

**YARRA PLENTY**  
REGIONAL LIBRARY

## AGENDA PAPER

and  
accompanying documents  
for the

Ordinary Meeting of the Board  
of the  
Yarra Plenty Regional Library Service

Thursday 29 August 2024

at  
6.00pm

Watsonia Library Community Room  
4-6 Ibbottson Street, Watsonia 3087

**TO BOARD MEMBER**

Yarra Plenty Regional Library Board Meeting will be held on:

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**DATE AND TIME:**

Thursday 29 August 2024 at 6.00pm

**LOCATION:**

Watsonia Library, Community Room  
4-6 Ibbottson Street, Watsonia 3087

**APOLOGIES:**

If you cannot attend the meeting, please email [dlamb@ypri.vic.gov.au](mailto:dlamb@ypri.vic.gov.au)  
by **Monday 26 August 2024**

**Chief Executive Officer**

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## **A. Welcome and Apologies**

Corrienne Nichols, Ex-Officio, Nillumbik Shire Council

## **B. Acknowledgement to Traditional Custodians**

***“YPRL acknowledges the Wurundjeri, Woi-wurrung peoples of the Kulin Nation as the Traditional Owners of this Land, paying respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging who have resided in the area. We support the Uluru Statement from the Heart.”***

## **C. Disclosures of Interest, declaration of Pecuniary and Conflict of Interest**



## **D. Confirmation of the Minutes of the Meeting 27 June 2024**

## E. Actions Arising

### April 2024

#### **Agenda Item 5: OHS Policy**

**ACTION:** Minor refinements to be incorporated into the OHS Policy and updated policy to be circulated via an out of session Circular Motion should this need to be approved before the scheduled June meeting.

**OUTCOME:** The OHS policy was reviewed against the City of Whittlesea policy and a major rewrite of the policy was undertaken. Consultation with the OHS committee is now being undertaken.

**The updated Policy is presented to the Board as Agenda Item 7 of this meeting.**

#### **Agenda Item 9: Libraries After Dark Statewide Report**

**ACTION:** The Board resolved that a letter of support be sent to the State Government to continue funding the Libraries After Dark program from the YPRL Chair.

**OUTCOME:** A letter was sent to Minister Horne on 25 June 2024, a copy of which can be found in **Section H: General Business**. A response was received from the Minister on 1 August 2024 and is also enclosed in **Section H**.

### June 2024

#### **Agenda Item 9: eBook Consortium**

**ACTION:** Circular motion to be distributed to Board members providing further detail regarding the agreement and liabilities for YPRL.

**OUTCOME:** Circular motion issued on Friday 5 July 2024. A revised resolution was tabled by Administrator Lydia Wilson following comments from Cr Garotti regarding queries and concerns that remain unanswered. All Board members were in agreement with the new resolution. A further request was made for the CEO to provide a slide presentation at the August Board meeting explaining in greater detail the operational aspects of the arrangement and funding obligations from each party.

**The eBook Consortium Presentation and update is presented to the Board as Agenda Item 4 of this meeting.**

**General Business:**

**ACTION:** YPRL to investigate a date change to the October 2024 Board meeting.

**OUTCOME:** YPRL sought advice from the Department of Government Services and were advised a Board meeting can take place for all current serving Board members subject to the agenda complying with regulations during Election period.

**This item is detailed further in Agenda Item 6 of this meeting.**

## **F. Presentation of General Reports**

# SECTION F

## Presentation of General Reports

## Agenda Item 1: Outreach Vehicle Presentation and Tour (NOTING)

Responsible Officer: Chief Executive Officer

Author: Regine Miriklis, Outreach Services Manager

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### REPORT

#### SUMMARY

A short tour of the new Outreach Sprinter Van followed by a presentation will be delivered by the Outreach Services Manager.

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#### RECOMMENDATION

That the Board resolves to RECEIVE and NOTE the presentation.

M: \_\_\_\_\_

S: \_\_\_\_\_

## Agenda Item 2: CEO Report (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, Chief Executive Officer
Attachment:	2a – Dashboard Q4 2023 – 2024 2b – External Meetings Attended by CEO June – August 2024

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### REPORT

#### Governance

State Government Funding shortfall: On 17<sup>th</sup> July 2024 the State Government informed YPRL of the 2024-25 State Government Library Grant amount excluding the Premier’s Reading Challenge grant. The amount \$2,782,788 ex GST represents a \$69,000 shortfall to the expected budget. YPRL is yet to be informed regarding the expected Premier’s Reading Challenge grant amount. After a short trial YPRL have undertaken a service reduction for our Australia Post Courier Service which now only delivers to our Branches and Hubs once per day, rather than twice per day, to realise an immediate saving of \$50,000 to partially offset the current budget shortfall. YPRL is currently reviewing our expected projects to determine what can be deferred to 2025-2026, what can be re-scoped or what can be cancelled. We will continue to review service levels to ensure our member Councils have the information to make informed service level decisions for the development of the 2025-2026 budget process. The first quarter financial report for the 2024-2025 budget will provide a clear picture regarding the current budget pressures we are facing.

Gender Equality Act 2020: On July 1, 2024, YPRL became a defined entity under the Gender Equality Act 2020. As part of our commitment to this Act, we will undertake five key tasks:

1. **Promote gender equality** throughout our organisation.
2. **Conduct Gender Impact Assessments (GIAs)** when developing or reviewing policies, programs, or services that significantly impact the public.
3. **Undertake our first workplace gender audit** in June 2025, which will include collecting workforce data and conducting an employee experience survey in March 2025.
4. **Develop and submit our first 4-year Gender Equality Action Plan (GEAP)** by October 2025.
5. **Report on the progress** of GIAs and the GEAP every two years.

YPRL Library Plan 2021-2025	Banyule Council Plan 2021-2025	City of Whittlesea Community Plan 2021-2025	Nillumbik Shire Council Plan 2021-2025
Knowledge and Learning	<b>Priority Theme 1:</b> Our Inclusive and Connected Community <b>Priority Theme 5:</b> Our Thriving Local Economy <b>Priority Theme 6:</b> Our Trusted and Responsive Leadership	<b>Goal 1:</b> Connected Community  <b>Goal 2:</b> Liveable Neighbourhoods  <b>Goal 3:</b> Strong Local Economy	Community Connections  Sustainable and resilient

Reconciliation week: YPRL’s regional program highlighted the importance of reconciliation, supporting community participation and learning in the wake of the referendum. The theme – *Now More Than Ever* – was supported through events centred on Storytelling, Conversation and Film. This included *First Knowledges Innovation: Knowledge and Ingenuity* author talk at Eltham Library, screenings of Kanopy films *Music Central* at Whittlesea and *Crocodile Dreaming* at Diamond Valley, morning tea with Aunty Karen Lovett at Thomastown, yarning circle at Lalor, and Aboriginal Storytelling and Dance sessions at Eltham and Watsonia libraries. Treaty Community Forums were hosted by the First People’s Assembly of Victoria at Watsonia, Ivanhoe, Whittlesea and Lalor branches.

YPRL was also invited to attend Reconciliation Week Family Day at Barrbunin Beek Aboriginal Gathering Place. YPRL staff provided items from the adult and children’s Deadly Collection for borrowing and browsing. It was a great opportunity to connect with community and learn about how the library can support the Uluru Statement from the Heart and the rights of Aboriginal and Torres Strait Islander people. Feedback was many families were interested in the Bellfield Hub, as they’re unlikely to visit Ivanhoe Library. It was a great opportunity to build our relationship with the centre and make connections with the community.



**NAIDOC Week 2024:** The theme for 2024 NAIDOC Week was *Keep the Fire Burning!: Blak, Loud and Proud*. YPRL hosted a series of events across our branches in all LGAs. The events provided an opportunity for YPRL communities and members to learn more about First Nations culture and history and focussed on knowledge sharing and connection. Some highlights included a pop-up playgroup in partnership with VACCA and the City of Whittlesea, an author talk with Krystal De Napoli discussing her book *First Knowledges: Astronomy*, which focusses on Aboriginal knowledge of the night skies and its connection to Country and special NAIDOC storytime sessions with craft activities at Mernda, Diamond Valley and Eltham. At Ivanhoe Library people were able to learn about the creative process of weaving with artist Emmy Webbers.



**SNAICC Aboriginal and Torres Strait Islander Children's Day:** The 2024 theme – *Strong in Culture, Stronger Together* – was celebrated across the region through a range of events and activities, including First Nations Storytimes at Watsonia, Diamond Valley and Ivanhoe branches, Indigenous Games session at Lalor Library, and a drop-in Story Basket activity highlighting the [Finding Our Heart: A Story about the Uluru Statement for Young Australians](#) at Eltham Library. All branches curated Deadly Collections displays and offered activities and resources by First Nations authors and creators from StoryBox Hub and the Secretariat of National Aboriginal and Islander Child Care (SNAICC). 200 SNAICC Children's Day bags were distributed by YPRL.

Supported by a Nillumbik Shire Council Reconciliation Grant, Eltham Library also hosted 'Dreamtime Rhythms', a celebration of Aboriginal culture through traditional dance, Didgeridoo, storytelling and artefacts for children and their families.

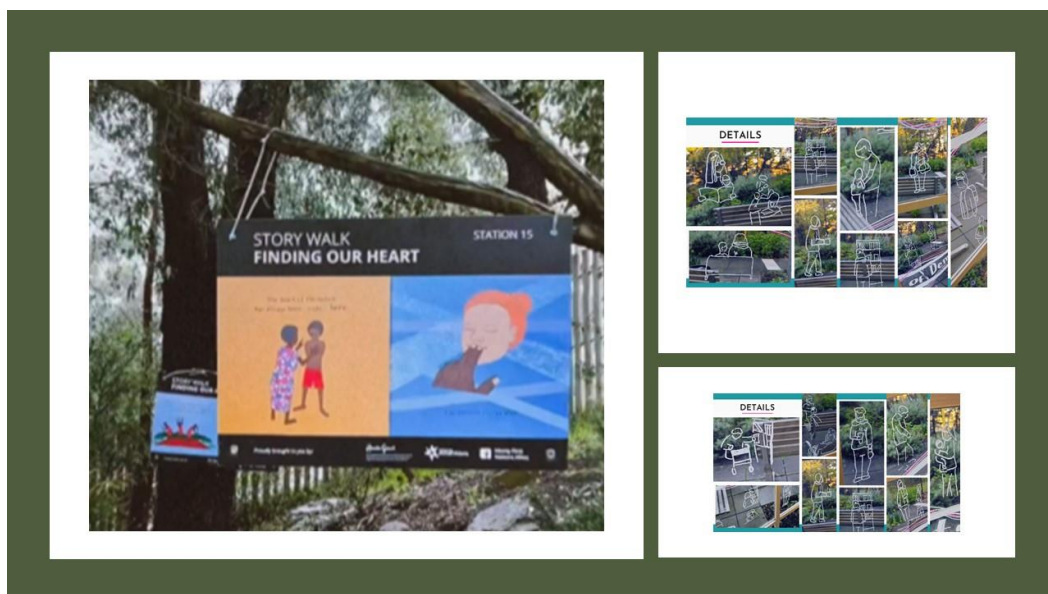
On Sunday 4 August, Mill Park Library hosted City of Whittlesea's Children's Day event, featuring arts, crafts and face painting, as well as traditional music and games. This event attracted 180 attendees.





ALIA Library and Information Week: YPRL explored the theme 'Roots of Democracy' through a range of events and activities highlighting how libraries strengthen the democratic process through everyday practices. This included a regional community engagement project, led by Mill Park Library, collecting the diversity of learning experiences on a typical day at YPRL. Local artist Fleassy Malay shaped these responses – amongst observations of conversations, exchanges, and quotes from recently returned books – to inform an installation at Watsonia Library and a poetic response ([Roots of Democracy - poetic response](#)). Over 150 community members and staff contributed to this project, and the installation will remain until the end of August.

Other activities included a themed Junior Library Lovers session at Ivanhoe, Youth co-design installation and voting sessions at Eltham, and a Pop-Up Library in the Whittlesea Township. Eltham Library also hosted a Storywalk in the garden, taking visitors on a journey through the pages of [Finding Our Heart: A Story about the Uluru Statement for Young Australians](#) by Thomas Mayor and Blak Douglas. With permission from Monty First Nations Allies and publisher Hardie Grant, the Storywalk explored Australia's past and creating a shared future.



All branches featured a curated series of media literacy resources from Museum of Australian Democracy (MoAD), as well as curated book displays and member title recommendations. Spotlighted at Mill Park Library was [Always Was, Always Will Be](#) by Boonwurrung Elder Aunty Fay Muir OAM and Sue Lawson, a look at some of the iconic First Peoples protest movements of the last 200 years. YPRL CEO and ALIA President Jane Cowell was to interview author Sue Lawson about this book and her work exploring truth-telling, human rights, equality and social justice, but the event cancelled due to illness (to be rescheduled).



During Library and Information Week, YPRL also launched a [new online resource](#) to help our users educate and inform themselves on how to detect misinformation, disinformation, and fake news. Several staff also attended ALIA's professional development webinars, including 'Literacy and Democracy: how the Library and Information Science sector combats mis and dis information'.

**Community Energy Service Assistance:** Banyule residents have had an opportunity to learn about energy services with the Community Energy Officer from Banyule Council. YPRL has hosted drop-in sessions once a month from 10.00am – 3.00pm for locals to get assistance and advice on finding the best offer for an energy supplier, advice on solar, ways to save energy and how to upgrade their homes. Banyule staff also gave a talk about what local grants are available to assist residents to make their homes more energy efficient. This has been a welcome addition to other sessions which have assisted residents to manage the cost of living.

<b>YPRL Library Plan 2021-2025  Connection</b>	<b>Banyule Council Plan 2021-2025</b>	<b>City of Whittlesea Community Plan 2021-2025</b>	<b>Nillumbik Shire Council Plan 2021-2025</b>
	<b>Priority Theme 1:</b> Our Inclusive and Connected Community <b>Priority Theme 3:</b> Our Well Built City <b>Priority Theme 6:</b> Our Trusted and Responsive Leadership	<b>Goal 1:</b> Connected Community  <b>Goal 2:</b> Liveable Neighbourhoods  <b>Goal 3:</b> Strong Local Economy	Community Connections  Place and Space

*School Industry program:* Mernda mini-branch participated in a School Industry program, a collaborative initiative with HWLLEN, Whittlesea Tech School, and Mernda Central College, designed to enhance work experience for students and businesses. As part of their Year 10 Industry & Enterprise Unit, students engaged in a 5-day program, including placements with employers and activities at Whittlesea Tech School. Two students, Serah Biju and Harpreet Kaur, were placed at Mernda Library, tasked with exploring how to introduce the Nintendo Switch to engage local youth. Their project, which included a presentation and marketing collateral, provided valuable insights into applying Design Thinking to real-world challenges. The program allowed Mernda mini-branch to engage with students, offering them practical experience and fostering partnerships with other organisations. Their teacher visited and stated that she had never seen such enthusiasm from work experience students.

*School Holiday Program:* 66 events were hosted across the region with over 1800 attendees. Over 255 participants attended outreach locations across the three LGAs, including Bellfield Community Hub, Donnybrook, Galada, Kirrip, St Andrews, and on board the Mobile Library. 172 children participated in activities learning from and about First Nations peoples, from Indigenous Hip Hop, Didgeridoo, Beats & Culture workshops to Virtual Reality session Thalu: Dreamtime. Other highlights included arts, craft, active and learning events.

Funding for City of Whittlesea programming provided opportunities for children and their families to engage in local events and activities. Over 500 attendances were recorded at events, with daily drop-in options facilitating even more opportunities for engagement. Highlights included a Reptile Encounter at Wollert, Winni the Wizard and her Magical Smells comedy show at Lalor, the Science Discovery Dome at Mill Park and collection-based Craft Packs available at Thomastown Recreation and Aquatic Centre (due to Thomastown closure). 250 School Holiday Activity Booklets were made available across City of Whittlesea service points, including Customer Service Centres, Community Activity Centres, YPRL branches and outreach venues, and the Mobile Library. Booklets featured a curated program, featuring activities from local authors and illustrators, StoryBox Hub, and service providers.

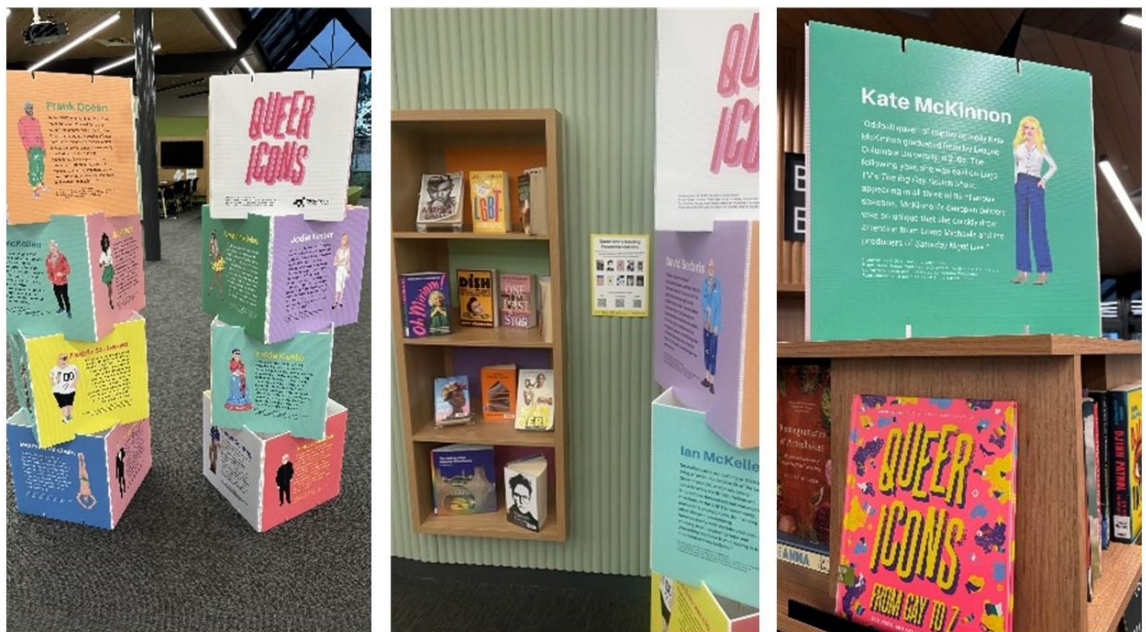




Queer Icons: YPRL received permission from author Patrick Boyle and publisher Smith Street Books, to use the artwork and content from Queer Icons from Gay to Z, to create a regional, touring exhibition. This has taken the form of:

- a digital exhibition (TV screen slide deck)
- a physical exhibition (displaying pages from the book on corflute cubes)

The cube concept allows for flexibility within the different library spaces as we can take advantage of floor space in larger branches and market stands/shelf tops in smaller branches/hubs and Mobile Library. The exhibition is also complemented by collection lists, a blog: [Patrick Boyle writes for YPRL](#), and collection displays. The physical exhibition has launched at Diamond Valley Library and will travel across the region during 2024/25.






*Eltham's 30<sup>th</sup> Birthday:* Eltham Library was opened in May 1994, and YPRL, Nillumbik Shire and local community celebrated the 30<sup>th</sup> anniversary in June 2024. The award-winning library event was filled with families, students, children, staff, friends, council partners, councillors, board members, architects and sculptors all celebrating what the library means to them. The day was one of community celebrations with Eltham High String Quartet setting the mood with glorious tunes. Speeches began with a warm welcome into the space by YPRL CEO Jane Cowell who also acknowledged that the building was built on Wurundjeri Country. Nillumbik Mayor Ben Ramcharan spoke about the value that libraries bring to community through creating connections and supporting life-long learning. He shared fond memories of his time spent at the Eltham Library, fostering a love for reading. The community had the chance to hear from the architect Greg Burgess, who shared his inspirations about the design of the building. But it was the conversations that were the best part, hearing the stories and recollections from so many people about what the library means to them and how it had impacted their lives; from having a place to study, read or just as a go to community space. Staff heard how the library had supported them through COVID, has been a place to bring their families, or provided a place to work that is warm and welcoming. From the feedback, it is evident that Eltham Library has and continues to play a vital role in the community it serves.



*Customer satisfaction survey:* In July 2024, YPRL conducted a user satisfaction survey to gain insight into our library service. A total of 1,071 participants provided feedback on a range of issues including their experience, facilities, collection, programs, digital platforms and staff. The average satisfaction rating was 8.79, reflecting a high level of overall contentment. Notably, 480 respondents gave a perfect 10 out of 10 score. A qualitative analysis of data identified 839 comments related to the participants being happy with their library service. The feedback revealed a significant interest in providing feedback on our collection, for example a desire for an expanded physical and digital collection. There was also a strong theme relating to the users experience in library spaces. This feedback will be instrumental in guiding our future planning and development to better meet the needs of our patrons. A presentation about the results will be given to the board at the October board meeting.

**Media Mentions:**

<b>Publication</b>		<b>Number of Mentions</b>
Banyule Banner - July 2024		1
Eltham District Historical Society Newsletter		1
Mirage		1
North Central Review		3
Star Weekly		4
Whittlesea		3
<b>Social Media</b>		
<b>Engagement</b>  eNews engagement decreased due to June/July School Holiday eNews being sent in the previous reporting period.	<b>Reach</b>  24 % decrease due to fewer social media posts.	<b>Followers</b>  1.5% increase in followers particularly eNews recipients.
<b>9,536</b>	<b>127,941</b>	<b>80,257</b>

	<b>Banyule Council Plan 2021-2025</b>	<b>City of Whittlesea Community Plan 2021-2025</b>	<b>Nillumbik Shire Council Plan 2021-2025</b>
<b>YPRL Library Plan 2021-2025</b>	<b>Priority Theme 1:</b> Our Inclusive and Connected Community	<b>Goal 1:</b> Connected Community	Community Connections
	<b>Priority Theme 2:</b> Our Sustainable Environment	<b>Goal 2:</b> Liveable Neighbourhoods	Place and Space
<b>Wellbeing</b>	<b>Priority Theme 3:</b> Our Well Built City	<b>Goal 3:</b> Strong Local Economy	
	<b>Priority Theme 5:</b> Our Thriving Local Economy	<b>Goal 4:</b> Sustainable Environment	

Seniors’ Wellbeing Skills: YPRL, in partnership with the St Vincent’s Health Aging Service (HAS) developed the [Wellbeing Skills: Group Program](#) for seniors, delivered at Ivanhoe Library in June and July. The initial program had over a dozen seniors participating, but it’s proven very popular with a waitlist of people wanting to participate. YPRL and HAS will run the program again in August. This event focussed on mental health issues in older adults, and it was exciting to see the gender balance of the group, which had almost as many male attendees as female. HAS facilitators commented that men engaging with wellbeing programs wasn’t something they often experience.

Connecting with Creatives: Connecting with Creatives is a new program launched in the July School Holidays, that invited a selection of local authors, illustrators, and artists to each spend a day in one of our branches or outreach locations. The program provided children and their families with a unique and accessible opportunity to drop in, meet the creative, discuss art and process and watch them in action. Each creative also hosted a workshop on the day. Having creators of diverse backgrounds, highlighting a range of practices all day meant that the ‘drop-in’



approach provided more accessible and inclusive opportunities for children and their families to engage based on interests and needs.

Creatives involved were First Nations multi-disciplinary artist Emmy Webbers, mixed media artist Gurvinder Kaur, illustrator Marc McBride, author and illustrator Judith Rossell, cartoonist Brett Cardwell, artist Jodi Wiley, and local maker Annie Valentine. Workshops attracted over 270 attendances, and hundreds of engagements by children, families and visitors of all ages. One of the artists reported: *'it's soooo brilliant having the Connecting with Creatives program, I met so many great people from musicians to retired builders.'*

Each creative also provided YPRL with an activity, included in the School Holiday Activity booklet available across the region.



**Makerspace collaboration with Austin Hospital:** A recent collaboration between Ivanhoe Library and Austin Hospital demonstrates the potential of partnerships between libraries and healthcare institutions. Austin Hospital sonographer Warwick Park used the library's 3D printer to create an improved mount for ultrasound probes used in stroke patient care. After completing 3D printer training at the library, Warwick was able to prototype and print a two-armed mount that allows for better tracking of blood vessels during transcranial doppler ultrasounds. This customised medical device is now being used to examine stroke patients at Austin Hospital, potentially improving diagnostic capabilities. This collaboration shows how libraries can be innovation hubs, bringing together our resources with real-world needs in areas like healthcare. By doing this, we can create practical solutions that really make a difference in the community.

**Sensitive Santa:** An initial review of the Sensitive Santa program has been conducted, to reflect on and consider program sustainability, alignment with YPRL strategy, potential for regional expansion, and best practice in sensory and neuro-affirming support. To broaden program reach and enhance impact across YPRL, comprehensive and resource-intensive succession planning is required, including staff and volunteer training to align with current best practice. In addition to this review, YPRL conducted targeted community engagement activity, collecting insights from

local families of neurodivergent children regarding YPRL programming and opportunities for increased engagement. This indicated a need for and interest in increased regular programming, with diversified opportunities for engagement. Considering this, plans are in place to gather more feedback and co-design insights during October and November, whilst Mill Park Library will continue to host Sensitive Santa sessions in December 2024.

YPRL Library Plan 2021-2025	Banyule Council Plan 2021-2025	City of Whittlesea Community Plan 2021-2025	Nillumbik Shire Council Plan 2021-2025
Organisational Strength	Priority Theme 2: Our Sustainable Environment Priority Theme 6: Our Trusted and Responsive Leadership	Goal 3: Strong Local Economy Goal 4: Sustainable Environment Goal 5: High Performing Organisation	Sustainable and resilient Responsible and accountable

Staff Alignment and Engagement Survey: Our biennial Staff Alignment and Engagement survey was conducted in May, 2024, with a 75% response rate from 126 staff members. The survey results were shared with staff during the latest "CEO on the Spot" session. Key strengths identified include team leadership and investment in systems. Areas requiring further attention include senior leadership and reward and recognition.

To address these areas, we have engaged consultants to facilitate focus groups with staff and assist in developing a comprehensive action plan. Additionally, Managers are currently reviewing their branch and department-specific results. They will communicate results to their teams and collaboratively create action plans tailored to each branch and department.

Staff Professional Development Conference: On June 14th, 130 staff attended the conference featuring the Djirri Djirri Dancers, keynotes by Dr. Beth Driscoll on "The Future of Reading" and Dr. Vivian Gerrand on "What is Social Inclusion?", and a presentation on managing emotional load. A highlight was the Truth-Telling panel with Uncle Andrew Gardiner, Aunty Esme Bamblett, and Uncle Charles Pakana, which emphasised the importance of truth-telling for healing and reconciliation. The afternoon included an inclusive "Active Arvo" session, staff lightning talks, and a workshop on our RISE values. Over 90% of attendees reported gaining new knowledge, understanding, or skills from the event.

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## RECOMMENDATION

**THAT the Board resolves to RECEIVE and NOTE the CEO Report.**

M: \_\_\_\_\_  
 S: \_\_\_\_\_



## MEMBERSHIP 1.

### Total Members:

Banyule: 57,116

Nillumbik: 44,775

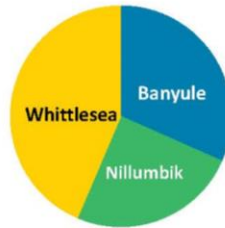
Whittlesea: 78,702



Active Members (Q4): 47,707

New Members: 6,621

### Total Members



## USAGE

App Hits: 121,647

Catalogue Hits: 134,175

Website Hits: 285,985

Wi-Fi Total Sessions: 41,155

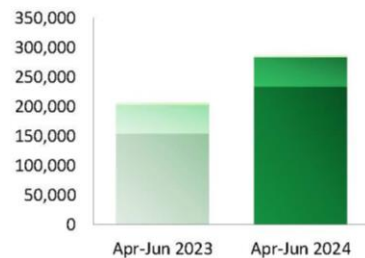
Banyule: 18,335

Nillumbik: 9,781

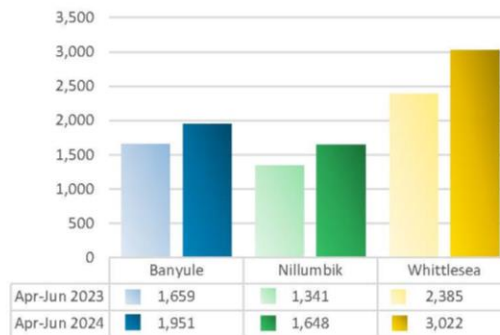
Whittlesea: 13,039

### Website Hits

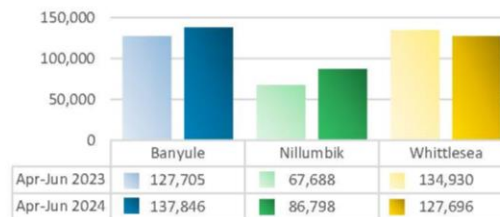
Desktop Mobile Tablet



### New Members Totals



### Branch Visitation



# OUR BUSINESS

2023/2024 Q4: 1 Apr–30 Jun

## EVENTS

Events: 1,265 (11.06% increase)  
Attendees: 33,311 (26.09% increase)

## Community Engagement

244 people attended sessions during Libraries After Dark at Watsonia and Mill Park



6,621 NEW MEMBERS

134,175 catalogue hits



250 people attended Biggest Morning Tea events



344 children and their carers attended Tinker Time STEAM programming



32 staff blogs

## STAFF



**Staff Total** 161  
 Full Time 37  
 Part Time 109  
 Casual 15  
**Volunteer Total** 88



■ Full Time ■ Part Time ■ Casual

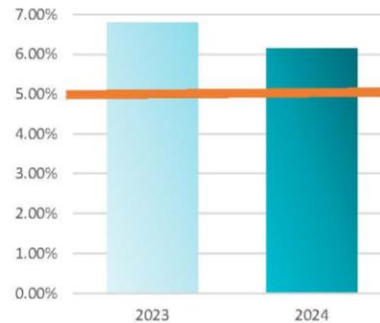
EFT Budget: 105.03 EFT Actual: 99.94

Staff EFT is under budget.

**Staff Turnover:** 4.94% (previously 1.76%)  
**Absenteeism:** 6.15% (previously 6.79%)  
 KPI: Under 5%

	2023	2024
3. Training Hours Delivered	749.00	1,527.50
Average per Employee	4.63	9.49

### Absenteeism





**Cash Balance**  
**Favourable to budget**  
**\$6.3 million**  
 in line with operating result and capital expenditure

## PROJECTS

●	On Time, On Budget
●	Delayed
●	Under Evaluation

# OUR PEOPLE & FINANCE

2023/2024 Q4: 1 Apr–30 Jun

## FINANCES

### EOFY 2023-2024 Financial Report

**Working Capital Ratio**  
1.84  
 Minimum level 1.3

**Capital Expenditure**  
 Under budget  
 \$668k



**Operating Result Year End 2023/24**  
 Surplus result \$63k



**\$\$\$ Accounts Payable**  
 Increased \$835k

**Accounts Receivable**  
 Increased \$19k

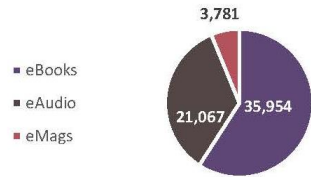


●	Lalor refurbishment completed over a 6 week period.
●	Thomastown upgrade to be completed in 2024/2025 Financial Year
●	Replacement Outreach Vehicle project completed over 2 financial years.
●	YPRL component for the new Kirrip Hub on track.

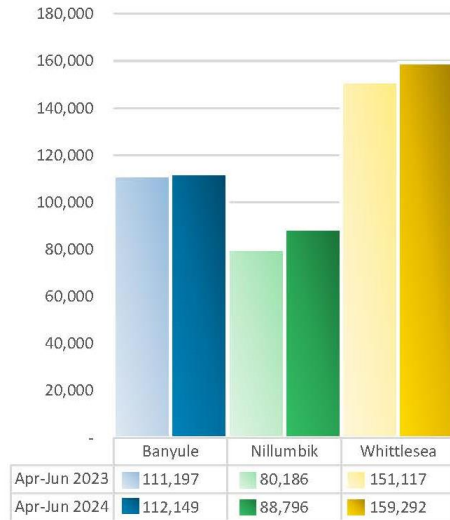
## COLLECTION 4.

**Total Physical and Digital Collection:** 421,039  
**Total Physical Items:** 360,237  
**Total Digital Items:** 60,802  
**Total Digital Platforms:** 23  
**Recently Purchased Stock:** 25,662

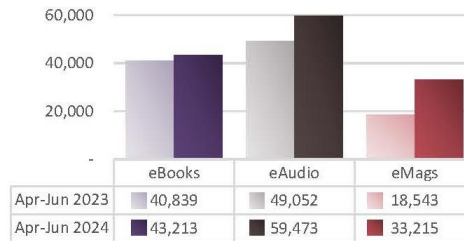
### Digital Collection



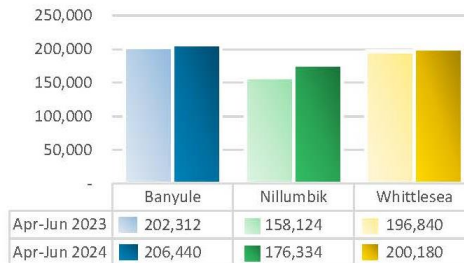
### Total Physical Items



### Digital Loans



### Physical Loans



## FOOTNOTES

1. We continue to focus on our membership drive with success evidenced by the continued increase in membership numbers.
2. Favourable variance mainly due to rescheduling of works at Thomastown Library to 2024/2025.
3. Increase in staff training hours is primarily due to the Staff Professional Development Conference.
4. Demand for our digital collections continues to drive a sustained increase across the whole year. Total physical loans remains steady despite branch closures.

# OUR ASSETS

2023/2024 Q4: 1 Apr–30 Jun

## LOANS

**Total Digital Loans:** 135,901 (25.33% increase)  
**Total Physical Loans:** 582,954 (4.6% increase)  
**Total Loans:** 718,855 (7.98% increase)

## Collections Report

**21% ↑**  
 Increase in eAudio loans

**3,653** Book Group books borrowed

**28,300**

Junior and Young Adult books borrowed during the April School Holidays

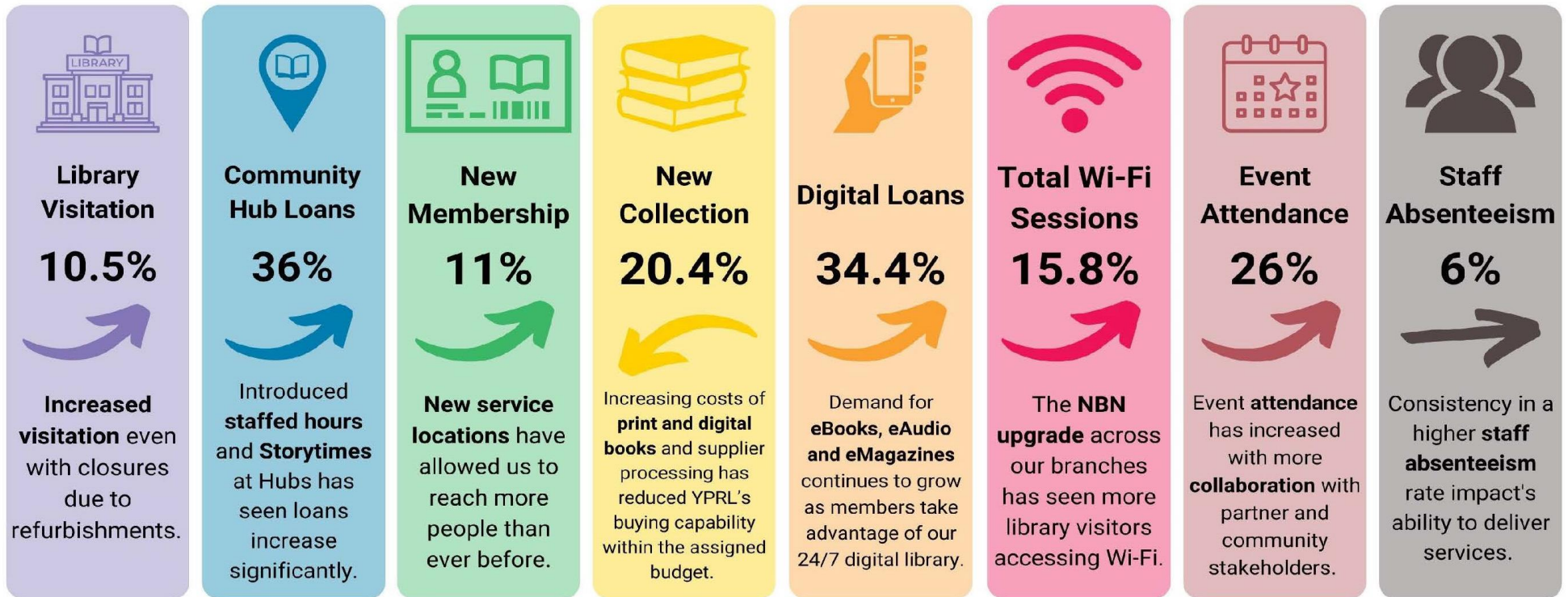
**37,200** early literacy Junior Reader books read

eMagazine loans are up **79%**



# OUR TRENDS

2023–2024



## CEO External Meetings June 2024 to August 2024

Date	Meeting Participants	Meeting/Event/Topic
22 June In person	Nillumbik Shire Councillors and members of the public	Eltham Library 30 <sup>th</sup> Anniversary celebration event.
24 June In person	Gehan Wijayasiriwardena, Kate Shannon, Brett Dunn, Alex Stewart, David Keep, Greg Shaw – Nillumbik Shire Council Leong Khoo, Jeavons Architects Alex Price, Trinh Luu & Jackie Moroney, YPRL	Working group regular fortnightly meeting to discuss Diamond Valley outdoor space revitalisation project construction.
25 June In person	Margaret Devlin, Consultant: Centre for Organisation Development Robyn Ellard & Kate Karrasch, YPRL	Discuss proposal for a revised Public Participation department structure following staff consultation meetings.
26 June Online	Banyule City Council Municipal Public Health and Wellbeing Plan Partnership Working Group members	Regular working group meeting to explore health and wellbeing priorities for residents of Banyule.
27 June Online	ALIA members	ALIA Changing Spaces Webinar – professional development in library building design.
27 June Online	Margaret Devlin, Consultant: Centre for Organisation Development	Discuss CEO Performance Review.
28 June & 12 July & 26 July & 9 August Online	Cathie Warburton, CEO ALIA	Regular catch up meeting
28 June In person Ivanhoe Library and Cultural Hub	Karina Lamb, ALIA Vice President, Director Community and Corporate, Hepburn Shire Council	Introductory meeting and branch tour for newly elected ALIA Vice President.

Date	Meeting Participants	Meeting/Event/Topic
28 June Online	Katie Norton, Collections Manager Whitehorse Manningham Libraries	Further discussion re the proposed OverDrive Consortia model.
2 July Online	Anthony Traill, City of Whittlesea Luciano Lauronce, YPRL	Discuss way forward with the Lalor Community Room management.
3 July Online	Richie Feder, Consultant Ensemble Strategy Robyn Ellard, Kate Karrasch, Sajeeva Tennekoon, Luciano Lauronce & Coralie Kouvelas – YPRL	Discuss the proposal for developing the next YPRL Library Plan.
3 July In person	Anthony Traill, City of Whittlesea	On site meeting to review the management of the Lalor Library Community room.
3 July In person Lalor Library	Tina Bourekas, Boroondara Library Service	Regular mentee meeting (fee for service) and tour of Lalor Library
4 July In person	Joe Kelly, Andrew Last & Karen Taylor Banyule City Council Michael Arnold, Fastes Security	Discuss security plans for the new Rosanna Library building
9 July Online	Sally Both, (CEO), Athina Mavromatiaki & Lynne Alderton, Whitehorse Manningham Libraries (WML) Premal Nirinjan, Acting CEO Your Library (YL) Sarah Delano, Julianne Tobin, OverDrive Coralie Kouvelas, Jessica Strong & Emily Butcher, YPRL	Further discussions regarding the proposed OverDrive Consortia.
10 July Online	PLV Special Interest Groups Convenors	Regular quarterly meeting for the Convenors of the varied Special Interest Groups of Public Libraries Victoria (PLV). CEO is Mentor for the Statewide Special Interest Group for Library Collections
11 July In person	Administrator Lydia Wilson, Chair of YPRL Board	Regular meeting.

