

Ordinary Board Meeting

Agenda

Friday 6th December 2019

11.30 am

Manna Gum Community House
33 Station Street
Foster



Our mission and strategy

West Gippsland Libraries provide library services, programs and collections that are accessible and equitable. We create partnerships to improve our service, share our knowledge and facilitate interaction within our communities and continuously strive to improve our value to the community. We are a library service that is constantly listening, testing and adapting to the changing needs of our community.

Values

We will **bravely** adapt with the changing needs of our communities.

We will build **relationships** with our stakeholders, communities and each other.

We will deliver **excellence** in everything we do.

We are West Gippsland Libraries and we are here to change lives.

Notice of meeting

Notice is hereby given pursuant to section 84 of the *Local Government Act (Vic) 1989* that an Ordinary Meeting of the West Gippsland Libraries Board will be held at the Mannagum Community House, 33 Station Street, Foster on Friday, 6th Decemeber 2019 at 11.30 am.

Date of notice: Monday 2nd November 2019

Leanne Williams

Chief Executive Officer



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Required attendance:

- Cr Keith Cook (Baw Baw Shire Council) **Deputy Chair**
- Cr Clare Le Serve (Bass Coast Shire Council)
- Mark Dupe (Baw Baw Shire Council)
- Faith Page (South Gippsland Shire Council)
- Rick Brown (South Gippsland Shire Council)
- Jodi Kennedy (Bass Coast Shire Council)

WGL Officers

- Leanne Williams (Chief Executive Officer)
- Linda Fowler (Manager People and Culture)
- Rebecca Noone (Manager Marketing and Strategy)

1. Statement of acknowledgement

The West Gippsland Libraries respectfully acknowledges the traditional owners of this land, their spirits and ancestors. We would also like to pay respect to elders from other country who may be present here today.

2. Our Child Safety Commitment

West Gippsland Libraries is committed to the safety and wellbeing of all children and young people.

3. Apologies

4. Declarations of interest/conflict of interest

5. Election of Board Chair

The CEO will call for nominations for the Chair.

Recommendation

That the Board elect the Chair for 2019.20.

The CEO call for nominations for the Deputy Chair.

Recommendation

That the Board elect the Deputy Chair for 2019.20.

6. Thanks to Cr Geoff Ellis

On behalf of the Board and staff at West Gippsland Libraries we would like to thank Cr Geoff Ellis for his time and dedication on the Board from December 2016 to December 2019 and as Chair from December 2017 to December 2019.



7. Minutes of previous meeting

Recommendation

That the Board adopt the minutes from the Ordinary meeting held 13th September 2019.

Attachments

Attachment 7.1.1 – Minutes of the Ordinary Board meeting 13th September 2019

Attachment 7.1.2 – Minutes of the in camera session (provided under separate cover) 13th September 2019

8. Standing items

8.1. Business arising from the previous meeting

Investment policy – is there a difference between the Bendigo and Adelaide Bank and the Bendigo Community Bank branches for the purposes of the BB Corporate rating?

The Financial Services Guide (FSG) for the Bendigo and Adelaide Bank has been reviewed, which covers the Community Bank Branches.

The FSG stipulates that Bendigo and Adelaide Bank is responsible for financial services provided under their Australian Financial Services Licenses, including banking services. To further support that assertion, documentation that we have received for banking products taken up in the past, provide the Bendigo and Adelaide Bank company particulars, not the individual community bank branch.

That being the case, we are comfortable that the banking products taken up through the Community Bank branches are issued by and fall within the same Corporate ratings as the Bendigo and Adelaide bank itself.

Books by Us Program – opportunities to develop the program.

A proposal has been developed and printed (see attachment 8.1.1) that is being circulated to key stakeholders including local MP's and other parties who can promote or sponsor the program in the future.

Staff working alone policy

This information was requested by the CAC (Community Advisory Committee) at the board meeting of June 28th, 2019

West Gippsland Libraries has a 'Working Alone Policy' (Draft Revision 2019) which provides information and guidance about identifying and controlling risks associated with working alone. It is informed almost entirely by current WorkSafe Victoria Information. In the WGL context, working alone can mean, but is not limited to:

- Working at a library or mobile library as the only staff member at that worksite
- Team members undertaking outreach services.
- Internal Courier (rounds) delivery

In the case of team members working at a branch library, there are some locations where people 'open' or 'close' a facility on their own. In some locations, this likelihood has been improved in recent years by alterations to rosters and shift times. People counter data also enables us to analyse and respond to regular visitation 'peaks' and low points. We note that opening & closing a facility as a solo operator does not necessarily imply an inherent high risk. In many locations we have also provided



CCTV, but not yet at all locations. Mobile Library operators generally do work alone, and they are also working within the guidelines of the NHVR (National Heavy Vehicle Regulations). WorkSafe reminds us that exposure to violence and poor access to emergency assistance are the two main hazards of working alone.

In summary, WGL currently has the following protocols in place:

- A Working Alone Policy
- A Working Alone Risk assessment procedure
- Some environmental design has been undertaken (i.e. CCTV, changes to lighting)
- Provision of a 'Buddy System' for either temporary or longer term periods.
- Manager Library Services Northern or Manager Library Services Southern are always 'On Call' and share the responsibility.
- An 'Outreach Policy' that outlines the risk assessment and minimisation needs for team members delivering outreach programs.

Our current 'Working Alone Policy' is undergoing a minor revision, and the process for this revision includes review by the Leadership Team followed by a review from the OHS & Staff Consultative Committee, prior to adoption.

E-resource loans indicator

Request that E-resources be added as a separate indicator to the Quarterly Finance and Performance Report. This has been completed and included in the Q1 Finance and Performance Report annexed to this agenda.

8.2. Update from the Community Advisory Committee

Chair – David Lyons to provide a verbal update.

Recommendation

That the Board note the Community Advisory Committee's verbal report and the minutes from its meeting held 28th June 2019.

Attachments

Attachment 8.1.1 – Books by Us Proposal 2019 (for information only).

Attachment 8.2.1 – Minutes of the CAC 13.9.19

9. Questions from the gallery

Any member of the public or community addressing the Board must extend due courtesy and respect to the Board and the processes under which it operates and must take direction from the Chairperson whenever called upon to do so.

10. Reports



10.1 Literacy Report: Reading and Literacy for All: A Strategic framework for Victorian Public Libraries and the Public Libraries Victoria (PLV) READ workgroup 2015 - 2019

Report Prepared by Kathie Olden

Executive summary

This report provides information about the important work of the PLV READ workgroup and its significant achievements. It refers also to *Reading and Literacy for All: A strategic framework for Victorian Public Libraries 2015*, revised 2019.

Recommendation

The Board note these achievements, and the involvement of West Gippsland Libraries.

Background

Genesis...What is a PLV workgroup?

Workgroups provide collegial and practical support to State Library of Victoria Library and their Sector Engagement staff in delivery of Public Library Development projects. Workgroup members have a significant role to play in the shaping of a project, and they are expected to advocate for the projects to the wider network. They bring a range of perspectives and expertise to the achievement of workgroup outputs. Projects must deliver state wide benefit and should increase the capability of the network to deliver services.

The 'READ' workgroup

West Gippsland Libraries have been represented since commencement (2015) by Kathie Olden, current Manager of Library Services – Northern. This workgroup was established to advocate for Public Libraries and their unique capacity within communities to encourage literacy. The workgroup also recognised that Libraries also have a large role to play in supporting and promoting the benefits of reading for pleasure for all ages. Extensive research and practical policy development has occurred within this group, recognising that:

- Reading & Literacy are essential life skills for all Victorians
- With literacy we participate fully in society, contribute to the economy and we have a choice to enjoy reading for pleasure and the resulting health and wellbeing benefits

Early Direction & Achievements

The early years of the workgroup was a period of researching and developing a suite of tools for both advocacy and practical applications, namely:

- The first ever state wide strategy *Reading and Literacy for All: A Strategic framework for Victorian Public Libraries (2015)*
- State wide consultation workshops involving: Adult Learning Australia, Association of Neighbourhood Houses and Learning Centres, Department of Education and training, State Library of Queensland, The Smith Family and other providers.
- Development of quality indicators for Early Literacy Programs, with an initial self-assessment focus
- Development of a 'Quality Standards' checklist for EY Programs
- Collection and dissemination of important Case studies within the Adult Literacy sphere: *Adult Literacy Case Studies Victorian Public Libraries in Action*
- Extensive and unprecedented training opportunities offered right across the state
- Grant funding opportunities for libraries to explore Adult Literacy programs and develop projects
- Development of an industry understanding around professional standards and accreditation
- Two iterations of the Reading & Literacy for All Strategic Framework
- Solid advocacy for our role in both functional literacy and our role in promoting / supporting the health benefits of reading for pleasure
- The implementation and delivery of the 1,000 books before school program:
 - Over 60,000 children enrolled across the state



- 5,405,550 books read by Victorian children before starting school!
- Some services continuing this program through their own resources

Some key literacy statistics

15.4% of Victorian Prep school students whose language and cognitive skills make them ‘vulnerable’ or at risk

39% of Year 9 students are below national proficient reading literacy standards

19.4% of year 4 students with below average literacy skills

15.4% of Victorians aged 15-74 with very limited literacy skills

(source: Reading & Literacy for All: A strategic framework for Victorian Public Libraries, Revised 2019)

Public Library statistics

Victorian Public Libraries:

- Loan 120,000 books and e-books every day...
- Offer 271 library branches...
- Welcome 2.2 million library members...
- Provide 10 million physical and digital items...

At West Gippsland Libraries we:

- Program 36 hours of Early years literacy programs a week (State average is 13.7 hours)
- Welcome, on average, 602 children a week at literacy based programs (state average is 356)
- Support family literacy by also welcoming, on average, 293 adult family members or carers (State average is 255)
- Experienced an increase of 9,544 annual attendance at programs over the last two years. (This includes both lifestyle and reader development programs)

Policy and legislative implications

WGL Library Plan 2017-21

- Why are we here? - We build knowledge and skills that strengthen our communities
- Discover - Our libraries are the centre for reading and learning
- Connect – We support everyone in our community
- We provide library services, programs and collections that are accessible and equitable

Strategy One – Enhance our library service models to better meet the needs of our community

Strategy Three – Improve our engagement with early years and young people

Strategy Five – Test alternative engagement approaches to promote true inclusivity and accessibility

Conclusion

The ‘Reading & Literacy for All: Strategic framework for Victorian Public Libraries’ and the READ workgroup have delivered powerful and measurable outcomes for both Victorian Public Library staff and communities. West Gippsland Libraries has supported the ongoing attendance and active participation of one of our team members for four years.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the Author declares that they have no conflict of interest to disclose in providing this report.

Attachments

Attachment 10.1.1 – Reading and Literacy for All: A Strategic framework for Victorian Public Libraries and the Public Libraries Victoria



10.2 Welshpool Library Performance Update

Report Prepared by Manager Library Services (Southern)

Executive summary

The Welshpool Community Library commenced in partnership with the Welshpool and District Advisory Group Incorporated in June 2019. The Library has now been operating for almost six months and this report provides an update to the Board on its progress.

Recommendation

That the Board note the report and increase in loans for Welshpool.

Overview

The Welshpool Community Library, located in the Rural Transaction Centre at 14 Main Street Welshpool opened in late June to provide a library service to the Welshpool/Port Welshpool area following the retirement of the South Coast Mobile Library. The Community Library has a lending collection of about 1,100 to 1,200 hundred items equating to seven bays of shelves. The collection comprises Adult, Teenage and Junior materials, ranging from fiction, non-fiction, picture books, DVDs, large print, talking books and board books.

The library is open Monday to Friday from 11.00 am to 4.00 pm while the Rural Transaction Centre is open to the public. Patrons are able to borrow items via a self-loans kiosk and support is provided over the phone by staff from the Foster and Leongatha Libraries. In addition to the self-loans kiosk, a library staff member attends the Centre every Wednesday from 11.00 am to 1.00 pm to engage with patrons, process items that have been returned and prepare items placed on hold ready for collection.

Activity snapshot

Patrons visiting

- Welshpool does not have a dedicated people counter located in the library space so the actual number of visitors to the library is unknown.
- Since opening in June an additional 10 new patrons have joined the library. This is in addition to those who had previously been users of the South Coast Mobile at either Welshpool or Port Welshpool.
- Some 72 individual card holders have used the Welshpool Community Library to borrow library materials.

Items borrowed

- 1,102 items have been borrowed through the community Library between the start of July 2019 and 21 November 2019.
- 65 of those loans have been delivered by the visiting Library officer and 1,037 via the self-loans kiosk. This represents 94% of all loans.
- About 220 loans are made every month or about 55 every week.
- Loans for the Community Library are up 60% on the same period last year.
- Mondays and Wednesday appear to be the busiest days with the largest number of self-check-outs taking place.



Holds or reservations

- Patrons have placed 47 holds or reservation for items to be collected from the Welshpool Community Library. These request will have been placed via the online catalogue or the library smart phone app.
- Staff placed 115 items on hold for patrons to collect at Welshpool, or 259% increase. These may have been done by phone or in person at one of our libraries.
- At least one patron who is confined to their home has books put aside by library staff for collection by their carer (normally once a week).

Community feedback

- *“So convenient being able to pop in any day to collect my books. I don’t have to wait for the mobile”*
- *“Love it. We really needed something like this.”*
- And from a Transaction Centre staff member. *“When the kids come in from the school it makes my day. All the chatter and then the quiet when they listen to a story is fantastic. I never thought it would be as popular and well used as it is.”*

Financial implications

The year to date operating cost of the community library (1 July to 31 October 2019) inclusive of staff time is \$2,998 compared to \$22,456 for the South Coast Mobile (South Gippsland) for the same time last year.

Conclusion

It is pleasing to see significant results for the engagement and performance of the Welshpool Community Library. A significant increase in loans compared to the same time last year (60%) and a 259% increase in holds demonstrates success of the new library service and that it is meeting community demand and expectations.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the author of the report declares that there is no conflict of interest to disclose in providing this report.

Attachments

Nil

10.3 Quarter 1 Finance and Performance Report – 30 September 2019

Report Prepared by Chief Executive Officer

Executive summary

This report presents to the Board the Quarterly Finance and Performance Report for the quarter ending 30 September 2019. This report highlights how West Gippsland Libraries delivered on its actions in the Library Plan and performed against budget for the quarter.

There are two additional features for the quarterly report:

- More detailed cash and investment information to ensure compliance with WGL's Investment Policy; and
- Separate graphs highlighting e-resource loans (instead of being bundled with total loans) given this is a fast growing service.

Highlights for the quarter include:

- The Foster Library redevelopment and 24/7 access model going live and operating smoothly; and
- Engagement and design work being undertaken for the Waterline Community Library;
- E-resource loans continuing to increase year on year above expectations;
- Program attendees continuing to increase year on year; and
- Expenditure being favourable to budget.

Recommendation

That the Board adopt the Quarter 1 Finance and Performance Report for the quarter ending 30 September 2019.

Background

West Gippsland Libraries adopted its four year strategic plan in June 2017 in consultation with the community and staff and revised it in June 2018 and August 2019. Eight key strategies were identified and actions were developed for each strategy. The Library Plan provides greater detail regarding why these actions have been chosen.

West Gippsland Libraries reports quarterly on its performance against budget and progress of actions pertaining to delivery of the strategies in the Library Plan and Annual Budget. The eight strategies are:

Strategy One – Enhance our library service models to better meet the needs of our community.

Strategy Two – Enable and facilitate new learning opportunities lead by the community.

Strategy Three – Improve our engagement with early years and teen members.

Strategy Four – Experiment with new and renovated spaces that reflect modern learning approaches.

Strategy Five – Test alternative engagement approaches to promote true inclusivity and accessibility.

Strategy Six – Support our community to explore and learn about new and emerging trends.

Strategy Seven – Promote a culture that encourages flexibility, experimentation and personal growth.

Strategy Eight – Explore diverse revenue opportunities to complement our service.

Financial implications

The financial implications are outlined in the attached Quarterly Finance and Performance Report.

In its Annual Budget, West Gippsland Libraries has set financial goals to provide guidance and structure to the budget process and assist with maintaining consistent financial planning year on year. West



Gippsland Libraries financial goals are to:

- Operate in a financially sustainable manner;
- Operate within the rate cap, with new initiatives that require funding above the rate cap being supported by well-developed and costed business cases;
- Minimise fluctuations in increments from year to year that affect the member Councils;
- Reinvest efficiency savings into strategies identified in the Library Plan and the Collection; and
- Provide transparency and accountability.

Policy and legislative implications

The finance report contained within the Quarterly Report is prepared in accordance with the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014.

Section 196 – Regional libraries

Section 136 – Principles of sound financial management

Section 138 – Quarterly statements

The Library Plan is prepared in accordance with the *Local Government Act 1989* (the Act) and the *Local Government (Planning and Reporting) Regulations 2014*. Whilst the quarterly report is not a specific requirement of the Act, the Board has elected to continue to report to the community on its progress during the year.

Conclusion

West Gippsland Libraries has delivered a number of key projects outlined in the Library Plan with great success. There will be a continued focus to build on these successes to deliver excellent outcomes for the community during the financial year.

It is recommended that the Board adopt the Quarter 1 Finance and Performance Report 2019.20.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the CEO declares that there is no conflict of interest to disclose in providing this report.

Attachments

Attachment 10.3.1 – Quarter 1 Finance and Performance Report 2019.20



10.4 Board Meeting Timetable

Report Prepared by Chief Executive Officer

Executive summary

The purpose of this report is to recommend the Board Meeting dates, times and locations for ordinary meetings to be held in 2020.

Meetings proposed for the Board adoption are:

- Friday 6th March 2020, 11.30 am at the Regional Support Centre, Warragul
- Friday, 1st May 2020, 11.30 am at the Phillip Island Library, Cowes
- Friday, 26th June 2020, 11.30 am at the Council Chambers, Leonthaga
- Friday, 11th September 2020, 11.30 am at the Drouin Library, Drouin
- Friday, 4th December 2020, 11.30 am at the Old Post Office Building, Wonthaggi

These dates are selected with consideration given to:

- Public submission processes for the Annual Budget and Library Plan;
- Preparation, audit and approval of the Annual Financial Statements;
- Rotating meeting locations to visit different libraries across the network;
- Timing of key decisions for member Councils, including adoption of each member Councils Budget required to be prior to WGL annual budget adoption;
- Council's entering caretaker period in or around October 2020, therefore no meeting proposed for November 2020; and
- Legislative obligations to meet deadlines such as adopting the Annual Budget prior to 30 June each year.

Recommendation

That the Board adopt the following ordinary meeting dates, times and locations for 2020:

- i. Friday 6th March 2020, 11.30 am at the Regional Support Centre, Warragul
- ii. Friday, 1st May 2020, 11.30 am at the Phillip Island Library, Cowes
- iii. Friday, 26th June 2020, 11.30 am at the Council Chambers, Leongatha
- iv. Friday, 11th September 2020, 11.30 am at the Drouin Library, Drouin
- v. Friday, 4th December 2020, 11.30 am at the Old Post Office Building, Wonthaggi

Policy and legislative implications

Section 83(a) – Types of meetings (*Local Government Act 1989*)

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the CEO declares that there is no conflict of interest to disclose in providing this report.

Attachments

Nil



10.5 Outreach Program Overview

Report Prepared by Community Engagement Advisor

Executive summary

This report presents a regional overview of West Gippsland Libraries (WGL) Outreach Program, January to November 2019. Outreach services are programs and activities conducted offsite and locations can be managed by WGL or operated by external parties.

Monthly performance reporting outreach statistics are collated and summarised as part programming. In this report outreach statistics are highlighted under three categories. Early Years Outreach 0-6 years, Schools Outreach 6-18 years and Adult Outreach 18+. MeetUp 19 (Festival as part of Youth Week) statistical data is also included as youth events and activities were held off site. Outreach is a significant service and responds to the strategic purpose of being universally accessible, providing equitable resources and programming.

This report offers statistics and program highlights for the year and looks to demonstrate the significance of outreach for building healthy communities.

Recommendation

That the Board notes the Outreach Program report.

Overview

Outreach is an integral part of library services and serves the community by engaging people in activities they may not otherwise experience in locations not typical for libraries. There are many reasons why people do not always access local branch services. These can range from work commitments preventing mums and dads attending regular story times to health restraints of the elderly. By library staff visiting childcare, kinders, schools and elderly residents facilities, opportunities for using and experiencing resources and activities become apparent. Chances to engage in activities like story time, rhyme time, book chat, pantomimes and learning how to use online resources; develops further curiosity and inquiry at static locations.

Attendance of staff at community events and festivals, running children's activities or engaging entertainers further enhances accessibility and inclusivity. Outreach can assist people experiencing vulnerability. People from time to time need extra support. Staff taking resources to community groups can enhance health and wellbeing by providing new and fun experiences for people needing respite from difficult situations.

WGL has delivered over 200 outreach sessions across three shires as part of the 2019 calendar year. Outreach is categorised into three areas. Early Years Outreach 0-6 years, Schools outreach 6-18 years and adult outreach 18+. Meetup19 data is included because events for this cohort were held off site. See table 1 for attendance data.

Table 1

Category	Attendees 0-2yrs	Attendees 2-6yrs	Attendees 6-12yrs	Attendees 12-18yrs	Attendees 18+	Meetup19 12-18yrs	Total
Outreach Early Years	730	3,696	398	43	1570		6,437
Outreach Schools	71	234	2,258	27	334		2,924
Outreach	3	5	70	1	335	545	959



Category	Attendees 0-2yrs	Attendees 2-6yrs	Attendees 6-12yrs	Attendees 12-18yrs	Attendees 18+	Meetup19 12-18yrs	Total
Adult							
Total	804	3,935	2,726	71	2,239	545	10,320

Outreach Highlights across three Shires

A range of visits have been delivered across the region. Typical sessions are highlighted below.

South Gippsland Shire:

- Leongatha Maternal Child Health and new parent groups
- Poowong pre-school
- Leongatha back to basics playgroup
- Korumburra Show
- Foster Kindergarten and primary school
- Korumburra Maternal Child Health
- Karmai children's centre
- Welshpool kinder and primary school
- Manna Gum Community House
- Toora kinder and primary school
- Fish Creek Kinder and primary school
- Leongatha Children's centre
- Foster Shining start kinder program
- Toora supported playgroup
- Probus Korumburra
- HAPI exercise program for seniors
- Korumburra senior citizens
- Milpara Newcomers group Korumburra
- Leongatha House seniors online
- St Joseph's primary school

A major feature for South Gippsland Shire is the establishment of extended outreach services to Foster, Toora, Welshpool and Fish Creek Primary Schools. These regular sessions provide fun literacy experiences enhancing school readiness and add value to school curriculum. The Book Week Bookmark Competition is set to be an annual focus, engaging children in literacy through drawing. Upcoming, VR sessions and Bee Wax Wraps will be holiday highlights for children and adults.

Bass Coast Shire:

- Bass Valley Children's Centre
- Grantville supported Play Group
- Bass Valley Community House
- Phillip Island new mums' groups and MCH



- Inverloch play group
- Wonthaggi New Mums' groups and MCH
- Inverloch Bass Coast Health Supported playgroup
- Wonthaggi Primary school
- Nurture One Cowes childcare centre
- Drysdale Street Kinder
- Rose Lodge Nursing Home Wonthaggi
- Inverloch primary school (book week)
- Kirrak House Wonthaggi
- San Remo New Mums Group and MCH
- White Road kinder Wonthaggi
- Children's week coal creek expo
- Inverloch Baptist playgroup
- Kongwak primary school

A major feature for Bass Coast is the establishment of extended outreach services to Bass Valley Children's Centre and the Community House. With a special launch event and sponsored Micro Library for families at the centre, an emergent literacy program and borrowing service is set to expand with the opening of the new Grantville Community library.

Baw Baw Shire:

Note: Mirboo North outreach is included; as this location is attached to Northern Library operations.

- Trafalgar Kinder and Primary school
- Books by Us
- Thorpdale Kinder and Primary school
- Yarragon day care centre
- Meeniyar Garlic Festival
- Farm world
- Warragul Supported playgroup
- Drouin Supported playgroup
- St Joseph's School Trafalgar
- Baw Baw Shire new parents' group
- Warragul Community Kinder
- Families Week Baw Baw MCH expo
- Oak Street Kinder
- Willow Grove Preschool
- Warragul Arts Centre Story time
- Drouin kindergarten
- Mirboo North Primary School
- Erica kinder
- Waterford rise childcare



- Abby Gardens Aged Care
- Meeniyan Pantry and Cellar book chat
- Drouin Primary School
- Warragul & District specialist school

A major feature for Baw Baw this year is the Books by Us partnership with Trafalgar Primary school. This extended outreach service enabled WGL to engage children in writing and publishing. The extension of service with Warragul Arts Centre and additional story time opportunities for the community is another calendar highlight.

Financial implications

Outreach programs are delivered as part of ordinary operations and budget allocations.

Policy and legislative implications

WGL - Victorian Child safety Policy 2017

WGL – Library Plan 2017-21

Conclusion

West Gippsland Libraries throughout the calendar year has engaged in Outreach programming across the region. With library staff seeing over 10,000 people outside typical library settings. Expanding services in South Gippsland and Bass Coast Shires in line with the enhanced service strategy has been successful.

Regular visits to sites not typical, engage the community in many activities not otherwise available. This builds capacity and curiosity within the community and broadly for library services and has positive impact on health and wellbeing. People feel more engaged and connected when sharing new experiences and knowledge together.

WGL is committed to outreach services and seeks to continue engaging the community using this approach.



Conflict of interest

Under section 80C of the *Local Government Act 1989*, the author of this report declares that there is no conflict of interest to disclose in providing this report.

Attachments

Nil



10.6 Waterline Library

Report Prepared by Chief Executive Officer

Executive summary

This report provides an overview of the works to be undertaken at the Grantville Transaction Centre and recommends a budget of \$90,000 be allocated to complete the works. This facilitates the new Waterline Library following the resolution from Bass Coast Council on 20 November 2019 that endorsed the library service model and location.

Recommendation

That the Board

- i. Note the community engagement undertaken in the Waterline Area for the design and layout of the Library in the Grantville Transaction Centre; and
- ii. Approve an allocation of \$90,000 from the Bass Coast Facilities Reserve for internal building improvements and fit out of the Grantville Transaction Centre to provide a community library.

Overview

West Gippsland Libraries undertook community consultation during September 2019 and October 2019 to seek input into the design of the Waterline Library that will be located at the Grantville Transaction Centre. A copy of the report outlining community feedback is attached to this report and was provided to Bass Coast Council to inform their endorsement of the Waterline Library.

Bass Coast Council resolved at its ordinary meeting held 20th November 2019 the following:

That Council:

1. *Endorses the alternate service model proposed by West Gippsland Libraries that includes establishment of a Community Library at the Grantville Transaction Centre. The Community Library will commence with the following:*
 - *Serviced by a librarian three times per week:*
 - a. *Tuesday afternoon 3pm to 6pm*
 - b. *Thursday morning 10am to 1pm*
 - c. *Saturday morning 10am to 12 noon*
 - *Accessible anytime the Grantville Transaction Centre is open for visiting and self-checkout*
 - *Supported by collection sites at Corinella and Coronet Bay*
2. *Informs the West Gippsland Libraries that the South Coast Mobile Library Truck is to remain in service until the alternate service delivery model has been implemented; and*
3. *Requests West Gippsland Libraries to monitor and review the implementation of the service delivery model and report to Council by 30 June 2020.*
4. *Make public the associated attachment Waterline Library Report.*

Community feedback put into action

Feedback from the community engagement noted and requested a number amendments to help ensure success of the service. Some of this feedback can be put into action straight away as part of opening the new service.

Removing part of the wall – Separating the Transaction Centre foyer and meeting room (where the library will be located). This would enhance the connectivity between the spaces and provide a visual



curiosity to browse and use the service. WGL Officers noted during the drop in sessions, that despite the door being open, visitors using other services did not enter the meeting room without being prompted, therefore removing part of the meeting room wall is seen as a great opportunity to enhance the usage of the service.

Door counter - at the Centre entrance to ensure all usage of the facility is captured. This provides another mechanism for capturing utilisation of the library service where visitors attending other services in the centre may read material such as magazines without being members. The overall objective is to have them sign up as members.

Renewal of the foyer area – In addition to renewal of the meeting room. This helps provide a modern and connected facility and library service.

Librarian visit times – Visits be structured for:

- One afternoon session to support school bus drop off times and allow students to access the library;
- One morning session; and
- One Saturday morning session to accommodate those who work and may not be able to use the service during working hours.

Future road map – The best way to demonstrate the need for a bigger library facility is to outgrow the existing one. Community engagement emphasised that this was the beginning of the journey. Building utilisation of the service combined with initiatives such as establishment of a Friends of the Waterline Library group, free tea and coffee being available at the library and a vibrant outreach program were all ways to support the road map and build the profile and awareness of the library services provided.

Quotes are being sourced for the building works and to determine a start date. WGL would like to commence the works before Christmas, however that will prove challenging. Builders are then not back on deck until the start of February which would provide for a March/April open date. If works can be completed before Christmas, then a February opening can be expected.

Financial implications

Works to be completed for the library include and are estimated as follows:

	Proposed Budget
Building works including part wall removal (between the foyer and meeting room), plastering, painting, carpet, electrical works and cabinetry (small meeting room and kitchenette)	\$59,000
New shelving	\$15,000
Furniture (including library, foyer and small meeting room)	\$4,000
External book chute supply and installation	\$10,000
Window furnishings	\$2,000
Total estimate	\$90,000

The Bass Coast Facilities Reserve balance at 30 June 2019 was \$182,105 and \$60,000 has also been provided for by the WGL Board for the San Remo Community Library. This leaves \$32,105 in the reserve upon the completion of these two projects.

Conclusion

The Waterline Library has had extensive community engagement and has been endorsed by Bass Coast Shire Council. It is recommended that the Board adopt the budget allocation of \$90,000 to complete the works for the Waterline Library.



