

Ordinary Board Meeting

Agenda

Friday 1st May 2020

11.30 am

Fountain Room
West Gippsland Arts Centre
Warragul



| West Gippsland
Libraries

Our mission and strategy

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

Values

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

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

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

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

Notice of meeting

Notice is hereby given that an Ordinary Meeting of the West Gippsland Libraries Board will be held at West Gippsland Arts Centre, Crn Smith and Albert Streets, Warragul on Friday, 1st May 2020 at 11.30 am.

That attention is directed to the change in venue to the West Gippsland Arts Centre, Warragul instead of the Phillip Island Library, Cowes, in order to maintain appropriate social distancing and video facilities.

Date of notice: Friday 24th April 2020

Leanne Williams

Chief Executive Officer



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Required attendance:

Cr Keith Cook (Baw Baw Shire Council) **Chair**
Cr Geoff Ellis (Bass Coast Shire Council) – Substitute for Cr Le Serve
Mark Dupe (Baw Baw Shire Council)
David Welch (South Gippsland Shire Council)
Rick Brown (South Gippsland Shire Council)
Jodi Kennedy (Bass Coast Shire Council)

WGL Officers

Leanne Williams (Chief Executive Officer)

1. Meeting to be closed to the public

Section 89 of the Local Government Act 1989 states that meetings must be open to the public. However, section 196 (Regional libraries) subsection 7(b) provides an exemption to this clause for Regional Library Corporations. Therefore Regional Library Corporations are not required to have their meetings open to the public.

Due to stage three restrictions implemented by the State and Federal Governments, social distancing measures and non-essential travel requirements, it recommended that the Board close the meeting being held today to the public.

Minutes from the meeting will still be available on West Gippsland Libraries website. Hearing of submissions will be conducted via video as well as the ordinary update from the Community Advisory Committee.

Recommendation

That the Board close the Board Meeting being held today (1st May 2020) to the public under section 196(7)(b).

2. Statement of acknowledgement

The West Gippsland Libraries respectfully acknowledges the traditional owners of this land, their spirits and ancestors. We would also like to pay respect to their elders past, present and emerging.

3. Our Child Safety Commitment

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

4. Apologies

The following apologies are noted due to covid-19:

Cr Clare Le Serve
Linda Fowler (Manager People and Culture)
Rebecca Noone (Manager Marketing and Strategy)

5. Declarations of interest/conflict of interest

6. Minutes of previous meeting

Recommendation

That the Board adopt the minutes from the Ordinary meeting held 6th March 2020.

Attachments

Attachment 6.1.1 – Minutes of the Ordinary Board meeting 6th March 2020

7. Standing items

7.1. Business arising from the previous meeting

Nil

7.2. Update from the Community Advisory Committee

Chair – David Lyons to provide a verbal update (via video)

Recommendation

That the Board note the Community Advisory Committee's verbal report.

Attachments

Nil

8. Questions on notice

9. Reports



9.1. Hearing of Submissions

Library Plan 2017 – 2021 (Revised) and Draft Budget 2019.20

Executive Summary

The purpose of this report is for the Board to:

- Receive submissions pursuant to section 223 of the *Local Government Act (Vic) 1989*; and
- Have the opportunity to hear submitters speak to their submission relating to the Library Plan 2017.21 (Revised 2020) and the Draft Budget 2020.21.

Submissions will be heard via video due to the Stage 3 restrictions enforced from the Coronavirus.

Recommendation

That the Board pursuant to section 223 of *Local Government Act (Vic) 1989*:

- i. Receives the submissions; and
 - ii. Considers the submissions as part of adopting the Library Plan 2017-21 and Annual Budget 2020.21.
-

Attachments

Attachment 9.1.1 – Submission received from the Community Advisory Committee



9.2 Quarter 3 Finance and Performance Report – 31 March 2020

Report Prepared by Chief Executive Officer

Executive summary

This report presents to the Board the Quarterly Finance and Performance Report for the quarter ending 31 March 2020. This report highlights how West Gippsland Libraries has delivered on its actions in the Library Plan and performed against budget for the quarter.

Quarter three ended in unprecedented times with the closure of the libraries to the public due to the coronavirus and stage three restrictions implemented by Federal and State Governments. West Gippsland Libraries was well positioned to support employees and library patrons after the libraries were closed that includes:

- Launch of the website live chat function;
- Launch of video services including:
 - Online story times;
 - How to videos;
 - Kids activity videos; and
 - Adult book reviews and recommendations.
- Tech talks with staff over the phone;
- Increased investment in e-resource collection; and
- Caring calls to patrons over the age of 70 who may not have access to digital devices.

It is also important to highlight a couple of significant achievements that occurred prior to the impact from the coronavirus. Firstly, the Waterline Community Library opened to the public. Whilst the official opening ceremony was postponed the library still opened to the public and the staff received an overwhelmingly positive response from those who visited. Even though the library was only open for one day before having to close again due to the coronavirus, it was a great step forward to providing a wonderful service for the community.

The second major achievement was West Gippsland Libraries winning Best Large Business at the Celebrate Baw Baw Business Awards and being named as a finalist in the Best Community Contribution Award as voted by the public. This is a great recognition for all the hard work of staff and the service they provide to the community and how we lead as a large business in the Shire. This helps raise the profile of the organisation. Another highlight at the business awards was advocacy during the acceptance speech for West Gippsland Libraries Children in the Workplace Policy. Promoting the policy on the evening prompted a number of conversations with other businesses and the sharing of our policy.

Recommendation

That the Board adopts the Quarter 3 Finance and Performance Report, for the quarter ending 31 March 2020.

Background

West Gippsland Libraries continues to deliver on its four year strategic plan. It consists of eight key strategies with actions for each strategy. The Library Plan provides greater detail regarding these actions.

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

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

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



- Strategy Three – Improve our engagement with early years and teen members.
- Strategy Four – Experiment with new and renovated spaces that reflect modern learning approaches.
- Strategy Five – Test alternative engagement approaches to promote true inclusivity and accessibility.
- Strategy Six – Support our community to explore and learn about new and emerging trends.
- Strategy Seven – Promote a culture that encourages flexibility, experimentation and personal growth.
- Strategy Eight – Explore diverse revenue opportunities to complement our service.