Date	Meeting Participants	Meeting/Event/Topic
11 July In person	Thomastown Community Group members	Discuss new protocols for the use of the Thomastown Community rooms once refurbishment is completed, specifically in relation to allocation of storage cupboards
12 July In person	Banyule City Council representative and members of the community	Turning of the Sod ceremony for the new Rosanna Library.
15 July In person	Anthony Traill, City of Whittlesea Kris Miller, Chris Worsnop & Aylie Spence, Belgravia Leisure	Introductory meeting to explore partnership options between leisure facilities and YPRL and discuss terms of reference.
16 July & 22 July & 23 July Online	Sally Both, CEO WML & Premal Niranjn Acting CEO YL	Further discussions on the proposed OverDrive consortia following the meeting with OverDrive representatives.
16 July Online	PLV Library leaders	Regular general meeting.
16 July Online	Brandt McCook, Port Phillip Libraries & Heather Iveson, Boroondara Libraries	Formulating the Collections Special Interest Group next agenda items.
16 July Online (after hours)	IFLA Public Libraries Section members	Regular Committee meeting
17 July Online	CEO Employment Matters Sub Committee Members: Administrator Lydia Wilson (City of Whittlesea) Cr Alison Champion (Banyule City Council) Cr Karen Egan (Nillumbik Shire Council) Margaret Devlin, Consultant Centre for Organisation Development	End of Year YPRL CEO performance review.
18 July In person	City of Whittlesea Council Administrators, CEO and staff YPRL staff	Official launch of the Mernda Library.

Date	Meeting Participants	Meeting/Event/Topic
18 July & 31 July Online	Matthew Trawn, Architect K2LD Designs Elena Shchuchkina, UT Consulting Joe Kelly, Luke Claringbold & Karen Taylor, Banyule City Council Trinh Luu & Sajeeva Tennekoon, YPRL	Review of the current AV consultant scope and review of tender documentation for the new Rosanna Library.
19 July Online	Joseph Tabacco, Director Community Wellbeing Banyule City Council	Regular partner meeting.
23 July Online	ALIA representatives	Finalisation of speaker and panel discussion requirements for upcoming ALIA Webinars for Library and Information Week – theme Roots of Democracy
25 July In person	Mat Foley & Eva Greive, Content Studio Georgia Byers, Daniel Mikhael & Simon Bultjens, Simbuilt Trinh Luu & Annelies Norland, YPRL	Thomastown Library project meeting to finalise outstanding items
26 July In person	LGPro – Governance and L&D Special Interest Group members Debbie Lamb, YPRL	Session to provide hints, tips and advice on developing an effective induction program for incoming Councillors. Speakers presented their experiences on building and maintaining relationships within Councillors.
29 July Online	Melissa Parent, National and State Libraries Australasia (NSLA)	Identify subject content for upcoming attendance at the PLV Collections Special Interest Group meeting on the new RDA standards for cataloguing library collections.
29 July Online	Kate Camilleri & Nichole Johnson, Nillumbik Shire Council Robyn Ellard & Alex Price, YPRL	Exploratory discussion on YPRL presence at the Diamond Creek Youth Hub.
29 July Online	Agata Chmielewski & Anthony Traill, City of Whittlesea	Regular partner meeting.
30 July Online	Ignacio Zamora & Saleh Hadi, Nillumbik Shire Council Liz Pidgeon, YPRL	Preliminary meeting to discuss option of collaboration between Nillumbik and YPRL for potential location of the Victorian Women’s Public Art Program public arts display. This is dependent on a successful grant application.
31 July In person	Inclusive Banyule Committee members	Regular committee meeting for all partners.
1 August In person	Administrator Lydia Wilson, City of Whittlesea	Regular catch up meeting and discussion of CEO KPIs and upcoming August YPRL Board meeting agenda.



Date	Meeting Participants	Meeting/Event/Topic
1 August Online	State Library Victoria (SLV) Libraries for Health and Wellbeing Workgroup	Regular workgroup meeting.
5 August Online	Jeff Wakeley, Aylie Spence, Belgravia Leisure Robyn Ellard, YPRL	Exploratory meeting re partnership and grant opportunities between the organisations, specifically the Belgravia Foundation and what support they can provide for grant applications.
6 August In person	Kath Brackett, Director Community & Sector Development, Municipal Association Victoria (MAV)	Statewide advice re Statewide support for treaty discussions to be held in public libraries across the State
7 August In person	Australian Publishers, library leaders and managers and Australian book retailers and suppliers.	Australian Publishing Industry National Conference (BookUp 2024) Funded by ALIA
8 August Online	Public Libraries Victoria (PLV) Collections Special Interest Group (SIG) members	Regular Collections SIG meeting. Delivered a presentation on the new ALIA Code of Ethics for the Library Industry.
8 August In person	Madison Miller, Babak Toosipour, Kelisha Nikitas, Amanda Watson, Morgan Einam, Natalie Neale – City of Whittlesea Trinh Luu, Robyn Ellard, Coralie Kouvelas, Regine Miriklis, Kristina Lauretta, Olivia Chapman, Jessica Strong - YPRL	Walkthrough of the new Kirrip Community Activity Centre and the Click and Collect Service layout.
8 August Online (after hours)	Vickery Bowles, Martin Mehmet & Alicia Rey – IFLA Public Libraries Sector members	Discuss format of the upcoming IFLA Conference panel discussion session in Barcelona. CEO is the Panel Facilitator.
9 August Online	Corrienne Nichols, Nillumbik Shire Council	Regular partner meeting.
13 August Online	Joseph Camileri, Bolinda/Borrowbox	Discuss current contract with eResources content provider.
15 August In person	Luke Claringbold, Matthew Trawn & Cathie Nguyen, K2LD Architects Felix Paralaro, Zenith Interiors	Viewing of loose furniture items for Rosanna Library to finalise choices for the new Rosanna building.

Date	Meeting Participants	Meeting/Event/Topic
	Karen Taylor, Joe Kelly, Banyule City Council	
15 August Online (after hours)	Liz White, Director of Library Partnerships British Library London.	Catch up meeting.
16 August Online	Luke Claringbold, Matthew Trawn & Cathie Nguyen, K2LD Architects, Joe Kelly, Karen Taylor, Duncan Stephen, Banyule City Council. Elena Shchuchkina, UT Consulting Te-liang Chong, DDEG	Review feedback and comments regarding the recording and podcast studio specifications for the new Rosanna Library. Preparation for final scope and specifications.
16 August Online	Gehan Wijayasiriwardena, Kate Shannon, Nillumbik Shire Council Trinh Luu, YPRL	Project update for the Diamond Valley Outdoor Space rejuvenation and discussions for the date for a launch of the space.
19 & 20 August In person (Canberra)	ALIA Board members	Board meeting.
21 August Online (after hours)	IFLA Public Libraries Sector members	Formulate and finalise the Democracy Workshop for the upcoming IFLA conference in Barcelona.
22 August In person	Glenn Day, Resource Furniture Business Development Manager	Catch up and discussion regarding new library furniture offerings and to review furniture provided for Thomastown and the new Rosanna Library.

## Agenda Item 3: End of Financial Year 2023/2024 Financial Report (DECISION)

Responsible Officer:	Chief Executive Officer
Author:	Luciano Lauronce, Finance and Administration Manager
Attachment:	3. – Draft Financial Report 2023-2024

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### REPORT

#### SUMMARY

This report is for the Board Member's information and includes the Financial Summary and the draft Financial Report for financial year 2023/2024. The draft 2023/2024 Financial Report is for Board's consideration and resolution to adopt 'in principle', subject to RSD Audit review, YPRL Audit Committee approval, and VAGO's response, for submission to the Minister of Local Government

#### INTRODUCTION

The 2023/2024 Financial Summary report presents the major events during the financial year, the performance against budget, and YPRL financial position against the financial sustainability indicators.

The draft 2023/2024 Financial Report is for general-purpose financial report and consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes to these financial statements. The draft 2023/2024 Financial Report is attached, and the RSD Audit Financial Management Letter and Closing Report will be issued to Board members once received by YPRL.

#### REPORT

##### 2023/2024 Financial Summary

The financial year 2023/2024 was marked by a distinctive economic environment characterised by ongoing elevated inflation, tight monetary policy, resilient labour market, and cost shifting pressures. YPRL, under this challenging environment, was able to achieve an underlying operating surplus for the financial year.

The major events in the financial year were:

- Managed cost shifting pressures.
- Maximised investment return.
- Secured other income.
- Reviewed and restructured head office roles because of process efficiencies.
- Controlled materials and services expenses.
- Completed the refurbishment of Eltham and Lalor library branches.
- Completed the fit out of the new outreach vehicle.

## Operating Result

As of 30 June 2024, as a result of prudent and proactive budget management, YPRL has achieved a favourable underlying operating result to budget.

### Operating Result

For the year ended 30 June 2024

	Budget 2023/2024 \$	Actual 2023/2024 \$	Variance \$	Reference
<b>Income</b>				
Contributions - monetary	14,503,931	14,503,931	-	
Grants - Operating	2,895,683	2,885,734	(9,949)	
Grants - Capital	150,000	62,371	(87,629)	(1)
User fees and charges	234,984	214,659	(20,325)	
Interest income	210,000	335,702	125,702	(2)
Other income	156,342	239,107	82,765	(3)
<b>Total income / revenue</b>	<b>18,150,940</b>	<b>18,241,504</b>	<b>90,564</b>	
<b>Expenses</b>				
Employee costs	11,670,829	11,944,538	(273,709)	(4)
Materials and services	4,111,125	4,098,811	12,314	
Depreciation	1,732,817	1,720,618	12,199	
Depreciation – right of use assets	82,597	82,596	1	
Utilities charges	392,738	321,282	71,456	(5)
Finance costs - leases	10,834	11,035	(201)	
<b>Total expenses</b>	<b>18,000,940</b>	<b>18,178,880</b>	<b>(177,940)</b>	
<b>Surplus for the year</b>	<b>150,000</b>	<b>62,624</b>	<b>(87,376)</b>	
<b>Underlying Surplus</b>	<b>-</b>	<b>253</b>	<b>253</b>	

## Notes

- (1) The Living Library Infrastructure capital grant of \$150k has been fully recognised as income in both the current and previous financial years, \$62k and \$88k respectively. The new outreach vehicle was acquired in 2022/2023 and the fit-out was completed during 2023/2024.
- (2) The increment in interest income is a result of higher cash rates, which have benefited our term deposit investments, and the maximisation of the amount invested.
- (3) The favourable variance is due to the refund of super guarantee charges by the Australian Taxation Office, the WorkCover reimbursements, and the income from additional services provided by YPRL.

(4) The unfavourable variance is mainly explained by changes in YPRL's organisation structure and in the Victorian WorkCover premium scheme.

(5) The variance to budget can be attributed to reduced consumption of utilities and improved pricing agreement.

### Capital Expenditure

As of 30 June 2024, overall capital expenditure totals \$2.18m and compared favourably to budget by \$668k.

#### Capital Expenditure For the year ended 30 June 2024

	Budget 2023/2024 \$	Actual 2023/2024 \$	Variance \$	Reference
Bookstock	1,646,233	1,521,899	124,334	(1)
Plant and equipment	1,205,000	661,221	543,779	(2)
<b>Total capital works expenditure</b>	<b>2,851,233</b>	<b>2,183,120</b>	<b>668,113</b>	

#### Notes:

- (1) Favourable variance due to unavailability of physical book collection that met YPRL selection criteria.
- (2) The variance to budget can be attributed to the rescheduling of refurbishment works at the Thomastown branch to 2024/2025 and to the postponement of improvements to the mobile library trailer.

### Investment Performance

The focus of YPRL for the financial year 2023/2024 was to maximise the allocation of funds in "at call" and "term" deposits and achieve the best investment result in the current macroeconomic conditions.

The Reserve Bank of Australia, in response to inflation pressures, set the official cash rate at 4.35% in November 2023 and has kept it on hold since then. Under this macroeconomic environment of higher interest rates, YPRL was able to generate a strong investment result from the asset allocation in "at call" and "term" deposits.

The investment performance for the financial year 2023/2024 was:

- Interest income (accrual basis): \$336k

- Average investment return: 4.67% pa (per annum)
- Average 3-month Bank Bill Swap Rate (BBSW) midpoint average: 4.30%
- Average RBA's cash rate: 4.35% pa
- Weighted average investment duration: 94 days
- Counterparty: Commonwealth Bank Australia

As of 30 Jun 2024, the investment asset allocation comprises:

**At call deposits**

- Allocation: \$131k
- Interest rate: 4.35% pa
- Counterparty: Commonwealth Bank Australia

**Term deposits**

- Allocation: \$6.5m
- Average interest rate: 4.76% pa
- 3-month Bank Bill Swap Rate (BBSW) midpoint average: 4.30%
- RBA's cash rate: 4.35% pa
- Average maturity: 177 days
- Counterparty: Commonwealth Bank Australia

### Financial Sustainability ratios

YPRL defined financial indicator levels to assess its financial position at the end of each financial year, at the time of budget discussion, or when decision involves accumulated surplus or reserve funds.

Indicator	Measure	Target	Actual 2023/2024
Underlying result	Measures the ability to generate surplus in the ordinary course of business, excluding non-recurrent capital grants, non-monetary asset contributions and other contributions, to fund capital expenditure from its net result.  <b>Calculation</b> Adjusted underlying surplus (or deficit)/adjusted underlying revenue	0%	0%
Working capital	Measures the ability to pay existing liabilities in the next 12 months. A ratio of one or more means that an entity has more cash and liquid assets than short-term liabilities.  <b>Calculation</b> Current assets/current liabilities	1.3	1.84
Investment gap	This compares the rate of spending on renewing, restoring, and replacing existing assets with depreciation. Ratios higher than 1.0 indicate that spending on existing assets is faster than the depreciation rate.  <b>Calculation</b> Renewal and upgrade expenditure/depreciation	0.90	1.27

### Draft 2023/2024 Financial Report

The draft 2023/2024 Financial Report is for general-purpose financial report and consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general-purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the Local Government Act 1989 (as per the transitional provisions of the Local Government Act 2020) and the Local Government (Planning and Reporting) Regulations 2014.

The draft 2023/2024 Financial Report is accompanied with RSD Audit Financial Management Letter and Closing Report (refer to agenda item 1: RSD External Audit Report).

### CONSULTATION

Consultation was held with the Executive Leadership team and the Finance team during the preparation of this report.

## CRITICAL DATES

General Purpose Financial Statements must be signed by YPRL Board signatories, approved by VAGO and provided to the Minister for Local Government by 25 October 2024.

## FINANCIAL IMPLICATIONS

All financial implications are included in the body of the report.

## POLICY STRATEGY AND LEGISLATION

*Local Government Act 1989*, Section 131 (2) (b) (c) (d) requires a Regional Library Corporation to prepare an audited performance statement, audited financial statements and a copy of the auditor's report on the performance statement, prepared under Section 132.

*Local Government Act 1989*, Section 132, Local Government Regulations (Performance and Accountability) (4) (a).

## LINKS TO LIBRARY PLAN

### Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

### Priorities:

- Governance and technology.
- Environmental and social sustainability.
- A resilient and thriving organisation.

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

---

## RECOMMENDATION

### THAT the Board resolves to:

1. **RECEIVE and NOTE the End of Financial Year 2023/2024 Financial Summary**

M: \_\_\_\_\_  
S: \_\_\_\_\_



**2. RECEIVE and NOTE the RSD Audit Management Letter and Closing Report**

M: \_\_\_\_\_  
S: \_\_\_\_\_

**3. ADOPT the DRAFT 2023/2024 Financial Report 'in principle', pending RSD Audit Review, YPRL Audit Committee approval, and VAGO's response, for submission to the Minister for Local Government**

M: \_\_\_\_\_  
S: \_\_\_\_\_

**4. ENDORSE two (2) members of the YPRL Board as signatories on the Final 2023/2024 Financial Report for submission to the Minister for Local Government**

M: \_\_\_\_\_  
S: \_\_\_\_\_

# **Yarra Plenty Regional Library Service**

## **ANNUAL FINANCIAL REPORT**

**For the Year Ended 30 June 2024**

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

*Luciano Lauronce*  
**Principal Accounting Officer**  
Dated:  
*South Morang*

In our opinion, the accompanying financial statements present fairly the financial transactions of the Yarra Plenty Regional Library (YPRL) for the year ended 30 June 2024 and the financial position of YPRL as at that date.

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

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

<Councillor 2 Name>  
**Councillor**  
Dated:  
*South Morang*

<Councillor 2 Name>  
**Councillor**  
Dated:  
*South Morang*

*Jane Cowell*  
**Chief Executive Officer**  
Dated:  
*South Morang*

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Yarra Plenty Regional Library Service  
2023/2024 Financial Report

**Comprehensive Income Statement  
For the Year Ended 30 June 2024**

	Note	2024 \$	2023 \$
<b>Income/Revenue</b>			
Contributions - monetary	3.1	14,503,931	13,758,187
Grants - Operating	3.2	2,885,734	2,961,243
Grants - Capital	3.2	62,371	87,629
User fees and charges	3.3	214,659	230,026
Interest income	3.4	335,702	271,489
Other income	3.5	239,107	240,130
<b>Total income / revenue</b>		<b>18,241,504</b>	<b>17,548,705</b>
<b>Expenses</b>			
Employee costs	4.1	11,944,538	11,488,893
Materials and services	4.2	4,098,811	4,264,534
Depreciation	4.3	1,720,618	1,680,730
Depreciation – right of use assets	4.3	82,596	104,181
Utility charges	4.4	321,282	347,831
Finance costs - leases	4.5	11,035	10,908
Net loss on disposal/write-off of assets	4.6	-	188,813
<b>Total expenses</b>		<b>18,178,880</b>	<b>18,085,889</b>
<b>Surplus /(deficit) for the year</b>		<b>62,624</b>	<b>(537,184)</b>
<b>Other comprehensive income</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive Result</b>		<b>62,624</b>	<b>(537,184)</b>

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

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

<b>Balance Sheet</b>			
<b>As at 30 June 2024</b>			
	Note	2024 \$	2023 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	5.1	1,131,351	3,411,986
Trade & other receivables	5.1	107,874	88,959
Other financial assets	5.1	5,500,000	3,000,000
Other assets	5.2	160,492	42,110
<b>Total current assets</b>		<b>6,899,717</b>	<b>6,543,055</b>
<b>Non-current assets</b>			
Bookstock, plant and equipment	6.1	4,668,292	4,205,790
Right-of-use assets	5.7	495,579	578,175
<b>Total non-current assets</b>		<b>5,163,871</b>	<b>4,783,965</b>
<b>Total assets</b>		<b>12,063,588</b>	<b>11,327,020</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5.3	1,507,406	671,682
Contract and other liabilities	5.3	-	62,371
Lease liabilities	5.7	81,881	84,076
Provisions	5.4	2,161,148	2,202,228
<b>Total current liabilities</b>		<b>3,750,435</b>	<b>3,020,357</b>
<b>Non-current liabilities</b>			
Provisions	5.4	124,332	98,585
Lease liabilities	5.7	474,298	556,179
<b>Total non-current liabilities</b>		<b>598,630</b>	<b>654,764</b>
<b>Total liabilities</b>		<b>4,349,065</b>	<b>3,675,121</b>
<b>Net assets</b>		<b>7,714,523</b>	<b>7,651,899</b>
<b>Equity</b>			
Accumulated Surplus	9.4	6,834,301	6,277,394
Reserves	9.4	880,222	1,374,505
<b>Total Equity</b>		<b>7,714,523</b>	<b>7,651,899</b>

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

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

**Statement of Changes in Equity  
For the Year Ended 30 June 2024**

2024	Note	Total \$	Accumulated Surplus \$	Other Reserves \$
Balance at beginning of the financial year		7,651,899	6,277,394	1,374,505
Deficit for the year		62,624	62,624	-
Transfers to other reserves		-	494,283	(494,283)
<b>Balance at end of the financial year</b>	9.4	<b>7,714,523</b>	<b>6,834,301</b>	<b>880,222</b>

2023	Note	Total \$	Accumulated Surplus \$	Other Reserves \$
Balance at beginning of the financial year		8,189,083	6,814,578	1,374,505
Surplus for the year		(537,184)	(537,184)	-
Transfers to other reserves		-	-	-
<b>Balance at end of the financial year</b>	9.4	<b>7,651,899</b>	<b>6,277,394</b>	<b>1,374,505</b>

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

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

**Statement of Cash Flows  
For the Year Ended 30 June 2024**

	Note	2024 Inflows/ (Outflows) \$	2023 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>			
Contributions - monetary		14,503,931	13,758,187
Grants - operating		2,885,734	2,961,243
Grants - capital		-	150,000
User fees and charges		214,659	230,026
Interest received		337,090	224,936
Other receipts		218,804	254,111
Employee costs		(11,543,210)	(11,435,054)
Materials and services		(3,373,580)	(3,603,019)
Net GST payment		(860,428)	(770,852)
Other payments		(285,362)	(313,650)
<b>Net cash provided by operating activities</b>	<b>9.2</b>	<b>2,097,638</b>	<b>1,455,929</b>
<b>Cash flows from investing activities</b>			
Payments for bookstock, plant and equipment		(1,783,162)	(2,295,740)
Payment for investments		(2,500,000)	-
<b>Net cash used in investing activities</b>		<b>(4,283,162)</b>	<b>(2,295,740)</b>
<b>Cash flows from financing activities</b>			
Interest paid – lease liability		(11,035)	(10,908)
Repayment of lease liabilities		(84,076)	(88,545)
<b>Net cash used in financial activities</b>		<b>(95,111)</b>	<b>(99,453)</b>
Net decrease in cash and cash equivalents		(2,280,635)	(939,264)
Cash and cash equivalents at the beginning of the financial year		3,411,986	4,351,250
<b>Cash and cash equivalents at the end of the financial year</b>		<b>1,131,351</b>	<b>3,411,986</b>

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

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**Statement of Capital Works  
For the Year Ended 30 June 2024**

	Note	2024 \$	2023 \$
<b>Bookstock</b>			
Bookstock	6.1	1,521,899	1,540,612
<b>Total bookstock</b>		<b>1,521,899</b>	<b>1,540,612</b>
<b>Plant and equipment</b>			
Plant and equipment	6.1	661,221	755,128
<b>Total plant and equipment</b>		<b>661,221</b>	<b>755,128</b>
<b>Total capital works expenditure</b>		<b>2,183,120</b>	<b>2,295,740</b>
<b>Represented by:</b>			
New		-	127,629
Renewal		2,183,120	2,168,111
<b>Total capital works expenditure</b>		<b>2,183,120</b>	<b>2,295,740</b>

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

Yarra Plenty Regional Library Service  
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## Notes to the Financial Report for the Year Ended 30 June 2024

### Note 1 OVERVIEW

#### Introduction

The Yarra Plenty Regional Library Service (YPRL) was established by an Order of the Governor in Council on 11 January 1996 and is a body corporate.

The YPRL's main office is located at Unit 6, 1 Danaher Drive, South Morang, VIC 3572.

#### Statement of compliance

These financial statements are a general-purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general-purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989 (as per the transitional provisions of the Local Government Act 2020)* and the *Local Government (Planning and Reporting) Regulations 2014*.

YPRL is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

#### Accounting policy information

##### Basis of Accounting

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

The accrual basis of accounting has been used in the preparation of these financial statements, except for the cash flow information, whereby assets, liabilities, equity, income, and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

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

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

Judgements, estimates, and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the fair value of bookstock, and plant and equipment (refer to Note 6.1)
- the determination of depreciation for bookstock, and plant and equipment (refer to Note 6.1)
- the determination of employee provisions (refer to Note 5.4)



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**Notes to the Financial Report**  
**for the Year Ended 30 June 2024**

- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of *AASB 15 Revenue from Contracts with Customers* or *AASB 1058 Income of Not-for-Profit Entities* (refer to Note 3)
- the determination, in accordance with *AASB 16 Leases* of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 5.7)
- other areas requiring judgements

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

**Goods and Services Tax (GST)**

Income and expenses are recognised net of the amount of associated GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**Note 2 Analysis of our results**

**2.1 Performance against budget**

The performance against budget compares YPRL's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. YPRL has adopted a materiality threshold of more than \$30,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

These notes are prepared to meet the requirements of the *Local Government Act 1989 (as per the transitional provisions of the Local Government Act 2020)*, and the *Local Government (Planning and Reporting) Regulations 2014*.

**2.1.1 Income / Revenue and expenditure**

	Budget 2023/2024 \$	Actual 2023/2024 \$	Variance \$	Reference
<b>Income</b>				
Contributions - monetary	14,503,931	14,503,931	-	
Grants - Operating	2,895,683	2,885,734	(9,949)	
Grants - Capital	150,000	62,371	(87,629)	(1)
User fees and charges	234,984	214,659	(20,325)	
Interest income	210,000	335,702	125,702	(2)
Other income	156,342	239,107	82,765	(3)
<b>Total income / revenue</b>	<b>18,150,940</b>	<b>18,241,504</b>	<b>90,564</b>	
<b>Expenses</b>				
Employee costs	11,670,829	11,944,538	(273,709)	(4)
Materials and services	4,111,125	4,098,811	12,314	
Depreciation	1,732,817	1,720,618	12,199	
Depreciation – right of use assets	82,597	82,596	1	
Utilities charges	392,738	321,282	71,456	(5)
Finance costs - leases	10,834	11,035	(201)	
<b>Total expenses</b>	<b>18,000,940</b>	<b>18,178,880</b>	<b>(177,940)</b>	
<b>Surplus for the year</b>	<b>150,000</b>	<b>62,624</b>	<b>(87,376)</b>	

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**(i) Explanation of material variations**

- (1) The Living Library Infrastructure capital grant of \$150k has been fully recognised as income in both the current and previous financial years, \$62k and \$88k respectively. The new outreach vehicle was acquired in 2022/2023 and the fit-out was completed during 2023/2024.
- (2) The increment in interest income is a result of higher cash rates, which have benefited out term deposit investments, and the maximisation of the amount invested.
- (3) The favourable variance is due to the refund of super guarantee charges by the Australian Taxation Office, the WorkCover reimbursements, and the income from additional services provided by YPRL.
- (4) The unfavourable variance is mainly explained by changes in YPRL's organisation structure and in the Victorian WorkCover premium scheme.
- (5) The variance to budget can be attributed to reduced consumption of utilities and improved pricing agreement.

**2.1.2 Capital Works**

	Budget 2023/2024 \$	Actual 2023/2024 \$	Variance \$	Reference
Bookstock	1,646,233	1,521,899	124,334	(1)
Plant and equipment	1,205,000	661,221	543,779	(2)
<b>Total capital works expenditure</b>	<b>2,851,233</b>	<b>2,183,120</b>	<b>668,113</b>	
<b>Represented by:</b>				
Renewal	2,851,233	2,183,120	668,113	(1,2)
<b>Total capital works expenditure</b>	<b>2,851,233</b>	<b>2,183,120</b>	<b>668,113</b>	

**(i) Explanation of material variations**

- (1) Favourable variance due to unavailability of physical book collection that met YPRL selection criteria.
- (2) The variance to budget can be attributed to the rescheduling of refurbishment works at the Thomastown branch to 2024/2025 and to the postponement of improvements to the mobile library trailer.

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**Note 2.2 Analysis of YPRL results by program**

YPRL delivers its functions and activities through the following programs.

**Administration and management**

Administration and management provide efficient, effective, and proactive support services across the library service to enable the delivery of the library service vision and mission. The provision of these services includes finance services, digital information and technology, organisational development, procurement, strategy, and program delivery.

**Collections**

YPRL operates a regional library collection to take advantage of efficiencies in collection management, additional diversity of offering through enhanced collection size, and resource management due to enhanced buying power and economies of scale.

**Branches**

YPRL operates nine branches and the mobile library service across the three-member Councils. Branches are responsible for core service delivery including customer service and patron interactions, delivery of local programs, physical management, and local curation of collections.

2024	Income	Expenses	Surplus/(Deficit)	Grants (incl. in income)	Total assets
	\$	\$	\$	\$	\$
Administration and Management	17,969,606	8,126,797	9,842,809	2,890,866	7,525,920
Collections	57,239	2,736,294	(2,679,055)	57,239	2,996,744
Branches	214,659	7,315,789	(7,101,130)	-	1,544,767
	<b>18,241,504</b>	<b>18,178,880</b>	<b>62,624</b>	<b>2,948,105</b>	<b>12,067,431</b>

2023	Income	Expenses	Surplus/(Deficit)	Grants (incl. in income)	Total assets
	\$	\$	\$	\$	\$
Administration and Management	17,261,439	8,584,503	8,676,936	2,991,633	7,313,571
Collections	57,239	2,733,877	(2,676,638)	57,239	2,998,713
Branches	230,027	6,767,509	(6,537,482)	-	1,059,736
	<b>17,548,705</b>	<b>18,085,889</b>	<b>(537,184)</b>	<b>3,048,872</b>	<b>11,327,020</b>

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**Note 3 Funding for the delivery of our services**

**3.1 Contributions - monetary**

	2024	2023
	\$	\$
Member Council's contributions	14,503,931	13,758,187
<b>Total Contributions - monetary</b>	<b>14,503,931</b>	<b>13,758,187</b>

The following Member Council contributions were received during the year.

Shire of Nillumbik	3,077,341	3,022,440
City of Banyule	5,662,325	5,550,711
City of Whittlesea	5,764,265	5,185,036
<b>Total contributions of Member Councils</b>	<b>14,503,931</b>	<b>13,758,187</b>

Monetary contributions are recognised as revenue when YPRL obtains control over the contributed asset.

**Aggregate contributions of Member Councils**

The percentage aggregate contributions of Member Councils making up the Yarra Plenty Regional Library Service is as follows:

	2024	2023
	%	%
Shire of Nillumbik	21.37	21.38
City of Banyule	40.72	40.81
City of Whittlesea	37.91	37.81
<b>Total aggregate contribution of Member Councils</b>	<b>100.00</b>	<b>100.00</b>

**3.2 Grants**

Grants were received in respect of the following:

	2024	2023
	\$	\$
<b>Summary of Grants</b>		
State Government grants	2,919,779	3,028,872
Other grants	28,325	20,000
<b>Total grants received</b>	<b>2,948,104</b>	<b>3,048,872</b>



Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**(a) Operating Grants**

	2024	2023
	\$	\$
<b>Recurrent Grants</b>		
<b>Recurrent - State Government</b>		
Regional Library Service grant (i)	2,782,788	2,782,788
Premiers Reading grant	57,239	57,239
<b>Total recurrent operating grants</b>	<b>2,840,027</b>	<b>2,840,027</b>
<b>(i) The Regional Library Service State Government grant was apportioned on the following basis:</b>		
Shire of Nillumbik	465,684	465,684
City of Banyule	880,866	880,866
City of Whittlesea	1,436,238	1,436,238
<b>Total Regional Library Service State Government grant</b>	<b>2,782,788</b>	<b>2,782,788</b>
<b>Non-recurrent Grants</b>		
<b>Non-recurrent – State Government</b>		
Local History Homeland grant	14,882	-
Healthy Bodies Healthy Minds grant	2,500	10,000
Senior Digital Literacy grant	-	91,216
<b>No-recurrent – Other grants</b>		
Middle Years Holiday Programs grant	27,000	-
Reconciliation grant	825	-
16 Days of Activisim grant	500	-
Watsonia Library After Dark grant	-	15,000
Indigenous Art project grant	-	5000
<b>Total non-recurrent operating grants</b>	<b>45,707</b>	<b>121,216</b>
<b>Total operating grants</b>	<b>2,885,734</b>	<b>2,961,243</b>



Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**(b) Capital Grants**

**Non-recurrent – State Government**

Living Library Infrastructure grant	62,371	87,629
<b>Total non-recurrent capital grants</b>	<b>62,371</b>	<b>87,629</b>
<b>Total capital grants</b>	<b>62,371</b>	<b>87,629</b>

**(c) Recognition of grant income**

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

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

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

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

	2024	2023
	\$	\$
<b>Income recognised under AASB 1058 Income of Not-for-Profit Entities</b>		
General purpose	2,885,734	2,961,243
Other specific purpose grants	62,371	87,629
<b>Revenue recognised under AASB 15 Revenue from Contracts with Customers</b>		
Specific purpose grants	-	-
	<b>2,948,105</b>	<b>3,048,872</b>

**(d) Unspent grants received on condition that they be spent in a specific manner**

<b>Capital</b>		
Balance at start of year	62,371	-
Received during the financial year and remained unspent at balance date	-	62,371
Received in prior years and spent during the financial year	62,371	-
<b>Balance at year end</b>	<b>-</b>	<b>62,371</b>

Unspent grants are determined and disclosed on a cash basis.

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**3.3 User fees and charges**

	2024	2023
	\$	\$
Community room venue hire	109,665	111,596
Photocopy fees	84,019	89,185
Other fees and charges	20,975	29,245
<b>Total other revenue</b>	<b>214,659</b>	<b>230,026</b>

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

**3.4 Interest income**

Interest on investments	335,702	271,489
<b>Total interest income</b>	<b>335,702</b>	<b>271,489</b>

Interest income is recognised as they are earned.

**3.5 Other revenue**

Sale of library services	166,283	153,185
Workcover reimbursements	21,471	70,257
Other revenue	51,353	16,688
<b>Total other revenue</b>	<b>239,107</b>	<b>240,130</b>

Other revenue is measured at the fair value of the consideration received or receivable and is recognised when YPRL gains control over the right to receive the income.

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**Note 4 The cost of delivering services**

**4.1 (a) Employee costs**

The following items are included as employee costs:

	2024	2023
	\$	\$
Salaries	9,618,371	9,336,601
Superannuation	1,126,774	1,012,932
Workcover	92,173	56,620
Annual leave/Long service leave	1,107,220	1,082,740
<b>Total Employee Costs</b>	<b>11,944,538</b>	<b>11,488,893</b>

**4.1 (b) Superannuation contributions**

Contributions by YPRL to the following superannuation plans are detailed below:

Scheme	Type of scheme		
Vision Super	Defined benefit	61,938	66,810
Vision Super (Employer) %	Accumulation	479,029	486,531
Australian Super (Employer) %	Accumulation	117,918	93,501
REST Super (Employer) %	Accumulation	68,529	56,334
Uni Super (Employer) %	Accumulation	54,637	50,898
Hostplus (Employer) %	Accumulation	51,057	38,049
VIC Super (Employer) %	Accumulation	32,418	21,417
Aware Super (Employer) %	Accumulation	28,351	16,884
Catholic Super (Employer) %	Accumulation	27,720	18,783
CARE Super (Employer) %	Accumulation	27,277	16,086
Q Super (Employer) %	Accumulation	21,934	20,482
Australian Ethical Sup (Employer) %	Accumulation	18,149	15,646
SKR Superannuation Fun (Employer) %	Accumulation	15,839	14,668
Other funds	Accumulation	121,978	96,843
<b>Total employer contributions</b>		<b>1,126,774</b>	<b>1,012,932</b>

*Defined benefit fund:*

Employer contributions payable at the reporting date (Vision Super)	-	-
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*Accumulation funds:*

Employer contributions payable at the reporting date	72,272	-
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Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**4.2 Materials and services**

	2024	2023
	\$	\$
Audit Fees		
- Auditors' remuneration - VAGO - audit of the financial statements	18,700	17,500
- Auditors' remuneration - Internal Audit	16,500	9,000
Bank charges	18,616	13,523
Building maintenance costs	99,579	137,238
Cleaning costs	538,543	507,144
Collection content & processing costs	1,214,395	1,193,131
Consultancy costs	113,455	268,083
Courier and postage costs	155,117	159,047
Equipment and motor vehicle maintenance costs	548,499	610,863
Initiatives costs	50,117	128,031
Insurances	66,766	55,862
IT service, system communication, and license costs	669,978	573,322
Other material and service costs	72,347	90,309
Staff Training and OHS	206,683	172,298
Printing Stationary & external communications	132,363	150,671
Program costs	177,153	178,512
<b>Total material and services</b>	<b>4,098,811</b>	<b>4,264,534</b>

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

**4.3 Depreciation expense**

Depreciation expense for the year was charged in respect of:

Plant and equipment	196,750	140,118
Bookstock	1,523,868	1,540,612
<b>Total Bookstock and plant and equipment depreciation expense</b>	<b>1,720,618</b>	<b>1,680,730</b>
Right-of-use assets	82,596	104,181
<b>Total Right-of-use depreciation expense</b>	<b>82,596</b>	<b>104,181</b>

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**4.4 Utility charges**

	2024	2023
	\$	\$
Gas, electricity, and water	321,282	347,831
<b>Total utility charges</b>	<b>321,282</b>	<b>347,831</b>

**4.5 Finance costs – Leases**

Interest – lease liabilities	11,035	10,908
<b>Total finance costs - leases</b>	<b>11,035</b>	<b>10,908</b>

**4.6 Net loss on disposal/write-off of assets**

Written down value of assets disposed/written-off	-	188,813
<b>Total net loss on disposal of assets</b>	<b>-</b>	<b>188,813</b>

Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**Note 5 Investing in and financing our operations**

**5.1 Financial assets**

	2024	2023
	\$	\$
<b>(a) Cash and cash equivalent assets</b>		
Cash on hand and at bank	131,351	411,986
Term deposits	1,000,000	3,000,000
<b>Total cash and cash equivalent assets</b>	<b>1,131,351</b>	<b>3,411,986</b>

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of 90 days or less.

<b>(b) Other financial assets</b>		
Term deposits - current	5,500,000	3,000,000
<b>Total other financial assets</b>	<b>5,500,000</b>	<b>3,000,000</b>
<b>Total financial assets</b>	<b>6,631,351</b>	<b>6,411,986</b>

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

Other financial assets include term deposits and those with original maturity dates over 90 days to 365 days are classified as current.

YPRL's cash and cash equivalents are subject to several external restrictions that limit amounts available for discretionary use. These include:

Trust deposits (refer Note 5.3)	4,077	4,350
<b>Total restricted funds</b>	<b>4,077</b>	<b>4,350</b>
<b>Total unrestricted cash and cash equivalents</b>	<b>1,127,274</b>	<b>3,407,636</b>

**Intended allocations**

Although not externally restricted, the following amounts have been allocated for specific purposes by YPRL:

Provisions	2,285,481	2,300,813
Asset replacement reserve	880,222	1,374,505
	<b>3,165,703</b>	<b>3,675,318</b>

Users of the financial report should refer to Notes 5.6 and 5.7 for details of existing commitments.



Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**(c) Trade and other receivables**

<b>Non-statutory receivable</b>	<b>2024</b>	<b>2023</b>
	<b>\$</b>	<b>\$</b>
Community organisations and financial organisations	107,874	88,959
Provision for doubtful debts	-	-
<b>Total trade and other receivables</b>	<b>107,874</b>	<b>88,959</b>

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

**(d) Ageing of receivables**

The ageing of collectable trade and other receivables per provision matrix:

Current (not yet due)	107,874	88,959
Past due by up to 30 days	-	-
Past due between 31 and 180 days	-	-
Past due between 181 and 365 days	-	-
Past due by more than 1 year	-	-
<b>Total trade and other receivables</b>	<b>107,874</b>	<b>88,959</b>

**5.2 Other assets**

Prepayments	160,492	42,110
<b>Total other assets</b>	<b>160,492</b>	<b>42,110</b>



Yarra Plenty Regional Library Service  
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**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**5.3 Payables, trust funds and deposits and contract and other liabilities**

**(a) Trade and other payables, trust funds and deposits**

	2024	2023
	\$	\$
<b>Current</b>		
<i>Non-statutory payables</i>		
Payables and accruals	1,339,751	463,964
Trust deposits	4,077	4,350
<i>Statutory payables</i>		
Net GST	163,578	203,368
<b>Total trade and other payables</b>	<b>1,507,406</b>	<b>671,682</b>

**(b) Contract and other liabilities**

<b>Current</b>		
Grants received in advance - capital	-	62,371
<b>Total current unearned income/revenue</b>	<b>-</b>	<b>62,371</b>

**5.4 Provisions**

2024	Annual Leave \$	Long Service Leave \$	Total \$
Balance at beginning of financial year	904,786	1,396,027	2,300,813
Additional provisions	872,162	238,939	1,111,101
Amounts used	(917,549)	(208,885)	(1,126,434)
<b>Balance at the end of the financial year</b>	<b>859,399</b>	<b>1,426,081</b>	<b>2,285,480</b>

2023	Annual Leave \$	Long Service Leave \$	Total \$
Balance at beginning of financial year	894,847	1,455,872	2,350,719
Additional provisions	861,488	240,203	1,101,691
Amounts used	(851,549)	(300,048)	(1,151,597)
<b>Balance at the end of the financial year</b>	<b>904,786</b>	<b>1,396,027</b>	<b>2,300,813</b>

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	2024	2023
	\$	\$
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	687,520	736,962
Long service leave	260,350	380,991
	<b>947,870</b>	<b>1,117,953</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	171,879	167,825
Long service leave	1,041,399	916,450
	<b>1,213,278</b>	<b>1,084,275</b>
<b>Total current employee provisions</b>	<b>2,161,148</b>	<b>2,202,228</b>
<b>Non-current</b>		
Long service leave	124,332	98,585
<b>Total non-current employee provisions</b>	<b>124,332</b>	<b>98,585</b>
<b>Aggregate carrying amount of employee provisions:</b>		
Current	2,161,148	2,202,228
Non-current	124,332	98,585
<b>Total aggregate carrying amount of employee provisions</b>	<b>2,285,480</b>	<b>2,300,813</b>

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

*Annual leave*

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

- nominal value if YPRL expects to wholly settle the liability within 12 months
- present value if YPRL does not expect to wholly settle within 12 months.

