



ANNUAL REPORT  
**2022-23**

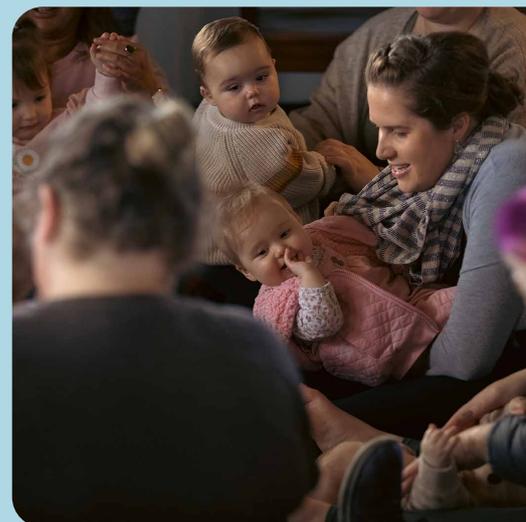
## ACKNOWLEDGMENT OF COUNTRY

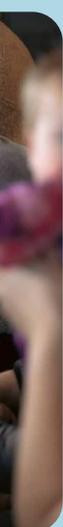
Australia is home to the oldest continuous culture in the entire world. The richness and diversity of Aboriginal and Torres Strait islander cultures is something to take pride in as a nation. We recognise that Aboriginal and Torres Strait Islander Peoples are these lands first story tellers and that there is so much more for us to learn from first nations cultures. Every day is an opportunity to educate ourselves on being more culturally informed.

We acknowledge that Myli services are delivered across the lands of the Gunaikurnai, Bunurong and Wurundjeri people. We pay our respects to Elders past, present, and future.

## OUR COMMITMENT TO CHILD SAFETY

Myli - My Community Library is committed to the safety and wellbeing of all children and young people.





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# BOARD CHAIR'S MESSAGE



Cr Annemarie McCabe  
**Board Chairperson**

As we reflect on the achievements of the past year, we acknowledge the journey and celebrate the accomplishments that define our shared commitment to our community's growth and well-being. Here are some of the key moments from 2022-23:

In July 2022, we officially commenced operations as Myli - My Community Library Ltd (Myli). This marked a pivotal moment in our history, representing our commitment to community-driven library services. Operating as a not-for-profit company and charity, ensures the long-term sustainability of our libraries. This new structure opens doors to innovative funding strategies and a more agile approach to addressing the evolving needs of our communities. Myli isn't just a name; it's a symbol of adaptability and inclusivity, reflecting our dedication to serving the diverse requirements of our community.

In November 2022, during our inaugural Annual General Meeting, we welcomed three new Independent Directors to the Myli Board: Simon Waller, Monika Winston, and Liam Brobst. We are thrilled to have them on board, as they bring a wealth of diverse experience and skills that will play a vital role in supporting the continuous development of our organisation's future strategy. Their expertise supports our growth plans, enabling us to provide more resources to our communities. These resources, in turn, empower us to deliver high-quality services and programs to our communities, furthering our mission and impact.

At the same meeting, we farewelled our outgoing Board members Jodi Kennedy, Allison Jones and Martin Hopley. We expressed our gratitude for their dedicated service during their time on the Board, especially during our transition from West Gippsland Libraries to Myli. Their support and hard work were invaluable as we embarked on our journey as a not-for-profit organisation.

In December 2022, we extended a warm welcome to the Cardinia Shire Council, and the Cardinia Shire community to Myli and welcomed Cr Jeff Springfield to our Board. This partnership is based on mutual respect and a shared commitment to community growth. Working hand in hand, we tailored our services to meet the specific needs of Cardinia Shire, ensuring that our libraries remain accessible and relevant. This partnership exemplified unity, demonstrating how libraries can transcend geographical boundaries and create a sense of belonging in diverse communities.

Throughout the year, Myli embarked on a series of transformative initiatives, each designed to enhance our services and broaden our impact. We collaborated closely with South Gippsland Shire Council on the construction of the new Korumburra Community Hub and Library, a project set to open its doors in October 2023. Simultaneously, we collaborated with Bass Coast Shire Council on the construction of the future Cowes Cultural and Community Centre and Library, also slated for a late 2023 opening.

We have collaborated with Baw Baw Shire Council on the detailed design of the Baw Baw Shire Council library and learning centre within the Culture and Connection Precinct, alongside the design of the new Trafalgar Library. The construction of two new libraries and detailed designs for two more within the same year stands as a significant achievement for Myli, showcasing substantial investments in our community that underline our commitment to expanding our reach and enhancing the quality of library services.

In addition, Myli significantly expanded its investment in library collections, particularly in Cardinia Shire Council, and across our organisation as a whole. The increased investment reflects our dedication to providing diverse and enriching resources that cater to the varied interests and needs of our communities.

Recognising the importance of our physical spaces, we invested in the Leongatha Library, enhancing its ambiance and functionality with new furniture. This revitalisation effort aims to create a welcoming environment where our community can gather, learn, and grow together.

**“TOGETHER WE ARE SHAPING A FUTURE WHERE EVERY INDIVIDUAL HAS THE OPPORTUNITY TO THRIVE THROUGH THE TRANSFORMATIVE POWER OF LIBRARIES.”**

Furthermore, our commitment to delivering on the Library Plan actions have been unwavering. Through our collective efforts, we have been able to bring these plans to life, ensuring that our libraries continue to evolve as vibrant centres of learning, exploration, and community engagement.

As we navigate the challenges and opportunities of the coming year, I am confident that our shared vision and commitment will continue to guide us toward even greater achievements. Myli is not merely a library; it is a hub of knowledge, a source of inspiration, and a testament to the power of community. I extend my heartfelt gratitude to everyone for your support, dedication, and passion. Together, we are shaping a future where every individual has the opportunity to thrive through the transformative power of libraries.

On behalf of the Board, I would like to thank our CEO, Leanne Williams, and the whole Myli team for their outstanding efforts and dedication during the year and thank the community for their continued support.

We are excited about the future of Myli and we are looking forward to 2023-24.

# CEO'S MESSAGE

I am proud to present our achievements from the 2022-23 year, a period marked by significant growth, collaboration, and community impact. Together, we have achieved remarkable milestones that have strengthened Myli's foundation and deepened our connection with the communities we serve.

I want to extend my gratitude to our dedicated Board Chairperson, Cr Annemarie McCabe, our Board directors, and our exceptional Myli staff. Their support, innovative ideas, and efforts have been instrumental in shaping the year's successes. The guidance from our Board has been invaluable, inspiring us to reach new heights and fostering an environment of collaboration and excellence.

In the past year, we have welcomed the Cardinia Shire Council and community to Myli, fostering a sense of unity and shared purpose. Our team provided exceptional support during the transition of service working with Casey-Cardinia Libraries to ensure continuity of service for Cardinia members with minimal disruption.

The construction of two new libraries, the Korumburra Community Hub and Library and the Cowes Cultural and Community Centre and Library, stands as a testament to commitment of both Myli and South Gippsland and Bass Coast Shire Council's, in providing state-of-the-art facilities that cater to the diverse needs of our patrons.

We're also excited to be collaborating with Baw Baw Shire on the detailed design phase for two new libraries Warragul and Trafalgar.

Our vision, mission and values are embedded in everything we do. Our

membership and engaging with our communities have continued to be a focus during 2022-23 and our staff efforts can be seen in our results showing an 7% increase in our active library members. We've also seen an increase of new library members, welcoming more than 8,000 throughout the year. These results demonstrate all the hard work and commitment from staff to deliver a quality service that is highly valued and loved by the community.

We know patrons come to our libraries to borrow books, but they come for many more reasons as well. We are seeing more people visit our libraries for our programs. The number of patrons who participated in a library program in our libraries this year was 52,552 which is 55% more than last year. Our programs continue to be the fastest growing service other than e-resources, and amongst the top reasons why people come into our libraries.

As we celebrate these achievements, let us recognise the collective dedication that has made all of this possible. Myli's success reflects our shared vision, hard work, and the spirit of community that defines us. Together, we are not just building libraries; we are building futures, empowering minds, and fostering a sense of belonging in our community.



Ms Leanne Williams  
**Chief Executive Officer**



**OUR VISION IS FOR  
CONNECTED, INCLUSIVE  
& RESILIENT COMMUNITIES  
THAT ARE SUPPORTED  
TO GROW AND THRIVE**

# SUPPORTING OUR COMMUNITIES IS OUR MISSION. WE HELP PEOPLE:



## Connect

We are responsive and bring people together.



