



| West Gippsland
Libraries



ANNUAL REPORT

2020-21

Acknowledgment of Country

West Gippsland Libraries acknowledges the traditional custodians of the various lands where our services and programs take place. We pay our respect to Elders past, present and emerging.

Our commitment to child safety

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

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BOARD CHAIR'S MESSAGE

2020-21 has presented many challenges since the beginning of the COVID-19 pandemic in March 2020. Libraries have been faced with a unique challenge of balancing access to our vital service that offers shelter and support to many whilst protecting our community.

We faced the difficult decision to close our doors on a number of occasions and thank the library sector, Library Corporation and Council CEOs for their strong and consistent advocating to the Victorian Government to recognise the significance of library services and give us the opportunity to provide click and collect services from August 2020.

I speak not only for myself but also for all the Board members when I say that we are particularly proud of the way West Gippsland Libraries staff have quickly adapted to new ways of working through demanding and challenging times. The speed and efficiency with which staff transitioned between offering in-branch services, click and collect services, caring calls, online video programs and supporting online chat is a testament to their dedication and their commitment to our community.

Throughout the pandemic, the priority has always been focused on ensuring the health and safety of staff and the community who use our services and I am pleased with how we have delivered on this promise.

Another challenge which reached crunch point during the year was to determine our response to the Government's decision a couple of years ago to wind up library corporations and to freeze their operations from the 1st July this year.

This decision has required the Board to analyse objectively what we do and how we do it and to decide whether there are other ways in which the

same range of services could be provided to the same level of quality and service.

It became clear that there is not a better, or even as good as an, alternative. We are different because we think that libraries are more than places where books are kept and distributed. That is why Foster is the first library in Victoria to have 24/7 access and why the library at Mirboo North will be the second.

It is why primary school at Trafalgar were the first in Victoria and probably Australia to have the opportunity under the guidance of a professional author to write books, oversee the production of their books, and then see them added to the library collection for everyone to borrow and enjoy. It why West Gippsland Libraries during Coronavirus produced blogs and videos on mental health and applying for jobs.

We have been reinforced in our view by the conclusion of Victoria's Auditor General a couple of years ago that 'Regional Library Corporations and co-operative models are, overall, more efficient than standalone council libraries'.

Consequently, the Board decided early this year to transform West Gippsland Libraries from a statutory corporation to a not-for-profit organisation. While doing so it became clear that this new structure will give us more flexibility in the way that we operate and that this flexibility will benefit members.

At the same time the Board decided to change the organisation's name. We have known since well before the Coronavirus that location no longer limits what we do. The explosion in online shopping is just one example. However, the Coronavirus has driven this message home.

Another indicator of this new reality is that more than a quarter of the contacts on the Library's Facebook page come from Melbourne.

The Board engaged a marketing agency to help us with this process. The result is our new name Myli - My Community Library.

While responding to these challenges, it was also business as usual. A number of significant achievements continue to demonstrate that West Gippsland Libraries is a leader and innovator across the library sector:

- As I have mentioned already, COVID-19 presented an opportunity to offer a variety of online programs on topics including mental health and employment enlisting the support of local industry professionals like psychologists and recruitment specialists.
- The WGL team have produced well over 600 videos for all ages ranging from book recommendations and reviews, author chats, early years story times, craft, stem activities and special events to celebrate Youth Week, Science Week, Children's Week and many more.
- The wonderful story time presenters developed an outdoor story time program during the warmer months. This has been a great COVIDsafe way for the community to stay connected with our staff.
- As a way to continue support during COVID-19 the staff also provided caring calls to help members stay connected.

“Libraries play an essential role in the community helping to reduce the impact of people feeling socially isolated.”

- In the midst of all this, in March 2021 the Waterline Community Library was officially opened after a 12 month delay due to COVID-19 restrictions. The San Remo Community Library was also officially opened the same day. A number of Councillors and Council executives from Bass Coast Shire and community members attended the openings.

These openings followed the establishment of click & collect locations at Corinella and Coronet Bay in March 2020.

The support and recognition received from our community throughout the year has been heart-warming. Our staff and entire organisation are so grateful.

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

This is an exciting time for the Library and we are looking forward to seeing what comes next.



Mr Rick Brown

WGL Board Chairperson

CEO'S MESSAGE

This year, as highlighted by the Board Chairperson we have seen considerable achievements, innovations and care demonstrated by staff as they supported the community and one another.

The COVID-19 pandemic continues to impact the delivery of our service and throughout the year we have closed our doors to the public a number of times.

This year our staff have shown incredible passion for community and innovation from front-line library support staff, program officers to behind the scenes employees in departments like IT & collections, finance, people & culture. I commend our staff as they have balanced their own personal and family needs, and worked tirelessly to adapt and support our community needs.

Pivoting to providing remote services like caring calls, a range of online videos and book home delivery services to in-branch services and programs as circumstances continually changed throughout the year.

In 2020-21 we farewellled a number of retiring staff after a significant contribution to our organisation and welcomed a number of new recruits who bring with them a breath of new skills and experience.

In June 2021, we welcomed Bernadette Kennedy to our Leadership Team, who was appointed to Deputy CEO in place of Linda Fowler. Bernadette officially commenced in July 2021 and brings a wealth of skills and experience in the not-for-profit space. We thank Linda for support and contributions during her time with us as Deputy CEO and Manager of People & Culture.



Ms Leanne Williams
WGL CEO

In August 2020, we welcomed Don Athukorala to our Leadership Team who was appointed as Manager Information Technology in place of Richard Bickerdike. Don is a seasoned Information Technology Manager with wealth of knowledge and experience in the not-for-profit industry. We thank Richard for his support and contributions during his 45 years with the organisation and wish him well for his retirement.

We extend a warm welcome to all of our new staff and farewell those who have retired with a celebration of their contributions on page 12 and 13.

We continue to experience high demand of our e-resources, as anticipated and our digital services will continue to be a focus in the year ahead.

Building on our solid foundation laid over the past few years we continue to hold a strong position to offer online services despite the challenges presented by COVID-19. Our staff are highly committed to overcoming the challenges of the everchanging environment and finding solutions to continue to provide support in any way they can.

Mental health and wellbeing of our staff and community is of great importance to us. During the year we invested resources in this area that were prominently featured on our website to support our community.

During these times of isolation and instability, the importance of libraries in communities has been highlighted. We provide an essential service that connect people and maintaining good health and wellbeing.

I would like to thank all of you who support our library making it such a special place and the heart of the community.

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



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

OUR
VALUES—



- Relationships**
We build relationships with our stakeholders, communities and each other.
- Excellence**
We will deliver excellence in everything we do.
- Bravery**
We anticipate and bravely adapt with the changing needs of our communities.



Connect

We are responsive and bring people together

Belong

We are inclusive and work with you

Learn

Our free resources allow minds to explore and create



OUR BOARD

West Gippsland Libraries is established under section 196 of the Local Government Act 1989 as a separate entity to that of the Council 's that established it.

West Gippsland Libraries is governed by a Board that is made up of six representatives, two from each Shire, comprising one Councillor and one Senior Officer representative. South Gippsland Shire Council is currently under administration and in lieu of a Councillor, the position is filled by an Administrator.

The Board provides essential guidance and governance to West Gippsland Libraries, offering invaluable direction and promotion of our services to best meet the needs of the communities they represent.