Conflict of interest

Under section 80C of the *Local Government Act 1989*, the author of this report declares that there is no conflict of interest to disclose in providing this report.

Attachments

Attachment 10.6.1 – Original Draft Concept Grantville August 2019

Attachment 10.6.2 – Waterline Library Community Engagement Report



11. Presentations

11.1. Indigenous Matters – Julie-Anne Trease (Library and Programs Officer)

12. General Business

13. For information

New Marrickville Library and Pavillion – images and building stats at a glance

- 3,600m² of purpose-built library and event space spread over three storeys
- 1,200m² of landscaped outdoor garden and a 100m² children's playground
- Local coffee legends, Double Roasters café with indoor and outdoor seating areas
- 1,230+ linear metres of shelving for the library collection
- Six small study rooms ideal for group assignments or private study.
- The Pavilion is a large event room for hire with full conference facilities and full size catering kitchen
- Conferencing facilities and the latest technology designed for meetings and learning are available via 3 learning rooms
- 58 underground car parking spaces including 5 accessible spots and a loading dock
- Wi-Fi connectivity throughout the library
- Printing facilities
- 26 public computers, 6 of those complete with Adobe Suite
- A technology teaching area

<https://www.resourcefurniture.com.au/projects/libraries/marrickville-library-and-pavilion>

<https://www.innerwest.nsw.gov.au/explore/libraries/new-marrickville-library>

14. Next Meeting

Ordinary Board meeting Friday, 6th March 2020 at the Regional Support Centre, 65 Victoria Street Warragul at 11.30 am.



Ordinary Board Meeting

Minutes

Friday 13th September 2019
11.30 am

Drouin Library Meeting Room
136 Princes Way, Drouin



Our mission and strategy

West Gippsland Libraries provide library services, programs and collections that are accessible and equitable. We create partnerships to improve our service, share our knowledge and facilitate interaction within our communities and continuously strive to improve our value to the community. We are a library service that is constantly listening, testing and adapting to the changing needs of our community.

Values

We will **bravely** adapt with the changing needs of our communities.

We will build **relationships** with our stakeholders, communities and each other.

We will deliver **excellence** in everything we do.

We are West Gippsland Libraries and we are here to change lives.



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In attendance:

Board

Cr Keith Cook (Baw Baw Shire Council) **Deputy Chair**

Mark Dupe (Baw Baw Shire Council)

Faith Page (South Gippsland Shire Council)

Rick Brown (South Gippsland Shire Council)

Jodie Kennedy (Bass Coast Shire Council)

WGL Officers

Leanne Williams (Chief Executive Officer)

Linda Fowler (Manager People and Culture)

Shaun Inguanzo (Manager Strategy and Communications)

Kathie Olden (Manager Libraries – Northern)

Meeting opened at 11.31 am

1. Statement of acknowledgement

The West Gippsland Libraries respectfully acknowledges the traditional owners of this land, their spirits and ancestors. We would also like to pay respect to elders from other country who may be present here today.

2. Our Child Safety Commitment

West Gippsland Libraries is committed to the safety and wellbeing of all children and young people.

3. Apologies

Cr Geoff Ellis (Chair)

4. Declarations of interest/conflict of interest

5. Minutes of previous meeting

Recommendation

That the Board adopt the minutes from the Ordinary meeting held 28th June 2019 and the Special meeting held 9th August 2019.

Resolution

That the Board adopt the minutes from the Ordinary meeting held 28th June 2019 and the Special meeting held 9th August 2019.

Moved: Mark Dupe

Seconded: Faith Page

Carried Unanimously



Attachments

Attachment 5.1.1 – Minutes of the Ordinary Board meeting 28th June 2019 and in camera session provided under separate cover

Attachment 5.1.2 – Minutes of the Special Board meeting 9th August 2019

6. Audit Overview

Presented by: Rochelle Wrigglesworth, Director – DMG Audit and Advisory (via phone)

The External Auditor (on behalf of the Victorian Auditor General's Office) will provide a verbal update on the results of the year-end audit.

Recommendation

That the Board note the verbal report provided by the auditor.

Resolution

That the Board note the verbal report provided by the auditor.

Moved: Rick Brown

Seconded: Jodi Kennedy

Carried Unanimously

Attachments

Nil

7. VAGO Closing Report and Management Letter 2018.19

Presented by: Rochelle Wrigglesworth, Director – DMG Audit and Advisory (via phone)

Board Discussion

External Auditor Rochelle Wrigglesworth talked about the positive audit opinion received by West Gippsland Libraries. She noted a few disclosure changes that were required. She also noted that the books are carried at depreciated cost which given their nature approximate their fair value.

Recommendation

That the Board note the verbal report provided by the auditor.

Resolution

That the Board note the verbal report provided by the auditor.

Moved: Rick Brown

Seconded: Jodi Kennedy



Attachments

Attachment 7.1.1 – VAGO Closing Report

Attachment 7.1.2 – VAGO Management Letter

8.1. Annual In Camera Session with the External Auditor (without management present)

Presented by: Rochelle Wrigglesworth, Director – DMG Audit and Advisory (via phone)

Report Prepared by Chief Executive Officer

Executive summary

Each year the Board (in lieu of an Audit Committee) should meet with the External Auditor in camera without management being present. This is recommended in the 'Audit Committees - A Guide to Good Practice for Local Government'. This gives the Board an opportunity to ask the auditors questions pertaining to the controls of the organisation.

The Board last met in camera with the External Auditor in September 2018.

8.2. In camera session – personnel matters

In camera report provided under separate cover.

Recommendation

That the Board go in camera under section 89 of the *Local Government Act 1989* for:

- a) Meeting with the External Auditor for its annual update without management present.
- b) Personnel matters relating to the CEO's KPI's and contract.

Resolution

That the Board go in camera under section 89 of the *Local Government Act 1989* for:

- a) Meeting with the External Auditor for its annual update without management present.
- b) Personnel matters relating to the CEO's KPI's and contract.

Moved: Rick Brown

Seconded: Mark Dupe

Carried Unanimously

Board in camera session

Recommendation

That the Board move out of camera.

Resolution

That the Board come out of camera on matters relating to:

- a) Meeting with the external auditor for the annual update without management present.
- b) CEO's contract and KPIs.

Moved: Mark Dupe

Seconded: Rick Brown

Carried Unanimously

Board moved out of camera at 12.30 pm.

Attachments

Nil

9. Standing items

9.1. Business arising from the previous meeting

Staff working alone policy – due November 2019

E-resources added as a separate indicator to the Quarterly Finance and Performance Report – due November 2019

9.2. Update from the Community Advisory Committee

Chair – David Lyons to provide a verbal update.

Recommendation

That the Board note the Community Advisory Committee's verbal report and the minutes from its meeting held 28th June 2019.

Resolution

That the Board note the Community Advisory Committee's verbal report and the minutes from its meeting held 28th June 2019.

Moved: Faith Page

Seconded: Jodi Kennedy

Carried Unanimously

Attachments

Attachment 9.2.1 – Minutes of the CAC 28.6.19

10. Questions from the gallery

Any member of the public or community addressing the Board must extend due courtesy and respect to the Board and the processes under which it operates and must take direction from the Chairperson



whenever called upon to do so.

Question: Rick Brown asked the Board and Gallery the question – How do we educate the community about the changing nature of libraries?

There was good discussion between the Board and the gallery that included examples of continuous conversations advocates have to re-educate the community about the offerings in a modern library, location being essential and what role does branding play.

11. Reports



11.1 Annual Financial Report 2018.19

Presented by: Brad Tomholt (Associate Partner), Crowe Horwath

Report Prepared by Chief Executive Officer

Executive summary

This report presents the Annual Financial Report for the year ended 30 June 2019 for adoption.

West Gippsland Libraries has performed well for the financial year, achieving a surplus of \$401K (\$371K in 2017.18). Overall there was a \$174K increase in cash held at the end of the financial year compared to the same time last year.

Grant income overall is higher than the prior year. This is due to above budgeted Public Libraries Grant Program that increased due to the population increase, predominately relating to Baw Baw Shire as well as receiving a Living Libraries grant of \$69,000 for the Foster Library Redevelopment.

Employee costs increased by 2.84% yet was less than budgeted by \$59K or 1.6%. This is due to an EBA increment of 1.96% and positions previously vacant being filled early in the financial year, additional opening hours at Phillip Island Library and more program hours being delivered by staff for the community.

The Facilities reserve decreased by \$52K at the end of the year. This was due to funds from the reserve being used for the Foster and Drouin redevelopments. Bass Coast facilities reserve increased by \$15K to a balance of \$182K, Baw Baw's decreased by \$37K to a balance of \$102K and South Gippsland's decreased by \$29K to a balance of \$103K.

Audit of the financial statements revealed no issues and West Gippsland Libraries continues to operate in a financially sustainable manner with strong financial controls implemented.

Recommendation

That:

- i. the Board adopt the Annual Financial Report for the year ended 30 June 2019 as presented; and
- ii. Cr Keith Cook and Faith Page be authorised to certify the Annual Financial Report for the year ended 30 June 2019 on behalf of West Gippsland Libraries.

Resolution

That:

- i. the Board adopt the Annual Financial Report for the year ended 30 June 2019 as presented; and
- ii. Cr Keith Cook and Faith Page be authorised to certify the Annual Financial Report for the year ended 30 June 2019 on behalf of West Gippsland Libraries.

Moved: Mark Dupe

Seconded: Rick Brown

Carried Unanimously

Board Discussion

Brad Tomholt talked to the board about the financial performance and position of WGL including profit versus cash flow surplus and ensuring a cash flow surplus to support increases in liabilities. He flagged the need for a revaluation of the Regional Support Centre valuation as part of next years audit.



Background

Each year West Gippsland Libraries is required to prepare an Annual Financial Report containing financial statements that are audited to Australian Accounting Standards.

The financial statements show our financial performance, financial position and cash flows against the previous year, and comprise of a:

- Comprehensive income statement;
- Balance sheet
- Statement of changes in equity
- Statement of cash flows; and
- Statement of capital works.

Policy and legislative implications

Section 131 of the *Local Government Act 1989* requires West Gippsland Libraries to prepare an annual report which contains audited financial statements.

Section 132 of the *Local Government Act 1989* requires West Gippsland Libraries to submit an annual financial report which is audited.

Part 3 of the Audit Act 1994 requires West Gippsland Libraries auditors to prepare a report on the financial statements.

Conclusion

West Gippsland Libraries ended the financial year with a healthy surplus and maintains strong financial controls and budget management. The auditors advised there were no issues relating to the audit. It is recommended that the Board adopt the Annual Financial Report.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the CEO declares that there is no conflict of interest to disclose in providing this report.

Attachments

Attachment 11.1.1 – Annual Financial Report



11.2 Annual Report 2018.19

Report Prepared by Manager Strategy and Communication

Executive summary

West Gippsland Libraries is pleased to present its Annual Report for the year ending 30 June 2019. This is a celebration of the achievements of the past 12 months and the future dynamic direction of the service.

The breadth of the organisation's achievements is reflected in the Annual Report, including:

- The completion of works and refurbishments to Drouin Library, including a bold new façade;
- The completion of works and refurbishments to Foster Library, to allow for 24-hour access;
- A brand new website and implementation of email marketing to help keep patrons engaged in library services between visits; and
- The opening of the Welshpool Community Library as part of the South Coast Mobile Library transition to new services.

Recommendation

That

- i. The Board adopt the Annual Report for the year ended 30 June 2019.
- ii. The Board delegate to the CEO the ability to make editorial amendments and typographical corrections to the Annual Report.

Resolution

That

- i. The Board adopt the Annual Report for the year ended 30 June 2019.
- ii. The Board delegate to the CEO the ability to make editorial amendments and typographical corrections to the Annual Report.

Moved: Faith Page

Seconded: Jodi Kennedy

Carried Unanimously

Board Discussion

Cr Keith Cook talked about the high quality of the annual report.

Policy and legislative implications

The Annual Report highlights the achievements of West Gippsland Libraries over the past year and the outcomes delivered as set out in the Library Plan. It contains the following statutory information:

- Report of library operations;
- Audited financial statements;
- Audit report; and
- Other matters as required by the *Local Government (Planning and Reporting) Regulations 2014* and *Local Government (General) Regulations 2004*.



The Annual Report will be available to the public on the West Gippsland Libraries website, its own separate website as outlined in this report and in branch libraries.

Conclusion

West Gippsland Libraries has achieved significant outcomes over the past year and the Annual Report is a celebration of the contributions from the Board, staff and community. It is recommended that the Board adopt the Annual Report 2018.19.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the CEO declares that there is no conflict of interest to disclose in providing this report.

Attachments

Attachment 11.2.1 – Annual Report 2018.19

11.3 Extension of Library Agreement

Report Prepared by Chief Executive Officer

Executive summary

The purpose of this report is to outline the process that will be undertaken to conduct a review of the Regional Library Agreement (the Agreement) between the member Councils of Baw Baw, Bass Coast and South Gippsland Shire Councils.

To facilitate the review taking place it is requested that the Board extend the current Agreement for a period of 18 months to allow for a thorough review to take place.

Recommendation

That the Board extend the current Regional Library Agreement for a period of 18 months to 22 April 2021 to allow for the five year review to take place in accordance with clause 16 of the Agreement.

Resolution

That the Board extend the Regional Library Agreement to allow for a review to take place over the next 18 months and to be completed by 22 April 2021 in accordance with clause 16 of the Agreement.

Moved: Rick Brown

Seconded: Mark Dupe

Carried Unanimously

Board Discussion

The board discussed the review and wanted to ensure that the review would be conducted and completed during the 18 month period of the extension. The CEO confirmed this would be the case.

Overview



West Gippsland Libraries is established under section 196 of the *Local Government Act* and is governed by the Agreement between the member Councils of Baw Baw, South Gippsland and Bass Coast. The Regional Library Corporation was established by the Councils on 11th December 1995 (The Original Agreement) and operates as a separate legal entity with a Board of Directors representing each member Council.

Clause 16 of the Agreement requires the parties (member Councils) together with the Library Board to review the operations of the Agreement at least once every five years. The Agreement is due for review in October 2019.

The proposed review of the Agreement considers the following:

- Membership of the Board and opportunities for growth (i.e. onboarding additional member Councils).
- Opportunities for innovation that support the community now and in the future.
- Financial contributions to ensure West Gippsland Libraries is financially sustainable for the future.
- Strategic planning and annual budgeting processes.
- Schedule of assets and maintenance responsibilities.

A failure to undertake a review within the five year timeframe outlined in the Agreement does not affect the continuation of the Corporation as the Agreement does not have an expiry date.

The process for review of the Agreement will require:

- Consultation with each member Council individually to ensure Library services meet the needs of the community.
- Consideration of each Council's future desires for each element of the Agreement.
- Consolidation of member Council's feedback, review and consideration by the Library Board.
- Board resolution to endorse the reviewed/renewed Agreement.
- Resolution from each member Council adopting the review/revised Agreement.

The review process will be undertaken internally by West Gippsland Libraries and led by the CEO. It is expected to take approximately 12 months and be conducted within existing budget and strategic framework. Councils will be entering the caretaker period in October 2020 so it is proposed that the Agreement be extended for 18 months so that it does not clash with the Council election period.

Policy and legislative implications

Section 196 of the *Local Government Act*

West Gippsland Libraries Library Agreement

Conclusion

It is recommended that the Board extend the existing Agreement in its current form for a period of 18 months to allow for a thorough review to be undertaken as outlined in this report.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the CEO declares that there is no conflict of interest to disclose in providing this report.

Attachments

Nil



11.4 Investment Policy

Report Prepared by Chief Executive Officer

Executive summary

An Investment Policy provides good governance and guidance to the management of West Gippsland Libraries cash and investments. An Investment Policy has been developed to provide guidance to officers managing, investing and redeeming WGL's funds to:

- Maximise earnings whilst managing risk;
- Meet liquidity requirements;
- Ensure the security of WGL funds; and
- Comply with section 143 of the *Local Government Act of 1989 (The Act)*.

Recommendation

That the Board:

- a) Adopt the Investment Policy attached to this report; and
- b) Note that West Gippsland Libraries does not comply with the policy currently yet acknowledges that as term deposits become due, they will be invested in accordance with the policy.

Resolution

That the Board:

- a) Adopt the Investment Policy attached to this report; and
- b) Note that West Gippsland Libraries does not comply with the policy currently yet acknowledges that as term deposits become due, they will be invested in accordance with the policy.

Moved: Mark Dupe

Seconded: Rick Brown

Carried Unanimously

Board discussion

The Board noted that this was an excellent initiative and good governance. The Board questioned if there was a difference between the Bendigo Bank and the Community Bank for the purposes of the BB Corporate rating? The CEO took this question on notice.

Overview

As at 30 June 2019, WGL had a cash and investment balance of \$2.48 million. The investment portfolio is reflected in the table below:

Bank	% per Bank
Commonwealth Bank	39.60%
Bendigo Bank	40.27%
National Bank	20.13%



Total	100.00%
--------------	----------------

At 31 August the cash and investment balance was \$3.05 million and was reflected as follows:

Bank	% per Bank
Commonwealth Bank	51%
Bendigo Bank	49%
Total	100.00%

When the next term deposit of \$500,000 falls due, reinvestment of the funds will be in accordance with the policy. It is anticipated the portfolio would shift to percentages outlined below:

Bank	% per Bank
Commonwealth Bank	50%
Bendigo Bank	33%
Other institution	17%
Total	100.00%

As at 31 August 2019, WGL does not comply with the policy and portfolio guidelines as it is written. This report outlines from the tables above that as term deposits become due, WGL will ensure funds are invested in accordance with the policy to ensure compliance.

Compliance with the policy will be monitored on an ongoing basis and reported to the Board quarterly as part of the Quarterly Finance and Performance Report. This will include interest rate comparisons and interest revenue forgone to comply with the policy.

Financial implications

Compliance with the policy may mean that the best interest rate is not always able to be achieved. It is expected this will have a minor impact on the interest revenue. If interest rates vary significantly between institutions, then approval will be sought from the Board for non-compliance to maximize interest rate revenue.

Policy and legislative implications

Section 143 of the *Local Government Act of 1989* (The Act).

Conclusion

It is recommended that the Board adopt the Investment Policy noting that WGL does not currently comply. It is recommended that the Board recognise that management will ensure that as term deposits fall due, they will be reinvested to comply with the policy.

Conflict of interest

Under section 80C of the *Local Government Act 1989*, the CEO declares that there is no conflict of interest to disclose in providing this report.

Attachments

Attachment 11.4.1 – Investment Policy



12. Presentations

12.1. Books by Us Project – Nansi Kunze (Author), Kathie Olden (Manager Northern Libraries) and Lynn Seymour (Branch Manager – Northern Mobile)

12.3. Future Labs – Drew Wilson (Library Officer)

The Board congratulated the staff for their excellent presentations. Questions were asked about how can the Books by Us Program could be replicated and at what cost? What opportunities are there for sponsorships? Are there opportunities to lobby the educational department and how can parent involvement be maximised? The questions were noted and will be considered with regards to developing the program further.

13. General Business

14. For information

Nil

15. Next Meeting

Ordinary Board meeting Friday, 1st November 2019 at the Phillip Island Library, 89 Thompson Ave, Cowes.

Meeting closed at 1.41 pm.





West
Gippsland
Libraries



BOOKS BY US

TRANSFORMING CLASSROOMS INTO PUBLISHING HOUSES

A PROPOSAL FOR STRENGTHENING LITERACY IN
OUR COMMUNITIES

WHY BOOKS BY US?



CRITICAL FOR ECONOMIC AND SOCIAL PARTICIPATION*

REMOVES BARRIERS TO EDUCATION AND EMPLOYMENT*

NEARLY HALF OF THE ADULT POPULATION CANNOT READ FLUENTLY*

CREATES A WHOLE OF FAMILY APPROACH TO STRENGTHENING LITERACY

*Source: Reading and literacy for all: A strategic framework for public libraries

WHAT IS BOOKS BY US?



COLLABORATION

Brings primary school students, parents, teachers, businesses and librarians together for a fun and literacy rich program. Teachers involved in the pilot program reported improved motivation from students who previously struggled to produce a sentence or two in writing activities.

PARENTS

Demonstrates to parents and carers the importance of literacy skills. Families who visit libraries with children in the BBU program are encouraged to improve their own literacy skills and to make acquiring these skills a priority for their family.

CREATIVITY

Students are introduced to all aspects of the publishing process, from initial creative writing and concept development, through to design and production. They are coached by an accomplished published author.

EXPERIENCE

Students experience the excitement of creating their own books; planning and developing their idea, crafting, editing and visiting the printer and meeting deadlines. These experiences demonstrate the importance of literacy skills and the lifelong benefits and joy which these skills unlock.

BENEFITS



**INNOVATIVE
LEARNING PROGRAM**



**BRINGS PARENTS &
CARERS TO THE
LIBRARY**



**BUILDS HEALTHY
COMMUNITIES**

WHAT THEY SAY



"...This is the best program any school could ever have..."

Thank you so, so, so much..."

Monique - Year 4 Student



"...It was fantastic to see the kids so excited about writing. They knew the books were going into the library and that they would be read so it felt authentic to them...there were also some real world deadlines. They knew they had to get their books to the printer so they would be ready for the launch...we talked about the role of the mobile library, how you as a citizen have access to all these resources..."

Cameron Nicholls - Principal, Trafalgar Primary School

BOOKS BY US



THE LITERACY LANDSCAPE

The PIRLS [Progress in International Reading Literacy Study]*, analyses data from 50 countries and shows that while literacy levels in Year 4 students have improved between 2011-2016 - 19% of Australian Year 4 students did not achieve intermediate levels. Reading for literary experience, and reading to acquire and use information are key in this study, and core service for public libraries.

SUPPORTING EDUCATION

The Victorian State Government Department of Education & Training encourages families to engage with Victoria's network of public libraries. All primary schools adopted a literacy key improvement strategy as part of their 2018 Annual Implementation Plan. Student led design of their own learning is part of this important strategy, and a component of the 'Books By Us' program.

***Source: ACER** (Australian Council for Educational Research)
<https://research.acer.edu/au/pirls/2/>

BOOKS BY US



LITERACY IN A REGIONAL SETTING

The Grattan Institute, in a recent analysis of the significant research: 'Widening Gaps: what NAPLAN tells us about student progress'* reports that the greatest difference in learning growth is: 'Clearly between city and country. Inner-city students make at least one to two years more progress than suburban students, and are up to two years in front of regional and rural students in some areas...' Partnering in our community helps our region reduce these learning gaps.



***Source:** 'Widening Gaps: what NAPLAN tells us about student progress' by Peter Goss and Julie Sonnemann, Grattan Institute, 2016.

BOOKS BY US



OUR AUTHOR NANSI KUNZE

Nansi Kunze, professional author and creative mind behind the 'Books by Us' concept, is the author of young adult novels; 'Dangerously Placed', 'Mishaps', and 'Kill the Music'. Nansi has been published by Random House, Penguin and Hawker Brownlow Education. She is also a qualified teacher and a passionate supporter of public libraries and their role in lifelong learning.

FUNDING OPPORTUNITIES

10 week program run by West Gippsland Libraries
Intensive support from a professional author
Facilitated by trained librarians
Printing and production of students books
Visit to printing house
Final launch event
\$5,500 per program of up to 70 students

BOOKS BY US



CONTACT US

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www.wgrlc.vic.gov.au



West Gippsland Libraries

BOOKS BY US

**Community Advisory Committee Meeting:
Drouin Library September 13th 2019**

Attendees: David 'Wombat' Lyons, Holly Perriman, Nola Thorpe, Mary Schooneveldt

Apologies: Chris Kemper.

Resignation of Phillip Island member, Catherine Robinson, was noted.

Major theme and discussion

Reveal of design proposals for Grantville Library space by Kathie Olden. It was suggested that this was a reasonable interim measure and made the most of a small space but CAC had hopes of a more expansive addition or location being found in the future to better meet the needs of the Waterline community.

CAC: need for more members from each of the three regions.

Responses to Board question: what did we think was the key way to attract more people to the Library?

Nola: importance of a central location as evidenced by the figures following move by Wonthaggi to one of the main shopping street.

Mary: events and hosting community groups.

Holly: raised the point that while organising workshops and sessions for children with special needs was valuable, incorporating aspects that make all sessions more inclusive should also be explored.

**Next meeting: Friday 6th December 2019 Manna Gumm Community House
Foster**

Meeting room to be booked by Michelle N



READING AND LITERACY FOR ALL:

A STRATEGIC FRAMEWORK
FOR VICTORIAN PUBLIC LIBRARIES



STATE LIBRARY
VICTORIA



Public Libraries
Victoria

Foreword

Reading and literacy are essential life skills for all Victorians. They are the building blocks for lifelong learning, personal development and education.

They help us participate fully in society, fulfil our civic duties and contribute to the economy. They are also our key to entering the wonderful world of stories, poems, plays and other forms of literature, which we can enjoy alone or share with friends and family.

Yet up to one million Victorian adults lack the level of literacy they need to cope with the increasingly complex demands of everyday life and work, and each year, nearly one in seven children start school with below-average language and cognitive abilities.

As friendly, accessible community hubs that welcome people who want to read and learn, our public libraries are uniquely positioned to help Victoria meet this challenge. By providing access to books, collections, programs and services that match local needs and interests, they play a key role in encouraging everyone to read for pleasure and expand their literacy skills, regardless of their age, interests or location.

This document explains how the Library Board of Victoria (through State Library Victoria) and Public Libraries Victoria are working together and with partners to implement the *Reading and literacy for all* strategic framework.

By enhancing reading and literacy levels across the state, the framework will, we hope, ensure every Victorian reaches their personal, social and economic potential.



John Wylie
President
Library Board of Victoria



Chris Buckingham
President
Public Libraries Victoria



Introduction

Victoria's public libraries have nurtured a love of language and reading for more than 165 years.

Our modern library network – which includes Public Libraries Victoria, State Library Victoria and Vision Australia Information Library Service – continues to bring a love of books, language and reading to communities across the state and actively supports literacy development at every stage of life.

Victoria's public libraries have the resources, experiences and people to help improve the community's literacy and reading levels by actively encouraging reading for pleasure and providing literacy programs for all ages and abilities.

This document explains how we will do this.

It describes the *Reading and literacy for all* strategic framework, why Victoria needs it, and how its success will be measured.

Through the framework, we will:

- define a consistent approach to planning and decision-making across the Victorian public library sector
- set professional standards and expectations for what we can and cannot do
- proactively develop and deliver contemporary community-centred literacy and reading programs
- ensure individuals and communities enjoy the benefits of libraries supporting reading and literacy
- create a platform for partnership development, advocacy and influence
- provide a basis for benchmarking and evaluation so libraries' reading and literacy services can keep improving.

VICTORIAN LIBRARIES— LEADING THE WAY

Founded in 1854, State Library Victoria was Australia's first public library and one of the first free libraries in the world. Today, Victorian public libraries receive at least 100,000 daily visitors of all ages at more than 270 branches and their associated websites.

Victorian library services are accessible to all. In more than 300 smaller townships and rural areas, mobile, home and community services deliver books and resources to people who cannot reach their local branch, while library websites are available at any time.

What's more, library services have evolved. Members can now borrow audio books and DVDs, attend story-telling sessions, access the internet, improve their English reading skills, enter writing competitions, hear authors speak and much more.

There really is something for everyone.

Literacy and reader development in the 21st century

15.4%¹ Victorian **Prep school students** whose language and cognitive skills make them 'vulnerable' or 'at risk'

19%² Australian **Year 4 school students** with below-average literacy skills

39%³ Victorian **Year 9 school students** below national proficient reading literacy standards

15.4%⁴ Victorians aged **15-74 years** with very limited literacy skills

>46%⁵ Victorian **adults** without sufficient literacy skills for daily life and work

WHY LITERACY MATTERS

‘Schooling and learning is not a race, but if it were, for those students who have no or low literacy skills when they start school, it would be like starting 50 metres behind those with literacy skills and trying to make up that gap. In literacy learning, we know that the gap doesn’t close. Students who are behind at the start will remain behind, unless we do something.’

Sue Thomson, Deputy CEO (Research), Australian Council of Education Research (ACER)⁶

Any form of literacy intervention, especially for children and young people, will significantly improve personal and community wellbeing in the long term, and have a flow-on effect for our national and state economies.

More than one in eight Australians has ‘very limited’ literacy skills, finding it difficult to match text and information or to draw basic conclusions from simple print or digital text.⁷ In Victoria, the lives of up to one million people are compromised by it.⁸

Some groups are particularly vulnerable. Research shows that across Australia, literacy skills are lower among Year 4 students who:

- are male
- are Indigenous
- come from a low socioeconomic background
- speak a language other than English at home
- live in a rural area OR
- have fewer books at home⁹.

Having lower than average literacy skills affects a person’s ability to read, interpret, understand and communicate information and ideas, all of which are vital for participating fully in modern life. Often, it means they cannot fulfil their potential at school or work, interact comfortably with other people, or go about their everyday lives with confidence.

Daily tasks

Adults with low literacy often struggle with daily tasks that others take for granted. For example, it is harder for them to read and write lists, interpret medicine labels, understand road signs and use maps or instruction manuals.

Social integration

Having low literacy levels can exclude people from society because it limits their ability to understand forms, information and other communications. This prevents them from participating fully in many things, from elections and community events to claiming government entitlements.

‘Poor levels of literacy ... [are] bad for the economy, bad for society, and – most important – bad for those who have their life potential blighted by an inability to read.’

Gail Rebeck, Chair, Penguin Random House UK¹⁰

Work and career prospects:

Low literacy can lead to unemployment or low-paying jobs that provide little or no chance of promotion. Applying for jobs and promotions is harder when you don’t fully understand the process and paperwork.

Over one fifth of school leavers do not have the sufficient literacy and numeracy skills required to be effective employees, a figure that is of growing concern to employers.¹¹

Also, OECD data shows that Australia has a lower proportion of adults with high-level literacy skills than many other countries¹². High-level literacy is a requirement of many complex jobs.

