



# BOARD AGENDA

MEETING OF THE  
GEELONG REGIONAL LIBRARY  
CORPORATION

Thursday 19 September 2024, 5.30pm

MS Teams ONLY

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





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**ATTACHMENTS**

- ATTACHMENT 1                    MINUTES OF BOARD MEETING HELD 15 AUGUST 2024 (CONFIDENTIAL)
- ATTACHMENT 2                    DRAFT ANNUAL REPORT 2023-2024



## SECTION A - PROCEDURAL MATTERS

1. ACKNOWLEDGEMENT OF COUNTRY
2. ATTENDEES

BOARD MEMBERS	
Cr Liz Pattison (Chair)	Surf Coast Shire (SCS), Mayor
Cr Melissa Cadwell (Deputy Chair)	City of Greater Geelong (CoGG)
Cr Anthony Aitkens	City of Greater Geelong, Deputy Mayor
Cr Ross Ebbels	Borough of Queenscliffe (BoQ), Mayor
Cr Belinda Moloney	City of Greater Geelong (CoGG)
Cr Marg White	Colac Otway Shire (COS), Mayor
Cr Owen Sharkey	Golden Plains Shire (GPS)
Cr Trent Sullivan	City of Greater Geelong (CoGG), Mayor
COUNCIL OFFICERS	
Damian Waight	General Manager, Community Life, SCS
Aimee Higgs	Manager Community Participation, CoGG
Anthony Basford	Executive Director City Life, CoGG
Gayatri Baskaran	Finance Coordinator, CoGG
Ian Seuren	General Manager Development & Community Services, COS
Martin Gill	CEO, BoQ
Lynnere Gray	Director Corporate Services, GPS
GRLC Officers	
Vanessa Schernickau	Chief Executive Officer
Skye Wilson	Director, People, Culture and Strategic Engagement
David Semmens	Director, Community Experience
Vanessa Rechichi	Executive Assistant
GUESTS	



3. APOLOGIES
  
4. INTERESTS, CONFLICTS OF INTEREST AND PECUNIARY INTERESTS
  
5. CONFIRMATION OF MINUTES DATED 15 AUGUST 2024 (ATTACHMENT 1)

**Recommendation:**

That the draft minutes of the Board Meetings held 15 August be confirmed.



## **DRAFT GRLC ANNUAL REPORT 2023 - 24 (CONFIDENTIAL)**

Vanessa Schernickau, Chief Executive Officer

### **Purpose**

That the Annual Report 2023-2024 be adopted by the Board and submitted to the Minister for Local Government

### **Background**

The Local Government Act requires that Regional Library Corporations produce an Annual Report each financial year containing a report of operations and audited financial statements and details on the performance and implementation of the Connecting and Thriving Library Plan 2021-2025.

### **Recommendation**

1. That the DRAFT ANNUAL REPORT 2023-24 be adopted
2. That the ANNUAL REPORT 2023-24 be submitted to the Minister for Local Government
3. That a public notice is placed stating the ANNUAL REPORT has been prepared and can be inspected



## Key Points

The report includes the following section:

- A strong alignment with the Connecting and Thriving Library Plan 2021 – 25 and what has been achieved in its second year
- A celebration of our successes in 2023-24 and we, as an organisation, are very proud to have continued to deliver quality public library services and programs to our communities, noting the essential role we play during times of increased living costs, social isolation and online services
- A message from Cr Liz Pattison (Mayor), Chair of the Board, and Vanessa Schernickau, Chief Executive Officer
- We have again included a feature page **So Much More than Books**; a snapshot of who we are and what we do (pages 8 – 9)
- **Community**: what we deliver outside our library buildings, what we are doing to promote reading, literacy and learning, how we are celebrating history and culture and who we are partnering across our community (pages 18 - 27)
- **Places and Spaces**: our new library Biyal a Armstrong Creek that is under construction and a snapshot of each of our libraries during the year (pages 28 - 43)
- **Our People**: celebrating our diversity through each of our curious, caring and skilled people and how we have been investing in the development of and celebrating the successes of our teams (pages 44 - 53)
- **Regional Leadership**: the variety of programs, exhibitions and events delivered as we respond to and welcome our loyal members and continue to build new diverse audiences (pages 54 - 63)
- **Our Performance**, including statistics to measure our activities (pages 64 - 77)
- **Our Financials**. The 2023-24 Annual Financial Report has been reviewed by the Victorian Auditor General's Office (VAGO). VAGO identifies no issues of high risk to the Corporation.

## Engagement

The Annual Report is more than a compliance exercise, allowing everyone to reflect and celebrate the great work by the team. People from across the network have contributed to the report, including each of our Library Coordinators and the Strategic Leadership Team, to ensure a true reflection on our key deliverables.

Everyone can be very proud of our collective achievements. Thank you to all our team – this Annual Report is a reflection of their commitment to making a difference for our communities.



**Publication**

The Local Government Act 1989 requires that a copy of the Annual Report be submitted to the Minister for Local Government and that the GRLC give public notice that the Annual Report has been prepared and can be inspected. The Annual Report will be made publicly available online via the library website.

**Attachment 2 - Draft Annual Report**





## **OTHER BUSINESS**

**Next meetings**      **21 November, 5.30pm**

**Location**            **GRLC Boardroom, Level 4**



# ANNUAL REPORT

2023/2024

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

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# CONNECTING AND THRIVING

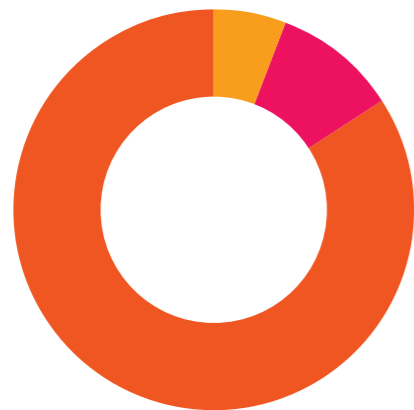
The Geelong Regional Library Corporation Annual Report 2023/24 documents and celebrates our work and achievements over the past 12 months. We continue to work in line with our four-year *Library Plan 2021-25: Connecting and Thriving*, which sets out our Purpose and our Vision under four pillars. This year, we have delivered on many of the objectives set out in Connecting and Thriving. We will continue to report back to our communities and stakeholders on our progress against the remaining objectives, throughout the period of the plan.

## OUR PURPOSE




To be a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.

## OUR VISION

<p><b>COMMUNITY</b></p>	<p><b>PLACES AND SPACES</b></p>	<p><b>OUR PEOPLE</b></p>	<p><b>REGIONAL LEADERSHIP</b></p>
<p>Geelong Regional Library Corporation is an innovative partner. We are addressing local needs with local solutions. You see us out and about in the region, focusing on vulnerable and hard to reach communities.</p>	<p>Our spaces are adaptable and democratic; uplifting and sustainable.</p>	<p>Our team is curious, caring and skilled. We exhibit a spirit of experimentation that matches transformative times.</p>	<p>Geelong Regional Library Corporation is known for leading regional recovery. We use our core strength for community good.</p>



**CONNECTING AND THRIVING:  
LIBRARY PLAN 2021-2025  
61 ACTIONS**

	On track	6%
	Partially complete	10%
	Complete and ongoing	84%



# MESSAGE FROM OUR CHAIR & CEO

We acknowledge the Traditional Owners of the land on which we live and work, and we pay respect to Elders, past, present, and emerging. It is a privilege to share in the knowledge and stories from the world's oldest living culture.

This year, we began our Reconciliation Action Plan journey, including developing our Vision for Reconciliation, in a series of staff workshops led by Adnyamathanha woman Marsha Uphill of Arranyinha.

Our annual report demonstrates the great work done by our team to implement actions outlined in *Connecting and Thriving*, our Library Plan for 2021-25. This is our road map to deliver our purpose: *To be a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.*

Public libraries are vital to community well-being, and this year, we made a significant impact on the lives of those affected by the cost-of-living crisis.

*"Every time I visit our libraries, I am reminded of the essential service we provide. People rely on us as a home away from home, a free and safe space to make friends, create, work, study, seek jobs, learn, or play."*

– Councillor Liz Pattison, Board Chair

We remained committed to customer experience excellence, disciplined financial management, and planning for the future of our region's library services. We introduced a more user-friendly Library Management System, in a successful and seamless process that focused on best practices in project management and change frameworks. Our Collection saw a 22% increase in usage, despite the budget remaining unchanged for seven years. This was partly due to integrating new collections, optimising resource distribution and staff training on specific software systems. Thanks to staff's enthusiastic uptake of our collection management software, over 12,000 items were transferred between libraries, generating over 32,000 loans valued at \$210,000. Our Collection is working smarter and harder than ever.

We completed year three of *Connecting and Thriving*, and the strategy is delivering tangible and meaningful results. Independent analysis once again ranked us as the leading public library service in Victoria, thanks to the combination of high quality, high efficiency and high use. *(2022-23 Public Libraries Victoria Annual Survey).*

Our libraries thrive in both traditional and modern ways – members love our collections and turn to us for events, digital and creative programs, early literacy programs, and social connection. Our community has embraced our Library of Things (thermal imaging cameras, digital negative scanners and more) and digital equipment collections.

*"I always enjoy reading a story at the annual National Simultaneous Story Time, alongside Mayors and Councillors from all five member councils, and most of all I enjoy seeing our diverse and growing community reflected in our libraries – everyone can access programs and services in our safe and welcoming libraries."*

– Councillor Liz Pattison, Board Chair

We're known for our quality programs, from major events with big name authors to neighbourhood library programs to weekly Story Time programs. We supported regional creatives and showcased diverse voices through contemporary programming. Our second Local Word Festival doubled its audience, celebrating local reading and writing. We continued strong partnerships, including our second Writers and Poetry Prizes with Deakin University, which attracted over 720 submissions.

The new Biyal-a Armstrong Creek Library is complete, thanks to the City of Greater Geelong. Team recruitment and training is underway, the library boasts 34,000 new collections items and several clever creative spaces for the local community.

Our Board members from our five member councils continue to work together to ensure each of our communities enjoy the best public library services and programs. The strategic board workshop held in November was testament to the goodwill in the room; the shared intent to ensure our exceptional public library services and programs are sustained for the future. A focus on strategic leadership, led by a highly capable and high performing executive continues to build an effective organisation that puts people first. This includes the early work to establish a clear road map for the future transition to a Company Limited by Guarantee, as endorsed by the Board in February.

Our diverse and skilled workforce reflects our growing region. Special thanks to our staff who make a difference every day – our customers appreciate your professional, caring, and dedicated work.

Engagement improvements in our annual culture survey reflect our focus on communication and collaboration across our 20+ sites and services.

*"I am proud of our team, both customer-facing and behind the scenes, who deliver exceptional library services while experimenting with new programs and services."*

– CEO, Vanessa Schernickau



We would also like to acknowledge our dedicated and valued volunteers.

We exist to serve our library customers and communities, and we thank you for providing our reason to come to work each day and for continuing to evolve with us.

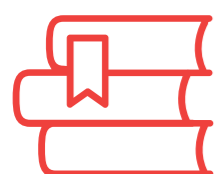
We commend to you Geelong Regional Library Corporation's 2023-24 Annual Report.

**Councillor Liz Pattison**  
(Mayor, Surf Coast Shire)  
Geelong Regional Library Corporation Board Chair

**Vanessa Schernickau**  
Chief Executive Officer

## THE YEAR IN NUMBERS

67,090



ITEMS ADDED TO  
THE COLLECTION  
INCLUDING eCOLLECTION

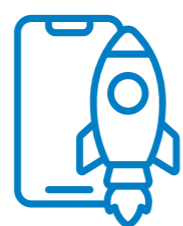
2,637,794



LOANS  
INCLUDING eCOLLECTION

1,302,873

PHYSICAL LIBRARY VISITS



225,900  
APP LAUNCHES

299



HOME LIBRARY  
SERVICE MEMBERS



1,848

MEETING ROOM BOOKINGS

25

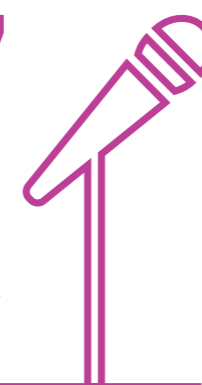


25 MOBILE LIBRARY STOPS  
ACROSS THE REGION

2,347

ADULT EVENTS

14,297 ATTENDEES\*



119,274



LIBRARY  
MEMBERS

59%



INCREASE IN eNEWSPAPER  
AND eMAGAZINE USAGE

404,778

LOANS ON BORROWBOX



68,141



ATTENDED EARLY  
LITERACY PROGRAMS

341



CHILDREN & YOUTH SERVICES  
OUTREACH SESSIONS

7,972 ATTENDEES



1,118

VISITS FROM  
SCHOOL GROUPS

30,214 ATTENDEES

\* Figures reported in 2022/23 included 23k attendees of  
White Night. White Night did not take place in 2023/24.

# SO MUCH MORE THAN BOOKS

## WE LOVE OUR COMMUNITIES – AND YOU LOVE US!

**1.3 million** people walked through our doors last year. Library members, community members, tourists, visitors, newborns and seniors – everyone is welcome at the library (and you don't need a fixed address).

## ENTHUSIASTIC BORROWING

Across all collections and formats, we saw over **2.63 million** loans across our network, and increased the number of items you can borrow to **60** at any one time – we provide free access to resources for all, with no fines for late items.

## IMPROVED SYSTEMS

Our new Library Management System improved customer and staff experience – you can now link family memberships making it easier to keep track of loans, and also place regular holds on your favourite magazines.

## CREATIVE SPACES AND TECHNOLOGIES

We hosted sewing classes, loaned thermal imaging cameras, welcomed young people to come and upcycle clothes, provided access to creative technologies: laser cutters, 3D printers, negative scanners and more. Our libraries are home to new technologies and we help you learn how to use them.

## A SUSTAINABLE AND BUDGET CONSCIOUS CHOICE

Libraries are a sustainable choice at the core – borrowing collection items, trying new equipment and returning; so other members of the community can do the same. And in tough economic times, we offer access to resources, safe spaces, vast collections and more – for free.

## OUR MAJOR AUTHOR EVENTS INFORM, ENTERTAIN, EDUCATE, INSPIRE, CONNECT

We had **141%** more people at our major events this year, and welcomed big name authors (Bruce Pascoe, Julie Goodwin), and partnered with organisations local and national.

## A SAFE PLACE JUST TO BE

When the cost-of-living bites, libraries are here. We saw increases in people studying and working remotely from our spaces, and many turning to us simply as a safe and warm or cool place to be without spending a cent.

## CRITICAL EARLY LITERACY PROGRAMS

Libraries play a crucial role in early literacy for communities – **64,000** people attended an early literacy program at our libraries last year.

## DIGITAL CONNECTION

We know digital connection is critical for daily modern life – we worked with 100s of community members aged over 55 to get connected, confident and upskilled.

## KEEPING HISTORY ALIVE

We continue to work closely with the community to keep history alive and make it accessible and safe to explore. This year, a roadshow saw the kim barne thaliyu team take heritage to our local libraries reaching more of our communities.





## ABOUT US

Geelong Regional Library Corporation proudly delivers public library services to people living, working in and visiting the G21 region. This dynamic and diverse region is home to around 373,430 people and covers a geographical area spanning 8972km<sup>2</sup>.



# OUR CORPORATION

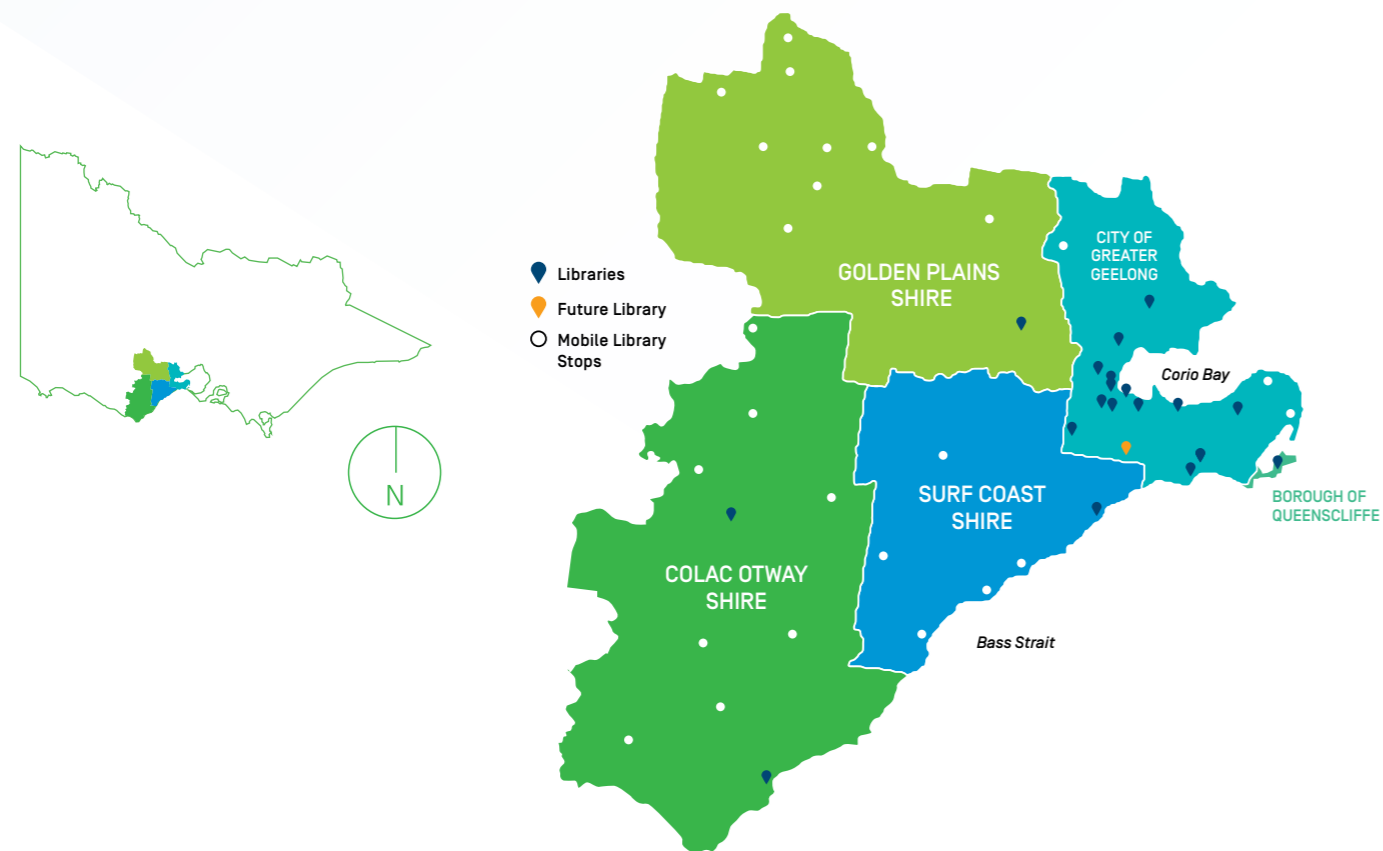
Our Corporation – formed in 1997 – represents a successful collaboration between our five Member Councils: The Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire.

## OUR HISTORY

The GRLC network is situated on the lands of the Wadawurrung Peoples and the Eastern Maar Peoples. The history of GRLC can be traced back to the mid-1800s, when the first public libraries began operating in our region: in Corio in 1841, Colac in 1871, Geelong in 1876, Geelong West in 1884 and Queenscliff in 1887. In March 1997, following local government amalgamations, the GRLC was formed under the provisions of sections 196 and 197 of the Local Government Act 1989 to provide library services within the local government areas of Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. In July 2021, Colac Otway Shire was incorporated as the GRLC's fifth Member Council.

## OUR CORPORATION TODAY

Today, GRLC is Victoria's largest public library service, operating a network of 19 libraries, three mobile library services, community outreach activities and extensive digital platforms. Our service is consistently recognised as one of the best in the State, and we work hard to ensure that everyone in our diverse – and rapidly growing – region has access to a high-quality community facing service. The success of the collaboration between our five Member Councils endures, providing financial and operational efficiencies, advocacy and a shared vision, to the benefit of all in our communities. With a brand-new library opening in August 2024 – Bial-a Armstrong Creek - our network is growing to support the growing communities we serve. GRLC is a lead employer in the G21 region, and is proud to be a part of Geelong's Cultural Precinct where the Geelong Library & Heritage Centre is a popular destination for locals and visitors. As the world we live in changes and adapts to changing challenges, GRLC will continue to play an important leadership role in the region and within the public library sector in Victoria.



# GOVERNANCE

GRLC is governed by the Geelong Regional Library Board. Representation on the Board, and the selection of delegates, is determined by the Regional Library Agreement between our five Member Councils. 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. Meeting dates are advertised and the agenda for each meeting appears on the GRLC's website.

During 2023/24, the following Board initiatives, strategic planning and projects were undertaken by the GRLC.