The Board met on six occasions during 2020-21 at alternating locations across the region and online. In December 2020 the Board voted to appoint Rick Brown to the position of Board Chair and Cr. Annemarie McCabe to Deputy Chair. The Board thanked Cr. Keith Cook (pictured above with CEO Leanne Williams) for serving as Board Chairperson from 2019 to 2020. In 2019-21 we also thank Cr Clare Le Serve (Nov 2019 - Dec 2020), David Welch (March 2020 - December 2020)



Mr Rick Brown
(Chairperson)
South Gippsland Shire
(Whole Year)



Cr Annemarie McCabe
(Deputy Chairperson)
Baw Baw Shire
(Commenced December 2020)



Cr Leticia Laing
Bass Coast Shire
(Commenced December 2020)



Allison Jones
South Gippsland Shire
(Commenced December 2020)



Mr Martin Hopley
Baw Baw Shire
(Whole Year)



Ms Jodi Kennedy
Bass Coast Shire
(Whole Year)

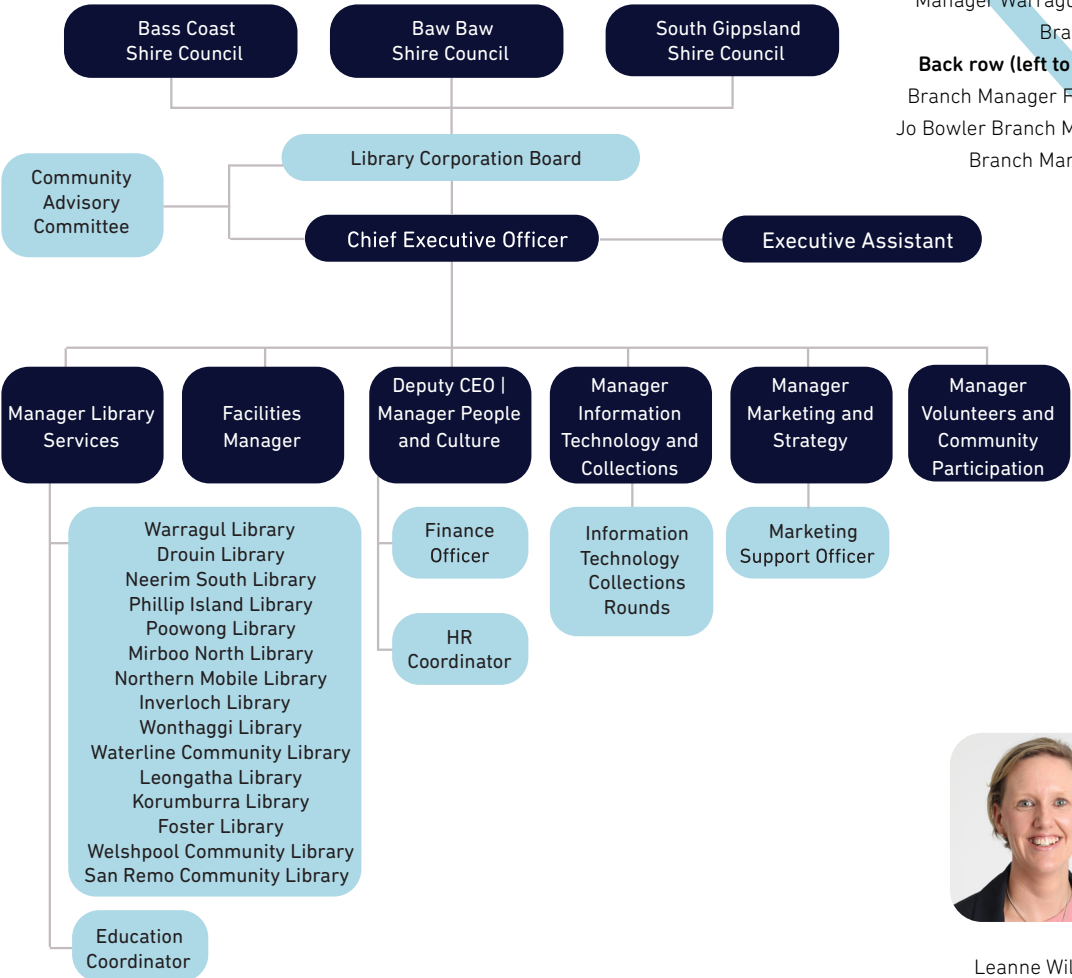
OUR PEOPLE

West Gippsland Libraries employs a team of full time, part time and casual staff across three Shire regions and 15 locations.

	2019-20	2019-21
Full time equivalent	40.75	40.98
Full time	12	13
Part time	55	45
Casual	15	13



Front row (left to right): Jon Dickson Branch Manager Wonthaggi & Grantville, Aimee Abel Branch Manager Mirboo North, Cassie Woodhouse Branch Manager Warragul & Northern Mobile, Tina Winch Branch Manager Drouin & Poowong
Back row (left to right): Bregje van Waterschoot Branch Manager Foster, Korumburra & Leongatha, Jo Bowler Branch Manager Inverloch, Jessica Berry Branch Manager Phillip Island & San Remo.



Leanne Williams
CEO



Bernadette Kennedy
Deputy CEO



Don Athukorala
Manager Information Technology & Collections



Jenny Dunn
Facilities Manager



Michelle Nicholls
Manager Library Services



Bec Noone
Manager Marketing & Strategy



Kathie Olden
Manager Volunteers & Community Participation

RECOGNITION

In 2021-22 we celebrated with a number of staff on their retirement after their significant contribution to West Gippsland Libraries. We thank each and every one for their dedication and commitment and know they will be missed by staff and patrons. We wish them all the best in their new adventures.



RICHARD BICKERDIKE

At the end of June 2021, we farewelled Richard Bickerdike (above pictured with CEO Leanne Williams) after 45 years of service with WGL. Richard worked in a number for roles over the years that saw the development of the organisation from its beginning.

Richard retires as Manager IT and Collections, we thank him for his dedication and commitment to the organisation and wish him all the best for his retirement.

If we see you on the golf course, metal detecting at a local beach, or kayaking the local waterways we'll promise to stop and say hi!



JANET CRAM

In July 2020, we farewelled Janet Cram after 14 years at West Gippsland Libraries and more than 40 years in library services.

Janet was a branch support officer at Phillip Island and an early years presenter who provided regular Story Time and Baby Rhyme Time programs for a number of years.

We wish Janet all the best in her retirement!



JANET LEMAN

In June 2021, we farewelled Janet Leman after 28 years at West Gippsland Libraries.

Janet worked in a number of different roles over the years including mobile Library driver, periodicals officer, rounds driver and probably more.

All the best Janet, Happy Retirement! We hope you enjoy 'Grandma Duties.'



JUDY LOUGHRIDGE

West Gippsland Libraries is sadly saying farewell to our Poowong branch manager Judy who is retiring after 25 years of service with our corporation. Judy and her family have a strong connection to the Poowong branch. When Judy started at Poowong as branch manager in 1996, she took over the position from her mum, who took over from her mum, who took over from Judy's father's cousin in 1947. In fact, Judy's family connection to Poowong library goes all the way back to 1891 when her great-great uncle Caleb Burchett was made librarian of the new Poowong library. Congratulations on your retirement Judy!



LYNN SEYMOUR

In May 2021, our team farewelled Lynn Seymour at a local restaurant in Drouin (pictured above with Kathie Olden). We had lots of laughs, told many stories and even finished off the evening with a sing-along of 'The Grand Old Duke of York' led by Lynn (Story Time attendees will know that this is her favourite song!). During her time at WGL, Lynn established great connections with many patrons on the Northern Mobile and always had the perfect book recommendation. Lynn was named Mobile Library Operator of the Year in 2018 by the Australasian Mobile Library & Outreach Services Network for her outstanding commitment to providing quality mobile library services to our northern communities. She will be greatly missed by staff and patrons alike and we know you will join us in wishing Lynn well for her future endeavours.



PHILIP LUBBERINK

In May 2021, we farewelled Phil our Northern Mobile Library driver and popular early years presenter (pictured above with fellow early years presenter, Michelle Lewry). Not only has Phil been a central figure behind the wheel of the Northern Mobile library truck in our more remote communities but also a 'rock star' in the lives of hundreds of StoryTime families. He has seen so many of our junior patrons grow from tiny babies into big school kids. We know many patrons will miss Phil!

Phil will be continuing in a casual Rounds reliever so you may get the pleasure of seeing him into the future.

Happy retirement Phil! We know that you'll enjoy travelling and spending more time with your adorable new granddaughter.



EXCELLENCE, BRAVERY & RELATIONSHIP AWARDS

Congratulations to the recipients of our West Gippsland Libraries Values Awards for Excellence, Bravery and Relationships for 2020.