‘A lack of basic skills can lead to unemployment or low-paying jobs that provide little or no chance of promotion; to political exclusion; and to sustained intergenerational disadvantage.’

Phil Rabinowitz, Co-founder, the Literacy Project¹³

READING CHANGES LIVES

Reading has many benefits. We know from scientific research and anecdotal evidence that reading for pleasure supports our personal wellbeing and health.

Reading is particularly important for disadvantaged adults as it builds their confidence and skills, which motivates them to continue learning. It also benefits their families because adults who either cannot read or don't enjoy reading are less likely to read with their children, creating a cycle of poor literacy that can last for generations. In fact, reading enjoyment is reportedly more important to a child's educational success than their family's socioeconomic status.¹⁴

Reading improves our relationships with others and provides insights into ourselves and the world around us. Sharing a favourite book with our family and friends is a bonding experience that builds and strengthens relationships, and develops empathy for others.



Getting a job

'A young man was printing something then cutting and sticking sentences from one document to another. He looked stressed, so I asked if I could help. He had lost his job and his first child was on the way. He needed to update his resumé but had poor computer skills and low literacy. Together, we quickly typed up a simple resumé. Months later, someone called to me while I was out. I turned around but did not recognise anyone. "My baby was born three weeks ago, and you got me the job. Thank you," said a young man. Then I remembered his face.'

Librarian, Mitchell Library



A new lease on life

'It is the only place where I am asked my opinion and people listen, the only activity where I am not told what to do, what to think or what to say. My body might not be working, but my brain still is.'

Participant, aged care reading group, City of Bayside



Finding your place

'I was approached at the circulation desk one afternoon by a young woman of colour, clutching the graphic novel *Moonstruck* by Grace Ellis that I had put on display. She burst out, "I need the next one! She [the character on the cover] looks just like me!"'

Librarian, Hobsons Bay

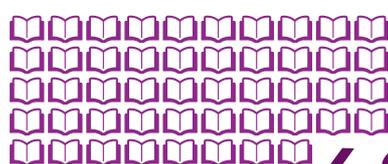




Non Fiction / Large Print



The unique role of Victorian public libraries



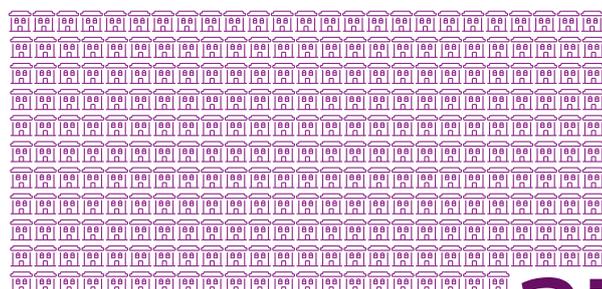
Library services

48



Library members

2.2 million



Library branches

271

10 million

Physical and digital items



120,000

Loans of book and e-books every day

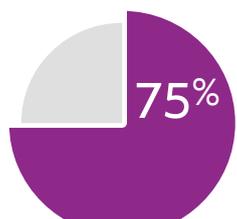


Mobile branches

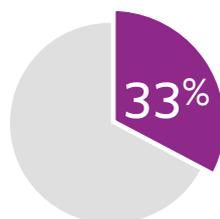
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Libraries with adult literacy or English language programs



Libraries with book clubs



Libraries with creative writing events

Our public libraries are well-placed to play a significant role in supporting Victoria's reading and literacy goals. They are:

Free, with no membership or entry charges

Open to all, offering a welcoming, inclusive environment

Widely accessible, through local branches, mobile libraries, home and community services, outreach activities and online services

Well resourced, so everyone can find something to read, listen to or watch

Active and engaging, with a variety of reading, literacy and community programs, activities and services

Responsive, thanks to knowledgeable and experienced staff who support users' reading, language, information and digital literacy needs

Trusted, because they play a non-commercial, non-political and non-judgmental role in the community.

How libraries improve reading and literacy

Our public libraries provide a huge range of free resources, advice, experiences and reading and literacy programs at branch libraries, in the community and online.

SUPPORTING CHILD AND YOUTH READING AND LITERACY

‘Thank you so much for including us. The more children connect with libraries, the more they are interested.’

Teacher, Live Stream Storytime

PROGRAMS AND ACTIVITIES AVAILABLE FOR CHILDREN AND YOUNG PEOPLE

- Collections of children’s books, picture books, board books and audio books
- Books for children with dyslexia
- ‘Baby Book Bags’, ‘Rhyme Time’ and similar programs for children aged under 3 years
- Storytime for kindergarten children
- ‘1000 Books Before School’ and other active reading programs
- Mobile libraries
- Outreach activities e.g. visits to kindergartens and schools
- School holiday programs, homework clubs and tutors
- Youth activities, festivals, manga clubs
- Creative writing events, workshops, competitions, awards and poetry slams

Public libraries are uniquely positioned to support early literacy development and reading enjoyment in Victoria. They provide:

Books and other reading materials that families can borrow to read with their children at home.

Programs that are designed and delivered to meet best practice standards based on early literacy research (e.g. *Victorian Early Years Learning and Development Framework*; *Quality Indicators for Early Years Literacy Programs*) and input from education partners.

Experienced presenters with a passion for education and reading.

Free and open access across the state, both within libraries and through community outreach programs for families who might not normally visit a library.

For example, every public library runs a version of ‘Storytime’, and every week at least 16,000 pre-school children and their families participate in library-run reading and literacy programs. These create positive reading habits and literacy skills early in life, help families to be effective first teachers, and encourage a love of reading among children, parents and carers.

For young adults, dedicated collections and spaces help to broaden their reading interests and explore different genres, ideas and story-telling techniques. These are complemented by youth-focused activities that include local young adult book clubs and literary festivals, collections of manga and graphic novels, the dedicated youth literature website [Inside a Dog](#), the [Premiers’ Reading Challenge](#), and the [Inky Awards](#), Australia’s only literary prize for young adult literature that is judged by young adults.

SUPPORTING ADULT READING AND LITERACY

‘The most cost-effective use of taxpayer dollars is to help someone become a stronger reader. No other investment of public funds comes close in terms of the dividends paid.’

National Council for Adult Learning¹⁵

PROGRAMS AND ACTIVITIES AVAILABLE FOR ADULTS

- Adult literacy programs
- Special collections for low-level literacy adults and non-English speakers
- Access to online adult literacy programs
- Library tours for adult education students
- English language programs e.g. conversation groups, classes and language cafés
- Book clubs that encourage reading and sharing experiences
- Mobile libraries
- Outreach activities e.g. pop-up libraries, home library services and nursing home visits
- Digital literacy programs, support and mentoring
- Author talks, book launches, literary festivals and events

Libraries provide free books and other resources that encourage reading for pleasure beyond childhood, and many of them directly encourage and enable adults with low-level literacy to improve their skills.

Most libraries have targeted adult literacy and/or English language collections and 40 per cent of them provide adult literacy or English language improvement programs. Three quarters of our libraries run book clubs where people can share their reading experiences and one third run creative writing events, competitions or workshops for adults.

SUPPORTING LIFELONG READING AND LITERACY

As well as providing dedicated resources, Victorian public libraries act as strategic leaders, advocates, service deliverers and collaborative partners for lifelong literacy development by:

- designing and delivering innovative adult literacy activities and programs – often in conjunction with partners – that tackle high priority needs in the community
- leading the development of strategic, integrated community responses to adult literacy needs through networks of local community and education providers
- referring people to programs and support services delivered by local providers and providing space and resources for delivering the programs.

1000 BOOKS BEFORE SCHOOL

Victorian public libraries’ [‘1000 Books Before School’](#) program encourages parents, carers and grandparents to increase children’s cognitive and language skills by reading library books to them for 5–10 minutes every day before school. From 2016 to 2018, over 59,000 pre-school-aged children read 5.4 million books.

STORYTIME

Run at every library, ‘Storytime’ sessions help to engage children aged 2–5 years and develop their love of books. Some target special groups; these include bilingual ‘Storytime’ and ‘Storytime’ on YouTube. For children who cannot get to their local library, State Library Victoria broadcasts its ‘Storytime’ live on the [Kindergarten IT website](#) every week.

CONVERSATION BUDDIES

Many migrants can face barriers when developing their literacy, including low confidence, having nowhere to practice English, or cultural beliefs that discourage talking to strangers. Held at various libraries, ‘Conversation Circles’ offer the opportunity to have a real conversation, and learn from, other migrants.

OUR STORIES

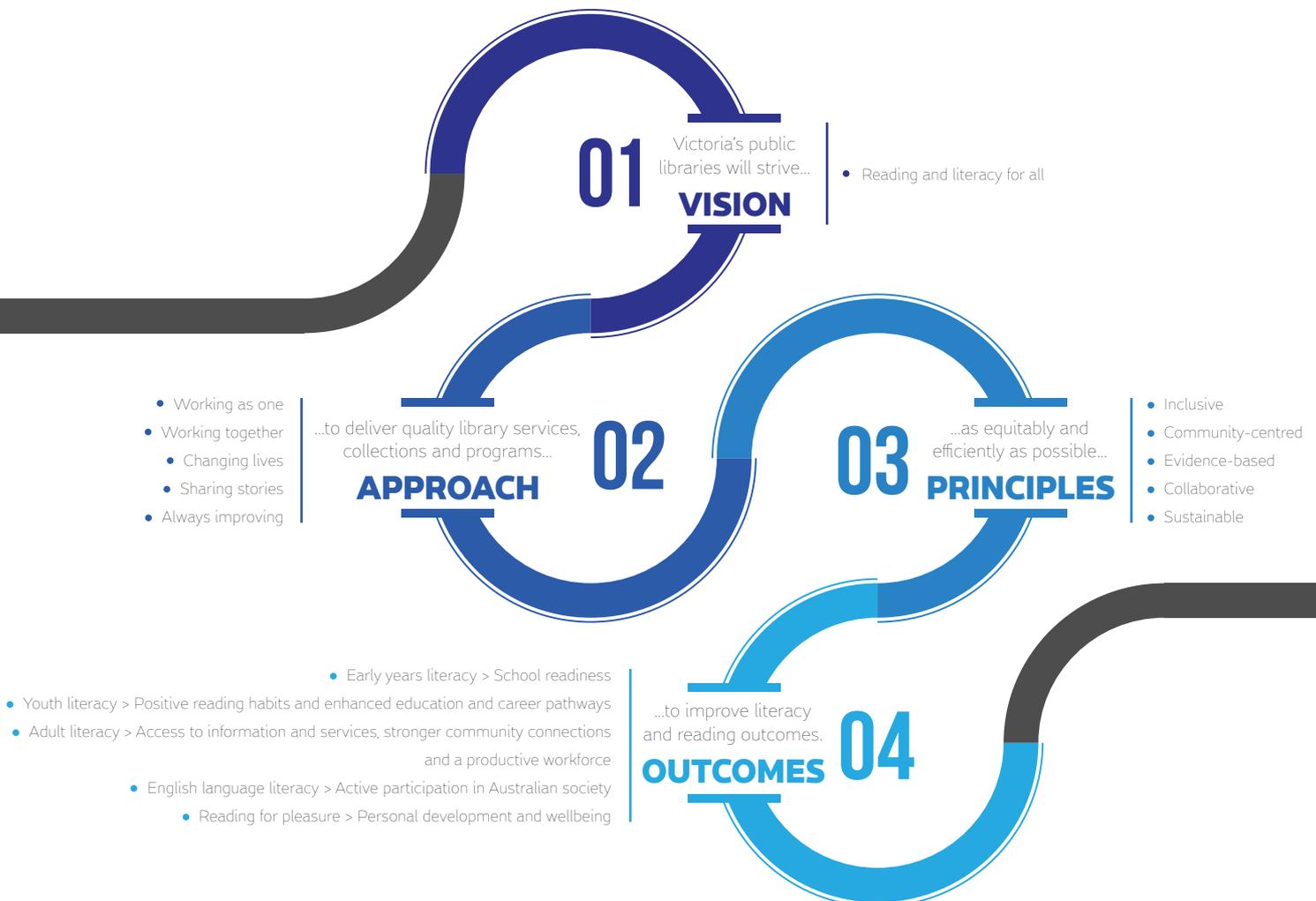
‘[Our Stories – Greater Dandenong](#)’ is a short story collection created by English learners as a learning tool. Written by Dandenong community members, the stories were developed with a professional storyteller, English language tutors, volunteers and library staff. The writers then read and recorded them on an accompanying CD.

Our strategic framework

As the strategic framework document shows, Victoria's future prosperity and the lives of many Victorians are compromised by low levels of early year, youth and adult reading and literacy skills.

State Library Victoria and Public Libraries Victoria believe all Victorians should have the opportunity to develop and maintain these skills throughout their lives. By working together and in partnership with other organisations, we will strengthen the library network's contribution to the creation of this opportunity by:

- making a greater contribution to national and state education, economic and social agendas
- improving literacy and reading levels
- helping every Victorian to be informed, enriched and inspired by reading.



VISION

Reading and literacy for all

APPROACH

To make our vision a reality, Victoria's public libraries will take the following approach.

Working as one

We will ensure Victorian public libraries consistently deliver quality reader and literacy development services, collections and programs to the community.

The public library network will work as one to benchmark and continuously improve the quality of reading and literacy programs – sharing knowledge, professional expertise and ideas and fostering innovation.

Working together

We will build strong, productive relationships across the education, community and business sectors to enhance and extend opportunities for reader and literacy development.

State Library Victoria and Public Libraries Victoria will actively seek out opportunities to partner with other lead organisations.

Every library will explore local partnership opportunities, particularly those that reach out to people of all ages with low-level literacy and people who could benefit from reading more.

Changing lives

We will encourage and enable increased levels of reading by individuals – in families and in communities – as a means of sustainably improving literacy and wellbeing outcomes across all life stages.

Every library will incorporate a focus on reading and literacy outcomes into its strategic and business planning, with regular reviews of reader and literacy development activities.

State Library Victoria and Public Libraries Victoria will provide targeted statewide professional learning support for library staff to improve the reach and quality of reader and literacy development activities.

Sharing stories

We will promote the value of reading and its impact on childhood and lifelong personal development and wellbeing.

State Library Victoria and Public Libraries Victoria will promote the critical role of libraries in creating opportunities for people to increase their reading levels and improve their literacy. This will involve advocacy to national, state and local government, business and community groups and education providers. It will involve capturing and showcasing evidence of increased readership and public libraries' role in achieving it.

Always improving

We will develop and implement a cycle of planning, evaluation and continuous improvement.

Individually and collectively, we will compile and analyse data on participation in, delivery of and impact of reader and literacy development activities.

State Library Victoria and Public Libraries Victoria will use the data to make better decisions, be better at what we do, and make a difference in people's lives.

PRINCIPLES

Victoria's public libraries have agreed on five guiding principles to underpin the *Reading and literacy for all* strategic framework. Reader and literacy development activities should be:

Inclusive: accessible to all people at all stages of life and learning and respect cultural diversity

Community-centred: reflect local community context and people's needs, backgrounds, interests and perspectives

Evidence-based: grounded in relevant research and contemporary educational thinking and library practice

Collaborative: enable community, government, education and business partners to work together to leverage their combined resources and problem-solving capacity to strengthen and extend the reach and impact of library activities

Sustainably: designed, resourced and implemented to increase personal and community capacity in a sustainable way.

OUTCOMES

Libraries are the ideal community destination for people to come together to read, to learn, and to learn to read. Together we will strengthen our contribution to national and state education, economic and social agendas, and improved literacy and reading outcomes.

Early years literacy

- Parents are supported to be their child's first teacher
- Children commence school ready to learn
- Families and communities have wide access to collections, programs and resources that support early years literacy

Youth literacy

- Intellectual and emotional development and exposure to new ideas blossom as a result of the creation of positive reading habits.
- Access to tertiary and vocational education and work is enhanced as a result of increased literacy

Adult literacy

- Literacy reduces the impact of social and economic disadvantage
- People can easily access information and the community and government services they need to live healthy, meaningful and productive lives
- People in and entering the workforce have the literacy skills they need

English language literacy

- People from all language backgrounds can communicate and engage with one another
- Communities accept, embrace and celebrate cultural diversity

Reading for pleasure

- People of all ages develop a love of reading
- Readers have increased emotional and psychological wellbeing
- Communities are more creative and connected through sharing stories, ideas and experiences

EVALUATING OUR PROGRESS

As part of the framework, Victoria's public libraries will adopt a consistent and outcome-focused approach to evaluating participation rates and impacts for reading and literacy development activities. Our methodologies will reflect comparable measures used by government, educators, employers and researchers, using measures that reflect:

- a. the direct role and impact of public libraries on reader and literacy development; and/or
- b. the contribution of public libraries to achieving high-level reading and literacy outcomes within communities.

For more information about our Reading and Literacy Strategy, or to discover State Library Victoria and Victorian public libraries, visit the [State Library Victoria](#) and [Public Libraries Victoria](#) websites.



Endnotes



Endnotes

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- 13 Reading and literacy for all: Adult Literacy – Victorian Public Libraries in Action, SLV/PLVN 2016.
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ACKNOWLEDGEMENTS

The original strategic framework was developed by State Library Victoria and Public Libraries Victoria through a series of statewide consultation workshops involving:

- Adult Learning Australia
- Association of Neighbourhood Houses and Learning Centres
- Department of Education and Training
- State Library of Queensland
- The Smith Family
- 26TEN Strategy Tasmania.

The framework update was informed by a consultation workshop with representatives of Public Libraries Victoria and State Library Victoria.

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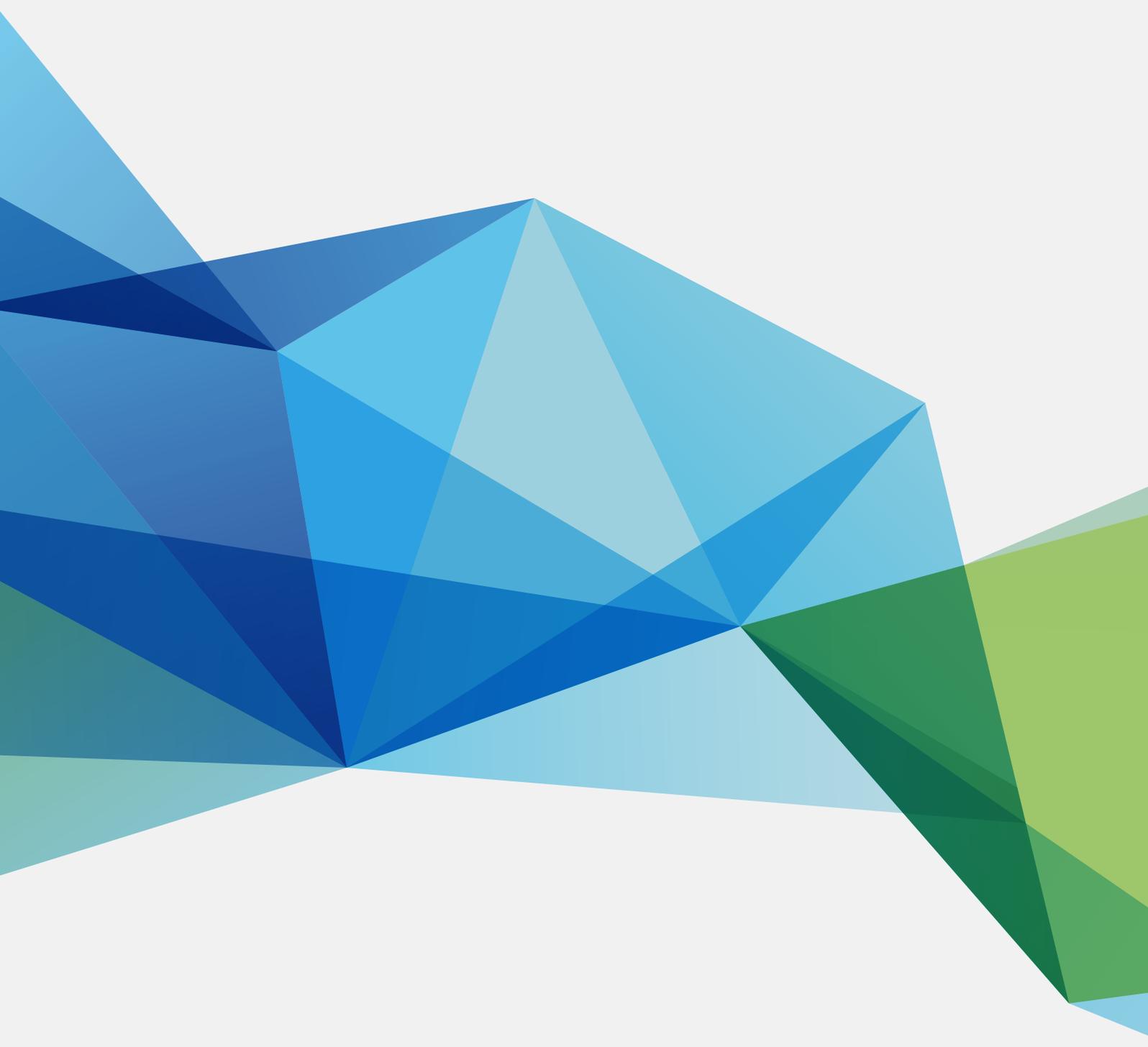
This report is available online from State Library Victoria, slv.vic.gov.au, and Public Libraries Victoria, publiclibrariesvictoria.net.au/.

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Photographs supplied courtesy of Victorian public libraries and used with permission.

ISBN 978-0-9808754-8-5





West Gippsland Libraries

SPOTLIGHT REPORT - September 2019

Prepared 29 November 2019

Highlights

Income

The Public Libraries funding from the State Government was not fully received in quarter one. The delay of payment related to acquittal reports and has since been fully paid. Other income is favourable YTD due to printing, copying fees and donations up on budget.

Contribution income is down on the quarter one budget due to the timing of the budget being adopted.

Expenses

Depreciation will be expensed in December and June, employee costs are tracking favourably as are other expenses and materials and services.

Property rent was not budgeted in 2019.20, yet continues to be incurred for the Wonthaggi Depot and is expected to cease in March 2020.

People

At the end of September, the Manager Strategy and Communication finished up and the new Manager commenced in November.

Systems

The new West Gippsland Libraries website went live at the end of June 2019 and issues will continue to be resolved with the new Manager Marketing and Communications now on board. Implementation of the new patron engagement system (PatronPoint) that focuses on engaging with our patrons and keeping them updated on books and programs that they are interested in will also have a renewed focus in quarters 2 and 3. West Gippsland Libraries is the first to implement this software in Australia.

Change and Innovation

West Gippsland Libraries went live with the first Victorian 24/7 Library

Trends to monitor for the year

Employee Costs

Employee costs will be monitored, particularly when the Waterline Library goes live.

Programs & Outreach

Focus will be on increasing attendees to programs including running less programs with more attendees. Outreach will continue to play an increasing role in service delivery.

Patron Engagement

Patron engagement will be a focus for the remainder of the year to increase active members.

(Foster) in quarter 1 and has so far had no issues. It continues to be a success and see increased visitation. It was officially opened by the Member for Eastern Victoria, Jane Garrett MP on 24th October 2019.

Detailed Analysis

Grants

The Public Libraries grant funding was received later than budgeted for. The budget had allocated to receive the full amount in quarter one, however half was received at the beginning of quarter 2.

Interest Income

Interest income is in line with budget expectations.

Employee Costs

Tracking favourable to budget for year to date. This is expected and employee costs will be continue to be monitored. There will also be greater opportunities for outreach and additional programs.

Furniture and Equipment Purchases

The public PC upgrade has been taking place during quarters 1 and 2. Computers were purchased in quarter 1 and are gradually being rolled out across the sites. The new PC's are touch screen and are good quality to ensure they are long lasting. The last upgrade of public PCs was conducted over 6 years ago which provided excellent ROI.

Library Collection Purchases

Purchases are over budget due to the timing of the purchases. More purchases occur earlier in the year and collection expenditure is expected to remain on budget at the end of the year.

Materials and Services and Other Expenses

Materials and services are tracking favourable to budget YTD despite the Wonthaggi depot rent being unbudgeted. Expenditure will continue to be monitored.

Depreciation

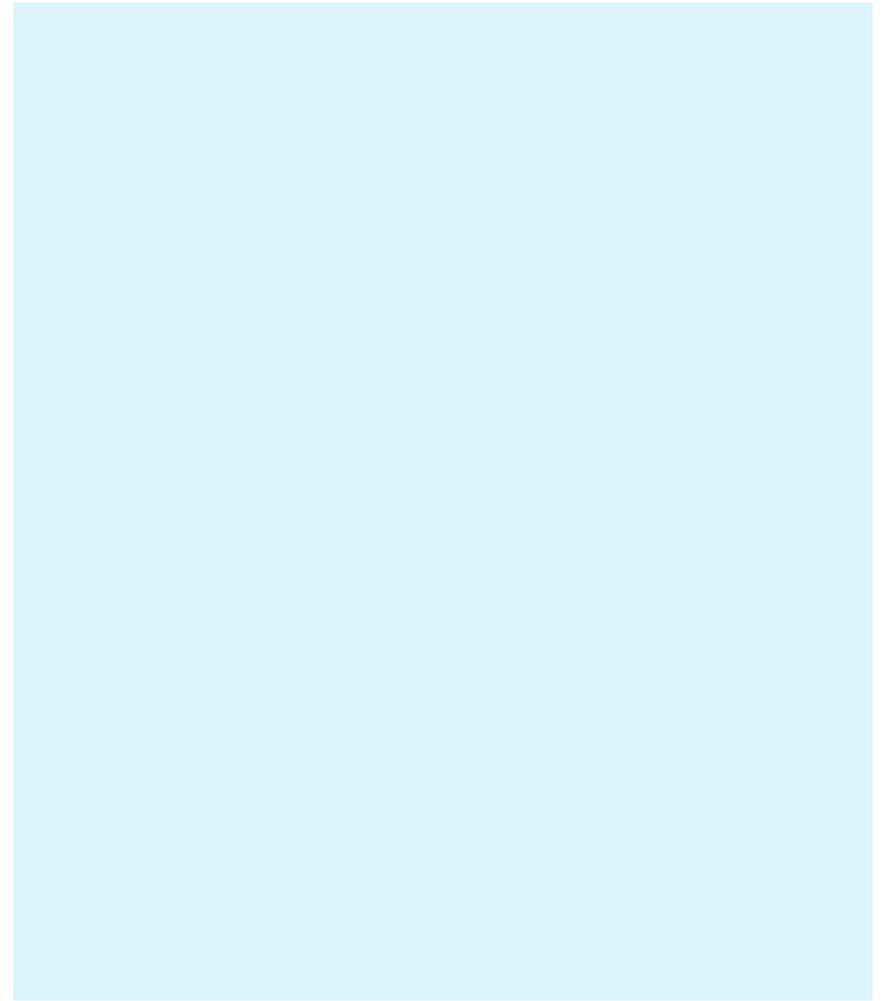
Depreciation has not yet been expensed and is expected to be allocated half in December and half in June.

Conclusion

West Gippsland Libraries continues to perform favourable to budget overall.

Preparation of this report

This report has been prepared in West Gippsland Libraries (WGL) cloud based system called Spotlight Reporting. Spotlight Reporting directly integrates with WGL finance system called Xero. Spotlight Reporting also allows for non-financial data to be uploaded via an excel spreadsheet. The Quarterly Finance and Performance Report consolidates all information into one location and template to easily present all information to the Board.