## Belong

We are inclusive and work with you.



## Learn

Our free resources allow minds to explore and create.



# OUR VALUES—



## Relationships

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

## Excellence

We will deliver excellence in everything we do.

## Bravery

We anticipate and bravely adapt with the changing needs of our communities.



# OUR BOARD

Myli - My Community Library Ltd. (Myli) is a not for profit and registered charity that formed as a company on 25 August 2021 and began trading on 1 July 2022.

The initial structure of the Board as outlined in the Company’s Constitution comprised of six Directors, two Ordinary Member representatives from each Member Council at formation.

The Constitution provides for the appointment of up to three Independent Directors. During the year the Board undertook a recruitment process in accordance with Myli’s Board Recruitment Policy and appointed three Independent Directors on the 4th November 2022.

On 1 December 2022, Cardinia Shire Council joined Myli as a member of the company. The Constitution provided for changes to the Board composition should Myli grow and have four or more company members, being that each Ordinary Member may appoint one Director (instead of two). The Formation Member Councils agreed that the Councillor Board Directors would remain on the Board and consequently Directors Kennedy, Hopley and Jones resigned from the Board.

The Board’s responsibilities include developing and monitoring the execution of Myli’s strategic priorities, driving growth, providing strong governance and leadership and providing oversight of service delivery to ensure it meets the needs of the Myli communities.

The Myli Board met on 9 occasions during 2022-23 at alternating locations across the region and online.



Cr Annemarie McCabe  
**Chairperson**  
**Baw Baw Shire**  
(Whole Year)



Cr Leticia Laing  
**Deputy Chairperson**  
**Bass Coast Shire**  
(Whole Year)



Cr Adrian Darakai  
**Ordinary Member**  
**Director**  
**South Gippsland Shire**  
(Whole Year)



Cr Jeff Springfield  
**Ordinary Member**  
**Director**  
**Cardinia Shire**  
(Appointed Nov 2022)



Mr Simon Waller  
**Independent Director**  
**& Treasurer**  
(Appointed Nov 2022)



Ms Monika Winston  
**Independent Director**  
(Appointed Nov 2022)



Mr Liam Brobst  
**Independent Director**  
(Appointed Nov 2022)



Ms Leanne Williams  
**Company Secretary**  
(Whole Year)



Mr Martin Hopley  
**Non-executive Director**  
**Baw Baw Shire**  
(Jul 2022-Dec 2022)



Ms Jodi Kennedy  
**Non-executive Director**  
**Bass Coast Shire**  
(Jul 2022-Dec 2022)



Ms Allison Jones  
**Non-executive Director**  
**South Gippsland Shire**  
(Jul 2022-Dec 2022)

# OUR PEOPLE

We employ a team of full time, part time and casual staff across four Shire regions and 18 locations.

In May 2023, the Myli Leadership team took part in a workshop to better understand and manage organisational risks. This workshop was part of a project with the Board to improve risk management and reporting. It was led by Peter Duffy from Battleground Group. This workshop was an important step in preparing Myli the future and can any challenges that come our way.

During 2022-23, Myli continued to focused on personal development to support our staff to improve their skills and knowledge. We arranged two staff days just for our employees. On these days, our team participated in various activities and group sessions that aimed to bring us closer together, encourage ongoing learning, and enhance our collective skills and knowledge.



Leanne Williams  
CEO



Bernadette Kennedy  
Deputy CEO



Lanie Muir  
Manager People & Culture  
(Appointed Dec 2022)



Cassandra Woodhouse  
Manager Collections  
(Appointed Jun 2023)



Michelle Nicholls  
Manager Library Services



Jenny Dunn  
Facilities Manager



Bec Noone  
Manager Marketing & Online Services



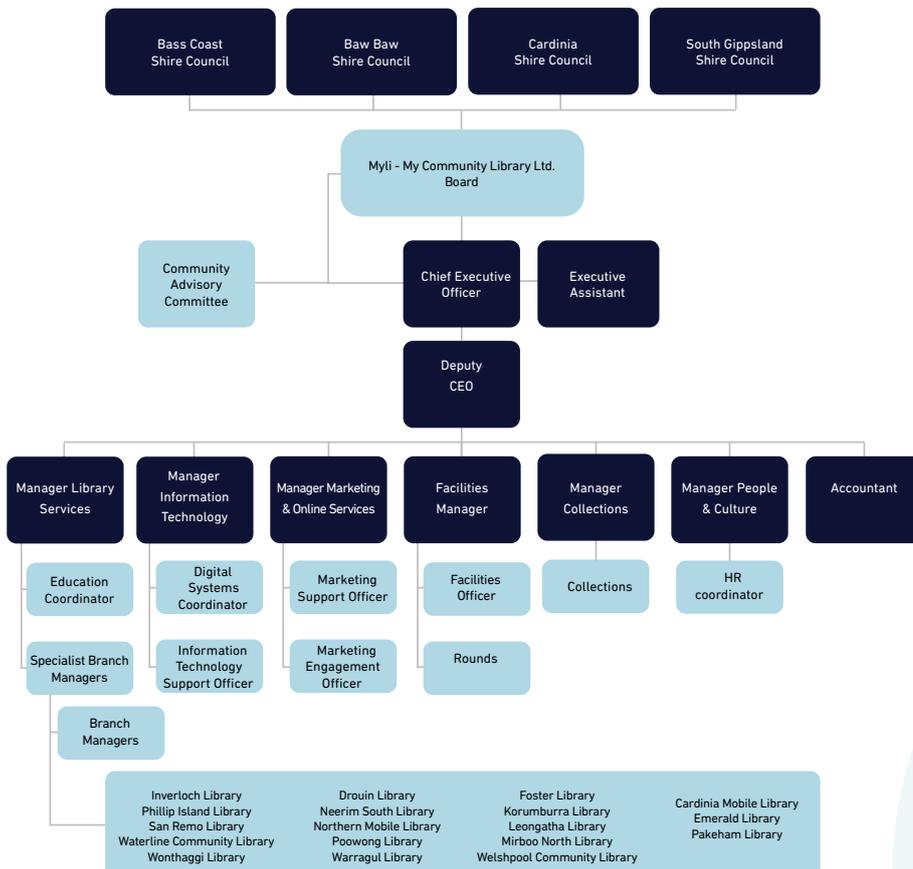
Jill Radford  
Accountant



Kathie Olden  
Manager Volunteers & Community Participation  
(Retired March 2023)



Don Athukorala  
Manager Information Technology  
(Resigned July 2023)



	2021-22	2022-23
<b>Full time equivalent</b>	39.50	60.00
<b>Full time</b>	13	26
<b>Part time</b>	45	72
<b>Casual</b>	13	20

# STAFF DEVELOPMENT DAY

April 2023

Each year our organisation joins together for a staff-wide development day. It is an opportunity to learn but also to come together and catch up with our colleagues who are spread out over 9000 km geographical area. It definitely is a highlight in our very busy year.

In April 2023, we welcomed our newest team members to Myli. The day commenced with a warm welcome from our Board Chair, Cr Annemarie McCabe and was followed by an interactive session led by Tanya Heaney-Voogt. Tanya masterfully explored the importance of organisational change and provided valuable insights into navigating this dynamic landscape. Her session prompted stimulating discussions and encouraged us to embrace change as a catalyst for growth and innovation.

Following a break, the team participated in a manual handling refresher training, facilitated by Jenny Dunn, Facilities Manager and Lanie Muir, Manager People and Culture. It was a valuable session that reinforced the importance of maintaining a safe and healthy work environment, ensuring the well-being of our team.

The day finished with a workshop led by Myli Independent Non-Executive Director, Liam Brobst. Liam guided us in exploring the meaning of innovation at Myli and provided a platform for every team member to share their creative plans and ideas. The workshop was a testament to our team's incredible talent and expertise, reaffirming our commitment to pushing boundaries and driving positive change.

Myli Staff Development Day provided an invaluable opportunity for personal and professional development, fostering a culture of collaboration, growth, and innovation within our organisation.



Above: Tanya Heaney-Voogt exploring organisational change with the Myli team.

Below: Cr Annemarie McCabe (Myli Board Chairperson) joining in at Myli Staff Day in April 2023.



Below: Manual Handling Occupational Health & Safety (OHS) refresher training at Staff Day in April 2023.

Below: (left to right) Liam Brobst (Myli Board Independent Director) exploring the meaning of innovation) with Carol, Michelle and Siobhan at Myli Staff Day in April 2023.





