volunteers contributed 1,449 combined hours of time to a variety of projects.

"I must say that, while I do miss the social side of meeting with staff and my fellow volunteers on site, I am able to work much more productively here at home! I am happily working away on the 1928 rate records at present – I have about 600 entries to complete for that year and will then upload the whole lot."

– Heritage Centre Volunteer
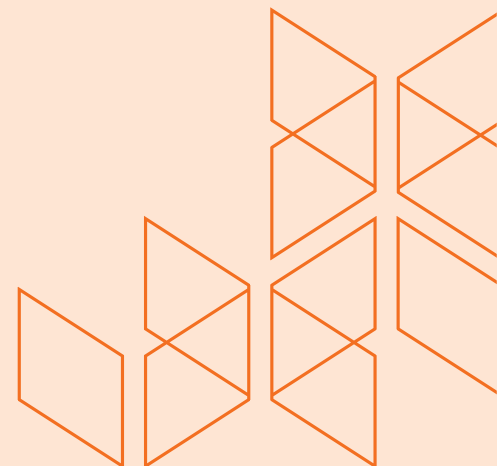
Our community networks & partnerships

Affirm Press

Allen and Unwin Book Publishers

Anglesea & District Historical Society

Anglesea Family History Group

Australian Book Design Association

Australian Centre for the Moving Image (ACMI)

Australian Heritage Festival

Australian National Maritime Museum

Australian Society of Archivists

Back to Back Theatre

Bannockburn College P-12

Bannockburn Family Services Centre

Bannockburn Kinder

Barwon Child, Youth & Family

Barwon Elder Abuse Primary Prevention Network

Barwon Heads Primary School

Barwon Health Carer Support

Barwon Water

Bellarine Camera Club Inc.

Bellarine Historical Society

Bellarine Living and Learning Centre

Bethany Group

Black Inc.

Bolinda Audio

Book Grove Ocean Grove

Care Leavers Australasia Network

Caruggi Restaurant

City of Greater Geelong, Arts and Culture

City of Greater Geelong, Central Geelong Marketing

City of Greater Geelong, Economic Development and Events (Geelong Design Festival)

City of Greater Geelong, FoRT Youth Centre

City of Greater Geelong, Marketing Team

City of Greater Geelong, Maternal and Child Health Services

City of Greater Geelong, Planning Design & Development

City of Greater Geelong, Youth Development Unit

Cook and Young Booksellers

Corio Bay Camera Club Inc.

Deakin University

Deakin University, School of Engineering, Faculty of Science, Engineering & Built Environment

Deakin University Archives

Deans Marsh Historical Society

Deakin University, STEM in Research for Educational Impact, Faculty of Arts and Education

Department of Education and Training, Koorie Education, Barwon

Diversitat

Dymocks Waurn Ponds

Friends of the Barwon Heads Library

Geelong Arts Centre

Geelong Camera Club Inc.

Geelong Design Week

Geelong Family History Group

Geelong Gallery

Geelong Historical Society

Geelong One Fire Reconciliation Group

Geelong Home Educators

Geelong Seniors Festival

Geelong Sustainability

Godfrey Hirst Australia

Golden Plains Shire, Arts and Culture

Golden Plains Shire, Youth Development

Gordon TAFE

Hachette Australia

Hardie Grant Publishing

Harper Collins Publishers Australia

Harwood Andrews

Headstart

Humans in Geelong

James Bennett

Jobs Victoria

Kill Your Darlings

Kings Funerals

KOGO (Knit One, Give One)

Lions Club of Corio

Lorne Historical Society

Love Your Sister

lowercase Poetry Geelong

Magabala Books

Marine and Freshwater Discovery Centre

Melbourne University Publishing

Melbourne Writers Festival

Meredith History Interest Group

Morgans Geelong

Mount Duneed Historical Society

Murri : Yul Consultants

National Celtic Festival Australia

National Council of Women Victoria
(Geelong Branch)

National Reconciliation Week

National Surfing Museum

National Trust - Geelong Branch

National Wool Museum

NBN Co Limited

Nib Literary Award (Waverley Council)

Ocean Grove Primary School

Oxygen College

Pace Advertising

Pan Macmillan Publishing

Penguin Books Australia

PLonQ Inc

Public Libraries Victoria

Public Record Office Victoria

Quarterly Essay

Queenscliff Uniting Church

Queenscliff Visitor Information Centre

Queenscliffe Historical Museum

Queenscliffe Maritime Museum

Rosewall Community Centre

Scribe Publishing

Services Australia

Simon and Schuster

Sisters in Crime

St Mary MacKillop Primary School

Surf Coast Shire Youth Team

Surf Coast Shire, Community Development

Surfing Victoria

Sydney Writers Festival

TAC

Text Publishing

The Book Bird

The Torch Project

Times News Group

Torquay & District Historical Society

Torquay Books

Torquay Museum Without Walls

Victorian Law Week

Vision Australia

Vision Super

Visitor Information Centre, Torquay

Wadawurrung Traditional Owners
Aboriginal Corporation

Winchelsea Historical Society

13 Wise Women

Legislative compliance

Child Safe Standards

Geelong Regional Library Corporation takes seriously its obligations in relation to child safety. GRLC 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 staff on this topic. We also ensure we are skilled in identifying potential risks early, and removing or reducing these risks. GRLC 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*.

Privacy and Data Protection Act 2014

We have 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 2020-21 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 2020-21 year.

Equal Opportunity

GRLC 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 GRLC 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, library collection and other 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 2020-21 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.

Public Interest Disclosures Act 2012

In accordance with the provisions of s58 of the *Public Interest Disclosures Act 2012*, the Corporation has a procedure for dealing with disclosures made under the Act. This procedure was extensively reviewed in February 2021, and is scheduled for regular review or as legislation is amended. The GRLC Coordinator Finance and Payroll 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), GRLC is required to notify certain serious incidents to the Victorian health and safety regulator, WorkSafe Victoria. During 2020-21, GRLC was not required to notify any incident to WorkSafe Victoria. One call was made to WorkSafe regarding an internal security door that wasn't locking. Building maintenance from the City of Greater Geelong immediately rectified the issue once they were made aware of it and no improvement or prohibition notices were issued to GRLC by WorkSafe Victoria.

Risk Management

We developed a Strategic Risk Management Framework and Register as a component of its legislative compliance and governance process aligned with the *Reading Ahead: Library Plan 2017 to 2021*. Risks are reported on a consistent basis to the GRLC Board to ensure each risk is identified, discussed and mitigated with control measures to reduce the risk rating. This Register also drives the Operational Risk Register which is underway and covers all operational risks across the network. The GRLC prepares to update the Strategic Risk Management Framework and Register with the adoption of the new Library Plan 2021/2025.

Environmental Responsibility

Our teams remain committed to supporting sustainability, despite some barriers due to COVID-19 restrictions in the last year. Actions included organising groups to participate in Clean Up Australia Day events, an initiative to increase email communication instead of post, replacing sticky tape crate labels with reusable Velcro labels, and regular, organisation wide, 'Green Team' emails to encourage sustainable actions in every day life.
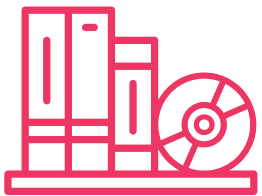
410,000

items in our
Collection

Our performance

The following pages provide a statistical overview of the financial year 2020/21.