	YTD	Actual vs Orig Budget			Actual vs Last Year	
	Actual	Budget	Variance	Variance %	Last Year	Variance %
Contributions	1,264,660	1,311,427	-46,767	-3.6%	1,273,325	-0.7%
Donations	60	0	60	0.0%	0	0.0%
Grants - Non recurrent	3,575	0	3,575	0.0%	7,486	-52.2%
Grants - Recurrent	436,954	899,626	-462,672	-51.4%	878,547	-50.3%
Interest Income	-7,115	-6,366	-749	-11.8%	-10,485	32.1%
Other Income	12,505	3,448	9,057	262.7%	1,351	825.6%
User Fees	13,491	13,000	491	3.8%	17,798	-24.2%
Total Income	1,724,130	2,221,135	-497,005	-22.4%	2,168,022	-20.5%
Borrowing Costs	17,790	22,261	-4,471	-20.1%	21,045	-15.5%
Depreciation	0	194,325	-194,325	-100.0%	197,374	-100.0%
Employee Costs	904,987	1,069,828	-164,841	-15.4%	882,954	2.5%
Furniture and Equipment Purchases	113,928	65,751	48,177	73.3%	52,769	115.9%
Leasehold Asset	0	10,000	-10,000	-100.0%	9,533	-100.0%
Library Collection Purchases	288,219	170,001	118,218	69.5%	248,628	15.9%
Materials and Services	216,806	258,118	-41,312	-16.0%	248,687	-12.8%
Motor Vehicle Purchases	0	0	0	0.0%	1,955	-100.0%
Other Expenses	35,739	61,756	-26,017	-42.1%	40,368	-11.5%
Total Expenses	1,577,469	1,852,040	-274,571	-14.8%	1,703,313	-7.4%
Surplus/(Deficit)	146,661	369,095	-222,434	-60.3%	464,709	-68.4%

	Now	Actual vs Last Year to Date			Year End Analysis		
	As at Sep 19	Last Year	Variance	Variance %	Last EOFY	Variance	Variance %
Accounts Receivable	-130	-32	-98	-306.3%	-56	-74	-132.1%
Cash and Cash Equivalents	2,407,450	2,766,885	-359,435	-13.0%	2,482,236	-74,786	-3.0%
Other Current Assets	5,671	0	5,671	0.0%	30,026	-24,355	-81.1%
Trade and Other Receivables	11,603	1,053	10,550	1,001.9%	3,808	7,795	204.7%
Rounding	2	-1	3	300.0%	-1	3	300.0%
Total Current Assets	2,424,596	2,767,905	-343,309	-12.4%	2,516,013	-91,417	-3.6%
Property, Plant and Equipment	4,253,253	3,937,647	315,606	8.0%	4,253,253	0	0.0%
Total Assets	6,677,849	6,705,552	-27,703	-0.4%	6,769,266	-91,417	-1.4%
Interest-bearing Loans and Borrowings	97,866	112,486	-14,620	-13.0%	112,871	-15,005	-13.3%
Other Current Liabilities	0	-2,831	2,831	100.0%	429	-429	-100.0%
Provisions	834,069	814,333	19,736	2.4%	852,959	-18,890	-2.2%
Trade and Other Payables	84,435	118,216	-33,781	-28.6%	288,188	-203,753	-70.7%
Total Current Liabilities	1,016,370	1,042,204	-25,834	-2.5%	1,254,447	-238,077	-19.0%
Interest-bearing Loans and Borrowings	1,066,896	1,152,192	-85,296	-7.4%	1,066,896	0	0.0%
Total Liabilities	2,083,266	2,194,396	-111,130	-5.1%	2,321,343	-238,077	-10.3%
Net Assets	4,594,583	4,511,156	83,427	1.8%	4,447,923	146,660	3.3%
Equity	4,447,922	4,046,447	401,475	9.9%	4,046,447	401,475	9.9%
Current Year Earnings	146,661	464,709	-318,048	-68.4%	401,476	-254,815	-63.5%
Total Equity	4,594,583	4,511,156	83,427	1.8%	4,447,923	146,660	3.3%

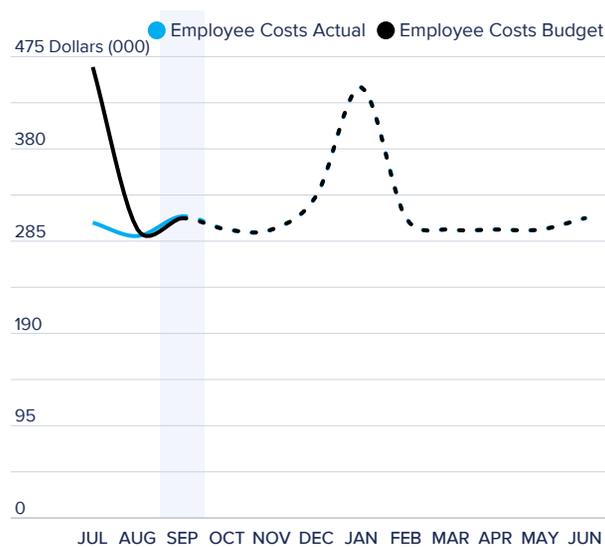
	YTD	Actual vs Orig Budget			This Quarter vs This Quarter Last Year			
	Actual	Budget	Variance	Variance %	Sep 19	Sep 18	Variance	Variance %
Borrowing Costs	17,790	22,261	-4,471	-20.1%	17,790	21,045	-3,255	-15.5%
Depreciation	0	194,325	-194,325	-100.0%	0	197,374	-197,374	-100.0%
Employee Costs	904,987	1,069,828	-164,841	-15.4%	904,987	882,954	22,033	2.5%
Furniture and Equipment Purchases	113,928	65,751	48,177	73.3%	113,928	52,769	61,159	115.9%
Leasehold Asset	0	10,000	-10,000	-100.0%	0	9,533	-9,533	-100.0%
Library Collection Purchases	288,219	170,001	118,218	69.5%	288,219	248,628	39,591	15.9%
Materials and Services	216,806	258,118	-41,312	-16.0%	216,806	248,687	-31,881	-12.8%
Motor Vehicle Purchases	0	0	0	0.0%	0	1,955	-1,955	-100.0%
Other Expenses	35,739	61,756	-26,017	-42.1%	35,739	40,368	-4,629	-11.5%

Library Collection Purchases

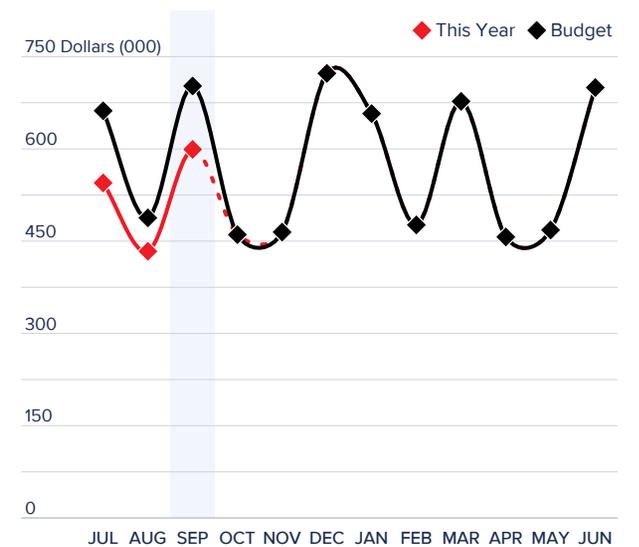


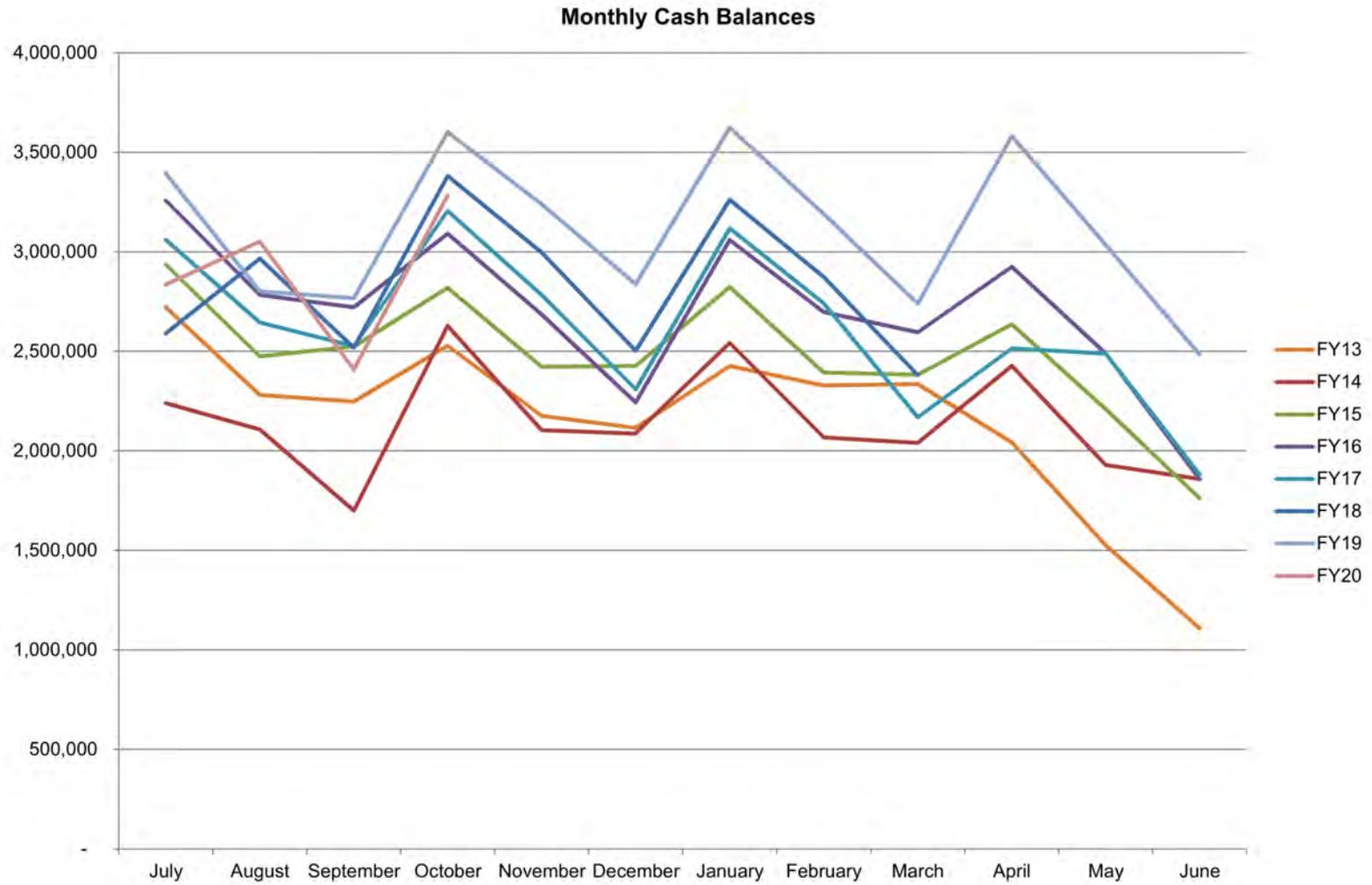
Other includes the premiers reading challenge, purchases contributed by the Friends and the local history collection.

Employee Costs



Total Expenses





WEST GIPPSLAND LIBRARIES - 2019 FORECAST

INCOME STATEMENT FORECAST

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Contributions	1,264,660	0	0	1,340,845	0	0	1,311,427	0	0	1,329,027	0	0	5,245,959
Donations	4	26	30	30	0	0	0	0	0	0	0	0	90
Grants - Non recurrent	880	1,500	1,195	0	0	0	0	0	0	0	0	0	3,575
Grants - Recurrent	0	436,954	0	436,954	0	0	0	0	0	0	0	0	873,908
Interest Income	-8,036	431	490	613	835	23,836	3,335	835	835	3,340	835	10,836	38,185
Other Income	9,723	700	2,082	3,619	2,031	2,032	2,031	2,031	2,032	2,031	2,032	2,031	32,375
User Fees	3,963	5,891	3,637	5,993	4,333	4,334	4,333	4,334	4,333	4,334	4,333	4,334	54,152
Total Revenue	1,271,194	445,502	7,434	1,788,054	7,199	30,202	1,321,126	7,200	7,200	1,338,732	7,200	17,201	6,248,244
Borrowing Costs	-3,823	0	21,613	0	0	22,261	0	0	22,261	0	0	22,261	84,573
Depreciation	0	0	0	0	194,325	194,325	0	0	194,325	0	0	194,325	777,300
Employee Costs	304,066	287,127	304,203	289,880	292,792	327,957	439,187	304,514	292,792	292,792	292,792	304,514	3,732,616
Materials and Services	63,881	70,828	64,680	67,552	75,207	87,876	71,435	75,207	71,156	67,294	78,612	102,001	895,729
Other Expenses	17,196	23,197	22,354	26,875	20,936	20,719	20,936	20,719	21,036	20,719	21,036	24,725	260,448
Total OPEX	381,320	381,152	412,850	384,307	583,260	653,138	531,558	400,440	601,570	380,805	392,440	647,826	5,750,666
Net Profit	889,874	64,350	-405,416	1,403,747	-576,061	-622,936	789,568	-393,240	-594,370	957,927	-385,240	-630,625	497,578

The figures above have been compiled from information provided to us. The compilation of figures has not involved the verification of the information. This report and the contents herein are the property of West Gippsland Libraries and cannot be used or copied without express permission.

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WEST GIPPSLAND LIBRARIES - 2019 FORECAST

BALANCE SHEET CHART GALLERY - QUARTER THREE FORECAST

Liquidity Monitor - Current Asset less Current liabilities



Working Capital Ratio - Current Asset divided by Current liabilities



The figures above have been compiled from information provided to us. The compilation of figures has not involved the verification of the information. This report and the contents herein are the property of West Gippsland Libraries and cannot be used or copied without express permission.

Cash and Investment at 30 September 2019	Amount
General Account Commonwealth Bank	\$ 247,599
Advance Account Commonwealth Bank	\$ 2,613
At Call Account Commonwealth Bank	\$ 655,668
Term Deposit Bendigo Bank	\$ 1,000,000
Term Deposit Bendigo Bank	\$ 500,000
Total	\$ 2,405,880

	Amount	% of funds	Investment policy threshold
CBA	\$ 905,880	38%	50%
Bendigo Bank	\$ 1,500,000	62%	35%
Total	\$ 2,405,880	100%	

The table below demonstrates to the Board the shift in banking institution to comply with the new Investment Policy since the end of quarter 1.

Cash and Investment at 29 November 2019	Amount
General Account Commonwealth Bank	\$ 923,827
Advance Account Commonwealth Bank	\$ 3,387
At Call Account Commonwealth Bank	\$ 1,455,668
Term Deposit Bendigo Bank	\$ 1,000,000
Total	\$ 3,382,882

	Amount	% of funds	Investment policy threshold
CBA	\$ 2,382,882	70%	50%
Bendigo Bank	\$ 1,000,000	30%	35%
Total	\$ 3,382,882	100%	

Strategy 1 - Enhance our library service models to better meet the needs of our community					
Name	Why?	Measure of Success	Year Action Created	Status	Comments
Pilot a roaming customer service model	We have been working on a review of our mobile library service for quite some time. We aim to complete the review this year and make recommendations to the board. We will update you as things progress.	Pilot and seek feedback from our members to find out if the roaming customer service model works for our library	2017/18	WIP	A new trial tablet has been ordered (free) and will be trialed in 2020.
Deploy modern mobile library services	We have been working on a review of our mobile library service for quite some time. We aim to complete the review this year and make recommendations to the board. We will update you as things progress.	Recommendation presented to the Board.	2017/18	Done	A range of service delivery options were adopted by the Board in December 2018 including click and collection, additional community libraries and an open access model of 24/7 at Foster.
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2017/18	Done	Two additional hours were funded by Baw Baw Shire to deliver baby rhyme time in Trafalgar on Fridays. The program commenced in August 2017. We are currently exploring opportunities to increase our opening hours as part of the 2018.19 Budget
Increase the operating hours of Drouin Library	Many people contact us wondering why the Drouin library opening hours are less than other libraries. Many people want to visit the library more mornings each week.	Longer opening hours.	2017/18	Done	Funded by Baw Baw Shire Council and adopted in our 2017/18 Annual Budget
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2018/19	Done	Phillip Island Library is now open on Mondays
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2018/19	Done	Drouin Library opening hours were reviewed during quarter 1. Over crowded story time sessions and under utilised Tuesday evenings highlighted capacity to change the hours now open the Library on Tuesday mornings from 9.30 am and close at 5.30 pm instead of 7pm. This was well received and resulted in over 30 attendees at a new story time on the first Tuesday morning the library opened.
Deploy accessible and modern community libraries along the Bass Coast Waterline, San Remo and Welshpool	More than 90 percent of people living in towns the former South Coast Mobile visited could not access local library services due to the short times the mobile library was available. Community libraries will function as static libraries serving immediate and surrounding towns. They will provide longer hours and the convenience of self-checkout. Our librarians will continue to staff community libraries to support our patrons.	Community Libraries will be opened and usage monitored.	2019/20	WIP	Welshpool has been implemented and operating during quarter 1. See Board Report for an overview of its progress. Grantville is in progress and due for opening early in 2020. San Remo will be implemented later in 2020 and WGL continues to work with the Recreation Reserve Committee of Management.
Pilot Click and Collect points across the region.	The West Gippsland region is large and our communities are looking for flexible and convenient locations where there is no static library.	One pilot implemented and usage monitored.	2019/20	WIP	
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2019/20	Done	New and extended opening hours at Drouin have been implemented. Mirboo North has adjusted its opening hours during quarter 1 to better meet the needs of the members. Foster 24/7 Library opened and has been working well.

Strategy 2 - Enable and facilitate new learning opportunities led by the community.

Name	Why?	Measure of Success	Year Action Created	Status	Comments
Pilot a Regional Learning Festival	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2017/18	Done	A festival for young people was held from 1st to 17th September 2018 called Meet Up 18. This resulted in over 800 attendees and was highly successful. The aim is to run the festival again during Youth Week in 2019.
Identify opportunities for simplifying our events process.	We recognise that your time is valuable and we need to make it easy to book an event. We also aspire to increase community led programs and events.	Pilot options for a self-populating events guide	2017/18	Warranted	A new product called Patron Point will be deployed in coming months that connects the Library Management System to Eventbrite and the website and provides easy email marketing of library services.
Partner with community experts to deliver unique learning opportunities	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2017/18	Done	This year featured a number of community led programs that partnered with our libraries. The Phillip Island Whale Festival was run by volunteers and the festival included a Whale Story Time and craft activity. Mirboo North Library held a Yoga for Kids session run by volunteers. Warragul Library hosted local business Hobby Bastion for a table top gaming day with another session included in the Meet Up 18 festival scheduled for September 2018. Warragul Library also hosted local business Industry Studios for a special dance class.
Partner with community experts to deliver unique learning opportunities	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2018/19	Done	Meet Up 18 partnered with over 25 private and community groups to deliver the festival.
Partner with community experts to deliver unique learning opportunities	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2019/20	Warranted	

Strategy 3 - Improve our engagement with early years and young people					
Name	Why?	Measure of Success	Year Action Created	Status	Comments
Enhance our early years outreach programs.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	How many new families did we engage with. How many groups invited us back.	2017/18	Done	Early Years outreach and visits are underway including planned revisits.
Better understand and address the drop off of young people who previously used the library.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	Evaluate the needs of young people for our spaces and services	2017/18	Done	A festival for young people was held from 1st to 17th September 2018 called Meet Up 18. This resulted in over 800 attendees and was highly successful. The aim is to run the festival again during Youth Week in 2019. A separate website was developed to encourage engagement with young people. www.meetup18.com.au
Enhance our early years outreach programs.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	How many new families did we engage with. How many groups invited us back.	2018/19	Done	YTD EY outreach visits have increased by 45% with over 5,000 attendees.
Enhance our early years outreach programs.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	How many new families did we engage with. How many groups invited us back.	2019/20	Done	
Better understand and address the drop off of young people who previously used the library.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	Evaluate the needs of young people for our spaces and services	2019/20	Work in progress	
Strategy 4 - Explore new and renovated spaces that reflect modern learning approaches					
Name	Why?	Measure of Success	Year Action Created	Status	Comments
Pilot creative design and library layouts options that can accommodate our patron's diverse needs.	Feedback has highlighted the need for noisy collaborative learning spaces without losing the opportunity for quiet reading and reflection. We want to ensure that we can provide the right learning spaces, regardless of your needs.	Designs created and at least one piloted.	2017/18	Done	A design concept was developed for a Start Space concept. These designs can also be utilised for different spaces in our libraries. A design layout has also been completed for the Korumburra Library and the Foster Library.
Pilot creative design and library layouts options that can accommodate our patron's diverse needs.	Feedback has highlighted the need for noisy collaborative learning spaces without losing the opportunity for quiet reading and reflection. We want to ensure that we can provide the right learning spaces, regardless of your needs.	Designs created and at least one piloted.	2018/19	Done	Foster Library was successful in receiving a grant to provide modern and dynamic furniture, bring the indoors out and provide an open access model.
Develop a renewal plan for dynamic library furniture.	Much of the time, the quantity of space we can offer is restricted. If we utilise dynamic furniture this will allow for us to keep our libraries feeling fresh and will better accommodate diverse needs.	Renewal plan completed and costed.	2017/18	Not started	
Pilot creative design and library layouts options that can accommodate our patron's diverse needs.	Feedback has highlighted the need for noisy collaborative learning spaces without losing the opportunity for quiet reading and reflection. We want to ensure that we can provide the right learning spaces, regardless of your needs.	Designs created and at least one piloted.	2019/20	Work in progress	The new Waterline Library will provide an enhanced service to the community at the Grantville Transaction Centre.

Strategy 5 - Test alternative engagement approaches to promote true inclusivity and accessibility					
Name	Why?	Measure of Success	Year Action Created	Status	Comments
Go above and beyond to engage with our missing demographics.	Many people don't know what we offer, which is why they have never visited us. We also recognise that we might not be providing what they are looking for.	Complete a gap analysis of what we provide against what our missing demographics are looking for.	2017/18	Done	Marketing Strategy presented to the Board in September 2019.
Review our website and develop a plan to make it modern and accessible.	Our website is out of date and is not user friendly nor accessible. We want to fix this to make it easier for you to use.	Detailed upgrade plan costed and presented to the Board.	2017/18	Done	The major initiative proposed in the 2018/19 Draft bUdget is the redevelopment of our website.
Enhance our social media reach.	In the digital world, many people not using our library are using social media. This is an effective way of engaging with our community.	Pilot alternative marketing campaigns to increase participation in our programs.	2017/18	Done	Our social media reach has significantly increased since the same time last year. Refer to our social media page of the quarterly report. This has been attributed to the re-brand project.
Implement a redevelopment of the website to make it modern and accessible	Our website is out of date and is not user friendly nor accessible. We want to fix this to make it easier for you to use.	The website redevelopment is completed	2018/19	Done	The new website went live in June 2019
Enhance our social media reach.	In the digital world, many people not using our library are using social media. This is an effective way of engaging with our community.	Pilot alternative marketing campaigns to increase participation in our programs.	2018/19	Done	Social media reach has been exponentially increasing. This is based on providing quality videos and consistent messaging. Refer to social media engagement indicators
Go above and beyond to engage with our missing demographics.	Many people don't know what we offer, which is why they have never visited us. We also recognise that we might not be providing what they are looking for.	Complete a gap analysis of what we provide against what our missing demographics are looking for.	2019/20	Worries on	Patron Point will better engage with members to ensure they are up to date with the latest events and collection items.
Continue to enhance the user experience with the website.	Over 20,000 users visit our website each month. We want to make sure it continues to meet their needs.	Increased number of patrons acquired via website, measured by online sign-ups.	2019/20	Worries on	
Enhance our social media reach.	In the digital world, many people not using our library are using social media. This is an effective way of engaging with our community.	Pilot alternative marketing campaigns to increase participation in our programs.	2019/20	Done	Social media reach was significantly enhanced with the launch of the library anthem which had a world wide reach of over 300,000 people.

Strategy 6 - Support our community to explore and learn about new and emerging trends

Name	Why?	Measure of Success	Year Action Created	Status	Comments
Integrate new technology into our programs.	We recognise the importance of exploring new technology.	Number of new technologies piloted in our programs.	2017/18	Done	New activities this year included Stop Motion and Green screen technology as part of children's holiday activities.
Explore high speed internet, giving consideration to a user pays model for usage in excess of a base amount.	Many within our community don't have access to high speed internet, either due to cost or their location. Providing a high speed internet service should be a fundamental service your libraries provide.	Business case developed and presented to the Board.	2017/18	Done	Transition to NBN is completed. The speed was not considered worthy of a user pays model.
Provide a digital content creation workstation.	Cost can be a barrier for people to be creative and explore new opportunities. We can provide an opportunity for people to 'try before they buy'.	Digital content creation workstation installed at least one library.	2017/18	Done	Winter school holiday program.
Lead by example to promote high standards of digital literacy in the community	Evolving digital trends mean that the needs of our community are constantly changing. We need to ensure our team's digital literacy skills can support those who need assistance to promote and support a digitally literate community.	Establish a new minimum standard of digital literacy for the library staff, supported by targeted training opportunities.	2018/19	In Progress	Recruitment for all positions now includes demonstrating the applicants technology skills by creating a video as part of the application process. Training is also being scheduled for march 2019.
Integrate new technology into our programs.	We recognise the importance of exploring new technology.	Number of new technologies piloted in our programs.	2018/19	Done	Introduction of VR technology and Future lab computer coding region wide
Pilot a media streaming zone.	Media streaming is a growth area online, particularly among young people. Providing spaces where groups can watch their favourite streamers or current high profile live streams may help address the drop off of young people who have previously used the library.	Media streaming television installed in at least one library.	2018/19	Done	Media streaming zone installed at Drouin Library
Integrate new technology into our programs.	We recognise the importance of exploring new technology.	Number of new technologies piloted in our programs.	2019/20		
Pilot a media streaming zone.	Media streaming is a growth area online, particularly among young people. Providing spaces where groups can watch their favourite streamers or current high profile live streams may help address the drop off of young people who have previously used the library.	Media streaming television installed in at least one library.	2019/20		

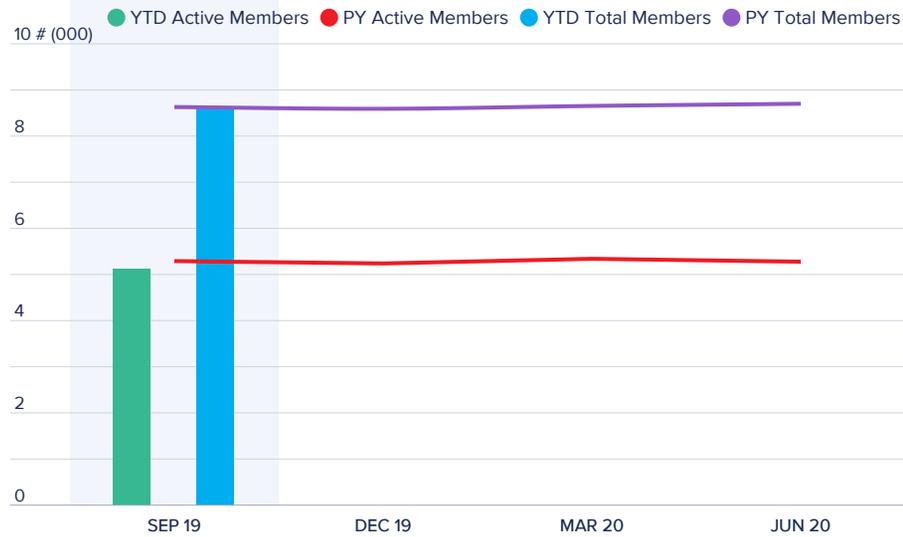
Strategy 7 - Promote a culture that encourages flexibility, exploration and personal growth

Name	Why?	Measure of Success	Year Action Created	Status	Comments
Strengthen our commitment to each other and our community.	Our current code of conduct needs updating. This is an opportunity to revisit how we collectively enhance our culture of flexibility, experimentation and community focus.	Development of a community commitment document. Our people will be happy and engaged. They will be able to easily adapt to new ideas.	2017/18	Done	
Pilot flexible cloud based employee management systems to support our people.	Our employees are our greatest asset. We need to support them, listen to them and invest in them if we are to achieve our commitment to our community.	Pilot completed with a better understanding of employee review requirements and frequency.	2017/18	Went to plan	Suitable solutions are still being explored.
Implement a cloud based rostering system.	Rostering of our staff takes an incredible amount of time for our team leaders. This takes them away from working with the community.	The number of hours saved is our measure of success.	2017/18	Done	
Keep our people safe.	We have a duty of care to our people to keep them safe at work. This includes incidents like manual handling injuries or verbal abuse.	Reduction in time to investigate and act on instances as required. Less unreported incidents.	2017/18	Went to plan	Implementation of Donesafe is underway. Training of all staff will occur in Quarter 3.
Equip staff with key skills to confidently promote reader development within the community.	We need to transfer our love of reading into conversations with our community to effectively promote our services. This will also help optimise the use of our collections.	Implement reader development training into our quarterly team meetings.	2018/19	Done	Reader development is incorporated into staff quarterly meetings. The first reader development session was held this quarter.
Strengthen our commitment to each other and our community.	Our current code of conduct needs updating. This is an opportunity to revisit how we collectively enhance our culture of flexibility, experimentation and community focus.	Development of a community commitment document. Our people will be happy and engaged. They will be able to easily adapt to new ideas.	2019/20		
Continue to develop our people with the skills to confidently engage with our diverse and dynamic communities.	Our communities are diverse and people visit our libraries for a range of services. Our success is determined by the quality of services those who use our services experience.	Increase in total members. Increase in active members.	2019/20	Went to plan	

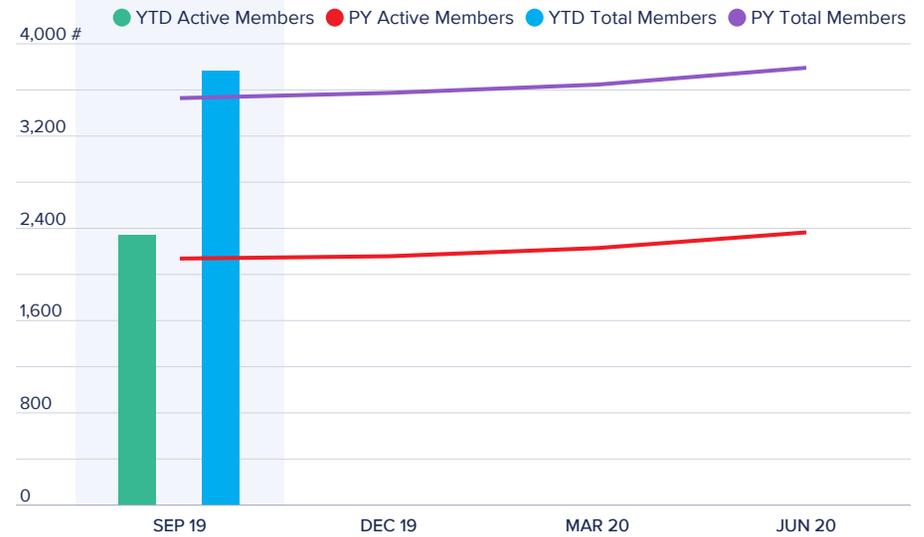
Strategy 8 - Explore diverse revenue opportunities to complement our service

Name	Why?	Measure of Success	Year Action Created	Status	Comments
Explore opportunities for funding value adding services.	While existing free services within the library will remain free, there is an opportunity to offer new, higher value services that people would be willing to pay for. We would like to explore how a 'freemium model' might allow us to bring emerging digital and creative opportunities to the community.	Pilot two to three value added services. Percentage of revenue from value added services	2017/18	WIP	
Seek alternative revenue opportunities to support our projects and programs.	There are many opportunities for funding that will complement our service and allow us to deliver more for you.	Amount of alternative revenue received.	2017/18	Done	Received a grant from Fonterra of \$2,000. This will provide new born babies with the board book 'Moo' written by Alison Lester and will deliver a promotional story time program to highlight the importance of early years literacy.
Seek alternative revenue opportunities to support our projects and programs.	There are many opportunities for funding that will complement our service and allow us to deliver more for you.	Amount of alternative revenue received.	2018/19	Done	Received grant for Meet UP 19 of \$2,000 as part of Youth Week
Seek alternative revenue opportunities to support our projects and programs.	There are many opportunities for funding that will complement our service and allow us to deliver more for you.	Amount of alternative revenue received.	2019/20		