Above: Moira (Myli Literacy Librarian) sharing progress on her innovation project.

Below: Matt Runnalls reflecting on mental well-being and how we can supporting each other at Myli Staff Day in September 2023.

## September 2023

Our staff day in September 2023, was a special occasion where Myli team members gathered to learn and connect. The day kicked off with Moira Eveleens, our Literacy Librarian, sharing progress on her innovation project, inspiring us with her plans for a 'Pop-up Library'. Then, we had the privilege of hearing from Matt Runnalls, an expert on mental health. His talk took us on an emotional journey, making us both laugh and reflect deeply on mental well-being. We learned the importance of understanding and supporting each other during challenging times.

In the afternoon, Angela Savage (CEO, Public Libraries Victoria) and our Leadership team, including Leanne Williams, Bernadette Kennedy, and Cassie Woodhouse, shared valuable insights about the future of our industry. They highlighted the various learning opportunities available to all of us, encouraging continuous growth and development.



Below: Angela Savage (Public Libraries Victoria CEO) spoke to us about the future of libraries and opportunities on the horizon.

A significant part of our day was dedicated to appreciating our colleagues. We celebrated their years of service and recognised how they embody Myli's core values: relationships, excellence, and bravery. It was a heartwarming moment where we acknowledged the dedication and hard work of our team members.

This special day was not just about learning; it was an opportunity for us to strengthen our team bonds, share our experiences, and inspire each other. It reinforced our sense of unity and collaboration, motivating us to continue making a positive impact in the community we serve.



Below: (left to right) Leanne Williams (Myli CEO), Bernadette Kennedy (Myli Deputy CEO), Angela Savage (Public Libraries Victoria CEO), Cassandra Woodhouse (Myli Manager Collections) hosting a Q&A panel discussion at Staff Day in September 2023.



## EXCELLENCE, BRAVERY & RELATIONSHIP AWARDS

Congratulations to the recipients of our Values Awards for Excellence, Bravery and Relationships for 2023. These annual awards are awarded to team members who have consistently implemented and upheld our values during the year. This year the awards were given to Hannah Notman for Excellence (pictured right with Independent Board Director Liam Brobst and CEO Leanne Williams), Dan Rosen and Kelly West for Relationships (pictured below) and Jo Bowler for Bravery (pictured below right). Well done to our winners!



## THANK YOU

### Retirement – Kathie Olden Manager Volunteers & Community Participation

Kathie Olden, Manager of Volunteers and Community Participation at Myli, retired after an impressive 38 years of service in the library sector. Having joined Myli (formerly West Gippsland Libraries) in 2007, Kathie's career spanned various roles, from Library Officer to Branch Manager, Teen Programs Coordinator, and more. Myli's team expresses gratitude for Kathie's unwavering support, values, and dedication, acknowledging her as a genuine and caring individual. We celebrate Kathie's numerous accomplishments, from setting up new libraries to mentoring staff and handling unexpected challenges. Kathie's retirement marks the end of an era, leaving behind a legacy of inspiration and service to the library community.



# VOLUNTEERING & COMMUNITY PARTICIPATION

At Myli, we are committed to building a positive volunteer culture across our organisation. We work in partnership with our volunteers and our branch staff to achieve common goals. Volunteers work alongside our paid employees in complementary roles, and help us to extend our reach and support our communities. We support the 'National Standards for Volunteer Involvement'.

Volunteers can play an important role within our libraries and we aim to provide meaningful work and an inclusive, fair and welcoming experience. Our volunteer involvement includes:

- Full recruitment, induction and training
- A clear role description
- A Volunteer Agreement process
- Support and supervision
- Relationship building with our branch team
- Recognition and celebration of your volunteering journey with us!

Our passionate volunteers, selflessly contribute their time, energy, and expertise to extend our reach and support our communities. We would like to thank all our volunteers for their contribution throughout the year.



\* Number of Active CAC, Branch support and Home Library Service volunteers as of 30th June 2022.



Above: Home Library Volunteer Anne, with team member Shannyn at Warragul Library

Below: Click and Collect Volunteers at Toora Community Hall.



## VOLUNTEERS

Volunteers contribute with roles that support and enhance the work of our paid team members. This can be branch and program support, or through our Home Library Service. Our Home Library Service is currently active at:

- Pakenham Library
- Emerald Library
- Cardinia Mobile Library
- Warragul Library
- Drouin Library
- Foster Library
- San Remo / Phillip Island
- Inverloch
- Wonthaggi
- Mirboo North Library
- Korumburra Library - coming soon!

Our Home Library service supports our community members who may not be able to come into their library due to illness, injury, mobility and access issues, or they may be caring for someone else.

Volunteers often help with selecting materials as well as delivering them to people. They help people in our community maintain their relationship with us, and engage with them about their reading needs and desires. In 2022-23 our team of volunteers made 720 home deliveries across our communities.

# COMMUNITY ADVISORY COMMITTEE

Our Community Advisory Committee (CAC) provides an important link between our community, Myli and our Board. Our CAC provides us with valuable perspectives from our community and library users about library services. This helps us to collectively identify opportunities to make library services even better, ensuring they are accessible and relevant for everyone. Our CAC foster discussions, promote library initiatives and represent the community.

Our CAC focus on bringing diverse viewpoints to the table and building positive relationships to keep the library responsive to community needs. They also help share the latest library updates and actively participate in relevant workshops and discussions.

During the organisation’s transition to a not-for-profit in 2022-23, we worked closely with the CAC to officially establish a Board Sub-Committee, appoint Cr Leticia Laing as Board Representative and CAC Chairperson, and review the Terms of Reference. We acknowledge the challenges faced by the CAC during this transition period. With a renewed sense of purpose, our CAC are again engaging in meaningful discussions about Myli. Exploring ways in which grassroots members can actively learn, influence, and provide valuable insights to both staff and the Board which is crucial to our shared growth and success. We thank our CAC for their commitment and engagement in this process, as we continue to support them through the final steps of the transition. Currently, we are actively recruiting for CAC representatives from Bass Coast, Baw Baw and Cardinia Shire.

This year, our Community Advisory Committee (CAC) along with staff members and Board members, visited the Myli



Cr Leticia Laing  
**Board Representative & CAC Chairperson**  
Bass Coast Shire



Di Goeman  
**Bass Coast Shire**  
(Whole Year)



Karen Grainger  
**Baw Baw Shire**  
(Whole Year)



Jennifer Merriel  
**Baw Baw Shire**  
(Retired in March 2023)



Alison Goss  
**South Gippsland Shire**  
(Whole Year)



Chris Kemper  
**South Gippsland Shire**  
(Whole Year)



Lorraine Sainsbury  
**South Gippsland Shire**  
(Whole Year)



John Tebbutt  
**South Gippsland Shire**  
(Whole Year)

Below left: Di Goeman (CAC member) speaking with Jenny Dunn (Myli), Simon Waller (Myli Independent Board Director) and Kathie Olden (Myli team member) at the Myli AGM.

Below right: John Tebbutt (CAC member), Kathie Olden (Myli), Karen Grainger (CAC member) and Jennifer Merriel (CAC member) at the Myli AGM in December 2022.



Support Centre in September 2022. The visit commenced with a lunch and presentation to David 'Wombat' Lyons in recognition of his long and valuable commitment to the CAC. Following lunch, the members enjoyed a behind the scenes tour of the collections and rounds operations and a presentation about this part of Myli services.

In November 2022, the CAC attended the inaugural Myli AGM. We were delighted to host a number of special guests including our CAC and representatives from Bass Coast Shire Council, Baw Baw Shire Council, South Gippsland Shire Council and Cardinia Shire Council. Along with celebrating the achievements and successes of Myli over the previous 12 months, we had a presentation from the AFL Players Association official charity, Ladder. We were joined by Tara Hazel, National Program Manager, Stephanie De Campo, Ladder CEO and Sam, a former program participant. Ladder mentor young people and provide unique opportunities for them to achieve their goals through support with education, training and employment.

The CAC met in person at Leongatha in December 2022, hosted a hybrid meeting (in person at Myli Support Centre and online) in February 2023, and met online in May and June 2023.

During 2022-23 Myli consulted the CAC on Digital Literacy for Seniors program that launched in October 2023. The valuable insights provided by the CAC have helped inform the design, structure and content for the Digital Literacy for Seniors program in addition to providing community expectations around the types of learning opportunities and programs needed to assist seniors navigate the digital world.