Our performance

Indicator	Measure	Target/standard	2016/17	2017/18	2018/19	2019/20	2020/21
Membership	Library members as % of population	60% by June 2021	41%	41%	42%	40%	39%
Collection	Number of collection items per capita	2.2	1.5	1.4	1.4	1.3	1.3
Library use	Number of annual library visits (virtual) per capita	Equal to or above average for Victorian Public Library Services					
		– GRLC	4.6	4.5	4.8	4.2	3.8
		– State Average	2.0	2.0	2.1	2.9	*
	Number of annual library visits (physical) per capita	Equal to or above average for Victorian Public Library Services					
		– GRLC	6.7	6.2	6.1	4.3	2.2
		– State Average	5.1	4.9	4.8	3.3	*
Access to information technology	Number of public access Internet computers per 2,500 ■	1 computer per 2,500 population (from 2020/21)					
		– Number of computers required to meet standard	147	151	155	160	131
		– Number of computers held	208	208	215	215	215
		– (Shortfall)/excess	61	57	60	57	84
Program participation	Number of participants in library programs and activities	Increased number of participants	149,815	152,251	157,625	113,378	33,825
		% increase on previous year	10%	2%	4%	–28%	–70%
User satisfaction	Library user satisfaction ●	"Overall satisfaction rating of 4.5 or higher out of 5 (to 16/17) Overall satisfaction rating of 9 or higher out of 10 (from 18/19)"	4.75	◆	9.30	◆	◆

* The annual survey of public libraries 2020/21 will be available early 2022

◆ Survey conducted on a biennial basis. Survey not run in 2020/21

■ From 2020/21 the measure changed from one computer per 2,000 to one computer per 2,500 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	2016/17	2017/18	2018/19	2019/20	2020/21
Community strengthening	% of library users that believe the library:	User rating of 4.2 or higher out of 5					
	– is a hub for community activities and connections		4.4	◆	4.5	◆	◆
	– encourages reading		4.1	◆	4.2	◆	◆
	– helps to develop literacy skills		4.0	◆	4.1	◆	◆
Social Inclusion	New library members in targeted areas	Increased membership of 'hard to reach' groups					
		– New members in Corio	1,351	1,172	1,398	1,057	507
		– New members in Newcomb	839	838	746	574	363
	Participation in library programs in targeted areas	Increased participation of 'hard to reach' groups in library programs					
		– Participants in Corio	9,277	7,949	9,728	6,331	1,678
		– Participants in Newcomb	14,249	13,449	13,986	10,510	4,251
Partnerships	Scope and level of engagement of community organisations and groups in library service planning and delivery	Measured by involvement of community organisations and groups					
		– Number of program and service partners	142	134	199	225	138
Funding	Library funding per capita from Member Councils	Equal to or above the average level per capita for Victorian Public Library Services					
		– GRLC	34.45	35.28	36.32	36.10	36.27
		– State Average	32.94	32.00	32.58	31.60	*
Facilities	Floor area per capita	39m2 per 1,000 population	43.8 m^2	43.2 m^2	44.5m^2	43.3m^2	42.3m^2

Statistical overview

Indicator	2016/17	2017/18	2018/19	2019/20	2020/21	% change since last year	% change over last 5 years
Population - Regional (ABS ERP)	293,881	301,536	310,570	319,052	326,894	2%	11%
Members [1]	120,841	123,520	130,003	128,998	126,734	-2%	5%
Visits	1,956,363	1,875,228	1,886,452	1,378,493	702,914	-49%	-64%
Loans [2]	2,639,219	2,558,039	2,529,943	2,068,626	1,715,510	-17%	-35%
eCollection Loans [3]	106,953	139,435	200,378	312,321	319,358	2%	199%
Collection (items)	431,839	421,670	423,593	413,170	410,309	-1%	-5%
Opening hours (Weekly)	755	755	795	795	805	1%	7%
Mobile library locations [4]	18	18	17	17	17	0%	-6%
Library floor space (m2)	13,027	13,027	13,827	13,827	13,827	0%	6%
Total operating expenses ($)	14,286,309	14,316,809	15,592,146	15,679,404	15,257,703	-3%	7%
Total operating expenses per capita ($)	48.61	47.48	50.20	49.14	46.67	-5%	-4%
Total capital expenses ($)	1,714,207	1,547,863	2,027,295	1,650,584	1,717,610	4%	0%
Lending materials ($) capital expenditure	1,235,551	1,157,949	1,588,228	1,063,214	1,154,864	9%	-7%
Staff (EFT) [5]	97.1	98.6	108.1	109.3	109.3	0%	13%
Lifelong learning and cultural programs	6,255	6,613	6,886	5,437	1,812	-67%	-71%
Lifelong learning and cultural program attendances	149,815	152,251	157,625	113,378	33,825	-70%	-77%
Website and Catalogue Visits	1,343,140	1,348,924	1,478,126	1,334,994	1,235,127	-7%	-8%

1 Membership reflects total membership plus new members of 9,838 less removal of 11,860 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 Leopold Library in 2018

Membership

Membership by place of residence	2016/17	2017/18	2018/19	2019/20	2020/21	% change since last year	% change over last 5 years
Borough of Queenscliffe	1,713	1,709	1,706	1,664	1,624	-2%	-5%
City of Greater Geelong	95,423	97,065	101,898	100,810	99,023	-2%	4%
Golden Plains Shire	5,502	5,587	5,609	5,514	5,361	-3%	-3%
Surf Coast Shire	11,383	11,896	12,485	12,597	12,544	0%	10%
Other Local Government Areas	6,820	7,263	8,305	8,413	8,182	-3%	20%
Total Members	**120,841**	**123,520**	**130,003**	**128,998**	**126,734**	**-2%**	**5%**
Population	**293,881**	**301,536**	**310,570**	**319,052**	**326,894**	**2%**	**11%**

2020/21	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	1,216	601	2	2	532	2,353
City of Greater Geelong	406	97,528	1,302	3,558	6,508	109,302
Golden Plains Shire	1	333	4,049	31	188	4,602
Surf Coast Shire	1	561	8	8,953	954	10,477
Totals	**1,624**	**99,023**	**5,361**	**12,544**	**8,182**	**126,734**
Members by place of residence as a % of total members	1%	78%	4%	10%	7%	100%

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

Library Membership as a percentage of Local Government Area Population			
Place of Residence	Population	Members	% Members
Borough of Queenscliffe	3,008	2,156	72%
City of Greater Geelong	264,866	105,531	40%
Golden Plains Shire	24,249	5,549	23%
Surf Coast Shire	34,771	13,498	39%
Totals	**326,894**	**126,734**	**39%**

In line with Local Government Reporting methodology, 8,182 non-resident members have been assigned to the local government area of their preferred branch.

Library usage

Library	Members	Visits	Loans	Reservations	Information enquiries	Public access internet sessions	Wireless sessions
Bannockburn	4,026	19,249	36,570	11,614	959	666	1,900
Barwon Heads	1,871	4,745	39,142	7,830	446	73	98
Belmont	11,683	73,780	170,542	35,528	4,265	6,070	3,391
Chilwell	1,533	12,412	34,263	10,583	950	582	3,049
Corio	9,064	45,682	75,859	16,249	4,465	6,311	9,321
Drysdale	7,883	55,429	103,441	27,594	1,986	2,963	2,455
Geelong	27,426	138,922	147,030	44,082	8,303	10,834	17,012
Geelong West	10,388	68,208	129,903	36,832	3,392	4,462	11,098
Highton	2,584	16,949	35,238	14,194	2,318	276	6,463
Home Library Service	143	0	15,170	3,699	0	0	0
Lara	5,459	26,104	43,921	14,837	1,929	1,962	2,465
Leopold	2,160	23,243	47,673	8,393	1,843	1,283	1,439
Newcomb	6,849	34,616	61,699	17,084	3,306	3,239	4,323
Ocean Grove	9,450	51,145	114,653	30,899	4,693	2,304	4,232
Queenscliff	2,353	12,527	21,371	8,877	1,311	370	1,562
Torquay	9,007	43,077	114,579	32,451	2,812	2,319	3,726
Waurn Ponds	11,455	59,805	154,638	31,789	3,952	2,921	3,953
Western Heights College	702	2,170	2,986	1,420	19	0	0
All Static Libraries	**124,036**	**688,063**	**1,348,678**	**353,955**	**46,949**	**46,635**	**76,487**
City of Greater Geelong Mobile Library stops	652	3,358	10,493	3,414	657	0	15
Golden Plains Shire Mobile Library stops	576	2,529	9,989	3,056	348	0	
Surf Coast Shire Mobile Library stops	1,470	8,964	26,992	9,064	1,769	0	41
All Mobile Libraries	**2,698**	**14,851**	**47,474**	**15,534**	**2,774**	**0**	**56**
Total Static and Mobile libraries	**126,734**	**702,914**	**1,396,152**	**369,489**	**49,723**	**46,635**	**76,543**
Website visits, eCollection loans, Online Catalogue Holds (inc. HIP & RLSC)		692,104	319,358	7,854	-	-	-
Total usage	**126,734**	**1,395,018**	**1,715,510**	**377,343**	**49,723**	**46,635**	**76,543**