These annual awards are awarded to team members who have consistently implemented and upheld our values during the year. This year the awards were given to Emma Fawcett for Excellence (pictured below with CEO Leanne Williams), Karen Bateman for Bravery (pictured below right) and Tina Winch for Relationships (pictured right with CEO Leanne Williams) . Well done to our winners!



STAFF DEVELOPMENT DAY

Each year our Corporation joins together for a staff-wide development day. It is an opportunity to learn but also to come together and catch up with our colleagues who are spread out over 8000 km in Gippsland. It definitely is a highlight in our very busy year.

This year was a little different (isn't everything!) but on a Thursday afternoon 80 team members still managed to connect over Zoom for an hour. We all appreciated the time to discuss our personal achievements this year and to recognise our team members in the areas of Excellence, Bravery and Relationships. We all finished the session with a renewed energy for our plans for 2021 and are looking forward to exciting times ahead.



VOLUNTEERING & COMMUNITY PARTICIPATION

The new management area of 'Volunteers & Community Participation' was confirmed in June 2020.

The elements within this portfolio are:

- Recruitment, induction, recognition, and ongoing support of Volunteers
- Development and implementation of a full volunteer framework that promotes and embeds volunteers within WGL
- Work with the Community Advisory Committee (CAC) in accordance with the current Terms of Reference
- Develop and manage work experience and industry placement opportunities.
- Liaison with other relevant community groups
- Support of WGL 'Friends Groups'

' Successful volunteering programs in public libraries are dependent on the implementation of best practice volunteer management principles, appropriate leadership and support, and an organisational commitment and culture which embraces the principle of volunteer involvement'.¹

¹. West Gippsland Libraries new Volunteer Policy (p.4).

COMMUNITY ADVISORY COMMITTEE

During the year, our CAC members (like most people) adapted to a different way of operating and meeting during Lockdown periods. Meeting via zoom enabled members to continue their valuable contribution and to comment on and suggest ideas for initiatives for WGL. We are grateful for their feedback concerning surveys, strategic planning, and future direction. The Manager of Volunteers & Community Participation is particularly grateful for their long-term advocacy for volunteering, and their input into the framework development.

During the year we farewelled two members who have made an outstanding contribution to the CAC over several years.

During the year we also recruited for new members. Prior to this recruitment we completed a full revision of the CAC Terms of Reference and associated material. This opportunity was widely advertised in March-April 2021 and several candidates expressed interest. We received a very heartening response to our recruitment campaign, and very much look forward to working with both our existing members and new members into the future.

2021-22 Members:

Bass Coast	Di Goeman
	Frances (Fay) Palstra
	Caroline Mahoney
Baw Baw	Holly Perriam
	David Wombat Lyons (Chair)
	Karen Grainger
	Jennifer Merriel
	Dr. Amanda McLeod
South Gippsland	John Tebbutt
	Lorraine Sainsbury
	Alison Goss
	Christine Kemper
	Christine McKinlay



At Wonthaggi Library, Kathie Olden Manager Volunteers & Community Participation with former CAC members, Nola Thorpe (middle) and Mary Schooneveldt (right), receiving a small gift to acknowledge and thank them for their contribution.



CAC members Holly, Nola, Chris, Di, and Mary contributing to a conversation about what Libraries mean to them, which was featured on social media.

“ The CAC has continued to offer a direct library user voice to the Board and senior management of WGRLC, the COVID 19 pandemic changed how we worked but we quickly adapted and then advocated for how the library could support our communities both during the community health restrictions and the “new normal/ COVID Normal” periods. The CAC’s membership changed over this time, with long serving volunteers concluding their service. We thank Mary and Nola for serving Bass Coast SC and WGRLC dutifully during their time. ”



David 'Wombat' Lyons
CAC Chair

FRIENDS OF THE LIBRARIES GROUPS

WGL values the support and friendship of several ‘Friends of the Library’ groups.

- 2021-22 Friends Groups are:
- Friends of Inverloch Library (FOIL)
 - Friends of Leongatha Library
 - Friends of Corner Inlet Libraries (FOCIL)
 - Friends of Phillip Island Library
 - Friends of Mirboo North Library

Our ‘Friends’ support our values and are very enthusiastic members of their library and communities.

During the extended lockdowns of 2020, several groups were forced to curtail some of their usual activities, and to conduct AGMs via zoom. This meant some disappointments when things like highly anticipated author events were cancelled or postponed.

“ West Gippsland Libraries appreciates the ongoing support of their Friends. We are excited to work together on new activities and future book sales as COVID-19 restrictions ease”.

Bregje van Waterschoot, Area Branch Manager – Foster, Korumburra, and Leongatha

“I have had the pleasure of being on the Friends of the Inverloch Library Committee for many years and currently am on the Executive as President. This group supports our local library and community by having authors come to speak in Inverloch and by charging a small entry fee to then provide extra financial support to the library. It is wonderful to hear of things such as children’s holiday library activities that we have funded and know we are helping to encouraging young families into our library”.

Liz Wright – F.O.I.L



Picture below is FOIL members with Inverloch Branch Manager, Jo Bowler]

COVIDsafe book sale in Foster. South Gippsland provided a beautiful sunny day for browsing outside!



We commend our 'Friends' for their fortitude during these times. Some book sales were able to proceed, and some groups have been able to re-instate their plans for both fundraising and cultural activities.

During 2021-22 we look forward to working more closely with 'Friends' to develop a stronger framework of support, and to encourage the formation of further groups.

We look forward to working with both the CAC and our 'Friends' to provide meaningful recognition of their volunteer efforts. The library website will also include updated contact and other information for 'Friends' groups too.



1 The enclosed picture is of a display which asked patrons to look for 'Gold Stars' within the Mirboo North Library. Everything which had a 'Gold Star' had been contributed by this active group.

During the year, our 'Friends of Mirboo North Library' celebrated 25 years of contributing to their library and community. Cake was, of course, fundamental to the celebration which incorporated their AGM.

" This year, their 25th year as a group, has been a very reflective year for the Friends of Mirboo North Library. Their knowledge and deep connections within the community have been invaluable. They have all the right info which they are so generous in sharing, that helps me best support the community. Their generous funding over 25 years has been invaluable and impossible to put a price tag on. There are a few key phrases when the friends get together, 'do you remember when...' or 'let us know when and we'll put you in touch with...' They are a font of knowledge and unending support. As a branch manager, I'd be lost without them.'

Aimee Abel, Branch Manager Mirboo North

" Having FOIL and their phenomenal support, has allowed us to provide programming and events above and beyond anything we could have achieved alone...They organise their own events, hosting Author Talks, book chats alongside providing financial support to enable us to add to the collection, (board games, book club kits) and hire entertainers for school holiday events. I am forever grateful to have FOIL as part of our team at Inverloch library, and I know our patrons are too."

Jo Bowler, Branch Manager at Inverloch Library

" I am grateful for the support of the friends at Phillip Island library over many years, and before I was even working at the Library, they have raised funds, supported school holiday activities and adult programmes, and applied for grants, hosted book chats, book sales and supported the library community..."

Jessica Berry, Branch Manager Phillip Island and San Remo

VOLUNTEERING & HOME LIBRARY SERVICE

Volunteers have been warmly welcomed at West Gippsland Libraries in the past, but the service has not had the benefit of a full and professional volunteering structure until now.

A full framework of policies and procedures has now been developed which includes up-to-date information and guidance for fully welcoming and engaging volunteers. It incorporates transparent procedures for recruitment, retention, recognition, and management of volunteers.

We are working towards a culture where all staff embrace full ownership of the concept and recognise the mutual cultural benefits of enabling volunteer opportunities. We are grateful for the leadership and guidance from the sector peak body, Volunteering Victoria.

Both our new Volunteering program and our Home Library Service initiative were launched during National Volunteer Week in 2021. A 'soft' launch approach was taken to start with, which included the distribution of relevant printed collateral to library branches and featured our program/s potential on social media and traditional media outlets.