## OUR SUCCESSES

### Governance

- / Adopted annual priorities and implemented Year Three actions from our Library Plan 2021-25: Connecting and Thriving
- / Adopted Annual Budget 2024/25 and Strategic Resource Plan 2024-28
- / Adopted Annual Report 2022/23
- / Board Strategic Planning Day held in November
- / Implementing Enterprise Agreement 2020-2024

### Library operations, programs and services

- / Completed implementation of the new Library Management System
- / Delivered year one of the Heritage Strategy
- / Delivered the Building Digital Skills program, targeted at improving the digital skills of older adults
- / Delivered Sprout Time prenatal literacy programs, supporting vulnerable families
- / Commenced the development of GRLC's first Customer Experience (CX) Strategy
- / Ongoing delivery of GRLC's Library of Things including the Seed Library, laptops and digital tools such as thermal cameras and devices to save photographic negatives and slides.
- / Implemented Reader Engagement Advocacy Strategy (READS) and Youth Engagement Strategy (YES)

- / Contributed to planning, engagement and operational readiness for the new Biyal-a Armstrong Creek Library
- / Delivered second Local Word Festival, with audiences doubling from previous year
- / Increased income generated from major events, attendance grew significantly, including new audience demographics
- / Successful Local Word Writing and Poetry Prizes

### People and Culture

- / Implementing year two of People and Culture Strategy
- / Implementation of Human Resources information system
- / Implementation of incident reporting and compliance training system
- / Completed Impact 2022 leadership program
- / Implementation of Child Safety and Wellbeing policy and training

### Communications

- / Commenced User Experience strategy work towards a new, more user-friendly website
- / Developed new children's membership cards resulting in increased membership
- / Increased engagement on social channels with partnerships, promotions and content
- / Increased media coverage, securing weekly coverage of library services in local media

### Digital innovation

- / Windows 10/Office 365 rolled out for all staff
- / Replaced RFID technology at Geelong Library & Heritage Centre
- / Major Audio-Visual technology upgrades completed at multiple libraries
- / Automation of all library notification processes
- / Replacement and modernisation of aging infrastructure and equipment.

# OUR BOARD

**Cr Liz Pattison (Chair)**  
Mayor, Surf Coast Shire



**Cr Melissa Cadwell (Deputy Chair)**  
City of Greater Geelong



**Cr Anthony Aitken**  
Deputy Mayor,  
City of Greater Geelong



**Cr Ross Ebbels**  
Mayor, Borough  
of Queenscliffe



**Cr Belinda Moloney**  
City of Greater Geelong



**Cr Owen Sharkey**  
Golden Plains Shire



**Cr Trent Sullivan**  
Mayor, City of  
Greater Geelong



**Cr Marg White**  
Mayor, Colac Otway Shire



BOARD MEMBER	MAX. POSSIBLE NUMBER OF BOARD MEETINGS TO ATTEND	MEETINGS ATTENDED
Cr Liz Pattison, Mayor (Chair)	7	7
Cr Melissa Cadwell (Deputy Chair)	7	7
Cr Anthony Aitken, Deputy Mayor	7	5
Cr Ross Ebbels, Mayor	7	7
Cr Belinda Moloney	7	6
Cr Owen Sharkey	7	7
Cr Trent Sullivan, Mayor	7	4
Cr Marg White, Mayor	7	6

# FINANCES

The financial result for 2023/24 is a surplus of \$1,126,324, compared to a \$522,541 surplus in the previous year 2022/2023.

The result is mainly due to:

- / Unfilled and temporary vacancies across the organisation \$512.0k.
- / \$86.0k increase in interest income due to a rise in term deposit interest rates from 1.70%- 4.25% in 2023/23, to 4.00%-4.90% in 2023/24.

Cash and cash equivalents have decreased to \$988,275 in 2023/24 (2022/23: \$1,257,423). Other financial assets (comprising term deposits greater than 90 days) and accrued interest has decreased from \$4,011,486 in 2022/23, to \$2,502,843, due to the timing of payments to creditors.

Net cash provided by operating activities has decreased to \$1,212,617 (2022/23: net cash provided by operating activities \$4,236,906). This is mainly due to \$2.1m payable to City of Greater Geelong at the end of the prior year, that was settled in early July 2023.

In 2023/24 total income of \$18,320,172 (2022/23: \$17,860,232) was derived from the following sources:

Member Council contributions	81% [2022/23: 83%]
State Government grants	13% [2022/23: 13%]
Fees, charges, interest, asset disposals	6% [2022/23: 4%]

In 2023/24 total expenditure of \$17,193,848 (2022/23: \$17,337,691) was comprised as follows:

Employee costs	73% [2022/23: 69%]
Materials and services	13% [2022/23: 18%]
Depreciation, amortisation & asset write-downs	13% [2022/23: 12%]
Other expenses	>1% [2022/23: 1%]

# GRANTS

The Geelong Regional Library Corporation received the majority of its funding from the five Member Councils: Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. This year they contributed \$14,897,695 (2022/23: \$14,250,374).

The State Government provides recurrent and capital funding under the Public Library Funding Program and the Premiers' Reading Challenge Program. In 2023/24 the State Government contributed a total of \$2,430,637 (2022/23: \$2,435,637). A further \$700 was received as a grant from the Department of Education for Childrens' Week activities.

We are also grateful for the following grants received in 2023/24:

- / **The Brainary**  
Donation of equipment from STEM Maker Project Grant \$22,590
- / **City of Greater Geelong**  
2023-24 Arts Project Grant in auspice with G Zines Collective \$9,900
- / **Kings Funerals**  
Saving Family Stories \$7,780
- / **Friends of Libraries Australia and The LBW Trust**  
National Backyard Cricket Grant \$1,500.



## GRLC 2024 ADDITIONAL INCOME

Book Clubs	\$7,348
CoGG & G Zines - Arts Project Grant	\$9,900
Department of Education - Childrens Week	\$700
Kings Funerals - Saving Family Stories	\$7,780
Local Word	\$6,585
National Backyard Cricket Grant	\$1,500
Shelf Love, Retail shop	\$8,350
Sponsorships	\$11,000
Ticketed Events	\$12,689
The Brainary - Donation of Equipment from Stem Maker Project Grant	\$22,590
<b>Total</b>	<b>\$88,443</b>





# COMMUNITY

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

# OUT AND ABOUT

## HOME LIBRARY SERVICE

Our highly valued Home Library Service continues to support communities across all local government areas that we service. The Community Outreach team specialise in looking after the reading needs of our customers experiencing ill health or mobility challenges and are supported by the dedicated work of volunteers.

We celebrated National Volunteer Week by hosting a Trivia Extravaganza for our volunteers that evoked lots of laughter and memories.

*"I think it's a wonderful service. I often tell people how marvellous it is."*

- Moira

## HOME LIBRARY SERVICE AT A GLANCE



299

CLIENTS

61

VOLUNTEERS

23

AGED CARE FACILITIES

## MOBILE LIBRARY SERVICE

GRLC operates three mobile libraries:

- / Bellarine & Surf Coast Mobile Library
- / Colac Otway Mobile Library
- / Golden Plains Mobile Library

Our mobile library team enjoy greeting customers at the 25 stops across the region. The mobile libraries continue to be an invaluable and integral part of our regional and rural communities and subject to emergency management and safety protocols, will often work around Mother Nature. Mobile libraries are more than a library; they are a hub for locals to meet and share connection and conversation. Throughout the year, the team continued to provide a high-quality and personalised service (the mobile library teams know almost every community member by name!), demonstrating extensive collection and digital knowledge.

This year we welcomed a new mobile vehicle into the fleet. Funded by a Victorian Government Living Libraries Infrastructure Grant, and Golden Plains Shire Council, the new Golden Plains mobile library promises enhanced reliability and sustainability with a smaller, more efficient vehicle that ensures a lighter environmental footprint while continuing to provide access to our extensive range of resources.

## POP UP LIBRARIES

Highlighting the library's free resources, services and programming, our successful pop-up libraries have continued to extend the library's reach and remove barriers by allowing staff to connect directly with people within their own community. Staff value the opportunity to speak directly with community members and connect with people who may not be aware of all that our libraries have to offer. During 2023/24, we ran pop-up libraries at the following locations:

- / Bannockburn Farmers Market
- / Leopold Gateway Plaza
- / MELI, Colac
- / Colac Kana Festival
- / Corio Village Shopping Centre
- / Our Place, Corio
- / Norlane Aquatic and Recreation Centre

We continue to provide books for two street libraries in the Geelong CBD, outside St John of God Hospital and at the Geelong Train Station. We also donate books for a library at Anam Cara House, a not-for-profit organisation providing support and care for people living with a life-limiting diagnosis.

## SEED LIBRARY

The Seed Library encourages community members to borrow free seed packets, grow and enjoy, and then harvest the seeds and donate back to share with others in the community.

We have Seed Libraries located at seven libraries and another two that travel around to our other locations across the year.

In the last 12 months we have run 37 Seed Library events, seen more than 13,000 packets of seeds 'borrowed' and received thousands of seed donations.

## SHELF LOVE

Shelf Love is our curated range of quirky, quality unique gifts and apparel for library and book lovers of all ages, available in many libraries as well as online. This year we introduced new products, including literary-themed board games, earrings and pronoun pins.

Our brand continues to thrive with sales of more than 400 items in the last year: library tote bags, t-shirts, hoodies, socks, pins, earrings, board games, and magnetic poetry kits. In coming months, we will expand to the remaining libraries and launch a new range of Pride t-shirts and beanies. Profits from the sale of Shelf Love items go directly to support library programs and services.

## ARTS AND CRAFT MARKET DAY

The second annual Arts and Craft Market Day was held on Saturday 9 December 2023 at Torquay Library, Belmont Library and Geelong Library & Heritage Centre, with over 30 local creatives. More than 2,000 customers explored stalls from local artisans at the library, doing some Christmas shopping while supporting small local businesses and creatives. At Belmont Library, 758 people visited (a 60% increase on usual Saturday visitation), 560 visited Torquay (75% increase) and 910 came to Geelong Library & Heritage Centre (40% increase).

The market supports local creative communities through showcasing emerging and local talent and are designed to promote our libraries as places of community wellbeing, creativity and community connections.

*"I sold six pieces of my artwork, which is amazing as I just hoped to sell at least one! It's the first place I've sold my art and it gave me a lot of confidence to continue making."*

- local artist



# PROMOTING READING, LITERACY AND LEARNING

## OUR COLLECTIONS

Library loans are yet again up across our network, showing that our communities value reading, lifelong learning and stories. Our communities continue to borrow library materials in all physical and digital formats, and through continually assessing community need we can direct resources where they are needed.

The post covid recovery trend seen in 2022-23 continues, with loans up 20% across our network, across all collections and formats. We purchased 67,090 items (both physical and digital) to ensure our collections remain current and relevant.

### Digital Collections

Our eCollections continue to deliver great value for money for our communities, titles are popular and in high rotation. We saw 404,778 loans on BorrowBox, some of the highest usage of any library service in Victoria. eNewspaper and eMagazine platforms are very popular, with usage continuing to rise (up 59%).

We saw eBook and eAudio loans increase again, up 12%, and 3,362 titles were added.

### Making our collections work hard for our communities

Our Collections strategy was endorsed by the GRLC Board this year, our vision is to provide a diverse, inclusive, accessible and dynamic collection that reflects the needs and interests of our communities. Key actions over the next four years will ensure this vision is met.

We use the principles of best value and relevancy to deliver high quality collections for the community. We ensure selections reflect changing use of formats (e.g. declining popularity of CDs, changes in the print magazine industry). This same approach was used in tendering our opening day collection for Biyal-a Armstrong Creek, to provide the best resources for the community within budget.

### Library of Things

Our Library of Things items continue to be in high demand, and we are excited to be offering more items in 2024. Thermal imaging cameras have been the most popular, with our 13 cameras consistently on loan since their introduction in September 2023. More cameras will be included in the collection later in 2024 to meet overwhelming demand.

## Responding to community needs

We launched our 'Read Now' offer in 2023; a curated collection of really popular titles, that have a two-week loan period: no reservations, extension or transfers and can only be loaned in person, to ensure a quick turnaround. 'Read Now' is currently available at Geelong Library and Colac Library and has been very popular.

Reflecting on the popularity of *Marvel* and *DC* character films, we made our Graphic Novel collection easier to browse and access. By displaying these titles under character name (rather than author) and moving the collection to spaces that are easy for both adults and young adults to access, we have seen significant increase in loans of graphic novels across the network.

Investment into the Boronggook Drysdale Library collection has led to significant increases in loans. Overall, loans have increased by 20%, with the greatest gains seen in Junior collections, where loans have almost doubled.

By using data analysis, community consultation and usage reviews, we can identify what borrowers want and need specific to each location. This results in library collections that are relevant to each library's community.

Last year, we continued to purchase book club kits in consultation with our book club members. This approach was so successful that it has become our common practice. We added 44 new kits this year all voted on by our book clubs. Community consultation help us invest in book club kits that will be popular and well used.

## READS update

As we move into the final year of our Reader Engagement Advocacy and Development Strategy (READS), the actions continue to guide how we address adult literacy and programming needs across our library network.

Reading initiative programs provide opportunities to deliver on our READS strategy actions that identify the needs of our reading community. We continue to support statewide reading initiatives run by Public Libraries Victoria, including the Big Summer Read and Warm Winter Read, with increased participation of 30% and 200% respectively compared to last year. These initiatives provide incentives and goals for reading activities, as well as celebrating our communities' culture of reading and learning for enjoyment.

The delivery of the Building Digital Skills grant provided many opportunities to extend our support for adults facing barriers to digital literacy. By supporting community members through the Be Connected program modules, our teams ensured community members would continue their journey towards digital inclusion and confidence.



# CELEBRATING HISTORY & CULTURE

## KIM BARNE THALIYU / GEELONG HERITAGE CENTRE

### Reconciliation

We formally commenced our Reflect Reconciliation Action Plan development with Reconciliation Australia. In early 2024, staff from across the organisation participated in workshops facilitated by Proud Adnyamathanha Woman, Marsha Uppill of Arranyinha to guide us on our reconciliation journey.

### Heritage Services Strategy

The first Heritage Services Strategy was developed to bring priorities in line with the GRLC Library Plan. A Year One update was presented to the GRLC Board in June 2024.

### Archive Management System Project

This project developed workflows and manuals for staff and volunteers to improve the quality and quantity of items listed on the Heritage catalogue. Public guides were also developed to improve access. The heritage collection archive management system comprises the online catalogue for the archive collection stored in the repository and digital preservation software.

### Heritage Volunteers Review

As part of a student project, staff and volunteers were interviewed to get an understanding of the volunteer experience and opportunities for improvement. Similar organisations including Public Record Office Victoria, the State Library of Victoria and G21 heritage groups were approached for advice on volunteer project management. Implemented recommendations included volunteer events and new workflows. A new intake of volunteers with a new project management framework is planned for late 2024.

### Student projects

Another student project included a report about improving access to heritage services in libraries. A series of recommendations were put forward including a 'heritage champion' role, which is being trialled later this year.

### Digitisation of 5,400 negatives

Boxes of negatives donated by a former local newspaper journalist were identified as a priority preservation project due to 'vinegar syndrome' which can destroy negatives. Thousands of negatives from the 1960s and 1970s have been preserved through digitisation.

### Picture the Past and Social Media

Heritage content continues to prove popular. Our monthly Picture the Past article in the *Geelong Advertiser* and weekly social media posts have included the history of fibre arts, local heritage buildings, aerial photos and AI, the cultural diversity of Geelong and western gully.

### Views of Western Gully

We welcome visitors to view the heritage collection and 'western gully' from a new perspective. Alongside a colonial map, painting and aerial photograph, we've been working with Wadawurrung Traditional Owners Corporation to include a history of western gully from a Wadawurrung perspective.

### Saving Local Stories

A City of Greater Geelong grant funded the purchase of digitisation equipment. Workshops were delivered to heritage groups about digitising collections to archival standard and an exhibition highlighted the items held by heritage groups from the region.

### City Collection Audit

We are working with the City of Greater Geelong to identify City collection items to support sustainable collection management.

### Heritage Services

Alongside our regular heritage research support service and book a specialist, we continue to strengthen our relationship with Wathaurong Co-operative and Bringing them Home support workers to deliver heritage services to the local First Nations community. Staff have undertaken training with Australian Institute of Aboriginal and Torres Strait Islander Studies, Public Record Office Victoria, National Archives of Australia to provide a local service for First Nations people accessing these collections.

### Donation highlights

At the beginning of 2024, four new community representatives were appointed to the Geelong Heritage Centre Collection Advisory Committee. The committee meet four times a year to discuss donation offers. Some donation highlights included:

- / The Woodward family collection, adding to this already extensive collection of three generations of a local family available to view online
- / Set of 34 lapel badges including Geelong Centenary Celebrations badge, Geelong and District Sailors and Soldiers Memorial badges, Geelong and District Gala Day badges, etc. dating from the 1920s.

## INFORMATION SERVICES – PARTNERSHIPS

Our Information Services Librarians run a wide variety of programs throughout the year for adult community members. These programs focus on improving digital literacy, introduce creative technologies and promote and supporting a reading culture. We partner with community organisations, government agencies and local businesses to deliver programs in our libraries and in the community.

### Building Digital Skills Grant

The Building Digital Skills grant provided funding for our communities to feel more confident and connected when it comes to technology.

### Digital Literacy for Seniors

Thanks to a Government grant, we ran more than 250 sessions Digital Literacy for Seniors programs across all five member council areas from July – December 2023.

The grant also enabled the purchase of digital devices for community members to have hands on learning experiences, including laptops, Cricut machines, CPens (pens that read text and convert it to spoken word) and large keyboards for increased accessibility.

The Heritage team also went on a roadshow to provide one on one demonstrations and help in accessing heritage records and family history research online.

Customer feedback was very incredibly positive, and surveys show increased digital literacy across the participants after participating in the sessions.

### Saving Family Stories

Following the great success of Saving Family Stories, sponsorship from Kings Funerals has allowed us to expand to Leopold and Newcomb Libraries.

Saving Family Stories gives the local community free access to equipment and technical support to scan, save, edit and share old negatives, slides, photographs, video and film footage. This project enables precious family stories and treasured memories to be shared, enjoyed, and digitally preserved for future generations.

*"Thank you for providing access to Ancestry... without access to the Family Tree element I would not have located information about my ancestors in South Australia. I'm now able to visit where they lived and their resting places."*



# COMMUNITY NETWORKS & PARTNERSHIPS

Alan David Lodge Aged Care  
 Allen and Unwin Books  
 Anakie Community House  
 Apollo Bay Wordfest  
 Arcare Aged Care Point Lonsdale  
 Arcare Aged Care Portarlington  
 ArtGusto  
 Ashby Primary School  
 Australian Library and Information Association  
 Australian String Quartet  
 Back to Back Theatre  
 Bannockburn and District Garden Club  
 Bannockburn Bright Minds Kindergarten  
 Bannockburn Community Plan Group  
 Bannockburn Inclusive  
 Bannockburn Kardinia Kindergarten  
 Bannockburn Kinder  
 Bannockburn Nurture Learn and Play Kindergarten  
 Baptcare Coasthaven Community  
 Barongarook Gardens  
 Barwon Area Family Violence Committee  
 Barwon Area Integrated Family Violence Committee  
 Barwon Community Legal Service  
 Barwon Heads Primary  
 Barwon Health  
 Barwon Health - Mental Health Colac  
 Barwon South West Homelessness Network  
 Barwon Water  
 Be Connected  
 Bellarine Catchment Network  
 Bellarine Community Health  
 Bellarine Living and Learning Centre  
 Bellarine Secondary College - Junior Campus  
 Bellarine Secondary College - Senior Campus  
 Bellarine Training and Community Hub  
 Belmont Grange Aged Care  
 Best Start City of Greater Geelong  
 Bolinda Borrowbox

Bookgrove  
 Boomerang Bags  
 Boorai Centre  
 Boorai Playgroup  
 Bop Bop Karrong  
 Borough of Queenscliffe  
 BUPA Bellarine Lakes Aged Car  
 Calvary Balmoral Grove Aged Care  
 Calvary Cordelia Grove Aged Care  
 Calvary Elouera Aged Care  
 Calvary Roccoco Aged Care  
 Centre for Multicultural Youth  
 Children's Therapy Services  
 City of Greater Geelong  
 Cloverdale Community Centre  
 Colac Area Health - Neighbourhood house  
 Colac Community Hub Inc  
 Colac Community Hub Incorporated  
 Colac Neighbourhood House  
 Colac Otway L2P Learner Driver Program  
 Colac Otway Performing Arts & Cultural Centre  
 Colac Otway Shire  
 Colac Secondary College  
 Combined Refugee Action Group  
 Cook and Young Booksellers  
 Corangamarah Aged Care  
 Corio Bay Camera Club  
 Corio Village  
 Costa Foundation  
 Costa House Aged Care  
 CRAG (Refugee Action Group)  
 Cultura Colac  
 Cultura Geelong  
 Deakin University  
 Deans Marsh Community Cottage  
 Dementia Australia  
 Drysdale Preschool  
 Drysdale Primary School  
 Drysdale Primary School  
 Dymocks Wauron Ponds  
 Estia Health Bannockburn Aged Care  
 Estia Health Grovedale Aged Care  
 Everyday Independence