Financial implications

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

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

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

Policy and legislative implications

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

Section 196 – Regional libraries

Section 136 – Principles of sound financial management

Section 138 – Quarterly statements

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

Conclusion

West Gippsland Libraries has had a big quarter with the opening of the Waterline Community Library and winning the Best Large Business Award and then concluded the month with closing libraries to the public due to the COVID-19 pandemic. WGL still delivered a number of key projects and actions outlined in the Library Plan with great success.

The final quarter of the year will focus on how WGL continues to support community members during the ongoing closure and pandemic. It is recommended that the Board adopt the Quarter 3 Finance and Performance Report 2019.20.

Conflict of interest

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

Attachments

Attachment 9.2.1 – Quarter 3 Finance and Performance Report 2019.20



9.3. Board Meeting Timetable

Report Prepared by Chief Executive Officer

Executive summary

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

Current meeting dates and locations adopted by the Board at its meeting on 6th December 2020 are:

- Friday, 26th June 2020, 11.30 am at the Council Chambers, Leongatha
- Friday, 11th September 2020, 11.30 am at the Drouin Library, Drouin
- Friday, 4th December 2020, 11.30 am at the Old Post Office Building, Wonthaggi

It is recommended that the Board revise these dates and locations for the following reasons:

- Councils and Library Corporations have been granted an extension from Local Government Victoria to now submit their annual budgets and Council (Library) Plans by 31 August 2020 (instead of by 30 June 2020).
- West Gippsland Libraries is not able to adopt its Budget and Library Plan until such time that the three member Councils have adopted their annual budgets.
- Stage 3 restrictions are currently in place due to the coronavirus and it requires social distancing measures to be met when conducting essential business.

It is recommended that the Board amend the meetings as follows:

- Retain the meeting on 26th June 2020 and hold an additional Ordinary meeting on Friday 28th August 2020; and
- Change the location of all meetings for the year to the West Gippsland Arts Centre, Fountain Room in Warragul which is the most suitable venue to be able to maintain correct social distancing and provide video conferencing facilities if required.

Recommendation

That the Board:

- i. Retains the meeting on 26th June 2020 and holds an additional Ordinary meeting on Friday 28th August 2020;
- i. Considers and adopts the Annual Budget and Library Plan at the Ordinary meeting on Friday 28th August 2020; and
- ii. Changes the location of all Ordinary meetings for the remainder of the year to the West Gippsland Arts Centre, Fountain Room in Warragul.

Policy and legislative implications

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

Conflict of interest

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

Attachments

Nil



9.4 Removal of fines performance overview

Report Prepared by: Manager Technology & Collections

Executive summary

This report presents an update to the Board on the implementation and impact of the 2019.20 Budget decision to remove fines on overdue items that commenced on 1st July 2019.

Recommendation

That the Board note the report.

Background

Overdue fines are a barrier to people coming to our libraries. The people who can least afford to pay fines are often the ones who need the library most. There is no evidence that suggests overdue fines encourage meaningful compliance. The Board recognised this as part of the 2019.20 budget and adopted to remove overdue fines from 1 July 2019.

The library management system was reconfigured accordingly and all outstanding overdue fines were removed from member's accounts. The removal of fines was promoted in various media which resulted in very positive and supportive feedback.

Measures of success

There were a number of measures of success outlined in the report adopted by the Board. Performance against these measurers is outlined below:

Number Loans (physical and virtual)

Jul 2018 to Feb 2019 – Total Loans 567,749

Jul 2019 to Feb 2020 – Total Loans 576,060

Number of Visits (physical and virtual)

Jul 2018 to Feb 2019 – Total Loans 371,176

Jul 2019 to Feb 2020 – Total Loans 377,651

Customer feedback

Some the comments received on the West Gippsland Libraries Facebook page that are also representative of the feedback provided directly to staff.

Thats very generous of you. Even though I tried to get my books back on time, I didn't always achieve it. I saw my fine as an investment in a great service though.

Another fine free library - well done guys!

Thank goodness! I was actually starting to avoid borrowing books from the library as I am regularly late in returning them. And I hated the guilt trip that went with it when I paid the fine.

So thank you for guilt free borrowings from now on. P.S I will still try to return them as soon as they're due! I'm just a disorganised and busy mum

I hope other library services choose to follow in your footsteps. Well done

That's very generous of you. Even though I tried to get my books back on time, I didn't always achieve it. I saw my fine as an investment in a great service though.



Thank you, thank you. I often had trouble reading the book within the timeframe offered

This will make life easier

Fantastic! What a wonderful idea and such an important reason behind it- to make libraries accessible for all. Well done!

Well done...great to see libraries continue to innovate and excel at customer service

Thank you that is lovely, I have been known to be late in the past, due to no fault of my own, the staff have been wonderful to me and cannot speak highly enough of them all.

This is so great! I always try my best but sometimes life gets busy. Thank you! We're so lucky to have our wonderful libraries.

Great concept and very inclusive of all peoples, I love it, and would love for this to be rolled out across all Gippsland Libraries

Turnover rate of stock

System unable to calculate at this point.

Active membership

June 2019 – 12 Month Active Members	Total	25,791
February 2020 –12 Month Active Members	Total	24,717

Number of lost items

Jul 2018 to Feb 2019 – Total Lost Items 376

Jul 2019 to Feb 2020 – Total Lost Items 411

Staff satisfaction survey

Has not been conducted

Number of overdue notices sent

Jul 2018 to Feb 2019 – Total 75,229

Jul 2019 to Feb 2020 – Total 88,704

Number of days to wait for an item

Jun 2019 – Average wait 164 days

Feb 2020 – Average wait 174 days

Analysis

Loans, visits and customer feedback support a very well received West Gippsland Libraries initiative. Active membership has decreased over the reporting period however this will be due to other factors with the removal of fines potentially reducing the total decrease in numbers.

Lost items have increased over the reporting period possibly indicating an issue. This will be monitored. It may not be related to the removal of fines.