*Long service leave*

Liability for long service leave (LSL) is recognised in the provision for employee benefits. Unconditional LSL is disclosed as a current liability as YPRL does not have an unconditional right to defer settlement. Unconditional LSL is measured at nominal value if expected to be settled within 12 months or at present value if not expected to be settled within 12 months. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability and measured at present value.

Key assumptions:

- discount rate (4.348%) as per Department of Treasury and Finance Victoria 30/06/2024
- inflation rate (4.450%) as per Department of Treasury and Finance Victoria 30/06/2024

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#### 5.5 Financing Facilities

YPRL does not have any credit standby arrangements, unused loan, or credit card facilities.

#### 5.6 Commitments

YPRL has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

	2024	2023
	\$	\$
Cleaning Contract Expenditure	205,050	295,750
	<b>205,050</b>	<b>295,750</b>

The periods expected to elapse from the reporting date to the expected date of payments are as follows:

Not later than one year	205,050	295,750
Greater than one year but not later than five years	-	-
	<b>205,050</b>	<b>295,750</b>

#### 5.7 Leases

YPRL has applied AASB 16 Leases. At inception of a contract, YPRL assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

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

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

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

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

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

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

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

- Fixed payments
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable under a residual value guarantee; and
- The exercise price under a purchase option that YPRL is reasonably certain to exercise, lease payments in an optional renewal period if YPRL is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless YPRL is reasonably certain not to terminate early.

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

Right-of-use Assets	Buildings	Total
	\$	\$
Balance at 1 July 2023	578,175	578,175
Additions	-	-
Depreciation charge	82,596	82,596
<b>Balance at 30 June 2024</b>	<b>495,579</b>	<b>495,579</b>

Lease Liabilities	2024	2023
	\$	\$
Maturity analysis – undiscounted cash flows		
Less than one year	90,649	95,112
One to five years	495,446	379,243
More than five years	-	206,852
<b>Total undiscounted lease liabilities at 30 June:</b>	<b>586,095</b>	<b>681,207</b>

**Lease liabilities included in Balance Sheet 30 June:**

Current	81,881	84,076
Non-current	474,298	556,179
<b>Total lease liabilities</b>	<b>556,179</b>	<b>640,255</b>

**Short-term and low value leases**

YPRL has elected not to recognise right-of-use assets and lease liabilities for short-term leases which have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than \$10,000), including ICT equipment. YPRL recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Expense relating to:		
Leases of low value assets	288,730	329,822
<b>Total short-term and low value leases</b>	<b>288,730</b>	<b>329,822</b>

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**Non-cancellable lease commitments – Short-term and low-value leases**

Commitments for minimum lease payments for short-term and low-value leases are payable as follows:

Payable:	2024	2023
	\$	\$
Within one year	68,188	90,140
Later than one year but not later than five years	14,118	85,782
<b>Total non-cancellable lease commitments – short-term and low-value leases</b>	<b>82,306</b>	<b>175,922</b>



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**Note 6 Assets we manage**

**6.1 Bookstock, and plant and equipment**

Movement in the carrying amounts for each class of asset between the beginning and the end of the financial year.

2023/2024	Bookstock \$	Plant & Equip. \$	Total \$
At valuation 1 July 2023	7,571,386	3,899,884	11,471,270
Accumulated depreciation 1 July 2023	(4,572,673)	(2,692,807)	(7,265,480)
	<b>2,998,713</b>	<b>1,207,077</b>	<b>4,205,790</b>
<b>Movements in carrying value</b>			
Acquisition of assets at cost	1,521,899	661,221	2,183,120
Cost value of assets disposed/written-off	(1,641,540)	-	(1,641,540)
	<b>(119,641)</b>	<b>661,221</b>	<b>541,580</b>
<b>Movements in accumulated depreciation</b>			
Depreciation expense	(1,523,868)	(196,750)	(1,720,618)
Accumulated depreciation of assets disposed/written-off	1,641,540	-	1,641,540
	<b>117,672</b>	<b>(196,750)</b>	<b>(79,078)</b>
At valuation 30 June 2024	7,451,745	4,561,105	12,012,850
Accumulated depreciation at 30 June 2024	(4,455,001)	(2,889,557)	(7,344,558)
<b>Carrying amount at 30 June 2024</b>	<b>2,996,744</b>	<b>1,671,548</b>	<b>4,668,292</b>
<b>2022/2023</b>			
	Bookstock \$	Plant & Equip. \$	Total \$
At valuation 1 July 2022	7,623,852	3,551,772	11,175,624
Accumulated depreciation 1 July 2022	(4,610,994)	(2,785,037)	(7,396,031)
	<b>3,012,858</b>	<b>766,735</b>	<b>3,779,593</b>
<b>Movements in carrying value</b>			
Acquisition of assets at cost	1,540,612	755,128	2,295,740
Cost value of assets disposed	(1,593,079)	(407,016)	(2,000,095)
	<b>(52,467)</b>	<b>348,112</b>	<b>295,645</b>
<b>Movements in accumulated depreciation</b>			
Depreciation expense	(1,554,757)	(125,973)	(1,680,730)
Accumulated depreciation of assets disposed	1,593,079	218,203	1,811,282
	<b>38,322</b>	<b>92,230</b>	<b>130,552</b>
At valuation 30 June 2023	7,571,386	3,899,884	11,471,270
Accumulated depreciation at 30 June 2023	(4,572,673)	(2,692,807)	(7,265,480)
<b>Carrying amount at 30 June 2023</b>	<b>2,998,713</b>	<b>1,207,077</b>	<b>4,205,790</b>

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## Notes to the Financial Report for the Year Ended 30 June 2024

### 6.2 Recognition and measurement of bookstock, and plant and equipment

#### *Acquisition*

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

In accordance with YPRL's policy, the threshold limits detailed in Note 6.3 have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

### 6.3 Depreciation

Collection assets and plant and equipment having limited useful lives are systematically depreciated over their useful lives to YPRL in a manner which reflects consumption of the service potential embodied in those assets. Estimates of useful lives within each major asset classes are reassessed annually. Depreciation rates and methods are reviewed annually.

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

Straight line depreciation is charged based on the useful life for each asset.

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

	Depreciation Periods	Threshold Limits
Plant & equipment	3 to 30 years	\$1,000
Bookstock collection	3 to 5 years	\$0
Leasehold improvements	Various	\$0
Art works	None	\$0

#### **Repairs and maintenance**

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

### 6.4 Impairment of Assets

At each reporting date, YPRL reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.



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**Note 7 People and relationships**

**7.1 YPRL and key management remuneration**

**(a) Key Management Personnel**

Key management personnel (KMP) are those people with the authority and responsibility for planning, directing, and controlling the activities of YPRL. The Councillors, Chief Executive Officer and Executive Managers are deemed KMP.

Details of persons holding the position of key management personnel, at any time during the year are:

<b>Board Members</b>	<b>2024</b>	<b>2023</b>
	<b>No.</b>	<b>No.</b>
Karen Egan (Nillumbik Shire Council)	1	1
Alison Champion (Banyule City Council)	1	1
Rick Garotti (Banyule City Council)	1	1
Lydia Wilson (City of Whittlesea)	1	1
Agata Chmielewski (City of Whittlesea)	1	1
Peter Perkins (Nillumbik Shire Council) – Appointed 29 November 2023	1	-
Natalie Duffy (Nillumbik Shire Council) – Resigned 29 November 2023	1	1
Kate McCaughey (City of Whittlesea) – Resigned 3 February 2023	-	1
<b>Total Board Members</b>	<b>7</b>	<b>7</b>
<b>Council Delegates</b>		
Corrienne Nichols	1	1
Kath Brackett – Resigned 15 March 2024	1	1
Joseph Tabacco – Appointed 20 May 2024	1	-
Anthony Traill	1	1
<b>Total Council Delegates</b>	<b>4</b>	<b>3</b>
<b>Executive Management Personnel</b>		
Chief Executive Officer – Jane Cowell	1	1
Executive Manager – Corporate Services – Kate Karrasch	1	1
Executive Manager – Corporate Services – Robert Green (Resigned June 2024)	1	1
Executive Manager - Public Participation - Robyn Ellard	1	1
Executive Manager – Technology & Assets – Sajeeva Tennekoon	1	1
<b>Total Executive Management Personnel</b>	<b>5</b>	<b>5</b>
 <b>Total Key Management Personnel</b>	 <b>16</b>	 <b>15</b>

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**(b) Remuneration of Key Management Personnel**

Remuneration comprises employee benefits including all forms of consideration paid, payable or provided by YPRL, or on behalf of the YPRL, in exchange for services rendered. Remuneration of Key Management Personnel and Other senior staff is disclosed in the following categories.

**Short-term employee benefits** include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.

**Other long-term employee benefits** include long service leave, other long service benefits or deferred compensation.

**Post-employment benefits** include pensions, and other retirement benefits paid or payable on a discrete basis when employment has ceased.

**Termination benefits** include termination of employment payments, such as severance packages.

Total remuneration of key management personnel was as follows:

	2024	2023
	\$	\$
Short-term employee benefits	822,096	731,583
Other long-term employee benefits	17,248	29,490
Post-employment benefits	82,549	68,947
Termination benefits	-	-
<b>Total</b>	<b>921,893</b>	<b>830,020</b>

The numbers of key management personnel whose total remuneration from the YPRL, fall within the following bands:

	2024	2023
	No.	No.
NIL	11	10
\$60,001 – \$69,999	-	1
\$120,000 – \$129,999	-	-
\$150,000 - \$159,999	1	-
\$160,000 – \$169,999	-	1
\$170,000 – \$179,999	1	2
\$180,000 – \$189,999	2	-
\$230,000 – \$239,999	1	1
	<b>16</b>	<b>15</b>

**(c) Remuneration of other senior staff**

Other senior staff are officers of YPRL, other than Key Management Personnel, whose total remuneration exceeds \$170,000 and who report directly to a member of the KMP.

At YPRL, there were no other senior staff who met the above criteria for the financial year 2023/2024.

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**Notes to the Financial Report**  
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**(d) Transactions with related parties**

During the period YPRL entered into the following transactions (Excl GST) with related parties.

	2024	2023
	\$	\$
<b>Expenditure</b>		
Fuel, MV Repairs, Training & Other paid to City of Whittlesea	20,197	20,080
Branch utilities (Ivanhoe, Rosanna, Watsonia) paid to Banyule City Council	87,131	111,931
Vehicle Running Cost & Other paid to Banyule City Council	22,319	12,260
Eltham Electricity paid to Nillumbik Shire Council	53,225	57,629
Room hires paid to City of Whittlesea	9,195	10,777
Other Expenses paid to Nillumbik Shire Council	-	85
<b>Total Related Party Expenditure</b>	<b>192,067</b>	<b>212,762</b>
<b>Revenue</b>		
Council Library Contribution received from City of Whittlesea	5,764,265	5,185,036
Middle Years Grant	27,000	-
Lalor Community Room contribution received from City of Whittlesea	12,360	12,000
Lalor Toy Library contribution received from City of Whittlesea	5,413	5,400
Other monies received from City of Whittlesea	3,800	1,973
Council Library Contribution received from Banyule City Council	5,662,325	5,550,711
Ivanhoe cleaning cost reimbursement received from Banyule City Council	112,572	99,358
Watsonia Library After Dark contribution received from Banyule City Council	-	15,000
Other monies received from Banyule City Council	2,822	2,931
Council Library Contribution received from Nillumbik Shire Council	3,077,341	3,022,440
Diamond Valley Indigenous Art project Grant received from Nillumbik Shire Council	-	5,000
Other monies received from Nillumbik Shire Council	1,325	6,268
<b>Total Related Party Revenue</b>	<b>14,669,223</b>	<b>13,906,117</b>

**(e) Outstanding balances with related parties**

	2024	2023
	\$	\$
Monies owed to Banyule City Council	61,257	621
Monies owed by Banyule City Council	26,721	19,884
Monies owed to City of Whittlesea	1,551	660
Monies owed by City of Whittlesea	517	500

**(f) Loans to/from related parties**

There are no outstanding loans to/from related parties.

**(g) Commitments to/from related parties**

There are no outstanding commitments to/from related parties.

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## Notes to the Financial Report for the Year Ended 30 June 2024

### Note 8 Managing uncertainties

#### 8.1 Contingent assets and liabilities

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

##### (a) Contingent assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of YPRL.

As at 30 June 2024, YPRL is not aware of any contingent assets.

##### (b) Contingent liabilities

Contingent liabilities are:

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

As at 30 June 2024, YPRL is are not aware of any contingent liabilities.

##### (c) Superannuation

YPRL has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

##### (d) Liability Mutual Insurance

YPRL is a participant of the MAV Liability Mutual Insurance (LMI) Scheme. The LMI scheme provides public liability and professional indemnity insurance cover. The LMI scheme states that each participant will remain liable to make further contributions to the scheme in respect of any insurance year in which it was a participant to the extent of its participant's share of any shortfall in the provision set aside in respect of that insurance year, and such liability will continue whether or not the participant remains a participant in future insurance years.

#### 8.2 Financial Instruments

##### (a) Objectives and policies

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

##### (b) Market risk

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



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## Notes to the Financial Report for the Year Ended 30 June 2024

### (c) Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. YPRL does not hold any interest-bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. YPRL has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989 (as per the transitional provisions of the Local Government Act 2020)*.

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

Interest rate movements have not been sufficiently significant during the year to have an impact on YPRL's year end result.

### (d) Credit risk

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

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

### (e) Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or we will not have sufficient funds to settle a transaction when required, we will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks, YPRL:

- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and
- monitor budget to actual performance on a regular basis.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade.

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

### (f) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, YPRL believes the following movements are 'reasonably possible' over the next 12 months:

- A shift of up to +2% to -0% in market interest rates (AUD) from year-end rates of 0.85%.

These movements will not have a material impact on the valuation of YPRL's financial assets and liabilities, nor will they have a material impact on the results of YPRL's operations.

### 8.3 Fair value hierarchy

YPRL financial assets and liabilities are measured at amortised cost.

YPRL measures certain assets and liabilities at fair value where required or permitted by Australian Accounting Standards. AASB 13 *Fair Value Measurement*, aims to improve consistency and reduce complexity by providing a definition of fair value and a single source of fair value measurement and disclosure requirements for use across Australian Accounting Standards.

### 8.4 Events occurring after balance date

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

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**Notes to the Financial Report**  
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**Note 9 Other matters**

**Note 9.1 Relevant financial ratios**

	2024	2023
<b>Working capital ratio</b> assess YPRL's ability to meet current commitments		
Current assets/Current liabilities	1.84	2.17
<b>Capital replacement ratio</b> assess YPRL's expenditure against depreciation		
Capital spend/Depreciation	1.27	1.37

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

	2024	2023
	\$	\$
<i>Surplus/(deficit) for the year</i>	62,624	(537,184)
Depreciation/amortisation	1,803,214	1,784,911
(Profit)/Loss on disposal/written-off of property, infrastructure, plant and equipment	-	188,813
Interest expense on financing activities	11,035	10,908
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in trade and other receivables	(18,915)	(32,572)
(Increase)/decrease in prepayments	(118,382)	4,491
Increase/(decrease) in unearned income /revenue	(62,371)	62,371
Increase/(decrease) in trade and other payables	435,766	24,098
Increase/(decrease) in provisions	(15,333)	(49,906)
<b>Net cash provided by operating activities</b>	<b>2,097,638</b>	<b>1,455,929</b>

**9.3 Superannuation**

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

**Accumulation**

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

**Defined Benefit**

YPRL does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan. There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of [Employer name] in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.



Yarra Plenty Regional Library Service  
2023/2024 Financial Report

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## Notes to the Financial Report for the Year Ended 30 June 2024

### Funding arrangements

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

A triennial actuarial investigation for the Defined Benefit category as at 30 June 2023 was conducted and completed by 31 December 2023. The vested benefit index (VBI) of the Defined Benefit category as at 30 June 2023 was 104.1%. YPRL was notified of the 30 June 2023 VBI during August 2023.

The financial assumptions used to calculate the 30 June 2023 VBI were:

Net investment returns 5.7% pa

Salary information 3.5% pa

Price inflation (CPI) 2.8% pa

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2023 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

### Employer contributions

#### (a) Regular contributions

On the basis of the results of the 2023 triennial actuarial investigation conducted by the Fund Actuary, YPRL makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2024, this rate was 11.0% of members' salaries (10.5% in 2022/23). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2023 triennial valuation.

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

#### (b) Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 98% from 26 July 2024 (previously 97%).

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

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

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

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

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

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

### Notes to the Financial Report for the Year Ended 30 June 2024

#### The 2023 triennial actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which YPRL is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. A full investigation was conducted as at 30 June 2023.

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

	2023 (Triennial)	2022 (Interim)
	\$m	\$m
A VBI surplus	\$84.7	\$44.6
A total service liability surplus	\$123.6	\$105.8
A discounted accrued benefits surplus	\$141.9	\$111.9

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2023.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2023.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2023.

#### The 2024 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2024 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2024.

The VBI of the Defined Benefit category was 105.4% as at 30 June 2024. The financial assumptions used to calculate the 30 June 2024 VBI were:

Net investment return	5.7% pa
Salary inflation	3.50% pa
Price inflation	2.7% pa

YPRL was notified of the 30 June 2024 VBI during August 2024. Because the VBI was above 100%, the Defined Benefit category was in a satisfactory financial position at 30 June 2024 and it is expected that the actuarial investigation will recommend that no change will be necessary to the Defined Benefit category's funding arrangements from prior years.

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

**Notes to the Financial Report**  
**for the Year Ended 30 June 2024**

**The 2020 triennial investigation**

The last triennial actuarial investigation conducted prior to 30 June 2023 was at 30 June 2020. This actuarial investigation was completed by 31 December 2020. The financial assumptions for the purposes of that investigation was:

	2020 Triennial investigation	2023 Triennial investigation
Net investment return	5.6% pa	5.7% pa
Salary inflation	2.50% pa for two years and 2.75% pa thereafter	3.50% pa
Price inflation	2.0% pa	2.7% pa

**Superannuation contributions**

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

Scheme	Type of Scheme	Rate	2024 \$	2023 \$
Vision Super	Defined Benefit	2024 11.0% 2023 10.5%	61,938	66,810
Super funds	Accumulation Fund	2024 11.0% 2023 10.5%	1,064,836	946,122

There were \$72,272 contributions outstanding and no loans issued from or to the above schemes as at 30 June 2024.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2025 is \$66,100.

Yarra Plenty Regional Library Service  
2023/2024 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2024

**9.4 Accumulated surplus**

	Balance at Beginning of Period \$	Increment/ (Decrement) \$	Balance at End of Period \$
Members Contributions (i)	3,770,080	-	3,770,080
Surplus from previous years	2,507,314	556,907	3,064,221
Asset replacement reserve (ii)	1,374,505	(494,283)	880,222
<b>Total Contributions</b>	<b>7,651,899</b>	<b>62,624</b>	<b>7,714,523</b>

(i) This represents the value of the initial contribution of net assets made by the Member Councils when it was established in 1996.

(ii) Reserve established for addressing renewal and replacement of capital assets.

**Note 10 Change in accounting policy**

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

### Agenda Item 4: eBook Consortium Presentation (DECISION)

Responsible Officer: Chief Executive Officer  
 Author: Jane Cowell, Chief Executive Officer  
 Attachments: 4a – Circular Motion (July 2024), June 2024 Board Paper and accompanying documents  
 4b – eBook Consortium Presentation

#### REPORT

#### SUMMARY

A slide presentation will be delivered by the CEO providing further detail around the proposed eBook Consortium previously presented to the Board at the June 2024 meeting and via Circular Motion on 5 July 2024.

#### RECOMMENDATION

**THAT the Board resolves to:**

**RECEIVE and NOTE the presentation and additional information regarding the OverDrive Consortium.**

M: \_\_\_\_\_  
 S: \_\_\_\_\_

**AND**

**ENDORSE and CONFIRM APPROVAL to enter the OverDrive Consortium with Whitehorse Manningham Libraries and Your Library Ltd. for the purpose of sharing eBook and eAudiobook collections.**

M: \_\_\_\_\_  
 S: \_\_\_\_\_

**AND**

**AUTHORISE the YPRL Chief Executive Officer to sign the OverDrive Advantage Contract, for the Advantage Plus Platform, under Procurement Australia Contract 2306/0843 – Library Collections, Furniture, Equipment & Associated Requirements, for an initial period of three (3) years.**

M: \_\_\_\_\_  
 S: \_\_\_\_\_



## CIRCULAR MOTION

and  
accompanying documents  
for the

Email Confirmation  
of the  
Yarra Plenty Regional Library Service Board

By

Friday 12 July 2024



[yprl.vic.gov.au](http://yprl.vic.gov.au)   



**Agenda Item 1: YPRL eResources Consortium (NOTING)**

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, Chief Executive Officer
Attachment:	1 – eBook Consortium Report 27 June 2024 Board Paper 2 – Digital Library Network Consortium Deed 3 – Assignment Clause / Data Security Clause

**REPORT****SUMMARY**

On the 27<sup>th</sup> of June 2024, Yarra Plenty Regional Library (YPRL) Board endorsed the proposal to enter a consortium agreement to share eBook and eAudiobook collections. At the Board meeting, the Board unanimously solicited further information regarding the consortium binding agreement, the operating aspects, and the financial implications.

YPRL manages its collection planning under the Collection Framework 2022 – 2026, Collection Development Policy 2022 -2026 and associated procedures. The allocation of the budget across all collection formats is adjusted annually to consider changes in usage pattern and new products and content.

**REPORT*****A) Consortium model***

The proposed consortium agreement is formed by three library corporations:

- Yarra Plenty Regional Library (YPRL)
- Your Library Limited - formerly Eastern Region Libraries Corporation (YL)
- Whitehorse Manningham Libraries Corporation (WML)

The main purpose of the consortium is to share eBook and eAudiobook collections amongst the library members of the consortium partners. As a result, the joint consortia will significantly enhance service outcomes to their members by extending access to a larger collection. For YPRL this means that YPRL's library members will increase their access to digital content by 450%. This is achieved through the combined purchasing power and economies of scale of the consortium and no additional funding was required. See financials for details.

*The Digital Library Network Victoria* is the agreed name for the consortia. This name facilitates the operational implementation of the agreement.

***B) Consortium agreement***

During the period April to June 2024, significant work was conducted by the CEOs of the three library corporations. This work comprised:

- Determining the suitability of a consortium model with OverDrive Advantage Plus Platform (OverDrive). OverDrive is a global distributor of digital content and a YPRL long-term supplier

under the Procurement Australia Contract # 2306/0843 - Supply of Library Collections, Furniture, Equipment & Associated Requirements.

- Defining the consortium operational requirements that provides equal benefits for the three corporations.
- Incorporating all the requirements into a binding agreement. LTM Legal, a firm specialising in corporate and commercial law, was engaged to review the consortium agreement.

In addition, YPRL is in negotiations with OverDrive to legally address the transition of YPRL as a corporation under the Local Government Act 1989 to a Beneficial Enterprise. Please refer to *Attachment 3* for specific recommended clause.

Regarding the consortium agreement, the key aspects are:

- **Effective commencement date:** upon signing the agreement.
- **Term:** for the period specified in the OverDrive service contract (e.g. YPRL and OverDrive) or as otherwise agreed in writing between the parties.
- **Asset (collection titles) procurement:** collection titles will be purchased by each party in line with its collection strategy.
- **Asset (collection titles) ownership:** each party retains ownership of the titles purchased (titles are shared as opposed to moved).
- **Withdraw from the consortium:** requires 60 days written notification. There are no penalties associated as each participant retains ownership of the titles purchased.
- **Changes in membership of the consortium:** additional library services may be invited to join the Consortium only by the unanimous decision of the Steering Committee (formed by the CEOs of the existing parties).
- **Funding contribution:** the parties agree to a minimum annual commitment of funds towards the purchase of OverDrive electronic content. Commitment will be aligned as closely as possible to \$1 per estimated member council resident population. Exact fund commitment to be agreed by all Parties and reviewed annually.

#### ***C) Consortium operating aspects***

The consortium agreement specifies the governance in terms of roles and responsibilities. Please refer to *Attachment 2*.

Concerning the assurance of equitable access for all library members, the consortium agreement addresses this in two tiers:

- First, the funding contribution – the consortia parties will align their funding contribution as closely as possible to \$1 per estimated member council resident population.
- Second, the priority on holds – a library member will have priority when placing a hold for a title purchased by their library corporation. For instance, a YPRL member will have priority when placing a hold for a title purchased by YPRL.

#### ***D) Consortium financial implications***

The consortium agreement **will not require additional** budget requirements. The demand of digital content has grown exponentially since 2019 and YPRL has been funding the demand accordingly.

YPRL currently provides two platforms for digital content for the members, OverDrive and BorrowBox. The 2024/25 budget allocation for OverDrive and BorrowBox totals \$450k, and YPRL management will:

- First, allocate the funding towards OverDrive in line with the consortium's requirement. The 2024/25 budget allocation of \$450k will accommodate this funding requirement.
- Second, strategically allocate the remaining budget to BorrowBox avoiding overlaps with the content available in the consortium.

The actual expenditure for the two digital platforms in 2023/24 amounted to \$415k. The budgeted amount for 2024/25 accounts for inflationary pressures and the reallocation of budget efficiencies to address the exponential growth in demand.

### CONSULTATION

Collections Managers and specific collection team members from all three Corporations.

Access to both physical and electronic collections is a high priority for YPRL members evidenced in the last two community surveys. Demand for eLibrary content continues to rise year on year.

### CRITICAL DATES

July 1 in each year is the current due date for the OverDrive contract to be renewed. The consortium contract with Overdrive for the Advantage Plus platform is a 3-year contract to 2027.

OverDrive has agreed to maintain all current individual platforms for all three corporations in July until the new contract for the Advantage Plus platform is signed.

### FINANCIAL IMPLICATIONS

The consortium agreement **will not require additional** budget funding in 2024/25. The future budget requirements for digital content are also accounted in the Strategic Resource Plan. The consortium establishes a minimum level of funding to assure equitable access to digital content. These funding requirements do not exceed the budget assumptions.

The 2024/25 budget allocation for OverDrive and BorrowBox totals \$450k. YPRL will first allocate the funding towards OverDrive to meet the consortium's requirement and second will strategically allocate the budget remaining to BorrowBox.

YPRL will continue procuring the digital content from OverDrive under the terms and conditions of the Procurement Australia Contract 2306/0843 – Library Collections, Furniture, Equipment & Associated Requirements.

### LINKS TO LIBRARY PLAN

#### Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

**Priorities:**

- People and capacity.
- Governance and technology.

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

**CONCLUSION**

The consortium model for OverDrive will respond to the continuing growth in demand for digital content by providing access to YPRL members to a larger collection (a 450% increment). The consortium agreement **will not require additional** budget funding in 2024/25. The consortium establishes a minimum level of funding to assure equitable access to digital content. These funding requirements do not exceed the budget assumptions.

The consortium participants retain the ownership of the titles purchased with their budgets during the duration of the consortia but also in the event of withdrawing from it. As per the agreement, there no penalties associated when a participant decides to withdraw from the consortia.

---

**RECOMMENDATION**

**THAT the Board resolves to RECEIVE and NOTE the additional information regarding the YPRL eResources Consortium.**

M: \_\_\_\_\_  
S: \_\_\_\_\_

**Agenda Item 6: eBook Consortium Report (DECISION)**

Responsible Officer: Chief Executive Officer  
Author: Jane Cowell, Chief Executive Officer

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**REPORT****SUMMARY**

Yarra Plenty Regional Library proposes to enter a consortium agreement with Your Library Limited and Whitehorse Manningham Libraries to share eBook and eAudiobook collections. The consortium will result in significantly enhanced service outcomes by extending access for library members to the collections of all three participating library services.

**INTRODUCTION**

OverDrive is currently one of our principal suppliers of eBook/eAudiobook titles for all three library services. Material is purchased under Procurement Australia (PA) Contract 2306/0843 - Library Collections, Furniture, Equipment & Associated Requirements. Material would continue to be purchased under this PA contract, through a consortium contract with OverDrive for an initial period of three years commencing 1 July 2024. Yarra Plenty Regional Library total estimated expenditure annually is \$400,000 exclusive of GST and is accommodated in YPRL's budgeted and forecast expenditure for the FYs 24/25 to 26/27.

Under the consortium contract, YPRL will retain ownership of any content purchased by YPRL. Access for library members to unique eBook/eAudiobook titles will increase by over 450% for YPRL, Murrindindi and Warrnambool members.

**REPORT**

All electronic material purchased by public libraries is subject to licensing conditions enforced by publishers. Items expire after a nominated time-period and/or after a specified number of loan circulations. The requirement to repurchase expired electronic items adds to the challenge of meeting borrower demand.

YPRL (including Warrnambool and Murrindindi Libraries) proposes to enter a consortium partnership with Whitehorse Manningham Libraries (WML) and Your Library Limited (YL). The partnership will significantly enhance service delivery outcomes. YPRL members will have access to over 127,000 OverDrive eBook and eAudiobook titles held by the three participating library services. This represents an increase of over 450% compared to the current YPRL collection. At YPRL loans of eBooks, eAudiobooks, and eMagazines combined have grown by 230% from 2019 to 2024 with demand continuing to increase.

OverDrive has a demonstrated history of successful consortium delivery including the Queensland Regional OverDrive Consortium with over 40-member library services. The consortium offers an innovative approach to resource sharing. There are no equivalent partnership arrangements currently active across Victorian public libraries.



It is proposed that YPRL migrate from an individual OverDrive contract to a consortium contract to enable collection sharing. All items shared to the consortium will remain the asset of the purchasing library service. The consortium software will give priority to members of the owning library. Items in the YPRL collection will allocate to YPRL members first and will only be made available to WML and YL members if not on loan. Each participating library will be able to report on their own individual loan statistics.

#### **CONSULTATION**

Access to both physical and electronic collections is a high priority for YPRL members as evidenced in our last two community surveys. Collections team members from all three Regional Library Services have been fully consulted within the project ensuring the best and most achievable consortium outcome for each participating library.

#### **CRITICAL DATES**

##### **1 July 2024:**

OverDrive is currently one of our principal suppliers of eBook/eAudiobook titles for all three library services. Material is purchased under Procurement Australia (PA) Contract 2306/0843 - Library Collections, Furniture, Equipment & Associated Requirements. Material would continue to be purchased under this PA contract, through a consortium contract with OverDrive for an initial period of three years commencing 1 July 2024.

#### **FINANCIAL IMPLICATIONS**

YPRL total estimated expenditure annually is \$400,000 exclusive of GST and is accommodated in YPRL's budgeted and forecasted expenditure for the FYs 24/25 to 26/27. This includes a \$3,333 annual saving on the platform fee. This also includes a significant discount on the eMagazine titles which ensures that we can purchase more for our individual contribution to the consortia than if we continue with an individual OverDrive service.

In accordance with the Instrument of Delegation, the value of the OverDrive contract exceeds the CEO's delegation and requires the Board's endorsement.

The Consortium Partnership agreed expenditure commitment per population is comparable to YPRL's current budgeted and forecast OverDrive content expenditure.



## POLICY STRATEGY AND LEGISLATION

**YPRL Procurement Policy:** The appointment of the service provider and the contract administration is governed by YPRL's Procurement and Contract Management Policies. (YPRL Procurement Policy)

**Procurement Australia:** The OverDrive consortium contract will be awarded under Procurement Australia Contract 2306/0843 - Library Collections, Furniture, Equipment & Associated Requirements.

**A Consortium Partnership Agreement** will be established between the participating libraries. Each service will commit to an agreed contribution spend per population to be reviewed annually. A steering committee with representatives from each participating library service will administer the implementation of the partnership agreement and management of the shared collection. Both the OverDrive Contract and the Partnership Agreement allow for inclusion of additional members should benefits to expansion be identified.

## LINKS TO LIBRARY PLAN

### Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

### Priorities:

- People and capacity.
- Governance and technology.

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

This consortium will allow YPRL to increase access to digital content for our communities by over 450% and ensure we effectively meet the continuing increase in demand in the most cost effective way. There is an opportunity to increase members of the consortium in the future should this be deemed an enhancement for our communities. The consortium partnership agreement includes a clause should either YPRL or WML move to new business entity within the 3-year timeline of the proposed consortium OverDrive contract.

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**RECOMMENDATION**

**THAT the Board resolves to:**

**ENDORSE the YPRL’s participation in a consortium partnership with Your Library Ltd and Whitehorse Manningham Libraries for the purpose of sharing eBook and eAudiobook collections.**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

**AND**

**AUTHORISE the YPRL Chief Executive Officer to sign the OverDrive Advantage Consortium Contract, under Procurement Australia Contract 2306/0843 – Library Collections, Furniture, Equipment & Associated Requirements, for an initial period of three (3) years commencing 1 July 2024.**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

ATTACHMENT

# Digital Library Network Consortium Deed

## Details

Item		
1.	Library details	<p><b>Whitehorse Manningham Libraries</b></p> <p><b>The Whitehorse Manningham Regional Library Corporation</b>                      Short form name: WML                      ABN 96 934 505 907                      1040 Whitehorse Road                      Box Hill VIC 3131</p> <p>Initial Contact:                      Sally Both                      Chief Executive Officer                      Email: <a href="mailto:Sally.Both@WML.VIC.GOV.AU">Sally.Both@WML.VIC.GOV.AU</a></p>
		<p><b>Yarra Plenty Regional Library</b></p> <p><b>Yarra Plenty Regional Library Corporation</b>                      Short form name: YPRL                      ABN 20 240 549 119                      255 Heidelberg Road                      Ivanhoe VIC 3079</p> <p>Initial Contact:                      Jane Cowell                      Chief Executive Officer                      Email: <a href="mailto:jcowell@yprl.vic.gov.au">jcowell@yprl.vic.gov.au</a></p>
		<p><b>Your Library</b></p> <p><b>Your Library Limited</b>                      Short form name: YL                      ABN 61 662 838 020                      10 Caribbean Drive                      Scoresby, VIC 3179</p> <p>Initial Contact:                      Premal Niranjana                      Acting Chief Executive Officer                      Email: <a href="mailto:premal.niranjana@yourlibrary.vic.gov.au">premal.niranjana@yourlibrary.vic.gov.au</a></p>
2.	Term	Commencement Date <b>[insert]</b>
		Term – 3 years

Dated: 2024



Luke.Meikle@ltmllegal.com.au  
 Tel: +61 447 693 916  
[www.ltmllegal.com.au](http://www.ltmllegal.com.au)

## Consortium Deed

Executed as a Deed

Executed by WML

Signed on behalf of The Whitehorse Manningham Regional Library Corporation ABN 96 934 505 907 by its authorised officer in the presence of:

.....  
Signature of witness

.....  
Name of witness (please print)

.....  
Signature of authorised officer

Sally Both  
.....  
Name of authorised officer (please print)

Executed by YPRL

Signed on behalf of Yarra Plenty Regional Library Corporation ABN 20 240 549 119 by its authorised officer in the presence of:

.....  
Signature of witness

.....  
Name of witness (please print)

.....  
Signature of authorised officer

Jane Cowell  
.....  
Name of authorised officer (please print)

Executed by YL

Signed on behalf of Your Library Limited ABN 61 662 838 020 by its authorised officer in the presence of:

.....  
Signature of witness

.....  
Name (please print)

.....  
Signature of authorised officer

Premal Niranjn  
.....  
Name (please print)

# Consortium Deed

## Terms and Conditions

### Background

Each of WML, YPRL and YL have entered, or intend to enter, into an OverDrive Agreement in respect of the provision of Application Services by OverDrive to each Library and the use of these Application Services by Authorised Users.

Overdrive has granted, or intends to grant to each Library, the right to share Digital Content with each other Library.

This Deed sets out the terms and conditions under which each Library agrees to:

- (a) share Digital Content with each other Library, whilst maintaining ownership and wait list priority for their Authorised Users; and
- (b) cooperate and work together in good faith, during the Term.

### General commitments of each Library

Each Library must:

- (c) **(cooperate)** cooperate and use its best endeavours to ensure that it shares its eligible Digital Content with each other Library;
- (d) **(not use Confidential Information)** not use Confidential Information in a way which does or is reasonably likely to compromise, damage or adversely affect the other Libraries;
- (e) **(not delay actions)** not unreasonably delay any action, approval, direction or decision which is required of the Library;
- (f) **(act in good faith)** act in good faith and in the best interests of each other Library;
- (g) **(act faithfully)** be just and faithful in its activities and dealings with the other Libraries; and
- (h) **(comply with laws)** comply with all applicable laws and regulations with respect to its activities under this Deed, including Privacy Laws.

### Governance and Implementation

To ensure that decisions concerning this Deed can be made in a timely, efficient and effective manner, the Libraries have agreed to, and will establish a Steering Committee consisting of the Chief Executive Officers (**CEO**) of each Library.

The CEO of each Library may delegate some or all of their authority to other persons (**Authorised Representatives**) and subsequently change or withdraw that delegation, which will have effect from the date it is notified to the other Libraries.

Any Notice, direction, consent, agreement, waiver, authorisation, determination, decision or other act of a person is not binding on a Library unless that person is:

- (i) the CEO of that Library; or
- (j) an Authorised Representative acting within the scope of their delegated authority.

The CEOs will be responsible for determining:

- (k) the overall policy and direction of the consortium; and
- (l) the performance measures and any review process.

### Chairperson

At the first meeting of Steering Committee meeting, nominations for Chairperson will be called for.

The election of the Chairperson must be by a show of hands.

For the purpose of clause 0, the following will apply:

- (m) nominations must be moved and seconded;
- (n) where only one nomination is received, the CEO nominated must be declared elected; or
- (o) where two nominations are received, the CEO with the majority of the votes cast must be declared elected; or

## CONSORTIA DEED

## ATTACHMENT 2

- (p) where there are more than two nominations received, the CEO with the fewest number of votes cast must be eliminated (and, if more than one of them has an equal lowest number of votes, the CEO determined by lot) and the names of the remaining CEOs must be put to the vote again. This procedure must continue until there are only two CEOs remaining in which case paragraph (c) applies; and
- (q) if, at any time during the process of electing the Chairperson, there is an equal number of votes cast for more than one CEO, then the successful CEO election must be determined by lot.

If the Chairperson is unable to attend a Steering Committee meeting for any reason the remaining CEOs may elect one of their number to preside at the Steering Committee meeting.

Subject to clause 0, the Chairperson elected in accordance with this clause 0, shall preside for a maximum period of 12 months from the date of election and thereafter, the process set out in this clause 0 will apply, to appoint a new Chairperson.

If during the term of each Chairperson's appointment, the CEO resigns or otherwise leaves their role as CEO of the respective Library, the process set out in this clause 0 will apply, to appoint a new Chairperson.

The Chairperson appointed in accordance with this clause 0 will act as the administrative lead of the Steering Committee and take responsibility for:

- (r) maintaining documentation;
- (s) scheduling and chairing Steering Committee meetings in accordance with the Review Dates;
- (t) preparing and distributing meeting agendas;
- (u) documenting and distributing Steering Committee meeting minutes.

In addition to the Steering Committee, each Library must make suitably qualified and experience personnel available to:

- (v) attend Steering Committee meetings if and when required;
- (w) implement actions arising from the Steering Committee meetings and conduct day to day operations related to the Application Services including purchasing material, exploring efficiencies and collating performance statistics.

The Libraries acknowledge and agree that each Library has separate governance and decision-making processes and that some decisions on matters which are not delegated to the respective CEOs may require Board or Council consideration and approval.

Each Library shall provide the other Libraries with all data relevant to this Deed.

#### Operating Model

Each Library acknowledges and agrees:

- (x) to create a shared model offering:  
a single Library OverDrive Website; and  
all Digital Content; which is eligible for sharing between each Library in accordance with any licencing restrictions;
- (y) that it has, or will enter into a separate OverDrive Agreement;
- (z) that the Advantage Plus membership feature will be activated to share (not move) all eligible Digital Content;
- (aa) that eligible Digital Content specifically purchased and owned by a Library will be made available to the Authorised Users of each Library;
- (bb) to permit Authorised Users to place a hold on any eligible Digital Content;
- (cc) that Authorised Users of the Library that purchased the specific titles in the eligible Digital Content have priority on any hold waitlist;
- (dd) to create of a single Advantage Plus plan applicable to all Libraries which will control which Digital Content titles are shared with the other Libraries, including the frequency of sharing;
- (ee) that, as part of the Advantage Plus plan, new titles purchased by, and forming part of the eligible Digital Content of an individual Library, and the sharing of these new titles with other Libraries, will not be subject to any embargo period; and
- (ff) to purchase new titles forming part of the eligible Digital Content and the Advantage Plus membership in accordance with the funding contribution outlined in Annexure A.

The Libraries may agree to exclude concurrent subscriptions to selected Simultaneous Use titles (e.g. magazine packages) but otherwise will be responsible for maintaining separate "Cost Per Circ" titles, Simultaneous Use titles, and Class Sets (models which are ineligible for sharing amongst the Libraries under this Deed).