Volunteer information and policies are also now easily accessible via our web page. We are commencing induction of new volunteers in July of 2021 and hope to have Home Library Service operational as soon as manageable after that. Our procedures have all been produced with Covid-safety in mind, but our progress will naturally depend on any ongoing restrictions.

Earlier in 2021, we were very pleased to welcome back 3 branch support volunteers, whose input into testing out some of our new procedures was invaluable.

We thank the following volunteers for their support and friendship over the years, and we look forward to continuing our relationship with them:

- Nola (Wonthaggi)
- Alison (Inverloch)
- Alana (Foster)



Pictured in her 'Branch Support' Volunteer role, at Foster Library, is Alana.

WORK EXPERIENCE & PLACEMENTS

Secondary school work experience and industry placements have always been welcomed at WGL, and we now have a consolidated framework which contains materials needed to administer and support these experiences for our young people and also for other placement opportunities. In between Lockdown periods, we welcomed the following work experience and placement students to Wonthaggi and Inverloch Libraries, and we thank them for their contribution:

- | | |
|----------|----------|
| •Tayhla | •Zac |
| •Nicole | •Frankie |
| •Rebekah | •Cody |
| •Ava | •Emma |

COMMUNITY PARTICIPATION & COLLABORATION

Toora Community Hall Committee Library sub-group

WGL has commenced an MOU with the Toora Hall Committee. The library sub-group of the committee recently worked very hard to re-launch an existing community library / reading room at the front of the hall premises.

This meant a small contingent of committee members devoted a lot of time to assessing and discarding some collection items, and to re-painting and improving the atmosphere and amenity of the room.

The committee are to be congratulated for their efforts. The room now looks very inviting and WGL team members Kathie Olden and Bregje van Waterschoot enjoyed visiting the committee members with a gift of some comfortable orange chairs to add to the atmosphere of their space. WGL also provides a weekly courier service to the site, so that WGL members can collect reserved items.

The site was previously a mechanics institute, established in the late 1800's. They have some very interesting older collection items, including earlier works by many established authors; alongside a more recent collection of 'swap' or 'exchange' materials.

Pictured L to R are Marilyn, Catherine, and Bev from the Toora Hall Committee Library sub-group, far-right WGL team member Bregje van Waterschoot



Pictured Christopher Eastman-Nagle at the Grantville Business and Community Association Information Day & Sausage Sizzle at Grantville Memorial Park

Grantville Business & Community Association

As part of a community expo and opportunity for new residents to meet up and find out about groups in their community, the Grantville Business & Community Association ran a successful sausage sizzle and information day on Anzac Day 2021. Christopher Eastman-Nagle is a member of the Grantville Business and Community Association Executive and is pictured in the Grantville Memorial Park. This group acted as Ambassadors for the Waterline Library on this day, and we are very grateful indeed for their support.



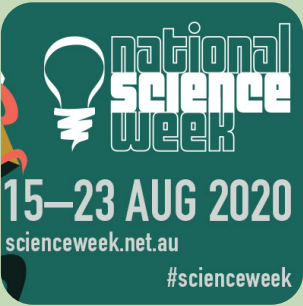
CELEBRATING OUR SUCCESS



Throughout 2020-21 we brought to you our monthly mental health and wellbeing blog. It covers a wide range of topics like the benefits of spending time in nature, the importance of building meaningful relationships, Men's health, simply being kind and why self-care isn't selfish the blog is sure to help inspire your wellness goals.



In July we ran our school holiday program online. With a huge line up videos including Baby Rhyme Time, Story Times, Young Einstein stem activities and craft activities as well as recommended reads.



In August 2020, to celebrate National Science Week we created a video called What's the matter? The video dives into the world of matter and explains what the different states are and how to identify them. It even answers the question: what if we have something

that doesn't fit into these categories? Enter Oobleck, a non-Newtonian fluid that just won't behave! Inspired by the Dr Seuss book Bartholomew and the Oobleck, this experiment uses songs, humour, and a well-timed slime fight to explore the weird and wonderful world of non-Newtonian fluids. Big thanks to Karen & Wonthaggi library crew, team member Cassie for her video editing magic! And thank you to our special guests: Mayor Brett Tessari, Jordan Crugnale MP, Wonthaggi Police – Brendan Horrocks, Inverloch Kongwak Primary School – Principal Brett Smith.



In August we announced our Write Now competition. The competition was for those aged between 5 and 25 write a story about how the world has changed over the year, or a personal reflection of their experience living through the isolation period of COVID-19. Entries could be fiction or non fiction, poetry or a diary entry, as long as the theme is My Changing World!



In 2020-21 we were thrilled to resume our regular Produce Swap at Inverloch library in a COVID-safe format. Hosted every second Friday, members bring along excess home grown produce to swap and share tips and tricks with like minded fellow gardeners.



In August 2020, we wanted to show our support to our local business community and send them a big thank you for the support they have provided over the years with various in-branch events. We created a video that celebrates our local businesses and

reminds us how we can show our support by shopping local.



Helping you get back in the employment game.

In September 2020 we teamed up with Rachael from @GBS Recruitment to produce a 9-part video series Getting Back into the Workforce. Each video is filled with tips and tricks from professionals to help people looking for work and getting back into the

workforce in a tough job market.



On 10th September 2020 from 9am to 5pm, across 8000 sq kms and with stacks of Kit Kats distributed for cuppa time, West Gippsland Libraries had R U OK Day covered. Every hour a new host, every hour a new check in with our staff. This is

on top of our weekly online catch-up sessions with our team members, and daily calls to library patrons. The health and well-being of our staff is of highest priority to us, especially in these unprecedented times, so a catch up and some #kitkatchat was exactly what we all needed.



In Children's Week during 24th Oct – 1st Nov, we celebrate talents, skills, achievements and rights of all children with a variety of online videos. We created a SPOOK-tacular Halloween trivia video. Best friends Larissa and Aimee from

West Gippsland Libraries showed us how to make some friendship art in their video recorded at Baromi Park in Mirbo North. Phil and Michelle created another hilarious video episode of Story Time News, made especially for Children's Week 2020!



In October 2020, we produced our 3-part video series 'Q&A with Graeme Base'. This was an exclusive opportunity for us provided by Digitales and The Base Factory to interview Graeme, the creator of 'Animalia' and other popular children's

books. The interview features questions and art from kids in our community that premiered online and shared with schools during Children's Week.



In November 2020, we celebrated with two video productions. We teamed up with Offshore Surf School, Island Surfboards and Wonthaggi Boxing Club and a bunch of talented young people to produce 'The Physics of Sport.' This video showcases the brilliance

of young local surfers, skaters and boxers demonstrating physics. Hosted by team member Karen, Newtons Laws of Motion never looked cooler than this. In the 'Robots have taken over the library' video we answer the question: can a robots ever demonstrate emotion with no face ... or body? We teamed up with local tech teens from 1st Inverloch Scout Group to try and generate emotion in a robot using block code.



In November 2020, we partnered with Manna Gum Community House to create another wonderful StoryTime video to help promote the 16 Days of Activism against Gender Based Violence. The story featured talks about differences in people and

how that makes the world a wonderful and interesting place. 'I am perfectly designed' is an empowering ode to modern families. A boy and his father take a joyful walk through the city, discovering all the ways in which they are perfectly designed for each other. Written by Karamo and Jason Rachel Brown. Illustrated by Syed, Anoosha, Published by London : Macmillan Children's Books ©2019



In November 2020, West Gippsland Libraries team members showed our support for the 16 days of Activism against Gender Based Violence by wearing orange and walking with family, friends, and puppy dogs in the Walk Against Family Violence campaign

for 2020. The Walk Against Family Violence (WAFV) is an annual event supported by Respect Victoria and organised by the Safe Steps Family Violence Response Centre where community members take a collective stand against family violence, and while this year looks a little different, we were all keen to join in and show our support.



In November 2020 during NAIDOC week we produced a video with Susan Simpson, the Koori Preschool Assistant at Uniting Gippsland. In this video, Susan brings us stories with her family, and a welcome action song. Kurnai Elder Auntie Cheryl

Mullett-Drayton shares stories and Elder Auntie Linda Mullett is behind the camera, filming them.