There has been a significant increase in the number of overdue related notices sent indicating items are being retained longer and not all members are renewing their items despite the non-financial penalties imposed. Automatic renewal of items will be implemented to attempt to reduce the number of overdue items. An increase was expected.



The average amount of time a library member has to wait for an item they requested has also increased marginally.

Financial implications

The removal of overdue fines is anticipated to be a cost neutral exercise. Revenue from fines has been declining, and in many cases more time is spent collecting a fine than the amount being paid. There will be increased efficiency and wellbeing from staff by not having to confront and request payment for fines.

The revenue derived from fines in 2017.18 was \$23,194 and in 2018.20 was \$20,755. The 2019.20 Budget was developed based on no overdue fine revenue.

A proposal that was to be implemented at the same time as the removal of fines was the introduction of donation tap points at the customer service desk as well as online. This was to provide a seamless transition for patrons who saw their fine as a donation to the library. Initially it was unknown what revenue donation tap points may bring, so it was not factored into the budget.

Technical issues delayed the introduction of the donation tap points and their revenue impact is still to be determined.

Policy and legislative implications

This proposal aligns with Library Plan Strategies one and five as outlined below:

Strategy one – enhance our library service models to better meet the needs of our community.

Strategy five – test alternative engagement approaches to promote true inclusivity and accessibility.

Conclusion

The removal of overdue fines has been enthusiastically and in some cases gratefully received by our members who applauded the decision.

The full benefit and impact on West Gippsland Libraries service delivery is still being assessed with particular focus on the availability of the collection and maintaining equity of access for all members.

It is recommended that the Board note the report.

Conflict of interest

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

Attachments

Nil



9.5 Review of Local Law

Report Prepared by Chief Executive Officer

Executive summary

The purpose of this report is to:

- Provide an overview to the Board of the review of the *Meetings, Operations and Use of Libraries Local Law No. 2 2008*;
- Provide a revised *Meetings, Operations and Use of Libraries Local Law No. 3 2020* for the Boards consideration;
- Outline the processes and timelines for:
 - Giving notice of the review to the Local Law;
 - Seeking public consultation and submissions on the revised Local Law;
 - Adoption of the Local Law by Member Councils;
 - Adoption of the Local Law by the Board; and
 - Publishing notice of the adoption of the Local Law and advising the Minister for Local Government Victoria.

The Local Law *Meetings, Operation and Use of Libraries Local Law 2008* is overdue for review and renewal. This report commences the process for the review and renewal of the Local Law.

The Local Law is essential for West Gippsland Libraries to conduct its operations and to provide effective governance.

Recommendation

That the Board:

- i. Notes the review undertaken of the *Meetings, Operations and Use of Libraries Local Law No. 2 2008*;
- ii. Supports the amendments to the proposed included in the *Meetings, Operations and Use of Libraries Local Law No. 3 2020*;
- iii. Gives public notice of its intention to make the *Meetings, Operations and Use of Libraries Local Law No. 3 2020* that includes publishing a notice in the Victorian Government Gazette pursuant to section 119 of *The Local Government Act 1989*;
- iv. Make available the proposed *Meetings, Operations and Use of Libraries Local Law No. 3 2020* for public inspection pursuant to section 223 of the *Local Government Act 1989*;
- v. Close submissions on Friday 12th June 2020 at 5pm; and
- vi. Hear submissions on the proposed *Meetings, Operations and Use of Libraries Local Law No. 3 2020* at its Ordinary Meeting on Friday 26th June 2020.

Background and review

The existing Local Law commenced in 2008 and Section 122 of The Act - *Sunset provision* states that unless sooner revoked, a local law is revoked on the day which is 10 years after the Local Law came into operation. The existing Local Law did not explicitly detail the end date of the Local Law which is why the review has not been conducted sooner.

A review has been undertaken by the CEO of the existing Local Law and minor amendments have been made as follows:

- Provided a cessation date of the Local Law in alignment with The Act.



- Added definitions to provide greater clarity to readers of the Local Law. These definitions are consistent with the definitions outlined in the Baw Baw Shire Council Meeting Procedure Local Law.
- Improved formatting to make reading the Local Law easier, including combining sections and renumbering.
- Inserting minor additions to CEO's authorisation within the Library Management section (Part 4) including the CEO's ability to make minor amendments to the opening hours (such as during holiday periods) and the allowance of issuing electronic membership cards.
- The inclusion of clause (15)(6) to allow participation of meetings by electronic means. Library Corporations have a clause in The Act that allows electronic participation when Councils are not as outlined in section 197E. There are a number of Library Corporations that already have this inclusion in their local laws.
- The inclusion of clause (16 – conduct at Board Meetings) which is consistent with the wording outlined in Baw Baw Shire Councils' Local Law as it strengthens the governance of the Board.
- The inclusion of clause (92)(1) and (2) that opens meetings to the public when the Board is not required to under section 196(7)(b). There are a number of Library Corporations that do not open their meetings to the public under this provision. The rewording gives the Board the option to open meetings to the public.
- Formatted and new subheading outlining the offences imposed by the Local Law. This was not consolidated in one section in the old Local Law and the new local law changes specific dollar penalties to penalty units. This section is now consistent with Baw Baw Shire Councils Local Law.
- Baw Baw Shire Councils Local Law has been used for guidance and consistency as Baw Baw Shire Council had in past years provided administrative support to the Corporation and similarities already existed between the two Local Laws.

Procedure for Board Review and Public Consultation

Section 119 of the *Local Government Act 1989 (The Act)* - Procedure for making a local law outlines the following requirements:

Before the Board makes a local law it must comply with the following procedure.

- must give a notice in the Government Gazette and a public notice stating—
 - the purpose and general purport of the proposed local law; and
 - that a copy of the proposed local law and any explanatory document can be obtained from the WGL office; and
 - that any person affected by the proposed local law may make a submission relating to the proposed local law under section 223
- The Board must ensure that
 - a copy of the proposed local law; and
 - an explanatory document setting out prescribed details in relation to the local law—
 - is available for inspection at, and obtainable from, the WGL office during ordinary business hours.
- After a local law has been made the Board must give a notice in the Government Gazette and a public notice specifying—
 - the title of the local law; and
 - the purpose and general purport of the local law; and
 - that a copy of the local law may be inspected at the WGL office.
- After a local law has been made WGL must send a copy to the Minister.