#### Financial Contributions



The Libraries agree to purchase new eligible Digital Content in accordance with Annexure A (**Agreed Sum**).

The Libraries acknowledge and agree that Annexure A will be reviewed annually in July to allow for subsequent financial year budget planning.

#### **Ownership of Digital Content**

Each Library will retain all of its rights, title and interest in and to the Digital Content that it purchases independently of this Deed and may report and provide Data related to these assets in its sole discretion.

All rights title and interest in eligible Digital Content shared with each other Library in accordance with an Advantage Plus membership shall owned by the Advantage Plus account that purchased them. This eligible Digital Content will be included in Advantage Plus ownership numbers in the OverDrive reporting module.

Digital Content will be purchased by individual Libraries in accordance with their collection management strategies. Purchasing will be informed by information sharing and efficiencies identified by the Libraries to this Deed.

#### **Intellectual Property**

##### **Ownership and use of Pre-existing IPR**

Each Library will retain all Intellectual Property Rights in its Pre-Existing IPR.

Each Library grants to the other Libraries, a non-exclusive, non-transferable and non-sub-licensable licence to use and reproduce its Pre-Existing IPR solely for the purpose of fulfilling its obligations under this Deed.

Subject to any conflict with the OverDrive Agreement, all Intellectual Property Rights in the Data provided or developed by each Library under this Deed vests, and will remain vested, in the Library that provided or developed it, immediately upon its creation.

##### **Licence**

The Libraries acknowledges and agrees that:

- (a) each Library will have access to, and receive a licence to use and reproduce the other Library's Data provided under this Deed for limited internal use of only, and such Data will be deemed Confidential Information of the disclosing Library;
- (b) a new name, URL and branding is to be agreed and created in respect of the Library OverDrive Website specifically for Advantage Plus;
- (c) each Library will be granted a perpetual (during the Term), non-transferable (subject to clauses 6.5.1, 6.5.3 and 0) licence to use, reproduce, publish, distribute or otherwise exploit the name, URL and branding provided under this Deed.

#### **Publicity**

Subject to clause 0, the Libraries must not disclose, distribute or otherwise communicate any media release, promotional material or publicity in connection with this Deed, its relationship with the other Libraries, or otherwise refer to the other Libraries or any service mark or trade mark of them without their prior written approval, which may be granted or withheld in their sole discretion.

#### **Duration and Termination**

This Deed commences on the Commencement Date and terminates:

- (gg) at the expiry of the Term;
- (hh) on the date when all Libraries agree to terminate it by written agreement, whichever occurs first; or
- (ii) in respect of each Library upon:
  - the expiry or termination of its OverDrive Agreement; or
  - 60 days prior written notice to the other Libraries.

##### **For cause**

The Libraries may terminate this Deed at any time in respect of a Library if the Library:

- (jj) fails, neglects or refuses to comply with its obligations under this Deed and, after receiving notice in writing specifying the default, fails to take all reasonable steps to remedy the default within ten (10) Business Days of the date of receipt of the notice; or

- (kk) breaches any of its obligations under this Deed and such breach is incapable of being remedied; or
- (ll) suffers an Insolvency Event.

#### Effects of Termination

Termination of this Deed does not affect any rights or liabilities of a Library which accrued before termination.

#### Confidential information

Each Library must keep the Confidential Information of the other Libraries secret and confidential and may only use Confidential Information for the purposes of this Deed.

Each Library must immediately notify the other Libraries of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Each Library may disclose the Confidential Information of the other Libraries:

- (mm) to personnel who have a need to know for the purposes of this Deed (and only to the extent that each has a need to know) and before disclosure, have been directed to keep confidential all Confidential Information; or
- (nn) where it is required by law, provided the disclosing party must before doing so, notify the other parties and provide a reasonable opportunity for the affected to take any steps that it considers necessary to protect the confidentiality of that information, and notify the third person that the information is Confidential Information.

#### Insurance

Each Library will:

- (oo) at its own expense, obtain and maintain:
  - public liability insurance cover for an amount not less than \$20 million for any one event; and
  - cyber liability insurance for an amount not less than \$2 million for any one event;
- (pp) provide current evidence as each Library may reasonably request in relation to its compliance with this clause; and
- (qq) obtain and maintain the insurance policy referred to in clause 1.1(oo) during the term of this Deed.

#### Force Majeure Event

If a Force Majeure Event prevents a Library (**Affected Party**) from performing its obligations under this Deed:

- (rr) the Affected Party must promptly notify the other Libraries of the obligations which will be affected by the Force Majeure Event;
- (ss) those obligations of the Affected Party will be suspended for the time the Force Majeure Event continues;
- (tt) the Affected Party must use its reasonable endeavours to mitigate the effect of the Force Majeure Event; and
- (uu) no Library will be liable to the other Libraries for any liabilities, losses, damages, costs or expenses the other Libraries suffer or incur because of that Force Majeure Event.

#### Disputes

If any dispute, question or difference of opinion between the Libraries arises out of, or in connection with, this Deed (**Dispute**), a Library may give to the other Libraries a notice in writing (**Dispute Notice**) specifying the Dispute and requiring its resolution under this clause 0.

If the Dispute is not resolved within 7 days after a Dispute Notice is given to the other Libraries, each Library must nominate one senior representative to resolve the Dispute (each, a **Dispute Representative**).

If the Dispute is not resolved within 30 days of the Dispute being referred to the respective Dispute Representatives, any Library may commence legal proceedings in an appropriate court to resolve the matter.

During the existence of any Dispute, the Libraries must continue to perform all their obligations under this Deed without prejudice to their position in respect of such Dispute, unless all Libraries otherwise agree.

Nothing in this Clause 0 prevents a Library from seeking any urgent interlocutory or other equitable relief.

#### Notices

## CONSORTIA DEED

## ATTACHMENT 2

Any notice, demand, consent, request or other communication (a **Notice**) given or made under this Deed:

- (vv) must be in writing, signed by a person duly authorised by the sender and refer specifically to this Deed;
- (ww) must be delivered to the intended recipients by hand, recognised overnight delivery service, costs prepaid, email or facsimile, addressed to the Libraries as set out in the Details section or such other addresses or details notified by a Library from time to time.
- (xx) will be taken to be duly given or made:
  - in the case of delivery in person or facsimile, when delivered by hand or transmitted by facsimile (with transmission confirmed);
  - in the case of an overnight delivery service, on the second day after deposit with an internationally recognised overnight delivery service;
  - and
  - in the case of delivery by email, on the first to occur of:
    - a. receipt by the sender of an acknowledgement from the recipient's information system showing that the notice has been delivered;
    - b. the time that the notice enters an information system which is under the control of the recipient; and
    - c. the time that the Notice is first opened or read by the recipient.

A notice that is deemed conclusively given or made after 5.00pm on any day, or on a day that is not a Business Day in the place of receipt, shall be deemed delivered at 9.00am on the next Business Day.

Any notice delivered by facsimile shall be confirmed by a hard copy delivered as soon as practicable thereafter.

#### General

##### Assignment and Novation

Subject to clauses 6.5.3 and 0, a Library may not assign or novate this Deed in whole or part, without the prior written consent of each other Library to this Deed, which may be withheld or delayed in any Library's absolute discretion.

Subject to clause 0, at any time during the Term, a Library may assign or novate this Deed to a Beneficial Enterprise without consent of the other Libraries.

Clause 6.5.3 is conditional upon the new Beneficial Enterprise in which a Library participates, subscribes to or acquires under clause 110 of the Local Government Act:

- (yy) servicing the same, or substantially similar, municipality and population of Authorised Users'; and
- (zz) executing a Deed of Accession.

##### Entry of new Libraries

Subject to:

- (aaa) the unanimous agreement of the Steering Committee; and
- (bbb) Overdrive's consent in accordance with the terms of the OverDrive Agreement,
  - a library which is not a party to this Deed as at the Commencement Date may be admitted as a Library to this Deed.

Subject to clause 0, a library will be admitted as a Library to this Deed upon execution and delivery of a Deed of Accession and will have the same rights, duties and obligations of each Library under this Deed.

##### Relationship of Parties

The relationship between each Library is as an independent party, and does not involve any relationship of agency, fiduciary, employment, partnership, joint venture or association.

##### Severability of provisions

A term or part of a term of this Deed that is illegal or unenforceable may be severed from the Deed and the remaining terms or parts of the terms of the Deed shall continue in full force and effect.

##### No waiver

A Library does not waive a right, power or remedy if it fails to exercise or delays in exercising the right, power or remedy. A single or partial exercise of a right, power or remedy does not prevent another or further exercise of that or another right, power or remedy. A waiver of a right, power or remedy must be in writing and signed by the Library giving the waiver.

##### Amendment

No amendment or variation of this Deed is valid or binding on a Library unless made in writing and executed by all Libraries.

##### Costs

Each Library must bear its own costs arising out of the negotiation, preparation and execution of this Deed.

##### No merger

## CONSORTIA DEED

## ATTACHMENT 2

The rights and obligations of the parties will not merge on the completion of any transaction contemplated by this Deed. They will survive the execution and delivery of any assignment or other document entered into for the purpose of implementing a transaction.

**Governing law and jurisdiction**

The Deed is governed by the law applicable in Victoria, Australia, and each Library submits to the jurisdiction of the courts of Victoria.

**Entire agreement**

This Deed constitutes the entire agreement between the Libraries as to its subject matter and supersedes all other representations and agreements about the subject matter of this Deed.

**Counterparts**

This Deed may be executed in any number of counterparts and all counterparts when exchanged will be taken to constitute one document.

**Further assurances**

Each Library must do or cause to be done all things necessary or desirable to give effect to, and must refrain from doing any thing that would hinder performance of this Deed.

**Definition and Interpretation**

In this Deed, unless the contrary intention appears:

**Advantage Plus** means the Overdrive membership permitting each Library to share eligible Digital Content with each other Library, whilst maintaining ownership and wait list priority for their Authorised Users.

**Agreed Sum** means the agreed sum as determined in accordance with clause 0 and Annexure B.

**Application Services** means the Library OverDrive Website and Digital Content distribution service provided by OverDrive to each Library in accordance with the terms of each OverDrive Agreement.

**Authorised Users** means individuals who provide proof of residency or ownership of property within each Libraries municipality and which each Library authorises to download or access Digital Content from the Library OverDrive Website or otherwise utilise the Application Services in accordance with its respective membership policy.

**Beneficial Enterprise** means a beneficial enterprise in which that Library participates, subscribes to or acquires under clause 110 of the Local Government Act, as more particularly described under Division 3 of Part 5 of the Local Government Act.

**Business Day** means a day that is not a Saturday, Sunday or public holiday in Melbourne, Victoria.

**Chairperson** means the chairperson of the Steering Committee as determined in accordance with clause 0.

**Commencement Date** means the date set out in Item 2 of the Details.

**Confidential Information** means all information disclosed to the other party (**Recipient**) or otherwise acquired by the Recipient which is marked as confidential, treated by the disclosing party as confidential or otherwise by its nature confidential, including any information or records (or copies of information or records) relating to the business, business associates, financial affairs, products, services, suppliers or clients of each party, but excluding information that: (a) a party creates (whether alone or jointly with any third person) independently of the other party; or (b) is public knowledge (otherwise than as a result of a breach of confidentiality under these terms and conditions).

**Deed of Accession** means a deed poll of accession in the form contained in Annexure B.

**Data** means:

- (a) data and information (including Personal Information) provided to, or generated by, each Library relating to its, and any of its Authorised User's use of the Application Services including:
  - (i) the number of Digital Content titles contained in each Library OverDrive Website; and
  - (ii) Digital Content checkout statistics for each Library, (together, **Raw Data**); and
- (a) data and information in any format generated, stored, processed, retrieved, printed or produced by or on behalf of a Library utilising the Raw Data.

**Digital Content** means the digital titles, including eBooks, eMagazines, audiobooks, music and video made available by OverDrive and a Library at a Library OverDrive Website.

**Force Majeure Event** means anything outside the reasonable control of a party, provided that a strike by employees of the party or employees of a subcontractor of the party (or both) is not a Force Majeure Event unless the strike is part of an industry wide campaign that does not arise out of the dispute between that party or that subcontractor and one or more of its employees.

**Insolvency Event** means any insolvency-related event that is suffered by a Library, including without limitation where: (a) the Library ceases to carry on business; (b) the Library ceases to be able to pay its debts as they become due; (c) the Library disposes of the whole or any substantial part of its assets, operations or business (other than in the case of a solvent



## CONSORTIA DEED

## ATTACHMENT 2

reconstruction or reorganisation, including a conversion to a Beneficial Enterprise); (d) any step is taken by a mortgagee to take possession or dispose of the whole or part of the Library's assets, operations or business; (e) any step is taken to enter into any arrangement between the Library and its creditors (other than in the case of a solvent reconstruction or reorganisation); or (f) any step is taken to appoint a receiver, a receiver and manager, a trustee in bankruptcy, a provisional liquidator, a liquidator, an administrator, or other like person of the whole or part of the Library's assets, operation or business.

**Intellectual Property Rights or IPR** means all intellectual property rights, including but not limited to, the following rights:

- (a) patents, copyright, rights in circuit layouts, designs, trade marks (including goodwill in those marks) and domain names;
- (b) any application or right to apply for registration of any of the rights referred to the above; and
- (c) all rights of a similar nature to any of the rights in either of the above which may subsist in Australia, whether such rights are registered or capable of being registered or not, whether created before or after the date of the Deed.

**Library** means a party to this Deed.

**Library OverDrive Website** means the internet based application hosted and operated by OverDrive that provides Authorised Users of each Library with access to Digital Content.

**Local Government Act** means the *Local Government Act 2020* (Vic).

**OverDrive** means OverDrive, Inc., a Delaware Corporation and its subsidiaries and affiliates.

**OverDrive Agreement** means a separate agreement between each Library and OverDrive, setting out the terms and condition pursuant to which each Library will:

- (a) subscribe to, and receive, an Advantage Plus membership;
- (b) use Application Services; and
- (c) share Digital Content with each other Library.

**Personal Information** has the meaning given to that term in the *Privacy Act 1988* (Cth).

**Pre-existing IPR** means any Intellectual Property Rights of a Library which:

- (a) were created or developed independently of this Deed;
- (b) are specified in this Deed as Pre-Existing IPR; and/or
- (c) are an adaptation, translation or derivation of any other Pre-Existing IPR.

**Privacy Laws** means:

- (a) the *Privacy Act 1988* (Cth);
- (b) the *Information Privacy Act 2000* (Vic);
- (c) the *Spam Act 2003* (Cth);
- (d) the *Do Not Call Register Act 2006* (Cth);
- (e) any other legislation from time to time in force in any:
  - (i) Australian jurisdiction (which includes the Commonwealth of Australia and any State or Territory of Australia); and/or
  - (ii) non-Australian jurisdiction (to the extent that any Library is subject to the laws of that jurisdiction), affecting privacy, personal information or the collection, handling, storage, processing, use or disclosure of data; and
- (f) (any ancillary rules, guidelines, orders, directions, directives, codes of conduct or other instruments made or issued by a government agency under an instrument identified in paragraphs (a) to (e),

**Review Date** means:

- (a) December 2024;
- (b) subsequent reviews dates occurring annually at the end of each financial year; and
- (c) such other dates as required or agreed between the Libraries, acting reasonably.

**Steering Committee** has the meaning given to that term in clause 0.

**Term** means the term set out in Item 2 of the Details.

**WML** means The Whitehorse Manningham Regional Library Corporation ABN 96 934 505 907.

**YL** means Your Library Limited ABN 61 662 838 020.

**YPRL** means Yarra Plenty Regional Library Corporation ABN 20 240 549 119.

In these terms and conditions, unless the contrary intention appears:

- (a) the singular includes the plural and vice versa, and a gender includes other genders;
- (b) another grammatical form of a defined word or expression has a corresponding meaning;
- (c) a reference to A\$, \$A, dollar or \$ is to Australian currency;
- (d) a reference to time is to Victoria, Australia time;
- (e) a reference to a Library is a Library to this Deed and includes the Library's executors, administrators, successors and permitted assigns and substitutes;
- (f) a reference to a person includes a natural person, partnership, body corporate, association, governmental or local authority or agency or other entity;
- (g) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (h) the meaning of general words is not limited by specific examples introduced by including, for example or similar expressions;
- (i) a rule of construction does not apply to the disadvantage of a Library because the Library was responsible for the preparation of the Deed or any part of it;
- (j) if a day on or by which an obligation must be performed or an event must occur is not a Business Day, the obligation must be performed or the event must occur on or by the next Business Day; and
- (k) headings are for ease of reference only and do not affect interpretation.



## Annexure B

**Annual Funding Contribution for the acquisition of eligible Digital Content**

In accordance with clause 0 of this Deed, and unless otherwise agreed by all Libraries, the Libraries agree to purchase new eligible Digital Content for an amount equal to the Agreed Sum during each financial year.

The Agreed Sum shall be determined, reviewed and agreed by all Parties annually in July.

The Agreed Sum that each Library must use to purchase new eligible Digital Content will be based on the population of the municipality serviced by each Library as at 30 June as a percentage of the population of municipalities serviced by all Libraries. Population statistics shall be determined from the Estimated Residential Populations provided by the Australian Bureau of Statistics.

ATTACHMENT

## Annexure B

**2. Deed of Accession****3. By**

4.

5. **Name**      6. [insert]

7. ABN            8. [insert]

9. Short form    10. Acceding Library  
name

11. Address      12. [insert]

13. Attention    14. [insert]

15. Email        16. [insert]

**17. In favour of**

The Libraries from time to time to the Consortium Deed

**18. Agreed terms****1. Definitions and interpretation****1.1 Definitions**

Terms defined in the Consortium Deed have the same meanings when used in this document, and **Consortium Deed** means the consortium deed dated [insert] relating to the sharing of digital titles, including eBooks, eMagazines, audiobooks, music and video made available by OverDrive Inc and various Libraries.

**1.2 Interpretation**

Clause 0 of the Consortium Deed applies to this document as if that clause was set out in full herein.

**2. Acceding Library's confirmations**

The Acceding Library confirms that it has been given a copy of the Consortium Deed.

**3. Bound by Consortium Deed**

The Acceding Library agrees with the Libraries to the Consortium Deed to observe, perform and be bound by the Consortium Deed as a Library to the Consortium Deed from the date on which the Acceding Library signs this deed poll.

**19. Execution**

EXECUTED as a deed poll

[insert appropriate execution clause for the Acceding Library]

ATTACHMENT

**Assignment to a Beneficial Enterprise**

As requested, the clause below could be included in each Library's Overdrive Agreement and permits a Library to transfer its rights and obligations under the OverDrive Agreement to a new Beneficial Enterprise (BE) without consent of OverDrive. The clause below is intended to replace clause 6.5 of the OverDrive Agreement in its entirety.

**Assignment**

- 6.5.1 *OverDrive may assign this Agreement.*
- 6.5.2 *Subject to clauses 6.5.3 and 6.5.4, Library may not assign or novate this Agreement in whole or part, without the prior written consent of OverDrive, which shall not be unreasonably withheld or delayed.*
- 6.5.3 *At any time during the Term, Library may assign or novate this Agreement to a Beneficial Enterprise without consent of OverDrive.*
- 6.5.4 *Clause 6.5.3 is conditional upon the new Beneficial Enterprise in which Library participates, subscribes to or acquires under clause 110 of the Local Government Act, entering a Deed of Novation on terms reasonably acceptable to all parties.*

For the purpose of this Clause 6:

1. **Beneficial Enterprise** means a beneficial enterprise in which that Library participates, subscribes to or acquires under clause 110 of the Local Government Act, as more particularly described under Division 3 of Part 5 of the Local Government Act.
2. **Local Government Act** means the Local Government Act 2020 (Vic).

**Data Security**

As discussed on our call, 'Data Security' and 'Privacy' are very large areas to negotiate and agree with counterparties, particularly given recent events with Medibank and Optus etc and the potential liability that may arise. You'll also note that the OverDrive Agreement is governed by laws of the State of Ohio (USA), not Australian law which makes even more complicated. As such, I have included some high level obligations, including the need for cyber insurance in the draft clause below.

OverDrive warrants and represents that it will:

- a) *comply with all applicable laws and regulations with respect to its activities under this Agreement, including Privacy Laws;*
- b) *establish and maintain safeguards (including technology, technical, administrative, physical and organisational measures) against the destruction, loss or alteration of Library data and Personal Information in its possession or control (including to prevent the introduction of malware into the Application Services provided);*
- c) *notify the Library in writing about any Data Breach affecting or which may affect the Library IT infrastructure and Library data, including Personal Information; and*
- d) *at its own expense, obtain and maintain cyber liability insurance for an amount not less than \$2 million for any one event.*



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CONSORTIA DEED

ATTACHMENT 2

OverDrive agrees to indemnify, defend and hold harmless the Library and its respective officers, directors, employees, agents, successors and assigns from and against all loss suffered or incurred with respect to a breach of confidentiality, a Data Breach or a breach of Privacy Laws, caused or contributed to by OverDrive or its personnel.

For the purpose of this clause:

1. **Data Breach** means there is unauthorised access to, or unauthorised disclosure or alteration of, Library data and its Authorised Patrons' Personal Information, or Personal Information or data is lost as a result of such unauthorised access.
2. **Personal Information** has the meaning given to that term in the Privacy Act 1988 (Cth).
3. **Privacy Laws** means:
  - (a) the Privacy Act 1988 (Cth);
  - (b) the Information Privacy Act 2000 (Vic);
  - (c) the Spam Act 2003 (Cth);
  - (d) the Do Not Call Register Act 2006 (Cth);
  - (e) any other legislation from time to time in force in any:
    - (i) Australian jurisdiction (which includes the Commonwealth of Australia and any State or Territory of Australia); and/or
    - (ii) non-Australian jurisdiction (to the extent that any Library is subject to the laws of that jurisdiction),affecting privacy, personal information or the collection, handling, storage, processing, use or disclosure of data; and
  - (h) (any ancillary rules, guidelines, orders, directions, directives, codes of conduct or other instruments made or issued by a government agency under an instrument identified in paragraphs (a) to (e).

[END OF CIRCULAR MOTION PAPER]

# YPRL Digital Library

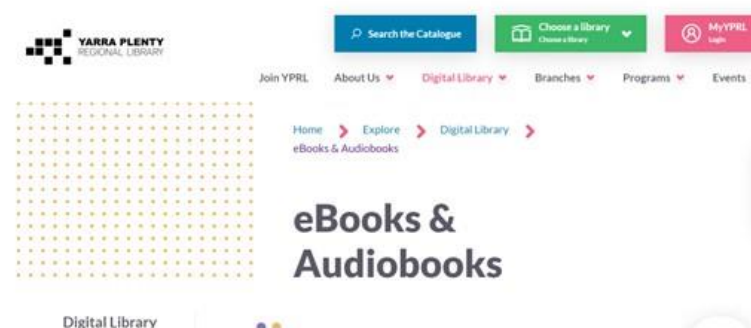
## Proposed Consortia - Libby Digital Library





# Collections Governance

- Collections Framework 2022-2026
  - Recognises the significant increase in Digital collection use
  - Review to come to the Board April 2025
- Contracts procured under Procurement Australia Contract 2306/0843 - Library Collections
- Contracts approved by the Board – 3yrs +1yr, + 1yr
- Ebooks and eAudio suppliers for YPRL
  - OverDrive (Libby App) – Broad International and Australian content
  - Bolinda (BorrowBox App) – Publish exclusive Australian content



# eBook & eAudiobook Consortia History

- YPRL and Brisbane City Council Consortia for Libby 2007-2018
- 2/3<sup>rd</sup> contribution from BCC and 1/3<sup>rd</sup> from YPRL
- Brisbane City Council pulled out of the consortia
- Content was distributed back to each library





Photo by Perfecto Capucine on Unsplash

## The Why

- Our digital library continues to grow in demand, with 23-24 our 8th consecutive year of annual loans growth.
- 23/24 Loans of eBooks, eAudio and eMagazines increased by 34%, with total loans exceeding 540,000 and representing 19% of total loans.
- The turnover of lending digital collections increased from 6.7 to 8.9, indicating a significant increase in demand for digital collections over the last twelve months
- A consortia offers a cost-effective solution to increasing our digital collections to meet demand.
- *"Love the digital options - please increase your virtual library"* Diamond Valley Library user
- *"Links with other libraries in other municipalities, for borrowing digital resources."* Watsonia Library user
- *"Have a wide range of digital books available"* Whittlesea Library user
- *"The digital collection could be more extensive."* Hurstbridge Hub user

	Population	Collection size	Collection size %	Library Members %
Whitehorse Manningham	26%	76,798	23.11%	30.53%
Your Library (Eastern)	35%	176,782	53.20%	26.67%
Yarra Plenty *including Murrindindi & Warrnambool	39%	78,741	23.69%	42.81%
Total		332,321		

## Proposed Consortia – YPRL, Your Library, WML

- 3-year Agreement with a clear outline of responsibilities
- Contribution model being aimed for is population based \$1 per capita
- YPRL has proposed a \$400,000 set amount for 2 years
- CEO Review points have been set for
  - 6 months – operational KPIs for the model
  - 12 months – KPIs to be set for Membership / Usage / Collection numbers both at the consortia level and individual consortia member level
  - 18 months – review all KPIs for decision on 3<sup>rd</sup> year of YPRL contribution





# Management of Risks

- 60 Day notice to withdraw
- All collection purchased remains with the owning library
- Working Party of Collection Managers to develop joint purchasing rules for sharing the collection – check in place to ensure each party is contributing as expected
- Working Party delivers & reviews monthly reports to pivot when necessary
- CEOs review the KPIs and the support from OverDrive company at the 6 month, 12 month and 18 month timeframes





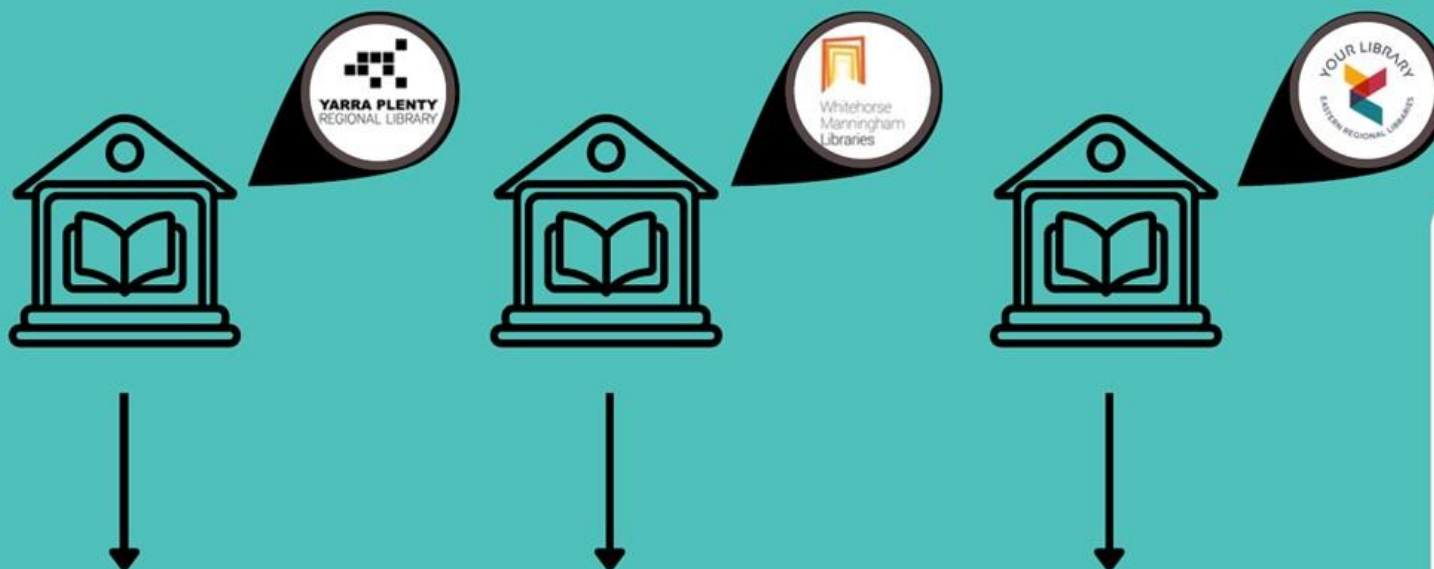
# Benefits

- 450% increase in eContent available for YPRL members
- 25% discount for subscriptions YPRL currently has – magazines, comics etc.
- Able to distribute purchasing & share concurrent titles between 3 Corporations



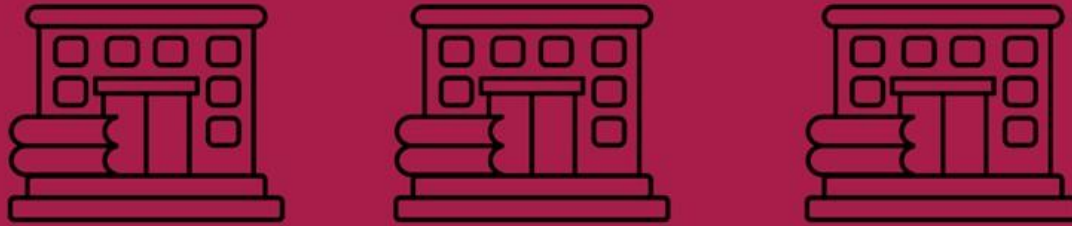


**NOW** = Standard accounts: Owned by individual library services



Accessible to each service's own members only

### UPGRADED ACCOUNTS = Advantage Accounts



**SHARE**

Advantage accounts are still owned by individual library services

**\$** There's no price increase to share

**CONSORTIUM = Advantage Plus**



Accessible by  
members of all  
three libraries



**Boobook  
Consortia**



**MEMBERS  
ONLY SEE:**



**HUGE**

**libby**  
By OverDrive

**COLLECTION  
AVAILABLE**

# How will Holds work?

- YPRL content is prioritised for YPRL members
- Hold items for all consortia members will be monitored against demand
- YPRL member placing a hold on a WML/Your Library collection item
  - Will be placed on a list
  - YPRL will be notified if need to purchase a copy due to demand



## Asset management

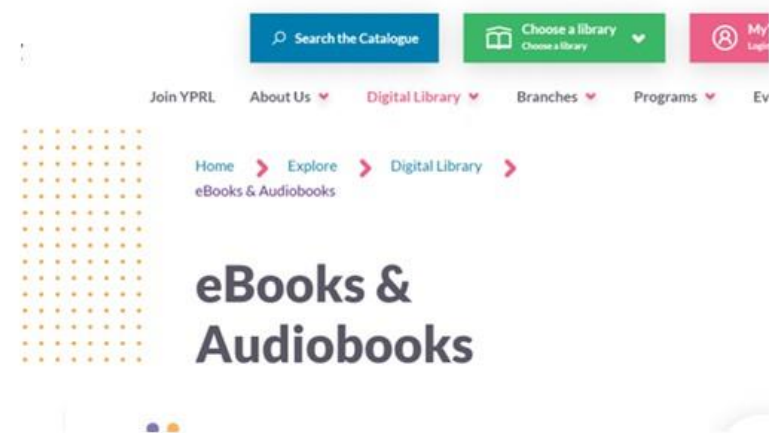
- A thorough analysis of the accounting classification, specifically distinguishing between operating and capital expenditures, is to be undertaken.
- Consultation with VAGO's auditors and YPRL Audit Committee re: the option of capitalising digital content rather than expensing it, ensuring that our financial practices align with library services, accounting standards, and support our long-term strategic goals.





# Proposed Board Reporting

- Proposed Consortia start date is 1 October 2024
- 1<sup>st</sup> Board Report - April 2025 (7 months)
- 2<sup>nd</sup> Board October 2025 (12 months)
- 3<sup>rd</sup> year YPRL contribution via 2026/27 budget process November 2025-February 2026
- Consortia trends / KPIs report April 2026 (19 months) & October 2026 (2 years).
- General usage data to be included in the quarterly dashboard as an individual item.



## Agenda Item 5: Adoption of the Draft Annual Report 2023-2024 (DECISION)

Responsible Officer:	Chief Executive Officer
Author:	Robyn Ellard, Executive Manager Public Participation
Attachment:	5. – Draft Annual Report 2023-2024

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### REPORT

#### SUMMARY

This report is for Board Members' approval.

#### INTRODUCTION

Yarra Plenty Regional Library (YPRL) produces an Annual Report detailing the organisation's activities throughout the preceding year.

The Annual Report monitors progress against YPRL's Library Plan 2021 - 2025

#### REPORT

The 2023-2024 Yarra Plenty Regional Library (YPRL) Annual Report captures a year marked by growth and community impact. The report also highlights significant advancements in digital transformation and enhanced service delivery, further strengthening YPRL's role as a vital community resource.

Significant investments were made in library services, including the opening of the new Mernda Library, the refurbishment of Eltham, and Lalor libraries, the opening of the Bellfield Community Hub Click & Collect Service and the introduction of a new Mobile Library schedule. These initiatives reflect the Board's commitment to providing contemporary and accessible facilities and have seen an increase in community engagement and usage.

YPRL has also modernised its systems by transitioning to the Cloud and upgrading its print services, leading to improved efficiency and experience. These projects have enhanced collaboration, security, and service delivery across the organisation.

The formal adoption of the Uluru Statement from the Heart in the previous year has strengthened our commitment to ensuring our communities have access to accurate and reliable information to help them make informed decisions about the 2023 Voice referendum. Through co-design and staff training, YPRL has demonstrated our dedication to supporting knowledge and truth telling.

#### CONSULTATION

Consultation was undertaken with YPRL Senior Leadership Team.

#### CRITICAL DATES

- Draft approved by Board 29 August 2024
- Design and publish by 27 September 2024
- Send to Minister by 25 October 2024

## FINANCIAL IMPLICATIONS

Nil

## POLICY STRATEGY AND LEGISLATION

Sections 131 - 134 of the *Local Government Act 1989*.

## LINKS TO LIBRARY PLAN

### Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

### Priorities:

- Governance and technology.
- Environmental and social sustainability.
- A resilient and thriving organisation.

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

The 2023-2024 YPRL Annual Report demonstrates the achievements of the library service over the year. The directions set by the Board in the Library Plan 2021-2025 are continuing to drive a codesign approach, a solid foundation that YPRL will continue to build on. Adaptability, collaboration, and innovation are all showcased within the report clearly demonstrating *#ThisLibraryHas*.

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## RECOMMENDATION

**THAT the Board resolves to RECEIVE and APPROVE the Draft Annual Report 2023 - 2024.**

M: \_\_\_\_\_  
S: \_\_\_\_\_

**Acknowledgement of Country**

Yarra Plenty Regional Library acknowledges the Wurundjeri Woi-wurrung peoples of the Kulin Nation, the traditional owners of this Country, paying respect to Elders past, present, and emerging, who have been an integral part of the region's history. We acknowledge the leadership of Aboriginal and Torres Strait Islander communities and the right to self-determination in the spirit of mutual understanding and respect. We support the Uluru Statement from the Heart.

**Recognition of Diversity and Inclusion**

Yarra Plenty Regional Library is committed to equality, inclusivity, and respect. We welcome and respect everyone in our communities irrespective of gender, sexuality, ethnicity, ability, or generation.

**Our Vision**

Informed creative communities: connected, empowered, and well.

**Our Purpose**

To provide opportunities for our diverse communities to read, learn, create, connect, and live well. Supported by equitable access to collections, technology, programs, and welcoming and safe spaces.

**Our Role**

To facilitate: working with our diverse communities to support and realise opportunities.

To connect: creating places where everyone is welcome, a safe place for all.

To listen: ensuring our communities are part of everything we do.

To build capability: empowering our diverse and vibrant communities to participate.

To share and create stories: ensuring our local stories are created, shared, and heard.

**Our Values**

Respect for all: promoting connection and fairness.

Integrity: honest and trustworthy.

Service: community focussed, accessible, valued by our customers and team members.

Empower: supportive, innovative, and inclusive of diversity of thought.

Bag 65 Bundoora VIC 3083

(03) 9408 7888

ypmail@ypri.vic.gov.au

**\*INSERT [YPRL\_Logo\_Footer\_A4\_black] \***

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## About us

Yarra Plenty Regional Library (YPRL) continues to serve as a vital part the community, fostering connection, learning, and creativity for all ages. Over the past year, we have focused on enhancing our services to meet the evolving needs of the residents of Banyule City, City of Whittlesea, and Nillumbik Shire. Our libraries are vibrant community hubs, offering a wide array of resources, programs, and events that reflect our commitment to inclusivity, sustainability, and innovation. From borrowing your child's first board book, learning to sew or cook, using the internet to study, applying for a job or streaming a film from one of our many digital applications, the library is a free and safe place for everyone.

This year, YPRL has made significant strides in reaching out to communities that have not been previously serviced, ensuring that everyone has access to the resources and support they need. We have also invested in refurbishing and upgrading our infrastructure to create more welcoming and functional spaces for our patrons. These improvements reflect our commitment to providing high-quality services and a comfortable environment where all members of the community can engage, learn, and connect.

This is the story of our commitment to the communities we have served over the past year. Through innovation and growth, we remain dedicated to ensuring that our spaces and services continue to empower the community to learn, grow and explore new opportunities every day. Our focus on adapting to changing needs has allowed us to better support and enrich the lives of those we engage with.

[\\*INSERT image \[YPRL illustrated Map\] \\*](#)

### **Our Library Plan**

[\\*INSERT \[Plan on a Page\] from Library Plan\\*](#)

### **Message from the Chair – Lydia Wilson**

[\\*INSERT image \[Administrator Wilson\] \\*](#)

As the Chair of the Yarra Plenty Regional Library Corporation, I am delighted to present the 2023–24 Yarra Plenty Regional Library (YPRL) Annual Report. I welcome Cr Peter Perkins to the Board and thank the departing Board Member Cr Natalie Duffy for her significant contribution to the library.

This past year has presented many challenges for our communities but has also been one of significant growth for YPRL. The work of YPRL showcased in this year’s annual report, highlights the important role of libraries. The opening of Mernda Library has been a milestone in expanding access to resources and services, and the significant investment from the Board to refurbish Eltham and Lalor has enhanced the community experiences.

Recognising the significant impacts of the rising cost of living and climate change, YPRL launched a series of targeted programs across Banyule, Nillumbik and Whittlesea Councils to support our communities in navigating these issues. These initiatives were aimed at providing practical assistance, promoting financial literacy, supporting small businesses, and encouraging sustainable living. Programs such as basic car maintenance and cooking-for-one sessions empowered participants with hands-on skills to reduce daily expenses. Similarly, events such as the "Sew, Chat and Repair" sessions taught community members how to mend clothes and embrace a repair-over-replace mindset.

In June 2023, the YPRL Board endorsed the Uluru Statement from the Heart, demonstrating our commitment to supporting and amplifying First Nations voices and rights. During the 2023–24 period, we marked this significant step with visible actions including the launch of our Deadly Collection at SNAICC day celebrations in August 2023. YPRL’s Deadly Collection, which has been co-designed with First Nations people, was awarded a Special Mention in the International Federation of Library Associations (IFLA) and PressReader International Marketing Awards in June 2024. We also hosted events with Shelley Ware and Aunty Janine Coomb and community forums with the First People’s Assembly, discussing Treaty. Throughout these initiatives, YPRL provided tailored support and communication for First Nations staff, reinforcing our commitment to accessible and reliable information.

At YPRL, social inclusion is a year-round commitment to celebrating our diverse communities and promoting inclusion, understanding and acceptance. During Pride Month, we highlighted LGBTQIA+ voices in our collections, and our "Queer Icons" exhibit, featuring Patrick Doyle's work, will continue to tour our branches throughout the rest of 2024.



During Cultural Diversity Week, we hosted a series of events across the region to celebrate our local multicultural communities. This celebration culminated in the 14th Annual Indian Festival of Holi, held at Ivanhoe Library in partnership with the Northern Region Indian Seniors Association. The Festival, which continues to grow in attendance each year, is just one example of the vibrant cultural diversity within our community.

Promoting wellbeing and independence for older adults is an important aspect of healthy ageing and, with a State Government of Victoria grant in May 2023, YPRL supported the digital literacy of seniors by providing hands-on training, including language-specific sessions, benefiting over 1,030 participants. This project helped older adults to connect with family, access services, manage finances and stay safe and confident online.

Finally, I would like to acknowledge and thank my fellow Board members and our Member Councils for the significant role they individually and collectively play in the success of YPRL. I would also like to thank CEO, Jane Cowell for her leadership and innovation in bringing such vital and contemporary library services to the community and the work of our dedicated and hardworking library staff. We are extremely fortunate to have such an engaged and collaborative team working so hard to deliver for the residents of Banyule, Nillumbik and Whittlesea.

Chief Administrator Lydia Wilson,  
Chair

**Message from the CEO – Jane Cowell**

**\*INSERT image [Jane] \***

This year at Yarra Plenty Regional Library (YPRL), we have continued to enhance the services and activities offered to the community. It is with great pride that I share the success we've witnessed, as our services have increasingly resonated with the residents of our three councils. Over the past year, we welcomed nearly 25,000 new members, bringing our total membership to an impressive 180,592 across our network of branches and hubs. This surge in new memberships, event attendance, and book borrowings underscores the growing value our libraries bring to the community.