Visits

Over the Last Five Years by Local Government Area

Library	2016/17	2017/18	2018/19	2019/20	2020/21	% change since last year	% change over last 5 years
Barwon Heads[2]	5,959	11,046	13,569	9,623	4,745	-51%	-20%
Belmont[3]	251,764	250,395	238,934	169,940	73,780	-57%	-71%
Chilwell[4]	30,662	31,828	32,196	28,397	12,412	-56%	-60%
Corio[5,6]	165,871	115,326	107,743	86,421	45,682	-47%	-72%
Drysdale	137,661	135,067	130,756	97,236	55,429	-43%	-60%
Geelong	474,919	456,934	470,420	320,813	138,922	-57%	-71%
Geelong West[7,8]	156,689	155,322	157,192	104,511	68,208	-35%	-56%
Highton[9]	40,309	39,056	38,899	28,466	16,949	-40%	-58%
Lara	67,142	71,281	68,009	50,552	26,104	-48%	-61%
Leopold[10]	-	-	37,691	49,183	23,243	-53%	-
Newcomb	97,236	98,973	95,484	69,080	34,616	-50%	-64%
Ocean Grove	130,008	127,524	126,843	88,255	51,145	-42%	-61%
Waurn Ponds	148,750	155,850	157,325	117,634	59,805	-49%	-60%
Western Heights College[11,12,13]	9,636	9,590	11,055	6,582	2,170	-67%	-77%
City of Greater Geelong Mobile Library stops[17,18,19,20,21]	8,104	7,620	5,710	3,707	3,358	-9%	-59%
All City of Greater Geelong Visits	**1,724,710**	**1,665,812**	**1,691,826**	**1,230,400**	**616,568**	**-50%**	**-64%**
Bannockburn[14]	71,239	58,551	52,044	38,306	19,249	-50%	-73%
Golden Plains Shire Mobile Library stops[17,18,19,20]	5,457	6,022	5,212	3,658	2,529	-31%	-54%
All Golden Plains Shire Visits	**76,696**	**64,573**	**57,256**	**41,964**	**21,778**	**-48%**	**-72%**
Torquay[15]	114,173	104,792	98,399	75,353	43,077	-43%	-62%
Surf Coast Shire Mobile Library stops[17,22]	12,528	12,697	12,313	10,009	8,964	-10%	-28%
All Surf Coast Shire Visits	**126,701**	**117,489**	**110,712**	**85,362**	**52,041**	**-39%**	**-59%**
Queenscliff[16]	28,256	27,354	26,658	20,767	12,527	-40%	-56%
All Borough of Queenscliffe Visits	**28,256**	**27,354**	**26,658**	**20,767**	**12,527**	**-40%**	**-56%**
Total Library Visits[1]	**1,956,363**	**1,875,228**	**1,886,452**	**1,378,493**	**702,914**	**-49%**	**-64%**
Website visits	811,059	804,927	897,693	806,480	692,104	-14%	-15%
Total Visits	**2,767,422**	**2,680,155**	**2,784,145**	**2,184,973**	**1,395,018**	**-36%**	**-50%**

See footnotes on page 77.

Loans

Over the Last Five Years by Local Government Area

Library	2016/17	2017/18	2018/19	2019/20	2020/21	% change since last year	% change over last 5 years
Barwon Heads[2]	41,560	54,278	53,225	39,767	39,142	-2%	-6%
Belmont[3]	347,788	327,346	294,771	230,716	170,542	-26%	-51%
Chilwell[4]	44,020	47,588	43,512	42,107	34,263	-19%	-22%
Corio[6]	168,253	149,924	139,407	103,504	75,859	-27%	-55%
Drysdale	180,613	180,734	173,357	131,690	103,441	-21%	-43%
Geelong	372,886	335,373	303,602	216,134	147,030	-32%	-61%
Geelong West[7,8]	227,557	219,613	213,186	142,649	129,903	-9%	-43%
Highton[9]	55,159	49,406	50,162	35,784	35,238	-2%	-36%
Home Library Service	33,686	23,447	17,759	7,668	15,170	98%	-55%
Lara	79,064	72,851	67,010	50,952	43,921	-14%	-44%
Leopold[10]	-	-	68,942	76,724	47,673	-38%	-
Newcomb	143,523	136,875	117,615	81,881	61,699	-25%	-57%
Ocean Grove	214,028	207,069	191,788	138,396	114,653	-17%	-46%
Waurn Ponds	228,259	237,869	241,610	185,048	154,638	-16%	-32%
Western Heights College[11,12,13]	14,939	12,317	12,266	8,589	2,986	-65%	-80%
City of Greater Geelong Mobile Library stops[17,18,19,20,21]	26,404	24,822	17,819	10,496	10,493	0%	-60%
All City of Greater Geelong Loans	**2,177,739**	**2,079,512**	**2,006,031**	**1,502,105**	**1,186,651**	**-21%**	**-46%**
Bannockburn[14]	77,431	69,866	63,015	50,453	36,570	-28%	-53%
Golden Plains Shire Mobile Library stops[17,18,19,20]	19,318	19,546	18,540	14,975	9,989	-33%	-48%
All Golden Plains Shire Loans	**96,749**	**89,412**	**81,555**	**65,428**	**46,559**	**-29%**	**-52%**
Torquay[15]	174,483	167,931	165,135	130,776	114,579	-12%	-34%
Surf Coast Shire Mobile Library stops[17,22]	33,918	33,027	32,389	24,330	26,992	11%	-20%
All Surf Coast Shire Loans	**208,401**	**200,958**	**197,524**	**155,106**	**141,571**	**-9%**	**-32%**
Queenscliff[16]	49,377	48,722	44,455	33,666	21,371	-37%	-57%
All Borough of Queenscliffe Loans	**49,377**	**48,722**	**44,455**	**33,666**	**21,371**	**-37%**	**-57%**
Total Static and Mobile Libraries Loans[1]	**2,532,266**	**2,418,604**	**2,329,565**	**1,756,305**	**1,396,152**	**-21%**	**-45%**
eCollection loans[23,24]	106,953	139,435	200,378	312,321	319,358	2%	199%
Total Loans	**2,639,219**	**2,558,039**	**2,529,943**	**2,068,626**	**1,715,510**	**-17%**	**-35%**

See footnotes on page 77.

Notes

1   **All library branches and mobile libraries**

All library branches and mobile libraries closed due to COVID-19 from 19 Mar 2020. Reopened Tue 09 Jun 2020 with shorter opening hours. (except Western Heights College)

Temporary post-COVID opening hours in effect Tue 02 Jun 2020 - Sun 05 July 2020. Barwon Heads Library remained on these hours until Mon 27 Jul 2020.

Following the Opening Hours Review, revised opening hours commenced Mon 06 Jul 2020.