Section 197F of The Act – Restriction on power to make local laws states the following:



- Despite section 196(7)(d), which states provisions applying to a regional library as though it were a Council, section 197 requires a regional library can only make a local law if the proposed local law has been ratified by all the member Councils of the library.

It is proposed that the following procedure and timelines be considered and adopted by the Board for the review to ensure compliance with The Act:

- The Board gives notice at this meeting of the proposed local law and publish the notice in the Government Gazette on either the edition for 7th May 2020 or 14th May 2020.
- The Board give notice and seek submissions from the public under section 223 of The Act. The notice will be published and advertised on WGL's Website, Facebook Page and in local newspapers. The Proposed Local Law will be made available on WGL's website and at the Regional Library Corporation office at 65 Victoria Street. Members of the public can request a printed copy be posted to them.
- That submissions remain open from the time notice is published in the Government Gazette and submission will close on Friday 12th June 2020 at 5pm ensuring not less than 28 days.
- Submissions will be heard by the Board at the Ordinary Board meeting to be held on Friday 26th June 2020 and consider and propose any amendments to be made to the Local Law ready for consideration by Member Councils.
- The proposed Local Law be ratified by Member Councils in July or August 2020.
- Adoption of the Local Law be made by the Board at its meeting in either August or September 2020.
- Notice of the Local Law being adopted by the Board be published in the Victoria Government Gazette after the meeting.
- The Local Law becomes effective from the date the notice is published in the Victorian Government Gazette.
- The Local Law be forwarded to the Minister.

Financial implications

Nil unless the Board seeks legal advice on the Local Law.

Policy and legislative implications

This report and the Local Law attached to this report is prepared in accordance with the following sections of The Act:

- Section 196 – Regional libraries
Section 119 - Procedure for making a local law
Section 122 - Sunset provision
Section 197F - Restriction on power to make local laws
Section 223 – Right to make a submission
Section 197E – Attendance at meetings of the governing body of a regional library
Guidelines for Local Laws Manual issued by Department of Planning and Community Development

Conclusion

The Local Law is essential for West Gippsland Libraries to conduct its operations and to provide effective governance. It is recommended that the Board adopted the revised proposed *Meetings, Operations and Use of Libraries Local Law No. 3 2020*.



Conflict of interest

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

Attachments

Attachment 9.5.1 – Meetings, Operation and use of Libraries Local Law No. 3 2020



10. Presentations

Nil

11. General Business

12. For information

Nil

13. Next Meeting

Ordinary Board meeting Friday, 26th June 2020 at the West Gippsland Arts Centre, Crn Smith and Albert Streets, Warragul on Friday, 1st May 2020 at 11.30 am



Ordinary Board Meeting

Minutes

Friday 6th March 2020

11.30 am

Regional Support Centre
65 Victoria Street
Warragul



Our mission and strategy

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

Values

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

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

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

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



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In attendance:

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

WGL Officers

Leanne Williams (Chief Executive Officer)
Rebecca Noone (Manager Marketing and Strategy)

Meeting opened at 11.47 am

1. Statement of acknowledgement

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

2. Our Child Safety Commitment

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

3. Welcome

David Welch – Manager Community Services, South Gippsland Shire. David is the substitute for Faith Page.

4. Apologies

Faith Page (South Gippsland Shire Council)
Linda Fowler (Manager People and Culture)

5. Declarations of interest/conflict of interest

Nil



6. Minutes of previous meeting

Recommendation

That the Board adopt the minutes from the Ordinary meeting held 6th December 2019.

Resolution

That the Board adopt the minutes from the Ordinary meeting held 6th December 2019.

Moved: Mark Dupe

Seconded: Jodi Kennedy

Carried unanimously

Attachments

Attachment 5.1.1 – Minutes of the Ordinary Board meeting 6th December 2019

7. Standing items

7.1. Business arising from the previous meeting

Nil

7.2. Update from the Community Advisory Committee

Chair – David Lyons to provide a verbal update – CAC not in attendance and no update provided

Recommendation

That the Board note the Community Advisory Committee's verbal report and the minutes from its meeting held 6th December 2019.

Resolution

That the Board note the Community Advisory Committee's minutes from its meeting held 6th December 2019.

Moved: Mark Dupe

Seconded: Rick Brown

Carried unanimously

Attachments

Attachment 7.2.1 – Minutes of the CAC 6.12.19

Attachment 7.2.2 – CAC Plan Priorities 2020



8. Questions from the gallery

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

Nil

9. Questions on notice

Mary Schooneveldt – As far as the Budget is concerned am always surprised by the amount cash held on the balance sheet which you predict to grow to \$1.7 million from current \$1.3 million in the forward estimates.

Response provided via email – CEO responded:

Great question on the cash and there are two parts to my response.

1. Our cash reserves have to increase each year to 'cash back' the increase in employee entitlements which also tends to increase year on year;
2. Over the next year we will be developing a strategic plan on how we upgrade and invest in our libraries spaces and furniture to ensure they are modern, renewed and fresh. This will be the basis for a structured approach to how we manage our cash.

10. Reports



10.1 Quarter 2 Finance and Performance Report – 31 December 2019

Report Prepared by Chief Executive Officer

Executive summary

This report presents to the Board the Quarterly Finance and Performance Report for the quarter ending 31 December 2019. This report highlights how West Gippsland Libraries delivered on its actions in the Library Plan and performed against budget for the quarter.

Highlights for the quarter include:

- The Foster Library redevelopment and 24/7 access model going live and operating smoothly; and
- Planning and design work was undertaken for the Waterline Community Library and works will be completed in quarter three;
- E-resource loans continuing to increase year on year above expectations;
- Program attendees continuing to increase year on year; and
- Expenditure is favourable to budget.