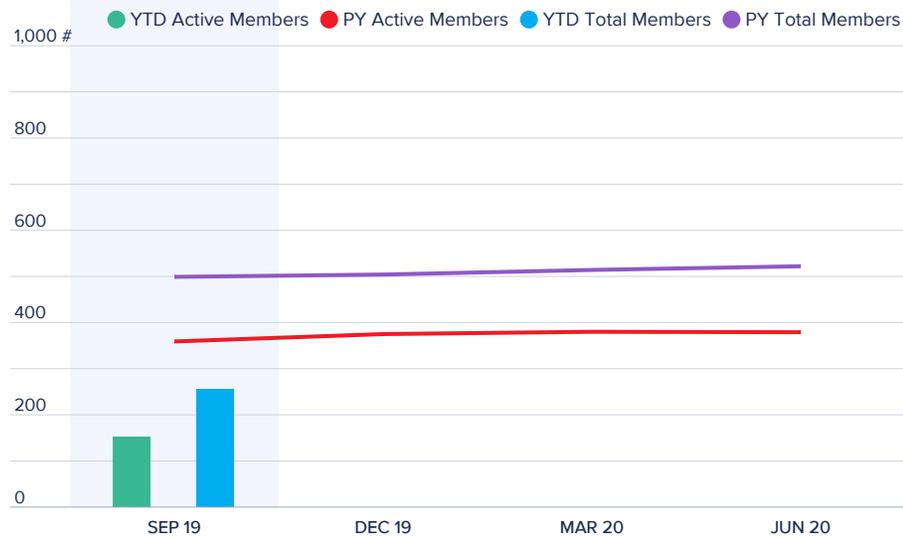
Membership - Warragul



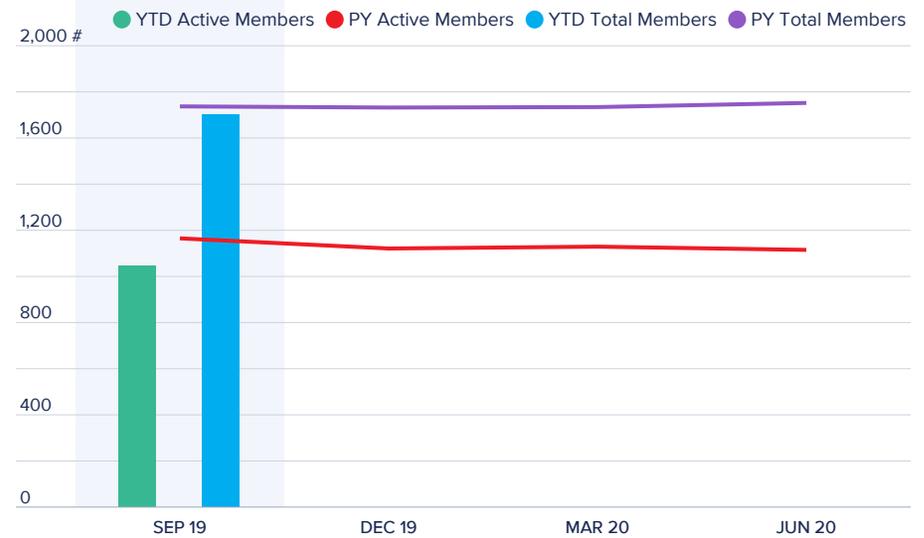
Membership - Drouin



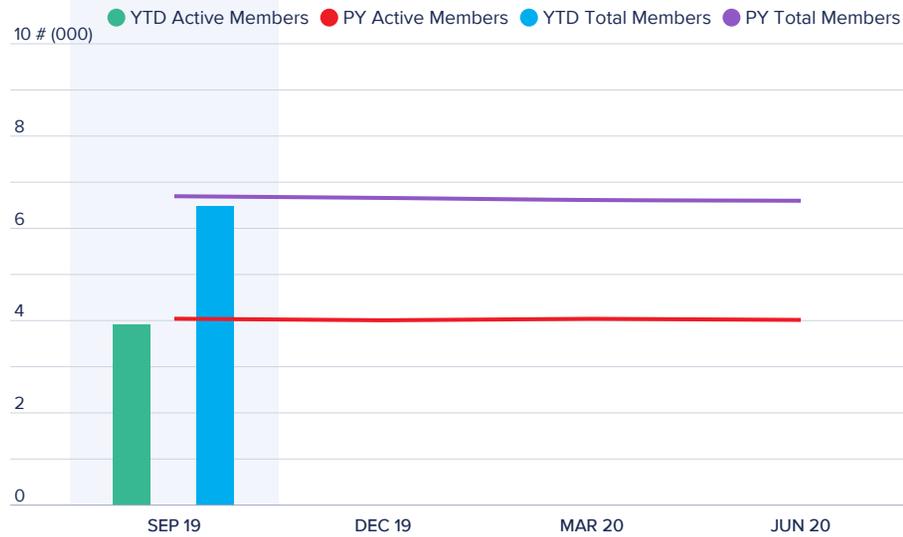
Membership - Neerim South



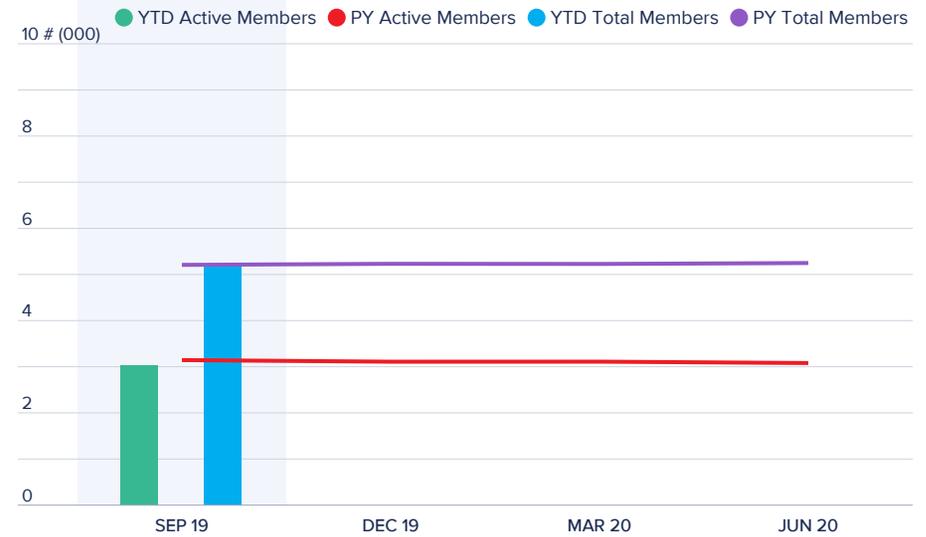
Membership - Northern Mobile



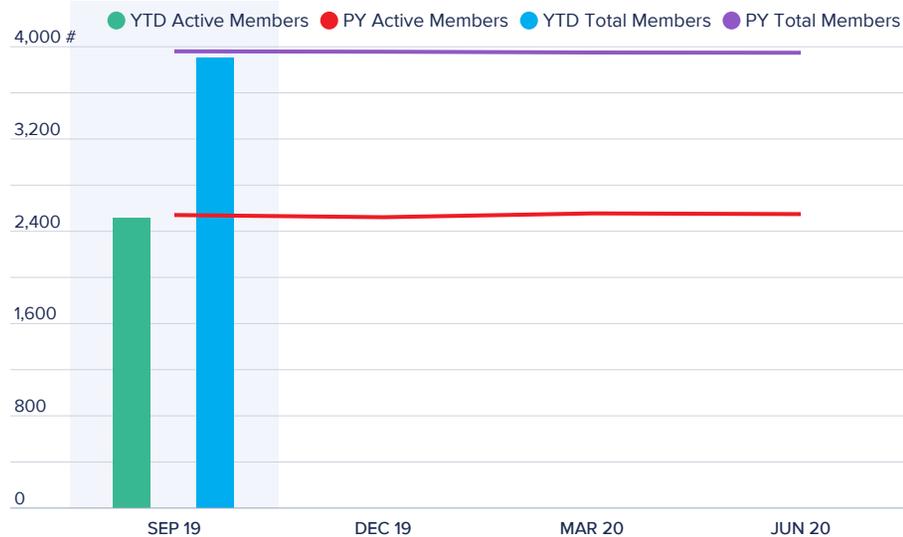
Membership - Wonthaggi



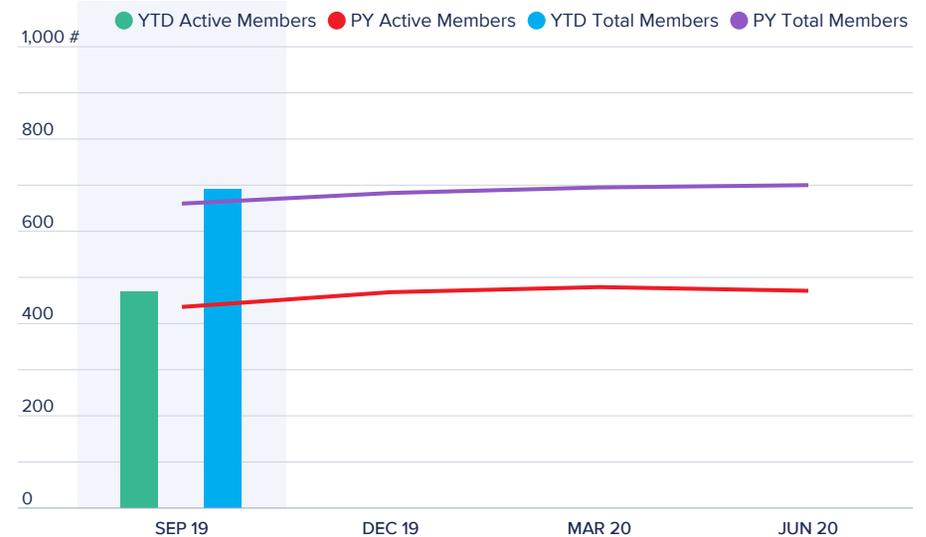
Membership - Phillip Island



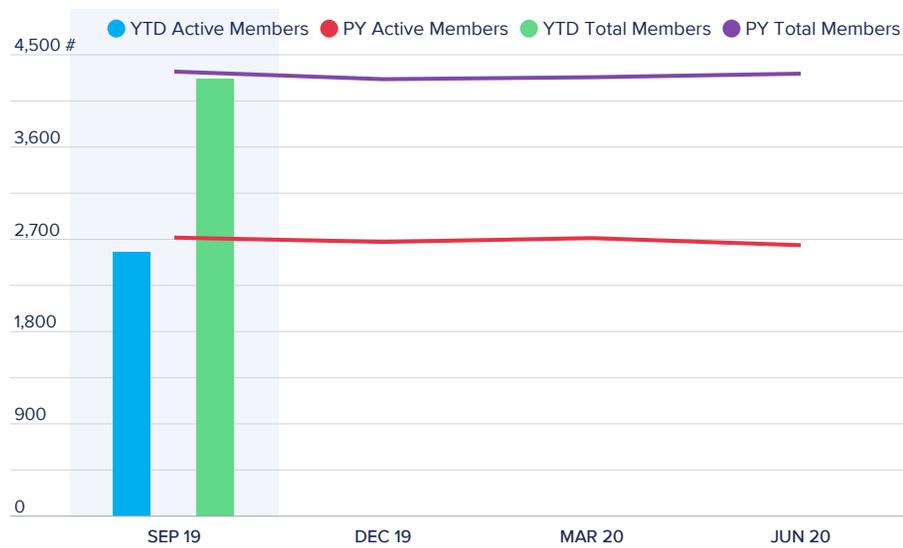
Membership - Inverloch



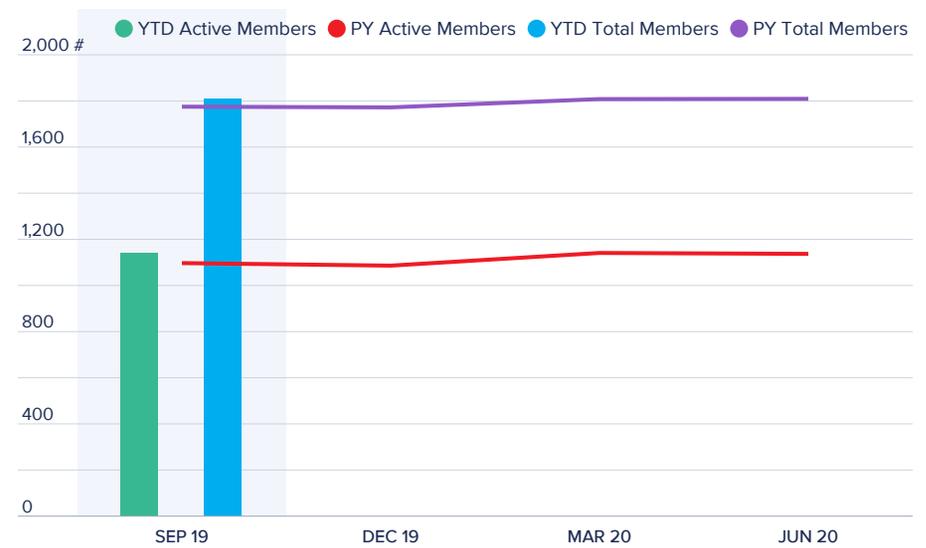
Membership - South Coast Mobile (BC)