All library branches and mobile libraries closed due to COVID-19 from Thu 06 Aug 2020. Reopened Mon 26 Oct 2020 with reduced hours. (except Western Heights College)

Click & Deliver service offered to all patrons within local LGAs from Wed 12 Aug 2020. Limited to vulnerable members only effective Fri 18 Sep 2020.

Click & Collect service offered from Mon 21 Sep 2020.

All library branches returned to normal opening hours from Sat 02 Jan 2021. (except Western Heights College) Mobile libraries returned to normal opening hours from Mon 04 Jan 2021.

All library branches and mobile libraries closed due to COVID-19 from Sat 13 Feb 2021 - Wed 17 Feb 2021. Reopened Thu 18 Feb 2021.

All library branches and mobile libraries closed due to COVID-19 from Fri 28 May 2021 to Sun 06 Jun 2021. Reopened Mon 07 Jun 2021.

2   **Barwon Heads Community Library** closed for refurbishment Mon 15 May 2017. Reopened Fri 02 Jun 2017

3   **Belmont Library** closed due to planned refurbishment from Sat 22 May 2021 to Sun 06 Jun 2021. Reopened Mon 07 Jun 2021.

4   **Chilwell Library** closed for refurbishment Mon 18 Mar 2019 - Wed 03 Apr 2019. Reopened Thu 04 Apr 2019

5   **Corio Library** 2017/2018 visits adjusted due to equipment failure

6   **Corio Library** closed due to planned electrical works from Sun 23 May 2021 to Fri 28 May 2021. Reopening postponed until Mon 07 Jun 2021 due to COVID-19.

7   **Geelong West Library** closed due to flooding Mon 10 Apr 2017 - Thu 20 Apr 2017

8   **Geelong West Library** closed for unplanned maintenance Thu 05 Sep 2019 - Sun 22 Sep 2019. Reopened Mon 23 Sep 2019.

9   **Highton Library** closed for refurbishment Mon 25 Nov 2019 - Sun 22 Dec 2019. Reopened Mon 23 Dec 2019.

10   **Leopold Library** opened Mon 03 Dec 2018

11   **Western Heights College Library** closed due to flooding Wed 26 Apr 2017 - Tue 02 May 2017

12   **Western Heights College Library** reduced opening hours from Tue 29 Jan 2019

13   **Western Heights College Library** closed due to COVID19 from Thu 18 Mar 2020. Reopened Wed 28 Oct 2020 with reduced hours.

14   **Bannockburn Library** Bannockburn Primary School visits ceased from January 2018 due to relocation. The school contributed 5,941 visits to the library from July – December 2017, plus after school visitation

15   **Torquay Library** closed for refurbishment Mon 08 Oct 2018 - Fri 12 Oct 2018. Reopened Sat 13 Oct 2018

16   **Queenscliff Library** closed from Wed 21 Oct 2020 due to construction of the Queenscliff Hub project. Services made available at temporary location from Wed 02 Dec 2020.

17   **Mobile Libraries**

Mobile Libraries closed Christmas - New Year from December 2017

Mobile Libraries offering contactless pickup/return of items from usual stops effective Mon 28 Sep 2020 with small reduction in weekend hours.

Mobile Libraries returned to normal opening hours from Mon 04 Jan 2021.

18   **Golden Plains Mobile Library** truck off the road for refurbishment from Fri 22 Jul 2016 - Mon 07 Nov 2016. Run made using smaller HLS Van during this time

19   **Golden Plains Mobile Library** 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

20   **Golden Plains Mobile Library** not operating on a Saturday due to closure of Smythesdale market from Mon 26 Oct 2020 to Fri 19 Feb 2021. Normal Saturday hours resumed Sat 20 Feb 2021.

21   **Bellarine/Surf Coast Mobile Library** Leopold mobile library stop ceased Mon 3 Dec 2018 following the opening of the new Leopold Library

22   **Bellarine/Surf Coast Mobile Library** reduced Saturday hours to fortnightly (instead of weekly) effective Mon 26 Oct 2020 to Fri 08 Jan 2021. Normal Saturday hours resumed Sat 09 Jan 2021.

23   **eCollection loans** include eAudiobook, eBook, Streaming Video and Digital Magazine loans

24   Increased limit to no. of loans per borrower from 4 to 8 effective Tue 17 Mar 2020 across all eBook/eAudio platforms.

Collections

Collection size by location

Library	Total
Bannockburn	15,098
Barwon Heads	6,613
Belmont	36,481
Chilwell	9,947
Corio	32,104
Drysdale	18,000
Geelong	83,124
Geelong West	28,471
Highton	8,506
Lara	16,966
Leopold	15,585
Mobile Libraries	8,752
Newcomb	20,278
Ocean Grove	23,606
Queenscliff	9,170
Torquay	20,142
Waurn Ponds	30,662
Western Heights College	4,781
Online eCollections	22,023
Totals	**410,309**

Collection by type

Category	Total	Percentage
Junior	124,678	30.4%
Adult Fiction	78,963	19.2%
Adult Non-Fiction	77,134	18.8%
DVDs	29,163	7.1%
eCollections	22,023	5.4%
Young Adult	20,123	4.9%
Large Print	14,991	3.7%
Music CDs	14,822	3.6%
Magazines	12,227	3.0%
AudioBooks	9,186	2.2%
LOTE	5,036	1.2%
Geelong Local Area Collection	1,198	0.3%
Reference	765	0.2%
Totals	**410,309**	**100.0%**

Our Financial Report

For the year ended 30 June 2021

Financial Report

Financial Statements

Notes to Financial Report

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: 20/8/21
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 2021 and the financial position of the Corporation as at that date.

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

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

Cr Ron Nelson
Board Member

Date: 20/8/21
Geelong

Cr Jim Mason
Board Member

Date: 20/8/21
Geelong

Vanessa Schernickau
Chief Executive Officer

Date: 20/8/21
Geelong

Independent Auditor's Report

VAGO
Victorian Auditor-General's Office

Independent Auditor's Report

To the Board members of Geelong Regional Library Corporation

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

- balance sheet as at 30 June 2021
- comprehensive income statement for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- statement of capital works for the year then ended
- notes to the financial statements, including significant accounting policies
- certification of the financial statements.

In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2021 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Local Government Act 1989* and applicable Australian Accounting Standards.

Basis for Opinion

I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Board members' responsibilities for the financial report

The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1989*, and for such internal control as the Board members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.

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Independent Auditor's Report

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
27 August 2021

Sanchu Chummar
as delegate for the Auditor-General of Victoria

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Comprehensive Income Statement

For the Year Ended 30 June 2021

	Note	2021 $	2020 $
Income			
Contributions	2.1	9,671,323	14,850,153
Grants - operating	2.2	2,091,511	2,066,484
User fees	2.3	130,546	304,495
Other income	2.4	250,452	314,101
Rent concessions	2.5	63,333	-
Grants - capital	2.2	49,377	49,377
Net gain (or loss) on disposal of plant and equipment	2.6	15,582	8,143
Total income		**12,272,124**	**17,592,753**
Expenses			
Employee costs	3.1	10,350,245	10,647,663
Materials and services	3.2	2,596,116	2,714,514
Depreciation	3.3	1,909,346	1,962,697
Book value of assets written off	3.3	299,456	278,936
Amortisation - right of use assets	3.4	90,694	65,687
Finance costs - leases	3.5	1,346	2,274
Other expenses	3.6	10,500	7,633
Total expenses		**15,257,703**	**15,679,404**
Surplus/(deficit) for the year		**(2,985,579)**	**1,913,349**
Total comprehensive result		**(2,985,579)**	**1,913,349**