Recommendation

That the Board adopt the Quarter 2 Finance and Performance Report for the quarter ending 31 December 2019.

Resolution

That the Board adopt the Quarter 2 Finance and Performance Report for the quarter ending 31 December 2019.

Moved: Rick Brown

Seconded: David Welch

Carried unanimously

Background

West Gippsland Libraries continues to deliver on its four year strategic plan. It consists of eight key strategies with actions for each strategy. The Library Plan provides greater detail regarding these actions.

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

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

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

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

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

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

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

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

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



Financial implications

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

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

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

Policy and legislative implications

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

Section 196 – Regional libraries

Section 136 – Principles of sound financial management

Section 138 – Quarterly statements

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

Conclusion

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

It is recommended that the Board adopt the Quarter 2 Finance and Performance Report 2019.20.

Conflict of interest

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

Attachments

Attachment 10.1.1 – Quarter 2 Finance and Performance Report 2019.20



10.2 Regional Overview – Foster 24 hour access Library

Report Prepared by Michelle Nicholls, Manager Library Services - Southern

Executive summary

This report provides general background and performance data relating to the Foster Library 24/7 access model. The Foster Library went live with 24 hour access August 2019. This report looks at the 6 months 1st August 2019 to 31st Jan 2020. This model was created in response to people in the community identifying a disparity in opening hours and convenience. With help from Grant, West Gippsland Libraries and Friends of the library funding a building renovation and technology upgrade has been completed. An extended Fob membership is now operational with members able to access the building and services 24/7. The model has attracted media attention with radio coverage and print articles in national circulation. Fob access is currently at 79 with a total of 306 visits as at the 31st Jan 2020.

Recommendation

That the Board endorses the report, noting:

- i. The increased usage of Foster Library; and
- ii. 24/7 members currently represent 7.5% of total Foster Library membership.

Revised Resolution

That the Board endorses the report, noting:

- i. The increased usage of Foster Library; and
- ii. 24/7 membership currently represent 7.5% of total Foster Library membership.

And

That the Board supports the implementation of the 24/7 service in all libraries to provide more access to more people as the opportunity arises.

Moved: Rick Brown

Seconded: Mark Dupe

Carried unanimously

Background

Foster Library is the first library in Victoria to operate with dual flexibility and enhanced membership. The Library maintains its regular staffed opening hours and then quickly moves to an unstaffed 24/7 model. An enhanced membership is created by attaching the use of a Fob to enter and exit the library after standard hours. A small refundable fee is charged for the Fob and an induction takes place with a librarian in order for the extended membership to be issued.

This model was first envisaged when people in the community were asking for more opening hours. Through investigation and consultation it was found almost 50 per cent of the community worked more than 35 hours a week. It was concluded that just increasing the opening hours was not going to meet the needs of the group. It was also discovered that 25% of the community did not have internet access at home.

These findings stimulated design thinking around opening hours and ultimately led to the recommendation that a 24/7 access model be adopted. The move to 24/7 access required a \$92,000 upgrade. This was funded through a partial State Government grant and a \$20,000 contribution from West Gippsland Libraries and \$3,000 from the Friends of the Foster Library.



This model has attracted much media attention both locally and more broadly across the country, with staff receiving inquiries from as far away as Western Australia and Tasmania. Further media interest resulted in ABC Radio conducting a radio interview about the service and a feature article in their national distribution. <https://www.abc.net.au/news/2019-12-27/foster-library-first-in-victoria-to-open-24-hours-a-day/11777696>

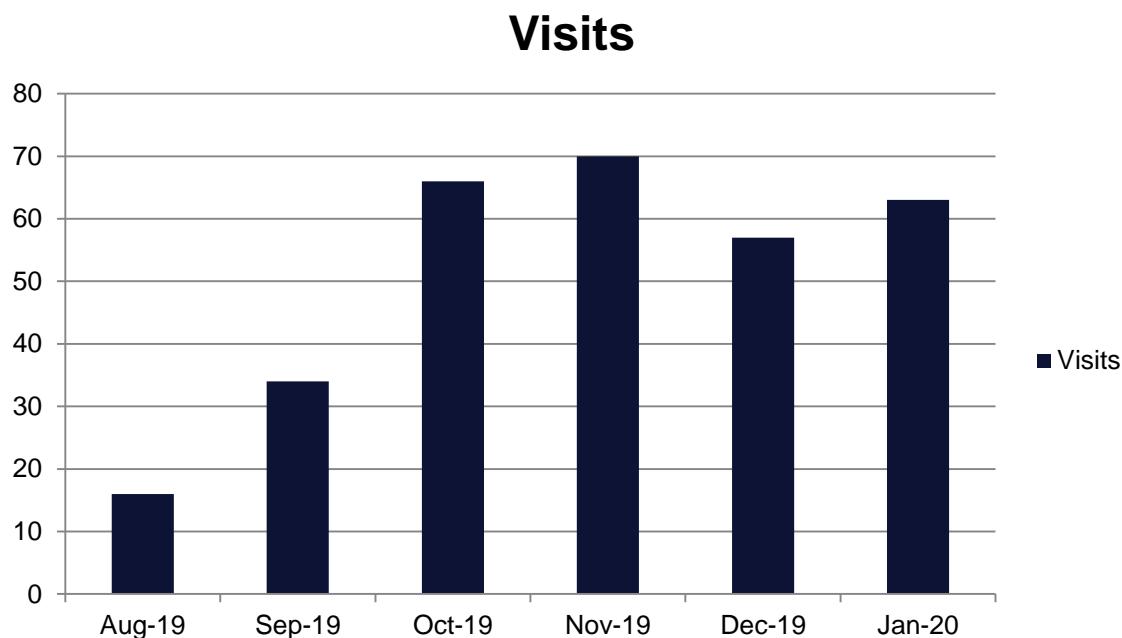
This innovative model is leading the way with 79 current extended memberships.