In June, Myli consulted with the CAC on our annual review of our Library Plan. Our Library Plan outlines library service delivery goals during 2021-25. Members were invited to make suggestions into the actions outlined in the plan and identify if any additional actions are required for consideration. We also sought input on our Guiding Principles that summarise Myli's Library Terms and Conditions.

Our Myli CEO and Leadership team are very grateful for the feedback, advice and advocacy provided throughout the year on projects, services and programs which has been invaluable.

We extend our appreciation for the dedicated service and invaluable contributions of Frances Palstra, Holly Perriam, Jennifer Merriel and 'Wombat' Lyons (CAC Chairperson) upon their retirement from the CAC during 2022-23.

We look forward to new engagement and opportunities for our CAC to be ambassadors for services and to be the voices of their communities in the year ahead.



Above: Leanne Williams (Myli CEO) presenting Wombat Lyons with certificate of appreciation upon retirement from CAC as Chairperson.

Below: Presentation by Ladder at Myli's inaugural AGM in November 2022.



Below: Jennifer Merriel (CAC member) with Kathie Olden (Myli) at the Myli AGM in November 2022.



## FRIENDS OF THE LIBRARY GROUPS

Our sincere thanks to the Friends of the Library groups for their amazing work with book sales, fundraising and hosting very well-attended events throughout the year.

The Friends of Inverloch Library (FOIL) hosted a number of in-branch author events at Inverloch library during the year including Paul Kennedy, Lisa Millar and Christian White & JP Pomare. They also sponsored Toby the T-rex real dinosaur event host by Inverloch library in June 2023.

In July 2022 and January 2023, the Friends of Corner Inlet Libraries (FOCIL) hosted their renowned bi-annual book sales. A total of more than \$6,900 was raised and donated to the Foster library. The funds were used to buy new books and digital equipment and directly benefit the local community.

This year, Mirboo North Friends sponsored the Big Summer Read competition contributing to the prizes and donated of range of new manga titles in March 2023. The Mirboo North Friends also worked in the local op shop to raise funds that go directly to the Library that were donated to Mirboo North library to support some new projects.

Highlights for the Friends of Leongatha Library have included sponsoring the Big Summer Read competition, contributing to the prizes.

### Our sincere thanks to our Friends of the Library Groups:

- **Friends of Inverloch Library (FOIL)**
- **Friends of Leongatha Library**
- **Friends of Corner Inlet Libraries (FOCIL)**
- **Friends of Phillip Island Library**
- **Friends of Mirboo North Library**

We extend our sincere gratitude for your ongoing support. These fundraising initiatives and events have significantly contributed to our library’s growth and impact within the community.



Above: Friends of Corner Inlet Libraries members on duty at the Winter 2022 Book Sale. From left, Linda Brookman, Liz Kindellan, Christine McKinlay, Chris Kemper, and Moya Allen



Above: Sold-out author talk at Inverloch library with Lisa Millar hosted by Friends of Inverloch Library in February 2023.

Below: Penny, president of Friends of Mirboo North Library with Shaun (Myli) at Mirboo North Library in March 2023.



# WORK EXPERIENCE & INDUSTRY PLACEMENT STUDENTS

Work experience students and industry placement students enjoy a combination of hands-on contribution to our branches and support centre or completing specific projects as part of their academic assessment.

**During the 2022-23 year we welcomed the following students:**

## Industry Placement

- **Rebecca (Bec) Craven - Box Hill Institute**

## Work Experience

- **Naomi Pether**
- **Phoebe**
- **Claire Crawford**
- **Evelyn Graafsma**
- **Madeline Blackley**
- **Jaz McDonald**
- **Jennie**
- **Charlotte**

We really enjoyed reading a blog post that our work experience student Evelyn wrote about her time with us. We've included an extract (right). For the full article visit the Myli blog:

<https://www.myli.org.au/news/work-experience-at-myli-2/>



“ Since I could remember, books and stories have been a huge part of my life, offering a place to escape to and providing me with valuable opportunities to learn. Choosing to complete my work experience with the library team has been an invaluable opportunity, allowing me to work alongside the welcoming and knowledgeable team members. The people I've met have been nothing but kind and provided insight into the various tasks undertaken across the Myli branches.”

**Evelyn Graafsma**

Work Experience Student



**Work Experience  
& Student  
Placements**

# CELEBRATING OUR SUCCESS

JULY

[07]



NAIDOC Week (3 –10 July) was celebrated across our library branches with special StoryTime sessions, events and displays that acknowledged Aboriginal and Torres Strait Islander authors, illustrators, singers and songwriters.



We celebrated Plastic Free July with a magnificent display at Warragul Library made from recycled bottle tops!



Dr. Remi Yusef and Latrobe Community Health Service joined us for Myli – In Real Life events in July. Participants had the opportunity to learn about migrant experiences.



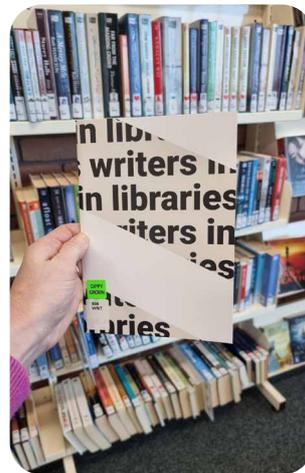
We joined in the Phillip Island Whale Festival fun with workshops and events at our Bass Coast library branches, including a sold-out craft event.

AUGUST

[08]



In August, Book Week was celebrated at our library branches, including a special StoryTime appearance from The Good King Taran (from The Chronicles of Prydain) and The Wicked Queen ( Snow White and the Seven Dwarves).



Last year, four local writers and one writer's group undertook a one month residency called Writers in Libraries, in which time they developed a single piece of work, based around the themes of 'isolation / emergence / connection'. The published edition was added to our collection in August 2022.



In August, we celebrated our Book Groups which are increasing in popularity. Pictured is the monthly Book Group at Waterline Community Library. These gatherings bring book lovers together for engaging discussions, creating a sense of community.



In August, we announced the latest addition to our online library resources: CreativeBug. This platform offers a plethora of creative classes and workshops, providing Myli members with a fantastic opportunity to explore various artistic pursuits.

## SEPTEMBER

[09]



There were plenty of pats, cuddles and treats for the gorgeous greyhounds who visited Drouin and Warragul libraries for a Greyhound Adoption Program VIC (GAP) information session.



September school holidays were an absolute blast with plenty of fun for the whole family. One of our most popular events was a visit from Reptile Encounters who brought along furry, feathered and scaly friends.



Justice of the Peace, Geoff Lee, conducted his 500th Document Signing Station shift at Warragul Library. Geoff was presented with a certificate in recognition of his excellent contribution to serving the local community. Warragul Library provides a free JP service to the community.



Award-winning author Andrea Rowe dropped in for a visit at Korumburra Library on her way to the Fishy Stories festival. The team even got to hold her award from the CBCA Early Childhood Book of the Year 2022.



Footy fever hit Myli in September. Books written by AFL players proved popular for Book Face photos from the team.

## OCTOBER

[10]



Myli launched Chatty Café at Korumburra Library which provides a space for community members to chat and connect over a cuppa and afternoon tea.



We celebrated Get Online Week (17-23 October) with Digital StoryTelling workshops and tech events. Get Online Week is a national digital inclusion campaign that encourages Australian's to 'try one thing'.



The team joined in the fun at the Grantville 150th year celebrations. This outreach provided an opportunity to welcome new library members, and spread awareness about library services.

## NOVEMBER

[11]



Home Library Service recipient Eileen celebrated her 100th birthday with a special delivery of books from Myli team member (and Eileen's granddaughter), Hannah! HLS is a free service for library members who are unable to visit their local library.



Myli set out to make a GIANT paper chain to celebrate Christmas. Two young library members happily dropped off their contribution at Warragul Library.



Inverloch Childcare brightened the windows at Inverloch Library with handmade poppies to honour Remembrance Day



We announced the winner of our Youth Fest Mini Art Competition. Congratulations to Amelia who was awarded first prize.



The StoryTime children tested out the new rug at Wonthaggi Library. They loved the bright, vibrant colours!



We hosted an exercise class at Inverloch Library. The free 45 minute class was designed for people aged over 50 and those who enjoy low-impact exercise. This class was facilitated by local legend Terry Guilford from Tomfit Training Facility, Inverloch and was suitable for a range of mobility and fitness levels.



Friends of Leongatha Library held a fundraising raffle wholeheartedly supported by our community. Proceeds were donated to the library for books and resources.

## DECEMBER

[12]

**Welcome to Myli**  
—My Community Library

There's now more to love about your community library.