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

Balance Sheet

As at 30 June 2021

	Note	2021 $	2020 $
Assets			
Current assets			
Cash and cash equivalents	4.1	2,512,936	4,440,182
Trade and other receivables	4.1	686	304,496
Other assets	4.2	139,811	115,257
Total current assets		**2,653,433**	**4,859,935**
Non-current assets			
Plant and equipment	5	10,329,106	10,711,875
Right-of-use assets	4.6	376,425	65,687
Total non-current assets		**10,705,531**	**10,777,562**
Total assets		**13,358,964**	**15,637,497**
Liabilities			
Current liabilities			
Trade and other payables	4.3	646,238	344,773
Provisions	4.4	1,777,453	1,672,525
Lease liabilities	4.6	71,572	80,314
Total current liabilities		**2,495,263**	**2,097,612**
Non-current liabilities			
Provisions	4.4	141,649	137,108
Lease liabilities	4.6	304,853	-
Total non-current liabilities		**446,502**	**137,108**
Total liabilities		**2,941,765**	**2,234,720**
Net assets		**10,417,198**	**13,402,777**
Equity			
Members contributions		3,886,011	3,886,011
Accumulated surplus		6,531,187	9,516,766
Total Equity		**10,417,198**	**13,402,777**

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

Statement of Changes in Equity

For the Year Ended 30 June 2021

2021	Total $	Accumulated Surplus $	Members Contributions $
Balance at beginning of the financial year	13,402,777	9,516,766	3,886,011
Surplus/(deficit) for the year	(2,985,579)	(2,985,579)	-
Balance at end of the financial year	**10,417,198**	**6,531,187**	**3,886,011**

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	-
Balance at end of the financial year	**13,402,777**	**9,516,766**	**3,886,011**

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

Statement of Cash Flows

For the Year Ended 30 June 2021

	Note	2021 Inflows/(Outflows) $	2020 Inflows/(Outflows) $
Cash flows from operating activities			
User fees		143,601	334,945
Grants - operating		2,091,511	2,066,484
Grants - capital		49,377	49,377
Contributions - monetary		9,794,429	14,904,054
Interest received		11,251	41,669
Other receipts		303,454	299,675
Net GST refund/(payment)		219,894	261,767
Employee costs		(10,130,081)	(10,525,733)
Materials and services		(2,496,650)	(3,544,710)
Other payments		(9,367)	(7,567)
Net cash provided by/(used in) operating activities	4.7	**(22,582)**	**3,879,960**
Cash flows from investing activities			
Payments for plant and equipment		(1,840,246)	(1,393,423)
Proceeds from sale of plant and equipment		15,582	8,143
Net cash provided by/(used in) investing activities		**(1,824,664)**	**(1,385,280)**
Cash flows from financing activities			
Interest paid - lease liability		(1,346)	(2,274)
Repayment of lease liabilities		(78,654)	(51,060)
Net cash provided by/(used in) financing activities		**(80,000)**	**(53,334)**
Net increase (decrease) in cash and cash equivalents		(1,927,246)	2,441,346
Cash and cash equivalents at the beginning of the financial year		4,440,182	1,998,836
Cash and cash equivalents at the end of the financial year	4.1(a)	**2,512,936**	**4,440,182**

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

Statement of Capital Works

For the Year Ended 30 June 2021

	2021 $	2020 $
Plant and equipment		
Plant, machinery and equipment	427,388	422,888
Fixtures, fittings and furniture	135,359	164,482
Lending materials	1,154,864	1,063,214
Total plant and equipment	**1,717,610**	**1,650,584**
Total capital works expenditure	**1,717,610**	**1,650,584**
Represented by:		
Asset renewal expenditure	1,712,860	1,647,971
Asset upgrade expenditure	4,750	2,613
Total capital works expenditure	**1,717,610**	**1,650,584**

The above statement of capital works should be read in conjunction with the accompanying notes.

Notes to the Financial Report

For the Year Ended 30 June 2021

Overview

Introduction

The Geelong Regional Library Corporation was established by the Member Councils to provide library services in the members' municipalities on 4th March 1997 and is a body corporate. The Member Councils are the City of Greater Geelong, Surf Coast Shire, Borough of Queenscliffe, Golden Plains Shire and Colac Otway Shire (joined 2nd April 2021).

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 determination of depreciation for plant and equipment (refer to Note 5);
- the determination of employee provisions (refer to Note 4.4);
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of AASB 15 Revenue from Contracts with Customers or AASB 1058 Income of Not-for-Profit Entities (refer to Note 2);
- the determination, in accordance with AASB 16 Leases, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 4.5); 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 2021

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 24th June 2020. 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.

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

1.1 Income and expenditure

	Budget 2021 $	Actual 2021 $	Variance 2021 $	Variance 2021 %	Ref
Income					
Contributions	12,407,670	9,671,323	(2,736,347)	-22%	1
Grants - operating	2,061,402	2,091,511	30,109	1%	
User fees	368,096	130,546	(237,550)	-65%	2
Other income	485,852	250,452	(235,400)	-48%	3
Rent concessions	-	63,333	63,333	100%	3
Grants - capital	59,377	49,377	(10,000)	-17%	4
Net gain/(loss) on disposal of plant and equipment	-	15,582	15,582	100%	5
Total income	**15,382,397**	**12,272,124**	**(3,110,273)**	**-20%**	
Expenses					
Employee costs	11,026,403	10,350,245	676,158	6%	6
Materials and services	2,816,847	2,596,116	220,731	8%	
Depreciation	2,563,000	1,909,346	653,654	26%	7
Book value of assets written off	-	299,456	(299,456)	100%	8
Amortisation - right of use assets	-	90,694	(90,694)	100%	9
Finance costs - leases	-	1,346	(1,346)	100%	9
Other expenses	80,000	10,500	69,500	87%	10
Total expenses	**16,486,250**	**15,257,703**	**1,228,547**	**7%**	
Surplus/(deficit) for the year	**(1,103,853)**	**(2,985,579)**	**(1,881,726)**	**170%**	

Notes to the Financial Report

For the Year Ended 30 June 2021

(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). Recognised in 2019-20 financial year.
2	User Fees	The decrease in user fee income reflects the continuing impact of COVID-19 on library services and Venue Hire facilities. The financial effect of on-going closures and visitors restrictions has exceeded the disruption anticipated in the Annual Budget. Refer to Note 11 Impact of COVID-19 for further details.
3	Other income/Rent concessions	The following items were unfavourable to budget: Fines ($46.8k), Donations, Grants and Retail Sales ($118.1k), Sponsorships ($59.2k), Interest Income ($11.2k). This is offset by: Emergency rent relief from City of Greater Geelong and the AASB 2020-4 COVID-19-Related Rent Concessions amendment to AASB 16 Leases was unbudgeted at $63.3k.
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 vehicle and book sales.
6	Employee Costs	Variances under budget: Executive and senior position vacancies $197.1k, other vacancies $203.1k (1.8% of budget), induction costs of new staff $25.3k, mostly due to COVID-19 operational disruption. Non-cash adjustments to LSL and Annual Leave provisions $163.6k, reduction in overtime costs with temporary branch closures, and weekend hours moved to weekdays $124.5k. Variances over budget: FBT expense budgeted as a Materials and services expense ($37.1k).
7	Depreciation	Fixtures, fittings and furniture acquired for establishment of Geelong Library & Heritage Centre fully depreciated in the previous financial year. Other library branch FF&E also fully depreciated and are currently being replaced. This result is partly offset by the Book value of assets written off ($299.5k).
8	Book value of assets written off	The $299.5k unfavourable variance is offset by the $653.7k favourable variance in Depreciation and amortisation.
9	Amortisation - right of use assets and Finance costs - leases	Unbudgeted expense for amortisation on right of use asset and finance costs on 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. Remaining variance is $10.5k Audit fee charges which was classified as Materials and services in the budget.