Forrest Primary School & Early Years Centre  
 Freedom Aged Care Grovedale  
 Geelong Arts Centre  
 Geelong F Stoppers  
 Geelong Field Naturalist Club  
 Geelong Food Relief  
 Geelong Gallery  
 Geelong One Fire Reconciliation Group  
 Geelong Sustainability  
 Geelong West Neighbourhood House  
 Geelong Writers Inc.  
 Gen U  
 GenU Gamer  
 Give Where You Live Foundation  
 Golden Gumboot  
 Golden Pens Writers Group  
 Golden Plains Shire  
 Good Things Foundation Australia  
 Great Ocean Road Health  
 Grovedale Neighbourhood House  
 GSODA  
 Guf Geelong  
 Gzines  
 Hachette Australia  
 Hardie Grant Publishing  
 Harper Collins Publishers Australia  
 headspace Colac  
 headspace Geelong  
 headspace Ocean Grove  
 Headstart Early Learning Centre  
 Ocean Grove  
 Hearing Australia  
 Highton Gardens Aged Care  
 Homestyle Aged Care Kensington Grange  
 Homestyle Aged Care Seaviews Manor  
 Hope Bereavement Care  
 Housing for the Aged Action Group  
 Iona College  
 Journey Early Learning Childcare  
 Ocean Grove  
 Kensington Grange Aged Care  
 Kings Funerals  
 Kiwanis

Korayn Birralee Family Centre, Corio  
 Lazarus House  
 LBW Trust - National Backyard Cricket Grant  
 Leopold Child and Family Centre  
 Leopold Community and Learning Centre  
 Leopold Primary School  
 Leopold Toy Library  
 Lions Club of Corio Norlane  
 Lions Club of Norlane  
 Longest Book In the World  
 MARCS Library Van (DET)  
 Marine and Freshwater Discovery Centre  
 Marngoneet Correctional Facility  
 Matchworks  
 mecwacare Elstoft House  
 Melbourne City of Literature  
 Melbourne Writers Festival  
 MELI (formally Bethany and Barwon Child Youth & Family)  
 Meli Colac  
 Mercy Health Rice Village Aged Care  
 Mercy Place Colac Aged Care  
 Meredith Community Centre  
 Meredith Kindergarten  
 Milville Early Childhood Education  
 Mingo Waloom Aboriginal Best Start  
 Monkey Baa Theatre Company  
 Mount Duneed Men's Shed  
 Museum of Australian Democracy  
 National Gallery of Victoria  
 National Museum of Australia  
 National Wool Musuem  
 New South Books  
 NGV Kids on tour  
 Nido Early Childhood Education  
 Nido Early School  
 Norlane ARC (Aquatic Recreation Centre)  
 Norlane Community Centre  
 Norlane Community Initiatives (now The Good Neighbourhood Project)  
 Northerly Aspects (magazine)  
 Northern Bay College  
 Northern Bay College - Early Years Centre

Ocean Grove Playgroup  
 Ocean Grove Primary School  
 Orange Door - Colac  
 Orchestra Geelong  
 Our Lady Star of the Sea Primary School  
 Our Place, Northern Bay College  
 Outpost  
 Pan Macmillan Australia Publishers  
 Penguin Random House  
 Portarlington Neighbourhood House  
 Public Libraries Victoria  
 Queenscliff Primary School  
 Queenscliffe Historical Museum  
 Queenscliffe Literary Festival  
 Queenscliffe Visitor Information Centre  
 Queersways  
 Race Communications  
 Rosewall Community Centre  
 Royal Geelong Show  
 Rural Australians for Refugees  
 Schools and Communities Together (SACT) - DFFH  
 Springdale Neighbourhood House  
 St Aloysius Catholic Primary School  
 St Brendan's Primary School  
 St David's Newtown Uniting Church  
 St Ignatius College  
 St Leonards Primary School  
 St Mary MacKillop Primary School  
 Bannockburn  
 State Library Victoria  
 Story Dogs  
 Surfside Primary School  
 Sydney Writers Festival  
 Sydney Writers Festival  
 Tannoch Brae Aged Care  
 Text Publishing  
 The Australian Ballet  
 The Aviary  
 The Book Bird  
 The Bookshop at Queenscliff  
 The Brainary  
 The Chinese Association of Geelong  
 The Geelong Clinic

The Good Neighbourhood Project (formally Norlane Community Initiatives)  
 The Good Things Foundation (as provider of Digital Devices and Digital Skills grants)  
 The Gordon  
 The Gordon Skills and Jobs Centre  
 The Hive Collective  
 The Hive Gallery  
 The Sexual Assault and Family Violence Centre  
 The Smith Family  
 The Vue Luson Aged Care  
 The Well - Smythesdale Digital Hub  
 The Wheeler Centre  
 TLC Belmont  
 TLC Homestead Estate  
 TLC Warralily Gardens  
 Torquay Books  
 U3A - Colac  
 Uniting AgeWell Kalkee Murray  
 Vic Health - Colac  
 Victoria Police - Colac  
 Victoria Uni  
 Vines Road Community Centre  
 Vivid Art for Wellbeing  
 VMCH Star of the Sea Retirement Village  
 Wadawurrung Traditional Owners Aboriginal Corporation  
 Wallington Primary  
 Wathaurong Aboriginal Co-operative  
 Wauron Ponds Probus Club  
 Wildlife Wonders - Apollo Bay  
 Winchelsea Community House  
 Woody Yallock Primary School  
 Woodlands Child Care  
 Woodlands Kindergarten  
 Writers Victoria  
 Wyndham Community Education Centre  
 Yarns on Pako





# PLACES AND SPACES

Our spaces are adaptable and democratic;  
uplifting and sustainable.

# LIBRARIES FOR COMMUNITIES

GRLC continued to partner with its five Member Councils to facilitate and plan for current and upcoming capital projects. As set out in *Connecting and Thriving*, we seek to 'Inspire our communities with great library design: uplifting, sustainable, place-based.'

We work closely with member councils on all new library buildings. Council is responsible for the planning, development and building of libraries. We work closely with councils to agree on the hours of operation and staffing levels.

## BIYAL-A ARMSTRONG CREEK LIBRARY

Major construction of the new Biyal-a Armstrong Creek Library began in October 2022 and concluded in 2024.

Designed in consultation with Wadawurrung Traditional Owners Aboriginal Corporation, the Wadawurrung Traditional name for the new library, Biyal-a, reflects the overall Armstrong Creek valley-scape and its watercourse as a place of many red gums. 'Biyal-a' also expresses that the 'red gums speak lots of stories'.

The new library boasts the latest environmentally sensitive features and will carry a 5-Star Green Star design and construction rating. The 2500sqm facility adjoins the Armstrong Creek Town Square and shopping precinct and showcases clever, creative, coworking, collaboration and outdoor spaces.

The three-level building includes a large multipurpose room, a range of smaller meeting rooms, coworking and quiet study spaces. The creative studio, makerspace, gaming and media rooms provide opportunities for the community to engage in creative and technology rich experiences. In addition, accessible contemporary amenities including an adult changing places facility and parents room provide for the needs of all community members.

*"Living Water symbolises the rich values and spirit that weaves through and surrounds Armstrong Creek and which celebrates its fluidity of inspiration and sustenance to our communities."*

– Wadawurrung Traditional Owner, Stephanie Skinner

## LIBRARY REFURBISHMENTS

During the year, refurbishments were undertaken at a number of our existing libraries, ensuring that they continue to provide flexible, adaptable, comfortable and welcoming spaces that meet the needs of our customers:

- / Corio Library: major refurbishment
- / Geelong West Library: minor refurbishment and external chute replacement
- / Colac Community Library & Learning Centre: returns room redevelopment and RFID enabled smart chute installation
- / Torquay Library: Review of youth space and minor upgrade with some new shelving.
- / Newcomb Library: planning underway for minor refurbishment. New picture book shelving and new furniture for the bookable meeting room.



# OUR LIBRARY NETWORK

GRLC delivers services via a network of 19 libraries, three mobile libraries and outreach services. We provide library services to everyone who works, plays and lives in the five local government areas that are part of the G21 region: Borough of Queenscliff, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. This growing region, spanning more than 8,950km<sup>2</sup>, is home to around 350,000 people.

Our suburban, township and rural libraries are located at Apollo Bay, Bannockburn, Barwon Heads, Belmont, Chilwell, Colac, Corio, Drysdale, Geelong West, Highton, Lara, Leopold, Newcomb, Ocean Grove, Waurin Ponds, Torquay, Queenscliff and at Western Heights College in Hamlyn Heights.

The Geelong Library & Heritage Centre is a community hub in the heart of Geelong's Cultural Precinct, and the site of GRLC's administrative headquarters.

The Colac Otway, Golden Plains and Bellarine Surf Coast Mobile Libraries visit 25 weekly or fortnightly stops across our region, ensuring people in remote or isolated communities, or those who are unable to get a static library, can access our services and collections.

Our libraries are staffed with a vibrant mix of full time, part time and casual staff who are highly skilled and dedicated to serving our communities.



## APOLLO BAY

Apollo Bay Library enjoyed a refresh with a bright new layout, including shelving, displays, a community TV to enhance programming, and new public photocopier. The team bring real value to the local community through new collaborations and dynamic programming. Programs included 'Learn Auslan' – teaching the community the basics of Auslan, livestreaming Sydney Writers' Festival, new Lego and chess clubs and a youth event *Introduction to Creating a Graphic Novel with Isabelle Carmody*.

The library continues to thrive as part of the local community, and to build great relationships with local partners such as the Marrar Woon Neighbourhood House.



## BANNOCKBURN

Bannockburn Library hosted a collection of engaging events over the last twelve months. In partnership with Golden Plains Shire, we hosted five very popular art workshops that provided opportunities for people to connect socially while learning new skills. There was an overwhelming response to an event on Salvia which led to the creation of the popular Garden Chat group. We held two Intergenerational Story Times that provide strong connections between diverse community members, with visitors from local kinders and local aged care facilities.

The local community appreciate the range of programs and gain a sense of community when attending regular programs including Early Years programs, Book Club and Book Chat. The library continues to be a meeting place where people socialise, learn and connect with each other.



## BARWON HEADS

The library is a valued service for all local residents, and its co-location with the primary school means lots of young families with school age children visit regularly. Story Time and Toddler Time make for busy Fridays at Barwon Heads Library with dedicated parents and grandparents accompanying their early learners to these sessions. School holiday programs continue to attract attendees keen to tap into the art and craft and story sessions.

*"I love visiting the library, it's calm, friendly and encourages curiosity. Each time I visit either alone or with my young grandchildren I find staff respectful, calm and extremely helpful and welcoming."*



### BELLARINE SURF COAST MOBILE

Bellarine Surf Coast Mobile enjoyed a busy year and an especially busy summer season with library visits along the Surf Coast increasing by around a third. The mobile is on the road six days a week coasting from Portarlington to Lorne. We were regularly visited by school groups from St Leonards and Portarlington Primary Schools, and kindergarten groups in Lorne and Portarlington. Almost every week a group of children from Aireys Inlet made a dash for the library's iPads and were warmly welcomed to spread out on the colourful floor cushions. We often hear tales of customers who started visiting the Mobile Library as children and are now bringing their own children along.



### BELMONT

Belmont Library is a convenient, vibrant and busy library. We helped customers find a great book, learn something new and increase their digital literacy. A change in local demographics has led to our children's programs being increasingly popular. We enthused customers to learn more about nature in their local area by pulling together various presenters and community groups to talk on the theme of 'Birds, Bees and Trees'. We hosted author talks, provided popular trivia sessions and Shakespeare discussions.

The Saving Family Stories digitising equipment, supported by Kings Funerals, continues to be popular and the staff love helping customers rediscover a slide or VHS video of a special family occasion like a wedding or party from 20+ years ago.



### CHILWELL

Chilwell Library had an exciting year with many fun activities. Highlights included a talk about gardening, in collaboration the Chilwell Community Garden, and a visit from Story Dogs as part of our Autumn School Holiday events.

Our regular weekly knitting group, which supports the KOGO (Knit One, Give One) organisation, also contributed to the Barwon Urban Knitting Community Project to raise awareness of world elder abuse. Our Book Chat group also had consistent attendance, providing an opportunity for like-minded readers to share their love of books.



### COLAC

Colac Library had a fabulous year with new programs, unique collaborations, special events and collection enhancements.

Chatty Café (helping connect communities and increase social interactions by getting people chatting) and Vinyl Club have been popular for people to socialise and bond over interests in their library. 'Deep Listening to Nature' was an exciting and well attended event, allowing the local community to experience some unique animal recordings.

This year we collaborated with: headspace Colac on a Mental Health event; Colac Otway Youth Art Group, to use the library as a safe space to do art; and Colac Otway Shire, to register Colac and Apollo Bay libraries as breastfeeding friendly venues. The team works enthusiastically to support our local community with expertise and kindness.



### COLAC OTWAY SHIRE MOBILE

Highlights for the year included our participation in the Gellibrand Golden Gumboot festival and the Birregurra Barwon Water Morning Tea, providing special Story Time with puppets. Regular preschool Story Times were held at Forrest, and also on occasion in Birregurra.



### CORIO

Corio Library serves as a vital community resource, offering more than just books. It provides a welcoming space for learning, enjoyment and social interaction. The library recently received a refresh: an internal and external paint job, new landscaping, a refresh of the layout, a bigger and better carpark, meaning improved accessibility.

Over the past year we have worked closely with community partners such as Our Place, The Gordon Skills and Jobs Centre, and Cloverdale Community Centre and ran many well-received programs including Purl Jam Knitting Circle, Chair Yoga, Monday Movies and our ever-popular sewing classes. The children's programs are continuing to grow in popularity, and our teams continued to develop connections with the local community youth groups.



### DRYSDALE (BORONGGOOK DRYSDALE LIBRARY)

Boronggook Drysdale Library has just celebrated its first year in our new building - and what a year it has been! We have seen a huge increase in our visitation and have welcomed many new members into our space. The new building has been integral in the revamp of the Drysdale shopping area.

We had great author talks and writing workshops, lots of sessions working with seniors on their digital skills and many children and young people taking advantage of our spaces and programs. We even had a choir singing under the stars and attempted an outdoor film until the cold chased everyone inside.



### GEELONG LIBRARY

Geelong Library has been bustling with community engagement and innovative programs. Highlights include our new exhibition wall hosting local camera club showcases, mental health therapy group exhibitions, and the touching Hope Bereavement Care display for Grief Week. We hosted the Arts and Craft Market, an interactive Beethoven performance, Craft connect workshops and popular sewing workshops as well as upcycling clothing sessions. OmegaCon brought in board game enthusiasts on International Tabletop Game Day and we celebrated Library Lovers Day with the unique 'Scent of A Book' event.



### GEELONG HERITAGE CENTRE

The Kim barne thaliyu research room continues to attract visitors from across Australia keen to learn more about the region's past and research their family history. Family history research can turn up both exciting stories and provide meaning to a person disconnected from their identity and a sense of belonging. The team have been focusing on bringing a trauma-informed approach to heritage services to ensure those accessing our services and collection, including adults who grew up in care or are part of the stolen generations, have a safe experience.

We have continued to highlight the myriads of stories captured in our collection through exhibitions, social media, newspaper articles and information on our online catalogue.

Vital preservation work has also been going on behind the scenes including digitisation of at-risk negatives and the painstaking work of re-housing.



### GEELONG WEST

We had a very busy year! The library hosted its first after hours events, a booked-out author talk with Imbe Neeme in collaboration with local independent bookshop The Book Bird, followed by 'Birds of the Bellarine' talk with the Geelong Field Naturalists Club. After the success of these events, we will look to hold additional after-hours events later in the year.

The library also had a subtle but significant improvement to its layout, raising the lower shelves to improve access, deploying display shelves throughout the collection and updating the furniture to be more comfortable and appealing to our regular all-day visitors.



### GOLDEN PLAINS MOBILE

Golden Plains Mobile had an exciting end to the year with the new vehicle making its first outings in June 2024. Customer have been delighted by the beautiful new collection and the updated and more versatile vehicle. Throughout the year we have travelled from Meredith to Haddon stopping at remote towns right across the shire. At Smythesdale we joined the monthly Smythesdale Market, and we installed a collection point at The Well Community Centre to make it easier for locals to collect their library items throughout the week.



### HIGHTON

Highton continues to be a popular community space. Many of our members enjoy visiting daily to read our newspapers and enjoy the convenience of collecting their books, magazines and more whilst shopping locally. Younger members and their families enjoy our weekly Story Time sessions and School Holiday programs. We held a bookmark making session, Introduction to Ancestry sessions, and Book a Librarian appointments to assist with digital literacy skills. The free Wi-Fi is always popular with customers seeking a quiet area to study or work remotely.



### LARA

Lara Library is a delightful place to visit and the staff take pride in creating a vibrant hub for learning, creativity, and community connection.

It's always bright and bubbly, thanks to the friendly staff and many displays that change year-round. Visual displays not only enhance the library's aesthetic appeal but also promote diverse themes and topics, sparking curiosity and engagement amongst customers.

Weekly Story Time sessions and school holiday activities are always a highlight at Lara, and this year we continued to partner with local schools, kinders and playgroups to promote early literacy programs.

We delivered successful workshops for all ages, including Building Digital Skills for seniors, monthly Craft Corner, Book Chat and Crochet Craft sessions; a delicious pasta-making workshop; an informative talk by a local Lara bonsai expert and Youth Skills Workshop partnered with G-Force.



### LEOPOLD

At Leopold Library we love what we do. We love navigating the after-school chaos of kids playing; guiding people on using new technology; encouraging reading and learning. We partner with the community in making their lives just a little bit better.

The introduction of *Saving Family Stories* (in partnership with Kings Funerals), a digitisation service converting photos, slides, negatives, VHS and Super8 film to digital files, has been a hit and a source of some very moving stories. One user digitised six generations of their family; another was finally able to view their wedding film after 51 years; another was overwhelmed to hear their dead fathers voice for the first time in twelve years. This is a perfect example of how technology can support and expand peoples experience of the world. Staff responded to this project by enhancing their digital and empathic skills – always with a box of tissues nearby.



### NEWCOMB

Newcomb Library had a busy and rewarding year. We hosted well attended talks featuring award-winning Australian authors Tricia Stringer (*Back on Track*) and Rachael Johns (*The Other Bridget*), computer and tech workshops, literary discussions, Seed Library events on gardening and edible plants, film screenings and school holiday craft sessions for all ages. We partnered with Geelong Cemeteries Trust to deliver a historical walking tour of the Geelong Eastern Cemetery.

We had a lot of fun delivering our after-school programs, including Manga Club, Code Club, and several Dungeons & Dragons campaigns. Our special children's programs featured STEM activities, scavenger hunt competitions, and a guest visit from Story Dogs.

We introduced the Saving Family Stories initiative, in partnership with Kings Funerals. This service allows anyone to digitise their family photos, slides, negatives, Super 8mm film and home videos – for free!



### OCEAN GROVE

Early Literacy Programs continue to thrive, regularly attracting 30–40 at each session. National Simultaneous Story Time is always popular, this year 95 children attended!

Outreach programs have been successful in reaching young people who are not traditional library users. Lunchtime sessions at Bellarine Secondary College, workshops in partnership with City of Greater Geelong's Youth team, and the 'Mystery in the Library' event in partnership with Bellarine Training & Community Hub Youth Drop In have all been a great success.

Customers have been enjoying the refurbished space, the new display shelving fosters browsing with a noticeable increase in displayed titles borrowed. The creation of light filled casual reading area adjacent to our conservatory style windows has proven immensely popular particularly with newspaper readers, who gather there daily.



### QUEENSLIFF

The Queenscliff community continues to enjoy the renovated space and we are now able to host larger events in the auditorium including a writing workshop for the Local Word Writers Festival, live streaming the Sydney Writers Festival, a plant propagation talk by Queenscliffe Indigenous Nursery Coordinator and four author talks.

Smaller events and programs, such as tech help, contributing to the Longest Book in the World and the Flow exhibition from the Hive Gallery, were held in the library. A highlight was Afternoon Tea for Library Lovers; while Story Time and Book Chat attracted a dedicated group of regular participants and Fishy Tales is held at the Marine and Freshwater Discovery Centre in school holidays.



### TORQUAY

Torquay Library is a friendly community space that is full of life. Our services are in hot demand, ranging from printing, borrowing books and more programs for all ages. Every day of the week we cater to a broad range of people including young children and families, the business community, tourists and residents of this rapidly growing region.

This year we ran several popular digital literacy sessions in partnership with Surf Coast Shire at locations around the Surf Coast to learn about library eResources. We also held a special Story Time and Toddler Time for International Day of People with a disability, including an AUSLAN Interpreter, in collaboration with Surf Coast Shire.



### WAURN PONDS

The Waurnd Ponds Library is a versatile space for the community, and there's something for everyone, from our two popular book clubs to our monthly game nights and the 'Knot Just Knitting' group.

We've introduced a new Cricut Maker and have been offering coaching, craft workshops, and creator labs, keeping our community engaged and excited. The Write Stuff writing program inspired children to craft short stories, which were then added to the library's collection and made available for borrowing.

We hosted several events and author talks, including Maya Linnell with Catriona Rowntree, Lorin Clarke's memoir honouring her dad, John Clarke and Infographics in Science Communication, a Melbourne Design Week event.



### WESTERN HEIGHTS COLLEGE

The library at Western Heights College includes two separate collections, one belonging to the college and one belonging to GRIC. The library is run by the school and receives collections support from GRIC. We work collaboratively with all stakeholders at the centre and attend regular monthly meetings to maximise opportunities for collaboration and the sharing of knowledge





# OUR PEOPLE

Our team is curious, caring and skilled. We focus on developing and supporting our people, so they are ready to apply their skill and leadership ability to the task of providing exemplary and innovative library services to our communities at a transformative time.