Performance data as at the 31st Jan 2020 is summarised below:

Date	Number of Visits
August 2019	16
September 2019	34
October 2019	66
November 2019	70
December 2019	57
January 2020	63
Total as at 31/01/20	306 or 2.3% of total Foster Library visits

Table 1: Total number of visits including external contractors and staff

Graph 1: Monthly Usage



Financial Implications

All Financial implications relating to the acquittal of grant funding received for this project has been completed. Any future financial implications relating to the ongoing maintenance of the 24/7 Fobs are accounted for as part of annual facilities budgeting.



Policy and Legislative implications

WGL - Victorian Child safety Policy 2017

WGL – Library Plan 2017-21

Conclusion

The Foster 24/7 access Library is a successful, innovative model established through design thinking around the needs of a community that looked for more opening hours that worked in conjunction with work and life convenience. Through various funding channels an extended membership is now available for applicants wishing to access the building and services 24/7. The media has welcomed the innovation with radio and print coverage. As at the 31st Jan 2020 79 Fobs have been issued and 306 visits have been recorded.

Conflict of interest

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



10.3. Library Plan 2017.21 (Revised 2020)

Report Prepared by Chief Executive Officer

Executive Summary

The report presents the revised version of the West Gippsland Libraries Library Plan 2017-21 (Revised 2020). The Library Plan is the guiding strategic document for the organisation, setting out our commitment to delivering library services to the communities of Baw Baw, South Gippsland and Bass Coast shires. It features eight strategic objectives and supporting actions to ensure that an accessible and dynamic library service is delivered to the community.

This is the final year of the Library Plan and it builds on the exceptional achievements of the past three years. The revised plan acknowledges and continues to focus on library services changing at a rapid pace, and that adapting is essential so more people can access library services for reading and learning, connecting and being creative.

Recommendation

- a) Endorse the proposed Library Plan 2017-21 (Revised 2020), including the Strategic Resource Plan, for the purposes of section 125 of the Local Government Act 1989 (the Act).
- b) Authorise the Chief Executive Officer to:
 - i. Give public notice of the preparation of the West Gippsland Libraries Library Plan 2017-21 (Revised 2020) in accordance with section 125 of the Act; and
 - ii. Make available for public inspection the information required to be made available in accordance with the Local Government (Planning and Reporting) Regulations 2014 (the Regulations).
- c) Submissions received under section 223 of the Act will close at 3pm, Wednesday 5th April 2020.
- d) Consideration be given to any submission on any proposal contained in the Library Plan 2017-21 (Revised 2020) under section 223 of the Act at the Ordinary meeting of the Board on Friday, 1st May 2020 at 11.30 am.
- e) A recommendation to adopt the Library Plan 2017-21 (revised 2020) will be presented to the Board at its ordinary meeting on Friday, 26 June 2020.

Resolution

- a) Endorse the proposed Library Plan 2017-21 (Revised 2020), including the Strategic Resource Plan, for the purposes of section 125 of the Local Government Act 1989 (the Act).
- b) Authorise the Chief Executive Officer to:
 - i. Give public notice of the preparation of the West Gippsland Libraries Library Plan 2017-21 (Revised 2020) in accordance with section 125 of the Act; and
 - ii. Make available for public inspection the information required to be made available in accordance with the Local Government (Planning and Reporting) Regulations 2014 (the Regulations).
- c) Submissions received under section 223 of the Act will close at 3pm, Wednesday 15th April 2020.
- d) Consideration be given to any submission on any proposal contained in the Library Plan 2017-21 (Revised 2020) under section 223 of the Act at the Ordinary meeting of the Board on Friday, 1st May 2020 at 11.30 am.
- e) A recommendation to adopt the Library Plan 2017-21 (revised 2020) will be presented to the Board at its ordinary meeting on Friday, 26 June 2020.



Moved: Rick Brown
Seconded: Clare Le Serve
Carried unanimously

Highlights of the Revised Library Plan

The Library Plan 2017.21 (Revised 2020) celebrates

The revised plan also includes a number of new actions for the organisation, incorporating feedback from the Board, library staff and the Community Advisory Committee.

The Library Plan will continue to focus on the following strategic objectives.

- Strategy One – Enhance our library service models to better meet the needs of our community.
- Strategy Two – Enable and facilitate new learning opportunities led by the community
- Strategy Three – Improve our engagement with early years and young people
- Strategy Four – Experiment with new and renovated spaces that reflect modern learning approaches
- Strategy Five – Test alternative engagement approaches to promote true inclusivity and accessibility
- Strategy Six – Support our community to explore and learn about new and emerging trends
- Strategy Seven – Promote a culture that encourages flexibility, experimentation and personal growth
- Strategy Eight – Explore diverse revenue opportunities to complement our service

The 2020.21 actions within the plan will continue to build on the achievements of previous years. The biggest actions for 2020.21 are:

Strategy 1 – Update libraries to 24/7 hour access at Warragul and Inverloch

Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. A 24/7 access model means members can access a library when they need to.

Strategy 1 – Open the San Remo Community Library

To improve community access to local library services. A static library will replace the Mobile Library service that more than 90 percent of people living in the area could not visit due to limited hours of access.

Strategy 4 – Modernise the Warragul Library

We are committed to ensuring our spaces are modern and inviting for people to visit. The Warragul Library is looking quite tired and has approximately 110,000 visits to it each year so renewing the space is important to ensure people keep visiting.

Strategy 7 – Continue to develop our people with the skills to confidently engage with our diverse community.

Our communities are diverse and people visit our libraries for a range of services. Our success is determined by the quality of services those who use our services experience.

Policy and Legislative Implications

The West Gippsland Libraries Library Plan 2017-21 (Revised 2020) is prepared in accordance with the Local Government Act 1994 and the Local Government (Planning and Reporting) Regulations 2014.



- Section 196 – Regional Libraries
- Section 125 – Council Plan
- Section 126 – Strategic Resource Plan
- Section 223 – Right to make a submission.

Conclusion

The revised library plan aspires and challenges West Gippsland Libraries to be a service that is equipped to respond to the changing needs of our communities. The strategies within the plan are designed to motivate the organisation to think differently and ensure that we are prepared for the future. It is recommended that the Board endorse the Library Plan 2017-21 (Revised 2020) and place on public exhibition for input and submissions.