We were so excited to officially welcome Cardinia Shire as our new partners on December 1 2022, and welcome all our new Cardinia library members for Pakenham, Emerald and the Cardinia Mobile to Myli.



Christmas was celebrated by the Myli team, our community groups and our StoryTime families!



Our Community Advisory Committee members Jennifer and Karen assisted Myli team member Maryanne with our Book Club sets. Their help on this project was invaluable!



In December, we hosted some amazing In Conversation author events, like 'Behind The Lens' by local photographer Kate Harmon, and 'The Crossing' by Ernie Rijs.



Myli team member Kellie delivered generous donations to Baw Baw Food Relief, collected in our library branches during November.

## JANUARY

[01]



January was jam packed full of summer fun for the school holidays! Our team facilitated over 70 different events during January, including workshops, craft events, outdoor StoryTime and visits from special guests.



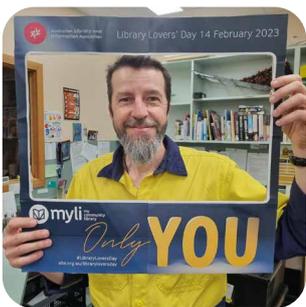
We celebrated Library Shelfie Day (25 January) by sharing our favourite reads on social media. Myli team member Rochelle is pictured with her favourite book, 'I'll Give You The Sun'.



We were halfway through the BIG Summer Read in the January. It was great to see so many junior members join in the challenge and go into the draw to win amazing prizes donated by local businesses.

## FEBRUARY

[02]



We celebrated Library Lovers Day on February 14 with special Book Chat sessions and photo opportunities in our branches. The 2023 theme was 'Only You' and put the spotlight on why we all love libraries!



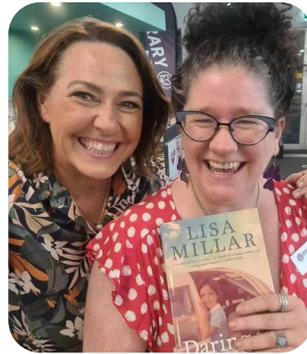
We were overjoyed that a new water fountain was installed at Emerald Library to help beat the summer heat!



Gardening events at Myli are always popular! Drouin library patrons enjoyed sampling handmade herbal teas and planting seeds during a 'Gardening with 5 Senses' workshop.



We were delighted to introduce Bindi the Story Dog to the team! Bindi, along with her handler Robyn visits Inverloch Library every week to help emergent readers.



Friends of Inverloch Library welcomed author and journalist Lisa Millar to the library. Almost 100 patrons enjoyed the evening as Lisa spoke about her writing, her life as journalist and the importance of libraries during her childhood.



There was great excitement from the Inverloch Library Rubik's Cube Club when they had a celebrity stop by. Michael Tripodi is a 6 x Oceanic Record Holder and 8 x Australian Record holder in cubing.

## MARCH

[03]



Myli team members Mia and Rochelle attended Sydney World Pride and marched with the Libraries Change Lives banner in the 2023 Mardi Gras Parade. 'The Librarians' entry showed that libraries are for everyone – they are places where our voices are not shushed but amplified.



The Discovery Garden at Pakenham library was in full bloom and patrons enjoyed fresh vegetables picked straight from the garden!



Myli farewelled our Manager Volunteers & Community Participation, Kathie O, retiring after 38 years of service to the Library sector. Kathie was with Myli (formerly West Gippsland Libraries) since 2007.



We celebrated Australian Reading Hour (9 March), a national day dedicated to sharing the joys of books, reading and stories.



During Cultural Diversity and Harmony Week, we held the Love Your Library in Your Language campaign. Led by Branch Manager Verona with CAVAL and Public Libraries Victoria, Love Your Library encouraged CALD patrons to write messages in their preferred languages.



Rachael achieved a significant milestone in her career, becoming a fully qualified Heavy Combination licensed driver with the Myli Mobile Libraries team. We are incredibly proud of her hard work and determination.



At Inverloch library, attendees enjoyed a lively sewing workshop led by Robyn (Myli), filled with sewing machine sounds, laughter, and learning.

APRIL [04]



April school holidays were fun filled with many events for our junior library members, including Easter basket crafts, Drift Media digital workshops and visits from Deltora Quest illustrator Marc McBride.



We celebrated National Simultaneous Storytime on 24 May with special guest readers and visits to early years centres and kindergartens. The book for 2023 was 'The Speedy Sloth' and it was enjoyed by millions of children all across Australia!



Wonthaggi library hosted a sold-out In Conversation event with author Vikki Petraitis. Vikki spoke about her debut novel The Unbelieved, which won the inaugural Allen & Unwin Crime Fiction Prize 2022, as well as her numerous true crime titles and podcasts.



May saw the long awaited return of Public Libraries Victoria Intra-Library Loan service. Although it returned in a slightly different format, our patrons were overjoyed to be able to place holds on the wide collection the network provides.



Warragul library launched their Puzzle Bank for community members to borrow and swap puzzles! It has proved to be very popular!



During National Reconciliation Week, we had displays in our library branches featuring books and resources to borrow. We read some of our favorite First Nations books during StoryTime with themed craft activities.



Myli celebrated motherhood at Macca's Farm in South Gippsland with two events: 'Mum's and Bubs Yoga' and 'Mindful Nutrition'. These events emphasised community, support, and shared experiences, with support from Macca's Farm, Country Women's Association, Jordan Crugnale, Island Healing and Nutrition with Maddison.



During Men's Health Week, author Joe Bakhmoutski discussed his book 'Finding Hope in Times of Uncertainty: A Guide to Thriving in the Challenging World of Today', sharing insights from his life in Ukraine, childhood, and recent health challenges.



Books, Paints & Tasting Plates at Leongatha library. Attendees created their own version of 'The Starry Night' by van Gogh while enjoying refreshments.



The Myli team shared their reading recommendations for the Warm Winter Read challenge 2023. This annual challenge is designed to inspire readers to cosy up with a good book as the temperature drops.



We celebrated the final month of Autumn with gorgeous library displays and fresh seeds added the Myli Seed Library.



Pakenham library hosted a fantastic event called 'How to get the best from your vegetable garden' with Jo, amazing local gardening expert. Jo even shared some heavenly smelling herbs from her hothouse for everyone to take home!

JUNE

[06]



Thank you to Emerald & District Lions Club for their incredibly generous donation of Lego! These fantastic new sets will bring endless joy and creativity to our monthly Lego Club.



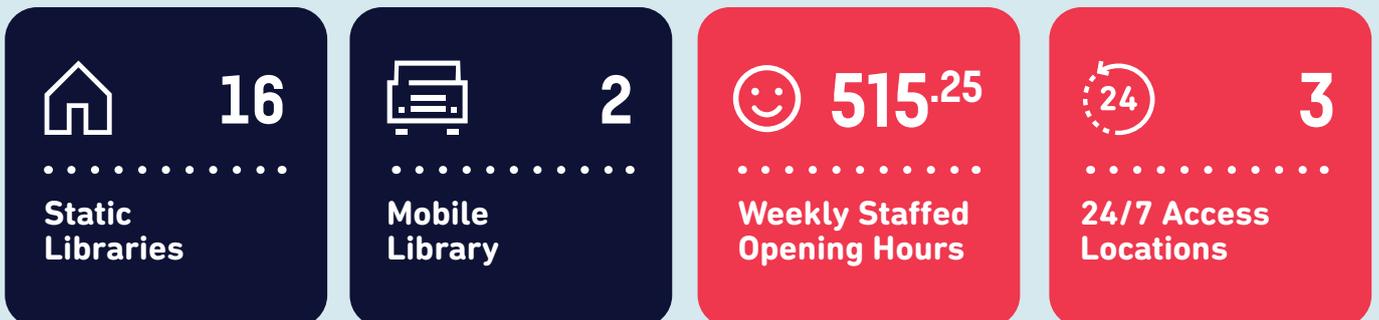
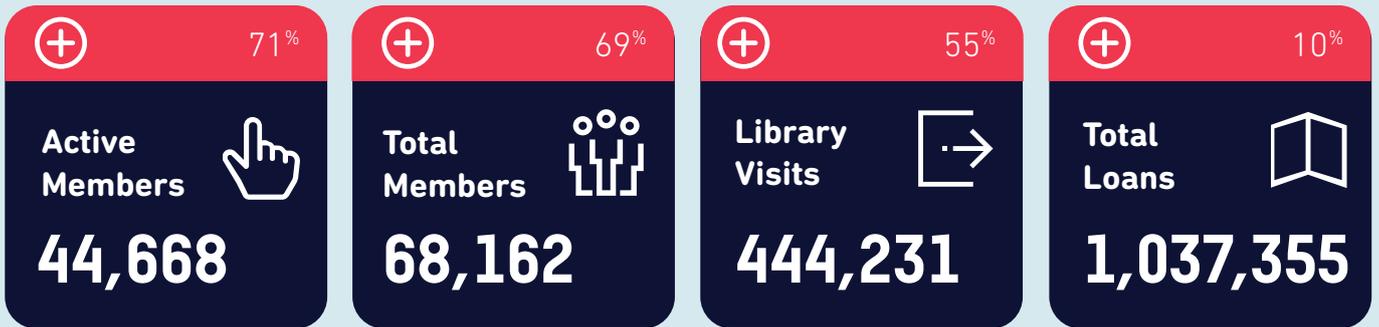
We had a ROARING good time at our events with Toby the T-Rex from Real Dinosaurs. Toby and his handler visited our Warragul, Drouin, Inverloch and Wonthaggi branches. Over 300 children and their families had a roaring good time, dancing, stomping and t-rexing about with a cheeky prehistoric creature!