# SPOTLIGHT ON OUR PEOPLE

The Geelong Regional Library Corporation employed a total of 209 staff compared to 210 in 2022/23. Our ongoing Full Time Effective (FTE) is 122.2.

## STAFF FTE

As at 30 June 2024 [2023]



Ongoing staff full-time	69.0	[68.0]
Ongoing staff part-time	53.2	[54.3]
<b>Total</b>	<b>122.2</b>	<b>[122.3]</b>

## AGE BREAKDOWN

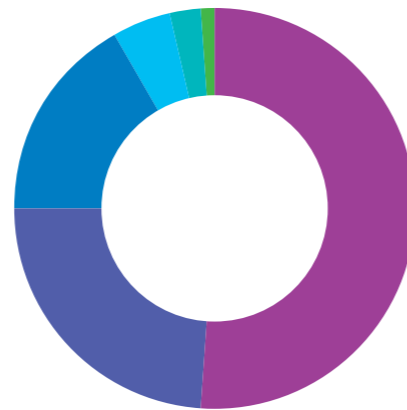
As at 30 June 2024 [2023]



Under 25	19%	[17%]
25-34	11%	[13%]
35-44	25%	[26%]
45-54	22%	[23%]
55-64	17%	[16%]
Over 65	6%	[5%]

## YEARS OF SERVICE

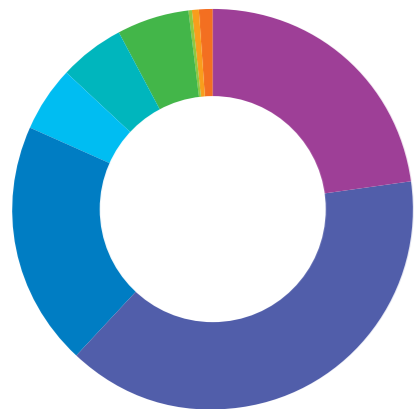
As at 30 June 2024 [2023]



Under 5	107	[120]
5-10	50	[36]
10-20	35	[38]
20-30	10	[9]
30-40	5	[6]
Over 40	2	[1]
<b>Total</b>	<b>209</b>	<b>[210]</b>

## GENDER BREAKDOWN

As at 30 June 2024 [2023]



Female full-time	48	[53]
Female part-time	82	[77]
Female fixed term & casual	41	[41]
<b>Female total</b>	<b>171</b>	<b>[171]</b>
Male full-time	11	[13]
Male part-time	11	[11]
Male fixed term & casual	12	[9]
<b>Male total</b>	<b>34</b>	<b>[33]</b>

Non-binary full-time	1	[3]
Non-binary part-time	1	[1]
Non-binary fixed term & casual	2	[2]
<b>Non-binary total</b>	<b>4</b>	<b>[6]</b>

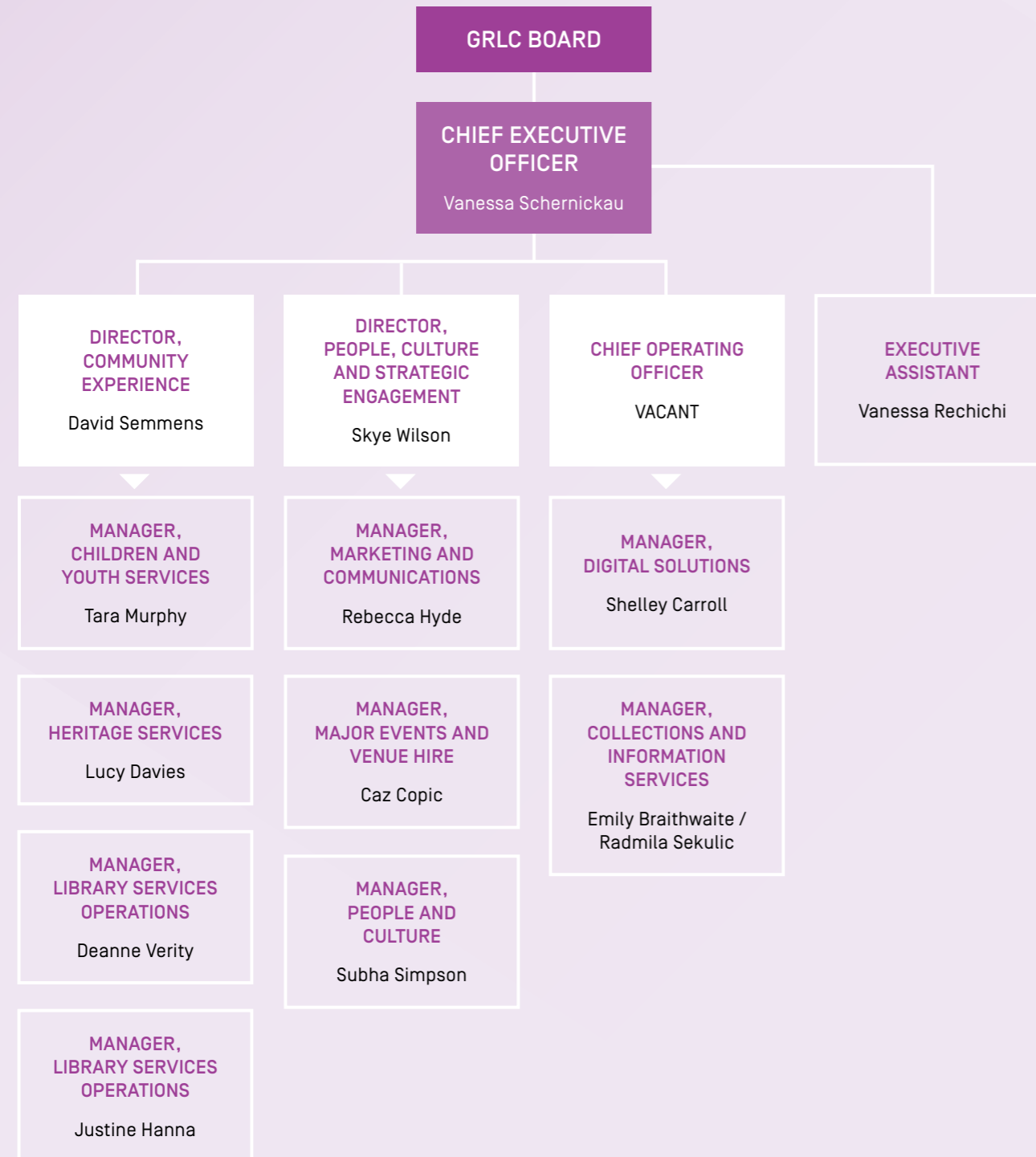
# ORGANISATIONAL MEMBERSHIPS

- / Australian Library and Information Association
- / Arts Hub
- / Australian HR Institute
- / Australian Society of Archivists
- / Children's Book Council of Australia (Victoria)
- / Copyright Agency
- / FinPro
- / G21 Geelong Regional Alliance
- / Geelong Chamber of Commerce
- / Tourism Greater Geelong & the Bellarine
- / Public Libraries Victoria
- / Roadshow Public Performing Licencing
- / VALA Libraries Technology and the Future Inc.
- / Victorian Chamber of Commerce and Industry
- / Local Government Professionals
- / SPUN Spydus Users Network
- / The Grants Hub
- / Volunteering Geelong Inc.



# ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2024



# CURIOUS, CARING AND SKILLED

In 2023/24, we've prioritised employee development, nurturing a culture that is receptive to change while ensuring our services align with member and customer needs. Through targeted skill and mindset development, we've empowered our team to effectively lead and adapt to change.

Our people have been critical players in the delivery and embedding of a new Library Management System (LMS), driving change with a dual focus on member and customer needs and employee experience.

This was a major change for the organisation, but thanks to thorough training, engagement and standout leadership the change was smooth and positive, with a focus on the positive changes for customers and staff alike.

Highlights for the year included:

- Review of the People and Culture function, and a move to a more responsive and progressive business partnering structure. Coupled with the new Human Resources information system, BambooHR, introduced in 2022-23 this will see us deliver on the People and Culture Strategy and Library Plan.
- Continued to work on building culture, measured via the culture experience platform, CultureAmp. Each year we invite our people to participate in the All Staff Survey and answer questions about working at GRLC. One key measurement is 'engagement' and, in January 2024 our engagement score was 68%, up 5% from last year. These results confirm the efforts being made across the organisation to embed sustainable and long-term change.
- Comprehensive review of our policies and procedures to ensure adherence to GRLC's Enterprise Agreement and current legislation. This included updates to current policies and development of new ones where required, completed in collaboration with the Staff Consultative and the Health, Safety and Wellbeing committees.
- Development, delivery and embedding of staff capability training across our libraries including Child Safety and Wellbeing policy, procedures and related training.

## WORKPLACE DATA

	2023	2024
Total number of employee (HC)	210	209
Total number of employee (FTE)	122.3	117.2
Males (HC)	33	34
Females (HC)	171	171
Non-Binary (HC)	6	4
Full time (HC)	69	60
Part time (HC)	89	94
Fixed-term & Casual (HC)	52	55

## INCLUSION AND ACCESSIBILITY

Our journey to become an inclusive organisation began with a commitment to understanding and valuing diverse backgrounds, perspectives, and needs of all team and community members. The journey is ongoing.

We're working towards implementing comprehensive diversity training and fostering open dialogue. We revised our policies to promote equity and building a culture where everyone feels respected and empowered.

We continually assess progress through feedback and adapt our strategies to ensure we prioritise inclusivity, reflecting our dedication to creating a workplace where everyone can thrive.

Over the past year, we've been steadfast in providing an inclusive and accessible environment to all groups who may experience barriers to inclusion (people with disability, carers, first nations, CALD communities, LGBTIQ+, people with mental health needs, ageing, young people, those who live remotely, etc.) within our workplaces, and for the community.

We reduced barriers to accessing goods, services and facilities by:

- Diverse collections:** Curating a diverse range of materials that represent various cultures, languages, and perspectives. Ensuring that the collection includes resources that cater to different ages, abilities, and interests.
- Inclusive programming:** Developing programs and events that celebrate diversity and cater to the needs of all community members including multilingual storytimes, cultural heritage celebrations, and programs for differently-abled individuals.

- Staff training:** Providing ongoing staff training on diversity, equity, and inclusion to ensure they understand and can implement inclusive practices, including cultural competency, unconscious bias, trauma-informed practice and inclusive customer service.
- Community engagement:** Actively seeking input from diverse community groups to understand their needs and preferences, established partnerships with local organisations that serve underrepresented populations to co-create relevant services and programs.
- Accessible services:** Ensuring our libraries are physically accessible to all individuals, including those with disabilities. This includes providing assistive technologies, accessible formats of materials, and ensuring the physical space is navigable.
- Inclusive policies:** Developing and enforcing policies that promote inclusivity, regularly reviewing and updating these policies to reflect best practices.
- Representation:** Striving for diversity within library staff and leadership to reflect the community served. Implement fair hiring practices and provide opportunities for professional growth and advancement for all employees.
- Feedback mechanisms:** Created channels for customers and staff to provide feedback on inclusivity efforts, feedback used to continuously improve services and address any issues of exclusion or discrimination.

We reduced barriers to access and inclusion by:

- Completing the review of the Disability Action Plan, and launching our Access and Inclusion Policy
- Ongoing membership with Australian Network on Disability
- Ensuring our Outreach Strategy supports access and inclusion
- Developing and implementing flexible work arrangements policy
- Continuing to provide reasonable adjustments for customers and staff
- Commencing work on our Reconciliation Action Plan
- Ongoing support from internal LGBTIQ+ Working Group

## HEALTH SAFETY AND WELLBEING

Health, safety, and wellbeing are crucial in libraries to ensure a secure and supportive environment for both staff and customers. A well-maintained and hazard-free space encourages community engagement and enhances user experience. This focus not only safeguards individuals but

also strengthens the library's role as a vital community resource. We continued to prioritise the mental and physical health, safety and wellbeing of our people.

Highlights include:

- Health and safety training:** Regularly trained staff on health and safety protocols, including training for wardens, first aid, and proper use of equipment. Ensure all staff are aware of safety policies and their roles in maintaining a safe environment.
- Ergonomic workspaces:** Design workspaces that support ergonomic principles to reduce the risk of strain and injury. Provide adjustable furniture, adequate lighting, and ergonomic tools to promote physical wellbeing.
- Emergency preparedness:** Develop and regularly update an emergency preparedness plan that includes procedures for fire, medical emergencies, natural disasters, and other potential hazards. Conduct drills to ensure staff and patrons are familiar with evacuation routes and procedures.
- Clean and hygienic environment:** Maintain high standards of cleanliness throughout the library. Regularly cleaning of high-touch surfaces, provide hand sanitising stations, and ensure restrooms are clean and well-stocked.
- Mental health support:** Offer resources and support through our Employee Assistance Program for mental health, such as providing access to counselling services and promoting work-life balance.
- Safe facilities:** Ensure the library's physical environment is safe and accessible. Conduct regular inspections to identify and address potential hazards, such as loose carpeting, inadequate lighting, or unsafe stairways. Ensure all areas are accessible to individuals with disabilities.
- Health and safety policies:** Develop comprehensive health and safety policies that comply with legal regulations and best practices. Regularly review and update these policies to reflect changes in regulations or emerging health and safety concerns.
- Feedback and Improvement:** Encourage staff and patrons to provide feedback on health and safety issues. Use this feedback to continuously improve safety protocols and address any areas of concern promptly.
- Safety Equipment:** Ensure that safety equipment such as fire extinguishers, first aid kits, and automated external defibrillators are readily available and regularly maintained. Train staff on the use of this equipment.

# LEADERS ARE LEARNERS

We continued to deliver programs to meet the needs of our people and support them to deliver outcomes for the community. Areas of development included orientation and induction; health, safety and wellbeing; leadership development; role-based learning; professional development and compliance training, with programs being well received and highly rated.

## NEW EMPLOYEES

Twenty six new employees were welcomed via our online onboarding program. To support people in learning their new roles, 234 induction training courses were also completed.

## PROFESSIONAL DEVELOPMENT

We continued to build on the previous years' work by hosting ongoing group coaching and a planning day for senior staff with the goal of improving productivity and accountability, promoting better decision making, building stronger teams, and increasing employee morale and retention. This training has been important for developing future leaders to have a management style that is conducive to a positive working atmosphere.

All staff were trained in the use of the new Library Management System, Spydus. We rolled out an extensive training plan across six weeks to ensure that all staff – frontline staff, specialists, managers and executive – received this training. The training was conducted in-house by identified 'champions'.

Champions received extensive training from the supplier and developed training modules for our staff. The overall satisfaction rate for the training provided was rated very highly by staff at 86%. The 'change readiness' score of 91%, suggests the quality of the training and support provided meant staff felt well equipped to deal with this change.

## COMPLIANCE

Compliance continued to be a priority with over 1,423 course completions relating to varying risk areas.

## KNOWLEDGE ACQUISITION AND STUDY

The Chairperson's Scholarship recipient studied Bachelor of Computer Science at Deakin University.

GRLC supported four staff with study leave in the 2023-24 financial year in the following courses:

Masters of Information Studies	Charles Sturt University
Bachelors in IT	La Trobe University
Diploma in Business	Swinburne University
Certificate IV in Human Resources	Australian Human Resources Institute

## AWARDS AND RECOGNITION

Throughout the year, a number of our people reached significant employment milestones.

Congratulations to the following staff, and others. Thank you for your service to GRLC and our communities.

### 20 years of service

- / Amanda Nelson
- / Sheena Murdoch
- / Jordan Hill

### 10 years of service

- / Kathryn Mulqueoney
- / Andrew Milne
- / Kay Saunders.





# REGIONAL LEADERSHIP

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

# DIGITAL INNOVATION

As the digital world evolves at rapid pace, our libraries focus on bridging the digital divide, and increasing the ease of access to technology for all our communities.

We continue to roll out actions in our Digital Strategy 2023-27, a roadmap to guide the organisation's digital transformation.

## NEW HARDWARE AND SYSTEMS IN LIBRARIES

We made several system and hardware improvements over the year, including:

- / New printers at Apollo Bay, Ocean Grove, Torquay, Newcomb, Geelong West, Geelong Library & Heritage Centre, and Borongook Drysdale Library.
- / Upgraded printer platform (Princh) rolled out at all locations
- / AV upgrades to Wurdi Youang including state of the art cameras and ceiling suspended microphones to allow for large video conferencing meetings, streaming and recording of events and improved flexibility of space
- / RFID upgrades to replace ageing equipment at Newcomb, Torquay, Belmont and Geelong West
- / New Golden Plains Library mobile vehicle fitout
- / Improvements across the network including a new TV screen (Apollo Bay); new 3D printer at Corio; upgrade to Colac returns room; additional VR headsets to respond to community interest; and roll out of video conferencing technologies to more libraries
- / Hardware acquisition for Biyal-a Armstrong Creek Library including makerspace fitout: sewing machines, an overlocker, laser cutter, CNC Miller, 3D printers, piano keyboard, podcasting equipment, VR, gaming, state-of-the-art AV and video conferencing
- / Thanks to Building Digital Skills grant, we purchased six iPads, six laptops, and a charging trolley for use in programming designed to assist in bridging the digital divide in areas with at-risk populations
- / Extended the Saving Family Stories technology to Leopold and Newcomb with photo and negative scanners and Super-8 Converters, made available thanks to support from Kings Funerals
- / New people counters at Bannockburn and Belmont and removal of security gates at Belmont for greater accessibility to the library.

## SYSTEM IMPROVEMENTS

- / Continued migration to cloud services for faster, more reliable services
- / Commenced Cyber security uplift project
- / Streamlined processes e.g. windows updates
- / Migrated Microsoft 365 backups to occur in secure enterprise cloud environment
- / Replaced aging network infrastructure in Geelong Library, resulting in better security, oversight and management and power savings
- / Worked with Victorian Department of Cabinet Cyber Security, Data, and Digital Resilience Division to enable best practice security authentication methods to help against phishing and fraudulent email attacks.

## LIBRARY MANAGEMENT SYSTEM REPLACEMENT

We implemented the new Library Management System, Spydus which delivers a more modern and efficient experience for customers and staff. It is now easier and quicker to: create and link memberships for multiple family members (and keep track of items loaned!), look up borrowing history, join online and more.



# PROGRAMS, EXHIBITIONS AND EVENTS

## PROGRAMS AND EVENTS FOR ADULTS

### Major Events for Adults

The past twelve months have shown strong indications of a return to pre-Covid times for our major events program, with increasing tour activity by high profile authors providing many opportunities for our library audiences to engage with their favourite authors in person.

Over the past year we hosted perennial favourite actor and author Judy Nunn; author and activist Clementine Ford, in conjunction with Melbourne Writers Festival 2023; critically acclaimed crime writer Dervla McTiernan, presented in partnership with The Wheeler Centre, Melbourne; Australia's first MasterChef, Julie Goodwin in conversation with celebrity chef Adrian Richardson; Bunurong, Yuin and Tasmanian Aboriginal writer of *Dark Emu*, author Bruce Pascoe and his partner, Lyn Harwood; and many more.

For the same period the total audience attendance figure for Major Events has more than doubled to 2,783 people, an increase of 141% on last year. We have programmed an additional 33 events, giving an overall total of 83 major events for the year.

In addition, in the past financial year, the major events program has generated income of just under \$19,000 from 15 events, including the 2023 Local Word Festival which generated almost \$7,000 in ticket sales. Ticket prices have remained at their introductory price of \$20 or \$10 for our Members for panel discussions and author talks, or \$30 / \$20 Members / \$10 for concession holders for workshops.

In approximately 66% of ticket purchases, attendees are utilising their library membership discount (membership is free and available immediately online).

Survey respondents gave an average rating of 4.5 out of 5 stars for the events they attended in the 2023-24 financial year:

*"I like to hear the voice of the author(s), as it helps me to understand how they feel about what they write, and gives me a small glimpse of who they are."*

*"Loved meeting and listening to the authors. Loved having the ability to purchase books."*

### YouTube Channel

For those unable or unwilling to attend our major events program in person, we have continued to build our YouTube Channel catalogue of recorded events, with over 350 views of the seven events we have posted there so far this year. We uploaded 18 author events this year ensuring that all events remain free to attend online if not in person.

### Local Word 2023

Meeting our Library Plan objective of "supporting collaborative practitioners, entrepreneurs and start-ups to access work and makerspaces, collections and specialist expertise, and opportunities for collaboration," and our Events Strategy requirement to "develop and deliver a creative writing showcase event in our region", the second annual Local Word Writers Festival was held on Friday 25 and Saturday 26 August, 2023.

Involving 14 separate events, the two-day program consisted of eight writers' workshops and one online workshop held at libraries across the region, as well as four panel discussions for writers and readers, a key author in-conversation event and an evening event featuring live performance. The intention was to involve the entire library network and to showcase the breadth of literary and creative talent across the south-west of Victoria.

Ticket sales for the second year of the Local Word Festival were very strong, resulting in total bookings at 58% of capacity. This was exactly double last year's capacity of 29%, showing that the festival is growing significantly.