Conflict of Interest

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

Attachments

Attachment 8.3.1 – Library Plan 2017-21 (Revised 2020)



10.4. Draft Budget 2020.21

Report Prepared by Chief Executive Officer

Executive summary

This report presents the 2020.21 Draft Budget for consideration, endorsement and to seek approval for community consultation by the Board.

The Draft Budget has been developed to build on the significant work undertaken in 2020.21 to ensure that West Gippsland Libraries is a modern and dynamic place to discover, connect and enjoy. This is made possible by the dedication and support of all staff at West Gippsland Libraries. They are the heart of the service and their delivery of high quality library services to the community is second to none.

The 2020.21 Draft Budget has been developed to support the team at West Gippsland Libraries delivery on the strategies and actions set out in the Library Plan. It has also been developed from scratch to ensure all income and expenditure is reviewed to ensure long term financial sustainability.

The major initiatives proposed for the year include the redevelopment of the Warragul Library to ensure it is modern for our patrons and to encourage increased visits. The redevelopment will also feature a 24/7 for Warragul Library. The 24/7 service is also proposed for Inverloch Library. The 24/7 service builds on the highly successful pilot implemented at the Foster Library that has been welcomed by the Community and continues to grow. Foster active membership is up 15% on the prior year since the 24/7 service has been implemented.

We will continue to work closely with the community and member Councils to deliver services that the community is seeking. In 2020.21 this includes working with South Gippsland Shire on the detailed design of the new Korumburra Library and with Bass Coast Shire Council on the detailed design for the new Cowes Library.

We will also continue to work with the San Remo Recreation Reserve Committee of Management to deliver a new Community Library in San Remo. The budget also continues to provide for furniture renewal. These are examples of how we continue to review our service to ensure more people can access the library.

This budget also provides the resources to continue to build our outreach services and new and popular programs across the region. We will continue to enhance our collection and in particular the e-resources that are seeing increased demand year on year.

Recommendation

That the Board:

- a) Endorse the Draft Budget 2020.21 contained in attachment 8.3.1 for the purposes of section 127(1) of the Local Government Act (the Act).
- b) The Chief Executive Officer be authorised to:
 - i. Give public notice of the preparation of the West Gippsland Libraries Draft Budget 2020.21 in accordance with section 129(1) the Act; and
 - ii. Make available for public inspection the information required to be made available in accordance with the Local Government (Planning and Reporting) Regulations 2014.
- c) Submissions received under section 223 of the Act will close at 3pm, Wednesday 5th April 2020.
- d) Consideration be given to any submission on any proposal contained in the Draft Budget 2020.21 under section 223 of the Act at an Ordinary meeting of the Board on Friday, 1 May 2020 at 11.30 am.
- e) A recommendation to adopt the Draft Budget 2020.21 will be presented to the Board at its ordinary meeting on Friday, 26 June 2020.



Resolution

That the Board:

- a) Endorse the Draft Budget 2020.21 contained in attachment 8.3.1 for the purposes of section 127(1) of the Local Government Act (the Act).
- b) The Chief Executive Officer be authorised to:
 - i. Give public notice of the preparation of the West Gippsland Libraries Draft Budget 2020.21 in accordance with section 129(1) the Act; and
 - ii. Make available for public inspection the information required to be made available in accordance with the Local Government (Planning and Reporting) Regulations 2014.
- c) Submissions received under section 223 of the Act will close at 3pm, Wednesday 15th April 2020.
- d) Consideration be given to any submission on any proposal contained in the Draft Budget 2020.21 under section 223 of the Act at an Ordinary meeting of the Board on Friday, 1 May 2020 at 11.30 am.
- e) A recommendation to adopt the Draft Budget 2020.21 will be presented to the Board at its ordinary meeting on Friday, 26 June 2020.

Moved: Jodi Kennedy

Seconded: Clare Le Serve

Carried unanimously

Warragul Library Refurbishment and 24/7 Service

The Warragul Library is looking quite tired and has approximately 110,000 visits to it each year so renewing the space is important to ensure people keep visiting. The budget proposes an allocation of \$200,000 to modernise the library and includes \$50,000 for new furniture. This will be funded from the Facilities Reserve (Baw Baw Shire). The refurbishment will also include the implementation of our popular 24/7 access service.

We have learned so far from the 24/7 service at the Foster Library is that it is a sought after service. It caters to the convenience of our patrons who often may not be able to get to the library during ordinary opening hours. Our patrons tend to use the 24/7 service to work quietly outside of normal operating hours or on weekends. The strength in the controls that support the 24/7 service has been essential to its success.

San Remo Community Library

Work on the San Remo Community Library carries over from 2019.20. We are working with the San Remo Recreation Committee of Management to provide an enhanced service for the community.

Inverloch 24/7 Service

As outlined above the 24/7 access service has been very successful and feedback suggests that the Inverloch community would utilise and appreciate this service.

Programs and Outreach

Programs and outreach will continue to be a focus for West Gippsland Libraries in 2020.21. Program attendees in 2018.19 increased by 12% to more than 51,000. In 2019.20 attendees continue to increase being up 14% year to date. Investing in programs and outreach is part of delivering on strategy two (Enable and facilitate new learning opportunities led by the community), strategy three



(Improve our engagement with early years and young people) and strategy six (support our community to explore and learn about new and emerging trends).

Renewal of furniture and equipment

It is recognised that some of our libraries are dated and do not have modern furniture that is comfortable to support our vision of discover, connect and enjoy. Strategy four of the library plan (Explore new and renovated spaces that reflect modern learning approaches) supports the investment in renewal of our furniture and equipment. A renewal plan will be developed as well as funds allocated for new furniture to support West Gippsland Libraries vision. This will be an ongoing strategy over the next few years to ensure those spaces most used and in need are targeted first. This year will see \$95,000 allocated to the budget for renewal of furniture and equipment.

Investment in the collection

E-resources are seeing the biggest increase in loans with a 38% increase YTD to January 2020 (62% increase in 2019.20 to more than 105,000 loans). With this significant increase we want to ensure the e-resource collection is continuing to provide new releases and meet the needs of our patrons.