In November 2020, we entered our Story Time presenter Michelle Lewry in the 2020 Story Box Library Storyteller of the Year competition! Michelle was shortlisted in the top 15 out of over 40 entrants. Although a runner up this time, we're crossing our fingers and toes

for the next competition!



In November 2020, we were so happy to be back presenting Outdoor Story Times! Pictured is team member Sabine at our Wonthaggi StoryTime enjoying the fresh air, singing in the sun. We loved seeing all of our wonderful little patrons again and meeting

all the new little additions attending sessions for the first time too!



In December 2020, we hosted the Coastal Connections exhibition at Wonthaggi, special thanks to Geoff Ellis and Terry Melvin for some heavy lifting! 'Coastal Connections' is a community-based project funded through the Bass Coast Shire Council Business

and Community Resilience Grants Program COVID-19. It showcases writing, visual arts, music and videos that reflect places in Bass Coast that have special meaning to people. In February 2021 we launched an interactive map on our website to showcase the exhibition online.



In December 2020, Facilities Manager Jenny organised solar panels for our Regional Support Centre in Warragul. The Support Centre is the hub of our library service, and among many other things it is the place that all of the books, dvds and magazines are processed.



In January 2021, it was so much fun and wonderful to run in-person events again. We made sticky slime, beautiful embossed designs on tin, twirling whirling CD spinners and loads of other fun activities at all branches during the school holidays.



In January our Friends of the Corner Inlet Libraries held their annual book sale fundraiser. The COVIDsafe event was held outdoors and funds go to support cultural events and additional library resources. We thank them for their ongoing support.



During January and February 2021, we ran our Summer Reading Competition. Pictured is the winner Mary-Anne who told us that she "loves our libraries" and was thrilled to discover that she could download e-audiobooks, free of charge, onto her brand-new tablet.



For Library Lovers Day in February 2021, we asked patrons and staff to tell us why the library is special to them. The heart-warming responses were compiled to create a video that's a great reminder of the important role libraries play in keeping our community connected.



The Lions Club of Warragul hosted the annual Book Fair at a COVIDsafe event in February 2021. We thank them for their ongoing support.



Pictured here at the Mirboo North branch is our patron Charles, who has really enjoyed being able to come back to the library after lockdown in February 2021. He was thrilled to find our Writer in Residence Jenny Taylor who is currently working from the library

as part of our Writers in Libraries collaboration with the South Gippsland Shire Council. Jenny shared her passion for music and connection with patrons during her visits to Mirboo North Library.



We officially opened the Waterline Community Library in Grantville in March 2021, twelve months after first opening its doors in March 2020 prior to our first COVID-19 lockdown. Special thanks to Bass Coast Shire Council Mayor Brett Tessari and Cr Clare

Le Serve pictured with CEO Leanne Williams at the ribbon cutting ceremony. Thank you to the Councillors, Council Executives and community members that were able to attend.



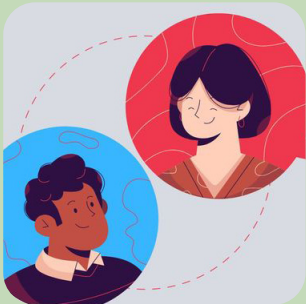
We also had the pleasure of officially opening our new Community Library branch in San Remo in March 2021. Special thanks to Mayor Brett Tessari, Cr Bruce Kent, Cr Clare Le Serve and Cr Leticia Laing pictured in the ribbon cutting ceremony.

Thank you to the Councillors, Council Executives and community members that were able to attend.



We had the most amazing day at the Fish Creek Children’s Literature Day during the Prom Coast Festival. The weather was beautiful, the kids were adorable and the atmosphere was wonderful. A big thank you to everyone who visited us on the day.

Also in March 2021 the Inverloch Library launched the new English Conversation group. A relaxed and informal group that meets every fortnight and all ages and proficiencies are welcome. It is a great opportunity to connect with others, improve English skills and make new friends.



In Harmony Week in March 2021 we had a full house at Wonthaggi Library for our in-branch event with Mue Hsay. Mue spoke of her compelling story of how she and her family fled Burma and made their way to Australia to become part of the Gippsland community. Thank

you to Mue and her family for generously providing their time to speak at this event. Pictured are Mue, her friend Mura, her husband Clay, her son April and her sponsor Sylvia Davey.



In March 2021, our branches set up creative displays with inspiring titles for International Women’s Day in celebration of the social, economic, cultural, and political achievements of women and women’s equality.

ANZAC Day in April 2021 we created a video to help promote an important milestone for the Fish Creek RSL celebrating their centenary year. In this video team member Lisa speaks with Morrie Aitkin, the secretary of this RSL. Morrie tells us a little about his history in armed services, the RSL and how they have chosen to mark their 100 year milestone with 2 scholarships for year 6 children from the local primary school. This will help with the cost of their first year of Secondary school.



In April 2021, our team at Leongatha library received a beautiful delivery of flowers from Woorayl Lodge. The long lasting arrangement was delivered by Floral Image Gippsland as appreciation for the Zoom Book Chats our team hold with the aged care residents

and for the regular Book Box deliveries during 2020/21. All our branch staff are committed to making regular caring calls to members over 70+ during 2020-21.



In April 2021, we teamed up with registered Counselling psychologist Alison Fonseca to produce a video mini-series called Looking After Your Mental Health. This 5-part series covering a range of topics. Alison is a psychologist based in Gippsland who understands

what our communities are going through, with many of us still feeling the impacts of the devastating bushfires and ongoing COVID-19 concerns.



In May 2021, the Warragul Justices of the Peace moved into the Warragul library. We are very excited to provide the community with convenient access to Justices of the Peace at the Warragul Library. The JP volunteers play an important role in our community and

we are happy to support them to continue to provide this valuable service.



During Law Week in May we hosted a range of events to support learning about the law and knowing your rights. From our Scam Awareness and Fraud Prevention online webinar with IDCare, Neighbourhood Disputes info session at Leongatha with Gippsland Community Legal

Service, Meet your Local JP at Warragul and Cuppa with a Cop at Inverloch.



In May 2021, we had a fantastic time at our National Simultaneous Story Time 2021 events! The ALIA NSS website reports that there were over 1,980,280 readers at 33,418 locations – let’s hope we can surpass 2 million next year! A special thank you goes to all of our

special guest readers who helped make our events such a big success across the region!