Notes to the Financial Report

For the Year Ended 30 June 2021

1.2 Capital works

	Budget 2021 $	Actual 2021 $	Variance 2021 $	Variance 2021 %	Ref
Plant and equipment					
Plant, machinery and equipment	418,750	427,388	8,638	2%	1
Fixtures, fittings and furniture	140,000	135,359	(4,642)	-3%	
Lending materials	1,177,345	1,154,864	(22,481)	-2%	
Total plant and equipment	**1,736,095**	**1,717,610**	**(18,485)**	**-1%**	
Total capital works expenditure	**1,736,095**	**1,717,610**	**(18,485)**	**-1%**	
Represented by:					
Asset renewal expenditure	1,736,095	1,712,860	(23,235)	-1%	
Asset upgrade expenditure	-	4,750	4,750	100%	1
Total capital works expenditure	**1,736,095**	**1,717,610**	**(18,485)**	**-1%**	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Plant, machinery and equipment	Portable access stairs have been acquired for the Mobile Libraries.

Notes to the Financial Report

For the Year Ended 30 June 2021

NOTE 2   FUNDING FOR THE DELIVERY OF OUR SERVICES

2.1 Contributions

Contributions	2021 $	2020 $
City of Greater Geelong	8,325,527	13,548,662
Surf Coast Shire	721,318	693,839
Golden Plains Shire	406,389	395,005
Borough of Queenscliffe	218,089	212,647
Total contributions	**9,671,323**	**14,850,153**

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) in 2019-20 financial year.

2.2 Grants

Grants	2021 $	2020 $
Grants were received in respect of the following :		
Summary of grants		
State funded grants	2,140,888	2,115,861
Total grants received	**2,140,888**	**2,115,861**
(a) Operating grants		
Recurrent - State Government		
Libraries	2,091,511	2,066,484
Total operating grants	**2,091,511**	**2,066,484**
(b) Capital grants		
Recurrent - State Government		
Premiers Reading Challenge	49,377	49,377
Total recurrent capital grants	49,377	49,377
Total capital grants	**49,377**	**49,377**

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 2021

2.3 User fees

User fees	2021 $	2020 $
Venue hire	49,784	167,940
Business service fees	67,454	107,279
Photocopying revenue	10,320	18,914
Other user fees	2,988	10,362
Total user fees	**130,546**	**304,495**

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.

2.4 Other income

Other income	2021 $	2020 $
Fines	29,935	68,354
Literary Festival income	80,271	101,189
Interest	11,251	41,669
Other	128,995	102,889
Total other income	**250,452**	**314,101**

Interest is recognised as it is earned.
Other income is recognised when the Corporation gains control over the right to receive the income.

2.5 Rent concessions

Rent concessions	2021 $	2020 $
Covid-19 rent relief	63,333	-
Total rent concessions	**63,333**	**-**

AASB 2020-4 - *Covid-19-Related Rent Concessions* practical expedient has been applied for Covid-19 rent relief received on the Corporation's lease of office space.

2.6 Net gain/(loss) on disposal of property, infrastructure, plant and equipment

Net gain/(loss) on disposal of property, infrastructure, plant and equipment	2021 $	2020 $
Proceeds of sale	15,582	8,143
Written down value of assets disposed	-	-
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	**15,582**	**8,143**

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 2021

NOTE 3   THE COST OF DELIVERING SERVICES

3.1 Employee costs

Employee costs	2021 $	2020 $
Wages and salaries	9,385,146	9,691,778
WorkCover	46,823	45,890
Casual staff/supplementary labour	8,679	-
Superannuation	872,509	862,045
Fringe benefits tax	37,088	47,950
Total employee costs	**10,350,245**	**10,647,663**

(a) Superannuation

The Corporation made contributions to the following funds:

Defined benefit fund

	2021 $	2020 $
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	63,363	70,337
	63,363	**70,337**
Employer contributions payable at reporting date.	(3,374)	(1,159)

Accumulation funds

	2021 $	2020 $
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	455,571	461,107
Employer contributions - other funds	353,575	330,601
	809,146	**791,708**
Employer contributions payable at reporting date.	-	-

Refer to note 10 for further information relating to the Corporation's superannuation obligations.

Notes to the Financial Report

For the Year Ended 30 June 2021

3.2 Materials and services

Materials and services	2021 $	2020 $
Contract payments	667,055	651,818
Building maintenance	9,568	49,104
General maintenance	57,771	63,487
Utilities	284,186	402,600
Office administration	883,488	1,038,981
Information technology	522,589	379,020
Insurance	14,577	13,480
Consultants	156,882	116,024
Total materials and services	**2,596,116**	**2,714,514**

3.3 Depreciation

Materials and services	2021 $	2020 $
Heavy vehicles and plant	95,196	94,730
Light vehicles	33,716	33,052
Furniture and equipment	642,922	693,087
Lending materials	1,137,512	1,141,828
Total depreciation	**1,909,346**	**1,962,697**
Book value of assets written off	299,456	278,936
	299,456	**278,936**

3.4 Amortisation - Right of use assets

Amortisation - Right of use assets	2021 $	2020 $
Property	90,694	65,687
Total Amortisation - Right of use assets	**90,694**	**65,687**

Notes to the Financial Report

For the Year Ended 30 June 2021

3.5 Finance Costs - Leases

Finance Costs - Leases	2021 $	2020 $
Interest - Lease Liabilities	1,346	2,274
Total finance costs	**1,346**	**2,274**

3.6 Other expenses

Other expenses	2021 $	2020 $
Auditors' remuneration - VAGO - audit of the financial statements	10,500	10,300
Operating lease rentals	-	(2,667)
Total other expenses	**10,500**	**7,633**

Notes to the Financial Report

For the Year Ended 30 June 2021

NOTE 4 OUR FINANCIAL POSITION

4.1 Financial assets

Financial assets	2021 $	2020 $
(a) Cash and cash equivalents		
Cash on hand	4,470	4,470
Cash at bank	8,336	934,863
Term deposits	2,500,130	3,500,849
Total cash and cash equivalents	**2,512,936**	**4,440,182**

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.

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.

The comparative for Term deposits has been updated as there was a misstatement in the classification.

	2021	2020
(b) Trade and other receivables		
Current		
Trade receivables	686	16,028
Current account - City of Greater Geelong	-	288,468
Total trade and other receivables	**686**	**304,496**

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.

(c) Ageing of Receivables		
The ageing of the Corporation's trade & other receivables (excluding statutory receivables) that are not impaired was:		
Current (not yet due)	686	304,496
Total trade & other receivables	**686**	**304,496**

Notes to the Financial Report

For the Year Ended 30 June 2021

4.2 Non-financial assets

Non-financial assets	2021 $	2020 $
Other assets		
Prepayments	139,811	115,257
Total other assets	**139,811**	**115,257**

4.3 Payables

Payables	2021 $	2020 $
(a) Trade and other payables		
Trade payables	382,012	277,184
Accrued expenses	20,830	26,115
Unearned income	30,000	41,474
Current account - City of Greater Geelong	213,396	-
Total trade and other payables	**646,238**	**344,773**

Notes to the Financial Report

For the Year Ended 30 June 2021

4.4 Employee Provisions

Employee Provisions	2021 $	2020 $
Current provisions expected to be wholly settled within 12 months		
Annual leave	637,467	590,080
Long service leave	147,515	223,790
Time in lieu	5,893	7,513
	790,875	**821,383**
Current provisions expected to be wholly settled after 12 months		
Annual leave	4,286	4,497
Long service leave	982,292	846,645
	986,578	**851,142**
Total current employee provisions	**1,777,453**	**1,672,525**
Non-current		
Long service leave	141,649	137,108
Total non-current employee provisions	**141,649**	**137,108**
Aggregate carrying amount of employee provisions:		
Current	1,777,453	1,672,525
Non-current	141,649	137,108
Total aggregate carrying amount of employee provisions	**1,919,102**	**1,809,633**

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.