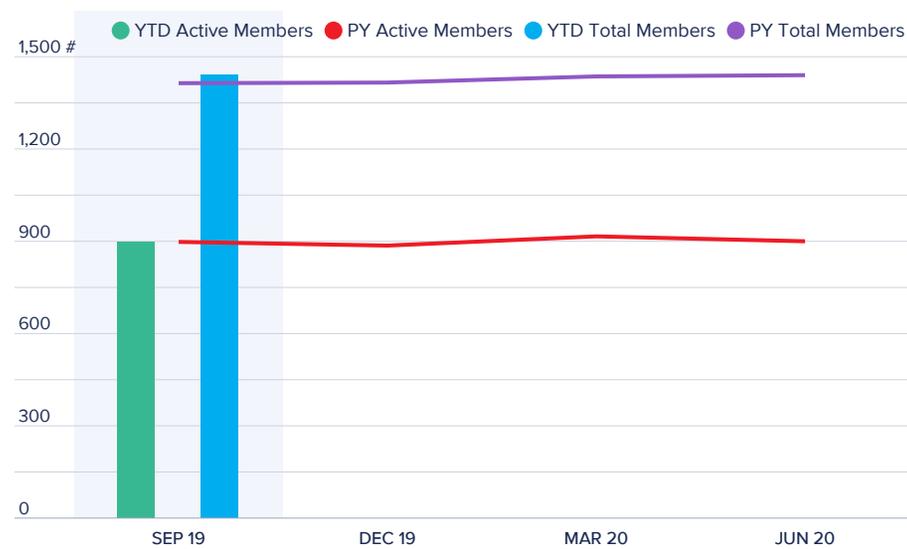
Membership - Leongatha



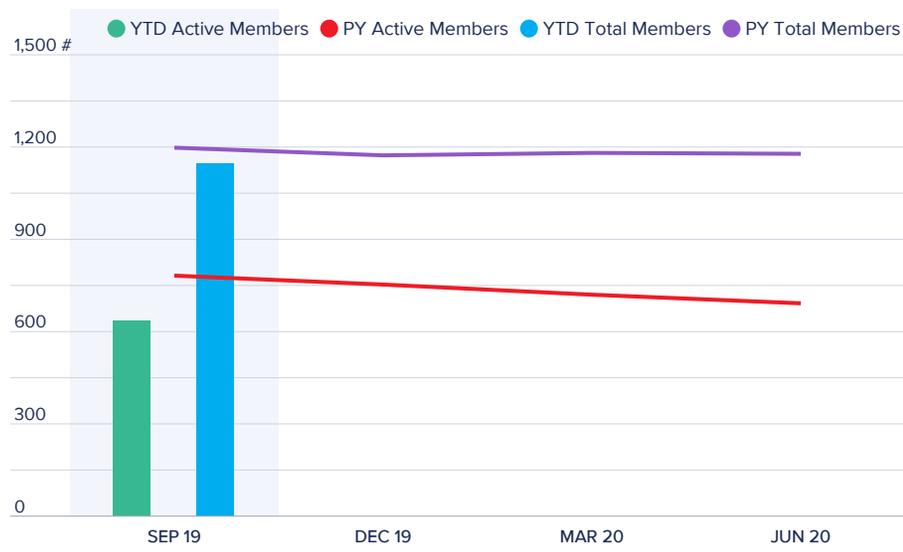
Membership - Korumburra



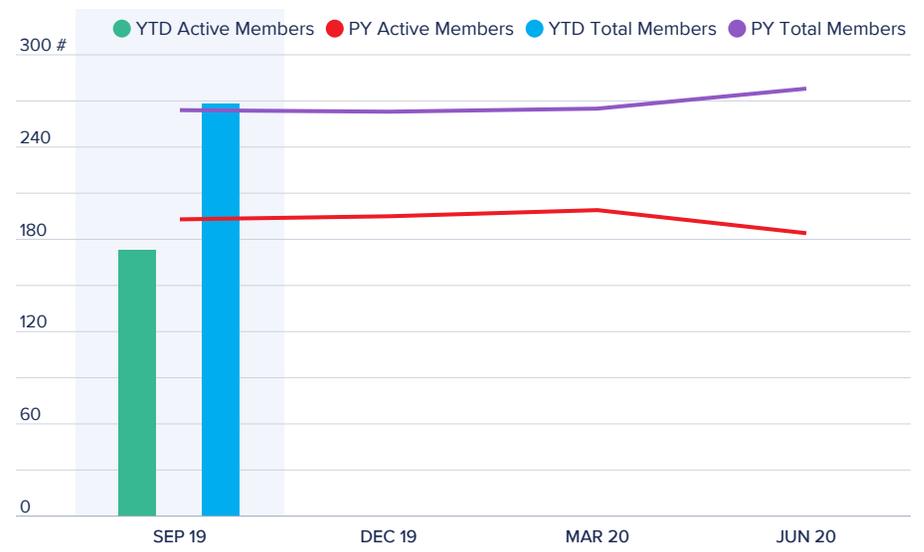
Membership - Foster



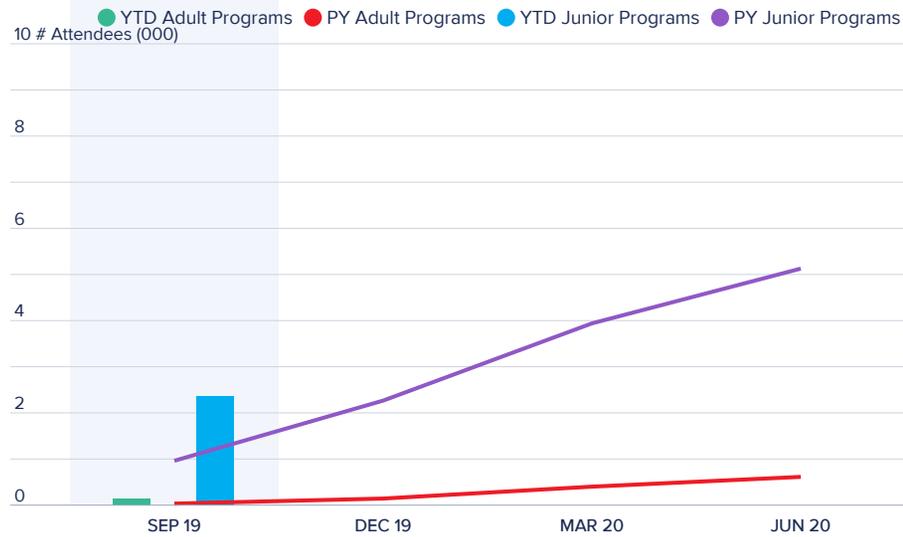
Membership - Mirboo North



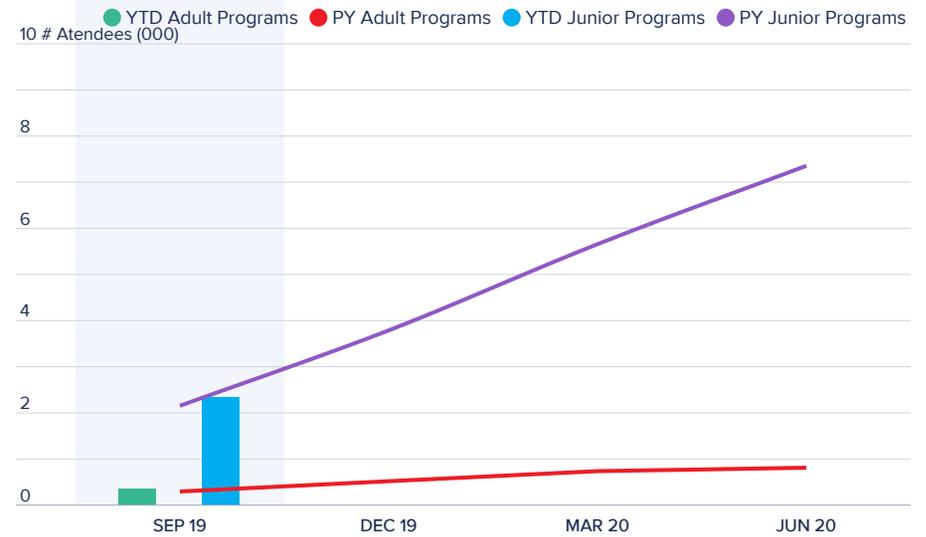
Membership - Poowong



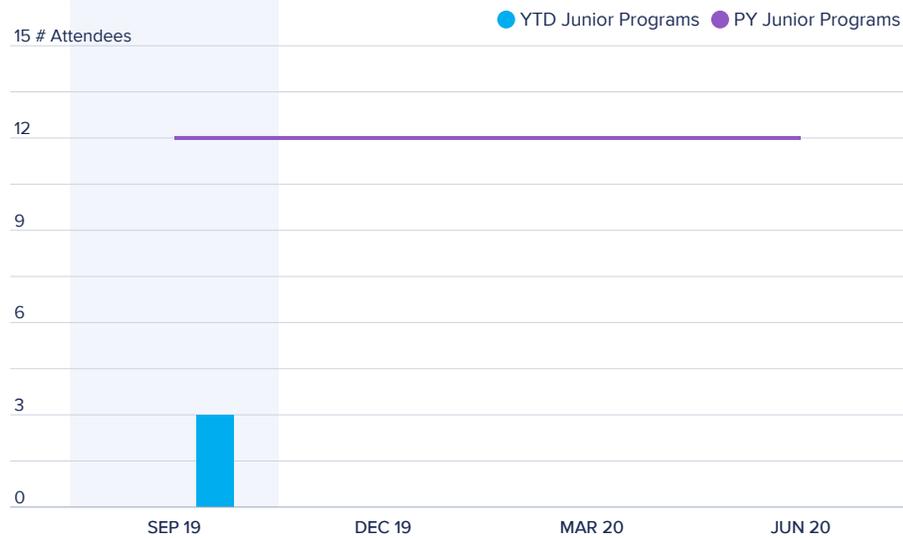
Programs YTD - Drouin



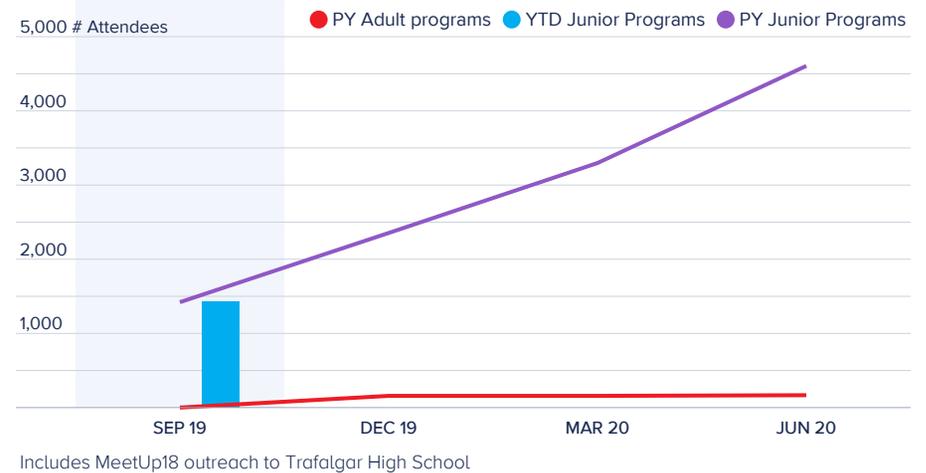
Programs YTD - Warragul



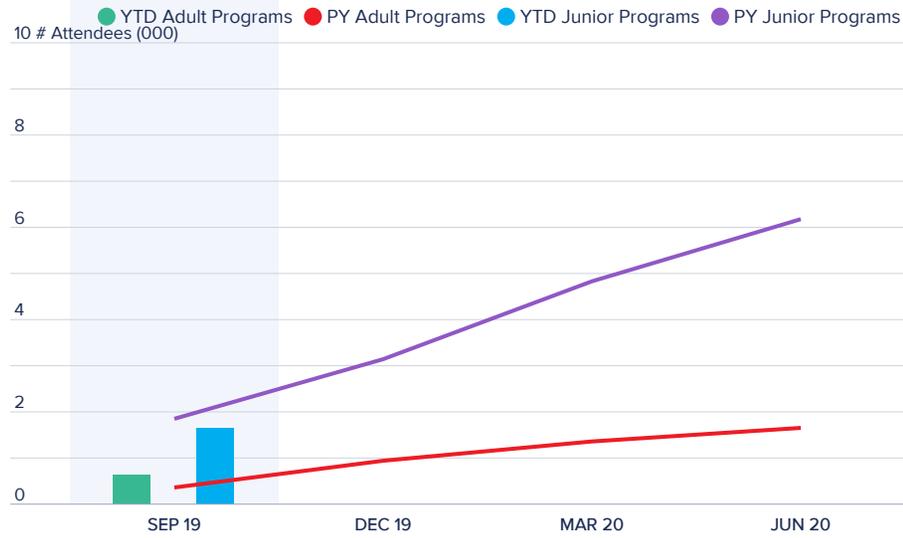
Programs YTD - Neerim South



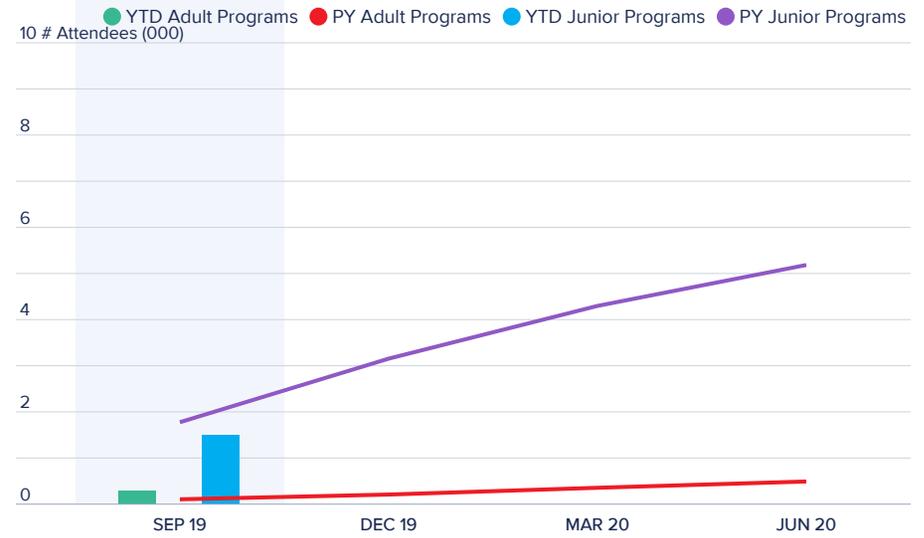
Programs YTD - Northern Mobile



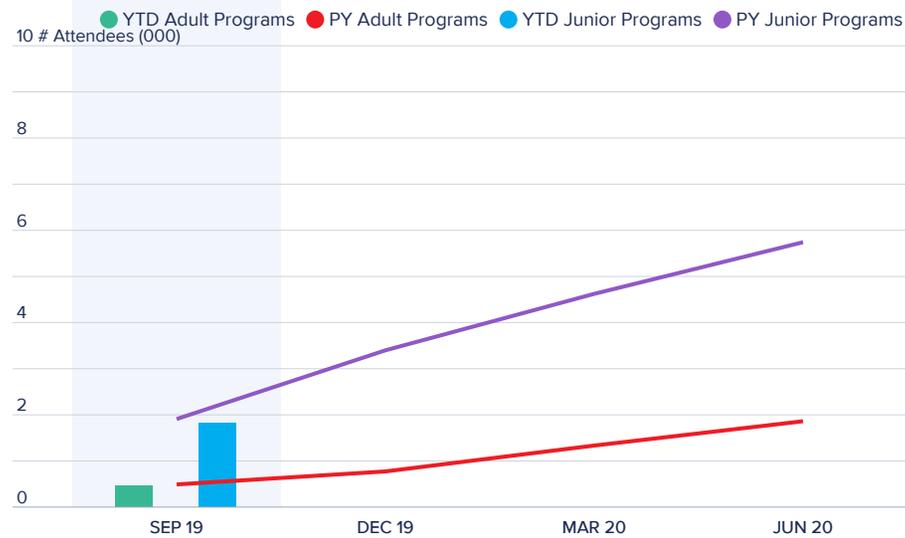
Programs YTD - Wonthaggi



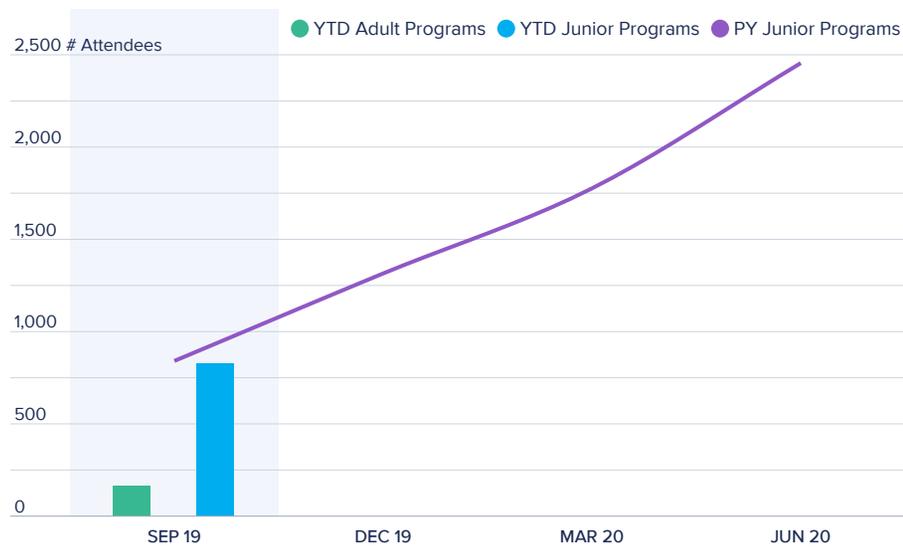
Programs YTD - Phillip Island



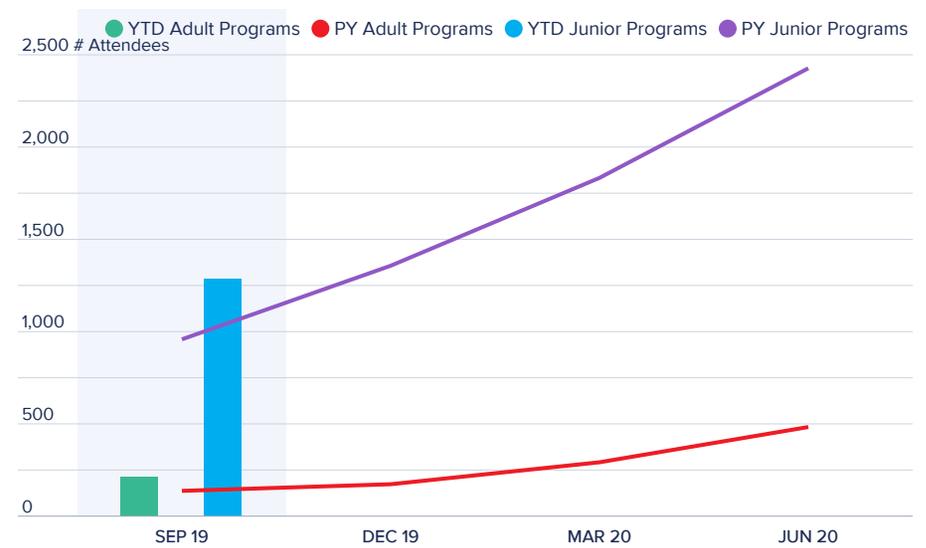
Programs YTD - Inverloch



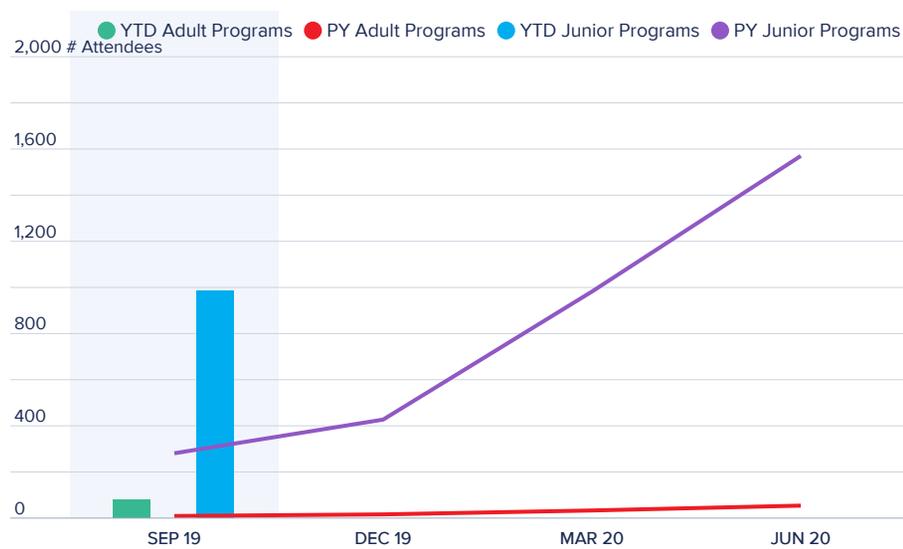
Programs YTD - Leongatha



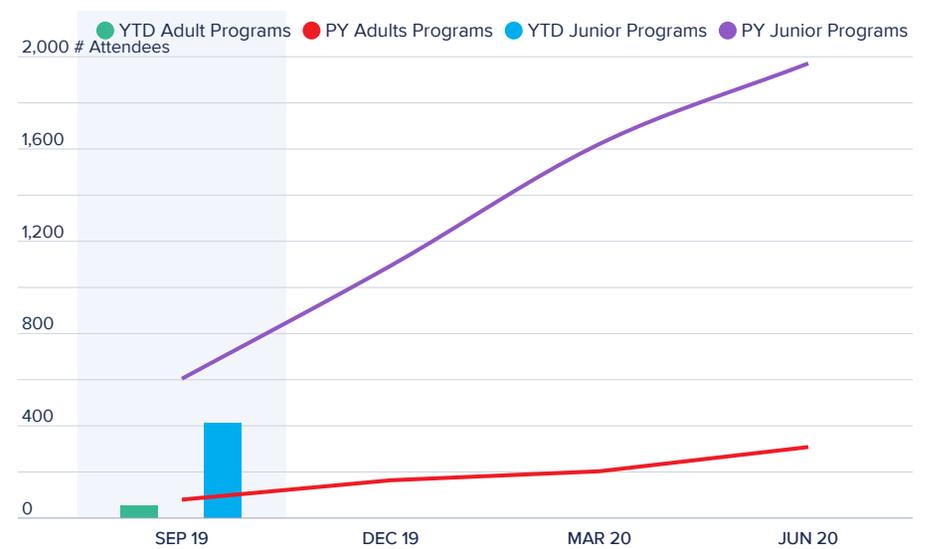
Programs YTD - Korumburra



Programs YTD - Foster



Programs YTD - Mirboo North



Programs YTD - Poowong



Visits and Loans YTD - Warragul



Visits and Loans YTD - Drouin



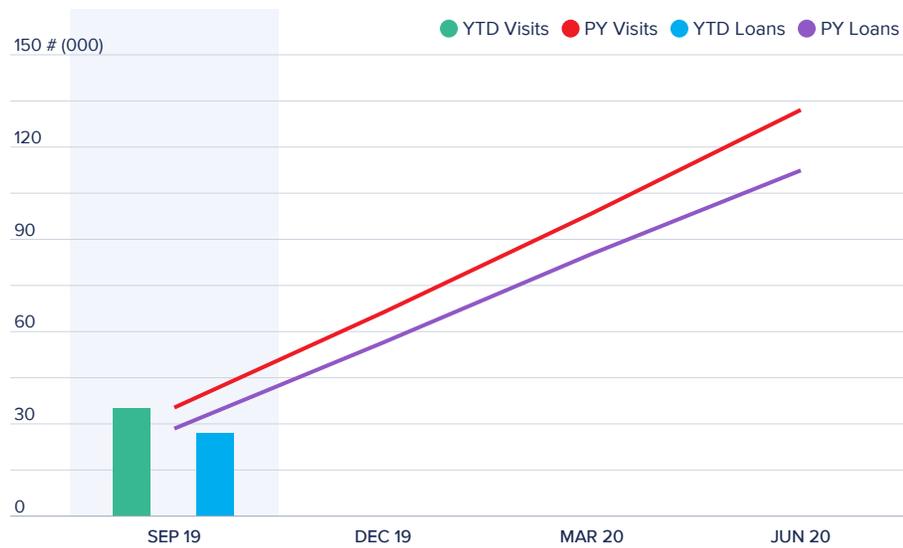
Visits and Loans YTD - Neerim South



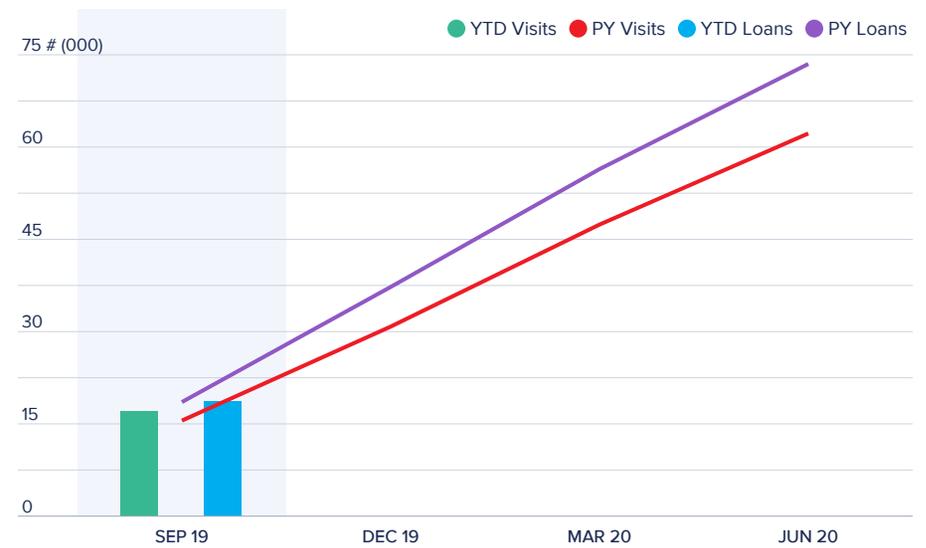
Visits and Loans YTD - Northern Mobile



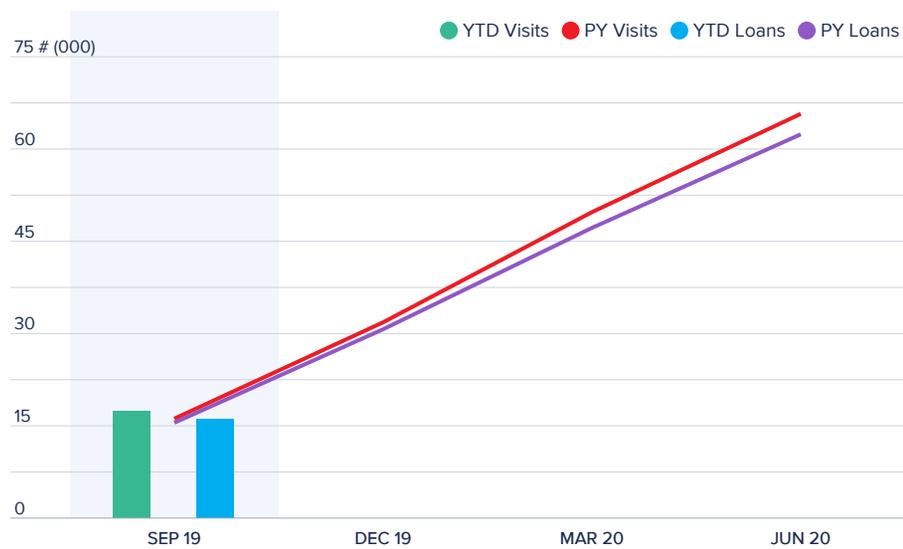
Visits and Loans - Wonthaggi



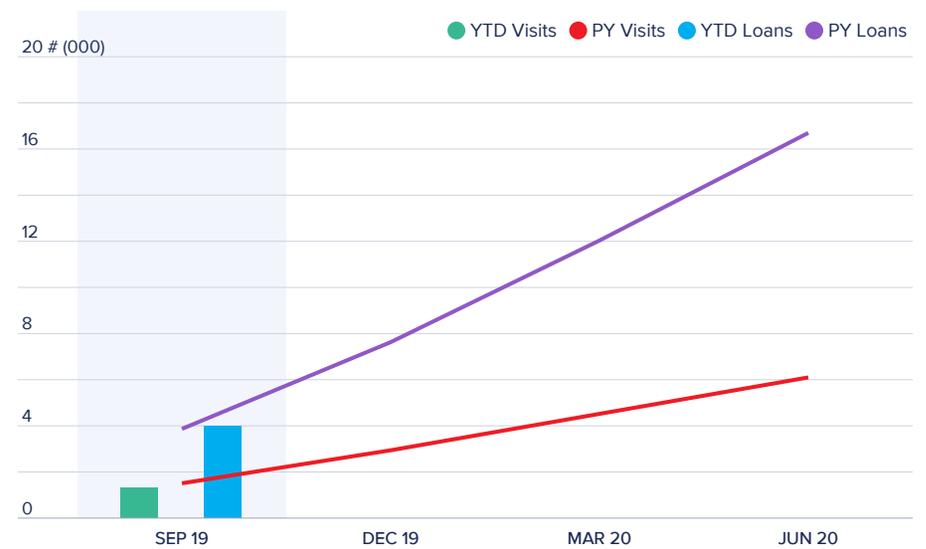
Visits and Loans YTD - Phillip Island



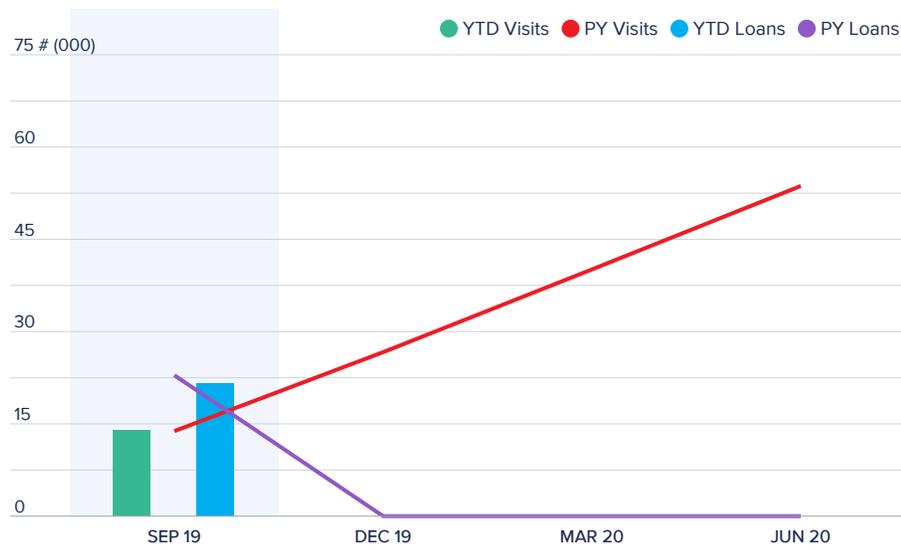
Visits and Loans YTD - Inverloch



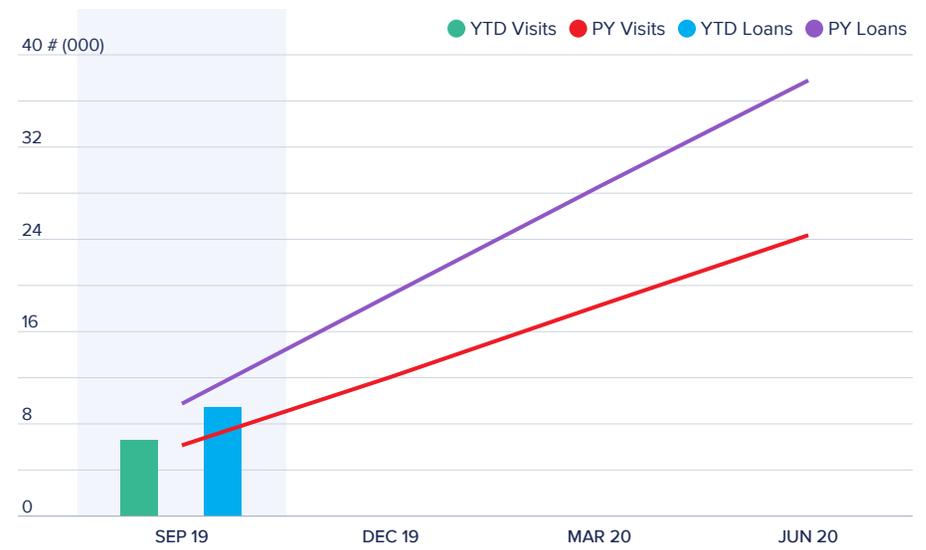
Visits and Loans YTD - South Coast Mobile (BC)