At YPRL, our commitment to creating inviting spaces where all members of our diverse community feel safe, respected, and included remains strong. This year, we expanded our service points, opening a new library in Mernda and a Click & Collect Hub in Bellfield, both of which have been warmly embraced by their local communities. Additionally, we completed significant refurbishments at Eltham and Lalor libraries, much to the delight of their users. These upgrades have led to an immediate increase in visitation and borrowing, demonstrating the community's enthusiasm for these revitalised spaces. We've also commenced the refurbishment of Thomastown Library and, in partnership with Nillumbik Council, begun work on the Learning and Sensory Garden at Diamond Valley Library, ensuring that these spaces are equipped to serve our community now and into the future.

Our digital transformation efforts also reached new milestones this year. We installed business-grade Wi-Fi across all branches, enhancing the experience for those who work or study at our libraries. After three years of dedicated work by our ICT team, we successfully migrated to cloud-based services, retiring our physical computer infrastructure. This transition has improved accessibility, scalability, and reliability of our business systems. Additionally, we invested in

cybersecurity measures, technical projects to create digitally native workflows, and upgraded our Library Management System to a new version, further improving user experience and service reliability.

I extend my deepest gratitude to all YPRL staff and volunteers for their hard work, innovation, and dedication over the past year. I would also like to thank the Board for their unwavering support in empowering YPRL to deliver innovative and modern library services and the commitment to invest funds to upgrade our spaces to support this outcome. Our customer service staff deserve special recognition for their relentless efforts in developing and delivering culturally safe, inclusive programs and services tailored to the diverse communities we serve. The success of these initiatives is evident in the stories shared throughout this report and the enduring value our community places on their local libraries.

## Board Members 2023–2024

<b>July 2023– November 2023</b>	<b>November 2023– February 2024</b>	<b>February 2024 – March 2024</b>	<b>March 2024 – June 2024</b>
<b>Banyule City Council</b> Cr Alison Champion (Chair) Cr Rick Garotti  Kath Brackett (ex officio) Director Community Wellbeing	<b>Banyule City Council</b> Cr Alison Champion (Chair) Cr Rick Garotti  Kath Brackett (ex officio) Directory Community Wellbeing	<b>Banyule City Council</b> Cr Alison Champion Cr Rick Garotti  Kath Brackett (ex officio) Director Community Wellbeing	<b>Banyule City Council</b> Cr Alison Champion Cr Rick Garotti Joseph Tabacco (ex officio) Director Community Wellbeing
<b>Nillumbik Shire Council</b> Cr Karen Egan Cr Natalie Duffy Corrienne Nichols (ex officio) Director Communities	<b>Nillumbik Shire Council</b> Cr Karen Egan Cr Peter Perkins Corrienne Nichols (ex officio) Director Communities	<b>Nillumbik Shire Council</b> Cr Karen Egan (Deputy Chair) Cr Peter Perkins Corrienne Nichols (ex officio) Director Communities	<b>Nillumbik Shire Council</b> Cr Karen Egan (Deputy Chair) Cr Peter Perkins Corrienne Nichols (ex officio) Director Communities
<b>City of Whittlesea</b> Administrator Lydia Wilson (Deputy Chair) Agata Chmielewski Director Community Wellbeing Anthony Traill, (ex officio) Manager Active and Creative Communities	<b>City of Whittlesea</b> Administrator Lydia Wilson (Deputy Chair) Agata Chmielewski Director Community Wellbeing Anthony Traill, (ex officio) Manager Active and Creative Communities	<b>City of Whittlesea</b> Administrator Lydia Wilson (Chair) Agata Chmielewski Director Community Wellbeing Anthony Traill, (ex officio) Manager Active and Creative Communities	<b>City of Whittlesea</b> Administrator Lydia Wilson (Chair) Agata Chmielewski Director Community Wellbeing Anthony Traill, (ex officio) Manager Active and Creative Communities

**Attendance at Scheduled and Special Board Meetings**

Cr Alison Champion	5/6
Cr Rick Garotti	5/6
Cr Karen Egan	4/6
Cr Natalie Duffy	0/2
Cr Peter Perkins	3/4
Administrator Lydia Wilson	5/6
Agata Chmielewski	3/6

**\*INSERT [Board Photos] \***

**YPRL services at a glance**

## Infographic

- We held 4,962 events with 127,404 participants, averaging 14 events and 349 participants every day
- We provided access to our library branches for 600.5 hours each week and to library services for an additional 222.5 hours through the mobile library, outreach vehicle and our hubs.
- 1,395,569 visitors to library branches and the mobile library, an increase of 118,196 from last year
- 2,821,965 loans – which is 16 items per library member for the year!
- 21,478 people opened the YPRL app 444,633 times – an average of 1,218 times a day – to place 117,073 reservations and renew 64,548 loans
- Charlie visited the Chocolate Factory 463 times!
- We ran 1,981 Storytime sessions to 83,231 attendees – that's an average of 38 Storytimes a week!
- Our Deadly collections were borrowed 20,850 times this year
- 180,592 library members – that's more than double the amount of people who attended the NRL grand final in 2023
- Our youngest new member joined at just one day old!
- Our Book Express titles were borrowed 69,125 times
- Each borrower kept an average of \$282 in their wallet this year by borrowing the books they needed.

YPRL Library Plan 2021 – 2025 supports these strategies for our member Councils (designer to create a box/table highlighting this)

Banyule Council Plan 2021–2025	City of Whittlesea Community Plan 2021-2025	Nillumbik Shire Council Plan 2021-2025
Priority Theme 1: Our Inclusive and Connected Community Priority Theme 2: Our Sustainable Environment Priority Theme 3: Our Well-Built City Priority Theme 5: Our Thriving Local Economy Priority Theme 6: Our Trusted and Responsive Leadership	Goal 1: Connected Community Goal 2: Liveable Neighbourhoods Goal 3: Strong Local Economy Goal 4: Sustainable Environment Goal 5: High-performing organisation	Community Connections Sustainable and resilient Place and Space Responsible and accountable

## Year in review

### **Outcome: Wellbeing**

*Help individuals and communities to better engage in, understand, and take positive actions to support their mental and physical health.*

Creating safe and inclusive spaces is fundamental to how YPRL engages with local communities. We offer free and accessible resources, expertise, and information on crucial topics such as health and wellbeing, early literacy, and reading for enjoyment. These services enhance mental health, foster skill development, and improve individuals' ability to achieve better health outcomes throughout their lives.

### **Priority: Mental, physical, and social wellbeing**

*Contribute to the wellbeing of local communities through inclusive and safe programs, spaces, and opportunities, promoting health literacy, health and wellbeing programming and collections, and programs for those experiencing social isolation.*

## Services Snapshot

Indicator	Measure	2019/20	2020/21	2021/22	2022/23	2023/24
Physical Loans	Number of Physical Items borrowed	2,291,906	1,391,280	1,835,001	2,289,237	2,278,423
Digital Loans	Number of Digital Items borrowed	247,245	318,416	383,051	404,309	543,542
Program Attendance	Number of participants in programs	132,941	30,555	72,299	118,289	127,404
Visitation Total	Door count	1,147,140	537,335	714,864	1,263,489	1,395,569
Opening Hours	Hours per week	537.5	628.0	723.0	741.0	823.0

### ***Positive and healthy ageing***

The past year, YPRL has been promoting healthy ageing and connection through Geri-Fit, known at YPRL as Fitness Over 50. Geri-Fit is an evidence-based health and fitness program for older adults, aiming to help rebuild physical strength ensuring a higher level of function as people age. We delivered a pilot program at Eltham Library over 12 weeks, with nine participants attending two 45-minute sessions each week. The program is part of the research into physical activity programs in Australian public libraries, *A novel approach to support healthy ageing in older adults*, conducted by Curtin University. Participating in this program with Curtin University provided YPRL free access to the Geri-Fit platform and three study videos as well as the ability to use them at all branches in perpetuity.

There is currently no comparable program in Australia. Nationally funded exercise programs for older adults are predominantly delivered in gyms and recreation centres at a cost to the participant, resulting in barriers to older adults engaging with regular physical activity. With Geri-Fit, participation is completely free, contributing to removing these barriers and encouraging more older adults to participate and support healthy ageing.

Participants at Eltham Library reported an improvement in their physical and social health, and YPRL has expanded the program to additional branches throughout 2024.



### ***Healthy Bodies Healthy Minds***

With a grant from VicHealth, YPRL co-designed a program with young people to support them during busy and stressful exam periods. Delivered regionally over the October and November exam period, the sessions encouraged students to take a “brain break” to promote self-care and mental, physical and emotional wellbeing. Activities included cooking, mindfulness, physiotherapy, clothing swaps and more. We visited two high schools in the region and provided Blend ‘n Bike smoothies and promoted the in-branch activities. Sessions were delivered at Diamond Valley, Eltham, Lalor, Thomastown, Watsonia and Whittlesea libraries, and Blend ‘n Bikes went to St Helena Secondary College, Whittlesea Secondary College and Ivanhoe Library.

Feedback from students told us that they valued the much-needed break from school stress, and as a result, new partnerships have emerged. We are seeing an increase regionally in students using the libraries to study, and this project provided a fantastic opportunity for YPRL to consider how we can best support students in stressful times.



**Welcoming Communities**

Thomastown Library hosted a wellbeing workshop for South–East Asian women, facilitated by Veera Brave Girl and supported by The Orange Door in August 2023. Focusing on topics such as consent and healthy relationships, gender identities, contraception and menstrual health. The event also provided information regarding divorce, intervention orders, legal entitlements, reporting avenues and migrant rights, and the participants reported that despite the serious topics, they felt safe to discuss them in the library.



**Social Stories**

In 2023, YPRL developed Social Stories, also known as social scripts, for all of our branches. Social Stories are a way to provide information about our locations and services to reduce barriers to access and participation for neurodiverse people. By better communicating what is to be expected at our locations, social stories help visitors to navigate the environment in a way that is more comfortable and accessible. We developed a social story for each branch, and drafts were sent to Araluen Primed, who provided positive feedback and expressed how pleased they were that we were creating them. They are now all available on the website on individual branch webpages, alongside additional information about the branch, so neurodiverse visitors, as well as carers and family members, can better prepare for visits to the library and feel welcomed into the space.





## Library Overview

Indicator	2019/20	2020/21	2021/22	2022/23	2023/24
Population - Regional (ABS Estimates Resident Population)	426,963	433,698	422,629	427,062	436,513
Total Members	118,443	120,899	135,957	156,426	180,592
Members as % of population	27.00%	28.00%	32.17%	36.63%	41.37%
Active Users	64,518	53,113	56,439	67,243	77,163
Mobile Library Locations	13	13	13	13	15
Collection items total	403,799	436,944	506,751	492,186	513,847
New Collection items	116,424	72,809	91,987	119,802	95,396
eCollection Usage	549,086	587,028	547,682	539,419	733,798
Wi-Fi Sessions	210,152	75,508	76,464	125,694	145,601
Public Access Internet sessions	131,834	37,998	42,941	87,682	95,294
Total eAccess	2,341,531	1,918,946	2,443,293	3,168,125	4,171,007
Programs total	4,383	1,613	2,209	4,605	4,962
Staff (EFT)	93.19	96.32	97.34	99.92	99.94

### *Cards and Butterflies of Kindness*

In the lead up to Christmas, YPRL again partnered with artist Heidi Everett and the Banyule Arts & Culture Team to provide a regional Cards of Kindness program and facilitate card-making workshops across our branches. The cards were designed to give the community the opportunity to offer words of comfort to those in hospital over Christmas. The Cards of Kindness program saw over 200 cards sent to patients in psychiatric wards and 350 paper butterflies decorated by children sent to wards at the Austin Hospital. An additional 200 cards were sent to residents at St Vincent's Care, promoting mental and social wellbeing throughout the community.



### *LIB-CON 2023*

In October 2023, YPRL hosted its fifth comic book convention. Inspired by similar conventions worldwide like Comic-Con, LIB-CON is a beloved annual event where visitors can meet fellow fans, attend workshops and discuss comic books. On Sunday 21 October over 1,800 people attended LIB-CON at Mill Park Library. Attendees met superheroes, entered a cosplay competition sponsored by ComicsPlus, participated in Star Wars light saber workshops and chatted with merchandise stall holders. They could also get their face painted, marvel at LEGO® displays and browse our comic and graphic novel collection. People of all ages and abilities dressed up for this hugely popular free event that promotes a love for comics and stories, encourages social wellbeing and fights social isolation. We also launched ComicsPlus at LIB-CON, a platform where

readers can access over 25,000 comics, manga and graphic novel titles as part of our digital library. Since the launch, there have been almost 1,000 loans on the platform.



## Library Usage

Location	Members	Loans	Reservations	Public Access Internet Sessions	Wi-Fi connections
Diamond Valley	10,905	110,277	19,730	3,951	5,448
Eltham	27,595	279,270	43,338	12,714	27,479
Ivanhoe	24,125	267,618	48,494	18,742	51,799
Lalor	20,644	70,165	8,327	11,941	6,934
Mernda	5,014	34,023	5,394	1,226	1,665
Mill Park	33,082	281,403	31,893	16,981	29,207
Rosanna	13,599	49,922	20,839	2,284	940
Thomastown	10,808	56,326	9,736	12,925	7,846
Watsonia	15,720	192,259	35,175	11,698	11,447
Whittlesea	4,444	37,554	6,338	2,711	2,836
Mobile Library	4,943	56,117	5,171	121	
Outreach Vehicle	1,009	6,081	1,190		
Digital Members	8,183	819,880	39		
Bellfield		1,368	271		
Donnybrook		423	127		
Galada		8,651	1,787		
Hurstbridge Hub		7,086	3,381		

### **Priority: Connect to local experts**

*Work alongside experts to bring the best to local communities by inviting, including, and hosting wellbeing partners within our spaces, and partnering with member councils to deliver better outcomes.*

### ***Addressing the rising cost of living***

In response to the rising cost of living, YPRL launched a series of targeted programs across the region to provide practical assistance, promote financial literacy and foster a sustainable lifestyle. Author Ana Kresina discussed her book *Kids Ain't Cheap* at Eltham Library, helping families to manage their budgets effectively and offering attendees valuable financial planning tips for parenthood. Local mechanic Rich, ran a Basic Car Maintenance workshop at Thomastown Library, providing participants with hands-on car maintenance skills to help them save on costly car services. Also at Thomastown Library, our Sew, Chat and Repair sessions were hugely successful, teaching participants how to repair their own clothes and promoting repair over replacement. These programs, alongside more initiatives across the region, contribute towards our broader commitment to support community resilience during challenging economic times and reducing some of the financial pressures that local community members face.



### ***Connecting to Employment Opportunities***

In July 2023, YPRL hosted a Jobs Fair at Lalor and Thomastown libraries to connect community members with industry and employment opportunities. Over two weekday mornings, 200 community members met representatives from several industries ranging from caravans to logistics, as well as organisations such as Melbourne Polytechnic. Attendees could access financial counselling and resume review sessions, and industry representatives networked with each other. At Lalor Library, a community member was even offered two jobs on the spot after discussions with service providers.

Thomastown Library also hosts monthly Skills and Jobs Centre Pop Ups in partnership with Melbourne Polytechnic. Providing advice and career counselling to support job and apprenticeship applications, the sessions are well-attended and provide vital support to members of the community. The Skills and Job Centre also provides advice to people with overseas qualifications, helping newly arrived migrants find job opportunities in Australia.



### ***Connecting Communities to Services***

Mill Park Library hosted both the Bringing Up Kids Expo and the Community Health and Safety Expo, which were wonderful opportunities for the community to learn about what local services are available. The Bringing Up Kids Expo brought 15 local services for families to the library alongside Storytimes, an early literacy information session and kids activities. It brought new families into the library for the first time, many of which commented on what a wonderful safe space the library is for family events.

The Community Health and Safety Expo connected the community to additional emergency and local services, increasing community awareness of what services are available to support them in an emergency. The CFA, Victoria Police and Victoria State Emergency Service showcased their equipment and services in front of Mill Park Library. Inside, attendees accessed information from council services, Neami, Northern Health, Mill Park Leisure and more. Participants learnt self-defence, attended a reptile safety awareness session and enjoyed a jumping castle.



### ***Recognising our Volunteers***

YPRL offers a large range of programs and services, and it would not be possible to deliver them all without the generous assistance of our team of volunteers, who commit countless hours to providing tech help, bringing in their reading dogs and teaching rock and roll dancing, just to name a few. Our programs and services are instrumental in developing meaningful connections with all our visitors and members, and our volunteers play a truly vital role.

In April, volunteers attended a cheese tasting and pairing event at Eltham Library, a morning tea at Thomastown and Lalor libraries and an afternoon 'paint and sip' event at Diamond Valley Library, where they made delicious smoothies and completed paint-by-numbers canvases. Ivanhoe, Watsonia and Whittlesea libraries also hosted morning or afternoon teas. We recognise and thank our volunteers for their commitment and unwavering support of our local library service.



### **Outcome: Connection**

*Create places and spaces for people to connect, belong and actively engage with each other.*

YPRL has a strong focus on fostering connection. By implementing targeted outreach programs and inclusive initiatives, we've been able to engage with diverse groups, including those who may have previously felt disconnected from library services. By creating welcoming spaces and offering tailored events, we've encouraged greater participation and ensured that everyone can connect, belong, and actively engage.

### ***Priority: Participation and Belonging***

*Deliver places, spaces, and services that provide safe, accessible digital environments and programs, volunteering, and other opportunities to participate, and increased participation in our service.*

## Library Membership

Location	Banyule	Nillumbik	Whittlesea	Murrindindi	Out-Area	Total
Diamond Valley	2,843	6,767	572	10	713	<b>10,905</b>
Eltham	4,050	20,516	712	36	2,281	<b>27,595</b>
Ivanhoe	19,134	192	567	7	4,225	<b>24,125</b>
Lalor	239	65	18,660	7	1,673	<b>20,644</b>
Mernda	101	37	4,250	5	621	<b>5,014</b>
Mill Park	801	366	28,850	1,306	1,759	<b>33,082</b>
Rosanna	12,110	157	364	5	963	<b>13,599</b>
Thomastown	224	29	8,967	3	1,585	<b>10,808</b>
Watsonia	13,028	399	1,194	16	1,083	<b>15,720</b>
Whittlesea	342	50	3,615	135	302	<b>4,444</b>
Mobile Library	311	2,199	2,262	21	150	<b>4,943</b>
Home Library	20	7	17	0	0	<b>44</b>
Outreach Vehicle	287	265	452	1	4	<b>1,009</b>
Online & Hubs	641	334	1152	372	6161	<b>8,660</b>
<b>Total</b>	<b>54,131</b>	<b>31,383</b>	<b>71,634</b>	<b>1,924</b>	<b>21,520</b>	<b>180,592</b>
Hurstbridge	2	1	0	30	0	<b>33</b>
Online	619	1,051	357	287	5,836	<b>8,150</b>
Library Support Services	20	100	15	17	325	<b>477</b>

### ***Meaningful Connections***

YPRL hosts events across the region throughout the year for seniors. Our Family History Month and Local History Month events in August and October respectively are hugely popular and attended mostly by seniors. From book launches and guest speakers to cemetery tours and workshops, we provide a range of programs to fight social isolation and encourage people to learn about local and family history. Victoria Seniors Festival saw 28 events held across Seniors Month, including an Intergenerational Storytime at Lalor, Ivanhoe and Diamond Valley libraries and a Trivia Challenge at Whittlesea Library.

Diamond Valley Library hosted a high tea event in partnership with Nillumbik Positive Ageing team. A total of 40 seniors gathered to reminisce and form meaningful connections with other members of their community over tea and coffee. Mill Park and Watsonia libraries also fight social isolation through Chatty Cafe, a national program that aims to bring people together in public spaces like libraries.

In March, YPRL partnered with Nillumbik Positive Ageing to host a series of monthly events developed for seniors. The series began with a mini plant pot decorating session and was attended by 17 participants. They enjoyed a fun, social morning full of creativity and connection alongside a delicious morning tea. Participants designed and painted terracotta plant pots and then planted flowering seeds or succulents in them, resulting in creations that were colourful and

inspiring. The event was met with amazing feedback, with one attendee stating that the event left them with a feeling of inclusivity and pride.



### **Pride at YPRL**

Year round, YPRL champions and celebrates the diverse experiences of the LGBTQIA+ community, promoting inclusion, understanding and acceptance. Pride Month in June saw branches highlight LGBTQIA+ voices in collection displays, and events included a community art project at Eltham Library and a cupcake decorating and bracelet making session at Diamond Valley Library. All branches offered Rainbow Shoelace Project bead kits for members of the community to proudly wear on their shoelaces, and a 'Queer Icons' exhibit, showcasing images from author Patrick Doyle's book of the same name, began circulating. This exhibit will continue to travel around YPRL branches into the future.

Additionally, events were hosted across the region to celebrate IDAHOBIT. Attendees made pronoun badges and learnt about cyanotype printing at Ivanhoe Library, enjoyed a panel conversation with authors Michael Earp, Hannah McElhinney and Will Kostakis at Eltham Library; participated in a tie-dye and beading workshop at Diamond Valley Library; and practiced mindfulness colouring at Whittlesea Library. An exhibition titled *In My Shoes*, celebrating the diverse lived experiences of the LGBTQIA+ community, was held at Eltham Library and saw members of the community design shoes to reflect and celebrate their lived experiences.



### **Turning the Next Chapter**

The Next Chapter Book Club returned to the library in 2024. Starting at Watsonia Library in 2020, and pausing during the COVID-19 pandemic, it was developed in partnership with Araluen and is now more popular than ever. The book club sees groups of eight to ten participants and carers read aloud together and discuss the books, improving reading and comprehension skills and supporting social connection and wellbeing. This project is part of a state-wide Pierre Gorman Grant from 2019 to develop book clubs for people with an intellectual disability. The Next Chapter Book Club, originating in the United States, was the model chosen as it is sustainable and uses trained volunteers.

*"Everyone loved it, so much fun and laughter. It was really wonderful to see how everyone got involved."* - Next Chapter Book Club volunteer





### ***Celebrating Cultural Diversity***

Cultural Diversity Week's theme was Our Stories – Celebrating Together. To celebrate, YPRL hosted a series of events across the region celebrating wonderful local multicultural communities. Mill Park Library hosted an Indian cooking workshop; Diamond Valley Library enjoyed a Tai Chi workshop, a traditional dance session, and a dumpling making demonstration, and participants at Whittlesea Library attended an Islamic Tessellation workshop, and Watsonia Library hosted a Chinese cooking workshop.

YPRL hosted an annual Indian Festival of Holi again in partnership and collaboration with the Northern Region Indian Seniors Association. This year's festival was the 14<sup>th</sup> annual festival held at Ivanhoe Library, and attendance continues to increase each year. This Holi, 110 people attended live dance and musical performances in both traditional and modern styles, encouraging community connection and celebration.



### ***International Women's Day***

To celebrate International Women's Day, YPRL hosted a series of events across the region acknowledging and celebrating local women and their contributions to their community, alongside the International Women's Day 2024 theme *Count Her In: Invest in Women, Accelerate Progress*. Art Therapist Jacqui Lewis ran an art workshop at Mill Park Library and Aisha Khurram from Whittlesea Food Collective spoke at Whittlesea Library in partnership with Whittlesea Community Connections. At Eltham Library, 50 participants attended Women Write History, a panel discussion featuring writers and bestselling authors Christine Bell, Robyn Cadwallader, Wendy J Dunn, Alison Goodman, Keren Heenan, Leah Kaminsky and Marion Taffe. Women Write History was delivered in partnership with Wendy J Dunn and Swinburne University.



### ***Celebrating the Festive Season***

Sensitive Santa, one of YPRL’s most beloved annual initiatives, is a program in which neurodiverse children and their families can meet Santa in a library environment that is customised for each family to be sensory friendly. Sensitive Santa celebrated its 10<sup>th</sup> year in 2023, and for two weekends in November and December, 44 families experienced an opportunity to meet with Santa in a sensory friendly and accessible setting. With twice the number of sessions in 2023 than the previous year, families with neurodiverse children experienced a private 20-minute session with Santa without long queues and loud noises.

*“The highlight of his year is always meeting Santa, he looks forward to it every year”*



### **Priority: Outreach**

*Look beyond our existing places to build strong links with local communities, engage with youth, CALD (Culturally and Linguistically Diverse), and First Nations communities, and explore and test colocation and integration of services.*

### **Highlighting our Hubs**

The exciting new Bellfield Community Hub Click & Collect Service (Bellfield Hub) opened on 9 January 2024. Situated within the Bellfield Community Hub, facilities include services such as Maternal and Child Health and a kindergarten. A soft launch was held on 23 January 2024 welcoming 11 new members. One of these new members was born in 1924 and explained to staff that it was her first ever library card at 99 years of age!

The Galada Community Centre Hub Click & Collect Service (Galada Hub) and Hurstbridge Hub Click & Collect Service (Hurstbridge Hub) continue to grow, with steadily increasing loans and reservations. Galada Hub has achieved over 2,000 loans in the 2023 September quarter. The positive response to our Hubs has reinforced YPRL’s dedication to providing services beyond our ten branches to all ages.

Galada Hub connects primarily with families and our youngest members, predominantly loaning items from our junior collection. In contrast, Hurstbridge Hub’s demographic is largely adult readers, with the majority of items loaned being adult fiction. At Bellfield Hub’s soft launch, community and kindergarten staff expressed excitement at being able to visit the Hub and attend Storytime sessions.



### **Mobile Library Service Schedule Review**

YPRL has reviewed its Mobile Library service schedule to better meet evolving community needs, strengthening connections across the region. The updated schedule, launched in February 2024, included new stops reflecting where service points were needed by the community. Changes, such as merging duplicate stops, created opportunities to introduce locations previously not serviced by YPRL which has led to increased visitation. These improvements, along with tailored programming like Storytimes, have helped build stronger links with the community. The Mobile Library continues to provide a personalised, friendly service that keeps residents connected and engaged.



## Social Media

<b>Social media</b>			
<b>Platform</b>	<b>2022/23</b>	<b>2023/24</b>	<b>Growth</b>
eNewsletter	58,315	66,163	13.46%
Facebook	7,269	7,717	6.16%
Instagram	3,923	4,345	10.76%
LinkedIn	958	1,040	8.56%
<b>Total</b>	<b>70,465</b>	<b>79,265</b>	<b>12.49%</b>
<b>Digital interactions</b>			
<b>Platform</b>	<b>2022/23</b>	<b>2023/24</b>	<b>Growth</b>
Website	1,613,496	2,134,969	32.32%
Online catalogue	415,322	537,447	29.40%
YPRL App	386,512	444,633	15.04%

### **School Holiday Programs**

Our School Holiday Programs continue to be hugely popular and highly anticipated by families, and we are proud to host a variety of events over each school holiday period, providing free activities for families across the region. In the last year, almost 3,800 participants attended 157 events across branches and outreach locations, including First Nations activities, STEAM and craft events, and active programs.

Outreach locations included Edendale Farm, Banyule Nillumbik Tech School, Jindi Community Centre, Macleod Community Hall, Rosanna Fire Station Community House, Laurimar Community Activity Centre, Diamond Valley Sports and Fitness Centre, and Loyola Reserve.

Families met ‘real’ dinosaurs at Mill Park Library, created jewellery with First Nations artist Emmy Webbers at Hurstbridge Hub, practiced mindful LEGO® with Annie from *LEGO® Masters Australia* at Rosanna Fire Station, and attended drop in movie and craft sessions. Participants learnt how to draw dragons with author and illustrator Marc McBride, created their own books with artist Phia Larsen, and explored Indigenous hip hop with Nikki Visage Movement.

*“Please keep the school holiday program going as it’s so appreciated by families who are struggling with costs to still have these wonderful opportunities for something special with our kids”*



## Grants Received

Grant	Funding	Stage
SLV/PLV: Talking Together	\$77,960	Acquitted Jul 2023
Public Records Office Victoria: Local History Grant (Homelands)	\$14,882	Received Oct 2023
State Government: Digital Literacy for Seniors	\$91,216	Acquitted Jan 2024
VicHealth: Jump Start	\$12,500	Acquitted Jan 2024
State Government Living Libraries Infrastructure Grant: Thomastown Refurbishment	\$178,806	Received Jun 2024
Medicare’s 40th Anniversary	\$2,000	Received June 2024
School Student Broadband Initiative (SSBI) Collaboration Agreement	\$7,500	Received June 2024
Aged Care Reform Information Hub Grant	\$6,000	Received June 2024

### **Outcome: Knowledge and Learning**

*Together we build capacity and confidence for people to meaningfully participate in work and community life.*

YPRL builds capacity and confidence across local communities, enabling meaningful participation in both work and community life. Through our diverse programs and resources, we empower individuals with the skills and knowledge needed to thrive. By offering educational opportunities, skill-building workshops, and supportive learning environments, we help people engage more fully and successfully in their personal and professional lives.

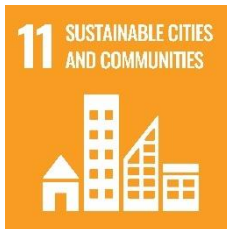
**Priority: Programs and Pathways**

*Develop programs and pathways that focus on partnerships for youth capacity building, pathways to employment, community resilience, and community-led programming and collections.*

**Bringing our communities together**

Our Homegrown Summer program aims to encourage local communities to spend their summer days at the library through events and activities promoting wellbeing and connection. Now in its fourth year, this year's Homegrown Summer highlighted local businesses and artists across the region. Participants attended a Sip and Paint workshop at Diamond Valley Library, garden pot decorating at Thomastown Library, and botanical printing workshops with local artist Irianna Kannelopolou. Cooking, jam making and fruit preservation workshops were held by local makers at Mill Park, Thomastown, and Whittlesea libraries.

Our Homegrown Summer program was successful across the region, but many Swifties flocked to one event in particular. Over 100 kids immersed themselves in a Taylor Swift event at Eltham Library by creating friendship bracelets and badges, making Taylor Swift themed artworks and watching a Taylor Swift documentary on Kanopy, available through our Digital Library.



### **Reaching Local Communities**

In March, YPRL participated in the City of Whittlesea's Community Festival at the Plenty Ranges Arts & Convention Centre (PRACC). A fun-filled family day with over 8,000 attendees, it was an excellent opportunity for us to showcase a curated selection of our collection and speak to attendees about library services and programs. Alongside activities and stickers, staff delivered multiple Storytime sessions throughout the day that were very popular with families. Also held at PRACC in March was the Career Networking Expo, developed for young people by the Hume Whittlesea Local Learning and Employment Network. We partnered with Charles Sturt University (CSU) to talk to high school students and recent school-leavers about career pathways into Library and Information Services. Attendees learnt about the varied and dynamic roles in libraries, particularly in YPRL branches where a library staff member's day might include customer service, running a Storytime or an art program for kids, developing content for our social media channels and creating an exciting and engaging display showcasing a section of our collection. Students were incredibly enthusiastic in learning about the life of librarians and library staff, and asked many questions to discover how a career in libraries could intersect with their career goals. Almost 1,000 attendees participated in the event, with many drawn to the library stall, where they made friendship bracelets and learnt about the industry with YPRL and CSU staff.



### **Storytime Sessions**

<b>Storytimes</b>	<b>Sessions</b>	<b>Attendance</b>
Diamond Valley	276	14,222
Eltham	258	12,311
Ivanhoe	247	14,876
Lalor	152	4,462
Mernda	17	622
Mill Park	258	13,214
Rosanna	172	3,935
Thomastown	125	3,496
Watsonia	280	12,176
Whittlesea	153	3,090
Online	1	27
Mobile Library	42	800
<b>Total</b>	<b>1,981</b>	<b>83,231</b>

### **Slowing the Summer Slide**

From 1 December to 31 January every year, YPRL participates in Public Libraries Victoria's (PLV) statewide *Big Summer Read* campaign with the aim to address the 'summer slide' phenomenon, the loss of literacy skills observed when children and families don't read over the summer



holidays, particularly in communities facing economic disadvantage or hardship. Research demonstrates that children who read books over the summer holidays experience learning equivalent to attending three years of summer school, with disadvantaged children and families benefiting the most from the program.

Families throughout the region participated in *Big Summer Read* by logging their reading through a digital or paper reading log. YPRL users submitted 488 logs, reading 8180 books. Events were held across the region to support the program and reward participants, including an event hosted by award-winning author Louise Park as well as award-winning author and narrator Stig Wemyss. A 7% increase in loans for Junior Fiction and Junior Non-Fiction digital resources was observed over the duration of the program, and YPRL's Toy and Learning Library and Deadly Collection maintained a 42% lending rate.



#### ***International Day of People with Disability***

In 2023, eight events were held across the region dedicated to supporting the International Day of People with Disability in response to co-design with community and partners. Events included a trivia night at Diamond Valley, a DisRupted Short Film Festival at Thomastown Library, a sensory-friendly playgroup at Watsonia Library, and an Auslan interpreted Storytime at Eltham Library. Additionally, a Whittlesea Family Fun Day was hosted in partnership with Diamond Valley Special Development School, offering accessible and inclusive opportunities for families to participate. Organisations and services such as Bunnings, Victoria Police, DPV Health, Merri Health, AusKick and Lions Club participated in facilitating events.



## All YPRL Events

Location	Events			Participants		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Banyule	693	1,457	1,698	13,636	40,894	43,887
Nillumbik	379	1,007	1,031	12,734	33,972	34,307
Whittlesea	756	2,120	2,175	40,111	42,769	48,264
Mobile Library	0	0	42			800
Online	381	21	16	5,818	654	146
<b>Total</b>	<b>2,209</b>	<b>4,605</b>	<b>4,962</b>	<b>72,299</b>	<b>118,289</b>	<b>127,404</b>

### ***National Simultaneous Storytime***

YPRL invited special guest readers to each of its National Simultaneous Storytime (NSS) sessions to read to attendees. *Bowerbird Blues* was read in Nillumbik Shire by Mayor Cr Ben Ramcharan, Cr Geoff Paine, and Cr Karen Egan; in Banyule City by Cr Alison Champion and Cr Rick Garotti; and in City of Whittlesea by Administrator Lydia Wilson and staff Anthony Traill, Lence Markovska, and Amelia Ryan.

Held annually by the Australian Library and Information Association (ALIA), NSS promotes reading and literacy to primary school aged children across Australia by reading aloud a picture book by an Australian author and illustrator. Now in its 24<sup>th</sup> year, the book chosen was *Bowerbird Blues* by Aura Parker, chosen for its themes inspiring imagination, courage and confidence, and how it relates to key learning areas of the National Curriculum. In 2024, over 2.5 million children across Australia registered for NSS sessions.

Delivered for the first time at Mernda Library and Hurstbridge Hub, 695 children attended NSS events across the region. On the day, members borrowed 1,042 picture books, 319 board books and 255 readers, and themed craft activities were held alongside the Storytime session.



### ***Priority: Information and resources***

*Build on our existing collections, assets, and services through investment in digital resources, collections, and assets; resources that are reflective of diverse communities; supporting local creatives; early years, adult, and digital literacy.*

### ***Our brand new Mernda Library***

On Monday 22 January 2024, we opened the doors of Mernda Library. Both YPRL's tenth branch and our first in a shopping centre, Mernda Library has been embraced by the local community

with enthusiasm. The library's quality facilities, generously funded by the City of Whittlesea Council, are used daily by residents.

Over 500 visitors browsed the shelves on the first day, exploring the new collection and available facilities, with more than 50 new members signing up. Of all the items borrowed across all five City of Whittlesea branches on that day, 70% of them were borrowed from Mernda Library. Feedback since opening has been overwhelmingly positive, with one member writing "as a new Mum I visited the Mernda Library today and I am thrilled to be able to pop baby in the pram and simply walk to the library. Visiting the library is just a wonderful and valuable outing for me and my daughter. With the cost of living, living week to week, free visits and outings are impossible to find. Thank goodness for my new local library."

Since opening, Mernda Library has welcomed 1,698 new members and loaned 37,311 items. 30,084 people have visited the library, and 36,014 items have been returned. The success of Mernda Library reaffirms YPRL's commitment to providing accessible library services to communities across the region.



## Collection Statistics

Collection statistics	2022/23	2023/24
Items		
<b>Total Physical Items</b>	<b>342,500</b>	<b>360,237</b>
Banyule	111,197	112,149
Whittlesea	151,117	159,292
Nillumbik	80,186	88,796
<b>Total digital Items</b>	<b>60,743</b>	<b>60,802</b>
eBooks	39,011	35,954
eAudio	19,005	21,067
eMags	2,727	3,781
<b>Total collection (physical and digital)</b>	<b>403,243</b>	<b>421,039</b>
Loans		
<b>Total loans of physical items</b>	<b>2,289,237</b>	<b>2,278,423</b>
Banyule	835,381	805,193
Whittlesea	776,644	782,571
Nillumbik	677,212	690,659
<b>Total Loans of digital items</b>	<b>404,309</b>	<b>543,542</b>
eBooks	149,394	173,672

eAudio	183,311	224,859
eMags	71,604	145,011
<b>Total Loans (physical and digital)</b>	<b>2,693,546</b>	<b>2,821,965</b>
Turnover		
<b>Turnover all items</b>	<b>6.7</b>	<b>6.7</b>
Physical Items	6.7	6.3
Banyule	7.5	7.2
Whittlesea	5.1	4.9
Nillumbik	8.4	7.8
Digital Items	6.7	8.9
Purchases		
<b>New physical items</b>	<b>112,894</b>	<b>88,411</b>
Banyule	37,284	28,045
Whittlesea	46,976*	36,343
Nillumbik	28,634	24,023
<b>New digital items</b>	<b>6,908</b>	<b>6,985</b>
<b>Total new items (physical and digital)</b>	<b>119,802</b>	<b>95,396</b>

\*2022-2023 figure changed from 27,271 to 46,976 due to an error.

### ***Upgrading our branches***

YPRL remains committed to improving upon existing infrastructure sustainably and responsibly to better address the needs of local communities. As a result, across the region, refurbishment projects have been completed or are underway.

In July 2023, Eltham Library reopened to the public after extensive internal renovations, including replacing the information desk, updating the furniture in seating areas and improving study spaces. The much needed newly installed carpet, funded by Nillumbik Shire, has significantly enhanced the atmosphere. Innovative shelving options have been strategically designed to highlight key collection areas, making it easier for patrons to discover new titles and enjoy a more engaging browsing experience.

Lalor Library underwent a major refurbishment in May 2024 and reopened on Monday 17 June. The branch collection layout was redesigned to address community needs, improve access to language collections and provide more space to work and study. The fresh new paint and the upgraded HVAC system, funded by the City of Whittlesea, have given our space a bright makeover and made it a lot more comfortable for everyone.

In June 2024, YPRL finalised the fitout design for a new and improved Outreach Vehicle. Work has been underway to improve the vehicle's schedule to reach more members of the community and better respond to feedback. To replace the Outreach Vehicle, YPRL received a grant of \$150,000

from the Victorian State Government Living Libraries Infrastructure Program, with YPRL contributing \$100,000 towards the project.

These works demonstrate YPRL's ongoing commitment to providing infrastructure and services that meet community needs.

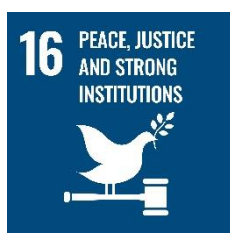


## Library Visitation

Location	2019/20	2020/21	2021/22	2022/23	2023/24	% Change
Diamond Valley	78,924	22,219	32,570	67,068	72,200	7.65%
Eltham	190,181	104,138	131,349	195,911	238,621	21.80%
Ivanhoe	122,938	66,062	155,262	295,509	328,625	11.21%
Lalor	207,459	84,662	92,455	168,923	151,309	-10.43%
Mernda					27,859	
Mill Park	130,499	65,508	100,247	173,133	192,262	11.05%
Rosanna	111,096	67,692	59,596	73,629	34,361	-53.33%
Thomastown	103,684	43,257	43,245	102,484	115,052	12.26%
Watsonia	141,359	62,446	66,481	133,888	157,715	17.80%
Whittlesea	35,942	21,351	23,132	42,852	47,542	10.94%
Mobile Library	25,058	18,880	10,527	23,976	30,023	25.22%
<b>Total Library Visits</b>	<b>1,147,140</b>	<b>556,215</b>	<b>714,864</b>	<b>1,277,373</b>	<b>1,395,569</b>	<b>9.25%</b>

## Credible News

In a world with increasing misinformation, YPRL is committed to providing credible, reliable information, and enabling readers to access trusted information. Due to this, in February we began the use of a new tool designed to help readers verify the information they're reading. *NewsGuard* is a browser extension available on Chrome, Safari, FireFox and Edge, and is free to use in the library. A team of trained journalists rate thousands of news and information sites using basic journalistic standards, demonstrating and explaining the ratings via easy to see icons on the browser. By providing this tool, we aim to reduce the spread of misinformation and encourage readers to seek out trusted, verified news sources.