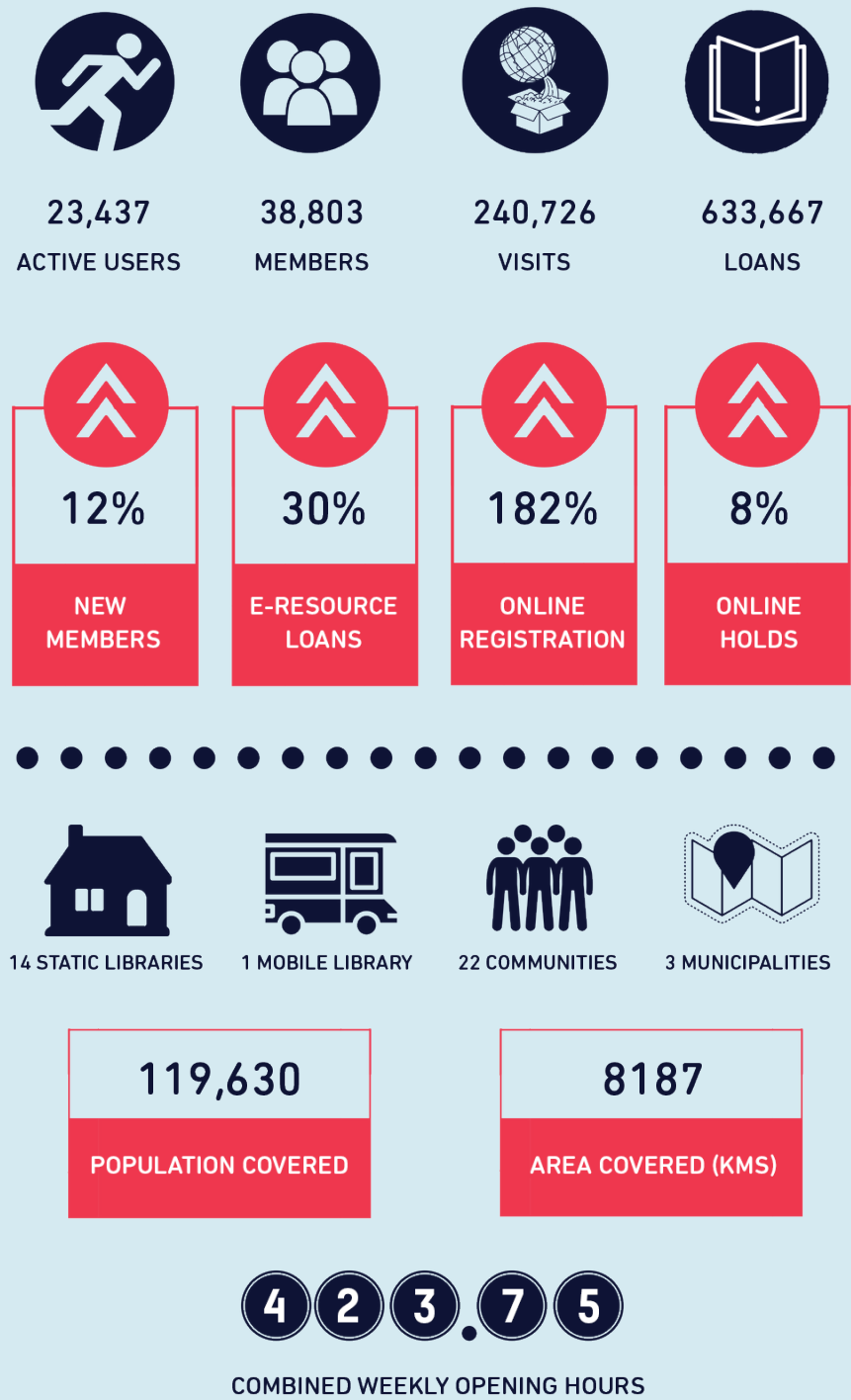
Driver under Instruction! Rachael began undertaking training to learn how to drive our Northern Mobile library truck in May 2021. If you see Rach out on the road, give her a wave (she won’t wave back as she’ll have both hands on the wheel!).



During Refugee Week in June 2021, attendees at events at Wonthaggi, Foster, Korumburra, Mirboo North, Inverloch, Phillip Island and Drouin Libraries had the opportunity ask questions and ‘borrow’ insights into the life of a ‘human library book’. Pictured at Korumburra

Library is Abiy, an Ethiopian refugee, who spoke about his experience living in refugee camps in Kenya after fleeing from rebel forces, and his love for Australia. Also pictured is Goshu Tefera, a university graduate whose research focused on refugee experiences in Australia.

2020-21 BY THE NUMBERS



STRATEGY ONE

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

The impacts of COVID-19 pandemic has meant that we had to close our doors to the public a number of times during 2020-21. Through much advocacy to the state Government by the sector, libraries were finally acknowledged as a vital service and able to provide click and collect services to our communities. Our staff have resiliently pivoted to provide click and collect services of books, dvds and other physical items, as well as print on demand.

In May 2020 we established a home delivery service that we continued to promote during 2020-21. Staff put together book bundles tailored to personal interests and delivered via Australia Post to our member's homes.

In 2020-21 our online services continued to have an equal focus as branch services. We saw an increased take up of our online chat support service and are continuing to work on improvements to this service including a 'chat-bot' component that will cater to frequently asked support questions.

With mental health and employment concerns being a current issue for many in our community, we provided valuable support with our monthly mental health blog and a variety of video programs including 'Looking after your mental health' where we speak to a qualified psychologist and 'getting back into the workforce' where we speak with a local recruitment agency about tips and tricks on apply for jobs.

In 2020-21 we also continued to provide news and updates via social media and promote relevant resources to our community. Social media continues to provide us with a critical connection with many members and the wider community and allows us to have two way conversations with valuable feedback and insight into our community needs.

In July 2020, we conducted our 'Have your say' survey on our Vision and Mission. In January 2021 we conducted our 'Have your say' and help shape our future survey. Surveys provide valuable feedback from our community and the January 2021 survey itself had more than 2,300 responses which have been used to help develop our 2021-25 Library Strategy.



STRATEGY TWO

Enable and facilitate new learning opportunities led by the community

In 2020-21 we continued our online delivery of video programs that are focused on local community needs. COVID-19 lockdowns have proved that physical human connection is an essential need for most of us but the ability to provide access to library services in a variety of formats is equally important.

During 2020-21, in COVIDsafe settings we continued to deliver a wide variety of in-branch programs that provide learning opportunities and human connection. These included events like chats with refugees, information sessions with legal services and palliative care, knitting groups, craft workshops, produce swap groups, chats with authors, school holiday activities and a wide range of events to support social inclusion when we were able to do so.

Our online programs were run in conjunction with in-branch events with an additional focus on two key topics: employment and mental health. We developed a number of video programs and a monthly blog with the support of local services including mental health and employment professionals that includes links to local resources. In June 2021 we added an new online resource, MyCareerMatch. This tool helps you find a career path and write a winning resume. After completing a short online survey you receive a detailed report of the industries that best match your top skills and interests. It's an excellent tool for students, job seekers, and anyone looking for help discovering a career path or writing a resume.

We also developed a partnership with Latrobe City Libraries, Wellington Shire Libraries and East Gippsland Shire Libraries to present a variety of online author talks with host Claire Halliday. Some of the featured authors included Dr Anita Heiss discussing her career and recent novel, 'Bila Yarrudhanggalangdhuray' and Barry Divola discussing his recent novel, 'Driving Stevie Fracasso.'



STRATEGY THREE

Improve our engagement with early years and young people



Earlier years literacy is an important foundation to develop essential skills in early childhood. During 2020-21 our regular Baby Rhyme Time and Story Time sessions were heavily impacted by the COVID-19 restrictions. In November 2020, we developed an Outdoor Story Times program in a COVIDsafe format so we could continue to deliver these much loved sessions that support early childhood development.

In 2020 Youth Week was rescheduled for a whole month between 15th November and 15th December. We reimagined one of our Youth Week 'MeetUp' programs to an online event called 'Future Lab'. This online video program involves pre-recording fun STEM activities that young people can watch and then safely try at home. These online programs introduce a range of value add information to school curriculum as well. During remote learning we saw a number of schools recommend their classes watch these programs for students. These sessions were also promoted on the West Gippsland

Libraries Facebook page and we acknowledge the support of our Youth Week Grant towards the series.

As part of creating this video series, we engaged with a number of young people to participate in the production of them. Offshore Surf School, Island Surfboards and Wonthaggi Boxing Club supported us with the production of 'The Physics of Sport.' This video that showcases the brilliance of our young local surfers, skaters and boxers demonstrating physics. Local tech teens from 1st Inverloch Scout Group demonstrated their skills in the production of 'Robots have taken over the library' using block code to try and generate emotion in a robot. With parent permission young people interested in participating will work with our library staff to produce the videos ready for our revised youth week dates 15th November – 15th of December. They were promoted on our social media, on our website and with local schools.



STRATEGY FOUR

Explore new and renovated spaces that reflect modern learning approaches

In March 2021, Inverloch library received a delivery of some new furniture including a comfortable reading chair inspired by the classic ‘Egg Chair’ and 4 casual lounge chairs. This furniture makeover refreshes and modernises the space as well as being a practical update to the existing furniture that was in need of replacement.

Also in March 2021, we opened the San Remo Community Library . The library’s interior is a bright welcoming space with lounge areas to relax with a book, newspapers or magazines. The facilities include: accessible bathroom including baby change facilities; children’s corner; reading lounge; flexible furniture and mobile shelving; free wi-fi; two public PCs; printing services; self-checkout kiosk; after-hours book returns chute and street front parking. The San Remo Community Library forms part of the planned service improvements for Bass Coast following the completion of the Waterline Community Library and two click & collect locations at Corinella and Coronet Bay that opened in March 2020.