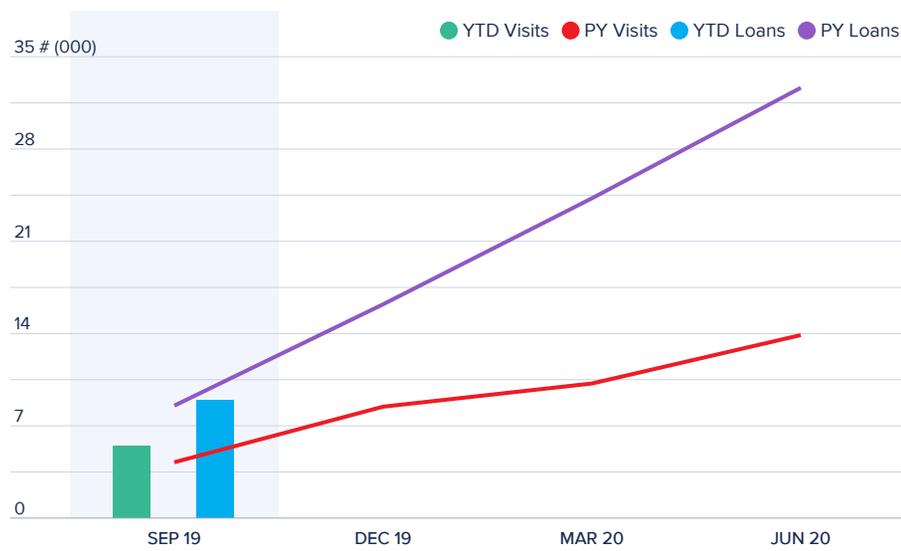
Visits and Loans YTD - Leongatha



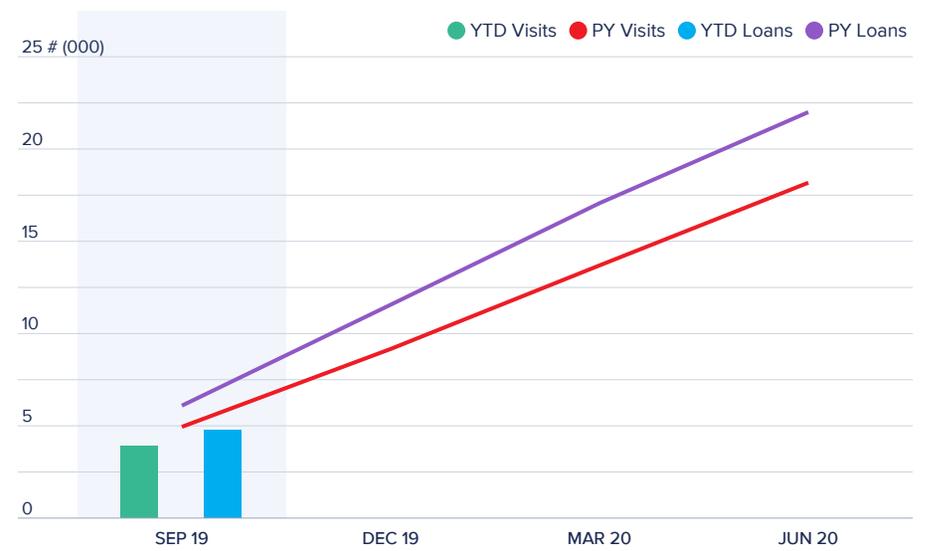
Visits and Loans YTD - Korumburra



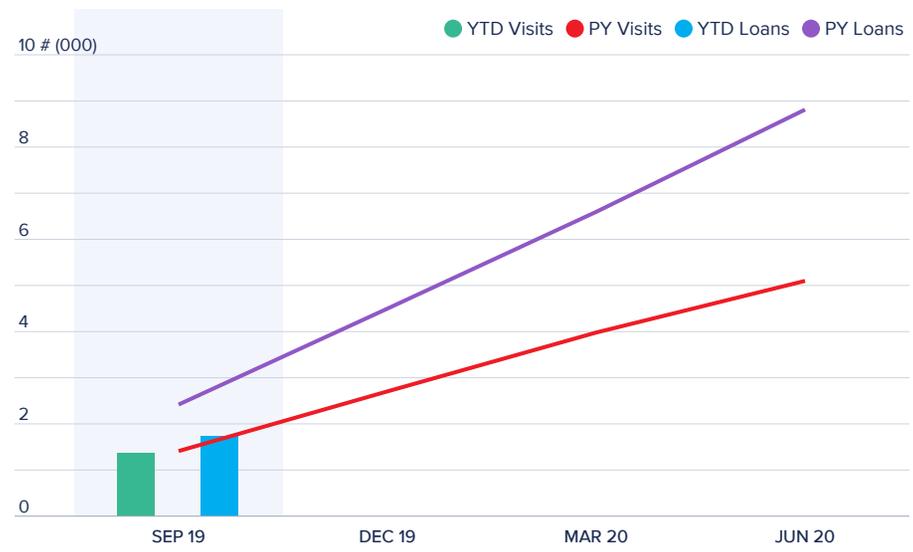
Visits and Loans YTD - Foster



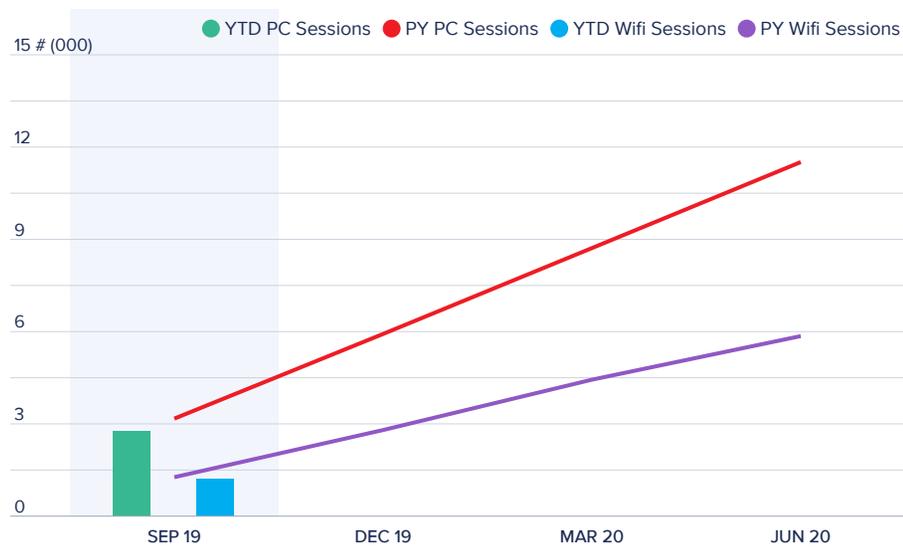
Visits and Loans YTD - Mirboo North



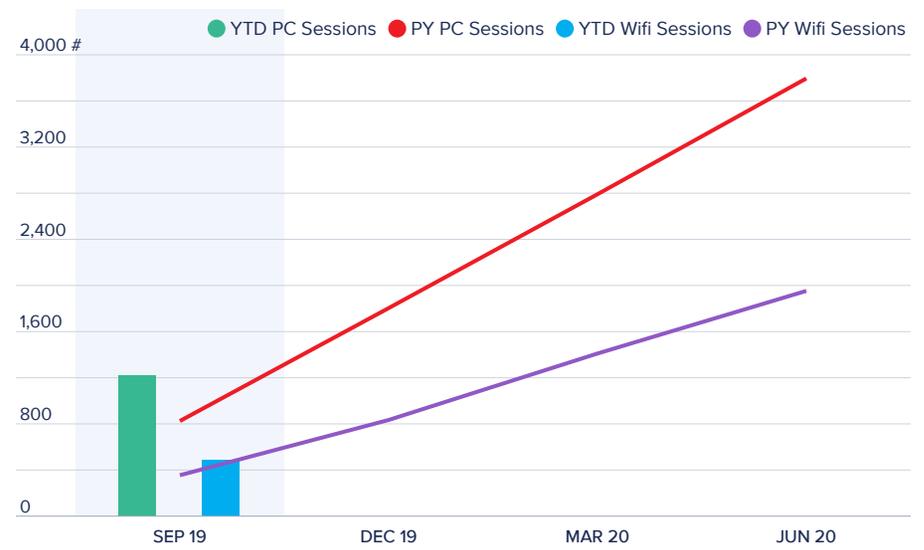
Visits and Loans YTD - Poowong



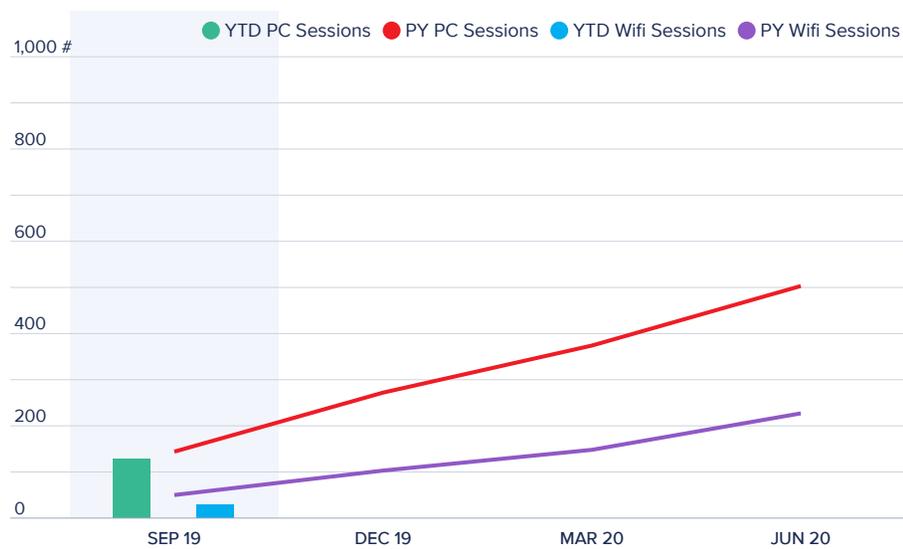
PC & Wifi YTD - Warragul



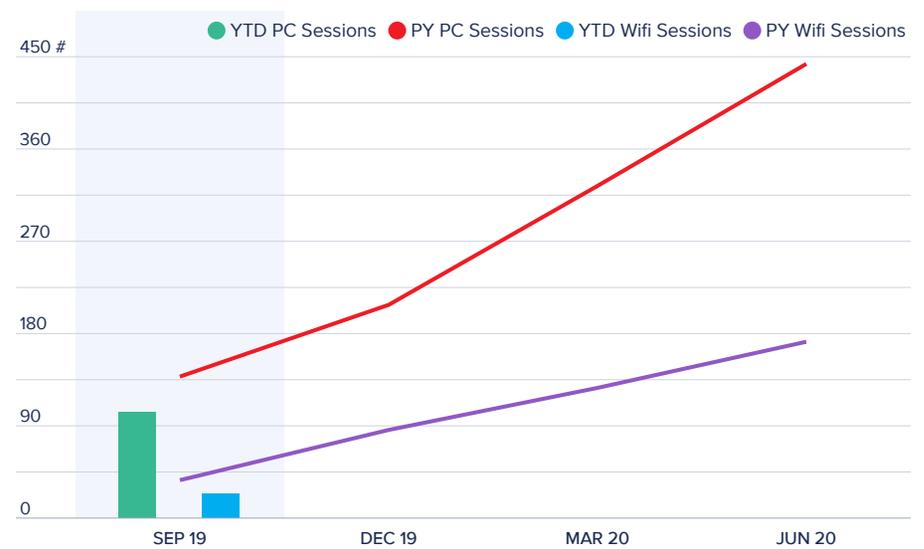
PS & Wifi YTD - Drouin



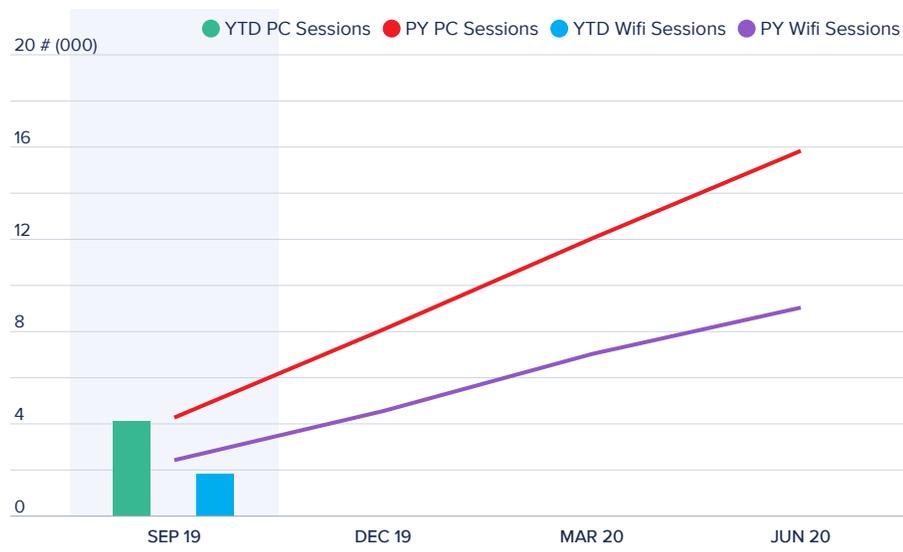
PC & Wifi YTD - Neerim South



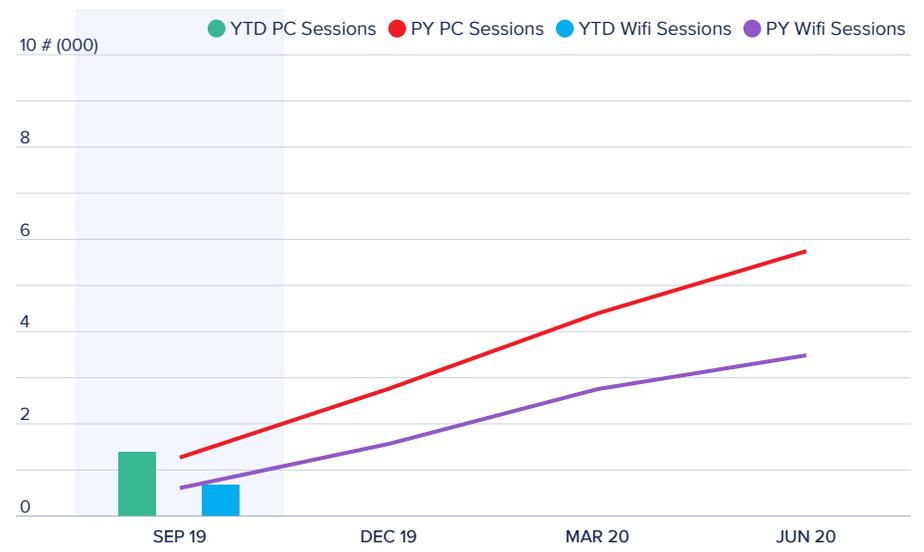
PC & Wifi YTD - Northern Mobile



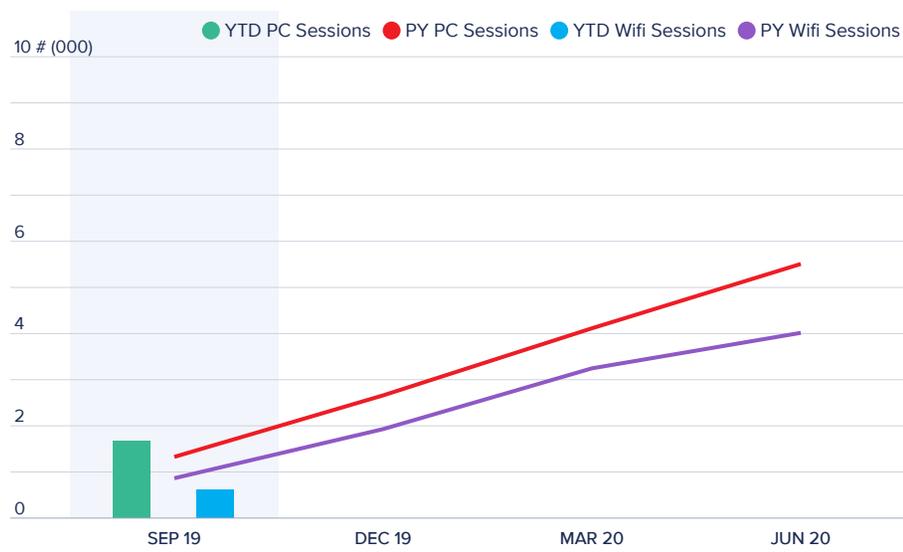
PC & Wifi YTD - Wonthaggi



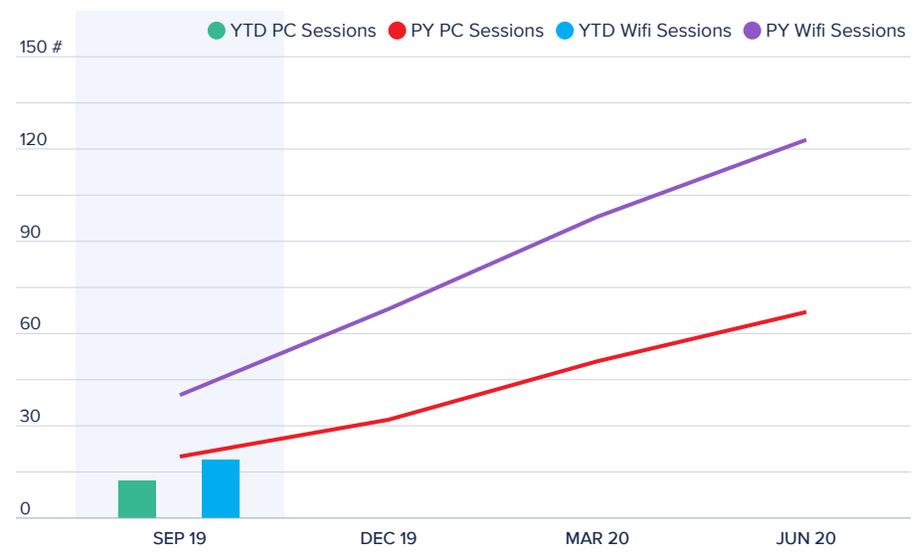
PC & WiFi YTD - Phillip Island



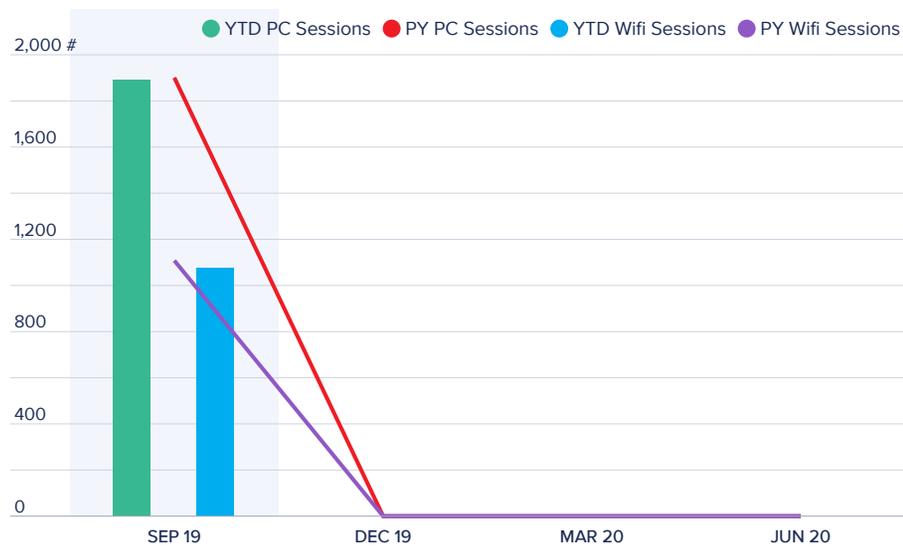
PC & Wifi YTD - Inverloch



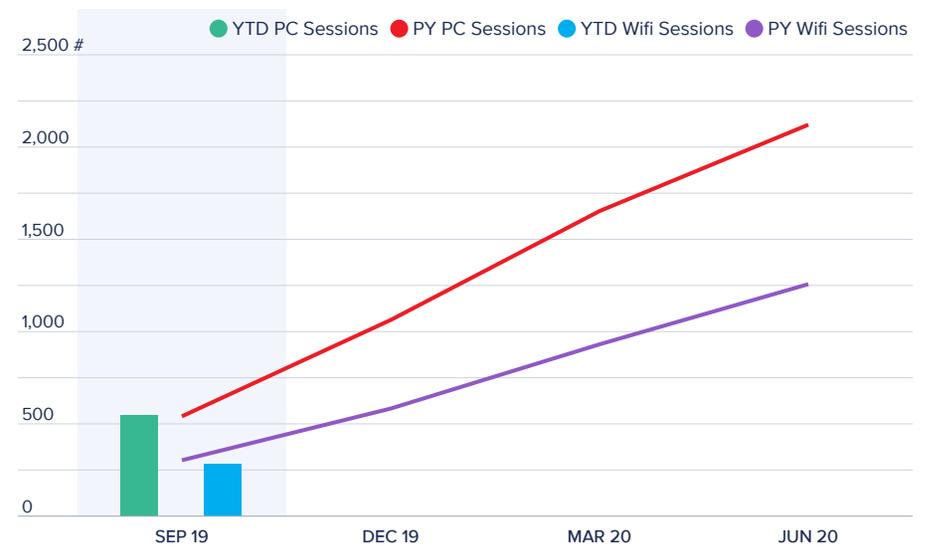
PC & Wifi YTD - South Coast Mobile (BC)



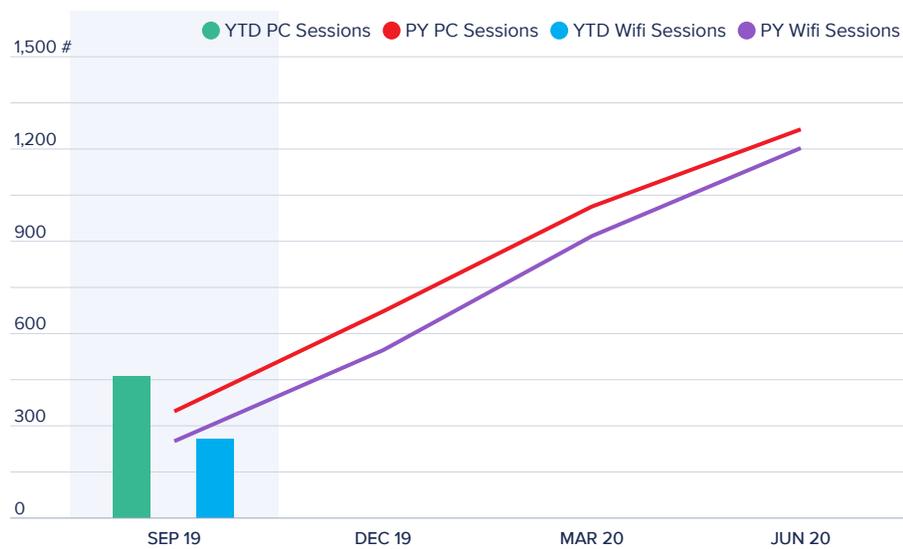
PC & Wifi YTD - Leongatha



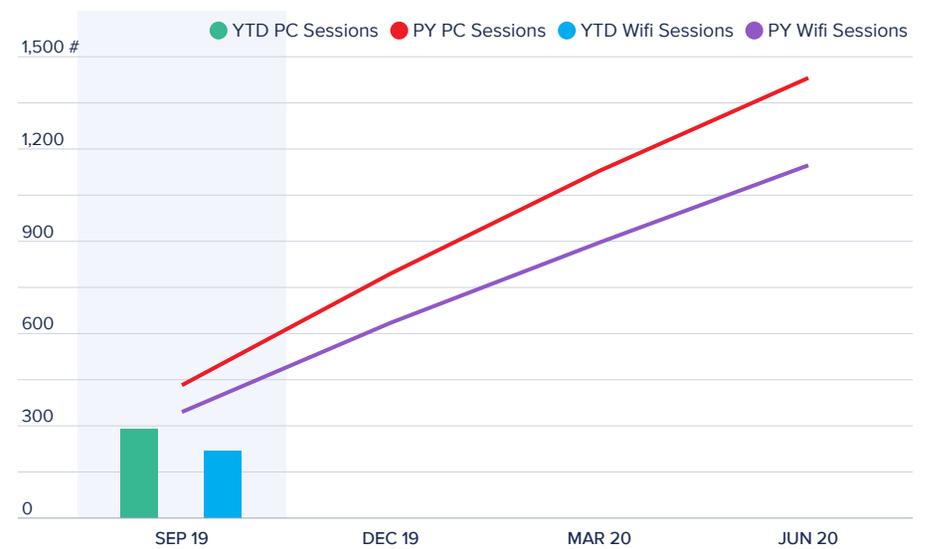
PC & Wifi YTD - Korumburra



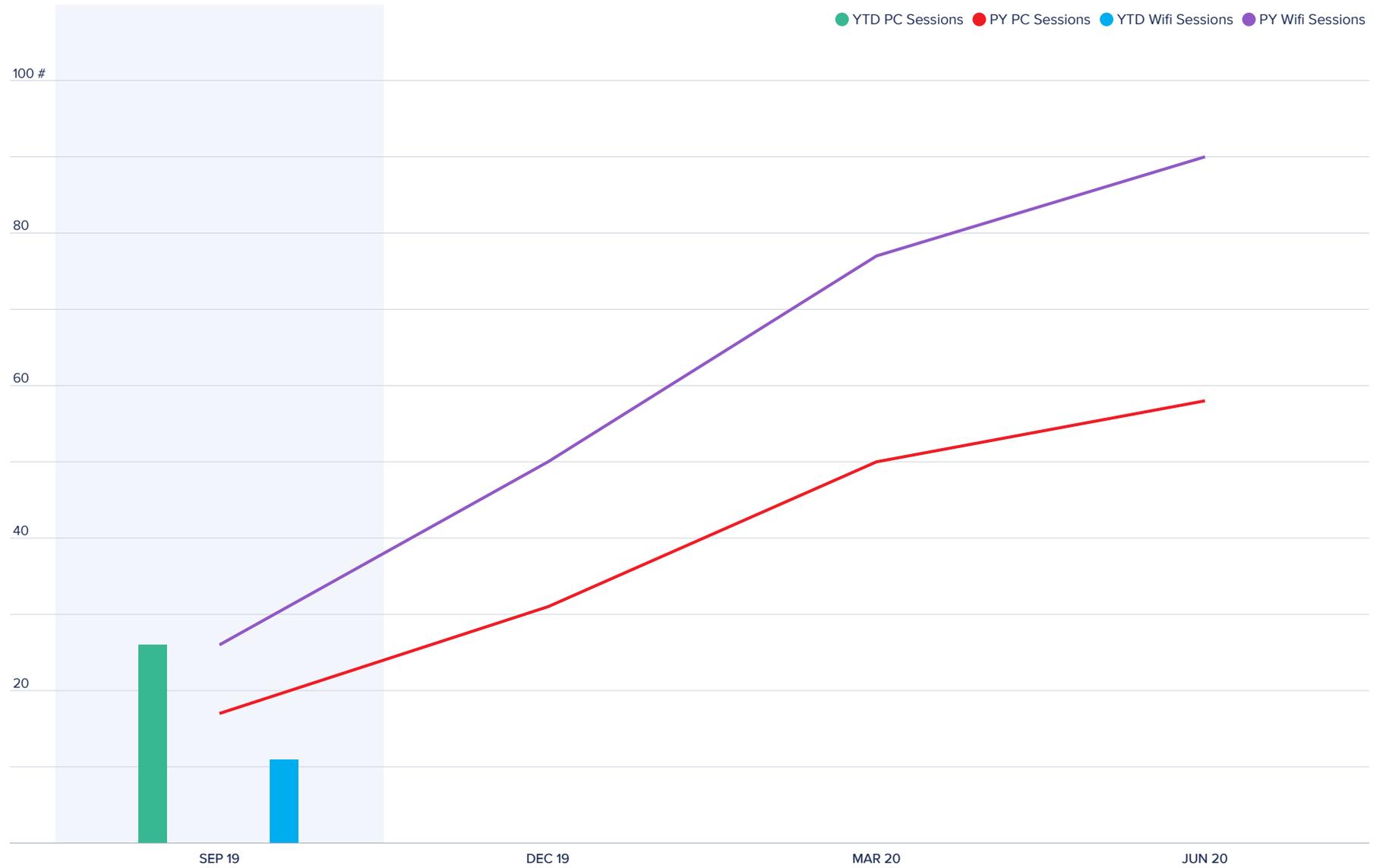
PC & Wifi YTD - Foster



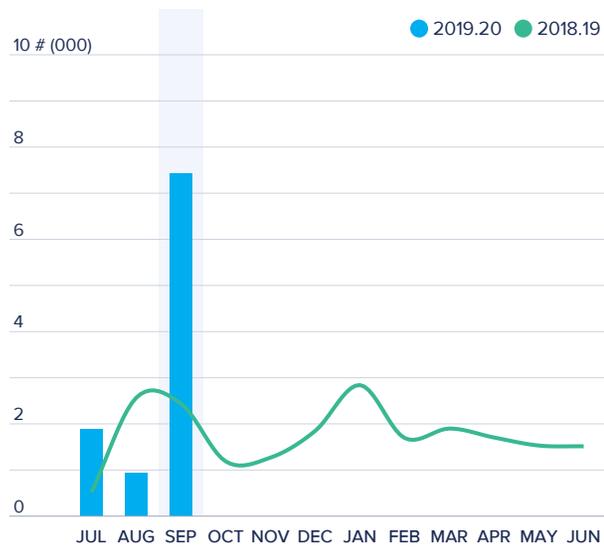
PC & Wifi YTD - Mirboo North



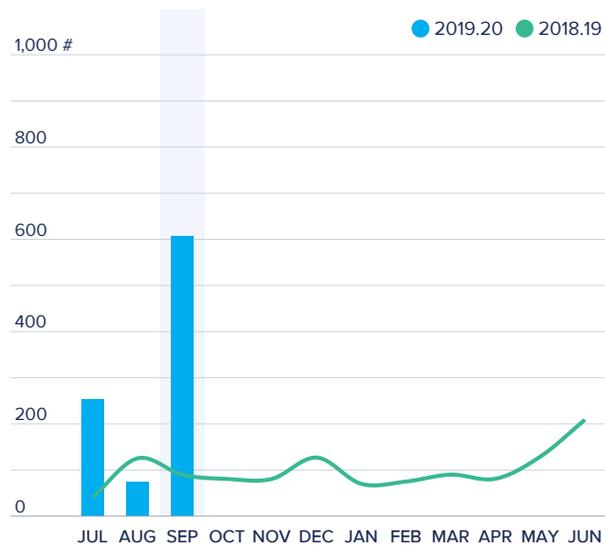
PC & Wifi YTD - Poowong



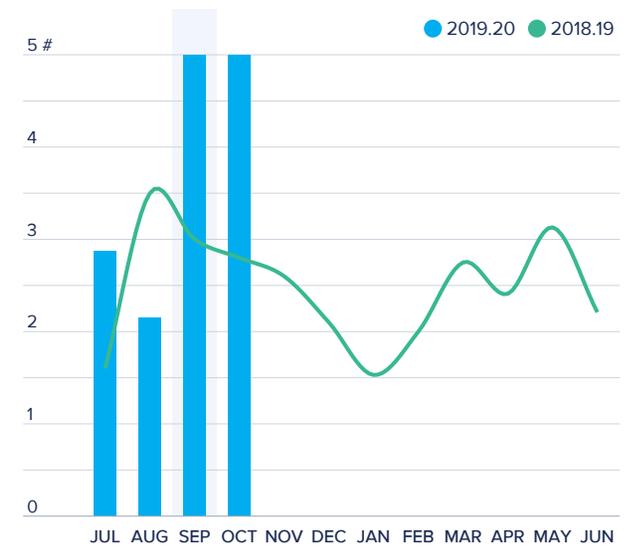
Average Daily Reach



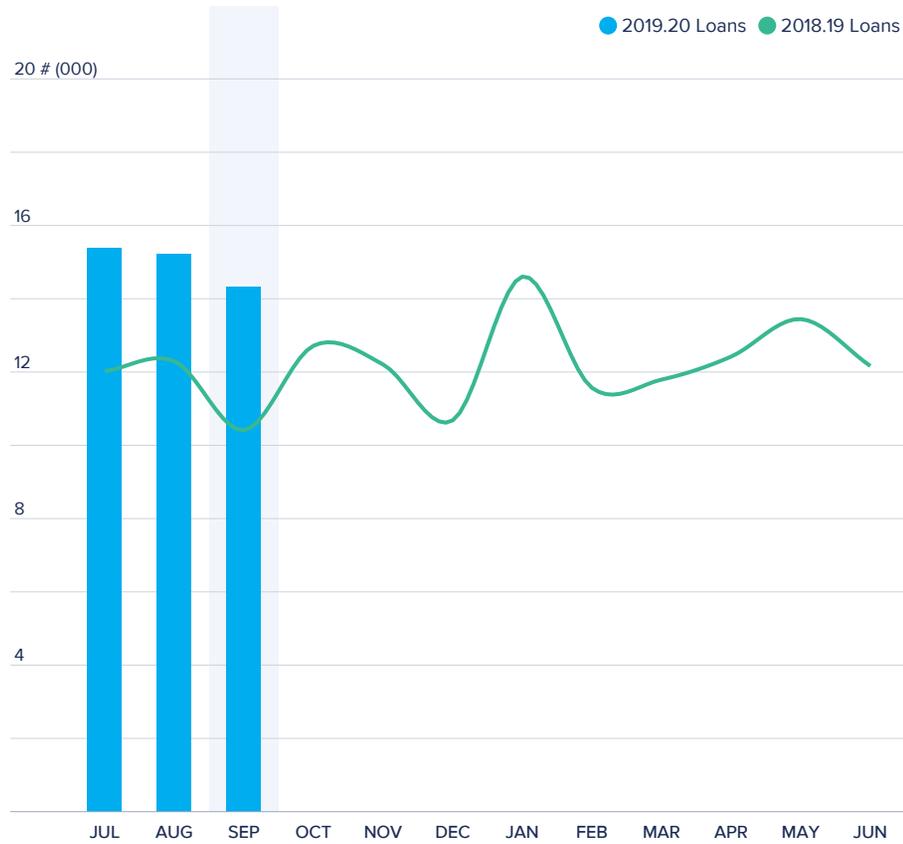
Average Daily Engagement



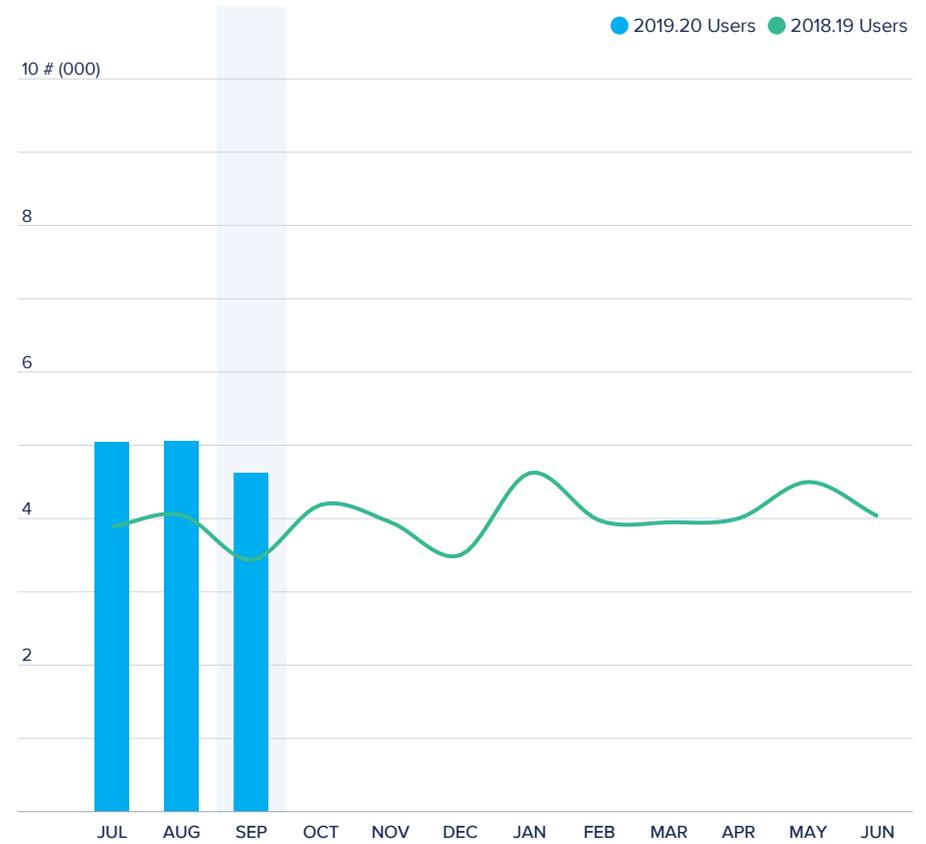
Average Daily New Likes



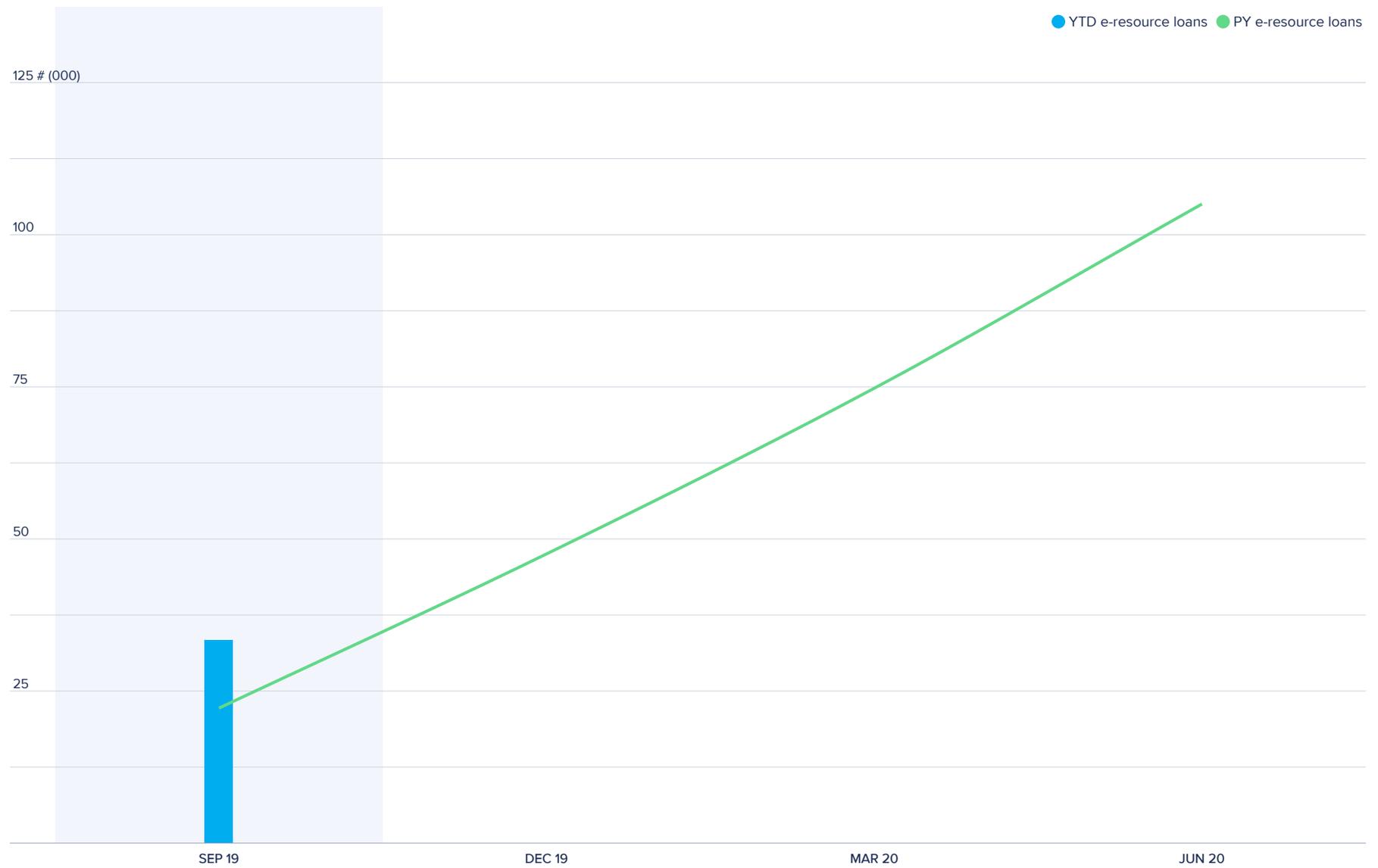
Self Checkout Loans



Self Checkout Users



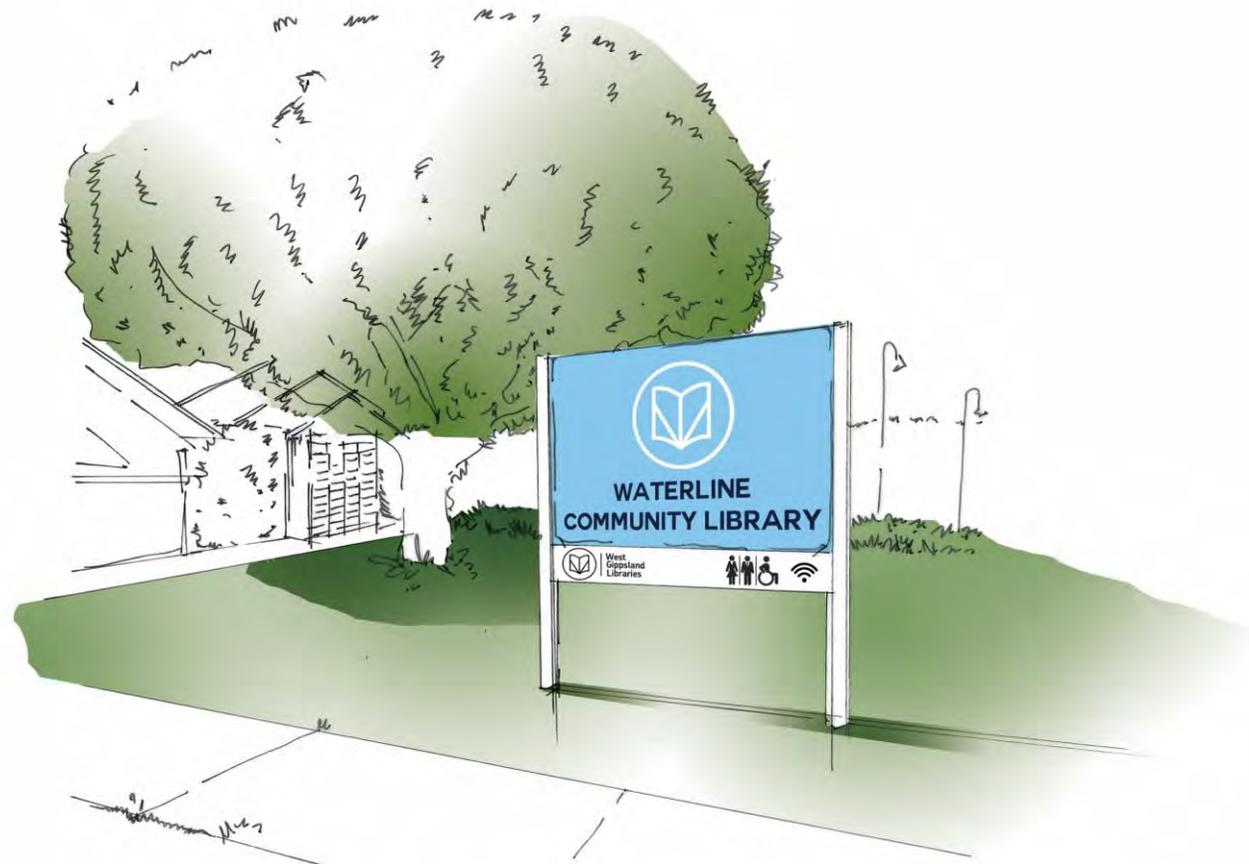
E-resource loans (region)





West
Gippsland
Libraries

Waterline Community Library Concept August 2019





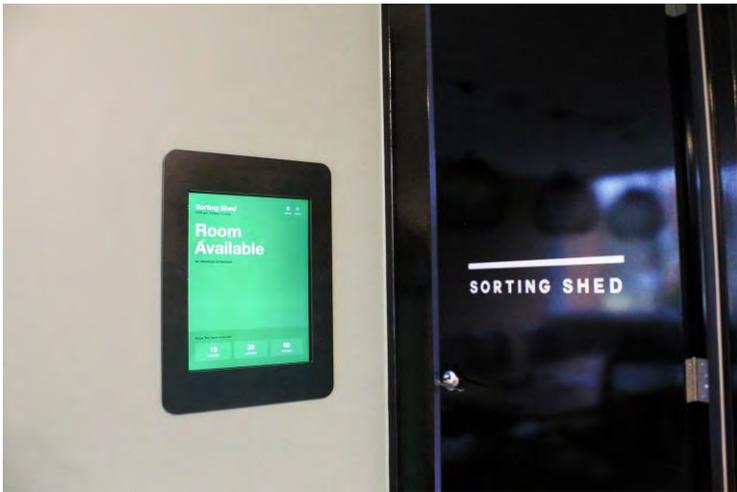
Writeable Glassboards



Wireless Talking Books



A weekly visiting Librarian to personally assist you.