### **Endorsing the Uluru Statement from the Heart**

After the YPRL Board unanimously decided to endorse the Uluru Statement from the Heart in June 2023, the endorsement was announced on our website and social media channels. Since then, we have installed banners in prominent locations of all branches and the Mobile Library, supporting the Uluru Statement from the Heart. Additionally, our Acknowledgement of Country and all email signatures have been updated to include “We support the Uluru Statement from the Heart”.

Our commitment goes beyond supporting the Statement. YPRL’s aim is to address the issue of misinformation and ensure the community can make informed choices. All YPRL staff completed training on “A Voice to Parliament”, and support resources and scripts were developed to support staff responding to questions from the public. This approach ensures staff are prepared to support the community in making decisions informed by accurate and reliable information.

Through an information session with Shelley Ware and Aunty Janine Coomb where attendees learnt about the Uluru Statement from the Heart and informative drop in sessions, both held at Eltham Library, where participants learnt about the Voice with Nillumbik Council Officers, and community forums with the First People’s Assembly discussing Treaty at Mill Park, Lalor and Ivanhoe libraries, YPRL remains committed to providing accessible and reliable information. Throughout this, individualised support and communication were provided to our First Nations staff.



### **Deadly Collection**

Friday 4 August 2023 was SNAICC National Aboriginal and Torres Strait Islander Children’s Day, and while children and families gathered at YPRL to learn about First Nations culture, YPRL launched the new *Deadly Collection*. Developed through consultation and co-design with various local First Nations communities, YPRL’s Deadly Collection aims to highlight material created by First Nations authors, artists, filmmakers and illustrators as part of an ongoing commitment to positive change. The Deadly Collection has been implemented across all areas of the YPRL collection in all branches.

The launch, held at Ivanhoe Library and Cultural Hub, was a significant moment for YPRL as we continue to build cultural connections with First Nations community. We remain committed to supporting knowledge and truth telling across YPRL.

The Deadly Collection logo and artwork were designed by Wurundjeri Artist Alex Kerr. Stickers are placed on all Deadly Collection items to ensure that the collection is highlighted and easily accessible. The response to the collection has been outstanding, with items in the Deadly Collection seeing a 36% increase in loans. Additionally, in June 2024, our Deadly Collection was



awarded a Special Mention in the International Federation of Library Associations (IFLA) and PressReader International Marketing Awards, placing the project in the top 15 of 103 international submissions.

*“I come to the library with my Aunty on a Friday. I love books about my mob. Before they were really hard to find. Now I go straight to the deadly shelf and grab em”*



### **Outcome: Organisational Strength**

*Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower local communities in environmentally and socially responsible ways.*

YPRL is dedicated to equipping its staff with the tools and support they need to excel. We invest in comprehensive training, effective governance, and advanced technology to empower our team to meet the evolving needs of local communities. By fostering a supportive environment, we ensure our staff are confident and adaptable, ready to embrace change and deliver exceptional service. Our commitment to the community includes a strong focus on sustainability. As we develop and build our spaces, we are mindful of choosing sustainable options to reinforce our dedication to environmental responsibility.

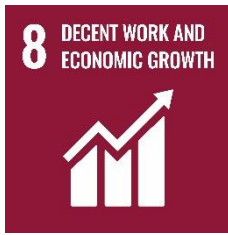
### ***Priority: Governance and technology***

*Strengthen our service by ensuring effective governance-strengthening decisions and partnerships; technology as an enabler for delivering services; technology that improves user experience.*

### ***Public Holiday Substitution Pilot***

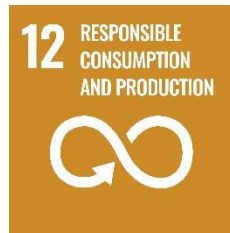
With many councils and corporate organisations responding to staff feedback surrounding 26 January as a public holiday, it was decided that YPRL would run a pilot project to enable staff to choose whether they would work that day. The YPRL Enterprise Agreement allows staff to substitute the agreed public holiday for another leave day, so consultation was conducted over a period of 12 months and, through this process, 21 staff members nominated to exchange the 26 January Public Holiday for another leave day of their choosing.

As a result, we opened three branches from 10.00am to 5.00pm on 26 January 2024; Eltham, Watsonia, and Thomastown libraries. Chosen due to the number of staff required to safely and reasonably open a branch, these extra hours provided additional opportunities for visitors to access library services across the region and allowed staff the choice on how they spent the day while still providing them a day off in lieu.



**Upgrading our IT Infrastructure**

YPRL recently reached the exciting milestone of retiring its physical IT infrastructure from the data centre and transferring all files and applications into the Cloud environment. This was a significant project undertaken over 3 years and delivered within our ICT Strategy, with 76 staff members across the business involved in the project. This improvement to our systems has allowed for easier collaboration between teams and increased security. Additionally, the move to a new printing system, Papercut, in the past year has improved our printing services across the region. These projects enable us to streamline our processes and deliver services more efficiently. In June, another one of our systems underwent a large-scale upgrade. The Spydus 11 upgrade encompasses our catalogue and events listings, and took place on 10 June, a public holiday, to ensure that disruptions to public facing services were minimal. The successful upgrade has improved the look and user experience of our catalogue.



**Professional Membership**

IFLA (International Federation of Library Associations and Institutions)
ALIA (Australian Library and Information Association)
FinPro (Local Government Financial Professionals)
LGPRO (Local Government Professionals)
Australian Human Resources Institute
IPA (Institute of Public Accounts)
PLV (Public Libraries Victoria)
PLV Collections Special Interest Group
PLV ICT Special Interest Group
PLV Marketing, Advocacy and Engagement Special Interest Group
PLV Local Studies Special Interest Group
PLV Resource Sharing Special Interest Group
Stephanie Alexander Kitchen Foundation
VALA (Victorian Association for Library Automation)
VECCI (Victorian Chamber of Commerce & Industry)

<b>Updated Processes and Policies</b>	
<b>Date</b>	<b>Policy/Procedure</b>
July 2023	Procurement Policy
July 2023	OHS Policy
August 2023	Information and Communication Technology Use Policy
September 2023	Child Safety Incident Procedure
October 2023	Social Media Policy
December 2023	Employee Code of Conduct
December 2023	Fire Safety Procedures
December 2023	Responsible Conduct Policy (Public)
March 2024	CCTV Standard Operating Policy and Procedures

**Priority: Environmental and social sustainability**

*Responsible, relevant, and conscious organisation through ensuring diverse and inclusive practice; environmental and socially sustainable practice and procurement.*

**Sustainable Collections**

YPRL are committed to ongoing improvement of our collection development practices, promoting environmental responsibility and sustainability. In mid 2020, we stopped using plastic covering on most of our physical collection to reduce our plastic consumption and ensure that withdrawn books, that couldn't be donated, could be more easily recycled. However, some books still require plastic covering to give them longevity for regular borrowing.

After a long search for a biodegradable alternative, in July 2023 we began using a product called Bioguard 80® to cover all books where covering is required. The world's first fully biodegradable book covering, Bioguard 80® breaks down completely in landfill or compost without leaving behind microplastics.

As a large library service, we purchase almost 18,000 books a year. The decision to skip covering when not required, and use Bioguard 80® when it is, has removed kilometres of plastic from our collection each year, keeping that plastic out of landfills and waterways.



**World Environment Day**

To celebrate World Environment Day in June, YPRL hosted a series of events across the region to promote sustainable practices and caring for the environment. 18 excited attendees got creative

at Whittlesea Library’s Sustainable Wearable Art workshop, delivered by Indirect Objects. Participants turned plastic waste like milk bottle tops or shredded plastic into brooches, earrings and necklaces. In the library, a curated book display on sustainability was available for attendees to browse and borrow from. Across the region, Diamond Valley Library saw participants learn about seed saving and attendees made and decorated their very own recycled bird feeders at Ivanhoe Library. Platypus and pollinator sessions were also delivered by local environment groups and service providers.



**Priority: People and capacity**

*Invest in our people through building people’s capability and capacity; creating opportunities for growth and learning.*

**All YPRL Staff**

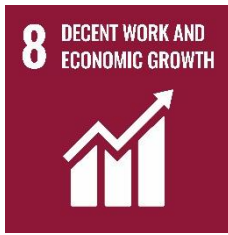
Staff Totals	Number of Staff	% of YPRL Workforce
Full Time	37	23%
Part Time	109	68%
Casuals	15	9%
Total	161	

**Staff Professional Development Conference**

On Friday 14 June, 123 YPRL staff gathered at Plenty Ranges Arts and Convention Centre for our much-awaited annual Staff Professional Development Conference. This year’s theme was *Library Horizons, Innovate and Elevate* and the day was all about coming together, learning from each other and strengthening the bonds that make working at YPRL so fun and engaging.

We heard from keynote speakers Dr. Beth Driscoll and Dr. Vivian Gerrand on the future of reading and social inclusion respectively. The First Nations Truth Telling Panel highlighted insights from Uncle Andrew Gardiner, Aunty Esme Bamblett, and Uncle Charles Pakana, providing guidance to YPRL in cultivating a workplace and library service that supports First Nations self-determination and authentic truth-sharing. Leanne Hart and Dayle Johnson led a workshop on managing emotional load, offering strategies to coping with stress in the workplace. Our staff presented lightning talks and workshops, highlighting the contributions and successes of staff across all branches. The day was a huge success and was a wonderful opportunity to meet face-to-face.

*“The Staff Development Day was a great opportunity to bring together staff from all our branches for a day filled with learning, making connections and having fun. It was not just about gaining insights and new skills but also about building stronger relationships.” -YPRL Staff Member*



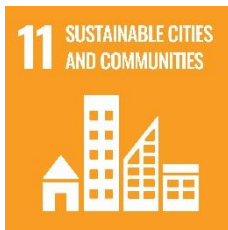
**Talking to our community**

In July 2023, YPRL undertook a biennial survey assessing the experience and overall satisfaction of its members with its locations, programs, and services. The survey was provided in both print and digital form and in multiple languages including English, Arabic, Greek, Hindi, Italian, Macedonian, and Punjabi. Almost 4,000 community members answered questions about how they feel about their library service. Their responses informed decisions made over the following year, helping us to identify how we’re addressing our four key priorities of Knowledge & Learning, Connection, Wellbeing and Organisational Strength.

*“A visit to the library is a treasure hunt. I come home with a stash of surprises, and feel the world is an amazing place. The books are an escape when life is hard, and an entryway to loving the real world even more. The welcome, the hush, the helpfulness makes me feel honoured, and that I live in a generous world.” - Rosanna Library Pop-Up*

*“ Access to our libraries means we have a Connection to community, ability to self improve and personal growth, a safe and welcoming space to relax and explore plus a wonderful environment for children to develop their interest then love of all things reading!!!” - Diamond Valley Library*

*“All my life I've loved libraries. They represent the best of our community; the sharing of and affordable access to knowledge, the building of skills, and sustaining relationships.” - Mill Park Library*



**External Training**

CPR Refresher
Provide First Aid
Building Aboriginal Cultural Competency
Building Aboriginal Cultural Awareness
Managing Difficult Behaviour by Organised Campaigners - Impact and Strategies to Manage
Disability Managers and Inclusive Customer Service Training
Dementia and Alzheimer's: Compassionately and effectively working with people with dementia
ALIA First Nations Representation and Agency in Libraries Webinar
ALIA Mentoring Scheme Webinar: Confidence
Hit the Ground Running - Working Induction Tour
Introduction to Co-Design
Public Play - Gaming, VR and AR at the Library

"Ka-Pow! Unleashing the Superpowers: Engaging Reluctant Readers with Comics & Graphic Novels
Unleashing the Superpowers - Engaging Reluctant Readers with Comics and Graphic Novels
Uluru Unveiled: Dismantling Misinformation
How to ensure your business has an authentic voice
Contact Officer
Partnering by Design
Block Training - Heavy Rigid Auto Experienced (Licence-only)
Voice, Treaty and Truth
First Nations Collection Description Guidelines for the Library Sector
Domestic Violence/Sexual Assault
Newsguard
Fire Safety Training
CAVAL - Getting started with AIs – Your first steps down the rabbit hole of these new digital disruptive technologies
Disability Managers and Inclusive Customer Service Training
LinkedIn Learning - various training
LG Mental Health Seminar
Tranforming Lives - Psychosocial Risk Controls: Going beyond Mental Health Awareness
SLV Managing Self, Managing Others Program
Scam and Fraud Awareness
Supporting children with sensory challenges at the library
Effective Performance Management
OHS for Managers and Supervisors
Early Years Programming for Rainbow Families - PLV
Coordinator Workshops 1 & 2 - Program Planning and Design
Defibrillator Training
Beyond the Budget Crunch: Building an Affordable Collection with a Multi-Model Approach
Genealogy - PLV
Fire Awareness and Extinguisher Training
Ask Izzy Training sessions for Victorian Public Library staff - PLV
Child Safe Champion Training
LGBTIQA+ 101 Workshop
Industrial & Workplace Relations Conference
Neuro-affirming practice with young people
Wider Local Studies Seminar and Discussion session
Child Safe Standards Community of Practice (CoP) for 2024
AI AND THE FUTURE OF LIBRARIES: Navigating the Digital Shift
AI & Public Libraries

## Conferences Attended

IFLA World Libraries in Congress - Rotterdam, Netherlands
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ALIA National Conference, Adelaide, SA
SLV - Trauma informed Librarianship - How trauma impacts staff and patrons
Pride in the North Summit
SWITCH Conference 2023
AISA - Cyber Conference
ALIA Library Technicians Symposium 2024
Workplace Health and Safety Show
2024 Early Years Conference
Staff Professional Development Conference
Industrial and Workplace Relations Conference

## Presentations

Presentations, Appointments, and Awards	Staff
PLV/SLV Libraries for Health & Wellbeing	Jane Cowell
PLV/SLV Future Ready library sector	Robyn Ellard
PLV/SLV Cultural Competencies for library staff	Coralie Kouvelas
IFLA PressReader International Marketing Award, Special Mention: Deadly Collection	Cherry Byford-Sibbing, Brendan Eichholzer, Kate Hansen, Coralie Kouvelas
CSU course review	Robyn Ellard
PLV Marketing, Advocacy & Engagement Co-convenor	Brendan Eichholzer
PLV Digital Library marketing working group	Brendan Eichholzer
State Library Western Australia Full Day Workshop delivery	Jane Cowell

## Articles

Article	Author
Shared Leadership report: Referral Pathways, a toolkit for library staff (2023)	Kate Ferguson
Shared Leadership report: Future Ready: Inspiring diverse library pathways (2023)	Ian Wedlock
Chapter in <i>The Marketing of Academic, National and Public Libraries Worldwide</i>	Jane Cowell
Outback Magazine - New Chapters	Jane Cowell

## Internal Training

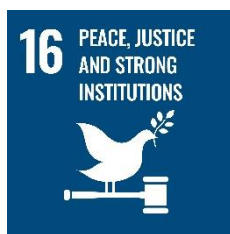
KnowB4 Training
Librarians Guide to Homelessness - Various Topics
HumanForce - Branch Manager Support
Collections HQ
Staff Professional Development Conference
Microsoft 365 Training

**Priority: A resilient and thriving organisation**

*Secure and grow our organisation through: financial diversification; development of a new business model in response to Local Government Act 2020 requirements.*

### ***Streamlining our processes***

This year, YPRL began developing a new internal digital tool, to support staff with delivering on our Library Plan priorities and Program Framework goals. The catalyst for this work was the feedback received through staff consultation that some of our current manual processes for regional programming and marketing are resource-intensive and hinder collaboration and communication, potentially leading to missed opportunities for regional collaboration. To resolve this, our staff have spent six months designing, developing, and now trialling a digital workflow solution with the goal of streamlining regional programming with collection and marketing integration. Throughout this process, staff understanding of SharePoint, Power Apps and Power Automate has increased, benefiting future projects. We expect to fully implement the digital workflow solution in August 2024 and believe that the work will ensure that we program more efficiently and improve programming provided to the local community.



### ***Co-Design Practices***

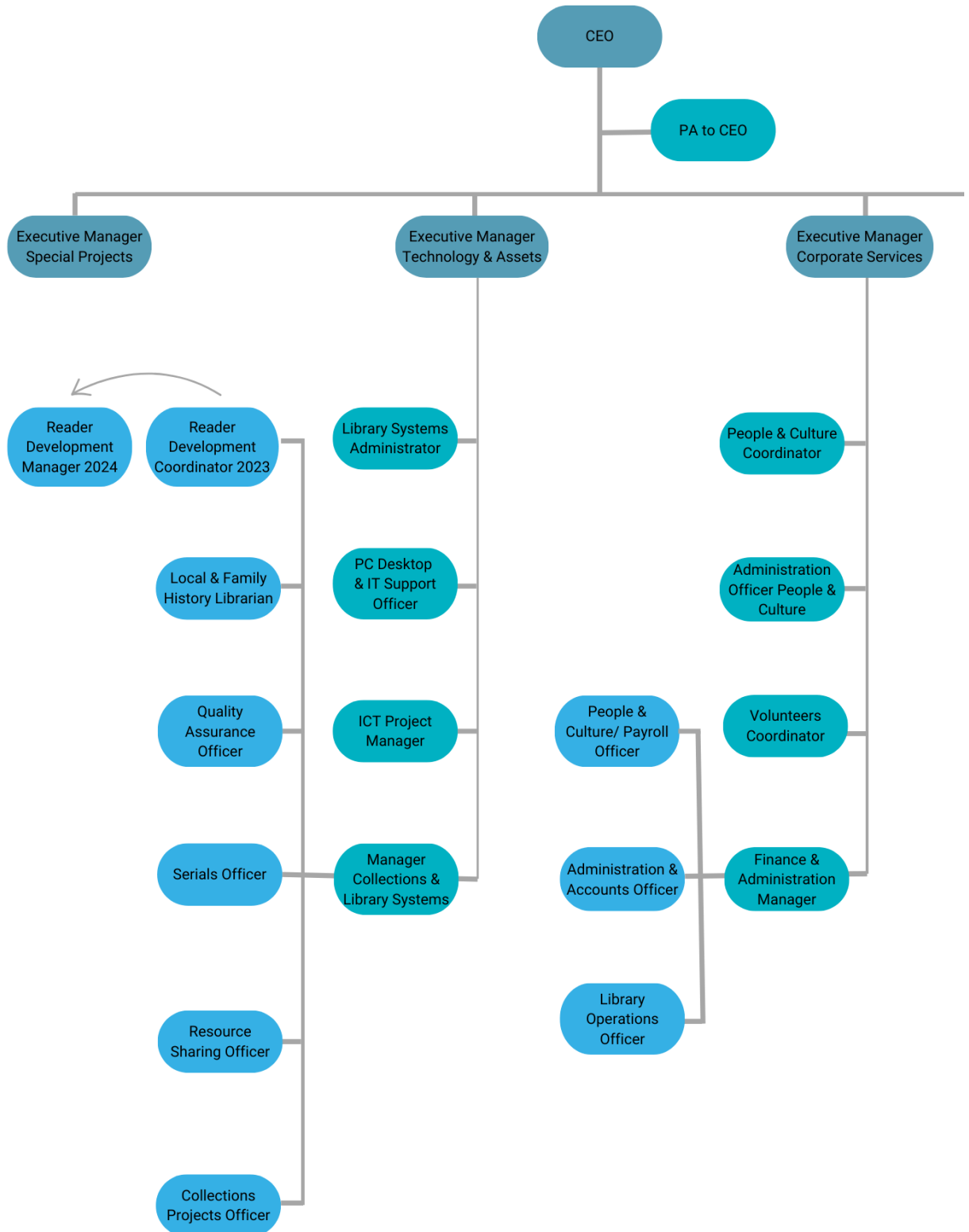
YPRL is committed to providing effective services for communities through ongoing co-design, and we're incredibly proud that our co-design work has been recognised by the State Library of Western Australia (SLWA) as best practice. Our CEO was commissioned to deliver a one-day workshop, held in Perth on 23 May 2024, on libraries and co-design practices for over 60 library managers and senior library staff across Western Australia. From developing programs to reviewing our collections, collaboration through co-design is at the heart of our services. Alongside prioritising community feedback and involvement in the development of programs and services, over the past few years we have invested in providing professional development opportunities for staff to learn more about co-design. Branch managers and program coordinators attended Introduction to Co-Design sessions, and YPRL Co-Design Champions have been implemented to support projects and mentor staff.

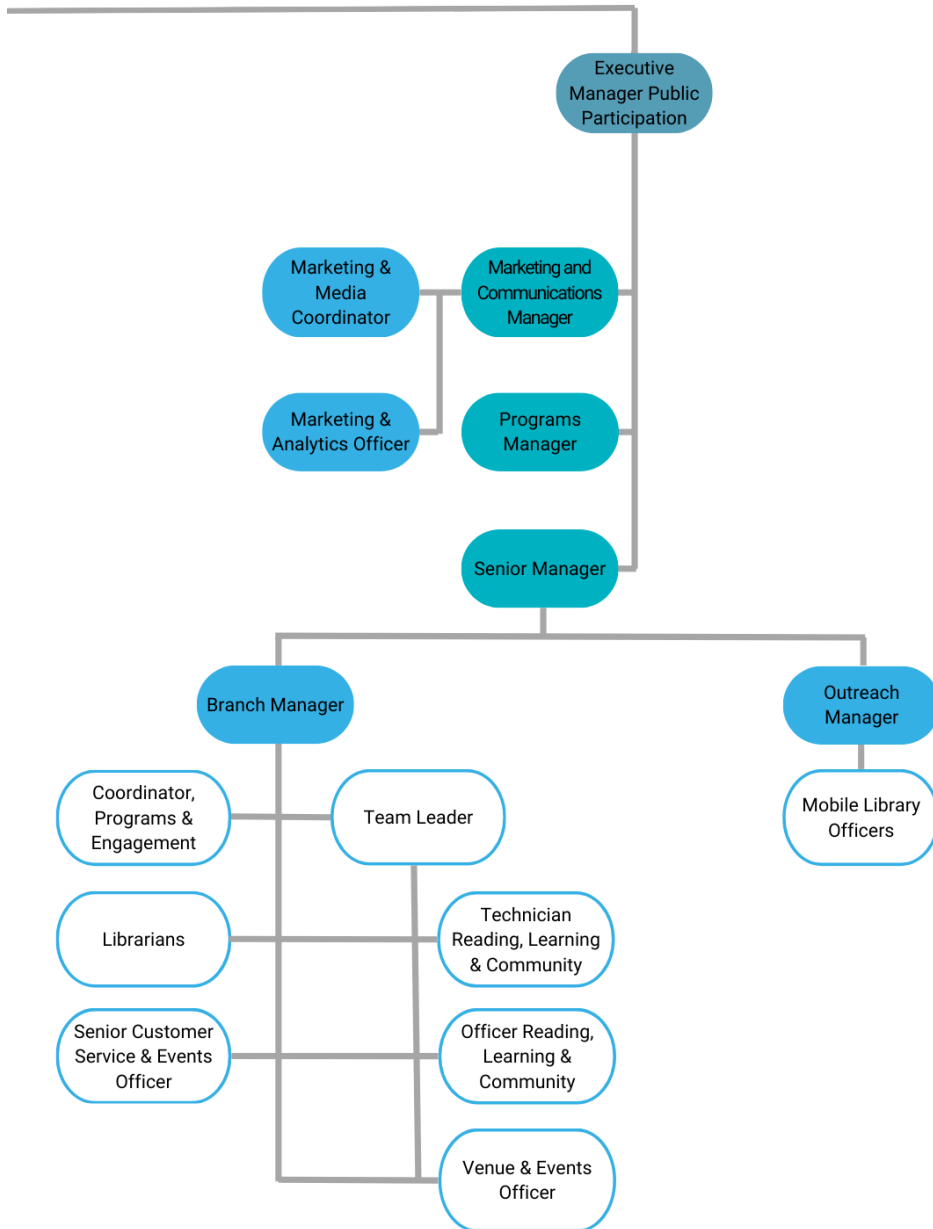
*"I was lucky enough to be part of the first staff intake for Co-design training. Through the process I have made invaluable community connections, especially in the youth area. YPRL is now providing programming that has been co-designed with youth community members. We are listening to the wants and needs of our youth." - YPRL Staff Member*



**\*INSERT [Organisation Chart] \***

# Organisational Chart





**Information Privacy Act**

The Privacy and Data Protection Act 2014 is designed to protect the private information of

individuals. The Corporation has a Privacy Policy available on the library website. No complaints were received during 2023–2024.

### Freedom of Information

The *Freedom of Information Act 1982* provides people with the opportunity to obtain information held by state and local government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. YPRL did not receive any requests during 2023–2024.

### Public Interest Disclosures

In accordance with the provisions of s. 58 of the *Public Interest Disclosure Act 2012*, the Corporation has a procedure for dealing with disclosures made under the Act. The Executive Manager Corporate Services is the Corporation’s Protected Disclosure Coordinator. YPRL has not received any disclosures directly nor has it received any referrals from the Ombudsman during 2023–2024.

### Financial Summary

\*INSERT [VAGO Report] to come\*

### YPRL Highlights



### The Deadly Collection

Coralie Kouvelas

Yarra Plenty Regional Library (YPRL) made a commitment to embed First Nations history and culture within our library spaces and programs following co-design work in mid-2022. This resulted in First Nations cultural experiences becoming a feature in all School Holiday Programs to increase meaningful engagement and learning.

Consultation and co-design with First Nations communities continued and YPRL identified the need to strengthen the visibility, knowledge, culture, and stories of First Nations People within our library collections and spaces. By yarning together and deep listening we explored how to support, learn and improve culture within our service.

If we wanted to encourage representation and inclusion, then the First Nations community needed to see, feel and hear their culture, country and stories within their local libraries. There was a call for stronger visibility and access to culture and stories within the collection.

In Aboriginal English, the word ‘Deadly’ has a similar meaning to the English words fantastic, wonderful or awesome. YPRL wanted Indigenous Australian stories, voices and illustrations to be discoverable, easily accessible and prominent. The Deadly Collection was born.

A deadly working group of staff (including First Nations staff) was created, and they started to identify collection items written, illustrated and produced by or including performances from Aboriginal and Torres Strait Islander Peoples.



YPRL sought the talents of local Wurundjeri artist Alex Kerr to design and develop the Deadly Collection branding. This features blue, white and orange circles to represent meeting places depicting those who visit the library, with Bunjil (eagle) the creator watching over us all while we conduct business on country. The curved path shows the cultural journey that the library and the community are all currently on and continue on as we share cultural knowledge through books. Lastly, we have the two Kangaroo footprints in the colours of both the Aboriginal & Torres Strait Islander flags, which represent both people and their connection to the stories in the collection.

Every Deadly Collection item then had a prominent label on the front cover and spine as a visual marker for browsing in branch and were catalogued to allow for ease when searching and reserving online. Customised shelving was installed in branches to best feature the collection and suppliers were instructed to purchase more deadly titles so that the collection may grow over time. Titles written, illustrated, directed by, or featuring First Nations creatives are added to our collection as a priority.

The Deadly Collection began with children's books and was officially launched on 4 August 2023, coinciding with National Aboriginal and Torres Strait Islander Children's Day. This date holds historical significance as it has been used to celebrate the birthdays of children who were victims of the Stolen Generations, many of whom do not know their exact birth dates. The launch event included First Nations Storytime sessions across all YPRL branches, a smoking ceremony, and a celebration at Ivanhoe Library & Cultural Hub.

The success of the Deadly Collection is evident in both quantitative and qualitative measures. The positive feedback from the local First Nations peoples and the co-design group, coupled with the high engagement levels at launch events and the substantial loan figures, are indicative of the value of the collection to all library members. There are 517 titles (2,803 items) in the Deadly Collection and these were loaned 10,390 times in the first six months since launching the collection.

The collection was soon expanded to include the adult collection and then Deadly Toys within our toy library collection. Moving forward, we are expanding the Deadly Collection, with a commitment to acquire more titles written, illustrated, or directed by First Nations creatives. We're also incorporating the 8 Aboriginal ways of cultural learning in our Toy and Learning Library. This ongoing development ensures that the library remains a vibrant and inclusive space that honours and celebrates the rich cultural heritage of Australia's First Nations peoples.

In June 2024, YPRL's Deadly Collection was awarded a Special Mention in the International Federation of Library Associations (IFLA) and PressReader International Marketing Awards. This meant that YPRL's project was in the top 15 of 103 international submissions to the award.

YPRL's commitment to co-design has fundamentally transformed our approach to community engagement and service development. By fostering and building a culture of co-design, we are seeing more inclusive, relevant, and sustainable services and programs. Through activities like "Yes, and...", we continue to push the boundaries of creativity and collaboration. As we move forward, co-design will remain a cornerstone of our strategy, ensuring that we stay responsive to the evolving needs of the community.

*"When mob see, hear, and feel our stories and culture we feel safe and welcomed, hearing our stories through songs, books, and toys brings such spirit and as a community we are all stronger" - Maddison 32*



## Bringing the library closer to you

*Regine Miriklis*

A mobile library service has been an important part of Yarra Plenty Regional Library since 1954. It has evolved over the years from a specially converted rear-engine Amsir bus carrying less than 3,000 items to the current Prime Mover with semi-trailer containing over 12,500 items to borrow. The growth in vehicle, items, visitation, loans and engagement is a testament to the pivotal role it plays in providing access to community members.

YPRL prioritises being responsive to the local community. In an effort to investigate the current needs of the community and how those needs may have changed post COVID-19, a review was undertaken last year in consultation with our member councils and community members. As a result, a new timetable was launched in February 2024 with plans to review every six months to allow for continual flexibility when responding to the needs of the community.

Recent changes show a clear commitment to expanding our reach. The introduction of the staffed Hubs has allowed for the addition of more stop locations to communities not previously served by YPRL. Two Diamond Creek stops were merged to offer four and a half hours of access to community and appeal to families after school and early evening while most other stops were standardised in length to two hours. Recently commenced stops include Epping, Wollert Community Centre, Orchard Road Community Centre in Doreen and De Rossi Boulevard. The Mobile Library has experienced a 25% increase in visitation on last year and 53% increase in loans.

Furthermore, there has been a deliberate focus placed on supporting communities serviced by the Mobile Library through the delivery of additional programming. Prioritising a tailored school holiday program and additional Storytimes have ensured a more complete library experience has reached a broader audience. These personalised services ensure visitors to the Mobile Library are connected and engaged.

The evolution of the Mobile Library service reflects YPRL's commitment to meeting the dynamic needs of the community. The expansion of stops and the introduction of programming underscore a strategic effort to enhance accessibility and engagement. The notable increases in visitation and loans affirm the positive impact of these changes, demonstrating that the Mobile Library continues to play a crucial role in fostering community connections and enriching the library experience for all.

## QUOTES

*"...Love the mobile library. Have been going there for about 17 years now. Great variety of books and wonderful staff. Everyone should visit the mobile library at one of its many locations." (YPRL Member)*

*“You guys do such a great job; we are so lucky to have such a personal friendly service.”  
(Warrandyte North Stop)*



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### **Building Seniors' Digital Literacy Confidence**

*Nell O'Bryan and Annalisa Rizza*

Building digital literacy confidence for seniors is critical to their health and wellbeing, empowers them to navigate an increasingly digital world, and enhances their independence and quality of life. It enables them to stay connected with family and friends, access essential services, and manage personal finances and healthcare online. Understanding digital tools also helps seniors protect themselves against cyber threats and scams. Additionally, digital literacy promotes lifelong learning, reducing feelings of isolation and fosters social inclusion. By bridging the digital divide, we ensure that seniors remain active, informed, and engaged members of the community.

In 2023, the State Government of Victoria funded the Digital Literacy for Seniors Program across Victorian Public Libraries. Yarra Plenty Regional Library (YPRL) utilised this funding to partner with local organisations to provide hands-on digital training for older community members. Through co-design and consultation sessions with older adults' groups and organisations, we identified their concerns and needs; these included basic internet support, using devices to connect with family and friends, online security, and banking, as well as accessing government services. Barriers identified were lack of internet experience, ineffective previous classes, access to devices, and reluctance to use email services.

Partnering with 15 community organisations, the project delivered 45 class sessions in libraries and outreach settings and provided over 1,030 one-to-one Tech Help sessions. To support people with English as an additional language, in-language sessions were available in Chinese, Arabic, Macedonian, Somali, and Italian. The class sessions covered a range of topics, including Apple / Android device advice, scam awareness, iPad skills, and basic PC skills, as well as digital skills in Arabic and Macedonian. Over 23 weeks, Tech Help sessions were held regularly across YPRL branches, with 701 staff-led and 334 volunteer-led sessions. This amounted to over 500 combined staff and volunteer hours, showcasing the program's extensive outreach and support.

Consultation sessions highlighted a need for both an increase to the number of one-on-one tech help sessions, with a preference for more sessions led by other older adults, along with opportunities for social engagement. From this co-design approach YPRL has initiated a Seniors Digital Mentor program, engaging nine new digital mentor volunteers over 55, creating a sustainable model for supporting seniors' digital literacy.

Participant feedback was collected through pre- and post-session surveys, indicating significant improvements in confidence and satisfaction. The sessions were highly rated, with participants appreciating the facilitators' ability to address individual needs and the supportive learning environment.

Overall, the Digital Literacy for Seniors Program at YPRL successfully enhanced digital skills, confidence, and social connections among older adults, creating a sustainable model for ongoing support and learning. By taking a co-design approach we were able to tailor our approach to meet the specific needs of the senior community. Partnering with 15 community organisations increased our reach and ensured the successful delivery of the project.

Additionally, the program offered development opportunities for staff and volunteers, ensuring that the knowledge and skills to support seniors' digital literacy are embedded within the organisation. This holistic approach not only improved individual competencies but also strengthened community ties and promoted lifelong learning. The success of the program demonstrates its potential as a sustainable model for ongoing digital literacy support and empowerment for older adults.

*'I have been attending the classes over the last 2 months and I am so happy and confident. It has made such a big change. I am no longer afraid to use the computer, I have sent emails and find there is very little need to ask my daughter for help. I am even using Be Connected on my own to learn more and more. I will be sad when this program finishes, as there really is so much more to learn.'* (Arabic Digital Literacy Class, Mill Park Library)

*'I have basic knowledge of computers, can email and buy online too. I attended a session here at the retirement village and it was great. My main concern was how to take photos with my phone and now I'm able to use it properly. Someone asked a question, and the library staff showed us how, then someone had a different problem and they showed us how. So, we all picked up tips and even learnt from each other.'* (Aged Care Digital Literacy Class, Mernda Retirement Village)



## Agenda Item 6: YPRL October Board Meeting (DECISION)

Responsible Officer: Chief Executive Officer  
Author: Jane Cowell, Chief Executive Officer

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### REPORT

#### SUMMARY

This report is for the Board's information and decision and relates to the continuity of YPRL Board oversight of YPRL's operations during the election period.

#### INTRODUCTION

Council elections are due to take place on Saturday 26 October 2024 and all councils will enter into caretaker period from 12 noon on Tuesday 17 September 2024 until 6pm of Saturday 26 October 2024. During caretaker period, councils must comply with special arrangements in the lead up to elections in accordance with the Local Government Act.

The purpose of caretaker period is to ensure that council actions do not interfere with the election process and the election process is conducted in a fair, ethical and equitable way. It also safeguards the authority of the incoming council.

During the election period, councils are prohibited from making certain types of decisions and any material produced by councils must not contain matter that will affect voting at the election.

#### REPORT

YPRL as a Regional Library Corporation (RLC) must comply with the Local Government Act in relation to the caretaker period and under the Local Government Act 1989, RLCs are considered as council and as such operate and comply in the same manner.

A request was made by YPRL Board Members to hold a YPRL Board Meeting during October to ensure oversight of YPRL's operations continues throughout the period. No major decisions can be made at the October 2024 YPRL Board Meeting but the formal adoption of the YPRL Annual Report 2023-2024 must take place in accordance with the Local Government Act 1989 within timeframes specified in the Local Government (Planning and Report) Regulations 2014.

Regulation 22 of the 2014 Regulations states:

- For the purposes of section 134(2)(a) of the Act, subject to subregulation (2), a Council must hold a meeting to consider the annual report within one month after submitting the annual report to the Minister under section 133(1) of the Act.
- **In the year of a general election, a Council must, after submitting the annual report to the Minister under section 133(1) of the Act, hold a meeting to consider the annual report no later than the day before the election day.**

The Annual Report process is an operational matter and with this in mind, YPRL proposes to hold the October Board Meeting on Thursday 24 October 2024 as an online meeting with all Board Members in attendance and with the following operational agenda items:

- Formal adoption of the YPRL Annual Report 2023 – 2024;
- Fire Safety Procedures 2024 – 2025;
- Quarterly Financial Report – September 2024;
- Quarterly Dashboard Report – Quarter 1 2024-2025;
- 2025 YPRL Board meeting dates including dates and times for new Board Member Induction.

## CONSULTATION

Department of Government Services, Local Government Victoria.

## CRITICAL DATES

25 October 2024 – as per *Local Government Act 1989*, Section 134 and Local Government (Planning and Reporting) Regulations 2014, Regulation 22.

## FINANCIAL IMPLICATIONS

N/A

## POLICY STRATEGY AND LEGISLATION

*Local Government Act 1989*, Section 134 and Local Government (Planning and Reporting) Regulations 2014, Regulation 22.

## LINKS TO LIBRARY PLAN

### Outcomes:

- **Connection:** Create places and spaces for people throughout our communities to connect, belong and actively engage with each other.
- **Organisational Strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.
- **Wellbeing:** Help individual and communities better engage in, understand, and take positive actions to support their mental and physical health.

### Priorities:

- Participation and belonging.
- Outreach.
- A resilient and thriving organisation.
- Mental, physical and social wellbeing.



**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**RECOMMENDATION**

**THAT the Board resolves to RECEIVE and APPROVE the date, format and agenda for the YPRL October 2024 Board Meeting.**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

## Agenda Item 7: Health, Safety, and Wellbeing Policy (DECISION)

Responsible Officer:	Chief Executive Officer
Author:	Kate Karrasch, Executive Manager Corporate Services
Attachment:	7. – Health, Safety, and Wellbeing Policy

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### REPORT

#### SUMMARY

This report is for the Board's decision.

#### INTRODUCTION

Yarra Plenty Regional Library (YPRL) is committed to ensuring a safe and healthy work environment. Our health and safety management system incorporates:

1. Policies, Procedures and Planning
2. Incident Reporting
3. OHS Committee
4. Training and Development
5. Workcover Management

The Health, Safety & Wellbeing Policy provides a clear framework reflecting our commitment to workplace health, safety, and wellbeing.

#### REPORT

During the March 2024 Board meeting, the Board reviewed a draft updated OHS Policy and requested additional actions, including reviewing the City of Whittlesea's policy and incorporating references to psychosocial safety. Management has conducted this review and now presents the revised Health, Safety, and Wellbeing Policy for the Board's approval. The revised draft, modelled on the City of Whittlesea Policy, includes a policy statement, principles, objectives, scope, and references to psychosocial safety.

The revised Policy represents YPRL's health, safety, and wellbeing framework accurately. Operational and procedural elements have been removed from the revised Policy, and remain embedded throughout our health and safety management system, including:

- **Board Reports:** The Board receives a six-monthly update on all aspects of the health and safety management system.
- **Policy Framework:** The Policy guides health, safety, and wellbeing approaches across YPRL, supported by an operational OHS Manual detailing procedures for incident reporting, injury prevention and management, risk assessment, OHS purchasing controls, etc.
- **Incident Reporting:** A system is in place to record, track, and report incidents, hazards, and near misses, with regular reporting and trend analysis.

- **OHS Committee:** Bi-monthly meetings are held to discuss and improve workplace health, safety, and wellbeing.
- **Training and development:** Mandatory health and safety training for all new employees, with annual refresher training, and additional training provided as part of the annual learning and development program.
- **Workcover management:** A proactive approach to injury prevention and an appointed Return to Work Coordinator to monitor and support managers and staff in the event of a work-related injury or illness, or a personal injury or illness.

**CONSULTATION**

OHS Committee and Executive Leadership team

**POLICY STRATEGY AND LEGISLATION**

Linked policies and legislation are specified in the report and draft policy.

**LINKS TO LIBRARY PLAN**

**Outcomes:**

- **Organisational Strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

**Priorities:**

- People and capacity.
- Governance and technology

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

**CONCLUSION**

Approving the Health, Safety, and Wellbeing Policy will enable YPRL to uphold our Safety-First approach, providing a clear framework for our health and safety management system.

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**RECOMMENDATION**

**THAT the Board resolves to RECEIVE and APPROVE the Health, Safety, and Wellbeing Policy.**

M: \_\_\_\_\_  
S: \_\_\_\_\_

<b>Policy Adopted by YPRL Board</b>	
Policy Name	<b>Health, Safety &amp; Wellbeing Policy (formerly OHS Policy)</b>
Version number	4.0
Policy date	August 2024
Date to be reviewed	August 2027
Responsibility	CEO
Related YPRL Policies and Procedures	Equal Employment Opportunity Anti-Discrimination Bullying and Sexual Harassment Policy Complaint Resolution Procedure Emergency Procedures Employee Assistance Program Procedure Employee Code of Conduct OHS Manual and procedures Performance Improvement Disciplinary Policy Responsible Conduct (Public) Policy and Procedure

## Policy Statement

Yarra Plenty Regional Library (YPRL) is committed to providing a work environment where employees are safe and well at work. We support a workplace that is physically, mentally, and psychosocially healthy and safe, where employees can contribute their best efforts, are recognised for their work and return home safe and well. YPRL takes a proactive approach to supporting and promoting the holistic wellbeing of our employees, focusing on caring for ourselves and each other.