During 2020-21 works at the Cowes Cultural and Community Centre began in preparation for the new library at Phillip Island. The new library will incorporate a reception, administration offices, children’s area with play zone, young adults’ area, group breakout, quiet booths, lounge and public computers with access to printing. The new Cowes Cultural and Community Centre is expected to open towards the end of 2022.

In 2020-21 planning of the new library at Korumburra continued with South Gippsland Shire Council. Works at the Korumburra Community Hub and the new site for the library are planned to commence in September 2021.

In 2020-21 planning commenced for the renovations at Mirboo North. The works that will be undertaken will include upgrades to the interior of the library, and to prepare for 24-hour access. The work is expected to be completed by mid-september 2021



STRATEGY FIVE

Test alternative engagement approaches to promote true inclusivity and accessibility

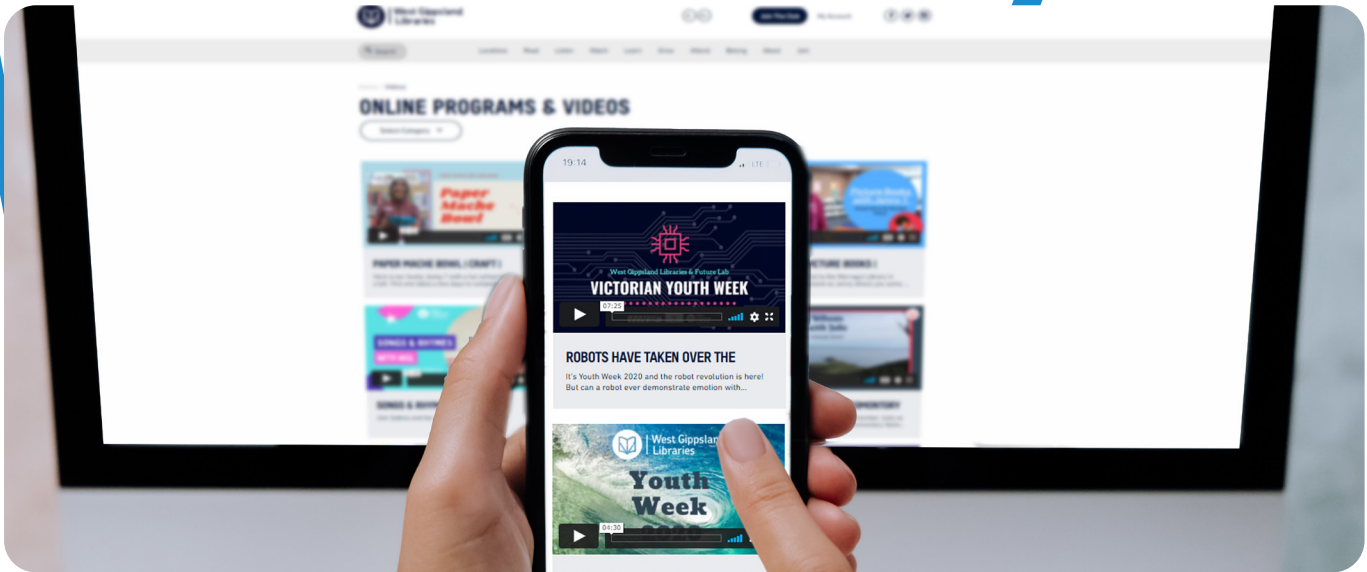
During 2020-21 we continued to provide support and connection to our services via our website, live chat, social media, keeping our branch lines open, making caring calls to vulnerable members and providing friendly in-branch services when we were able to do so.

As expected, the demand for online content increased during the year, particularly with COVID-19 closures of the physical branches. Online delivery of library services proving an essential method to provide different ways of connecting to our members and community.

By the end of June 2021 we had developed a collection of more than 600 video programs for all ages that continue to be promoted on Facebook and our website, generating more than 77,900 video views.



At the start of the financial year the Facebook page had 3,751 followers and grew to 4,197 by the end of the financial year. This represents a 12% increase in the Facebook audience during the 12 month period. With increasing feelings of social isolation resulting from COVID-19 restrictions, this social media platform has been a valuable resource to support our community by starting conversations and providing updates.



STRATEGY SIX

Support our community to explore and learn about new and emerging trends

In 2019-20, we continued to invest in virtual reality technology and proactively took it to multiple branches throughout the year, where it was immensely popular with both young and old patrons.

In response to the COVID-19 closures with limited physical access of library facilities we began developing alternative ways to connect with library members and the community. Adapting to the new restrictions, our staff began developing new skills both online and offline. With the increased demand for digital resources, a wide range of initiatives began to emerge including video programs, with staff bravely jumping in front of a camera and programs developed behind the scenes to reach our disconnected members to offer support to get started with our digital resources.



A Tech Talks program was established to book a call back from staff to help members learn how to setup and use digital resources on their own devices. A range of 'how to' videos have also been developed to support members by providing information about digital resources and to learn how to use them which have proven popular and a valuable resource to our members. Our outbound Caring Calls program was also used to identify members that had not previously accessed digital resources and offer them support to setup and use digital resources.

Many of our regular programs were also redeveloped to a digital format along with some new events including our Story Times, Baby Rhyme Times, Young Einsteins (STEM program), Author Talks, Book Reviews, Sustainability Tips and more. We are continuing to explore developing online programs and events to support a broad range of community needs.



STRATEGY SEVEN

Promote a culture that encourages flexibility, exploration and personal growth

West Gippsland Libraries is committed to making our workplaces safe, comfortable and supportive for our staff.

Our staff development day was delivered in an online format via Zoom. We were grateful we could come together online to celebrate our achievements in 2020.

Professional development was a focus in 2020-21, particularly when the majority of staff were directed to work from home in 2020 lockdowns. We provided staff with a LinkedIn Learning account with learning pathways to support a wide range of practical skills.

In April 2021, staff were provided the opportunity for 'Accidental Counsellor' training with Lifeline. Accidental Counsellor training aims to support developing skills to safely and effectively support friends, family, colleagues, and strangers who are in distress or experiencing a crisis.

Feedback from a staff member that attended the course, "I gained great deal from this training many of the things spoken about I will implement into my own personal health and mental wellbeing and so having this information has given me insight and helped me to grow as a person which can only have a positive flow on effect on me as a person meaning I am happier as a person in the workplace"

In June 2021, our branch managers began a professional development course with Shane Hatton, a leadership communication expert. Using his experience in business & psychology to help leaders communicate, connect and collaborate more effectively.

Throughout the year, we continued video meetings that provide an opportunity for staff to connect socially to talk to each other and learn more about each other and look after each other – and just have a good laugh – which experts suggest is an essential element of remaining resilient.



STRATEGY EIGHT

Explore diverse revenue opportunities to complement our service

March 2021, the Law Foundation provided us with a grant of \$1,500 to support our Law Week events. The purpose of Victorian Law Week is all about making learning about the law easy and provides access to vital information about their legal rights and responsibilities.

In Children’s Week in October 2020 we received a grant from the Victorian Government that supported our online production of a Children’s Week video package that we shared with our Councils, including a special Story Time, Read a Story and Story Time News programs.

In October 2020, we also received a Youth Week grant of \$2000 from the Victorian Government. This funding supported the development of our two ‘Future Lab’ programs developed in conjunction with young people that premiered online during Youth Week.

In April 2021 we received a grant to fund community engagement activities related to the My Digital Health training program.

Economic impacts of COVID-19 restrictions have seen a decrease in revenue from printing and copying with physical library closures and local friends groups unable to participate in usual fundraising activities.

We look forward to an increased focus on diverse revenue opportunities in 2020-21.