The Inverloch library Knitting group celebrated their 10 year anniversary! The group originated from a 3-day Knit-In-Public event at the library and now meets weekly for craft, connection and conversation.

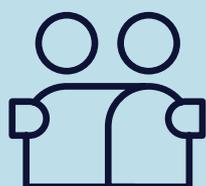


# 2022-23 BY THE NUMBERS



# CONNECT— WE ARE RESPONSIVE AND BRING PEOPLE TOGETHER

Our goal is to make our  
service available for more  
hours to more people



# VIRTUAL

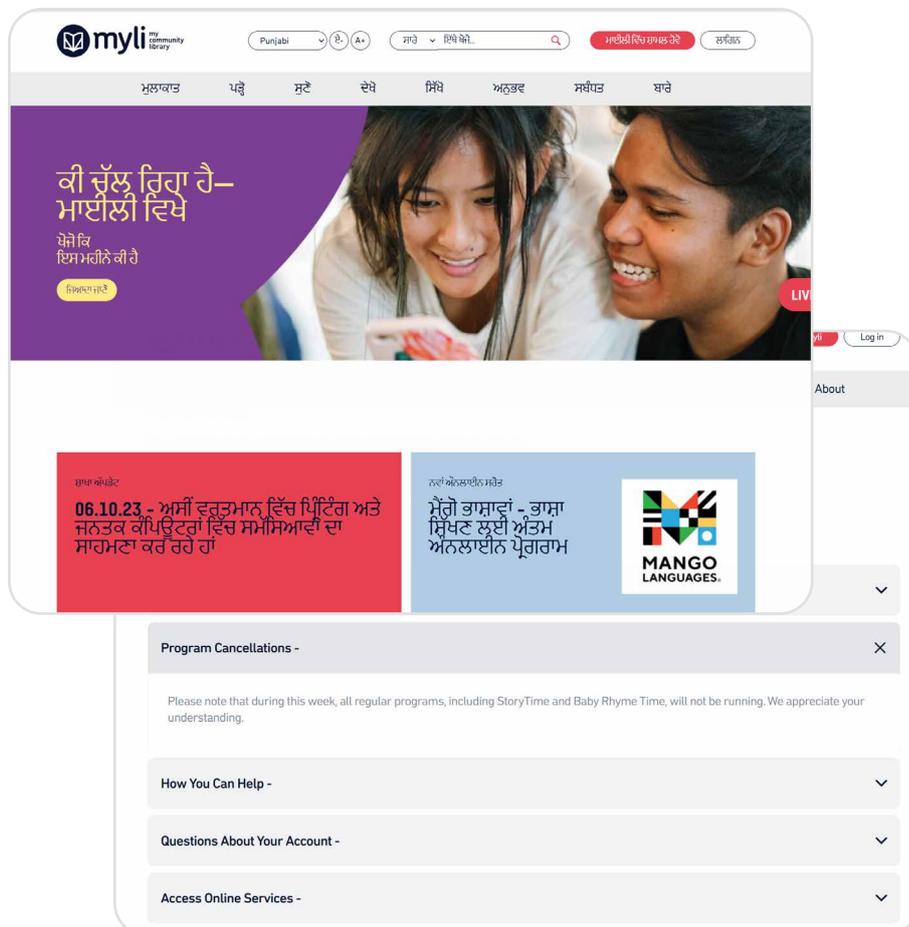
**Our service goes beyond the four walls of a physical place and being virtual is essential for reaching more people in a digital environment**

The number of visitors to our website has been steadily increasing, with 589,855 visits recorded during the 2022-23 period, marking a significant 23% rise. It's clear that more people are choosing our website as their primary way to engage with our services.

Understanding the growing importance of our online presence, we are actively investing in enhancing our digital offerings. This investment is key to expanding our community and strengthening our connections with both existing and potential members. To improve user experience, we've implemented various upgrades on our website. These include the addition of a language translator, making our content accessible to a wider audience, and an FAQ feature, providing comprehensive answers to common queries.

Additionally, we're taking significant steps to enrich our online resources. One initiative is the development of an online learning portal. In our planning session held in October 2022, we identified specific learning opportunities that could bridge educational gaps for individuals. Work on this project will continue next year.

By continually enhancing our website and introducing valuable learning tools, we're ensuring that our online platform becomes a hub for knowledge, community interaction, and personal growth, serving the diverse needs of our community.



# PHYSICAL

## People come together at the library because it is welcoming, safe and free

During 2022-23, Myli has been actively involved in improving local libraries and community spaces in collaboration with Councils and partners. One significant achievement was the introduction of 24/7 access at Mirboo North Library, offering patrons the convenience of extended hours for reading, studying, and other activities. Additionally, efforts were made to enhance safety and security at Foster Library, ensuring a secure environment for all visitors. Looking forward, Myli is in the process of planning similar 24/7 access options for Inverloch and San Remo Libraries.

Exciting developments are on the horizon with the upcoming opening of new libraries in Phillip Island and Korumburra in late 2023. These new spaces aim not only to provide a wealth of literary resources but also to become vibrant hubs for community engagement, offering diverse programs and activities for all ages.

Myli has also been consulting with Baw Baw Shire on the concept design of a new library in Trafalgar and Warragul. These new spaces are designed to encourage learning, collaboration, and social interaction. Myli is dedicated to creating welcoming, accessible, and inclusive environments demonstrates our ongoing efforts to make libraries not just places for books, but vibrant centres where communities can learn, grow, and connect.



Above: Construction nearing completion at the Korumburra Community Hub.

Below: Construction also nearing completion at Cowes Cultural Community Centre.



Below: Artist impression of Baw Baw Culture and Community precinct



Above: 24/7 library member studying at Poowong Library during unstaffed hours.



# FLEXIBLE

## Our service needs to be flexible to meet the changing and diverse needs of our community

During 2022-23, Myli has been actively supporting families and communities with our Outreach and Home Library services.

The team successfully hosted sessions with Maternal Child Health professionals across the region, providing valuable information and support to families. Additionally, Early Years Literacy sessions were organised at several locations, including Bass Valley Children’s Centre, Toora Bub Hub, San Remo Preschool, Manna Gum Playgroup, and Warragul Kinder, catering to the needs of young children and their parents.

Myli’s dedicated staff members engaged with the community by running Information Literacy sessions at Wonthaggi Secondary College. They also collaborated with La Trobe Community Health (LCHS) to deliver the Myli In Real Life program to 400 Gipps Tafe staff during their annual conference. These initiatives highlighted Myli’s commitment to education and community outreach.

Despite challenges related to staff shortages due to COVID-19 and integration processes with Cardinia Shire Council, Myli has now resumed focus on regular visits to kinders, child care and aged care facilities, and festivals and markets.

The Home Library Service continued to operate successfully in Inverloch, Drouin, Foster, Mirboo North, and San Remo/Phillip Island. Throughout the year, Myli has focused on increasing the number of clients benefiting from this service and expanding its reach to Warragul, Korumburra, and Leongatha, actively recruiting volunteers for these areas.

Myli’s commitment to community outreach and service remained unwavering, ensuring that essential programs and support continued to reach those who needed it most, while also making plans for future expansions and improvements in outreach initiatives.



Above: Myli at the Toora Pear Harvest Festival hosting a free craft activity, welcoming new members, and spreading awareness about library services.