We are committed to reducing the incidence and severity of workplace injuries and illnesses and ensuring an early, safe, and sustainable return to work for injured or ill employees.

## Principles

We firmly adhere to the principle that all activities will be conducted with all reasonably practicable measures taken to avoid risks to the health, safety, and wellbeing of employees and any other person who may be affected.

## Objectives

Our commitment to health, safety, and wellbeing, will be achieved through:

- Complying with legislative requirements.
- Adhering to the standards outlined in our Health and Safety management system procedures.
- Providing safe plant, equipment, and systems of work.
- Providing information, instruction, training and supervision to employees, volunteers, contractors, and visitors.
- Continually improving processes and systems to identify, eliminate and minimise hazards to the physical, mental, and psychosocial health of employees.

- Engaging in meaningful consultation with employees and other stakeholders about health, safety, and wellbeing.

## Scope

The Executive Leadership Team is responsible for implementing this policy and will ensure, as far as reasonably practicable, that health and safety considerations are prioritised in planning and day to day supervision of work.

This requires every manager to ensure that all reasonable actions are taken to:

- Provide and maintain a safe, healthy, and secure workplace.
- Implement, actively promote, and be involved in all health, safety, and wellbeing policies and procedures.
- Allocate the necessary resources to meet our health, safety, and wellbeing commitments.

All employees, volunteers, contractors, and other authorised personnel on YPRL premises are required to cooperate with YPRL in executing this policy and must ensure that their own work, as far as is reasonably practicable, is carried out without risks to themselves or others.

The operation of this policy and the identification of safety training requirements for our employees will be monitored by the Senior Leadership Team, with special responsibilities for health and safety delegated to the appropriate staff.

## Related Legislation

Accident Compensation Act 1985  
Accident Compensation (Occupational Health and Safety) Act 1996  
Age Discrimination Act 2004  
Australian Human Rights Commission Act 1986  
Equal Opportunity Act 2010  
Equipment (Public Safety) Act 1994  
Equipment (Public Safety) Regulations 2017  
Fair Work Act 2009  
Occupational Health and Safety Act 2004  
Occupational Health and Safety Regulations 2017 (amended July 2022)  
Racial Discrimination Act 1975  
Sex Discrimination Act 1984  
Vic Compliance Codes and codes of practice  
Workers Compensation Act 1958  
Workplace Injury Rehabilitation and Compensation Act 2013  
Workplace Injury Rehabilitation and Compensation Regulations 2014

## Breach of Policy

Everyone who works at or is engaged with YPRL is required to comply with this policy. Breaches of this policy may result in disciplinary action in accordance with YPRL's Performance Improvement & Disciplinary Policy which may include the termination of employment or association.

For contractors, a breach of this policy may result in immediate termination of the contract or non-renewal of future contracts.

**[END OF HEALTH, SAFETY AND WELLBEING POLICY]**

## Agenda Item 8: Health, Safety, and Wellbeing Six Monthly Report (NOTING)

Responsible Officer: Chief Executive Officer

Author: Kate Karrasch, Executive Manager Corporate Services

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### REPORT

#### SUMMARY

This report provides updates on activities related to YPRL's Health, Safety, and Wellbeing management system, and an overview of incidents, from 1 January to 30 June 2024.

#### REPORT

Our Health, Safety and Wellbeing management system includes:

- Policies, Procedures and Planning
- Incident Reporting
- OHS Committee
- Training and Development
- WorkCover Management

#### Policies, Procedures and Planning

During the reporting period the following health, safety, and wellbeing procedures were reviewed:

- Emergency Evacuation Drill
- Facilities and Amenities
- First Aid
- Incident Reporting & Management
- Smoking, Vaping, Drugs & Alcohol
- Threat Response

A working group was formed to review, test and recommend an incident reporting system, and planning commenced to implement the new system.

#### Incident Reporting

From 1 January to 30 June 2024, ninety-nine (99) reports were submitted, including eighty (80) incidents, seventeen (17) hazards, and two (2) near miss reports.



<b>Incident Type</b>	<b>No. Incidents 1 Jan to 30 Jun 2024</b>	<b>No. Incidents 1 Jul to 31 Dec 2023</b>	<b>No. Incidents 1 Jan to 30 Jun 2023</b>
Inappropriate Behaviour (Physically aggressive)	1	2	N/A
Inappropriate Behaviour (verbally aggressive)	7	12	N/A
Inappropriate Behaviour (Other)	38	24	13
Burglary/Theft	2	0	0
Patron Injury/Illness	21	15	15
Staff Injury/Illness	9	8	10
Property/Building Damage	2	13	3
Unattended Child	0	5	N/A
Other	0	5	12
<b>TOTAL</b>	<b>80</b>	<b>84</b>	<b>53</b>

<b>Location</b>	<b>Inappropriate Behaviour (Physical)</b>	<b>Inappropriate Behaviour (Verbal)</b>	<b>Inappropriate Behaviour (Other)</b>	<b>Total</b>
Diamond Valley	0	0	0	0
Eltham	0	3	4	7
Ivanhoe	0	2	4	6
Lalor	0	0	5	5
LSS	0	0	0	0
Mernda	0	1	3	4
Mill Park	1	1	10	12
Mobile Library	0	0	0	0
Outreach Vehicle	0	0	0	0
Rosanna	0	0	2	2
Thomastown	0	0	8	8
Watsonia	0	0	2	2
Whittlesea	0	0	0	0
<b>Total</b>	<b>1</b>	<b>7</b>	<b>38</b>	<b>46</b>

Location	Burglary / Theft	Patron Injury / Illness	Staff Injury / Illness	Property / Building	Unattended Child	Other	Total
Diamond Valley	0	0	1	0	0	0	1
Eltham	0	0	3	0	0	0	3
Ivanhoe	0	11	0	1	0	0	12
Lalor	0	0	1	1	0	0	2
LSS	0	0	0	0	0	0	0
Mernda	0	0	0	0	0	0	0
Mill Park	0	4	1	0	0	0	5
Mobile Library	0	0	1	0	0	0	1
Outreach Vehicle	0	0	0	0	0	0	0
Rosanna	0	1	1	0	0	0	2
Thomastown	1	2	0	0	0	0	3
Watsonia	0	3	1	0	0	0	4
Whittlesea	1	0	0	0	0	0	1
<b>Total</b>	<b>1</b>	<b>21</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>34</b>

#### Incident Themes and Trends

Dates	Total incidents	Trends
1 Jan - 30 Jun 2024	80	↓4
1 July - 31 Dec 2023	84	↑27
1 Jan - 30 June 2023	53	

#### Key Trends:

Inappropriate behaviours have increased: Forty-six (46) total incidents in the current January to June 2024 reporting period, this is up by thirty-three (33) from the same period in 2023. Incidents reported include:

mishandling/damage to property, verbal threats, racism, vandalism, and harassment, and other inappropriate behaviours.

Twelve (12) incidents involved inappropriate behaviours toward children, requiring involvement and response by YPRL's trained Child Safe Champions. An updated child safe reporting process was implemented, and a child safe tool kit is currently under development. Further child safe training is being developed and will be rolled out by December 2024.

Patron filming or photographing other people and children in the library. Corrective action taken included the development and implementation of a filming and photography approval form, information posters and scripts to support staff responding to these types of incidents.

Responses to inappropriate behaviours included six (6) patron warnings, one (1) temporary patron ban, and twelve (12) police incident notifications.

In response to increased incidents involving racist, transphobic, and discriminatory behaviours, the Responsible Conduct Policy was reviewed and updated to specifically refer to these types of unacceptable behaviours.

Twenty-one (21) patron injury/illness reports were received. Eight (8) required first aid, and three (3) involved requests for ambulance assistance. Branch staff followed up with patrons to check in on their wellbeing where patron contact details were provided.

There were nine (9) reports of staff injury/illness. Three (3) required first aid, one (1) accessed paramedical support, and one (1) resulted in a new WorkCover claim.

The two (2) Property/Building Damage incidents involved damage to vehicles in carparks.

The two (2) Burglary/theft incidents related to patron personal items stolen whilst in the library.

Nineteen (19) hazard/near misses were reported, up from fourteen (14) in the same period in 2023. Corrective actions were implemented for all reported hazard/near misses, to effectively remove the risk of an incident.

Support provided for staff included incident debriefs, employee assistance program counselling, and individual one-to-one mentoring support. Training was delivered to help staff effectively respond to incidents including de-escalation and co-worker back-up techniques, managing emotional load, mental health basics understanding and responding to mental illness, and responding to problematic behaviour how to safely ask someone to leave.

### **OHS Committee**

There are currently eight (8) Health and Safety Representatives (HSR's) and the OHS Committee meets bi-monthly. Activities included:

- Reviewing OHS manual procedures and the Health, Safety, and Wellbeing policy
- Reviewing emergency response kits
- Conducting onsite inspection checklists
- Discussing and reviewing incidents and hazards

## Employee Training

Completion rates for compulsory health and safety training are shown in **Table 4**.

<b>Table 4: Compulsory Health and Safety Training Completion Rates</b>	
<b>Topic</b>	<b>Current Completion Rate</b>
Bullying and Harassment for employees	<b>95%</b>
Bullying and Harassment for Managers and Supervisors	<b>100%</b>
Health and Safety in the Workplace	<b>88%</b>
Equal Employment Opportunity for Employees	<b>92%</b>
Equal Employment Opportunity for Managers	<b>100%</b>
Social & Digital Media and the Workplace	<b>94%</b>
Incident Investigation for Leaders & Health and Safety Representatives	<b>100%</b>
Manual Handling	<b>96%</b>

Additional training included managing emotional load (130 staff), de-escalation (11 staff), co-worker back-up (17 staff), fire safety (8 staff), mental health basics (18 staff), responding to problematic behaviour (23 staff), Local Government Mental Health seminar (2 staff), Workplace Health and Safety Show (3 staff), and various other relevant topics.

There are eight (8) Health and Safety Representatives (HSR) appointed and refresher training is current. One (1) new HSR was appointed and completed the 5-Day HSR Training.

There are thirteen (13) appointed First Aid Officers, and their training is current.

## WorkCover Management

There are two (2) active WorkCover claims:

- One (1) lost time injury,
- One (1) medical only claim.

Additionally, one (1) staff member accessed paramedical support services during this period.

## LINKS TO LIBRARY PLAN

### Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

### Priorities:

- People and capacity.
- Governance and technology.

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to RECEIVE and NOTE the Health, Safety and Wellbeing Six Monthly Report:**

M: \_\_\_\_\_  
S: \_\_\_\_\_

## Agenda Item 9: Library Plan Year 3 Report (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, Chief Executive Officer
Attachment:	9a – Library Plan Year 3 Actions Report 9b – Library Plan Year 4 Actions Summary

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### REPORT

#### SUMMARY

This report is for the Board members' information.

#### INTRODUCTION

The acquittal of the third year of the YPRL 2021-2025 Library Plan actions gives the Board an understanding of what has been achieved during the year. This attached report is for noting and includes the Action Plan for Year 4 of the Library Plan.

#### REPORT

2023 – 2024 has been a positive year for YPRL, having achieved much of its Year 3 actions as planned.

Key highlights from our Year 3 Action Plan are:

- Expanding our outreach services, increasing Mobile stops across the region, opening a new mini Branch Library in Mernda and a new Click and Collect Hub in Bellfield Community Centre.
- Continued to grow membership by 18% from 22/23 and library visits by 9%.
- Community survey conducted with over 90% of our customers reporting they felt safe
- Children's programming (ages 5-12) increased by 22.5% based on community feedback.
- Relationship building continued with First Nations following the adoption of the Uluru Statement from the Heart in June 2023.
- Ensuring our spaces are inclusive, YPRL
  - enhanced staff skills through mental health and hidden disabilities training,
  - launched inclusive programs like Family Fun Day and Sensory Playgroup,
  - expanded Braille and Dyslexic collections, and
  - developed Social Stories for all branches to support neurodiverse visitors, ensuring increased accessibility and community engagement.
- Our commitment to diverse and inclusive programming and collections was demonstrated through:
  - increasing events by up to 60%, supporting LGBTQIA+ and First Nations communities,
  - boosting digital and physical collection loans, and
  - maintaining high customer satisfaction and responsiveness in purchasing requests.
- Transition of all YPRL Business systems to the Cloud enabling the retirement of our aging physical computer infrastructure.



## CONSULTATION

YPRL Senior Leadership Team

## CRITICAL DATES

N/A

## FINANCIAL IMPLICATIONS

N/A

## POLICY STRATEGY AND LEGISLATION

*Local Government Act 1989, Section 125 (7) and Section 197D*

## LINKS TO LIBRARY PLAN

### Outcomes:

- **Connection:** Create places and spaces for people throughout our communities to connect, belong and actively engage with each other.
- **Organisational Strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.
- **Wellbeing:** Help individual and communities better engage in, understand, and take positive actions to support their mental and physical health.

### Priorities:

- Participation and belonging.
- Outreach.
- A resilient and thriving organisation.
- Mental, physical and social wellbeing.

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to RECEIVE and NOTE the Year 3 Report of the YPRL Library Plan 2021 – 2025 and the Year 4 Actions Summary.**

M: \_\_\_\_\_

S: \_\_\_\_\_

## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

### 1.1 Provide up to date lending resources that resonate with our community through multiple channels of service delivery

<b>Outcome 1. Knowledge and Learning</b> Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.			
<b>Library Plan Action 1.1</b>	<b>Provide up to date lending resources that resonate with our community through multiple channels of service delivery</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 – 2023-2024</b>	Encourage and promote the works of local writers through our collections and programs. Review our Languages Other Than English (LOTE) offering with community. Focus on new / emerging language groups and digital offerings. Deadly Collection – expanded into full collection. Develop a <i>Collections Responsible Disposal Plan</i> . Book challenges / censorship strengthen response to Aust Classification challenges e.g. regarding LGBTIQIA+ collections. Investigate expanding codesign collection lending ‘library of things’ and device lending program. Majority of print magazine collection retired replaced by robust digital collection, as available. Deadly Collection – expanded into full collection.	YPRL CollectionHQ KPI report  % of new items loaned in the first year of purchase – keep at or above 95%  Maintain or improve patron satisfaction rating for Collections which patrons need or want – Survey Rating 8.28 Maintain or improve the satisfaction of the prompt turnaround of requests – Survey Rating 8.70 Increase in % of loans of eBooks, eAudiobooks and eMagazines as a % of total loans.	Improved efficiency in collection acquisition, maintenance and management: Well used collection Sustained loans at industry trend levels Grow local author engagement in programs, collections and marketing strategies

## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

### YEAR 3 REPORT– LIBRARY ACTION PLAN 1.1: Provide up to date lending resources that resonate with our community through multiple channels of service delivery

- Increased programming (by 50%) featuring LGBTQIA+ authors and illustrators, including IDAHOBIT *Voices In Literature* panel event at Eltham Library and writing workshop for young people with Will Kostakis.
- Increased programming (by 60%) for all ages in collaboration with authors, illustrators and artists representing our diverse communities
- Ongoing opportunities for writers, inspired by and activating YPRL collections, such as Writers@Mill Park and Writers@Watsonia programs, Nillumbik Writers Festival sessions at Diamond Valley and Eltham Libraries, Women Write History program, regular writing workshops across the region, and creative writing sessions for young people at Mill Park, Eltham and Ivanhoe branches.
- Development of a regional First Nations Artist Profile project, engaging and profiling local First Nation authors, artists, illustrators and makers, showcasing and celebrating their creative practices, work, and links with collection, including the Deadly Collection.
- Partnering with Nillumbik Shire Council on the Literary Artist In Residence Program, with Eltham Library hosting local writer Ale Prunotto from August 2023 to March 2024, working with YPRL staff and collections to inspire new written works and delivery of community writing workshops.
- The KPI percentage of new items on loan within the first year of purchase is at 95.69%
- Lendable digital collections increased in loans by 34%, this accounts for 19% of all library loans.
- 7.5 satisfaction rating with the collection.
- YPRL purchased 85% of customer requests.
- 7.2 satisfaction rating with the turnaround of collection purchase requests.
- Physical collection items within Diversity, Equity and Inclusivity (DEI) genre increased in use by 20.4%
- The Deadly Collection has grown to 3,271 items and on loan at any time is over 42%.
- Braille & Dyslexic Collection average out on loan at any time is above 35%.
- Increase in loans of eBooks 16.3%, eAudiobooks 22.7% and eMagazines increased by 102.5%

## 1.2 Develop a partnered program focused on increased skill levels in the community

<b>Outcome 1. Knowledge and Learning</b> <b>Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.</b>			
<b>Library Plan Action 1.2</b>	<b>Develop a partnered program focused on increased skill levels in the community</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Analyse YPRL EYs literacy programs to assess how we're supporting the three member councils' strategies on early years literacy and child development.</p> <p>Deliver on actions from 'Reader Development &amp; Early Years Literacy Action Plan'</p> <p>Increase YPRL participation with member Councils Youth teams.</p> <p>Report on the Digital Inclusion Action Plan to build digital literacy skills within our communities.</p> <p>Continue to develop through codesign a program focused on what the community wants to learn to support the rising cost of living.</p>	<p>Events and activities for children are valued (benchmark: Survey Rating average 95.5% of respondents)</p> <p>Events and activities for adults are valued (benchmark: Survey Rating average 94.4% of respondents)</p> <p>Increased partnered programs focused on key skills that will aid the community to recover from the pandemic</p> <p>Number of hours of programs provided</p> <p>YPRL receives a <i>fully meets</i> or <i>Exceeds</i> in State Library Victoria / Public Libraries Victoria Early Years Level 1 Indicators for regional EYs programs (reviewed biennially)</p>	<p>Consultation stage of to inform Regional Literacy Strategy complete</p> <p>Increased alignment with member Councils community outcomes strategies</p> <p>YPRL delivers quality events / programs meeting community needs.</p>

## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

### YEAR 3 REPORT– LIBRARY ACTION PLAN 1.2: Develop a partnered program focused on increased skill levels in the community

#### Early Years Literacy:

- YPRL received a *Fully Meets for Level 1 assessment for all EYs programs*. Average number of hours of early years literacy programs delivered each week – almost 50% increase from 2022-23. We've had an increase in the number of children participating in early years literacy programs each week and the turnover rate (loans per collection item) for board books, picture books and eBooks for pre-school age children has increased to 10.8
- YPRL family literacy program review against councils' early years literacy strategies not completed. YPRL's Early Years & Reader Development Action Plan not completed.
  - We continue to design and deliver responsive EYs literacy programs with each member council. For example, culturally safe First Nations storytimes, SNAICC day programs, Children's Week programming, Baby Cafe & Bookaroo and EYs training delivered for council staff and community, *Getting Ready to Read* training delivered by YPRL staff to local primary schools, kindergartens, MCH and other health services, leisure centre staff, child-care students and parents
- Partnered programs remain steady:
  - Providing regular weekly storytime sessions in C&C hubs across all 3 LGAs and supporting MCH with storytimes during vaccination sessions
  - Partnering with CoW middle years' team to deliver more School Holiday Programs in C&C hubs, mobile library and other outreach locations. This partnership increases YPRL's capacity to deliver inclusive SHP such as *Connecting with Creatives* which provides sensory activities for Neurodivergent children and their families.
  - Partnered with VACCA, SNAICC and VAHS to support local playgroups within EYs literacy, play, culture and connection to country within the library
- Deadly Collection Expansion & connection to play and learning, where stories, country and culture are strong within library early years programming and collections to support First Nations Children and Families.

#### Employment and job readiness:

- In partnership with City of Whittlesea (Economic Development Team) and Melbourne Polytechnic, Thomastown Library hosts monthly 'Skills and Job Centre' pop ups, providing career counselling and advice to support apprenticeship and traineeship applications, as well as job searching and volunteering.
- YPRL collaborates with local micro business owners and creative entrepreneurs through active and purposeful engagement in programming content and direction, to provide communities with accessible opportunities to connect and learn through workshops, demonstrations, markets, exhibitions and artist/maker in residence programs. Examples include:

## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

### YEAR 3 REPORT– LIBRARY ACTION PLAN 1.2: Develop a partnered program focused on increased skill levels in the community

- An information session for small business owners was hosted by YPRL and City of Whittlesea at Thomastown Library, highlighting community access to extensive library resources such as co-working spaces, computers, LinkedIn Learning and other e-Resources, as well as platforms such as social media and online forums.
- Banyule / Nillumbik Local Learning & Employment Network hosts *Real industry Job Interviews* sessions in YPRL libraries for young people, offering the opportunity to respond to job descriptions and interview questions. Staff often participate as interviewers
- Lalor Library hosted the Finding My Place program in partnership with the Hume Whittlesea Local Learning & Employment Network, facilitating employment readiness and pathway development for young people disengaged with traditional education. Collaborators also included Lalor Secondary College, Melbourne Polytechnic, Mernda Mushroom Exchange, and Gamblers Help.

#### Digital Inclusion:

Digital Inclusion Action Plan 2022-2025 year 2 report completed and approved by the board in early 2024. Some highlights:

- Received (in May 2023) State Government VIC grant of over \$91,000 for Digital Literacy for Seniors which was delivered across 2023-2024. Sessions on scam awareness, tech help and eGov were delivered in nursing homes and retirement villages, as well as in libraries
- Partnered with 15 organisations to deliver digital inclusion support and training

#### Council collaboration – Youth

- YPRL hosted a ‘Brain Break’ program of events – resourced by VicHealth Healthy Bodies, Healthy Minds project funding – featuring Youth Service engagement and resources regionally, such as service pop ups, recipe booklets, mindfulness activities, and referral pathway information. These sessions were held in branch, as well as community locations such as Whittlesea Secondary College, Thomastown Recreation and Aquatic Centre, and St Helena Secondary College prior to end of year exams.
- YPRL conducted co-design workshops to inform Healthy Bodies, Healthy Minds project design, with participants engaged via member Council Youth Services Teams.
- Specific Council collaboration includes:
  - YPRL staff worked with Banyule and Nillumbik Youth Services teams to deliver IDAHOBIT programming, including workshops with Council’s exhibiting artists and film screenings.
  - Partnership with the City of Whittlesea Youth Team to host the Youth Takeover program at Mill Park Library, with 128 attendances recorded in 23/24.
  - YPRL staff attended the Banyule Youth Summit Report Card, to inform program design and identify opportunities for collaboration.

## **Outcome 1. Knowledge and Learning**

**Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.**

### **YEAR 3 REPORT– LIBRARY ACTION PLAN 1.2: Develop a partnered program focused on increased skill levels in the community**

**KPIs:**

- 4,962 hours of active programming delivered across the community in 2023 – 2024 (up from 4440), with 127,404 attendances recorded (up by over 20,000 attendees).
- YPRL collaborations have remained stable for 2023 – 2024, with 349 partnerships (347 in 2022-2023) with businesses, education, health and community organisations recorded. Programming delivered in partnership include Children’s SNAICC day, Brain Break, digital literacy, healthy cooking and sustainable living, Storytimes, Reconciliation Week, National Science Week, Victorian Seniors Festival, School Holidays, and International Day for People with Disability.
- 97.5% of those surveyed agreed or strongly agreed with the statement 'I value the range of activities and events for children'
- 94.7% of those surveyed agreed or strongly agreed with the statement 'I value the range of activities and events for adults'



**1.3 Develop the 2022 – 2026 Maker Spaces & Entrepreneur spaces plan**

<b>Outcome 1. Knowledge and Learning</b>			
<b>Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.</b>			
<b>Library Plan Action 1.3</b>	<b>Develop the 2022 – 2026 Maker Spaces &amp; Entrepreneur spaces plan</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Collaborate with member Councils to connect local micro business owners and creative entrepreneurs with opportunities, networking, programs and collections.</p> <p>Reporting Creative Communities Action Plan, including grow the number of drop-in community use Maker Space activities.</p> <p>Outfit Mill Park Maker space</p>	<p>Opportunities provided for staff to participate in technology-related PD.</p> <p>Delivery of coordinated regional program.</p> <p>Increase in local and statewide partnerships that support local startups and entrepreneurs</p> <p>YPRL supports the three member councils' Economic Development Strategies</p>	<p>Increase in maker space use by community</p> <p>Increase in volunteer engagement with the Maker spaces</p> <p>Community groups to benefit from codesigned programs and partnerships that support local small businesses and creative industries</p>

## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

### YEAR 3 REPORT – LIBRARY ACTION PLAN 1.3: Develop the 2022 – 2026 Maker Spaces & Entrepreneur spaces plan

- YPRL Creative Communities Action Plan 2021-2025 provides the strategic direction for YPRL maker spaces. Year 3 report will be delivered in October 2024 Board meeting.
- In 2023-2024 YPRL's regional *Maker Market* program, connecting community with local makers and businesses – 5 hosted across the region with an average of 35 stalls in each and a total of almost 1800 attendees across all 5 markets. Each maker market was delivered in collaboration with member councils
- Increased Maker Space induction and events at Ivanhoe Library & Cultural Hub and Thomastown Library; 75 sessions recorded (+ 17.5%) with 339 attendances (+ 22.6%).
- Mill Park maker space – not completed. Staff project management resources were reallocated to Thomastown, Lalor and Eltham refurbishments.
- Craft 'Grab n Go' or Take-Home kits for independent learning and recreation curated across the region, such as Boomerang Bags at Thomastown Library, Lego Coding at Mill Park Library Dinner & Movie at Eltham Library, and NGV Teens at Diamond Valley Library.
- 183 access passes were borrowed to enable self-directed learning and creativity at Ivanhoe Library & Cultural Hub Design Maker Space.
- Hosting of Business Victoria workshops to support existing businesses and aspiring entrepreneurs throughout the region, in partnership with Monarch Institute.

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

### 2.1 Collaborate with member councils and other key health organisations to deliver and host programs and events

<b>Outcome 2. Wellness</b> Helping people and communities to better engage, understand and make positive actions to support their mental and physical health			
<b>Library Plan Action 2.1</b>		<b>Collaborate with member councils and other key health organisations to deliver and host programs and events</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>YPRL participation with Councils' community programs including community festivals.</p> <p>Continue region-wide approach to community and cultural events within YPRL, prioritising delivery of multi-library events and programs.</p> <p>Apply for relevant grants and opportunities from Council and other sources to increase program funding.</p> <p>YPRL to support and engage with member council and regional community wellness, cultural and inclusion strategies and events.</p> <p>Deliver State Government's Digital Literacy grant for seniors</p>	<p>YPRL participates in at least 3 council festivals annually.</p> <p>YPRL delivers at least 6 regional programs annually.</p> <p>Increased grant funding for regional projects and programs.</p> <p>YPRL amplifies (through marketing and media opportunities) councils' community wellness and cultural programs</p>	<p>YPRL has a strong branded presence at community events.</p> <p>YPRL communities have improved access to well-coordinated events and programs</p>

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

### YEAR 3 REPORT – LIBRARY ACTION PLAN 2.1: Collaborate with member councils and other key health organisations to deliver and host programs and events (continued)

#### Digital Literacy for Seniors:

- Received (in May 2023) State Government VIC grant of over \$91,000 for Digital Literacy for Seniors which was delivered across 2023-2024 through a codesign process with older adults' groups.
- Partnered with 15 community organisations to deliver events, delivered 45 class sessions in libraries and outreach settings and over 1000 one-to-one Tech Help sessions, provided development opportunities to 20 staff. Provided 'in language' sessions in Chinese (one class), Arabic (six classes), Macedonian (five classes), Somali (1 class) and Italian (1 class)
- Sessions on scam awareness, tech help and eGov were delivered in nursing homes and retirement villages, as well as in libraries
- Created a volunteer program Seniors Digital Mentors to continue supporting older adults with tech help building sustainability into this one off grant program

#### Festivals, cultural events and wellness programs:

- YPRL participated in a range of festivals, events and programs that support member councils' strategies, including:
  - Banyule: Youth Fest, Harmony Day
  - Nillumbik: Wattle Festival, Children's Week
  - Whittlesea: Community Festival, Ageing Well Expo
  - Nillumbik Shire Council Children's Week
  - Regional programming for Cultural Diversity Week, IDAHOBIT, Pride Month, Harmony Day, Reconciliation Week, Local History Month, NAIDOC Week, World Environment Day, Local History Month, National Aboriginal and Torres Strait Islander Children's Day, Family History Month, National Science Week, 16 Days of Activism Against Gender Based Violence, Victorian Seniors Festival, Library and Information Week, and International Day of People with Disability.

#### YPRL Collaborations with Council wellbeing programs - Highlights include:

- Community Safety Expo at Mill Park Library in partnership with City of Whittlesea, Mill Park Leisure, NEAMI, Northern Health and Victoria Police
- Monthly health and wellbeing sessions for Seniors at Diamond Valley Library in partnership with Nillumbik Shire Council
- YPRL introduced an ongoing regional program responding to the rising cost of living, with programming in areas such as budgeting, economical cooking, minimising subscriptions, energy saving, sustainable practices, entertainment and keeping active to promote and maximise opportunities to save money. This program has expanded to include mental health and wellbeing sessions, such as meditation, sleep hygiene, and anxiety management by local therapists. These sessions are supported by library collections to ensure opportunities for extending and reinforcing the learning are provided.

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

### YEAR 3 REPORT – LIBRARY ACTION PLAN 2.1: Collaborate with member councils and other key health organisations to deliver and host programs and events (continued)

- Mernda Library participated in the School Industry program organised collaboratively by HWLLEN, Whittlesea Tech School, and Mernda Central College. This pilot program aimed to enhance the benefits of work experience for both students and businesses. The program provided students with exposure to real-world industry settings, promoting their understanding of various career pathways and the opportunities within different organisations.
- YPRL amplifies (through marketing and social media opportunities) councils' community wellness and cultural programs through weekly posts shared from councils' Social Media pages on YPRL Facebook and we include a permanent section our regular *What's On* eNews for council programs and activities

#### Grants:

Grant title	Funding body	Outline	Total	Result
Young & Connected	Telstra Foundation	Work alongside young people to build and moderate a safe online community through the DisConnect initiative, reflecting and celebrating the diversity of those within it.	\$10,000	Not successful
Local History Grants Program	Public Record Office Victoria	Homeland: a codesigned digital exhibition program of culturally significant objects of local first-generation migrant community members	\$14,882	Successful
Pierre Gorman	State Library Victoria	To address the issue of rapidly rising neurodiversity diagnoses through a multi-pronged approach including reviewing services and programs and also upskilling staff. Through codesigning with community and in partnership with organisations including City of Whittlesea, Aspergers Victoria and Olga Tennison Autism Research Centre, we proposed to form a support group for families of neurodiverse children based out of one of our library branches	\$25,000	Not successful
Thomastown library refurbishment	Living Libraries Infrastructure Grant (State Government)	Funds for the maker space fittings and Australia first workstations with baby pods attached	\$178,806	Successful
Medicare's 40 <sup>th</sup> Anniversary	ALIA	Funding to display an engaging pop-up structure provide by the Australian Government Department of Health and Aged Care to celebrate the 40 <sup>th</sup> anniversary of Medicare in Australia. Displays will	\$2,000 (ex. GST)	Successful

**Outcome 2. Wellness**

**Helping people and communities to better engage, understand and make positive actions to support their mental and physical health**

**YEAR 3 REPORT – LIBRARY ACTION PLAN 2.1: Collaborate with member councils and other key health organisations to deliver and host programs and events (continued)**

		feature at Ivanhoe, Eltham and Mill Park, supported by collection-based displays.		
School Student Broadband Initiative (SSBI) Collaboration Agreement	National Broadband Network (NBN) via ALIA	YPRL has designed and delivered a pilot with ALIA and NBN to generate uptake of eligible families for the School Student Broadband Initiative and will report on lessons for future programs in libraries.	\$7,500 (ex. GST)	Successful
Aged Care Reform Information Hub Grant	Department of Health and Aged Care in partnership with ALIA	Diamond Valley Library will host aged care reforms information hub for 8 weeks. The aim is to increase awareness of aged care reforms in the community by providing information and resources through the local library. Thirty libraries across Australia have been selected to deliver the services. The Department will provide print and electronic resources, training and support for library staff.	\$6000 (ex GST)	Successful

## 2.2 Deliver and promote the Libraries After Dark projects funded by the Responsible Gambling Foundation

<b>Outcome 2. Wellness</b> Helping people and communities to better engage, understand and make positive actions to support their mental and physical health			
<b>Library Plan Action 2.2</b>		<b>Deliver and promote the Libraries After Dark projects funded by the Responsible Gambling Foundation</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	Funding has ceased		
<b>Year 4 - 2024/2025</b>	Funding has ceased		



**2.3 Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome**

<b>Outcome 2. Wellness</b>			
<b>Helping people and communities to better engage, understand and make positive actions to support their mental and physical health</b>			
<b>Library Plan Action 2.3</b>	<b>Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	Develop a sustainable and partnered Libraries After dusk program for YPRL Embed and evaluate the Programming Framework with staff Continue Co-Design training for key staff Establish partnerships and collaborative working opportunities to extend the reach and breadth of YPRL’s programs and promotion of collections and resources. Participate in Statewide Libraries for Health and Wellbeing project Provide councils with an Outreach Service model and associated programs with resourcing requirements for review	Events and activities for adults are valued (benchmark: user survey rating average 94.4%) Framework implemented. Increased partnered programs Evaluation complete and outcomes implemented. Develop an Impact Evaluation measure (and benchmark) for relevant YPRL programs to be reported annually Grow visits to library (benchmark 2019/20: 2,415,592) 3 separate audience development focus groups undertaken.	Impact of library service better understood  YPRL delivers quality events / programs meeting community needs  YPRL is an integrated library service delivering cohesive, consistent services.

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

### YEAR 3 REPORT – LIBRARY ACTION PLAN 2.3: Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome

#### Program Framework & Health and Wellbeing

- YPRL’s Program Framework was approved by the Board in 2021. In early 2024 YPRL developed a digital tool to streamline processes with regional programming and increase capacity for collaboration across the region. Evaluation measures have been built into this platform for future programs.
- 94.7% of those surveyed agreed or strongly agreed with the statement 'I value the range of activities and events for adults'
- CEO is on the SLV / PLV workgroup for the Libraries for Health and Wellbeing project.

#### Visitation:

The 2023-2024 visitation number was 1,395,569, which is a 9.25% growth despite three library branches experiencing periods of closure due to refurbishments.

#### Codesign:

YPRL hosted an *Introduction to Codesign* workshop in late 2023 to continue supporting staff and embedding the culture and process of codesign within YPRL. Undertook new codesign work with Neurodivergent families, LGBTIQ+ families for IDAHOBIT and continued working with First Nations and Youth. YPRL was awarded a Special Mention in the International Federation of Library Associations (IFLA) and PressReader International Marketing Awards for our codesign work on the Deadly Collection.

#### Partners

- YPRL collaborations have remained stable in 2023 – 2024, with 349 partnerships with businesses, education, health and community organisations recorded. These include organisations such as Banyule Community Health, HealthAbility, Playgroup Victoria, Bubup Wilam, Himilo Community Connect, Carers’ Victoria, Whittlesea Hume Local Learning & Employment Network, Islamic Museum of Australia, VACCA, Lalor Living & Learning Centre, Local Food Connect, Melbourne Polytechnic, Olympic Adult Education, Reconciliation Banyule, Robogals, Watsonia Traders, Whittlesea Community Connections, Women’s Health in the North, Writers Vic, Department of Health Macleod YMCA, Mirvac.
- Programming delivered in partnership include Children’s SNAICC day, Brain Break, digital literacy, healthy cooking and sustainable living, Storytimes, Reconciliation Week, National Science Week, Victorian Seniors Festival, School Holidays, and International Day for People with Disability.

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

### YEAR 3 REPORT – LIBRARY ACTION PLAN 2.3: Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome

#### Libraries After Dusk

YPRL supports each member councils’ strategies for gambling reduction and harm minimisation through the provision of evening events and activities that connect people. With the cessation of funding for the Libraries After Dark (LAD), we have reviewed programming across the region and increased early evening programs across the branches (Mill Park continues to open until 10pm each Thursday night) under the banner of Libraries After Dusk. Annual program themes include Warm Winter Reads and Winter Connections and Homegrown Summer.

2023/2024 highlights include:

- Community Singing groups / Art Therapy Workshops / Live Music
- Maker Markets
- Life Skills Workshops (e.g. car maintenance, budgeting)
- Chatty Café
- Cooking Demonstrations & Workshops with a focus on budget cooking and cooking for 1

#### Outreach Service Operations model

YPRL board endorsed a new Outreach Service model in the October 2023 board meeting. The service model presented a model that provides communities with a consistent and cost-effective library service, staffed regular hours, with core programs such as weekly storytimes and tech help sessions, and including some School Holiday programs. The model has been rolled out across all Click and Collect hubs including Hurstbridge, Bellfield, Galada.

## 2.4 Implement a Disability Action Plan

<b>Outcome 2. Wellness</b> Helping people and communities to better engage, understand and make positive actions to support their mental and physical health			
<b>Library Plan Action 2.4</b>	<b>Implement a Disability Action Plan.</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	Finalise Accessibility Action Plan 2022-2024 and continue to embed these actions across all branches	Disability Action Plan finalised	An inclusive culture where staff, stakeholders and patrons of all abilities feel welcomed and can access YPRL services.

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

### YEAR 3 REPORT – LIBRARY ACTION PLAN 2.4: Develop a Disability Action Plan

Accessibility Action Plan has not been finalised. Actions undertaken

- From results of a staff survey the focus has been to build staff skills and capability through various programs such as Mental health and hidden disabilities.
- YPRL hosted a range of new and inclusive programs based on community interest and feedback, including a Family Fun Day at Whittlesea Library for families of children with disability, a Sensory Playgroup at Watsonia Library, and the DisRupted Film Festival at Thomastown Library, all supported by collection displays and recommendations representing and celebrating disability.
- Undertook co-design activity with families of neurodivergent children to identify programming gaps; interest indicated in Relaxed Storytimes, and inclusive School Holiday Program events. Outcomes will be delivered in 2024/2025.
- We evaluated our digital platforms, services, collections, and programs from a disability perspective, leading to the expansion of our Braille children's picture book collection. This collection achieved a 34% turnover rate, while our Dyslexie collections reached 42%. These collections, sourced from publishers like Vision Australia and Sensee, aim to introduce all children to Braille and raise community awareness of vision impairment through engaging and popular picture book titles available for borrowing and Storytime sessions. On average, 34% of the collection is on loan at any given time.

#### Social Stories:

- Social stories or 'scripts' provide information about our locations and services to reduce barriers to access and participation for neurodiverse people
- A social script was developed for each branch (and the Mobile Library) by staff in branch, with photos and text explaining the space and what scenarios a visitor may encounter
- Social stories approved by Araluen Primed (Disability Services)
- These are now available on the website to support neurodiverse people as well as their families/carers in preparing to visit our library service points

## Outcome 3: Connection

Creates places and spaces for community to connect, belong and actively engage with each other.

### 3.1 Maximise the efficiencies of the new Library App and Website

Outcome 3: Connection Creates places and spaces for community to connect, belong and actively engage with each other.			
Library Plan Action 3.1	Maximise the efficiencies of the new Library App and Website		
Year	Actions	Performance Measures	Outcome
Year 3 - 2023/2024	Library App – pursue notifications within the YPRL App  Website: <ul style="list-style-type: none"> <li>• Improve discoverability within the website</li> <li>• Implement proposed integrated CRM and EDM</li> </ul> Training on eLibrary how to use, login information and videos	Increase in Library App downloads  Increase in Website hits	Increase in Library App downloads  YPRL App growth between 2022/23 to 2023/24 is 15.04%  Increase in Website hits  Website growth between 2022/23 to 2023/24 is 32.32%

**Outcome 3. Connection**

Creates places and spaces for community to connect, belong and actively engage with each other

**YEAR 3 REPORT – LIBRARY ACTION PLAN 3.1: Maximise the efficiencies of the new Library App and Website****YPRL App growth 15.04%**

- 2022/23: 386,512
- 2023/24: 444,633

**Website growth 32.32%**

- 2022/23: 1,613,496
- 2023/24: 2,134,969

**EDM:** YPRL has acquired access to Patron Point, a comprehensive marketing automation platform, that will integrate with the Library Management system.



### 3.2 Promote the Library services, resources and programs

<b>Outcome 3: Connection</b> Creates places and spaces for community to connect, belong and actively engage with each other.			
<b>Library Plan Action 3.2</b>	<b>Promote the Library services, resources and programs</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	Analyse YPRL community survey responses to develop key marketing messages Build greater skills in data analytics and evidence for the development of programs, services and resources.	Grow marketing and media engagement  Maintain or grow visits to library  Maintain or grow number of library members (benchmark 2022, 135,957)	Increased awareness in the availability and value of YPRL services.   Position YPRL as a leading library service within Victoria’s public library network.