Key assumptions:

- discount rate	(0.015)% - 1.1%	0.24% - 0.71%
- index rate	1.75%	1.80%

Notes to the Financial Report

For the Year Ended 30 June 2021

4.5 Commitments

Commitments are not recognised in the Balance sheet. The Corporation has no commitments to disclose.

4.6 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;

- 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.

Notes to the Financial Report

For the Year Ended 30 June 2021

Right-of-Use Assets	Property $	Total $
Balance at 1 July 2019	131,374	131,374
Additions	-	-
Amortisation charge	(65,687)	(65,687)
Balance at 30 June 2020	**65,687**	**65,687**
Balance at 1 July 2020	65,687	65,687
Additions	401,432	401,432
Amortisation charge	(90,694)	(90,694)
Balance at 30 June 2021	**376,425**	**376,425**

Lease Liabilities	2021 $	2020 $
Maturity analysis - contractual undiscounted cash flows		
Less than one year	80,000	81,200
One to five years	320,000	-
More than five years	-	-
Total undiscounted lease liabilities as at 30 June:	**400,000**	**81,200**
Lease liabilities included in the Balance Sheet at 30 June:		
Current	71,572	80,314
Non-current	304,853	-
Total lease liabilities	**376,425**	**80,314**

Notes to the Financial Report

For the Year Ended 30 June 2021

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

Reconciliation of cash flows from operating activities to surplus/(deficit)	2021 $	2020 $
Surplus/(deficit) for the year	(2,985,579)	1,913,349
Depreciation	1,909,346	1,962,697
Profit/(loss) on disposal of plant and equipment	(15,582)	(8,143)
Book value of assets written off	299,456	278,936
Amortisation - right of use assets	64,027	65,687
Finance costs - leases	1,346	2,274
Change in assets and liabilities:		
Decrease/(increase) in trade and other receivables	302,281	294,254
Decrease/(increase) in prepayments	(24,554)	(26,594)
(Decrease)/increase in trade and other payables	317,208	(675,463)
(Decrease)/increase in provisions	109,469	72,964
Net cash provided by/(used in) operating activities	**(22,582)**	**3,879,960**

Notes to the Financial Report

For the Year Ended 30 June 2021

NOTE 5 PLANT AND EQUIPMENT

Plant and equipment	At Cost 30 June 2021	Accumulated Depreciation	WDV 30 June 2021
Plant and equipment	1,071,177	(735,404)	335,773
Fixtures fittings and furniture	9,639,521	(7,421,222)	2,218,299
Lending materials	13,218,368	(5,573,162)	7,645,206
	23,929,066	**(13,729,789)**	**10,199,277**

Work in progress	Opening WIP	Additions	Write-off	Transfers	Closing WIP
Plant and equipment	-	-	-	-	-
Fixtures fittings and furniture	-	129,829	-	-	129,829
Lending materials	-	-	-	-	-
Total	**-**	**129,829**	**-**	**-**	**129,829**
Total plant and equipment					**10,329,106**

Plant, lending materials and equipment	Plant and equipment	Fixtures fittings and furniture	Lending materials	Work in progress	Total plant and equipment
At cost 1 July 2020	1,077,170	9,385,838	13,277,746	-	23,740,754
Accumulated depreciation at 1 July 2020	(663,805)	(7,008,368)	(5,356,706)	-	(13,028,879)
	413,365	**2,377,470**	**7,921,040**	**-**	**10,711,875**
Movements in fair value					
Acquisition of assets	72,180	490,566	1,154,864	129,829	1,847,439
Assets disposed	(78,173)	(236,883)	(1,214,242)	-	(1,529,298)
	(5,993)	**253,683**	**(59,378)**	**129,829**	**318,141**
Movements in accumulated depreciation					
Depreciation	(128,912)	(642,922)	(1,137,512)	-	(1,909,346)
Accumulated depreciation of disposals	57,313	230,068	921,055	-	1,208,436
	(71,599)	**(412,854)**	**(216,457)**	**-**	**(700,910)**
At cost 30 June 2021	1,071,177	9,639,521	13,218,368	129,829	24,058,895
Accumulated depreciation at 30 June 2021	(735,404)	(7,421,222)	(5,573,163)	-	(13,729,789)
	335,773	**2,218,299**	**7,645,205**	**129,829**	**10,329,106**

Notes to the Financial Report

For the Year Ended 30 June 2021

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.

Asset recognition thresholds and depreciation periods	Depreciation Period	Threshold Limit
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
Right-of-use asset	5 years	No limit

Notes to the Financial Report

For the Year Ended 30 June 2021

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:

Share of equity	2021	2020
City of Greater Geelong	89.52%	88.30%
Surf Coast Shire	2.79%	4.01%
Golden Plains Shire	6.11%	5.90%
Borough of Queenscliffe	1.58%	1.79%
Colac Otway Shire	0.00%	0.00%

New Member Council

Colac Otway Shire joined as a member Council on 2nd April 2021. No contributions were made during the year and as a result the percentage of equity held by Colac Otway Shire remains 0%. Contributions have been made from 1st July 2021 when the libraries became operational under the Corporation.

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 2021

NOTE 7 PEOPLE AND RELATIONSHIPS

7.1 Key management remuneration

Key management remuneration	2021 No.	2020 No.
(a) Key Management Personnel		

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

Board Members	Cr Ross Ebbels (Borough of Queenscliffe)		
	Cr Margot Smith (Surf Coast Shire) – until 15 December 2020		
	Cr Nathan Hansford (Golden Plains Shire) – until 15 December 2020		
	Cr Ron Nelson (City of Greater Geelong)		
	Cr Trent Sullivan (City of Greater Geelong)		
	Cr Jim Mason (City of Greater Geelong)		
	Cr Peter Murrihy (City of Greater Geelong) – until 15 December 2020		
	Cr Stephen Hart (Colac Otway Shire) – from 2 April 2021		
	Cr Liz Pattison (Surf Coast Shire) – from 16 December 2020		
	Cr Sarah Mansfield (City of Greater Geelong) – from 16 December 2020		
	Cr Susan Salter (Borough of Queenscliffe) – from 16 December 2020		
	Cr Owen Sharkey (Golden Plains Shire) – from 16 December 2020		
Total Number of Board Members		**12**	**8**
Other Members	Vanessa Schernickau (Chief Executive Officer) – from 7 June 2021		
	Patti Manolis (Chief Executive Officer) – until 25 May 2021		
	Troy Watson (Executive Manager, Library Services & Customer Experience) – from 10 August 2020		
	Tom Edwards (Executive Manager, Digital Solutions & Innovation) – from 1 October 2020		
	Marie O'Dell (Executive Manager People & Business Operation)		
	Cathryn Ferencz (Executive Manager Library & Learning Services) – until 18 September 2020		
	Deborah Sansom (Executive Manager Cultural Development & Community Engagement) – until 14 April 2021		
Total of Chief Executive Officer and other Key Management Personnel		**7**	**6**
Total Number of Key Management Personnel		**19**	**14**

Notes to the Financial Report

For the Year Ended 30 June 2021

Key management remuneration	2021 $	2020 $
(b) Remuneration of Key Management Personnel		
Total remuneration of key management personnel was as follows:		
Short-term benefits	734,004	633,013
Long-term benefits	17,655	17,257
Post employment benefits	68,486	64,866
Termination benefits	6,933	4,068
Total	**827,078**	**719,204**

	2021 No.	2020 No.
The numbers of key management personnel whose total remuneration from the Corporation and any related entities, fall within the following bands:		
$0 - $9,999	12	8
$10,000 - $19,999	1	-
$40,000 - $49,999	1	1
$60,000 - $69,999	-	1
$90,000 - $99,999	-	1
$100,000 - $109,999	1	-
$110,000 - $119,999	1	-
$130,000 - $139,999	-	1
$140,000 - $149,999	1	1
$160,000 - $169,999	1	-
$200,000 - $209,999	1	-
$220,000 - $229,999	-	1
	19	**14**

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

7.2 Related party disclosure

(a) Transactions with related parties

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

(b) Outstanding balances with related parties

There are shared services paid by the City of Greater Geelong on behalf of the library, which is subsequently reimbursed.
The outstanding balance as at 30th June 2021 is $213k payable by the Geelong Regional Library Corporation.
The outstanding balance as at 30th June 2020 was $288k receivable by the Corporation.