Below: Myli at the Grantville Christmas Carols and Market in December 2022. Pictured Rowanne (Myli) and Di (Myli CAC) engaging with the community and joining a new family.



# **BELONG— WE ARE INCLUSIVE AND WORK WITH YOU**

**Our goal is to increase  
our membership and  
awareness of our service  
within the community.**



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## ENGAGEMENT

### **Our service needs to be flexible to meet the changing and diverse needs of our community.**

The Manager of Volunteers & Community Participation, along with the Friends of Inverloch Library, Leongatha library, and Mirboo North library, actively participated in a series of meetings and events. These included the Friends of Corner Inlet Library booksale, demonstrating our commitment to engaging with the community. Our CAC held discussions in September to explore ways of supporting these Friends groups, with plans to work on this further in 2023-24.

Myli is making it easier for people to get involved in our community. We've set up a simple process for volunteers to join us. We're also working on a plan to make it easy for people to join the Friends of the Library groups. We want everyone to feel welcome. Plus, we're finding better ways to talk to our members so they know about our activities and can join in easily.

Myli is working to make our community connections stronger. We're looking closely at what we're already doing to find ways to make it better. We want to make sure our services and activities fit the needs of our community. We're tailoring emails to let our community know about things that matter to them. We hope that by doing these things, we can get more people to volunteer with us and make our community feel more connected and involved.



## MEMBERSHIP

**Our aspiration is to demonstrate our value to the community, and ensure people benefit from our high-quality service**

Myli has been using different software tools to gather feedback from our community regarding changes to our services. We've created feedback programs for some key service updates such as altering opening hours at Wonthaggi, improving how we share books with other libraries through Libraries Victoria, and during the service transition for Cardinia members. Our goal is to make our services more convenient and accessible for everyone and feedback helps us to understand everyone's needs.

Myli wants to hear from our community, so we asked them for their feedback. We ask people for their thoughts in different ways, like surveys on paper and online, and by talking to them. We're also talking to our Community Advisory Committee and our own staff about how we can make our feedback process better. Their ideas help us figure out what changes will be best for our community.

As part of our ongoing efforts, we're also creating a Partnership Policy. This document will streamline our collaborations with other organisations, making it easier to work together. It outlines how we can collaborate more effectively, and we're making sure it's well-prepared. Having this policy means we can easily work with other groups to enhance our services for you. We believe that by working together with others and listening to your feedback, we can create services that truly meet your needs.

Throughout the year, we partnered with several organisations to offer various services and programs. A highlight was our Mother's Day event in May, held in Bass Coast. Local businesses like Macca's Farm generously allowed us to use their lovely farm and kitchen. We also received support from Island Healing, who provided a relaxing yoga session, and the Country Women's Association in Grantville, who arranged the morning tea. Additionally, Jordan Crugnale MP contributed by providing take-home pamper packs. Nutrition with Madison, provided a 'Mindful Nutrition' and a slow-cooked healthy meal for the parents, along with a take-home booklet with simple nutrition tips. These events were all about building a sense of community, offering support, and creating shared experiences for everyone involved.



Above: Rowanne (Myli), Di (CAC member) with Country Women's Association - Grantville who partnered with us to provide morning tea for our motherhood celebrations at Maccas Farm in May.



Above: Jordan Crugnale MP sponsored Pamper Packs at the events at Maccas Farm in May.

Below: Program attendees enjoying morning tea at Macca's Farm after a relaxing yoga session provided by Sarah from Island Healing.



## ADVOCACY

### Our existing members and partners are our best advocates for promoting our service

Myli has been actively engaging with the community on various important issues, both locally and at the state level. We prioritise understanding the needs of our community members and work diligently to address these needs effectively.

One of our areas of focus was related to reinstating a much-needed service that allows people to borrow books from other libraries. Many community members expressed their desire for this service, and we advocated for its return. Our efforts paid off, and now people have access to a broader range of reading materials, enhancing their reading experience.

Additionally, we have been in ongoing discussions with the State Government about increasing funding for public libraries. This funding is essential to ensure our libraries continue to provide valuable resources and services to the community.

In our commitment to transparency and effective management, we are developing a Donation Policy. This is being carefully considered and discussed with the Board. This Donation Policy ensures that donations received are utilised effectively, benefitting our libraries and the community as a whole.

Our efforts to raise awareness about Myli and its membership benefits have been successful. Through various communication channels, we have been informing people about the advantages of being a Myli member. This has resulted in a growing number of individuals choosing to join as a member, recognising the value we bring to the community.

Our advocacy work, discussions with the government, and policy development are all geared toward creating a stronger and more accessible library network for our community. By addressing needs, advocating for necessary services, and fostering community engagement, we are making strides in ensuring that Myli remains a valuable resource and a hub of knowledge for everyone we serve.



Above: The intra-library loan campaign celebrated the return of the Libraries Victoria service in May 2023.



Above: left to right: Leanne Williams (Myli CEO), Minister for Local Government, Melissa Horne and Member for Eastern Victoria, Tom McIntosh MP and Bregje van Waterschoot (Myli Area Branch Manager Korumburra & Leongatha) at Leongatha library earlier this year.

Below: One of our youngest new library members, baby Harper celebrating her 1st birthday at the Waterline Community Library in February 2023.



# LEARN— OUR FREE RESOURCES ALLOW MINDS TO EXPLORE AND CREATE

Our goal is to create more learning opportunities within our service and within the community.



## PROGRAMS AND LITERACY

**“Information Literacy is the ability to think critically and make balanced judgements about any information we find and use. It empowers us as citizens to develop informed views and to engage fully with society.”<sup>^</sup>**

During 2022-23, Myli has been helping people learn important life skills. We’ve promoted useful tools available on our website like My Career Match and Universal Class, so anyone can learn about careers, create resumes, or explore new hobbies. We also had special sessions at Warragul and Inverloch libraries where Job Advocates gave advice on finding jobs, job training, and connecting with other services like housing and counseling. We continued our life skills programs, introducing new tools to our website like online learning with LinkedIn Learning and Studiosity. We also offered sessions about legal advice, NDIS, and public housing in our branches.

Myli appointed an Information Literacy Officer this year, who has started a new newsletter for schools and educators. This newsletter keeps teachers and students informed about upcoming activities in our libraries and outreach programs. We’re also working with Baw Baw Local Learning & Employment Network (LLEN) to plan an annual jobs advocacy expo.

Myli supported the Public Libraries Victoria’s (PLV) Health and Wellbeing framework, by hosting and promoting programs that aims to improve community health and wellbeing by focusing on mental health, physical health, and social connections. Events like the Greyhound Adoption Program (GAP) at Warragul Library, the exercise session at Inverloch Library, and the Chatty Cafe session at Korumburra Library, provided opportunities for people to connect, stay active, and receive emotional support. These events are inclusive, support vulnerable community members and form partnerships with various organisations. Continuing programs that support health and wellbeing ensures everyone, regardless of their background, could benefit from these resources and support available at public libraries.



<sup>^</sup> Chartered Institute of Library and Information Professionals.

# PERFORMANCE

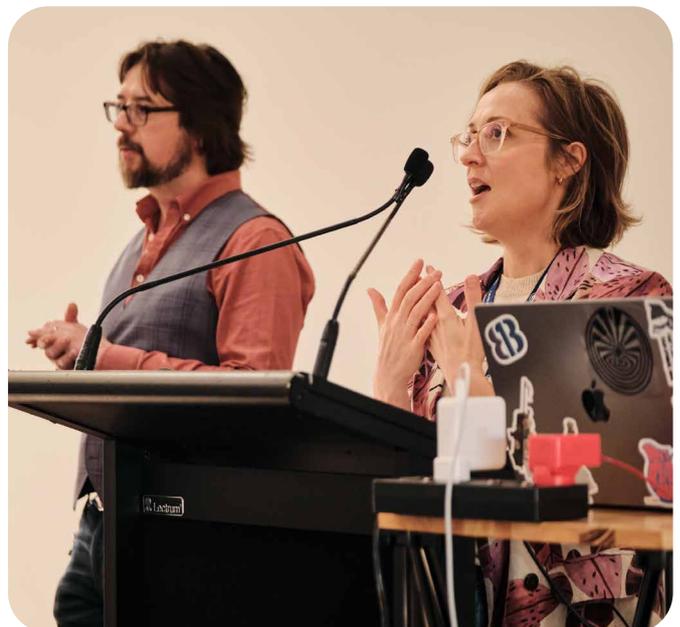
**Our people are the key to the success of our service. Investing in them so they can be the best they can be is essential.**

Myli staff require a variety of skills and professional development to continue to support the community in a changing environment. We demonstrate our commitment to continuous learning and improvement by providing professional development opportunities for our team throughout 2022-23.