## Outcome 3. Connection

**Creates places and spaces for community to connect, belong and actively engage with each other**

### YEAR 3 REPORT – LIBRARY ACTION PLAN 3.2: Promote the Library services, resources and programs

#### Community Survey analysis

Analysis of the community survey conducted in 2023 indicated that library customers were asking for programs and services that we already provided, and to have more curated marketing, particularly for children's events. Over 2023/2024 YPRL:

- created a social media campaign to showcase how we've listened to our customers' needs and delivered the services they asked for, encouraging more people to engage with what we offer.

Survey analysis also indicated that customers wanted more children's programming, especially in School Holidays. Based on feedback, YPRL has reviewed current programs and increased children's programming by 22.5% for 5 – 12 year olds.

Survey analysis demonstrated that while over 90% of our customers feel safe and welcome in our libraries, this rating dropped by about 10% for comments filtered for customers whose gender is non-binary and self-described. When we studied the comments of this filtered cohort, it was clear that their diminished sense of safety was due to the general political environment and not due to staff, services, programs or facilities. In December 2023, YPRL reviewed and presented to the board a more explicit Responsible Conduct Policy that supported and empowered staff to focus on poor behaviours displayed to other members of the public. This included a no photographing or filming without permission statement in the policy (this excludes people photographing or filming their own family).

#### Spydus 11 Upgrade

- The Spydus 11 upgrade combines different formats of the same bibliographic titles under a single catalogue record, providing a more streamlined and intuitive experience for users searching for materials.
- This consolidation of records allows users to quickly locate and access titles in their preferred physical or digital format, making it easier for community to connect with library collections through our website and catalogue.
- Minor changes to the Staff interface have simplified workflows.
- The upgrade was implemented on a public holiday, ensuring that public-facing services remained uninterrupted.

#### Retirement of YPRL Twitter Account

- In 2024, YPRL decommissioned its Twitter/X account to focus on digital engagement on other platforms.
- Renewed focus on quality Instagram content including video reels resulted in a 10.76% growth.

**Grow marketing and social media engagement:**

### Outcome 3. Connection

Creates places and spaces for community to connect, belong and actively engage with each other

#### YEAR 3 REPORT – LIBRARY ACTION PLAN 3.2: Promote the Library services, resources and programs

- Total social media growth is 12.49%
  - eNewsletter growth between 2022/23 to 2023/24 - 13.46%
  - Facebook growth between 2022/23 to 2023/24 - 6.16%
  - Instagram growth between 2022/23 to 2023/24 - 10.76%
  - LinkedIn growth between 2022/23 to 2023/24 - 8.56%
- Digital Marketing followers in 2023/24 is 79,265 compared with 72,791 in 2022/23 - resulting in a 12.49% growth
- Website visits in 2023/24 is 2,134,969 compared with 1,613,496 in 2022/23 - resulting in a 32.32% growth

**Maintain or grow visits to the library** – we had 1,395,569 library visits in 2023-24 compared with 1,277,373 in the previous year.

**Maintain or grow number of library members** – we had an increase of 24,166 new members for the 2023/24 period – (new members for 2022/2023 was 20,469)

### 3.3 Strengthen our relationship with and develop greater awareness of our local indigenous heritage

<b>Outcome 3: Connection</b> Creates places and spaces for community to connect, belong and actively engage with each other.			
<b>Library Plan Action 3.3</b>	<b>Strengthen our relationship with and develop greater awareness of our local indigenous heritage</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	Develop and deliver actions from the YPRL endorsement of Uluru Statement From the Heart  Work with First Nations communities to investigate developing Local History collection of cultural significance and with cultural sensitivity	YPRL supports the three member councils' reconciliation action plans and charters  YPRL has a strong relationship with local indigenous groups and council	An inclusive culture where Aboriginal staff, stakeholders and patrons feel welcome and supported.

## Outcome 3. Connection

Creates places and spaces for community to connect, belong and actively engage with each other

### YEAR 3 REPORT – LIBRARY ACTION PLAN 3.3: Strengthen our relationship with and develop greater awareness of our local indigenous heritage

Completed compulsory rollout of Building Aboriginal Cultural Awareness training delivered to all staff by the Koorie Heritage Trust, and planned for integration of this training into induction program for new employees.

Compulsory **Building Aboriginal Cultural Safety in the Workplace for Organisations** training for all Managers delivered face to face and online for half a day at the Koorie Heritage Trust.

Commenced consultation sessions with Elders from the Wurundjeri Woi-Wurrung Cultural Heritage Aboriginal Corporation, and discussions around committing to ongoing engagement and consultation.

Staff Professional Development Conference held. Program included Truth-Telling Panel with Aboriginal Elders, Uncle Andrew Gardiner, Aunty Esme Bamblett, and Uncle Charles Pakana.



Opening some YPRL libraries on the National Public Holiday 26<sup>th</sup> January (see Instagram post below from our patrons).

Delivery of in branch and online staff development sessions on Voice, Treaty & Truth facilitated by the First Peoples Assembly of Victoria.

**Outcome 3. Connection****Creates places and spaces for community to connect, belong and actively engage with each other****YEAR 3 REPORT – LIBRARY ACTION PLAN 3.3: Strengthen our relationship with and develop greater awareness of our local indigenous heritage**

Roll out and dissemination of Treaty information pack to staff as an opportunity to learn & develop understanding of the Victorian Treaty process.

Acknowledgment of Country included in YPRL meetings and interviews.

Performance Plans included reference to the requirement for all staff to complete the Building Aboriginal Cultural Competency Training.

Roll out and dissemination of Uluru Statement Yarning Sessions.

Pull up Uluru Statement from the Heart banners displayed at every YPRL branch and mobile library.

Maps showing National first nations geographical locations displayed at every YPRL branch.

Staff participation in Northern Metro First People's Network.

### 3.4 Tell local stories to strengthen a sense of place and pride

<b>Outcome 3: Connection</b> <b>Creates places and spaces for community to connect, belong and actively engage with each other.</b>			
<b>Library Plan Action 3.4</b>	<b>Tell local stories to strengthen a sense of place and pride</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Deliver the <i>Local and Family Stories Action Plan</i> Consolidate Local History resources to one place online</p> <p>Investigate community led program, with training and staff support, to regularly update local content on Wikipedia.</p>	<p>Contribute to the goals of the Library Plan 2021-2025 Audit of wikinorthia content in preparation for migration to YPRL website. Grow the historical digital collections Sharing local stories and histories through programming and collections Promoted Local History collections, resources, and spaces. Partnership with Local History Community &amp; Council</p>	<p>Collection, preservation and curation of local community stories which are valued by the community. Increased accessibility to digital local history and genealogy collections</p> <p>Participation in 1Lib1Ref</p> <p>Wikipedia campaign to increase local content. Support of local history organisations</p>



## Outcome 3. Connection

**Creates places and spaces for community to connect, belong and actively engage with each other**

### YEAR 3 REPORT – LIBRARY ACTION PLAN 3.4: Tell local stories to strengthen a sense of place and pride

Finalised the Local and Family Stories Action Plan.

Successful Local History Grant Program application for Homeland Treasured Stories from Objects from Afar Project.

Increased digital content on Spydus archives and physical local history collections. Added the first title for local content to Overdrive platform – a Local History title. *A History of the Dunvegan Estate*, Macleod by Adam Dimech, 2023.

Strengthened community partnerships with Yarra Plenty Heritage Group network members. Facilitated the Nillumbik Place Names Research Project for a series of workshops to uncover the stories behind local streets, roads, parks and reserves as part of the *Put Her Name On It* campaign to address the gender gap in representation and recognition of women in public naming commemoration.

Supported Yarra Plenty Heritage Group members by co-supporting a grant application for external oral history training and providing the venue at Diamond Valley library for this two-day training program.

Volunteer Family History Help Tutor program strengthened with three regular volunteers in place to provide one on one assistance for patrons.

Regional programming included the book launch of *Walking the Kurrum Yallock (Plenty River)* book launch at Diamond Valley Library, local history walks.

Review of organisation photographic archives in as part of the network migration project. In addition, physical photographs from 1970s to 2008 were identified and organised as part of a review of material which had been in storage.

### 3.5 Maximise the potential of new Library spaces and buildings and investigate new models of library service delivery

<b>Outcome 3: Connection</b>			
<b>Creates places and spaces for community to connect, belong and actively engage with each other.</b>			
<b>Library Plan Action 3.5</b>	<b>Maximise the potential of new Library spaces and buildings and investigate new models of library service delivery.</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Replace Outreach truck for ongoing delivery of a service.</p> <p>Develop and deliver a new service model for library services to Retirement Villages and Aged Care Homes.</p> <p>Investigate other services for seniors including community bus library visits, home library, and specialist activities in partnership with key providers.</p> <p>Acquit outreach van grant.</p> <p>New Rosanna Library.</p> <p>Thomastown and Lalor refurbishments.</p>	<p>Brief for new vehicles developed and costed through tendering.</p> <p>Agreed new mobile stops schedule with all three councils</p>	<p>Increased visits and service area</p> <p>Increased membership</p> <p>Increased loans</p> <p>Increased partnerships</p>

## Outcome 3. Connection

Creates places and spaces for community to connect, belong and actively engage with each other

### YEAR 3 REPORT – LIBRARY ACTION PLAN 3.5: Maximise the potential of new Library spaces and buildings and investigate new models of library service delivery

- New mobile library schedule recommendation approved by the board at August 2023 meeting. Implemented in February 2024
- Outreach vehicle - fit out completed in July 2024. New service will begin in 2024/25 after community consultation with aged care facilities in 2023 and further feedback in July 2024. Living Libraries Infrastructure Grant will be acquitted in September 2024.
- Delivered new outreach service model.
- Mernda opened in January 2024.
- Working with Banyule City Council on new Rosanna building
- Lalor refurbishment completed and Thomastown's refurbishment started in 2023/24
- Partnered with Nillumbik on successful grant application for Diamond Valley Library learning garden and final design

Visitation growth for Mill Park, Ivanhoe Library and Cultural Hub and Diamond Valley Libraries – achieved

	2021-2022	2022-2023	2023-2024
<b>DV</b>	32,570	67,068	72,200
<b>MP</b>	100,247	173,133	192,262
<b>ILCH</b>	155,262	295,509	328,625

## Outcome 4: Organisational Strength – investment in our staff, capacity, and practice

Outcome 4: Organisational Strength – investment in our staff, capacity, and practice			
Library Plan Action 4.1	Develop and implement People and Culture actions and initiatives, including staff health and wellbeing initiatives and OH&S practices.		
Year	Actions	Performance Measures	Outcome
Year 3 - 2023/2024	Implement 2023/24 initiatives including: <ul style="list-style-type: none"> <li>Employee Engagement Survey design and communicate survey including developing action plans.</li> </ul> Communicate Succession Plan process. Deliver 2023/24 staff learning program and leadership learning program. Continue to build safety first culture.	Satisfaction of library users with library staff knowledge as measured by library users  Satisfaction of library users with library staff service as measured by library surveys  Training delivered within budget as per approved training calendar  Decrease Workplace Injury claims  Majority vote obtained for the proposed EBA.	A culture which inspires, supports and develops our people  Policies and procedures which support workplace health, safety and wellbeing  Staff have the appropriate skills and knowledge to undertake their role  New Agreement in place

## 4.1: Develop and implement People and Culture actions and initiatives, including staff health and wellbeing initiatives and OH&S practices

### Outcome 4. Organisational Strength

#### Investment in our staff, capacity and practice

#### YEAR 3 REPORT – LIBRARY ACTION PLAN 4.1: Develop and implement People and Culture actions and initiatives, including staff health and wellbeing initiatives and OH&S practices

- Employee Alignment and Engagement Survey designed and conducted in May 2024 with 126 responses received (75% response rate), with action planning to occur in Year 4.
- Delivered learning and development program including:
  - 3,232 hours of training and development activities (an average of 19.6 hours per employee) were completed on a diverse range of topics to build capability, deliver on strategic priorities, and strengthen safety.
  - 130 staff attended the Staff Professional Development Conference with sessions on Future of Reading, Social Connection, Managing Emotional Load Workshop, Truth-Telling Panel, Values Workshop, Active Arvo session and staff lightning talks
- Continued to build safety first culture including:
  - Staff Flu Vaccination campaign promoted and completed
  - Promoted and delivered Employee Assistance Program including Rapid Response Sessions
  - Continued installation of ergonomic sit-stand workstations in Branches to increase workforce flexibility and safe work practices
  - Completed implementation of Chain of Command work for heavy vehicles to come into line with recent legislative updates
  - Completed review of new electronic Incident Management System for Incident reporting
- Promotion of career development and succession opportunities undertaken resulting in 30 staff being appointed into permanent, acting positions, and higher duties arrangements.

## 4.2 Business Systems Improvements

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.2</b>	<b>Business Systems Improvements</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Investigate implementation of a book sorter for Mill Park Library.</p> <p>Investigate the options for a child friendly section of the YPRL website.</p> <p>Investigate the options for a child friendly computer – Junior locked down PC section.</p> <p>Mobile Device Management solution implementation including mobile devices.</p> <p>Improved business analytics and Business reporting across Business and within the LMS</p> <p>Corporate PC fleet refresh with new (SOE).</p> <p>Replace and or develop new digital forms for the organisation.</p>	<p>Maintain an 8.0 + customer satisfaction rating</p> <p>Business systems operating 98% business hours</p> <p>Successful annual reporting delivered to member Councils, State Government and Public Libraries Victoria</p> <p>Increased collaboration with member Councils</p>	<p>Customer satisfaction rating achieved.</p> <p>Productivity efficiencies achieved</p> <p>Increased automation</p>

## **Outcome 4. Organisational Strength**

### **Investment in our staff, capacity and practice**

#### **YEAR 3 REPORT – LIBRARY ACTION PLAN 4.2: Business Systems Improvements**

Investigated implementation of a book sorter for Mill Park Library – Design and quotes for a 5 bin and 7 bin book-sorter were obtained and presented to City of Whittlesea as a proposal to jointly fund. This investment would negate the need for increased Mill Park Staffing levels to cater for the impact of the opening of the Kirrip Click and Collect Hub with all sorting of the Kirrip collections to undertaken at Mill Park Library due to space constraints at the Click and Collect Hub. This proposal was not successful.

Investigated the options for a child friendly section of the YPRL website: This has been delayed due to the need to undertake a significant website upgrade scheduled for Year 4.

Investigated the options for a child friendly computer – Junior locked down PC section – not completed.

Corporate PC fleet refresh with new (SOE) - completed for every site.

Replace and or develop new digital forms for the organisation – ongoing due to large number of forms – some digital forms have been implemented with more under investigation.

Mobile device Management solution implementation including mobile devices – Mobile management solution implemented our fleet is managed with MS Intune solution yet to be extended to the hand full of mobile devices we own.

Improved business analytics and Business reporting across Business and within the LMS – not completed due to other priorities will be rescoped and implemented in the future periods.

**Customer satisfaction rating – 8.8 - Satisfaction of library users with library service**



### 4.3 Security, Privacy and Governance (ICT)

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.3</b>	<b>Security, Privacy and Governance (ICT)</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<ul style="list-style-type: none"> <li>• Business Continuity Plan – Determination and documentation of Business Continuity Management strategy (BCM) and then followed by development of Capability.</li> <li>• Disaster Recovery Plan and back systems review post data migration to cloud.</li> <li>• Penetration Testing completed both internal and external.</li> <li>• Cybersecurity improvements are actively investigated and implemented – Essential Eight ACSC (Australian Cyber Security Centre) guidelines.</li> <li>• Develop a staff Intranet solution.</li> <li>• Implement the planned Records Management solution.</li> </ul>	<p>Internet and Library WiFi available 99% Library opening hours.</p> <p>Zero data loss</p> <p>Compliance requirements met</p>	Internet and Library WiFi available

## **Outcome 4. Organisational Strength**

### **Investment in our staff, capacity and practice**

#### **YEAR 3 REPORT – LIBRARY ACTION PLAN 4.3: Security, Privacy and Governance (ICT)**

- Business Continuity Plan – Implementation delayed – scheduled for the 2024-2025 financial year – external consultants
- Disaster Recovery Plan and back systems review post data migration to cloud scoping of the project completed. Backup systems implemented and is fully managed with SLA. We are testing data recovery every week. All other systems are SAAS based and is working with vendors verify the compliance with standards.
- Penetration Testing completed both internal and external. External Penetration testing completed.
- Cybersecurity improvements are actively investigated and implemented – Essential Eight ACSC (Australian Cyber Security Centre) guidelines. Continue to implement essential 8 requirements.
- Developed and implemented a staff Intranet solution.

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.4</b>	<b>Deliver responsible financial management and business planning</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Establish a sound financial framework (Stage 2). Review of current business model and develop a proposal for a new model (Stage 1).</p> <p>Review the current Records Management and identify areas of focus for improvements</p> <p>Analyse and develop project and strategic resource plan to deliver Gender Equality Act 2020 requirements (subject to approval of Gender Equality Amendment Regulations 2023)</p>	<p>Regular monitoring and review of budget and progress against Annual Action Plans Reviews due in 21/22 completed Improved efficiencies and financial visibility</p> <p>Complete audits &amp; commence adoption of recommendations</p> <p>Completed financial processes review, and best practices implemented as needed.</p> <p>Completed financial framework</p> <p>Business model revised and proposal presented</p> <p>Assessed financial systems</p>	<p>Budget on track and Library Plan implemented</p> <p>Financial processes are improved</p> <p>Financial framework is established</p> <p>New business model identified</p> <p>Roadmap for system improvements</p>

## Outcome 4. Organisational Strength

### Investment in our staff, capacity and practice

#### YEAR 3 REPORT – LIBRARY ACTION PLAN 4.4: Deliver responsible financial management and business planning

##### Records Management

In alignment with the Records Management Roadmap and the transition to the Microsoft 365 environment, the working group is advancing the development and implementation of the records management framework. The initial phase of the roadmap has been successfully completed, which involved identifying recordkeeping requirements and obligations, as well as implementing records management policies within the records management system.

##### Internal Audit Plan – Review of Asset Management

As part of the internal audit services provided to Yarra Plenty Regional Library (“YPRL”), HLB Mann Judd has undertaken a review of its asset management processes. The primary objective of this review was to assess and evaluate the design and effectiveness of internal controls embedded in asset management processes within YPRL, and to identify any potential risks and/or opportunities to improve related practices. The internal auditors concluded that YPRL has established appropriate practices for its asset management activities. This result fortified overall YPRL integrity.

##### Processes assessment and improvements

A comprehensive assessment of the current venue hire platform took place. As a result, the existing platform meets YPRL requirements, and its functionalities exceed most of the platforms in the market (including cost perspective).

**eftsure** application was implemented, which marks a crucial step forward in our financial security. **eftsure** is a cutting-edge application that automates the verification of supplier bank account details, ensuring payments are made to legitimate and correctly verified accounts. This tool minimises the risk of fraud and errors in payment processes, offering robust protection against financial mismanagement and cyber threats.

#### 4.5: Investigate new opportunities for Service Level Agreements with other Councils

##### **Outcome 4. Organisational Strength**

**Investment in our staff, capacity and practice**

**YEAR 3 REPORT – LIBRARY ACTION PLAN 4.5: Investigate new opportunities for Service Level Agreements with other Councils (completed)**

- No further Service Level Agreements pursued.

#### 4.6: Investigate new business model requirements

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.6</b>	<b>Investigate new business model requirements</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	<p>Consolidate services we deliver to Murrindindi and Warrnambool</p> <p>Develop marketing pitch and associated materials to market YPRL services and business systems</p> <p>New Business Model -</p> <ul style="list-style-type: none"> <li>• Continue to investigate requirements to transition to a new business model.</li> <li>• Continue to consult with Councils on a draft Constitution.</li> <li>• Develop a deeper understanding of “wind-up” requirements regarding assets, leases, and long-term contracts.</li> </ul>	Increased partnerships / collaborations	YPRL formal collaborations are increased.

## **Outcome 4. Organisational Strength**

### **Investment in our staff, capacity and practice**

#### **YEAR 3 REPORT – LIBRARY ACTION PLAN 4.6: Investigate new business model requirements**

- New Business Model – worked with member Councils' Governance Officers to develop a briefing schedule for the new Councils regarding YPRL and the need to transition to a new Business Model.
- Develop marketing pitch and associated materials to market YPRL services and business systems – not completed.
- Consolidate services we deliver to Murrindindi and Warrnambool - Ongoing
- Training and development available for Murrindindi & Warrnambool staff – Ongoing
- Spydus 11 Upgrade finalised
- Murrindindi Courier Service Resource Sharing & Support - Courier Run Update and negotiated service levels finalised.



## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

<b>Outcome 1. Knowledge and Learning</b> Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.			
<b>Library Plan Action 1.1</b>	<b>Provide up to date lending resources that resonate with our community through multiple channels of service delivery</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 – 2024-2025</b>	Encourage and promote the works of local writers through our collections and programs.  Review and Update the Collections Framework  – Subject to Board final approval Implement OverDrive Consortia model	YPRL CollectionHQ KPI report  % of new items loaned in the first year of purchase – keep at or above 95%  Maintain or improve patron satisfaction rating for Collections which patrons need or want – Survey Rating 8.28 Maintain or improve the satisfaction of the prompt turnaround of requests – Survey Rating 8.70 Increase in % of loans of eBooks, eAudiobooks and eMagazines as a % of total loans.	Improved efficiency in collection acquisition, maintenance and management: Well used collection Sustained loans at industry trend levels Grow local author engagement in programs, collections and marketing strategies

<b>Outcome 1. Knowledge and Learning</b> Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.			
<b>Library Plan Action 1.2</b>		<b>Develop a partnered program focused on increased skill levels in the community</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	<p>Map LGA family and children service strategies to PLV statewide Early Year's strategy. Review the Digital Inclusion Action Plan</p> <p>Analyse survey results for activities align with community needs</p> <p>Finalise the Reader Development &amp; Early Years Literacy Action Plan</p>	<p>Events and activities for children are valued (benchmark: Survey Rating average 95.5% of respondents)</p> <p>Events and activities for adults are valued (benchmark: Survey Rating average 94.4% of respondents)</p> <p>Increased partnered programs focused on key skills that will aid the community to recover from the pandemic</p> <p>Number of hours of programs provided</p> <p>YPRL receives a <i>fully meets</i> or <i>Exceeds</i> in State Library Victoria / Public Libraries Victoria Early Years Level 1 Indicators for regional EYs programs (reviewed biennially)</p>	<p>Consultation stage of to inform Regional Literacy Strategy complete</p> <p>Increased alignment with member Councils community outcomes strategies</p> <p>YPRL delivers quality events / programs meeting community needs.</p>

<p><b>Outcome 1. Knowledge and Learning</b>                  Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.</p>			
<p><b>Library Plan Action 1.3</b></p>		<p><b>Develop the 2022 – 2026 Maker Spaces &amp; Entrepreneur spaces plan</b></p>	
<p><b>Year</b></p>	<p><b>Actions</b></p>	<p><b>Performance Measures</b></p>	<p><b>Outcome</b></p>
<p><b>Year 4 - 2024/2025</b></p>	<p>Review Creative Communities Action Plan 2021 – 2025 and deliver the final year report</p>	<p>Opportunities provided for staff to participate in technology-related PD.                      Delivery of coordinated regional program.                      Increase in local and statewide partnerships that support local startups and entrepreneurs                      YPRL supports the three member councils' Economic Development Strategies</p>	<p>Increase in maker space use by community                      Increase in volunteer engagement with the Maker spaces                      Community groups to benefit from codesigned programs and partnerships that support local small businesses and creative industries</p>

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

<b>Outcome 2. Wellness</b> Helping people and communities to better engage, understand and make positive actions to support their mental and physical health			
<b>Library Plan Action 2.1</b>		<b>Collaborate with member councils and other key health organisations to deliver and host programs and events</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Apply for relevant grants to increase program funding Focus the outreach programs on our increased service points – Click and Collect Hubs, Mini-Branch and Mobile Library stops	YPRL participates in at least 3 council festivals annually. YPRL delivers at least 6 regional programs annually. Increased grant funding for regional projects and programs. YPRL amplifies (through marketing and media opportunities) councils’ community wellness and cultural programs	YPRL has a strong branded presence at community events.  YPRL communities have improved access to well- coordinated events and programs

<b>Outcome 2. Wellness</b> Helping people and communities to better engage, understand and make positive actions to support their mental and physical health			
<b>Library Plan Action 2.2</b>		<b>Deliver and promote the Libraries After Dark projects funded by the Responsible Gambling Foundation</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 3 - 2023/2024</b>	Funding has ceased		
<b>Year 4 - 2024/2025</b>	Funding has ceased		

<p><b>Outcome 2. Wellness</b>                  Helping people and communities to better engage, understand and make positive actions to support their mental and physical health</p>			
<p><b>Library Plan Action 2.3</b></p>		<p><b>Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome</b></p>	
<p><b>Year</b></p>	<p><b>Actions</b></p>	<p><b>Performance Measures</b></p>	<p><b>Outcome</b></p>
<p><b>Year 4 - 2024/2025</b></p>	<p>Participate in Statewide Libraries for Health and Wellbeing Project.                  Map Programming Framework to Councils’ strategies to then inform the development of the new Framework due with the Library Plan 2025-2029</p>	<p>Events and activities for adults are valued (benchmark: user survey rating average 94.4%)                  Framework implemented.                  Increased partnered programs                  Evaluation complete and outcomes implemented.                  Develop an Impact Evaluation measure (and benchmark) for relevant YPRL programs to be reported annually                  Grow visits to library (benchmark 2019/20: 2,415,592)                  3 separate audience development focus groups undertaken.</p>	<p>Impact of library service better understood                  YPRL delivers quality events / programs meeting community needs                  YPRL is an integrated library service delivering cohesive, consistent services.</p>

<b>Outcome 2. Wellness</b> Helping people and communities to better engage, understand and make positive actions to support their mental and physical health			
<b>Library Plan Action 2.4</b>		<b>Implement a Disability Action Plan.</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Review and update the Accessibility Action Plan 2022-2024 in preparation for the next 4 year plan.	Accessibility Action Plan reviewed and updated.	An inclusive culture where staff, stakeholders and patrons of all abilities feel welcomed and can access YPRL services.



### Outcome 3: Connection

Creates places and spaces for community to connect, belong and actively engage with each other.

<b>Outcome 3: Connection</b> Creates places and spaces for community to connect, belong and actively engage with each other.			
<b>Library Plan Action 3.1</b>	<b>Maximise the efficiencies of the new Library App and Website</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Website: <ul style="list-style-type: none"> <li>• Complete the Website upgrade</li> <li>• Roll out Patron Point – EDM (Electronic Direct Mail) integrated with Library Management System to strengthen community’s connection with our services, collection and programs</li> </ul>	Increase in Library App downloads Increase in Website hits	Increase in Library App downloads Increase in Website hits

<b>Outcome 3: Connection</b> Creates places and spaces for community to connect, belong and actively engage with each other.			
<b>Library Plan Action 3.2</b>	<b>Promote the Library services, resources and programs</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Design and roll out year 4 community survey to support new Library Plan development	Grow marketing and media engagement  Maintain or grow visits to library  Maintain or grow number of library members (benchmark 2022, 135,957)	Increased awareness in the availability and value of YPRL services.  Position YPRL as a leading library service within Victoria’s public library network.

<p><b>Outcome 3: Connection</b>  <b>Creates places and spaces for community to connect, belong and actively engage with each other.</b></p>			
<p><b>Library Plan Action 3.3</b></p>	<p><b>Strengthen our relationship with and develop greater awareness of our local indigenous heritage</b></p>		
<p><b>Year</b></p>	<p><b>Actions</b></p>	<p><b>Performance Measures</b></p>	<p><b>Outcome</b></p>
<p><b>Year 4 - 2024/2025</b></p>	<p>Continue consultation with Elders from the Wurundjeri Woi-Wurrung Cultural Heritage Aboriginal Corporation, and progress discussions to commit to ongoing engagement and consultation.</p>	<p>YPRL supports the three member councils' reconciliation action plans and charters                      YPRL has a strong relationship with local indigenous groups and council.</p>	<p>An inclusive culture where Aboriginal staff, stakeholders and patrons feel welcome and supported.</p>

<b>Outcome 3: Connection</b> Creates places and spaces for community to connect, belong and actively engage with each other.			
<b>Library Plan Action 3.4</b>	<b>Tell local stories to strengthen a sense of place and pride</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Deliver the <i>Local and Family Stories Action Plan Actions</i> Develop <i>Action Plan to Digitise Local History Collection</i> Finalise Local History Grant Program – Homeland - Treasured Objects – from afar project. (Oral History Project)	Increased accessibility to digital local history and genealogy collections  Grow the historical digital collections  Grow the collection and presentation of local Aboriginal history.  Collected Recorded Stories – accessible online.	Collection, preservation and curation of local community stories  Support of local history organisations  Participation in 1Lib1Ref  Wikipedia campaign to increase local content on Wikipedia.  Consolidation of YPRL local history channels  Expand and celebrate community stories.

<b>Outcome 3: Connection</b> Creates places and spaces for community to connect, belong and actively engage with each other.			
<b>Library Plan Action 3.5</b>		<b>Maximise the potential of new Library spaces and buildings and investigate new models of library service delivery.</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Implement new service model for library services to Retirement Villages and Aged Care Homes. Launch and activate new Kirrip Click and Collect Hub Participate with member councils on development of: <ul style="list-style-type: none"> <li>• Rosanna library</li> <li>• Murnong</li> <li>• West Wollert service point</li> <li>• West Heidelberg (investigate service)</li> </ul> Investigate options for the mobile library trailer and medium-rigid vehicle	Brief for new vehicles developed and costed through tendering.  Agreed new mobile stops schedule with all three councils	Increased visits and service area  Increased membership  Increased loans  Increased partnerships

**Outcome 4: Organisational Strength – investment in our staff, capacity, and practice**

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.1</b>	<b>Develop and implement People and Culture actions and initiatives, including staff health and wellbeing initiatives and OH&amp;S practices.</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	Implement 2024/25 initiatives including: <ul style="list-style-type: none"> <li>• Develop and implement employee alignment and engagement survey action plans</li> <li>• Deliver 2024/25 staff development program and leadership development program</li> <li>• Plan and complete employee survey and workplace audit for Gender Equality Act 2020 compliance</li> <li>• Plan and commence enterprise bargaining</li> <li>• Implement Incident Management software system</li> <li>• Complete psychosocial safety review update</li> </ul>	Satisfaction of library users with library staff knowledge as measured by library users  Satisfaction of library users with library staff service as measured by library surveys  Training delivered within budget as per approved training calendar  Decrease Workplace Injury claims  Majority vote obtained for the proposed EBA	A culture which inspires, supports and develops our people  Policies and procedures which support workplace health, safety and wellbeing  Staff have the appropriate skills and knowledge to undertake their role  New Agreement in place

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.2</b>	<b>Business Systems Improvements</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	<p>Progress investigation for a book sorter for Mill Park library</p> <p>Improved business analytics and Business reporting across Business and within the LMS</p>	<p>Maintain an 8.0 + customer satisfaction rating</p> <p>Business systems operating 98% business hours</p> <p>Successful annual reporting delivered to member Councils, State Government and Public Libraries Victoria</p> <p>Increased collaboration with member Councils</p>	<p>Customer satisfaction rating achieved.</p> <p>Productivity efficiencies achieved</p> <p>Increased automation</p>



<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.3</b>	<b>Security, Privacy and Governance (ICT)</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	<ul style="list-style-type: none"> <li>• Business Continuity Plan – Determination and documentation of Business Continuity Management strategy (BCM) and then followed by development of Capability and DRP</li> <li>• Penetration Testing completed both internal and external.</li> <li>• Cybersecurity improvements are actively investigated and implemented – Essential Eight ACSC (Australian Cyber Security Centre) guidelines</li> <li>• Implement stage 2 of the Records Management solution and operationalise</li> </ul>	<p>Zero data loss</p> <p>Reliable data loss and recovery systems implemented</p> <p>Compliance requirements met</p>	<p>All business systems are available for staff during business hours</p> <p>All public service systems are available as per service level requirements and during business hours</p>

<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.4</b>	<b>Deliver responsible financial management and business planning</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	<p>Implement internal auditor’s recommendations about YPRL Asset Management practices.</p> <p>Evaluate service alternatives for Budget 2025/2026 due to financial pressures from the rate capping framework and the stagnation of State Government grant.</p> <p>Implement records management governance, and design staff training.</p> <p>Assess financial systems and identify opportunities for improvements.</p> <p>Assess current accounting treatment for digital content expenses.</p> <p>Prepare and plan for Library Agreement review.</p>	<p>Complete the adoption of the auditor’s recommendations.</p> <p>Assess current services and develop different budget alternatives.</p> <p>Develop records management governance and staff training requirements.</p> <p>Complete financial processes and systems assessment, and best practices implemented as needed.</p> <p>Complete the assessment of the current accounting treatment for digital content expenses.</p>	<p>YPRL Asset register is updated, internal policies and procedures are amended as per recommendations, and the asset replacement reserve</p> <p>Budget is approved by the YPRL Board.</p> <p>Approved records management policies and procedures. Designed staff training.</p> <p>Financial processes and systems are assessed and improved.</p> <p>Completed digital content expenses assessment and changes implemented if required.</p>

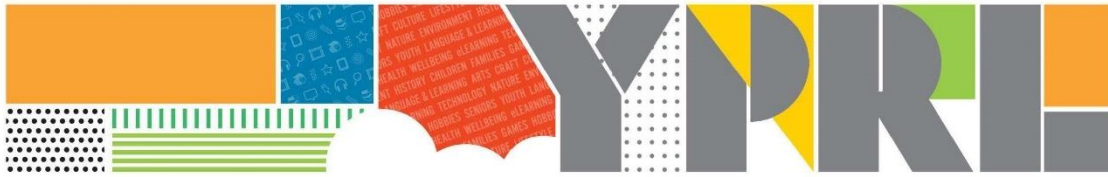
<b>Outcome 4: Organisational Strength – investment in our staff, capacity, and practice</b>			
<b>Library Plan Action 4.6</b>	<b>Investigate new business model requirements</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 4 - 2024/2025</b>	New Business Model: <ul style="list-style-type: none"> <li>• Continue to investigate requirements to transition to a new business model</li> <li>• Continue to consult with Councils on a draft Constitution</li> </ul>	Increased partnerships / collaborations	YPRL formal collaborations are increased.

## **G. Consideration of action petitions and joint letters**

None

## H. General Business

Libraires After Dark correspondence:



25 June 2024

### VIA EMAIL

The Hon Melissa Horne MP  
Minister for Local Government  
Level 16 121 Exhibition Street  
Melbourne  
VICTORIA 3000

Dear Minister Horne,

I am writing to express our concern regarding the decision by the Victorian Government to discontinue funding the successful Libraries After Dark program. At Yarra Plenty Regional Library (YPR), we have witnessed firsthand the vital role libraries play in supporting our community, especially during these challenging times when thousands of locals are grappling with the rising cost of living. Victorians are looking to libraries to expand their operating hours and provide a safe, late-night place for people who might otherwise shiver alone at home or find venues that have gaming machines to stay warm and meet other people.

The Libraries After Dark program illustrates the impact of extended library opening hours. Public Libraries Victoria has calculated that it would cost approximately \$400,000 to \$500,000 per year to sustain the existing program (currently at 18 metropolitan and 5 regional branches) and around \$1 million per year to double the reach (36 metropolitan branches open from 6-10 pm and 10 regional branches open from 6-9 pm). These extended hours would provide a safe and welcoming environment for all community members, promoting social inclusion and lifelong learning. I encourage you to review the report detailing the success of the program at [https://www.plv.org.au/wp-content/uploads/2024/04/PLV-2024-LAD-Final-Report\\_FINAL.pdf](https://www.plv.org.au/wp-content/uploads/2024/04/PLV-2024-LAD-Final-Report_FINAL.pdf)

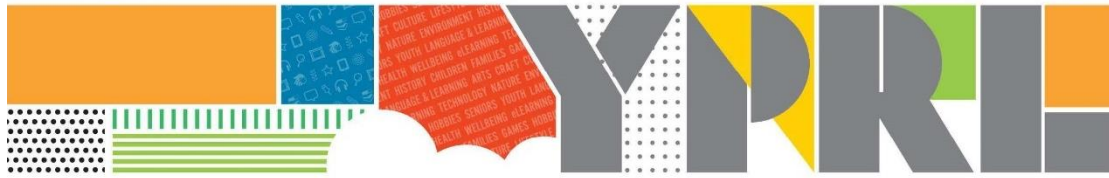
Extending library service hours will ensure that every Victorian has access to a safe space and the resources they need when they need them. Your support could make a significant difference in ensuring that libraries remain vibrant, accessible, and fully equipped to meet the needs of all Victorians. Investing in libraries is an investment in our communities' future, providing opportunities for lifelong learning, access to vital resources, and fostering a strong sense of community.

Library Support Services  
6/1 Danaher Drive  
South Morang VIC 3752

Postal Address  
Bag 65  
Bundoora VIC 3083  
Australia

Enquiries: (03) 9408 7888  
ypmail@ypri.vic.gov.au  
ypri.vic.gov.au  
ABN 20 240 549 119





We recommend that the Victorian Government consider reversing its decision to cut funding for the Libraries After Dark program or consider funding similar programs. In addition, we support the Victorian Government undertaking work to understand:

- what additional safe places of recreation may be needed by communities after hours and alternatives to gaming venues;
- which geographic areas would benefit most from these programs;
- the need and demand in the community for such programs;
- whether the Libraries After Dark model can be expanded to benefit at-risk groups in the community.

YPRRL and Public Libraries Victoria (PLV) is committed to finding ways that public libraries can continue to support communities to mitigate loneliness and isolation and thereby reduce the risk of gambling harm. Your support in ensuring adequate funding for our libraries will make a significant difference in the lives of countless Victorians.

I would be delighted to have you visit our library and to talk more about how the State Government could partner with Councils and Regional Library Corporations to support Victorian communities. Please feel free to contact Jane Cowell, YPRRL Chief Executive on 03 9088 3471 or [ceo@yprrl.vic.gov.au](mailto:ceo@yprrl.vic.gov.au) should you require any further information regarding the Libraries After Dark Program or to arrange a library visit.

Yours faithfully

Lydia Wilson  
Chair YPRRL Board

Library Support Services  
6/1 Danaher Drive  
South Morang VIC 3752

Postal Address  
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Bundoora VIC 3083  
Australia

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## The Hon Melissa Horne MP

Minister for Casino, Gaming and Liquor Regulation  
Minister for Local Government  
Minister for Ports and Freight  
Minister for Roads and Road Safety

121 Exhibition Street  
Melbourne, Victoria 3000 Australia

Ref: CMIN-2-24-24530

Ms Lydia Wilson  
Chair  
Yarra Plenty Regional Library  
Bag 65  
BUNDOORA VIC 3083  
[lydia.wilson@whittlesea.vic.gov.au](mailto:lydia.wilson@whittlesea.vic.gov.au)

Dear Ms Wilson

Thank you for your letter of 25 June 2024 regarding funding for the Libraries After Dark program.

I appreciate you taking the time and effort to write to me about this matter.

The Libraries After Dark initiative supported by the Victorian Government, the Victorian Local Government Association and Public Libraries Victoria was originally funded by the Victorian Responsible Gambling Foundation. As of 1 July 2024, the stewardship of the program has been transferred to the Gambling Harm Prevention and Response unit within the Department of Health.

As part of a new approach to improve service integration and delivery across Victoria, the Department of Health has been allocated \$132 million in funding and will be responsible for all client-facing gambling harm prevention, early intervention, treatment and support programs, including Libraries After Dark. Long standing partnerships for service delivery will continue with community and public health organisations across Victoria, including those representing First Nations, multicultural, lived experience and other diverse communities.

The Allan Labor Government is committed to the Libraries After Dark program and the Department of Health is currently determining the next steps for the program and how it will continue to evolve in partnership with libraries. To discuss, please contact Heidi Rose, Director, Gambling Harm Prevention and Response via email [heidi.rose@health.vic.gov.au](mailto:heidi.rose@health.vic.gov.au) or via phone 0413 755 175.

Your details will be dealt with in accordance with the *Public Records Act 1973* and the *Privacy and Data Protection Act 2014*. Should you have any queries or wish to gain access to your personal information held by this department please contact our Privacy Officer at the above address.





I trust this information has been of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Melissa Horne', written in a cursive style.

**The Hon. Melissa Horne MP**  
Minister for Casino, Gaming and Liquor Regulation  
Minister for Local Government  
Minister for Ports and Freight  
Minister for Roads and Road Safety

Date: 31/07/2024

cc. Jane Cowell, CEO, Yarra Plenty Regional Library Corporation

## **I. Reports from delegates appointed by the Board to other bodies**

## **J. Urgent Business**

## **K. Confidential Meeting (meeting closed to the public as per 89 (2) of the Local Government Act 1989)**