(c) Commitments to/from related parties

A commitment exists with regard to the lease of office space in a building owned by the City of Greater Geelong, as outlined in note 4.6.

Notes to the Financial Report

For the Year Ended 30 June 2021

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 2021.

8.2 Change in accounting standards

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2021 reporting period. The Corporation assesses the impact of these new standards. As at 30 June 2021 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2022 that are expected to impact the Corporation.

8.3 Financial instruments

(a) Objectives and policies

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

(b) Market risk

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

(c) Interest rate risk

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

Notes to the Financial Report

For the Year Ended 30 June 2021

(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 invests surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

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

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

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

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

New cases of COVID-19 in Victoria increased in July 2021 and the Victorian State Government announced restrictions for Regional Victoria beginning midnight July 15th 2021 and ended midnight July 27th 2021. Further new cases surfaced in August 2021 and consequently reinstated the restrictions from 8pm on August 5th 2021. The restrictions have resulted in closure of the Corporation's branch network which will have an impact on the Corporation's revenue streams in 2021-22.

Colac Otway Shire libraries became operational under the Corporation from 1st July 2021. The addition to the Corporation's branch network will see an increase in operating activities and capital expenditure in the 2021-22 financial year.

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

AASB 1059 Service Concession Arrangements: Grantors [applies 2020/21 for LG Sector]

The Corporation has adopted *AASB 1059 Service Concession Arrangements: Grantors* from 1 July 2020. The change in accounting policies has had 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 Corporation has adopted *AASB 2018-7 Amendments to Australian Accounting Standards - Definition of Material* from 1 July 2020 . The Corporation has used the new guidance on materiality when preparing the information in the financial statements.

AASB 2019-1 Amendments to Australian Accounting Standards - References to the Conceptual Framework [applies 2020/21 for LG Sector]

The Corporation has adopted *AASB 2019-1 Amendments to Australian Accounting Standards - References to the Conceptual Framework* from 1 July 2020.

It is not expected that these standards will have any significant impact on the Corporation.

Notes to the Financial Report

For the Year Ended 30 June 2021

NOTE 10 SUPERANNUATION

The Corporation makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in Comprehensive Operating Statement when they are made or due.

Accumulation

The Corporation makes both employer and employee contributions to The Fund's accumulation category, Vision MySuper/Vision Super Saver, on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2021, this was 9.5% as required under Superannuation Guarantee (SG) legislation).

Defined Benefit

The Corporation does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of the Corporation in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119 Employee Benefits.

Funding arrangements

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

A triennial actuarial review for the Defined Benefit category as at 30 June 2020 was conducted and completed by the due date of 31 December 2020.

The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 104.6%. The financial assumptions used to calculate the VBI were:

> Net investment returns 5.6% pa;
>
> Salary information 2.5% pa for two years and 2.75% pa thereafter; and,
>
> Price inflation (CPI) 2.0% pa.

As at 30 June 2021, an interim actuarial investigation is underway as the Fund provides lifetime pensions in the Defined Benefit category.

Vision Super has advised that the VBI at 30 June 2021 was 109.7%. The financial assumptions used to calculate this VBI were:

> Net investment returns 4.8% pa;
>
> Salary information 2.75% pa; and,
>
> Price inflation (CPI) 2.25% pa.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2020 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

Regular contributions

On the basis of the results of the 2020 triennial actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2021, this rate was 9.5% of members' salaries (9.5% in 2019/2020). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

In addition, the Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

Notes to the Financial Report

For the Year Ended 30 June 2021

Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including the Corporation) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up.

If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

The 2020 triennial actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. A full investigation was conducted as at 30 June 2020.

The Fund's actuarial investigation identified the following for the Defined Benefit category of which the Corporation is a contributing employer:

	2020 (Triennial) $m	2019 (Interim) $m
A VBI Surplus	100.0	151.3
A total service liability surplus	200.0	233.4
A discounted accrued benefits surplus	217.8	256.7

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2020.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2020.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2020.

The Corporation was notified of the 30 June 2020 VBI during August 2020 (2019: August 2019).

The 2021 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2021 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2021. The Corporation was notified of the 30 June 2021 VBI during August 2021 (2020: August 2020).

Superannuation contributions

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2021 are detailed below:

Scheme	Type of Scheme	Rate	2021 $	2020 $
Vision Super	Defined benefit	9.50%	63,363	70,337
Vision Super	Accumulation fund	9.50%	455,571	461,107

Notes to the Financial Report

For the Year Ended 30 June 2021

NOTE 11 IMPACT OF COVID-19

On 16 March 2020 a state of emergency was declared in Victoria due to the global pandemic COVID-19 virus, known as coronavirus. A state of disaster was subsequently declared on 2 August 2020. While the impacts of the pandemic have abated somewhat through the 2020-21 year, GRLC has noted the following significant impacts on its financial operations:

Additional revenue

Rent relief was provided by City of Greater Geelong for its lease of the administration level at the Geelong Library & Heritage Centre. This was valued at $36.7k or the equivalent of 5.5 months rent and has been recognised as income in the 2020-2021 financial year. The cost of utilities, such as gas and water, have also been waived.

Revenue reductions

Venue hire: Income was reduced by $224.0k or 85% when compared to a 'business as usual' budget. The Adopted Budget anticipated nil income until the end of October 2020, and a 50% reduction to the end of December 2020. Venue hire facilities re-opened in December 2020 with significant and on-going restrictions on capacity. From January to June 2021, the average income was 32% of the budgeted amount, being a loss of $105.8k.

Branch income: 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. Overall, branch income fell by 38% compared to the previous financial year, and 45% on 2018-2019.

Revenue foregone

Overdue and damaged item fees: Fines are an income stream that, ideally, should be minimal. These fees were waived during branch closures and lockdown periods. This income was 61%, or $46.8k, lower than budget and 56% lower than the prior year. The budget anticipated a loss of income equivalent to 3 months. The actual result was significantly more unfavourable.

Additional costs

Health & safety, cleaning supplies: The safety and well-being of staff and patrons has been the highest priority during the financial year. All library branches and offices have access to sanitising gels and wipes, gloves, masks and disinfectant at a cost of $52.6k for the financial year. This was almost 5 times the original budget, and was consistent with the prior year expenditure of $55.0k. Pre-COVID-19, expenditure was $10k-$15k per year.

Postage: GRLC implemented a successful 'click and deliver' service during lockdown periods to continue serving the community. Part of this service included the postage of lending materials to patrons living in remote areas. This additional cost was $7.7k or 34% over budget.

Asset valuations

There has been no significant impact on the value of assets owned by GRLC.

GEELONG REGIONAL LIBRARIES

Contact:
T 4201 0500
E info@grlc.vic.gov.au

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

Apollo Bay
6 Pengilley Avenue
T 5237 1013

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

Colac
173 Queen Street
T 5231 4613

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 Bell Vue Avenue)
T 4201 0662

Lara
5 Walkers Road
T 4201 0668

Leopold
31 – 39 Kensington Road
T 4201 0675

Newcomb
Bellarine Highway (cnr 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

Waurn Ponds
230 Pioneer Road
T 4201 0670

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

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