Data shows that 78% of attendees did not attend the previous year's Local Word, so it was also highly successful in terms of attracting a new audience. Survey respondents gave Local Word an average rating of 4.3 out of 5 stars overall and 91% of respondents said they would attend the Local Word Festival again:

*"The participants (speakers and hosts) were of the highest quality. The material and topics were interesting and well canvassed by all. The writers were available for discussion informally. The popup book shop was valuable."*

### Local Word Writing Prize and Poetry Prize

The 2023 Local Word Festival provided the ideal opportunity for us to announce the winner of the inaugural Local Word Poetry Prize, with one of the four shortlisted entrants being able to attend in person to receive her prize.

Similarly, our annual World Poetry Day event on Thursday 21 March 2024 saw the announcement of the prizes for the second annual Local Word Writing Prize, which was won by Carolyn Leach-Paholski for her work titled *Hokusai in the Antipodes - Thirty-Six Love Letters to a Mountain*. Carolyn was able to attend the event in person to receive her prize, as were two of the other three finalists and their families.

In conjunction with our co-sponsor Deakin University, we are now running two Local Word Prizes, the Writing Prize and the Poetry Prize, each of which carries prize money of \$2,000 for the winner and \$250 for commended entries.

These two important writing prizes have generated significant interest and opportunities for emerging and established writers in our region. The first Local Word Writing Prize garnered 597 entries and the second 536, while the Poetry Prize generated 360 entries last year (and 107 so far this year). That's 1600 pieces of original work that have been entered into the prizes and \$12,000 in prize money awarded to our creative writing communities.

### Partnership Events Program

A major focus of the Major Events program is our Partnership Events program, which provides us with an opportunity to partner with leading community and business organisations throughout the G21 region. Strategically this provides an opportunity to involve the community in public conversation on contemporary issues of importance to them, promoting the library as a place of innovative thinking and robust discussion and contributing to an emphasis on lifelong learning and community engagement.

On World Environment Day in June 2024 we continued our Talk It Up current affairs event series, this year in partnership with Barwon Water. A panel discussion featuring one of Australia's leading climate scientists, author Joelle Gergis, joined by Wadawurrung Traditional Owner Corrina Eccles, People for a Living Moorabool's Cameron Steele and Deakin University's Zoe Roloff, provided an opportunity to hear from regional community members and leaders directly impacted by global issues, coming together to find local solutions.

Similarly, a recent partnership event with MELI and the Geelong Sexual Assault and Family Violence Centre saw us launch this year's Geelong Candlelight Vigil, highlighting the issue of family violence, to an audience of more than 200 people.

*"A thought provoking, emotional and overall impactful event. Thanks to the library for hosting such a critical event."*

Partnerships such as this, established through an annual expressions of interest process, enable us to support community organisations in the delivery of key educational and community support information, and at the same time expand and diversify our audience for major events and build awareness of our broader library services.

### Writer in Residence

We were excited to be once again be part of Melbourne City of Literature's Virtual Writer in Residence program, which welcomes ten writers from across the UNESCO City of Literature network to work with various Victorian literary organisations.

Our 2023 Virtual Writer in Residence was Alice Eaves, a community-engaged writer, artist and creative facilitator from Lancashire, currently living and working in Edinburgh. Alice delivered a variety of exciting projects for us, including an online poetry workshop, a poem and video for our annual World Poetry Day, and judging for the Local Word Prizes.

### Monthly Writers' Workshops

Our monthly writers' workshops continued covering topics such as picture book illustration, crime writing, memoir, writing emotions, and more. These quality development opportunities are offered to our local writing community at a fraction of the cost of the same workshops offered through other professional development organisations.

9,239 YOUTUBE VIEWS FOR THE YEAR

2,347 ONLINE AND IN-PERSON ADULTS EVENTS PROGRAMMED



*"The event was excellent. Tricia spoke extremely well and was engaging. Loved it!"*

- Event attendee



## EXHIBITIONS

With Geelong, Colac and Boronggook Drysdale libraries now all featuring dedicated exhibition spaces, as well as regular exhibitions on display in the Geelong Heritage Centre and other community libraries, our exhibitions program has continued to grow.

Strategically we aim to provide public exhibition spaces to promote artworks of local, regional and national relevance, to provide our community with responsive, vibrant and challenging cultural experiences.

Expositions featured throughout the year included art exhibitions, such as "Our Stories for Change" at Colac Library, with artworks created by women in our community who have been impacted by sexual and family violence; photographic exhibitions such as that curated by the Corio Bay Camera Club; and objects such as the wonderful knitted works of the Barwon Urban Knitting Community Project, staged in recognition of World Elder Abuse Awareness Day.

We also hosted national touring exhibitions such as the 2024 Australian of the Year Exhibition from the National Museum of Australia, and the Museum of Australian Democracy's *Discover the A-Z of Australian Referendums* at Kim barne thaliyu/Geelong Heritage Centre.

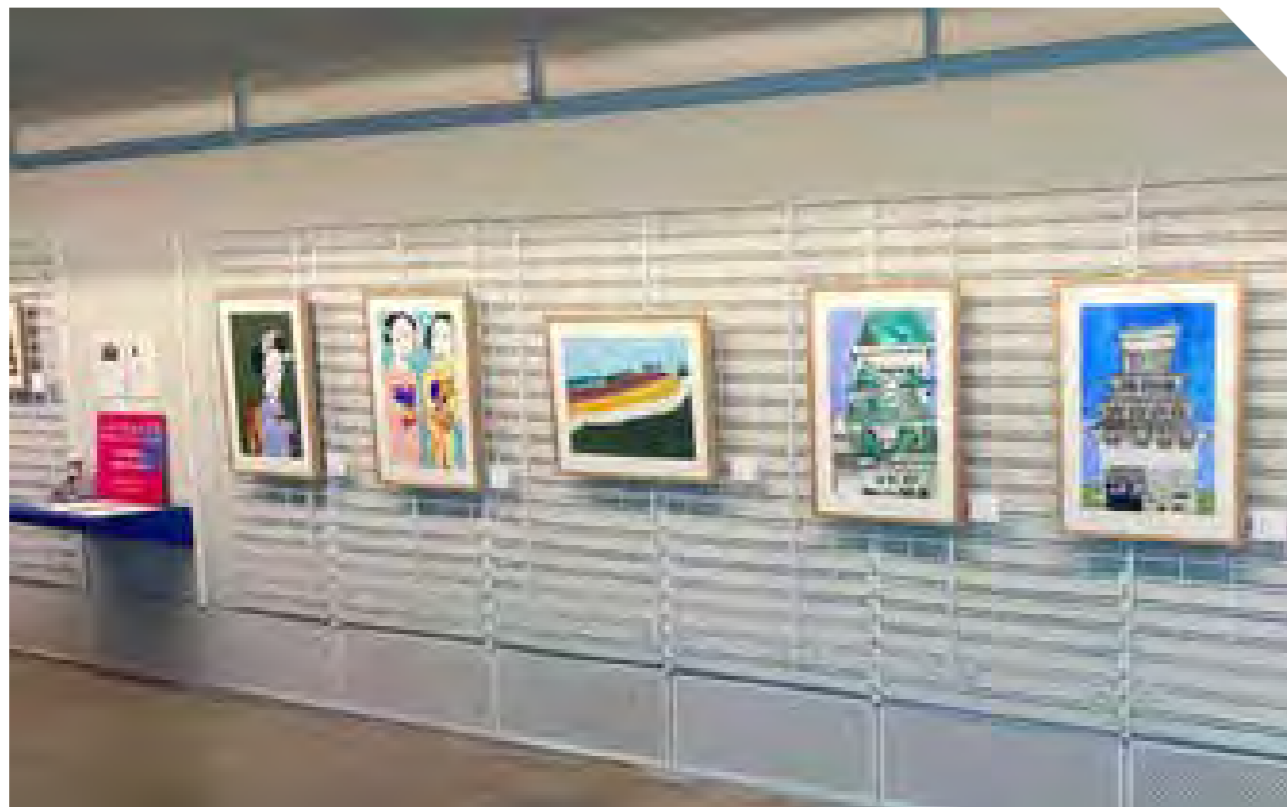
A total of 20 exhibitions were displayed at libraries across the network in the 2023-24 period, with an estimated combined audience of over 12,000 people enjoying the works on display throughout the year.

Kim barne thaliyu / Geelong Heritage Centre held the following exhibitions, produced by the Heritage Centre team:

- / The Museum of Australian Democracy Exhibition: Discover the A-Z of Australian Referendums
- / Celebrating Together: A Tapestry of local community stories. An exhibition in celebration of cultural diversity week
- / Saving Local Stories: Digitisation
- / Gathering Place: Western Gully. An exhibition uncovering hidden histories for NAIDOC week.

In addition, we hosted the following exhibitions at our community libraries:

- / Art Exhibition, at Colac Library
- / Flow - Stories from the Wetlands, Leopold & Queenscliff Library
- / Make and Create: Knot Just Knitting, Waurin Ponds Library
- / Photography Exhibition, Colac Library.



## PROGRAMS AND EVENTS FOR CHILDREN AND FAMILIES

The programs designed and facilitated by the Children's and Youth Services (CYS) librarians focus on improving literacy outcomes, access to technology and STEM based programming, social impact programs, cognitive development, social awareness and connection to community, all of which contribute to improved school readiness and engagement and improved social and health outcomes across their life span.

With a focus on supporting those who may be experiencing any challenges or barriers to access and engagement, the CYS develop and customise programming to meet the needs of the community and where they are at.

This year we delivered 3,946 sessions for children and youth, including 2,387 early literacy programs, 1,001 after school programs and 22 home school programs. Additionally, we had 341 outreach sessions and 1,118 School visits which resulted in 30,214 students and teachers attending our library spaces during school hours for facilitated programming.

### Early Literacy

The Early Years Literacy Framework for Australian Public Libraries underpins the design, development and delivery of our Early Literacy Programs, and quality assured via the READ quality indicators. We continually meets and exceeds these standards for early years literacy programs.

In 2023-24, the early literacy program attendances continued to increase with a growing need to seek safe, inclusive and free services that support families and their children to increase not only their individual literacy skills, but provide social engagement, community connection and contribute to health literacy for both children and their families.

Across the five local government areas, early literacy programs proved to engage children aged 0-5, families and service providers. The new Sprout Time program, an early literacy outreach program designed to support new parents experiencing vulnerabilities, was piloted with funding from Give Where You Live grant in 2023, has now been evaluated added to the suite of early literacy programs offered by GRLC.

*"As life becomes more expensive it is a wonderful way for families to access programs at no cost so they can support their children's development."*



719	BABY TIME SESSIONS (WITH 16,441 ATTENDEES)
928	TODDLER TIME SESSIONS (WITH 37,069 ATTENDEES)
727	PRESCHOOL STORY TIME SESSIONS (WITH 14,557 ATTENDEES)
13	SPROUT TIME SESSIONS (WITH 74 ATTENDEES)

### School holiday programs

School holiday programs are designed around themes that are important to children and youth such as their family and friends, their environment and using their imaginations. Themes included Our People: Our World, Your Story, Master Craft and Magic.

NUMBER OF SESSIONS: 536  
NUMBER OF ATTENDANCES: 7,512

### Additional programs

Programs are offered for children and youth throughout the year which includes after school programs, community-focussed programs and a suite of home school programs. There were over 1,001 after school programs and 8,233 attendances which included Lego clubs, art-based programs, STEM programming such as robotics, VR, coding, drones and 3D printing, sport-based games, chess clubs, writing clubs and more!

- / The Home School programs continue to be offered in various libraires promoting access to resources, STEM programs and social connection to peers and for families of the home school community.
- / In September 2023, Boronggook Drysdale Library held its first Intergenerational Story Time. This program was a collaborative effort between the Library, Bellarine Community Health, and Drysdale Preschool. Attendees enjoyed games, crafts, and morning tea. The library aims to continue this program, fostering literacy and strengthening social connections across generations. Bannockburn Library held its first intergenerational program in June 2024, with 55 attendees.



*"We had every generation join in and connections were made between seniors, parents and young children"*

– Andrew, Library Coordinator Bannockburn

- / Newcomb Library ran Ready, Set, Prep to support preschoolers and their families for the start of primary school education
- / Newcomb - Dungeons and Dragons [DND] fosters skills in language and communication, perspective-taking, self-awareness, empathy, creativity, critical thinking, and problem solving and now has regular enthusiasts every session.

*"I am enjoying telling the story more than I thought I would."*

– DND Participant

- / Collaborating with Surf Coast Shire, Torquay Library held a Special Story Time and Toddler Time for International Day of People with a disability, including an Auslan Interpreter from Expression and 106 attendees across the two sessions.

#### National Simultaneous Storytime

The 24th annual National Simultaneous Storytime was held this year 22 May 2024 across Australia and New Zealand, with 718 children and 160 adults attending across our library services and as outreach for education providers who were not able to access libraries on the day. GRLC Board members, local councillors and GRLC executives and managers read the nominated story, *Bowerbird Blues* by Aura Parker.

#### Events

This year has seen some incredible events for children and youth including;

- / Emma Memma at Geelong Library: over 120 people were overjoyed to meet Emma Memma and hear her read her new book and using Australian Sign Language.
- / Dancing Story with The Australian Ballet
- / Barwon Water - paint your own water bottle
- / The children's and youth events sought expressions of interest to complement our existing children's and youth programming. We had workshops such as sensory sanctuaries for neurodivergent children, author events and literacy workshops
- / We hosted a 'Creative Industries World of Work' event in partnership with The Gordon TAFE with a panel of employees from Geelong Regional Libraries and Geelong Arts Centre, attended by youth from across the Geelong region looking at work experience opportunities and employment pathways.

Other events included: Science Week, Big Summer Read, Book Week, Children's Week, NAIDOC Week, IDAHOBIT, movie nights and more.

#### Partnerships in the community

Our ongoing partnership with Story Dogs, a not-for-profit organisation who supports children with their literacy skills with accredited dogs who sit and attentively listen to the children reading the books. Story Dogs volunteers and their dogs attend our school holiday programs in various libraries and made everyone smile at our Festive Story Times in December, complete with festive costumes for the dogs.

We continue our partnership with Bellarine Community Health to support the Little Growers program across the Bellarine region. This is a nature-based storytelling program with hands-on garden activities at local kindergartens where they learn where to source local, free, sustainable food.

Additional programs included:

- / Partnership with City of Greater Geelong for the festive season included: Santa's mailbox and Christmas selfie 3D decals at select libraries
- / Mystery in the Library - Ocean Grove Library and Bellarine Training and Community Hub partnership resulted in 20 young adults taken part on the night after hours, developing their research skills using the library catalogue in fun way
- / *Possum Magic* by Monkey Baa, performed at Geelong Arts Centre- collaborated for our Magic School Holidays and offered family passes for the performance
- / And many more collaborations across the network with various partners.



# OUR PERFORMANCE

# OUR PERFORMANCE

INDICATOR	MEASURE	TARGET/STANDARD	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Membership</b>	Library members as % of population	60%	40%	39%	35%	33%	32%
<b>Collection</b>	Number of collection items per capita	2.2	1.3	1.3	1.1	1.1	1.1
<b>Library use</b>	Number of annual library visits (virtual) per capita	Equal to or above average for Victorian Public Library Services					
		- GRLC	4.2	3.8	3.8	4.7	3.8
	- State Average	2.9	2.4	3.2	3.2	*	
	Number of annual library visits (physical) per capita	Equal to or above average for Victorian Public Library Services					
- GRLC		4.3	2.2	2.7	3.6	3.5	
- State Average		3.3	1.4	1.8	3.1	*	
<b>Access to information technology</b>	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	160	131	142	146	149
		- Number of computers held	215	215	224	180	181
		- (Shortfall)/excess	57	84	82	34	32
<b>Program participation</b>	Number of participants in library programs and activities	Increased number of participants	113,378	33,909	74,593	128,151	144,709
		% increase on previous year	-28%	-70%	120%	72%	13%
<b>User satisfaction</b>	Library user satisfaction	Overall satisfaction rating of 9 or higher out of 10	◆	◆	◆	◆	◆
<b>Community strengthening</b>	% 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	◆	◆	◆	◆	◆
		- encourages reading	◆	◆	◆	◆	◆
		- helps to develop literacy skills	◆	◆	◆	◆	◆

INDICATOR	MEASURE	TARGET/STANDARD	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Social Inclusion</b>	New library members in targeted areas	Increased membership of 'hard to reach' groups					
		- New members in Colac			534	679	766
		- New members in Corio	1,057	507	565	886	1,138
	- New members in Newcomb	574	363	402	526	599	
	Participation in library programs in targeted areas	Increased participation of 'hard to reach' groups in library programs					
		- Participants in Colac			3,385	4,914	5,120
- Participants in Corio		6,331	1,678	3,276	6,274	5,338	
- Participants in Newcomb	10,510	4,251	4,130	4,918	5,691		
<b>Partnerships</b>	Scope and level of engagement of community organisations and groups in library service planning and delivery	Measured by involvement of community organisations and groups					
		- Number of program and service partners	225	138	168	221	TBC
<b>Funding</b>	Library funding per capita from Member Councils	Equal to or above the average level per capita for Victorian Public Library Services					
		- GRLC	36.10	36.27	37.17	38.40	37.85
		- State Average	31.60	30.06	31.95	33.04	*
<b>Facilities</b>	Floor area per capita	39m <sup>2</sup> per 1,000 population	43.3m <sup>2</sup>	42.3m <sup>2</sup>	42.5m <sup>2</sup>	43.7m <sup>2</sup>	42.8m <sup>2</sup>

\* The annual survey of public libraries 2023/24 will be available early 2025

◆ Survey conducted on a biennial basis. Survey not run in since 2018/19

■ 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. Survey has not run since 2018/19 due to COVID-19

# STATISTICAL OVERVIEW

INDICATOR	2019/20	2020/21	2021/22	2022/23	2023/24	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Population - Regional (ABS ERP)	319,052	326,894	355,137	365,405	373,430	2%	17%
Members <sup>1</sup>	128,998	126,734	124,203	121,428	119,274	-2%	-8%
Visits <sup>2</sup>	1,378,493	702,914	959,451	1,281,942	1,302,873	2%	-5%
Loans <sup>3,4</sup>	2,068,626	1,715,510	1,997,286	2,198,823	2,637,794	20%	28%
eCollection loans <sup>5</sup>	312,321	319,358	374,916	441,752	493,634	12%	58%
Collection (items)	413,170	410,309	401,865	415,432	413,238	-1%	0%
Opening hours (weekly)	795	805	877	839	839	0%	6%
Mobile library locations	17	17	25	25	25	0%	47%
Library floor space (m <sup>2</sup> )	13,827	13,827	15,092	15,973	15,973	0%	16%
Total operating expenses (\$)	15,679,404	15,257,703	16,518,835	17,337,691	17,158,676	-1%	9%
Total operating expenses per capita (\$)	49.14	46.67	46.51	47.45	45.95	-3%	-7%
Total capital expenses (\$)	1,650,584	1,717,610	1,510,994	2,436,630	2,978,637	22%	80%
Lending materials (\$) capital expenditure <sup>6</sup>	1,063,214	1,154,864	1,057,087	1,714,155	2,213,615	29%	108%
Staff (EFT) <sup>7</sup>	109.3	109.3	119.7	122.3	126.1	3%	15%
Lifelong learning and cultural programs <sup>2</sup>	5,437	1,812	5,057	6,858	8,321	21%	53%
Lifelong learning and cultural program attendances <sup>2</sup>	113,378	33,909	74,593	128,151	144,709	13%	28%
Website and catalogue visits	1,334,994	1,235,127	1,275,336	1,709,997	1,402,384	-18%	5%

- Membership reflects total membership plus new members of 17,887 less removal of 19,556 inactive members.
- Figure from 2022/23 revised to exclude visits, sessions and attendance attributed to White Night in 2022 (23k) due to White Night not taking place in 23/24
- Physical and eCollection loans
- Automatic renewals of non reserved items introduced from Sep 2023
- eCollection loans include eAudiobook, eBook, Streaming Video and Digital Magazine loans
- Lending materials capital expenditure includes end processing of items from 23/24. 23/24 figure also includes purchasing for Biyal-a Armstrong Creek Opening Day Collection
- Increase in staff EFT due to the:
  - addition of Colac Otway Shire libraries in 2021
  - opening of the larger Drysdale Library in 2023

# MEMBERSHIP

LIBRARY MEMBERSHIP BY PLACE OF RESIDENCE	2019/20	2020/21	2021/22	2022/23	2023/24	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Borough of Queenscliffe	1,664	1,624	1,503	1,498	1,519	1%	-9%
City of Greater Geelong	100,810	99,023	93,386	90,496	88,162	-3%	-13%
Colac Otway Shire			5,340	6,127	6,928	13%	
Golden Plains Shire	5,514	5,361	4,934	4,784	4,708	-2%	-15%
Surf Coast Shire	12,597	12,544	12,003	11,982	12,172	2%	-3%
Other Local Government Areas	8,413	8,182	7,037	6,541	5,785	-12%	-31%
<b>Total Members</b>	<b>128,998</b>	<b>126,734</b>	<b>124,203</b>	<b>121,428</b>	<b>119,274</b>	<b>-2%</b>	<b>-8%</b>
Population	319,052	326,894	355,137	365,405	373,430	2%	17%