COMPARATIVE PERFORMANCE SUMMARY

July 2016 - June 2021

Membership and Visits	2016/17	2017/18	2018/19	2019/20*	2020/21-
Members	42,336	40,404	40,754	39,221	38,803
New Members	6,003	5,946	6,027	4,704	5,271
Total Number of Visits	585,995	567,897	551,371	419,237	240,726
Visits per Member	13.84	14.06	13.53	10.69	6.20
Visits per Capita	5.51	4.99	4.72	3.50	1.97
Total Region Population ^(A)	106,377	113,711	116,918	119,630	122,577
Total Open Hours per Week @ All Service Points ^(B)	397.75	402.75	415.00	423.75	423.75
Total EFT Staff	40.49	39.70	40.00	40.75	40.98
Total Circulation (Includes e-Library Renewals)	830,163	846,239	851,873	700,557	633,667
Total e-Resource circulation	46,757	64,675	105,043	156,320	202,808
Online Renewals	53,149	58,784	61,242	42,415	39,315
Online Renewals as % of Total Circulation	6.40%	6.95%	7.19%	6.05%	6.20%
Reservations (Includes e-Library Holds)	189,881	196,987	188,344	137,876	133,046
Online Holds	130,350	140,320	134,032	96,027	103,277
Online Holds as % of Reservations	68.65%	71.23%	71.16%	69.65%	77.63%
Online Access ^(C)	208,426	202,150	214,987	302,168	251,298
Online Library Databases	58,881	29,138	25,362	51,417	63,236
New Purchases (physical items)	19,687	19,704	21,703	18,031	17,818
Program attendees	41,933	45,885	51,477	42,088	10,914
Wi-Fi users	30,231	32,691	33,562	23,297	11,866
Public PC sessions	65,080	60,506	55,800	40,592	13,625
Game console sessions	2,448	3,622	3,033	2,157	185
Overdue Notices	29,204	27,989	28,418	27,220	-
Loans per Capita	7.80	7.44	7.29	5.85	5.17
Loans per Member	19.61	20.94	20.90	17.86	16.33
Loans per Visit	1.42	1.49	1.55	1.67	2.63
Loans per Open Hour	40.14	40.41	39.48	31.79	31.79
Reservations as % of Loans	22.87%	23.28%	22.11%	19.68%	20.00%
Overdue Notices as % of Loans	3.52%	3.31%	3.34%	3.89%	-

Notes:
A) Population statistics from ERP (released June each year)
B) Includes NDSC hours
C) From January 2014 to February 2015 external and internal network changes resulted in overcounting of sessions.
*Figures impacted due to COVID-19 closures from 18/03/2020 to 22/06/2020 and summer bushfires in 2019-20 in surrounding areas.
- Figures impacted by COVID-19 closures in 5/8/2020 to 21/10/2020, 13/02/2021 to 18/02/2021 and 28/05/2021 to 10/06/2021

VISITATION STATISTICS

July 2017 - June 2021

Shire	Branch	2017/18	2018/19	2019/20	2020/21
Bass Coast Shire	Inverloch	64,232	65,715	50,981	29,561
	Phillip Island	64,362	62,208	49,393	28,983
	South Coast Mobile	5,657	6,098	3,998	183
	San Remo	-	-	-	1,121
	Wonthaggi	138,294	132,078	95,877	44,293
	Totals	272,545	266,099	200,249	104,141
Baw Baw Shire	Northern Mobile	16,441	16,211	12,076	9,176
	Drouin	38,102	39,176	31,864	21,070
	Neerim South	3,265	2,875	2,288	-
	Warragul	113,168	109,430	80,187	45,857
	Totals	170,976	167,692	126,415	76,103
South Gippsland Shire	Foster	18,349	13,882	16,453	10,962
	Korumburra	24,612	24,359	19,710	14,785
	Leongatha	55,218	53,673	39,330	22,301
	Mirboo North	18,487	18,174	12,312	9,621
	Poowong	5,351	5,099	3,451	2,716
	Northern Mobile (Nyora Stop)	661	545	346	394
	Welshpool	-	-	-	-
	South Coast Mobile	1,506	1,390	-	
	Totals	124,187	117,122	91,602	60,779
Regional Support Centre		189	458	971	-
	Grand Totals	567,897	551,371	419,237	241,023

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

1st April 2016 - 3rd May 2016 - South Coast Mobile off the road. Small van used at sites for circulations & holds.
August 2015 - May 2016 - Phillip Island people counter error resulted in under counting the number of visits for this period. Corrected figures for the period were added retrospectively in September 2016.
South Coast Mobile - No Library visits 4th January 2017 until 8th February 2017 - Faulty Thermal counter power injector.
February 2017 - May 2017 - Neerim South Library (NS) main door access ramp closed off due to major renovations.
Regional Support Centre visits are meeting room hire attendees.
Welshpool Community Library does not have a door counter and does not record visits. Only loans are recorded.

BUSINESS PLAN

West Gippsland Libraries operates in accordance with the provisions of the Local Government Act 1989, and a range of legislative and regulatory frameworks.

The Corporation also acts in accordance with the Regional Library Agreement (2014). The Corporation will therefore:

- Meet the legislative and regulatory requirements of a Regional Library Corporation
- Deliver organisational financial accountability
- Demonstrate good governance
- Advocate and lobby for the recognition of the importance of library service funding at a local and state government level
- Maintain and enhance efficiencies in corporate support services, including enhanced electronic service delivery
- Effectively manage staff resources across eleven static libraries, two mobile library services, three mobile library depots and the Regional Support Centre
- Annually review the Corporation’s 4 Year Financial Plan and refine the 10 Year Long Term Financial Plan
- Provide the financial capacity to ensure that new infrastructure and technology can be implemented, delivering the best result for each dollar to be expended
- Act in accordance with the Enterprise Agreement 2017-2020
- Brief new Board members as and when required
- Review Corporation Strategic Plans: Marketing, Collection, Digital and Early Years
- Become a more sustainable organisation, reviewing mobile services, reviewing debt recovery, local laws, loan commitments, Friends of Library support and staffing structures
- Comply with statutory and good governance requirements by reporting and preparing regular financial statements
- Enter into funding Agreements with the State Government that enhance library services for West Gippsland users
- Give priority to improving Occupational Health and Safety, region wide
- Obtain access to an expert Copyright resource
- Improve reporting processes to ensure knowledgeable staff and Board members
- Provide support to small and emerging businesses

GOVERNANCE

Equal employment opportunity

West Gippsland Libraries continues to have a strong focus on equal employment opportunity with measures in place to ensure that the workplace is free of discrimination and harassment. No complaints have been lodged with the Equal Opportunity Commission about the Corporation’s activities.

Freedom of information

The public has the right under the FOI Act to apply for access to Corporation information, including viewing documents and/or obtaining personal copies. Applicants dissatisfied with an FOI decision have the opportunity to apply for a review by the CEO, independent of the FOI decision-maker. No requests were received during 2020-21. In addition the Corporation makes available the required documentation pursuant to the Local Government Act 1989.

Information privacy

The primary legislative obligations applying to the Corporation’s treatment of personal information are contained in the Victorian Government’s Privacy and Data Protection Act 2014. The legislation prescribes a number of Information Privacy Principles that the Corporation is required to comply with to promote and ensure the fair and reasonable collection and handling of personal and health information. West Gippsland Libraries will continue to comply with the privacy principles contained in the Act.

Protected disclosures act

The purpose of the Protected Disclosures Act 2012 is to encourage and facilitate the making of disclosures in relation to the improper conduct of Council and its employees and to provide protection for persons making disclosures against detrimental action. The Corporation fully supports the Act, having a high regard for transparency and accountability. In accordance with Section 70 of the Protected Disclosure Act, the following information is provided:

- a) Information about how to access the Protected Disclosure Procedures document. The procedures are available by request.
- b) The number of disclosures made to the Corporation and notified to the IBAC for assessment.

There were no disclosures made to the Corporation during the period of 1 July 2020 and 30 June 2021.

Insurance

West Gippsland Libraries has placed its required insurance policies with the Municipal Association of Victoria’s Liability Mutual Insurance. As an agent for the Victorian WorkCover Authority, and as required by the Accident Compensation Act 1985, the Corporation placed its workers compensation insurance needs with Gallagher Bassett Services, Workers Compensation Vic Pty Ltd.