Bookable Meeting Space



Social Interaction



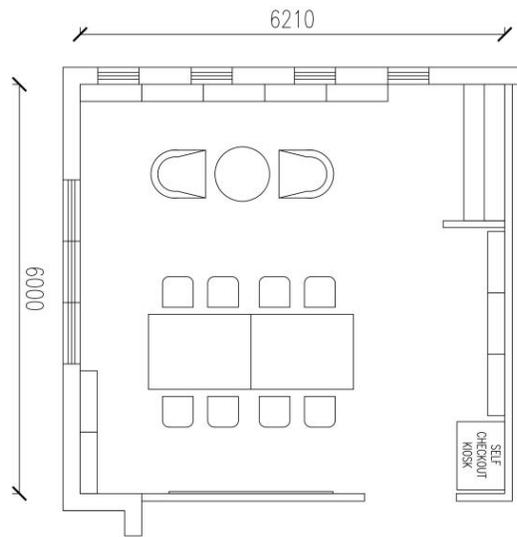
Public Use Desk top PC



A selection of magazines and newspapers available for all patrons.



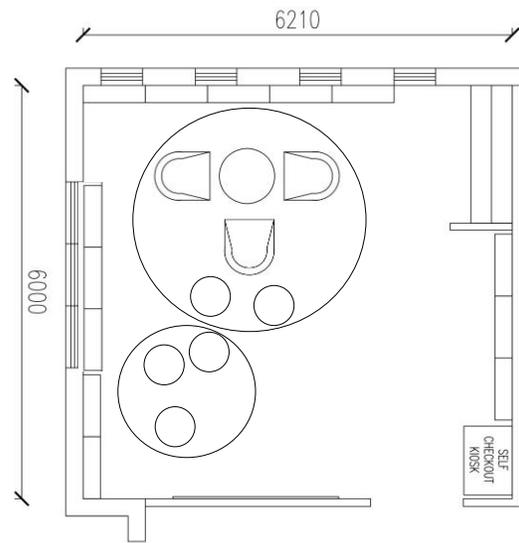
Free WiFi Access for patrons.



Sk01 Floor plan

Specifications for Sk01

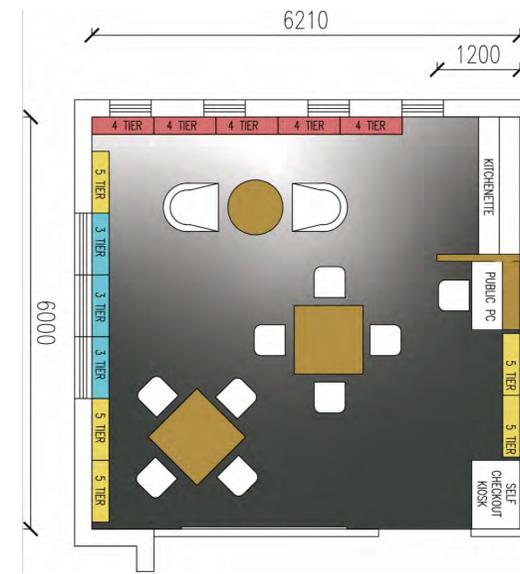
- 10 x bays 900mm w shelving ranging from 1200 x 1600mm h
 - Re paint walls and ceiling white
 - New charcoal carpet tiles
 - 2 x lounge/tub chairs with table for newspaper reading etc.
 - 8-10 p meeting tables, modular/flip/castors
 - Glassboard wall mounted
 - Self checkout location at bench height 900mm h
 - Reclad existing kitchen in white, include new OH cupboards with doors
 - Pinnable surface on decorative screen between kitchenette and shelving, And behind self checkout zone.
 - Light weight upholstered meeting chairs at meeting tables
- Total shelving capacity 40.5lm**



Sk02 Floor plan

Specifications for Sk01/02 without meeting tables

- 10 x bays 900mm w shelving ranging from 1200 x 1600mm h
 - Re paint walls and ceiling white
 - New charcoal carpet tiles
 - 3 x lounge/tub chairs with table for newspaper reading etc.
 - Glassboard wall mounted
 - Self checkout location at bench height 900mm h
 - Reclad existing kitchen in white, include new OH cupboards with doors
 - Pinnable surface on decorative screen between kitchenette and shelving, And behind self checkout zone.
 - Feature rugs and providing a children's zone
 - Against existing windows lower shelving for kids boos with planting on top to soften sharp edges And provide a green living element.
 - New over head track lighting to provide warmth and spotlighting to keys areas and designate zones.
- Total Shelving Capacity = 48.6lm**



Sk04 Floor plan

Specifications for Sk04

- 1 x self checkout kiosk with pinnable surface behind
 - 1 x permanent public PC to allow for community internet access/printing
 - 1 x Holds shelf located above public PC
 - 2 x Softer lounge chairs with café style table to reading newspapers /boardgames
 - 2 x 1000 x 1000 modular 4 p tables that can be joined to create larger meeting table
 - 8 x Fully Upholstered meeting chairs
 - Refurbish kitchenette
 - New Carpet
 - New Wall/ceiling paint
 - 3 Tier shelving capacity = 3 bays under side window = 8.1lm
 - 4 Tier Shelving capacity = 5 bays under higher windows = 18lm
 - 5 Tier Shelving Capacity = 5 Bays against walls = 22.5
- Total shelving capacity = 48.6 lineal meters in picture sketch plan.**



Enjoy the surroundings of the Library with access to services and personal assistance.



Retaining Community engagement



Comfy lounge chairs



New table for lounge zone



After hours book return chute available



Pinnable/Acoustic Surface

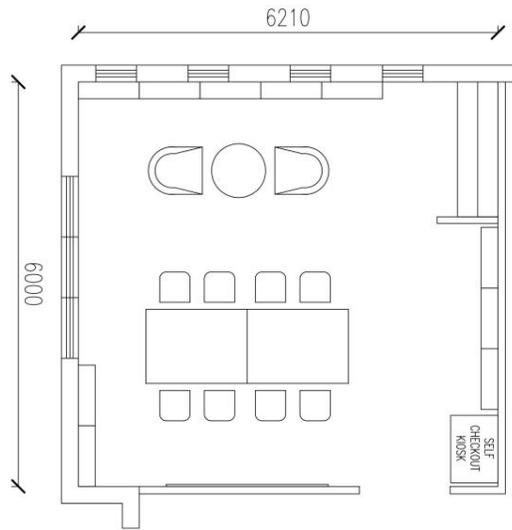


Side Chairs in library space – with/without castors

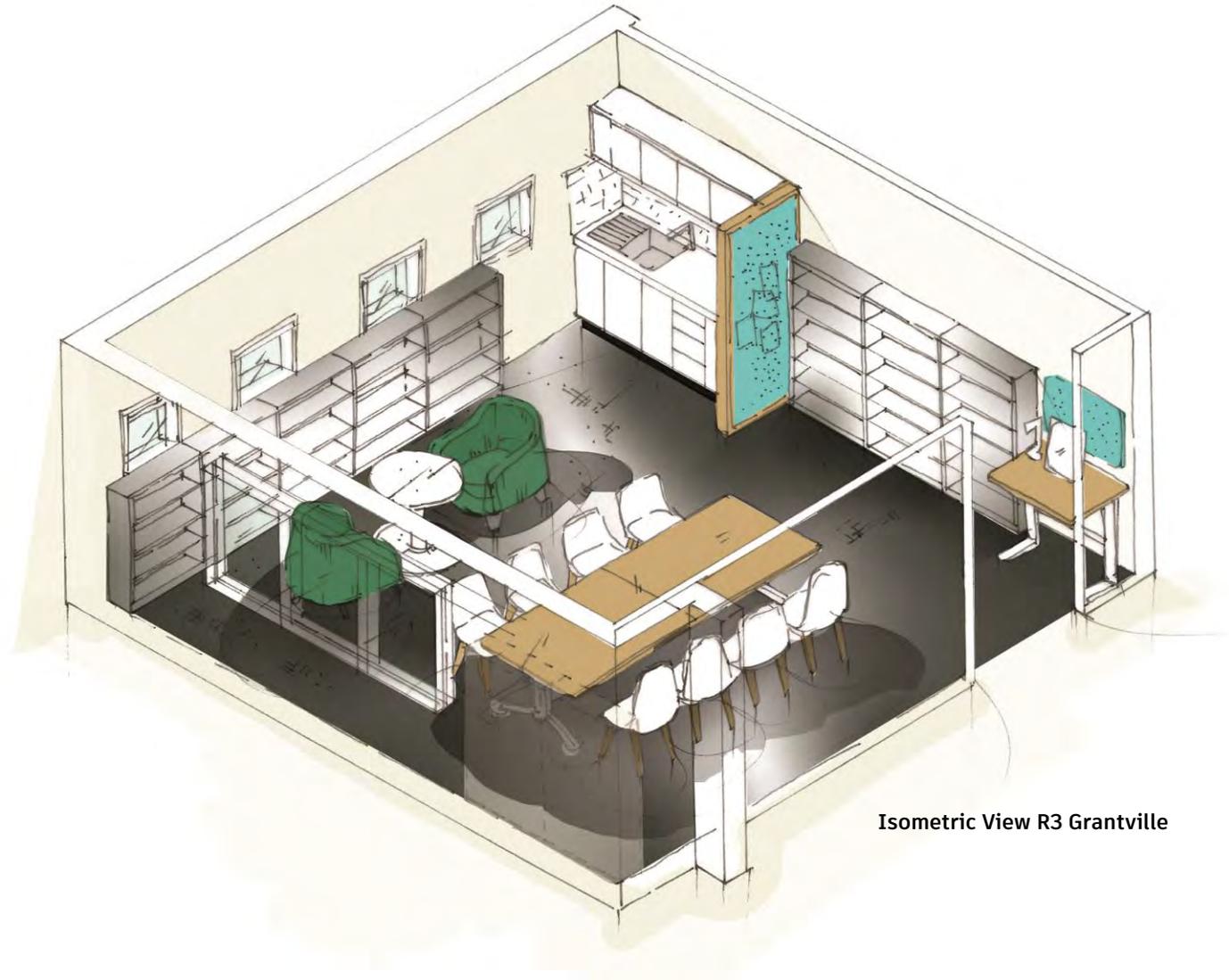


Flipable meeting tables on castors – super compact and mobile.

Waterline Community Library Concept August 2019 – Contemporary comfortable mobile furniture.



Sk01 Floor plan

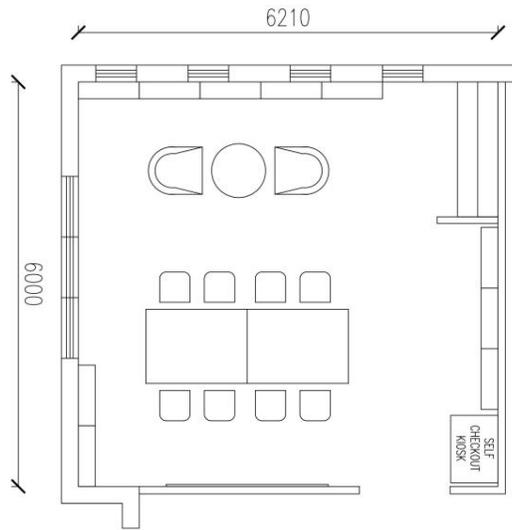


Isometric View R3 Grantville

Specifications for Sk01

- 10 x bays 900mm w shelving ranging from 1200 x 1600mm h
- Re paint walls and ceiling white
- New charcoal carpet tiles
- 2 x lounge/tub chairs with table for newspaper reading etc.
- 8-10 p meeting tables, modular/flip/castors
- Glassboard wall mounted
- Self checkout location at bench height 900mm h
- Reclad existing kitchen in white, include new OH cupboards with doors
- Pinnable surface on decorative screen between kitchenette and shelving, And behind self checkout zone.
- Light weight upholstered meeting chairs at meeting tables

Waterline Community Library Concept August 2019



Sk01 Floor plan

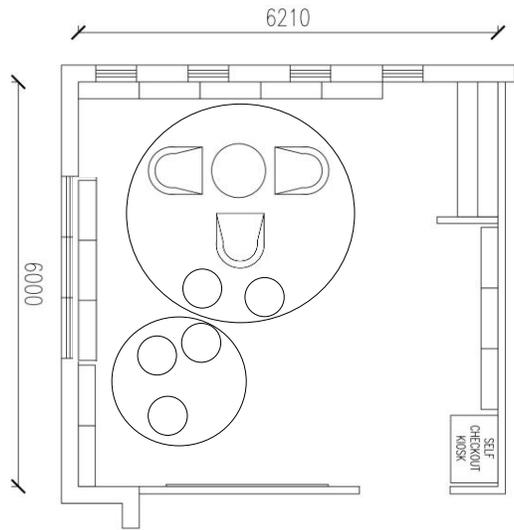


Perspective View 01 R3 Grantville

Specifications for Sk01/02

- 10 x bays 900mm w shelving ranging from 1200 x 1600mm h
- Re paint walls and ceiling white
- New charcoal carpet tiles
- 2 x lounge/tub chairs with table for newspaper reading etc.
- 8-10 p meeting tables, modular/flip/castors
- Glassboard wall mounted
- Self checkout location at bench height 900mm h
- Reclad existing kitchen in white, include new OH cupboards with doors
- Pinnable surface on decorative screen between kitchenette and shelving, And behind self checkout zone.
- Light weight upholstered meeting chairs at meeting tables
- New over head track lighting to provide warmth and spotlighting to keys areas and designate zones

Waterline Community Library Concept August 2019



Sk02 Floor plan

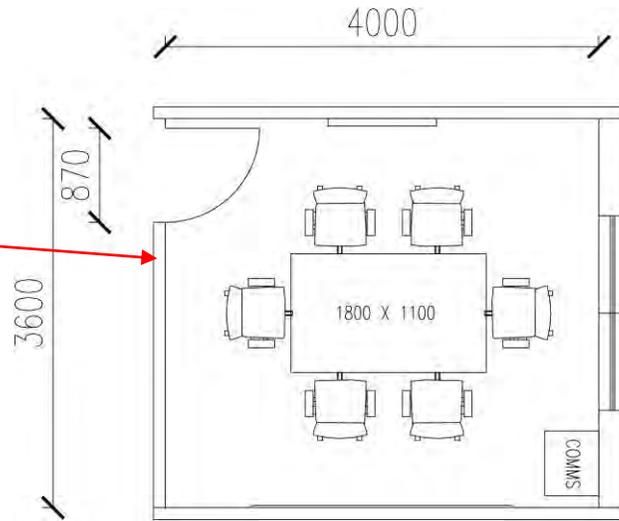


Perspective View 02 R3 Grantville

Specifications for Sk01/02 without meeting tables

- 10 x bays 900mm w shelving ranging from 1200 x 1600mm h
- Re paint walls and ceiling white
- New charcoal carpet tiles
- 3 x lounge/tub chairs with table for newspaper reading etc.
- Glassboard wall mounted
- Self checkout location at bench height 900mm h
- Reclad existing kitchen in white, include new OH cupboards with doors
- Pinnable surface on decorative screen between kitchenette and shelving, And behind self checkout zone.
- Feature rugs and providing a children's zone
- Against existing windows lower shelving for kids boos with planting on top to soften sharp edges And provide a green living element.
- New over head track lighting to provide warmth and spotlighting to keys areas and designate zones.

Waterline Community Library Concept August 2019



Sk03 R12 Floor plan

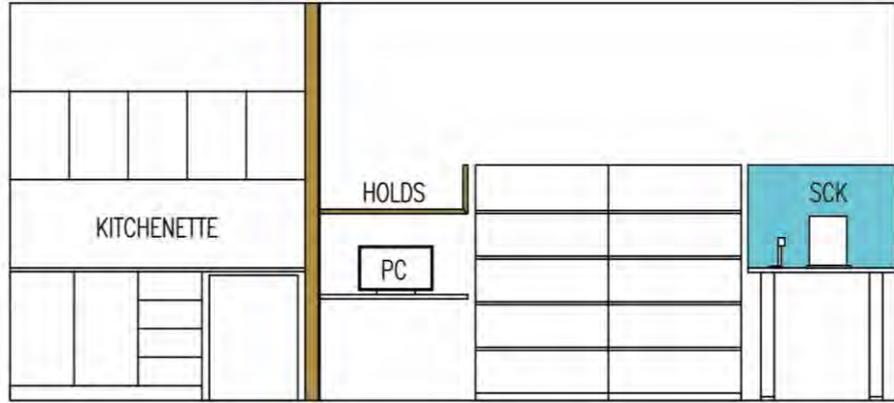


Perspective View 03 R12 Grantville

Specifications for R12 Meeting Room -

- At door of meeting room – Potential for wall mounted IPAD to book meeting room via online interface
- Reuse existing office and convert to a meeting room with 6p capacity
- 1 x 1800 x 1100 flip meeting table
- 1 x new beam pendant light
- 6 task chairs with arms and castors
- Retain existing wall mounted comms rack
- Glassboard
- (Left of drawing) Wall mounted smart TV
- New Charcoal carpet
- New white wall paint.

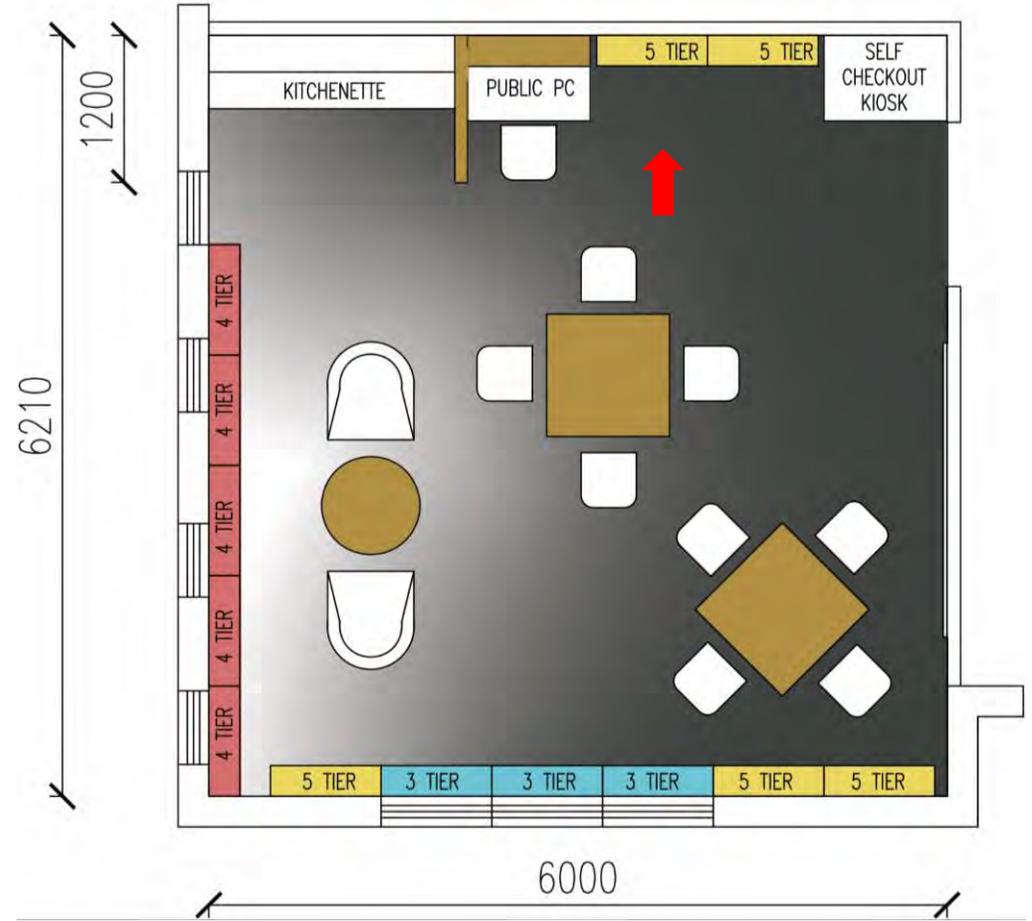
Waterline Community Library Concept August 2019



Sk04 Internal Elevation

Specifications for Sk04

- 1 x self checkout kiosk with pinnable surface behind
 - 1 x permanent public PC to allow for community internet access/printing
 - 1 x Holds shelf located above public PC
 - 2 x Softer lounge chairs with café style table to reading newspapers /boardgames
 - 2 x 1000 x 1000 modular 4 p tables that can be joined to create larger meeting table
 - 8 x Fully Upholstered meeting chairs
 - Refurbish kitchenette
 - New Carpet
 - New Wall/ceiling paint
 - 3 Tier shelving capacity = 3 bays under side window = 8.1m
 - 4 Tier Shelving capacity = 5 bays under higher windows (1500mm sil height) = 18lm
 - 5 Tier Shelving Capacity = 5 Bays against walls = 22.5
- Total shelving capacity = 48.6 lineal meters in picture sketch plan. Based on 900mm wide bays.**



Sk04 Floor plan

The background is a light gray architectural sketch. It features various lines and shapes, including what appears to be a building's structural frame, a person's silhouette, and some abstract forms. The sketch is rendered in a fine, dark gray line weight.

GRANTVILLE

Waterline Community Library



HOW WE ENGAGED

2 community group meetings

3 drop in sessions

Over 50 visits from people interested

16 hours on site across 5 days

Newspaper ads

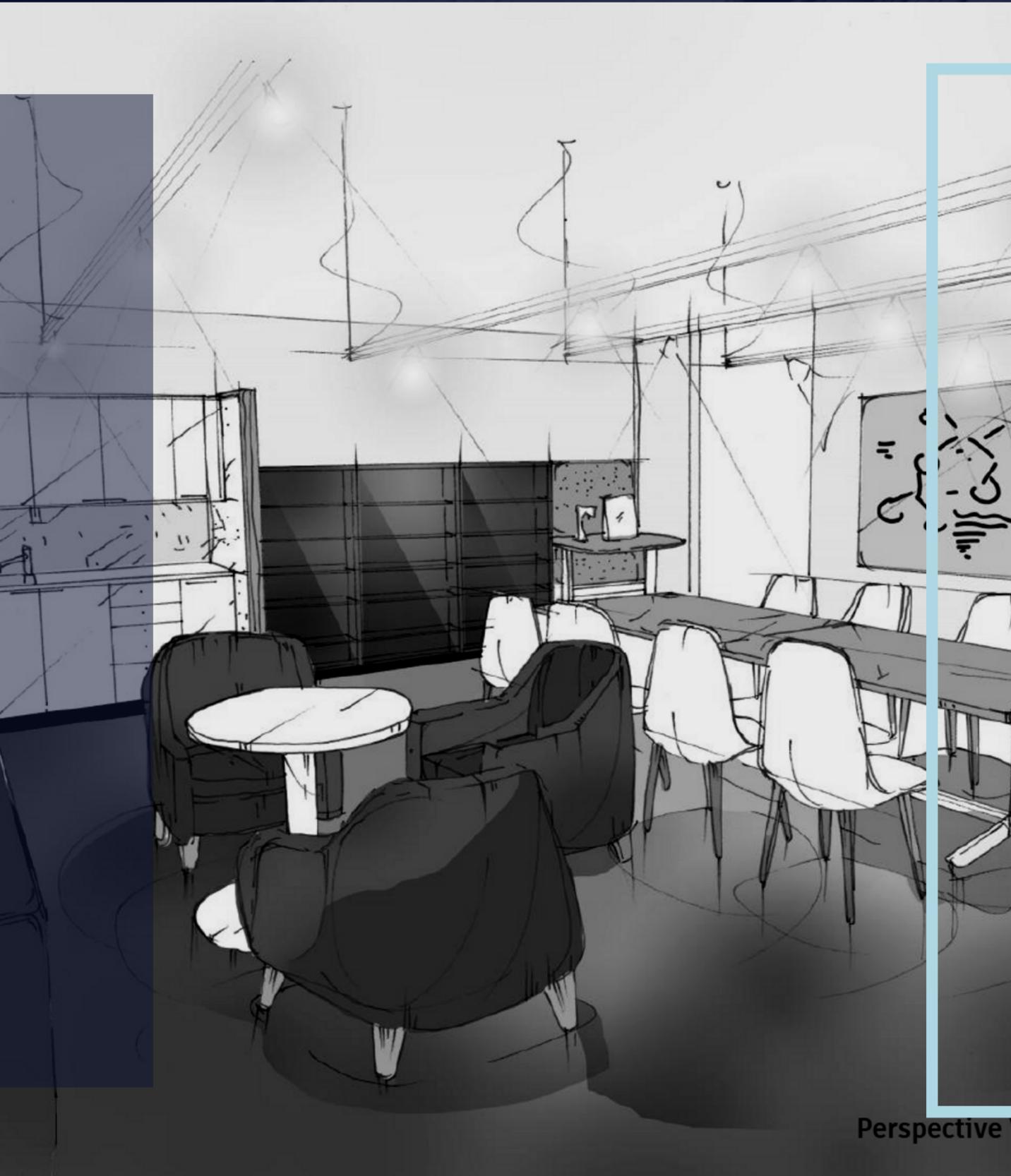
Social media post

Flyers and posters distributed and displayed.

Attendees from Coronet Bay, Corinella, The

Gurdies and Grantville





Perspective V

WHAT PEOPLE SAID

Need to prioritise the Waterline Community
200 sqm library is what we deserve

Road map of how to achieve a bigger library
and community hub is required

Transport is important and needs to better
service the Waterline Area

Promoting the library and programs needs to
be more than online

Almost half of the population in the area
aren't online

Should the wall to better connect the foyer
and enlarge the library space be removed?



Perspective V

WHAT PEOPLE SAID

The collection is important

Measuring all the different ways it is used is essential

Programs are needed to bring people together

Free tea and coffee is a great way to attract people

Three visits from the librarian a week is preferred

How often will holds be delivered?

Signage is important

DVD collection would be great

“

I think this is just wonderful

Drop in session attendee

ways so be punctua
der if the
more,”
ay the table.”
She dried her eye
my,” she said, in
think you like
But I’m goi
me again
“My
Daddy
much

GOOD WORK SE
38
that there was a keyhole
and looked through tha
inside.
So he bent down a
hole—and sure enou
a narrow one, of th
What he saw fi
that he let out a
believe his eyes.
“What is
forgetting to
ing? Let m
She drag
keyhole—
the ama
began t
shoute

WE ALL WANT THE SAME THING!

Vision

*Thriving library service where people can
connect*

This is the start of the journey

Overwhelmingly attendees supported the concept

We want to strive for more

Attendees connected with the future vision and
how we can grow the library

What does the road map look like

Attendees were keen to work together to develop
a road map to achieve a larger community library



WHAT NEXT - THE LIBRARY

Can the meeting room wall be removed?
Connectivity between meeting room and
main entrance/foyer

- New carpet
- Painting
- New furniture
- New signage with road frontage

Approval from Bass Coast Shire Council
Scheduling of works and purchasing of
furniture and collection



WHAT NEXT - TRANSPORT

Discussions Waterline Buslines and PTV
Opportunity for a circuit one morning a
week



WHAT NEXT - OPENING HOURS

Librarian to visit three times per week:

- Tuesday afternoon 3 pm to 6 pm
- Thursday morning 10 am to 1 pm
- Saturday morning 10 am to 12 noon

Library is accessible anytime the Grantville Transaction Centre is open for visiting and self-checkout.



WHAT NEXT - WORKING TOGETHER

Work with the community to gauge interest in a 'Friends of the Library' group
Develop program of events for the Waterline Area (already in progress)