MEMBERS BY PREFERRED BRANCH	LIBRARY MEMBERS BY PLACE OF RESIDENCE						TOTAL MEMBERS
	BOROUGH OF QUEENSCLIFFE	CITY OF GREATER GEELONG	COLAC OTWAY SHIRE	GOLDEN PLAINS SHIRE	SURF COAST SHIRE	NON RESIDENTS	
Borough of Queenscliffe	1,148	638	0	0	7	320	2,113
City of Greater Geelong	366	86,581	289	1,108	3,066	4,445	95,855
Colac Otway Shire	0	98	6,610	10	110	352	7,180
Golden Plains Shire	1	212	6	3,567	28	108	3,922
Surf Coast Shire	4	633	23	23	8,961	560	10,204
<b>Totals</b>	<b>1,519</b>	<b>88,162</b>	<b>6,928</b>	<b>4,708</b>	<b>12,172</b>	<b>5,785</b>	<b>119,274</b>
Members by place of residence as a % of total members	1%	74%	6%	4%	10%	5%	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	3,238	1,839	57%
City of Greater Geelong	282,809	92,607	33%
Colac Otway Shire	22,273	7,280	33%
Golden Plains Shire	25,818	4,816	19%
Surf Coast Shire	39,292	12,732	32%
<b>Totals</b>	<b>373,430</b>	<b>119,274</b>	<b>32%</b>

In line with Local Government Reporting methodology, 5,785 non-resident members have been assigned to the local government area of their preferred branch

# LIBRARY USAGE

LIBRARY	MEMBERS	VISITS	LOANS	RESERVATIONS	PUBLIC ACCESS INTERNET SESSIONS	WIRELESS SESSIONS
Apollo Bay	1,104	9,438	13,754	3,551	287	1,566
Bannockburn	3,453	39,303	60,024	11,824	969	3,225
Barwon Heads	1,666	9,753	43,464	5,691	138	464
Belmont	9,058	132,555	235,114	34,274	11,643	11,767
Chilwell	1,326	20,372	41,120	8,628	1,031	2,328
Colac	5,930	58,001	106,371	16,514	4,034	7,847
Corio	6,487	70,038	87,404	15,270	10,800	16,525
Drysdale	8,385	117,591	197,151	30,993	5,961	12,245
Geelong	23,527	229,356	174,524	42,820	17,471	44,997
Geelong West	8,731	102,695	168,602	33,516	6,586	17,926
Highton	2,352	25,193	45,799	13,520	674	4,811
Home Library Service	194	-	9,189	3,194	-	-
Lara	4,803	45,741	70,044	15,804	3,187	5,457
Leopold	3,689	70,838	94,833	13,457	4,549	5,308
Newcomb	4,880	54,510	83,122	15,436	5,227	8,173
Ocean Grove	8,364	75,610	154,520	29,642	3,677	6,379
Queenscliff	2,113	27,096	38,911	8,732	1,181	3,252
Torquay	8,773	81,680	191,735	35,590	3,376	8,191
Waurin Ponds	11,474	109,521	256,640	37,408	4,947	12,711
Western Heights College	434	4,879	6,480	1,700	-	-
<b>All Static Libraries</b>	<b>116,743</b>	<b>1,284,170</b>	<b>2,078,801</b>	<b>377,564</b>	<b>85,738</b>	<b>173,172</b>
City of Greater Geelong Mobile Library stops	538	3,901	13,252	4,060	-	46
Colac Otway Shire Mobile Library stops	93	1,030	3,436	1,178	-	-
Golden Plains Shire Mobile Library stops	469	2,339	15,556	4,760	-	-
Surf Coast Shire Mobile Library stops	1,431	11,433	33,115	9,503	-	96
<b>All Mobile Libraries</b>	<b>2,531</b>	<b>18,703</b>	<b>65,359</b>	<b>19,501</b>	<b>-</b>	<b>142</b>
<b>Total Static and Mobile libraries</b>	<b>119,274</b>	<b>1,302,873</b>	<b>2,144,160</b>	<b>397,065</b>	<b>85,738</b>	<b>173,314</b>
Website visits, eCollection loans		792,679	493,634	-	-	-
<b>Total usage</b>	<b>119,274</b>	<b>2,095,552</b>	<b>2,637,794</b>	<b>397,065</b>	<b>85,738</b>	<b>173,314</b>

# VISITS

## VISITS OVER THE LAST FIVE YEARS BY LOCAL GOVERNMENT AREA

LIBRARY	2019/20	2020/21	2021/22	2022/23	2023/24	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Barwon Heads	9,623	4,745	6,511	9,434	9,753	3%	1%
Belmont <sup>2</sup>	169,940	73,780	95,824	132,957	132,555	0%	-22%
Chilwell <sup>3,4</sup>	28,397	12,412	16,867	18,668	20,372	9%	-28%
Corio <sup>5,6</sup>	86,421	45,682	57,338	67,938	70,038	3%	-19%
Drysdale <sup>7</sup>	97,236	55,429	62,948	89,529	117,591	31%	21%
Geelong	320,813	138,922	170,229	238,852	229,356	-4%	-29%
Geelong West <sup>8,9,10</sup>	104,511	68,208	103,073	126,276	102,695	-19%	-2%
Highton <sup>11,12</sup>	28,466	16,949	20,423	24,655	25,193	2%	-11%
Lara	50,552	26,104	32,461	43,793	45,741	4%	-10%
Leopold	49,183	23,243	40,088	64,265	70,838	10%	44%
Newcomb	69,080	34,616	37,321	50,072	54,510	9%	-21%
Ocean Grove <sup>14</sup>	88,255	51,145	62,805	80,643	75,610	-6%	-14%
Waurin Ponds	117,634	59,805	76,832	109,790	109,521	0%	-7%
Western Heights College <sup>15,16</sup>	6,582	2,170	2,902	3,486	4,879	40%	-26%
City of Greater Geelong Mobile Library stops <sup>20,21,22,23,24</sup>	3,707	3,358	3,626	4,101	3,901	-5%	5%
<b>All City of Greater Geelong visits</b>	<b>1,230,400</b>	<b>616,568</b>	<b>789,248</b>	<b>1,064,459</b>	<b>1,072,553</b>	<b>1%</b>	<b>-13%</b>
Apollo Bay	-	-	5,914	7,164	9,438	32%	
Colac	-	-	40,509	53,867	58,001	8%	
Colac Otway Shire Mobile Library Stops <sup>20</sup>	-	-	899	1,010	1,030	2%	
<b>All Colac Otway Shire visits</b>	<b>-</b>	<b>-</b>	<b>47,322</b>	<b>62,041</b>	<b>68,469</b>	<b>10%</b>	
Bannockburn	38,306	19,249	28,385	39,112	39,303	0%	3%
Golden Plains Shire Mobile Library stops <sup>20,21,22</sup>	3,658	2,529	2,338	2,841	2,339	-18%	-36%
<b>All Golden Plains Shire visits</b>	<b>41,964</b>	<b>21,778</b>	<b>30,723</b>	<b>41,953</b>	<b>41,642</b>	<b>-1%</b>	<b>-1%</b>
Torquay	75,353	43,077	66,029	78,297	81,680	4%	8%
Surf Coast Shire Mobile Library stops <sup>20,23,24</sup>	10,009	8,964	10,886	11,510	11,433	-1%	14%
<b>All Surf Coast Shire visits</b>	<b>85,362</b>	<b>52,041</b>	<b>76,915</b>	<b>89,807</b>	<b>93,113</b>	<b>4%</b>	<b>9%</b>
Queenscliff <sup>17,18,19</sup>	20,767	12,527	15,243	23,682	27,096	14%	30%
<b>All Borough of Queenscliffe visits</b>	<b>20,767</b>	<b>12,527</b>	<b>15,243</b>	<b>23,682</b>	<b>27,096</b>	<b>14%</b>	<b>30%</b>
<b>Total Library Visits<sup>1</sup></b>	<b>1,378,493</b>	<b>702,914</b>	<b>959,451</b>	<b>1,281,942</b>	<b>1,302,873</b>	<b>2%</b>	<b>-5%</b>
Website visits	806,480	692,104	717,814	758,366	792,679	5%	-2%
<b>Total visits</b>	<b>2,184,973</b>	<b>1,395,018</b>	<b>1,677,265</b>	<b>2,040,308</b>	<b>2,095,552</b>	<b>3%</b>	<b>-4%</b>

See footnotes on page 73

# LOANS

## LOANS OVER THE LAST FIVE YEARS BY LOCAL GOVERNMENT AREA

LIBRARY	2019/20	2020/21	2021/22	2022/23	2023/24	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Barwon Heads	39,767	39,142	38,950	39,682	43,464	10%	9%
Belmont <sup>2</sup>	230,716	170,542	187,656	201,721	235,114	17%	2%
Chilwell <sup>3,4</sup>	42,107	34,263	40,354	35,887	41,120	15%	-2%
Corio <sup>5,6</sup>	103,504	75,859	78,854	80,265	87,404	9%	-16%
Drysdale <sup>7</sup>	131,690	103,441	108,597	133,205	197,151	48%	50%
Geelong	216,134	147,030	143,678	141,420	174,524	23%	-19%
Geelong West <sup>8,9,10</sup>	142,649	129,903	140,452	147,245	168,602	15%	18%
Highton <sup>11,12</sup>	35,784	35,238	39,962	40,079	45,799	14%	28%
Home Library Service <sup>13</sup>	7,668	15,170	7,159	4,672	7,632	63%	0%
Lara	50,952	43,921	49,593	54,130	70,044	29%	37%
Leopold	76,724	47,673	69,046	80,749	94,833	17%	24%
Newcomb	81,881	61,699	63,282	71,714	83,122	16%	2%
Ocean Grove <sup>14</sup>	138,396	114,653	125,429	133,243	154,520	16%	12%
Wauron Ponds	185,048	154,638	173,441	200,997	256,640	28%	39%
Western Heights College <sup>15,16</sup>	8,589	2,986	3,988	3,837	6,480	69%	-25%
City of Greater Geelong Mobile Library stops <sup>20,21,22,23,24</sup>	10,496	10,493	10,634	10,494	13,252	26%	26%
<b>All City of Greater Geelong loans</b>	<b>1,502,105</b>	<b>1,186,651</b>	<b>1,282,689</b>	<b>1,379,340</b>	<b>1,679,701</b>	<b>22%</b>	<b>12%</b>
Apollo Bay	-	-	9,426	10,425	13,754	32%	-
Colac	-	-	82,195	93,040	106,371	14%	-
Colac Home Library Service <sup>13</sup>	-	-	1,614	1,908	1,557	-18%	-
Colac Otway Shire Mobile Library Stops <sup>20</sup>	-	-	2,876	2,794	3,436	23%	-
<b>All Colac Otway Shire loans</b>	<b>-</b>	<b>-</b>	<b>94,497</b>	<b>108,167</b>	<b>125,118</b>	<b>16%</b>	
Bannockburn	50,453	36,570	42,258	51,084	60,024	18%	19%
Golden Plains Shire Mobile Library stops <sup>20,21,22</sup>	14,975	9,989	13,436	16,551	15,556	-6%	4%
<b>All Golden Plains Shire loans</b>	<b>65,428</b>	<b>46,559</b>	<b>55,694</b>	<b>67,635</b>	<b>75,580</b>	<b>12%</b>	<b>16%</b>
Torquay	130,776	114,579	135,850	145,036	191,735	32%	47%
Surf Coast Shire Mobile Library stops <sup>20,23,24</sup>	24,330	26,992	29,477	30,445	33,115	9%	36%
<b>All Surf Coast Shire loans</b>	<b>155,106</b>	<b>141,571</b>	<b>165,327</b>	<b>175,481</b>	<b>224,850</b>	<b>28%</b>	<b>45%</b>
Queenscliff <sup>17,18,19</sup>	33,666	21,371	24,163	26,448	38,911	47%	16%
<b>All Borough of Queenscliffe loans</b>	<b>33,666</b>	<b>21,371</b>	<b>24,163</b>	<b>26,448</b>	<b>38,911</b>	<b>47%</b>	<b>16%</b>
<b>Total Static and Mobile Libraries Loans<sup>1</sup></b>	<b>1,756,305</b>	<b>1,396,152</b>	<b>1,622,370</b>	<b>1,757,071</b>	<b>2,144,160</b>	<b>22%</b>	<b>22%</b>
eCollection loans <sup>25,26</sup>	312,321	319,358	374,916	441,752	493,634	12%	58%
<b>Total loans</b>	<b>2,068,626</b>	<b>1,715,510</b>	<b>1,997,286</b>	<b>2,198,823</b>	<b>2,637,794</b>	<b>20%</b>	<b>28%</b>

# 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.
- 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.
- All library branches and mobile libraries closed due to COVID-19 from Fri 16 Jul 2021 - Tue 27 Jul 2021. Click & Collect offered during this time. Reopened Wed 28 Jul 2021.
- All library branches and mobile libraries closed due to COVID-19 from 08:00pm on Thu 05 Aug 2021 - Mon 09 Aug 2021. Click & Collect offered during this time. Reopened Tue 10 Aug 2021.
- All library branches and mobile libraries closed due to COVID-19 from 01:00pm on Sat 21 Aug 2021 - Thu 09 Sep 2021. Click & Collect offered during this time. Reopened Fri 10 Sep 2021.
- All library branches located within CoGG and Surf Coast Shire closed due to COVID-19 from Tue 21 Sep 2021 - Sun 26 Sep 2021. Click & Collect offered during this time.
- All library branches removed overdue fines from Sat 11 Dec 2021. Fees still apply for damaged/lost items.
- In response to COVID19 impacting staffing levels, temporary reduced opening hours in effect from Wed 30 Mar 2022 to Fri 01 Jul 2022 across all branches.
  - with the exception of Barwon Heads, Chilwell, Corio, Highton, Queenscliff, Western Heights and the Mobile Libraries which will remain on normal operating hours during this period.
- Further to temporary reduced operating hours, revised seasonal opening hours introduced Mon 27 Jun 2022 to Fri 30 Sep 2022 across all branches to further support staffing levels.
  - no changes to Queenscliff, Western Heights and the Mobile Libraries which will remain on normal operating hours during this period.
- All library branches significantly impacted by the surge in COVID-19 cases throughout the 2021-22 financial year. Some libraries have closed at short notice or reduced operating hours to accommodate for unplanned staff shortages.
- Reintroduction of some evening operating hours effective from Sat 01 Oct 2022 for Belmont Library, Corio Library, Geelong Library, Leopold Library, Wauron Ponds Library & Lara Library.
- All library branches closed between Christmas and New Year from 2022 [all mobile libraries closed between Christmas and New Year from 2017]

- Further changes to evening operating hours:
  - Effective Thu 13 April 2023, Drysdale Library open until 8:00pm on Wednesdays [instead of 6:00pm].
  - Effective Thu 20 April 2023, Leopold Library will close at 5:30pm [instead of 8:00pm].
  - Effective Mon 29 May 2023, Wauron Ponds Library, Belmont Library & Corio Library will close at 5:30pm weekdays.
- New Library Management System Spydus went live Tue 08 Aug 2023
  - Library Management System operating in offline mode with limited functionality in preparation for transition from Tue 01 Aug 2023 - Mon 07 Aug 2023
- Automatic renewals of non reserved items introduced from Sep 2023
- Loan limits increased to 60 items from Wed 07 Feb 2024
- Belmont Library** closed for refurbishment from Sat 22 May 2021 to Sun 06 Jun 2021. Reopened Mon 07 Jun 2021.
- Chilwell Library** closed for refurbishment Mon 18 Mar 2019 - Wed 03 Apr 2019. Reopened Thu 04 Apr 2019.
- Chilwell Library** extended Friday opening hours to 5:00pm [instead of 1:00pm] effective Fri 11 Nov 2022.
- 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.
- Corio Library** experienced disruptions from Jul 2023 to Feb 2024 to access to the car park and building due to nearby construction works for the Northern Aquatic and Community Hub project.
- Drysdale Library** closed from Sat 25 Mar 2023 to Wed 12 Apr 2023 for relocation to the new the Borongook Drysdale Library. Reopened Thu 13 Apr 2023.
- Geelong West Library** closed for unplanned maintenance Thu 05 Sep 2019 - Sun 22 Sep 2019. Reopened Mon 23 Sep 2019.
- Geelong West Library** closed for safety reasons due to flooding Fri 28 Jan 2022. Reopened Mon 31 Jan 2022.
- Geelong West Library** closed for safety reasons due to flooding Fri 24 Nov 2023 to Mon 04 Dec 2023. Click & Collect offered during this time. Reopened Tue 05 Dec 2023.
- Highton Library** closed for refurbishment Mon 25 Nov 2019 - Sun 22 Dec 2019. Reopened Mon 23 Dec 2019.
- Highton Library** extended Friday opening hours to 6:00pm [instead of 1:00pm] effective Fri 11 Nov 2022.
- Home Library Service** service delivery paused from Mon 02 Oct 2023 to Sat 04 Nov 2023.
- Ocean Grove Library** closed for refurbishment from Mon 02 May 2022 to Sun 07 May 2022. Reopened Mon 08 May 2022.
- Western Heights College Library** closed due to COVID19 from Thu 18 Mar 2020. Reopened Wed 28 Oct 2020 with reduced hours.
- Western Heights College Library** closed due to flooding from Mon 30 Jan 2023 to Sun 30 Apr 2023. Reopened Mon 01 May 2023.
- Queenscliff Library** closed from Wed 21 Oct 2020 due to construction of the Queenscliffe Hub project. Services made available at temporary location from Wed 02 Dec 2020 until Tue 21 Jun 2022.
- Queenscliff Library** closed for transition to the new Queenscliffe Hub from Wed 22 Jun 2022. Reopened Mon 26 Sep 2022.
- Queenscliff Library** closed for essential building works from Mon 14 Aug 2023 to Fri 18 Aug 2023. Reopened Sat 19 Aug 2023.

## 20 MOBILE LIBRARIES

- / Mobile Libraries offered 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.
  - / Mobile Libraries unable to provide service during extreme fire danger days throughout Feb-Mar 2024
- 21 **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.

- 22 **Golden Plains Mobile Library** impacted by vehicle maintenance and staff shortages throughout 2023-24. Service replaced with an alternate vehicle where possible.
- 23 **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.
- 24 **Bellarine/Surf Coast Mobile Library** impacted by vehicle maintenance throughout 2023-24. Service replaced with an alternate vehicle where possible.
- 25 **eCollection loans** include eAudiobook, eBook, Streaming Video and Digital Magazine loans
- 26 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
Apollo Bay	5,275
Bannockburn	13,413
Barwon Heads	4,685
Belmont	34,405
Chilwell	9,527
Colac	24,437
Corio	22,322
Drysdale	25,787
Geelong	49,238
Geelong West	25,164
Highton	7,916
Lara	16,722
Leopold	17,594
Mobile Libraries	10,419
Newcomb	18,126
Ocean Grove	22,171
Queenscliff	8,016
Torquay	23,721
Waurin Ponds	34,997
Western Heights College	4,810
Online eCollections	34,493
<b>Totals</b>	<b>413,238</b>

## COLLECTION BY TYPE

LIBRARY		
Junior	140,121	33.9%
Adult Fiction	80,776	19.5%
Adult Non-Fiction	65,023	15.7%
eCollections	34,493	8.3%
DVDs	28,645	6.9%
Young Adult	19,355	4.7%
Large Print	16,617	4.0%
Magazines	9,457	2.3%
AudioBooks	7,202	1.7%
Music CDs	4,321	1.0%
LOTE	4,187	1.0%
Reference	1,370	0.3%
Geelong Local Area Collection	1,126	0.3%
Library of Things and Devices	545	0.1%
<b>Total</b>	<b>413,238</b>	<b>100.0%</b>





# LEGISLATIVE COMPLIANCE

## CHILD SAFE STANDARDS

We continued to embed our Child Safe policies and practices to maintain compliance with the updated Victorian Child Safe Standards and to further embed Child Safety principles throughout our operations. As part of this project:

- / Our Child Safety policies and procedures were read and signed by all staff, Board and volunteers
- / All new staff and volunteers underwent mandatory child safe training
- / We continue to publicly articulate our commitment to Child Safety on our website and in our spaces
- / We have maintained channels community members can use to report child safety concerns directly to Geelong Regional Libraries
- / We maintain a designated Child Safe Officer role, principally held by our People and Culture Manager, with a dedicated phone line to support our responses to child safety concerns and any reporting requirements.

## ACCESS AND INCLUSION

The new Access and Inclusion Plan 2024-2028 was approved by the Board in April and is now on our website. We engaged with staff, volunteers, other organisations, and community to inform the new plan. We've started work to deliver on identified outcomes within the plan.

The plan establishes our vision for:

- / An accessible and inclusive library service where everyone can use our services, and everyone can participate
- / A place where everyone in our community can see themselves represented and reflected in our collections, materials, spaces, programs, and events
- / An organisation that engages a workforce that mirrors the diversity in our community.

We have developed this Access and Inclusion plan for everyone who may interact with our organisation, from our staff and volunteers to those who access our services. Our services are for anyone who works, studies, volunteers, or visits in the communities we serve.

## EQUAL OPPORTUNITY

We are committed to providing a safe and inclusive environment for 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 with regards to educating and seeking to prevent discrimination and harassment, we strongly believe we also play a role in educating and modelling appropriate behaviours in our community. All new employees undertake the following modules as part of our online onboarding process: Equal Employment Opportunity, Workplace Bullying and Sexual Harassment.