In March 2022, our leadership team began a professional development course with Corrinne Armour, a leadership communication expert. Her Fearless Leadership framework is innovative and trusted, informed by positive psychology and underpinned by Neuroscience.

In April 2023, we implemented a Learning Management System that links to our human resource system. We plan to provide more training programs aimed at enhancing employee safety. These programs will cover a range of topics, including violence and aggression in the workplace, bullying and discrimination, mental health and wellbeing, diversity and Inclusion, OHS and other relevant training.

Through our partnership with Public Libraries Victoria our staff were also provided with a number of opportunities to take up learning opportunities to develop skills during the year.



## SERVICES

### Provide more new physical books and collection items.

In 2022-23, Myli continued to expand our library collection. This expansion was made possible by an increased budget for collection items to buy new physical items and digital resources. This year, we added 20,897 new physical items, which was more than the 20,711 items we added in 2021-22.

In July 2022, we introduced a new digital resource called Hoopla®. This platform opened up a world of possibilities, allowing our community members to borrow and enjoy audiobooks, eBooks, comics, movies, TV shows, magazines, and music. The beauty of Hoopla® lies in its accessibility; people can enjoy these resources on various devices such as computers, phones, cars, or TVs, making learning and entertainment more convenient than ever.

Around the same time, we launched Myli Hits titles, carefully curated selections of the latest and most popular books. These titles are available for a two-week loan, reducing waiting times and enabling our readers to dive into the newest literary releases sooner.

In November 2022, we further expanded our resources to aid learning and education with Studiosity. This digital resource provides valuable homework help and feedback ideal for students. We also added LinkedIn Learning, a platform offering a wide range of online courses covering diverse topics. The best part is that all these resources are completely free for our library members, ensuring that learning opportunities are accessible to everyone in our community.

In the past year, Myli worked on our Library of Things, a collection of different things people might need. From the Seed Library, providing various plant seeds for budding gardeners, to our popular Thermal Imaging Camera aiding in energy efficiency, and the outdoor sports equipment like surfboards and paddleboards, our library has become a hub of diverse resources. People can borrow these items instead of buying them, which helps save money and the environment. Myli's Library of Things encourages sharing and smart choices. It's become a valuable resource for our community, giving people easy access to all sorts of useful items. We're committed to making this program even better, so everyone in our community can benefit from it.



# LIBRARY— PERFORMANCE



# COMPARATIVE PERFORMANCE SUMMARY

July 2018 - June 2023

Membership and Visits	2018/19	2019/20*	2020/21 <sup>-</sup>	2021/22 <sup>+</sup>	2022/23
Members	40,754	39,221	38,131	40,395	<b>68,162</b>
New Members	6,027	4,704	5,248	5,064	<b>8,024</b>
Total Number of Visits	551,371	419,237	240,726	280,638	<b>444,231</b>
Visits per Member	13.53	10.69	6.20	6.90	<b>6.5</b>
Visits per Capita	4.72	3.50	1.97	2.18	<b>1.74</b>
Total Region Population <sup>(A)</sup>	116,918	119,630	122,577	128,992	<b>254,623</b>
Total Open Hours per Week @ All Service Points <sup>(B)</sup>	415.00	423.75	423.75	390	<b>515.25</b>
Total EFT Staff	40.00	40.75	40.98	39.50	<b>60.00</b>
Total Circulation (Includes e-Library Renewals)	851,873	700,557	633,667	694,688	<b>1,037,355</b>
Total E-Resource Circulation	105,043	156,320	202,808	192,416	<b>258,994</b>
Online Renewals	61,242	42,415	39,315	54,968	<b>89,978</b>
Online Renewals as % of Total Circulation	7.19%	6.05%	6.20%	7.91%	<b>8.67%</b>
Reservations (Includes E-Library Holds)	188,344	137,876	133,046	155,637	<b>153,819</b>
Online Holds	134,032	96,027	103,277	121,589	<b>117,717</b>
Online Holds as % of Reservations	71.16%	69.65%	77.63%	78.12%	<b>76.35%</b>
Online Access <sup>(C)</sup>	214,987	302,168	264,215	272,757	<b>341,551</b>
Online Library Databases	25,362	51,417	63,236	84,069	<b>44,184<sup>^</sup></b>
New Purchases (Physical Items)	21,703	18,031	17,818	20,711	<b>18,737</b>
Program Attendees	51,477	42,088	10,914	21,797	<b>52,552</b>
Wi-Fi Users	33,562	23,297	11,866	13,110	<b>11,526</b>
Public PC Sessions	55,800	40,592	13,625	17,061	<b>35,851</b>
Game Console Sessions	3,033	2,157	262	408	<b>1157</b>
Overdue Notices	28,418	27,220	-	-	<b>-</b>
Loans per Capita	7.29	5.85	5.17	5.39	<b>4.07</b>
Loans per Member	20.90	17.86	16.33	17.20	<b>15.22</b>
Loans per Visit	1.55	1.67	2.63	2.45	<b>2.34</b>
Loans per Open Hour	39.48	31.79	28.76	34.25	<b>38.71</b>
Reservations as % of Loans	22.11%	19.68%	20.00%	22.40%	<b>14.82%</b>

**Notes:**

A) Population statistics from ERP (released June each year)

B) Includes NDSC hours

C) From January 2014 to February 2015 external and internal network changes resulted in overcounting of sessions.

<sup>^</sup>Ancestry.com withdrew home-use license due to COVID-19 closures on 31/01/2021. 67% of online database usage in 2021-22 was from this resource.

\*Figures impacted due to COVID-19 closures from 18/03/2020 to 22/06/2020 and summer bushfires in 2019-20 in surrounding areas.

<sup>-</sup>Figures impacted by COVID-19 closures in 5/8/2020 to 21/10/2020, 13/02/2021 to 18/02/2021 and 28/05/2021 to 10/06/2021.

<sup>\*</sup>Figures impacted by COVID-19 closures.

# VISITATION STATISTICS

July 2019 - June 2023

Shire	Branch	2019/20	2020/21	2021/22	2022/23
Bass Coast Shire	Inverloch	50,981	29,561	36,673	47,371
	Phillip Island	49,393	28,983	6,452*	-
	Grantville	-	-	19,117^	22,654
	San Remo	-	1,121	6,949	9,363
	Wonthaggi	95,877	44,293	59,633	87,805
	<b>Totals</b>	<b>200,249</b>	<b>104,141</b>	<b>111,383</b>	<b>167,193</b>
Baw Baw Shire	Northern Mobile	12,076	9,176	3,726	8,087
	Drouin	31,864	21,070	27,490	35,215
	Neerim South	2,288	-	7,192	10,477
	Warragul	80,187	45,857	55,418	77,239
	<b>Totals</b>	<b>126,415</b>	<b>76,103</b>	<b>93,826</b>	<b>131,018</b>
Cardinia Shire	Cardinia Mobile	-	-	-	-
	Emerald	-	-	-	24,803
	Pakenham	-	-	-	45,296
	<b>Totals</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>70,099</b>
South Gippsland Shire	Foster	16,453	10,962	14,533	16,306
	Korumburra	19,710	14,785	18,134	19,769
	Leongatha	39,330	22,301	27,599	34,294
	Mirboo North	12,312	9,621	11,653	n/a#
	Poowong	3,451	2,716	3,405	3,465
	Northern Mobile (Nyora Stop)	346	394	376	336
	Welshpool	-	-	-	-
	<b>Totals</b>	<b>91,602</b>	<b>60,779</b>	<b>75,429</b>	<b>75,911</b>
Support Centre		971	-	-	10
	<b>Grand Totals</b>	<b>419,237</b>	<b>241,023</b>	<b>280,638</b>	<b>444,231</b>

## Notes:

^Correction from numbers reported in 2022.

#Mirboo North has a fault with people counter and not recording visits since October 2022

\*Phillip Island closed for redevelopment in September 2021

Support Centre visits are meeting room hire attendees.

Welshpool Community Library does not have a door counter and does not record visits. Only loans are recorded.

All Libraries were closed from 18/03/2020 to 22/06/2020 due to the Coronavirus pandemic and 5/8/2020 to 21/10/2020, 13/02/2021 to 18/02/2021 and 28/05/2021 to 10/06/2021.