## 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 2023/24 year.

## INSURANCE POLICY STATEMENT

GRLC 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 maintained the following insurances for 2023/24:

- / 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 AXA XL Insurance Company SE, with broking services provided by JLT Risk Solutions 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
- / Library contents, such as furniture, IT equipment, shelving and other equipment is insured by an Industrial Special Risks policy provided by Zurich Australian Insurance Ltd, with broking services provided by JLT Risk Solutions Pty Ltd
- / The City of Greater Geelong maintains insurance policies for the Library collection, some Heritage items, volunteer staff, motor vehicles and mobile libraries.

## 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 2022/23, GRLC was not required to notify any incident to WorkSafe Victoria and no calls were made to WorkSafe Victoria.

## PRIVACY AND DATA PROTECTION ACT 2014

GRLC has adopted policies and processes that meet the requirements of the *Privacy and Data Protection Act 2014*. This includes privacy principles that relate to the collection of information, along with use and disclosure of information. Our Privacy Statement can be downloaded from our website. No complaints were received during the 2023/24 year.

## 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. 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.

## RISK MANAGEMENT

GRLC has a Strategic Risk Management Framework and Register that sits alongside the *Connecting and Thriving Library Plan 2021-2025* as a key risk management tool. Business as Usual risks are reported on and managed through the Operational Risk Register. Business Governance risks are reported on a consistent basis to the GRLC Board where each risk is identified and discussed with control measures put in place to mitigate the risk rating.

# FINANCIAL REPORT

For the year ended 30 June 2024

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# CERTIFICATION OF THE FINANCIAL STATEMENTS

In my opinion the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, (as per the transitional provisions of the *Local Government Act 2020*), and the *Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



**Gayatri Baskaran CPA**  
Principal Accounting Officer

Date: 15/8/24  
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 2024 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 Liz Pattison**  
Board Member

Date: 15/8/24  
Geelong



**Cr Melissa Cadwell**  
Board Member

Date: 15/8/24  
Geelong



**Skye Wilson**  
Acting Chief Executive Officer

Date: 15/8/24  
Geelong



## 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 2024
- 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
- notes to the financial statements, including material 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 2024 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*, the *Local Government (Planning and Reporting) Regulations 2014* 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*, the *Local Government (Planning and Reporting) Regulations 2014* 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.

**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.



Travis Derricott  
*as delegate for the Auditor-General of Victoria*

MELBOURNE  
21 August 2024

# COMPREHENSIVE INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2024

	NOTE	2024 \$	2023 \$
<b>Income</b>			
Contributions	2.1	14,897,694	14,754,997
Grants - operating	2.2	2,533,249	2,374,220
User fees	2.3	346,972	292,262
Other income	2.4	442,266	354,130
Grants - capital	2.2	64,197	65,488
Net gain (or loss) on disposal of plant and equipment		35,794	19,135
<b>Total income</b>		<b>18,320,172</b>	<b>17,860,232</b>
<b>Expenses</b>			
Employee costs	3.1	12,597,298	12,060,363
Materials and services	3.2	2,312,772	3,104,222
Depreciation	3.3	1,924,857	1,829,943
Book value of assets written off	3.3	186,199	237,965
Depreciation - right of use assets	4.6	87,323	82,540
Amortisation - computer software	4.7	16,154	-
Finance costs - leases		6,073	7,480
Auditors' remuneration		28,000	15,178
<b>Total expenses</b>		<b>17,158,676</b>	<b>17,337,691</b>
<b>Surplus/(deficit) for the year</b>		<b>1,161,496</b>	<b>522,541</b>
<b>Total comprehensive result</b>		<b>1,161,496</b>	<b>522,541</b>

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

# BALANCE SHEET

AS AT 30 JUNE 2024

	NOTE	2024 \$	2023 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4.1	988,278	1,257,423
Other financial assets	4.1	2,502,843	4,011,486
Trade and other receivables		2,873	1,455
Prepayment		192,709	319,313
Inventory		28,563	26,447
<b>Total current assets</b>		<b>3,715,266</b>	<b>5,616,124</b>
<b>Non-current assets</b>			
Plant and equipment	5	10,559,160	9,914,799
Right-of-use assets	4.5	163,432	236,737
Intangible assets	4.6	164,657	-
<b>Total non-current assets</b>		<b>10,887,249</b>	<b>10,151,536</b>
<b>Total assets</b>		<b>14,602,515</b>	<b>15,767,660</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	4.2	111,173	2,567,759
Provisions	4.3	2,163,254	1,952,379
Lease liabilities	4.5	86,757	79,828
<b>Total current liabilities</b>		<b>2,361,184</b>	<b>4,599,966</b>
<b>Non-current liabilities</b>			
Provisions	4.3	151,341	162,391
Lease liabilities	4.5	88,951	165,763
<b>Total non-current liabilities</b>		<b>240,292</b>	<b>328,154</b>
<b>Total liabilities</b>		<b>2,601,476</b>	<b>4,928,120</b>
<b>Net assets</b>		<b>12,001,037</b>	<b>10,839,541</b>
<b>Equity</b>			
Members contributions		3,886,011	3,886,011
Accumulated surplus		8,115,026	6,953,530
<b>Total Equity</b>		<b>12,001,037</b>	<b>10,839,541</b>

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

# STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2024

	TOTAL \$	ACCUMULATED SURPLUS \$	MEMBERS CONTRIBUTIONS \$
<b>2024</b>			
Balance at beginning of the financial year	10,839,541	6,953,530	3,886,011
Surplus/(deficit) for the year	1,161,496	1,161,496	-
<b>Balance at end of the financial year</b>	<b>12,001,037</b>	<b>8,115,026</b>	<b>3,886,011</b>
<b>2023</b>			
Balance at beginning of the financial year	10,317,000	6,430,989	3,886,011
Surplus/(deficit) for the year	522,541	522,541	-
<b>Balance at end of the financial year</b>	<b>10,839,541</b>	<b>6,953,530</b>	<b>3,886,011</b>

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

# STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2024

	NOTE	2024 INFLOWS/ (OUTFLOWS) \$	2023 INFLOWS/ (OUTFLOWS) \$
<b>Cash flows from operating activities</b>			
User fees		381,669	334,832
Grants - operating		2,374,190	2,495,919
Grants - capital		64,197	65,488
Contributions - monetary		15,123,884	14,977,782
Interest received		304,334	218,327
Other receipts		151,725	160,680
Net GST refund/(payment)		469,518	102,118
Employee costs		(12,397,473)	(12,485,431)
Materials and services		(5,200,918)	(1,626,862)
Other payments		(58,509)	(5,946)
<b>Net cash provided by/(used in) operating activities</b>	4.7	<b>1,212,617</b>	<b>4,236,906</b>
<b>Cash flows from investing activities</b>			
Payments for plant and equipment		(2,936,228)	(2,436,630)
Proceeds from sale of plant and equipment		35,794	19,135
Payments for investments		(2,502,843)	(4,011,486)
Proceeds from sale of investments		4,011,486	500,000
<b>Net cash provided by/(used in) investing activities</b>		<b>(1,391,791)</b>	<b>(5,928,981)</b>
<b>Cash flows from financing activities</b>			
Interest paid - lease liability		(6,073)	(7,480)
Repayment of lease liabilities		(83,900)	(77,397)
<b>Net cash provided by/(used in) financing activities</b>		<b>(89,973)</b>	<b>(84,877)</b>
Net increase (decrease) in cash and cash equivalents		(269,148)	(1,776,953)
Cash and cash equivalents at the beginning of the financial year		1,257,423	3,034,378
<b>Cash and cash equivalents at the end of the financial year</b>	4.1(a)	<b>988,278</b>	<b>1,257,425</b>

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 2024

	2024 \$	2023 \$
<b>Plant and equipment</b>		
Plant, machinery and equipment	11,104	570,721
Fixtures, fittings and furniture	734,205	151,754
Lending materials	2,233,328	1,714,155
<b>Total plant and equipment</b>	<b>2,978,637</b>	<b>2,436,630</b>
<b>Total capital works expenditure</b>	<b>2,978,637</b>	<b>2,436,630</b>
<b>Represented by:</b>		
New asset expenditure	921,736	492,767
Asset renewal expenditure	2,056,901	1,943,863
Asset upgrade expenditure	-	-
<b>Total capital works expenditure</b>	<b>2,978,637</b>	<b>2,436,630</b>

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 2024

## OVERVIEW

### Introduction

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

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

### STATEMENT OF COMPLIANCE

These financial statements are a general purpose financial reports 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* (as per the transitional provisions of the *Local Government Act 2020*), and the *Local Government (Planning and Reporting) Regulations 2014*.

The Geelong Regional Library Corporation is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

### SIGNIFICANT ACCOUNTING POLICIES

#### Basis of accounting

Accounting policies are selected and applied in a manner which ensures the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring the substance of the underlying transactions or other events is reported. Specific accounting policies applied are disclosed in sections where the related balance or financial statement matter is disclosed.

The accrual basis of accounting has been used in the preparation of these financial statements, except for the cash flow information, 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.

The financial statements are based on the historical cost convention unless a different measurement basis is specifically disclosed in the notes to the financial statements.

The financial statements have been prepared on a going concern basis. The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest dollar unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

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 4.6); 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.

## 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 per cent 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 29th June 2023. 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 2024 \$	ACTUAL 2024 \$	VARIANCE \$	VARIANCE %	REF
<b>Income</b>					
Contributions	14,882,231	14,897,694	15,463	0%	1
Grants - operating	2,374,220	2,533,249	159,029	7%	
User fees	277,699	346,972	69,273	25%	2
Other income	237,500	442,266	204,766	86%	3
Grants - capital	66,981	64,197	[2,784]	-4%	
Net gain/(loss) on disposal of plant and equipment	-	35,794	35,794	100%	4
<b>Total income</b>	<b>17,838,631</b>	<b>18,320,172</b>	<b>481,541</b>	<b>3%</b>	
<b>Expenses</b>					
Employee costs	13,603,735	12,597,298	1,006,437	7%	5
Materials and services	2,423,825	2,312,772	111,053	5%	6
Depreciation	1,903,855	1,924,857	[21,002]	-1%	
Book value of assets written off	299,462	186,199	113,263	38%	7
Depreciation - right of use assets	100,288	87,323	12,965	13%	8
Finance costs - leases	2,850	6,073	[3,223]	-113%	9
Amortisation - Computer Software	-	16,154	[16,154]	-100%	10
Other expenses	12,000	28,000	[16,000]	-133%	11
<b>Total expenses</b>	<b>18,346,015</b>	<b>17,158,676</b>	<b>1,187,339</b>	<b>6%</b>	
<b>Surplus/(deficit) for the year</b>	<b>[507,384]</b>	<b>1,161,496</b>	<b>1,668,880</b>		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Contributions	\$10.0k capital contribution from Greater Geelong City Council for the Western Heights Library was budgeted under 'Grants - capital'.
2	User Fees	Branch income was \$55.3k favourable to Budget. Income from Venue Hire was \$35.7k favourable to Budget. This is offset by event ticket and retail sales that are budgeted to User fees, with actuals disclosed as 'Other income' (\$32.7k).
3	Other income	Interest income was \$173.1k above budget. Interest rates were budgeted at 3.75%, with actual rates between 4% and 5%. Ticket sales for Local Word and other events were favourable with a budget of \$10k (budgeted to 'User fees') and an actual result of \$18.5k.
4	Net gain/(loss) on disposal of plant and equipment	A gain of \$16.4k was realised from the sale of 2 fleet vehicles that were surplus to requirements. \$19.4k was gained on the sale of books withdrawn from the library collection.
5	Employee Costs	Enterprise Agreement increase of 2% was applied from 1 July 2023. - \$512k unfilled and temporary vacancies across the organisation - \$419k staff with flexible working arrangements or secondments not requiring backfill, roles not using the full budgeted FTE, and under-utilised parental leave. - The above items were offset by \$206k for unbudgeted roles.
6	Materials and Services	The following Materials and Services were favourable to Budget: - Computer software and support \$80.6k. - Communications \$76.7k. - Training and development \$42.1k. This is offset by eCollection expenditure which was \$63.6k over Budget.
7	Book value of assets written off	The budgeted cost is based on the actual written off value for the 2020-21 financial year.
8	Amortisation - right of use assets and Finance costs - leases	The Budget allowed for a \$25.0k lease of photocopy and printing equipment. This lease was not entered into in the Budget year. Amortisation of the property right-of-use asset was \$12.0k higher than budgeted.
9	Finance costs - leases	The variance is due to a higher than anticipated CPI.
10	Amortisation - Computer Software	The GRLC Board approved an additional expenditure for a new Library Management System. This capital expenditure and the related amortisation was not included in the Budget.
11	Other expenses	The actual audit fee to be paid to VAGO has increased significantly compared to the prior year result and the current year budget.

1.2 CAPITAL WORKS

	BUDGET 2024 \$	ACTUAL 2024 \$	VARIANCE \$	VARIANCE %	REF
<b>Plant and equipment</b>					
Plant, machinery and equipment	350,000	11,104	(338,896)	-97%	1
Fixtures, fittings and furniture	75,000	734,205	659,205	879%	2
Lending materials	1,507,345	2,233,328	725,983	48%	3
<b>Total plant and equipment</b>	<b>1,932,345</b>	<b>2,978,637</b>	<b>1,046,292</b>	<b>54%</b>	
<b>Total capital works expenditure</b>					
	<b>1,932,345</b>	<b>2,978,637</b>	<b>1,046,292</b>	<b>54%</b>	
<b>Represented by:</b>					
Asset renewal expenditure	1,932,345	2,056,901	124,556	6%	4
New asset expenditure	-	921,736	921,736	100%	5
<b>Total capital works expenditure</b>	<b>1,932,345</b>	<b>2,978,637</b>	<b>1,046,292</b>	<b>54%</b>	

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Plant, machinery and equipment	The Budget for plant machinery and equipment is IT infrastructure, with actual values disclosed in Note 5 as Fixtures, fittings & furniture. The Actual expenditure for plant machinery and equipment relates to vehicles, of which the Budget was nil. Refer to Variance Ref 2 below for further explanation.
2	Fixtures, fittings and furniture	The net variance to Budget for Plant, machinery and equipment and Fixtures, fittings and furniture is \$309,205. Of this variance, \$241.2k relates to IT infrastructure and Equipment for Biyal-a Armstrong Creek.
3	Lending materials	Lending materials purchased for Biyal-a Armstrong Creek Library totalled \$680.6k and was not included in the 2023-24 Budget.
4	Asset renewal expenditure	All plant and equipment categories exceeded Budget by \$113.5k or 5.9%.
5	New asset expenditure	Computer hardware \$226.5k, Lending materials \$680.6k and Equipment \$14.7k for Biyal-a Armstrong Creek Library.



## NOTE 2 / FUNDING FOR THE DELIVERY OF OUR SERVICES

### 2.1 CONTRIBUTIONS

	2024 \$	2023 \$
City of Greater Geelong	12,627,180	12,527,149
Surf Coast Shire	764,557	748,722
Golden Plains Shire	439,501	433,581
Borough of Queenscliffe	230,361	225,844
Colac Otway Shire	836,095	819,701
<b>Total contributions</b>	<b>14,897,694</b>	<b>14,754,997</b>

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

### 2.2 GRANTS

	2024 \$	2023 \$
Grants were received in respect of the following:		
<b>Summary of grants</b>		
State funded grants	2,553,036	2,430,637
Other grants	44,410	9,071
<b>Total grants received</b>	<b>2,597,446</b>	<b>2,439,708</b>
<b>[a] Operating grants</b>		
<i>Recurrent - State Government</i>		
Public Libraries Funding Program	2,374,220	2,374,220
<i>Non-recurrent</i>		
State Government	122,399	
Other grants	36,630	
<b>Total operating grants</b>	<b>2,533,249</b>	<b>2,374,220</b>
<b>[b] Capital grants</b>		
<i>Recurrent - State Government</i>		
Premiers Reading Challenge	56,417	56,417
<i>Non-recurrent - Other Grant</i>		
Other grants	7,780	9,071
<b>Total capital grants</b>	<b>64,197</b>	<b>65,488</b>
<b>Total grants</b>	<b>2,597,446</b>	<b>2,439,708</b>

### Recognition of Grant Income

Before recognising funding from Government grants as revenue the Corporation assesses whether there is a contract that is enforceable and has sufficiently specific performance obligations in accordance with AASB 15 Revenue from Contracts with Customers. Where both these conditions are satisfied, the Corporation:

- / identifies each performance obligation relating to revenue under contract/agreement
- / determines the transaction price
- / recognises revenue as it satisfies its performance obligations, at the point in time or over time when services are rendered.

Where the contract is not enforceable and/or does not have sufficiently specific performance obligations, the Corporation applies AASB 1058 Income of Not-for-Profit Entities.

Grant revenue with sufficiently specific performance obligations is recognised over time as the performance obligations specified in the underlying agreement are met. Where performance obligations are not sufficiently specific, grants are recognised on the earlier of receipt or when an unconditional right to receipt has been established. Grants relating to capital projects are generally recognised progressively as the capital project is completed.

### 2.3 USER FEES

	2024 \$	2023 \$
Venue hire	196,710	148,186
Business service fees	27,711	111,260
Photocopying revenue	118,791	21,116
Other user fees	3,760	11,700
<b>Total user fees</b>	<b>346,972</b>	<b>292,262</b>

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

### 2.4 OTHER INCOME

	2024 \$	2023 \$
Fines	51,554	13,633
Literary Festival and other event income	29,565	9,037
Interest	304,334	218,327
Other	56,813	113,133
<b>Total other income</b>	<b>442,266</b>	<b>354,130</b>

Interest is recognised as it is earned.

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

### NOTE 3 / THE COST OF DELIVERING SERVICES

#### 3.1 EMPLOYEE COSTS

	2024 \$	2023 \$
<b>[a] Employee costs</b>		
Wages and salaries	11,290,262	10,930,187
WorkCover	81,916	50,170
Casual staff/supplementary labour	-	9,000
Superannuation	1,206,534	1,041,653
Fringe benefits tax	18,586	29,353
<b>Total employee costs</b>	<b>12,597,298</b>	<b>12,060,363</b>
<b>[b] Superannuation</b>		
The Corporation made contributions to the following funds:		
<b>Defined benefit fund</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	22,152	19,040
	<b>22,152</b>	<b>19,040</b>
Employer contributions payable at reporting date	5,822	8,087
<b>Accumulation funds</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	632,299	587,354
Employer contributions - other funds	508,623	473,752
	<b>1,140,923</b>	<b>1,061,106</b>

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

#### 3.2 MATERIALS AND SERVICES

	2024 \$	2023 \$
Contract payments	404,352	921,204
Building maintenance	34,908	9,934
General maintenance	69,113	88,378
Utilities	173,326	290,725
Office administration	833,464	902,552
Information technology	637,950	701,470
Insurance	42,160	42,460
Consultants	117,499	147,499
<b>Total materials and services</b>	<b>2,312,772</b>	<b>3,104,222</b>

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

#### 3.3 DEPRECIATION

	2024 \$	2023 \$
Heavy vehicles and plant	18,629	78,841
Light vehicles	17,845	23,988
Furniture and equipment	678,575	665,699
Lending materials	1,209,808	1,061,415
<b>Total depreciation</b>	<b>1,924,857</b>	<b>1,829,943</b>
Book value of assets written off	186,199	237,965
	<b>186,199</b>	<b>237,965</b>

Refer to Note 5 for a more detailed breakdown of depreciation and amortisation charges and accounting policy.

#### 3.4 AMORTISATION - RIGHT OF USE ASSETS

	2024 \$	2023 \$
Property		82,540
<b>Total Amortisation - Right of use assets</b>		<b>82,540</b>

## NOTE 4 / OUR FINANCIAL POSITION

### 4.1 FINANCIAL ASSETS

	2024 \$	2023 \$
<b>[a] Cash and cash equivalents</b>		
Cash on hand	4,443	6,530
Cash at bank	983,835	1,250,893
<b>Total cash and cash equivalents</b>	<b>988,278</b>	<b>1,257,423</b>

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

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

<b>[b] Other financial assets</b>		
Term deposits - current	2,502,843	4,011,486
<b>Total other financial assets</b>	<b>2,502,843</b>	<b>4,011,486</b>
<b>Total financial assets</b>	<b>3,491,121</b>	<b>5,268,909</b>

### **[c] Trade and other receivables**

<b>Current</b>		
Trade receivables	2,873	1,455
<b>Total trade and other receivables</b>	<b>2,873</b>	<b>1,455</b>

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

### **[d] Ageing of Receivables**

The ageing of the Corporation's trade & other receivables (excluding statutory receivables) that are not impaired was:		
Current (not yet due)	2,873	1,455
<b>Total trade &amp; other receivables</b>	<b>2,873</b>	<b>1,455</b>

### 4.2 TRADE AND OTHER PAYABLES

	2024 \$	2023 \$
<b>[a] Trade and other payables</b>		
Trade payables	17,030	272,876
Accrued expenses	27,500	15,000
Unearned income	17,340	176,399
Current account - City of Greater Geelong	49,303	2,103,484
<b>Total trade and other payables</b>	<b>111,173</b>	<b>2,567,759</b>

Unearned income/revenue represents contract liabilities and reflect consideration received in advance from customers in respect to approved grant applications. Unearned income/revenue are derecognised and recorded as revenue when promised goods and services are transferred to the customer. Refer to Note 2.

### 4.3 EMPLOYEE PROVISIONS

	2024 \$	2023 \$
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	708,452	684,105
Long service leave	153,534	134,721
Time in lieu	5,717	5,622
	<b>867,703</b>	<b>824,448</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	17,423	12,232
Long service leave	1,278,128	1,115,699
	1,295,551	1,127,931
<b>Total current employee provisions</b>	<b>2,163,254</b>	<b>1,952,379</b>
<b>Non-current</b>		
Long service leave	151,341	162,391
<b>Total non-current employee provisions</b>	<b>151,341</b>	<b>162,391</b>
Aggregate carrying amount of employee provisions:		
Current	2,163,254	1,952,379
Non-current	151,341	162,391
<b>Total aggregate carrying amount of employee provisions</b>	<b>2,314,595</b>	<b>2,114,770</b>

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

#### Annual leave

A liability for annual leave is recognised in the provision for employee benefits as a current liability because the Corporation does not have an unconditional right to defer settlement of the liability. Liabilities for annual leave are measured at:

- / nominal value if the Corporation expects to wholly settle the liability within 12 months; or,
- / present value if the Corporation does not expect to wholly settle within 12 months.

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. Unconditional LSL is disclosed as a current liability as the Corporation does not have an unconditional right to defer settlement. Unconditional LSL is measured at nominal value if expected to be settled within 12 months or at present value if not expected to be settled within 12 months. 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 and measured at present value.

#### Key assumptions:

- discount rate	4.09% - 4.35%	4.37% - 3.98%
- index rate	3.44%	2.00%

#### 4.4 COMMITMENTS

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

#### 4.5 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.

Under AASB 16 Leases, the Corporation as a not-for-profit entity has elected not to measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

#### 4.5 LEASES continued

	PROPERTY \$	TOTAL \$
<b>Right-of-Use Assets</b>		
Balance at 1 July 2022	301,140	301,140
Additions	18,137	18,137
Depreciation charge	(82,540)	(82,540)
<b>Balance at 30 June 2023</b>	<b>236,737</b>	<b>236,737</b>

Balance at 1 July 2023	236,737	236,737
Additions	14,018	14,018
Depreciation charge	(87,323)	(87,323)
<b>Balance at 30 June 2023</b>	<b>163,432</b>	<b>163,432</b>

	2024 \$	2023 \$
<b>Lease Liabilities</b>		
Maturity analysis - contractual undiscounted cash flows		
Less than one year	86,757	79,828
One to five years	88,951	165,763
More than five years	-	-
<b>Total undiscounted lease liabilities as at 30 June:</b>	<b>175,708</b>	<b>245,591</b>

Lease liabilities included in the Balance Sheet at 30 June:

Current	86,757	79,828
Non-current	88,951	165,763
<b>Total lease liabilities</b>	<b>175,708</b>	<b>245,591</b>

#### 4.6 INTANGIBLE ASSETS

	COMPUTER SOFTWARE \$	TOTAL \$
Balance at 1 July 2023	-	-
Additions	180,811	180,811
Amortisation charge	(16,154)	(16,154)
<b>Balance at 30 June 2024</b>	<b>164,657</b>	<b>164,657</b>

Intangible assets with finite lives are amortised as an expense on a systematic basis over the asset's useful life. Amortisation is generally calculated on a straight line basis, at a rate that allocates the asset value, less any estimated residual value over its estimated useful life. Estimates of the remaining useful lives and amortisation method are reviewed at least annually, and adjustments made where appropriate.

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

	2024 \$	2023 \$
Surplus/(deficit) for the year	1,161,496	522,541
Depreciation	1,924,857	1,829,943
Profit/(loss) on disposal of plant and equipment	[35,794]	[19,135]
Book value of assets written off	186,199	237,965
Depreciation - right of use assets	87,323	82,540
Amortisation - computer software	16,154	
Finance costs - leases	6,073	7,480
<b>Change in assets and liabilities:</b>		
Decrease/(increase) in trade and other receivables	[1,418]	[1,455]
Decrease/(increase) in prepayments	126,604	[91,295]
Decrease/(increase) in inventory	[2,116]	[26,447]
[Decrease]/increase in trade and other payables	[2,456,586]	1,686,492
[Decrease]/increase in provisions	199,825	8,277
<b>Net cash provided by/(used in) operating activities</b>	<b>1,212,617</b>	<b>4,236,905</b>

#### NOTE 5 / PLANT AND EQUIPMENT

	AT COST 30 JUNE 2024	ACCUMULATED DEPRECIATION	CARRYING AMOUNT 30 JUNE 2024
Plant and equipment	979,979	[920,955]	59,024
Fixtures fittings and furniture	10,611,121	[8,692,975]	1,918,146
Lending materials	13,487,244	[5,690,959]	7,796,286
	<b>25,078,344</b>	<b>[15,304,889]</b>	<b>9,773,456</b>

	OPENING WIP	ADDITIONS	WRITE-OFF	TRANSFERS	CLOSING WIP
<b>Work in progress</b>					
Plant and equipment	-	-	-	-	-
Fixtures fittings and furniture	340,202	172,521	[24,394]	[363,022]	125,307
Lending materials	-	660,398	-	-	660,398
<b>Total</b>	<b>340,202</b>	<b>832,918</b>	<b>-24,394</b>	<b>[363,022]</b>	<b>785,705</b>
<b>Total plant and equipment</b>					<b>10,559,160</b>

	PLANT AND EQUIPMENT	FIXTURES FITTINGS AND FURNITURE	LENDING MATERIALS	WORK IN PROGRESS	TOTAL PLANT AND EQUIPMENT
<b>Plant, lending materials and equipment</b>					
At fair value 1 July 2023	1,035,339	9,883,332	13,114,590	340,202	24,373,463
Accumulated depreciation at 1 July 2023	[932,930]	[8,048,020]	[5,477,714]	-	[14,458,664]
	<b>102,409</b>	<b>1,835,312</b>	<b>7,636,876</b>	<b>340,202</b>	<b>9,914,799</b>
<b>Movements in fair value</b>					
Acquisition of assets	11,104	581,398	1,553,217	832,918	2,978,637
Transfers		182,211	-	[363,022]	[180,811]
Assets disposed	[66,463]	[35,820]	[1,180,562]	[24,394]	[1,307,240]
	<b>[55,360]</b>	<b>727,788</b>	<b>372,654</b>	<b>445,503</b>	<b>1,490,586</b>
<b>Movements in accumulated depreciation</b>					
Depreciation	[36,474]	[678,575]	[1,209,808]	-	[1,924,857]
Accumulated depreciation of disposals	48,449	33,620	996,564	-	1,078,633
	<b>11,975</b>	<b>[644,955]</b>	<b>[213,244]</b>	<b>-</b>	<b>[846,224]</b>
At fair value 30 June 2024	979,979	10,611,121	13,487,244	785,704	25,864,049
Accumulated depreciation at 30 June 2024	[920,955]	[8,692,975]	[5,690,958]	-	[15,304,889]
Carrying amount	<b>59,024</b>	<b>1,918,146</b>	<b>7,796,286</b>	<b>785,704</b>	<b>10,559,160</b>

## Acquisition

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

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

## Transfers

The total of transfers for Total plant and equipment of \$180,811 relates to the Intangible asset of Computer software as disclosed in Note 4.7.

## Depreciation and amortisation

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

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

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

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

	DEPRECIATION PERIOD	THRESHOLD LIMIT
<b>Asset recognition thresholds and depreciation periods</b>		
Plant and equipment		
plant and equipment	6.67 - 8 years	No limit
fixtures, fittings and furniture	3 - 10 years	1,000
computers and telecommunications	4 years	1,000
lending materials	2 - 20 years	No limit
Right-of-use asset	5 years	No limit
Intangible asset	10 years	10,000

## 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:

	2024	2023
City of Greater Geelong	88.21%	88.83%
Surf Coast Shire	2.87%	2.54%
Golden Plains Shire	5.59%	5.78%
Borough of Queenscliffe	1.51%	1.48%
Colac Otway Shire	1.82%	1.36%

## Control of the Geelong Regional Library Corporation

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

## NOTE 7 / PEOPLE AND RELATIONSHIPS

### 7.1 KEY MANAGEMENT REMUNERATION

#### (a) Key Management Personnel

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

	2024 NO.	2023 NO.
<b>Board Members</b>		
Cr Liz Pattison (Surf Coast Shire)		
Cr Ross Ebbels (Borough of Queenscliffe)		
Cr Owen Sharkey (Golden Plains Shire)		
Cr Marg White (Colac Otway Shire)		
Cr Melissa Cadwell (Greater Geelong City Council)		
Cr Belinda Moloney (Greater Geelong City Council)		
Cr Trent Sullivan (Greater Geelong City Council)		
Cr Anthony Aitken (Greater Geelong City Council)		
<b>Total Number of Board Members</b>	<b>8</b>	<b>13</b>
<b>Other Members</b>		
Vanessa Schernickau (Chief Executive Officer)		
Skye Wilson (Director, People, Culture & Strategic Engagement)		
David Semmens (Director, Community Experience) - from 15 January 2024		
Andrew Parker (Chief Operating Officer) - from 8 November 2023 until 31 January 2024		
Pam Newton (Director, Community Experience) - until 1 September 2023		
Jeff Cole (Chief Operating Officer) - until 1 September 2023		
Total of Chief Executive Officer and other Key Management Personnel	6	5
<b>Total Number of Key Management Personnel</b>	<b>14</b>	<b>18</b>

	2024 \$	2023 \$
<b>(b) Remuneration of Key Management Personnel</b>		
Total remuneration of key management personnel was as follows:		
Short-term benefits	660,681	743,405
Long-term benefits	16,045	17,598
Post employment benefits	70,146	70,607
Termination benefits	7,692	-
<b>Total</b>	<b>754,565</b>	<b>831,610</b>

## 7.1 KEY MANAGEMENT REMUNERATION Continued

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

	2024 NO.	2023 NO.
\$0 - \$9,999	8	13
\$30,000 - \$39,999	-	1
\$40,000 - \$49,999	2	-
\$60,000 - \$69,999	1	-
\$80,000 - \$89,999	-	1
\$90,000 - \$99,999	1	-
\$200,000 - \$209,999	1	1
\$210,000 - \$219,999	-	1
\$290,000 - \$299,999	1	-
\$300,000 - \$309,999	-	1
	<b>14</b>	<b>18</b>

### [c] Senior Officer Remuneration

A Senior Officer is an officer of the Corporation, other than Key Management Personnel, who:

- a) has management responsibilities and reports directly to the Chief Executive; or
- b) whose total annual remuneration exceeds \$170,000.

There were no Senior Officers, other than Key Management Personnel, in 2022-23 and 2023-24.

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.

The Greater Geelong City Council provides accounting and payroll services to the Geelong Regional Library Corporation for an annual administrative fee. The annual service fee for 2023-24 was \$178,780.

A lease exists between the Greater Geelong City Council and the Geelong Regional Library Corporation with regard to the office space, as outlined in note 4.6.

Library buildings are provided by member Councils free of charge for library facilities.

### [b] Outstanding balances with related parties

An outstanding balance as at 30th June 2024 of \$861.44, payable by Surfcoast Shire for temporary extended opening hours Torquay Library.

### [c] Commitments to/from related parties

New library facilities are provided by member Councils including initial funds for furniture, equipment and lending collection. Greater Geelong City Council has a commitment to reimburse \$680k to the Library Corporation for its initial investment in the lending collection for Biyal-a Armstrong Creek Library due to open on 1 August 2024.

## NOTE 8 / MANAGING UNCERTAINTIES

### 8.1 CONTINGENT LIABILITIES

Contingent liabilities are not recognised in the Balance Sheet, but are disclosed and if quantifiable, are measured at nominal value. Contingent liabilities are presented inclusive of GST receivable or payable, respectively

Contingent liabilities are:

Contingent liabilities are:

- / possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the GRLC; or,
- / present obligations that arise from past events but are not recognised because:
  - / it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or
  - / the amount of the obligation cannot be measured with sufficient reliability.

### 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 2024.

### 8.2 CHANGE IN ACCOUNTING STANDARDS

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2024 reporting period. The Corporation assesses the impact of these new standards.

In December 2022 the Australian Accounting Standards Board (AASB) issued AASB 2022-10 Amendments to Australian Accounting Standards - Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities to modify AASB 13 Fair Value Measurement. AASB 2022-10 amends AASB 13 Fair Value

Measurement for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows. The AASB 13 modifications:

- / are applicable only to not-for-profit public sector entities;
- / are limited to fair value measurements of non-financial assets not held primarily for their ability to generate net cash inflows;
- / are to be applied prospectively for annual periods beginning on or after 1 January 2024;
- / would not necessarily change practice for some not-for-profit public sector entities; and
- / do not indicate that entities changing practice in how they measure relevant assets made an error in applying the existing requirements of AASB 13.

Council will assess any impact of the modifications to AASB 13 ahead of the 2024-25 reporting period. In December 2022 the Australian Accounting Standards Board (AASB) issued AASB 2022-6 Amendments to Australian Accounting Standards - Non-current Liabilities with Covenants. AASB 2022-6 amends AASB 101 Presentation of Financial Statements to improve the information an entity provides in its financial statements about long-term liabilities with covenants where the entity's right to defer settlement of those liabilities for at least twelve months after the reporting period is subject to the entity complying with conditions specified in the loan arrangement. The amendments in AASB 2022-6 are effective for annual periods beginning on or after 1 January 2024. Council will assess any impact of the modifications to AASB 101 ahead of the 2024-25 reporting period.

## 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). 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 during the year has had a favourable impact on the Corporation's year end result.

#### [d] Credit risk

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

- / the Corporation has a policy for establishing credit limits for the entities the Corporation deals with;
- / the Corporation may require collateral where appropriate; and,
- / the Corporation only invests surplus funds with financial institutions which have a recognised credit rating.

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.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The Corporation does not hold any collateral.

#### [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:

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

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

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

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

#### 8.4 EVENTS OCCURRING AFTER BALANCE DATE

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

#### 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

There have been no changes to accounting policies in the 2023-24 year.

#### 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 Fund's accumulation category, Vision MySuper/ Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2024, this was 11.0% as required under Superannuation Guarantee (SG) legislation (2023: 10.5%)).

#### 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.

#### Superannuation contributions

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2024 are detailed below:

SCHEME	TYPE OF SCHEME	RATE	2024 \$	2023 \$
Vision Super	Defined benefits	11% (2023:10.5%)	22,152	19,040
Vision Super	Accumulation	11% (2023:10.5%)	632,299	587,354





## IMAGE CREDITS

BEC - update when all images are approved

## CONTACT

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E [info@grlc.vic.gov.au](mailto:info@grlc.vic.gov.au)

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

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

### **Apollo Bay**

6 Pengilly 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**

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Newtown  
T 4201 0651

### **Colac**

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T 5231 4613

### **Corio**

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[cnr Moa Street],  
Norlane  
T 4201 0658

### **Drysdale**

Boronggook Drysdale Library  
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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

### **Wauron 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  
Smythesdale  
St Leonards  
Winchelsea





# MINUTES

## MEETING OF THE GEE LONG REGIONAL LIBRARY CORPORATION

Thursday 15 August 2024

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





## SECTION A - PROCEDURAL MATTERS

At 5.34pm GRLC Chair, Cr Liz Pattison (Mayor) opened the meeting and welcomed everyone.

The meeting was held in person and via MS Teams. It was closed to the public and opened and closed in camera.

### 1. ACKNOWLEDGEMENT OF COUNTRY

Cr Pattison acknowledged the Traditional Owners of this land and paid respects to Elders past, present and emerging.

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

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## 2. ATTENDEES

		Attendance		
Name	Council	In person	Online	Apology
<b>BOARD MEMBERS</b>				
Cr Liz Pattison (Chair)	Surf Coast Shire (SCS), Mayor	X		
Cr Melissa Cadwell (Deputy Chair)	City of Greater Geelong (CoGG)		X	
Cr Ross Ebbels	Borough of Queenscliffe (BoQ), Mayor			X
Cr Belinda Moloney	City of Greater Geelong		X	
Cr Marg White	Colac Otway Shire (COS), Mayor		X	
Cr Owen Sharkey	Golden Plains Shire (GPS)	X		
Cr Trent Sullivan	City of Greater Geelong, Mayor		X	
Cr Anthony Aitken	City of Greater Geelong, Deputy Mayor	X		
<b>COUNCIL OFFICERS</b>				
Damien Waight	General Manager, Community Life, SCS		X	
Gayatri Baskaran	Finance Coordinator, CoGG	X		
Ian Seuren	General Manager Development & Community Services, COS		X	
Martin Gill	CEO, BoQ		X	
Lynnere Gray	Director Corporate Services, GPS			X
Dean Bushell	Acting Manager, Community Programs and Venues, CoGG		X	
Amie Higgs	Manager Community Participation, CoGG			X
Emma Wheatland	Acting Director, Community Planning, GPS		X	
Anthony Basford	Executive Director, City Life, CoGG	X		
<b>GRLC OFFICERS</b>				
Vanessa Schernickau	Chief Executive Officer			X
David Semmens	Director, Community Experience	X		
Skye Wilson	Director, P&C and Strategic Engagement	X		
Vanessa Rechichi	Executive Assistant	X		
<b>GUESTS</b>				
Cr Rob Minty	Delegate for Cr Ross Ebbels, BoQ		X	
Lee Blashki	VAGO		X	
Xin Yi Choo	VAGO		X	

**3. INTERESTS, CONFLICTS OF INTEREST AND PECUNIARY INTERESTS**

Nil

**4. CONFIRMATION OF MINUTES DATED 20 JUNE AND 24 JUNE 2024  
(ATTACHMENT 1 & 2)**

**Recommendation:**

That the draft minutes of the Board Meeting held on 20 June and 24 June 2024 be confirmed.

**SECTION B – REPORTS**

**1. GRLC FINANCIAL STATEMENTS 2023-24 (CONFIDENTIAL)**

Skye Wilson, Acting Chief Executive Officer

**Recommendation:**

That the CEO REPORT be noted.

**Recommendation**

That:

1. the DRAFT ANNUAL FINANCIAL STATEMENTS 2023-24 be adopted.
2. the adopted ANNUAL FINANCIAL STATEMENTS 2023-24 to be included in the draft GRLC Annual Report and presented at the September Board meeting.
3. That the Chair Cr Pattison, Cr Owen be nominated to sign the Financial Report for the year ended 30 June 2024\*

\*We continue to follow the Auditors recommendations from 2020 that three Board Members are nominated from which two may sign the financial report. This covers situations where a Board Member may be unavailable at the time of signing.

**2. CEO REPORT**

Skye Wilson, Acting Chief Executive Officer

**Recommendation**

That the CEO Report be noted.

Skye provided an update to the Board:



- Children membership campaign resulted in an increase of 40% new members compared to same month last year.
- Thanked the Board for their attendance at the opening of Biyal a Armstrong Creen new library opening ceremonies.
- There were 3,573 visitors during the first five days after opening. During same period there were 6,806 items loaned and 557 new members signed up. At the first baby time program there were 55 babies in attendance.
- Wonderful response to GRLC's Shelf Love Pride initiative. T-shirts and beanies proving popular and first run selling out in most sizes, with new stock on order partnering with Geelong Gallery to stock GRLC branded merchandise in their shop.
- Enterprise Agreement negotiations are progressing positively with seven enterprise bargaining committee meetings held to date. Local Word event festival is taking place next week. Four of our workshops have sold out. Only 10 tickets remaining for Nick Cave event 'Into Your Arms'.

### 3. **DIGITAL AND INNOVATION REPORT (CONFIDENTIAL)**

Skye Wilson, Acting Chief Executive Officer

#### **Recommendation:**

That the DIGITAL AND INNOVATION REPORT be noted.

### 4. **CONNECTING AND THRIVING LIBRARY PLAN UPDATE**

David Semmens, Director Community Experience

#### **Recommendation:**

That the Q4 2024 CONNECTING AND THRIVING STRATEGY UPDATE be noted.

The Library Plan, is into its third year with one year remaining:

- Total of 61 actions within the plan. 51 on those have been completed or have been incorporated into our Business as Usual.
- 10 actions remaining and on track to deliver over the remainder of the year.
- Discussions commencing regarding new library plan, ensuring consistency with plan development of each member council and service needs.
- 84% of the actions have been completed and 64% up from last year.
- The report provides highlights from each of the library pillars and the great progress against that plan.

### 5. **PEOPLE AND CULTURE REPORT (CONFIDENTIAL)**

Skye Wilson, Director People and Culture and Strategic Engagement

#### **Recommendation:**

That the PEOPLE AND CULTRE REPORT be noted.

### 6. **HEALTH SAFETY AND WELLBEING REPORT (CONFIDENTIAL)**

Skye Wilson, Director People and Culture and Strategic Engagement





**Recommendation:**

That the HEALTH AND SAFETY AND WELLBEING REPORT be noted.

**Other Business:**

Next Meeting

**Thursday 18 September 5.30pm**

Signed: \_\_\_\_\_

Cr Liz Pattison  
Chair

Date of Confirmation:        /        / 2024

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