There will be an increase in the e-resource collection of \$15,000 for the year. This will bring the total investment in e-resources for the year to no less than \$215,000. E-resources include e-books, e-audiobooks and e-magazines.

Planning and accountability framework

The Strategic Resource Plan (next four years) and Long Term Financial Plan (next ten years) are part of and prepared in conjunction with the Library Plan, and are a rolling four to ten year plans that outline the financial and non-financial resources that West Gippsland Libraries requires to achieve the strategic objectives described in the Library Plan.

The Annual Budget is framed within the Strategic Resource Plan and Long Term Financial Plan, taking into account the services and initiatives that contribute to achieving the strategic objectives specified in the Library Plan.

The timing of each component of the planning framework is critical to the successful achievement of the planned outcomes. The Library Plan, including the Strategic Resource Plan, is required to be completed by 30 June each year. West Gippsland Libraries reviews its Strategic Resource Plan and Long Term Financial Plan each year as part of the annual budget process.

Financial Goals

It is important for West Gippsland Libraries to set financial goals to provide guidance and structure to the budget process and assist with maintaining consistent financial planning year on year. West Gippsland Libraries financial goals are to:

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

Rate cap

For the 2020.21 financial year the Minister for Local Government has set the rate cap at 2% (2.5% in 2019.20).



Budget development

The Draft Budget has been developed from first principles and incorporates savings that have been achieved over the past three years. Key assumptions that have influenced the development of the budget are:

- The increase in base wage rate for employees under the new Enterprise Agreement is directly linked to the rate cap set by the Minister for Local Government. The rate cap in 2020.21 is 2%. The increase applied to the base wage rate will be 1.74% in 2020.21 (2.18% in 2019.20).
- Materials and services costs have been reviewed based on changes to systems, new contract arrangements and past expenditure trends. Efficiency reductions have been incorporated as well as allowing for cost escalation of 5% based on historical trends.
- The budget provides for an increase in the collection of \$28,000 to ensure West Gippsland Libraries continues to provide a collection that is under five years old as identified in the Local Government Performance Reporting Indicators. New collection items will also be invested in e-resources to support their exponential utilisation by patrons.
- Renewal of furniture and equipment has been included in the financial statements to ensure our libraries are modern and vibrant places for our patrons to discover, connect and enjoy.

Policy and legislative implications

The Budget 2020.21 is prepared in accordance with the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014.

- Section 196 – Regional libraries
- Section 127 – Council must prepare a budget
- Section 129 – Public notice
- Section 130 – Adoption of budget or revised budget
- Section 223 – Right to make a submission

Conclusion

Significant work has been undertaken in the past three years to review expenditure, automate back end processes and ensure that West Gippsland Libraries can maximise the use of its funds to invest back into valued services. Upon completion of this significant work we are now able to allocate these savings into the collection and spaces that ensure our libraries continue to be a place where patrons can discover, connect and enjoy.

Overall, West Gippsland Libraries is in a strong financial position and it is recommended that the Board endorse the Draft Budget 2020.21, as outlined in the recommendation, for community consultation.

Conflict of interest

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

Attachments

Attachment 10.4.1 – Draft Budget 2020.21



10.5. Appointment to the Community Advisory Committee

Report Prepared by Chief Executive Officer

Executive summary

The Community Advisory Committee (CAC) is an advisory committee to the West Gippsland Libraries Board (the Board). The purpose of the CAC is to:

- Provide advice to the Board and Chief Executive Officer (CEO) on matters or projects that fall within the CAC objectives.
- Seek advice from the Board on the strategic direction of the West Gippsland Libraries.
- Positively promote the Corporation to members of the community.

There are currently 3 vacancies for CAC positions, one in Baw Baw Shire, one in South Gippsland Shire and one in Bass Coast Shire.

It has been wonderful to receive four Expressions of Interest from residents in the Bass Coast Shire to reside on the CAC. Applications were received from:

- Di Goeman (Grantville)
- Neil Daly (Corinella)
- Christine Ash (San Remo)
- Thomas Gordon (Wonthaggi)

All candidates have been reviewed with consideration given to their experience outlined in their application and their geographical location. On this basis it is recommended to the Board that Ms Di Goeman be appointed to the CAC based on her residing in Grantville where there are no representatives currently on the CAC and also on her experience as a health sociologist.

Ms Goeman currently holds a conjoint Senior Lecturer position at the School of Medicine and Public Health, University of Newcastle. She is also a research affiliate at The University of Sydney and Monash University. Di undertakes research in Primary Care, Public Health and Geriatrics. She is committed to the inclusion of 'the consumer voices' in research by utilising participatory action research and co-design principles. This approach ensures those with a lived experience are involved in all aspects of the research. One of her most recent publications is: 'Development of a discussion tool to enable well-being by providing choices for people with dementia: a qualitative study incorporating co-design and participatory action research.'

Ms Goeman has a proven ability to represent the community and a strong commitment to the future of library services. Her membership would also add to the diversity of the CAC membership by complementing the CAC representation in the Waterline area. Ms Goeman would like to put forward ideas from the local community and take part in future planning for the West Gippsland Libraries.

Recommendation

That the Board appoint Ms Di Goeman to the Community Advisory Committee for a period of three years ending 30 June 2023.

Resolution

That the Board appoint Ms Di Goeman to the Community Advisory Committee for a period of two years ending 30 June 2022.

Moved: Mark Welch

Seconded: Rick Brown

Carried unanimously



Background

The CAC Terms of Reference outlines the CAC be committed to:

- Improving the quality of the library service for residents of the Region;
- Meeting the needs and interests of the users/potential users of the service;
- Achieving the best possible standard of service;
- Communicating effectively, supporting each other and working in a partnership based on mutual respect; and
- Recognising the vital role each party plays and their reliance upon each other in meeting service objectives.

To achieve the objectives of the CAC, it is made up of nine members, three from each Shire region of Baw Baw, Bass Coast and South Gippsland.

Expressions of interest are sought for vacancies on an ongoing basis where positions remain unfilled. No advertisement was placed on this occasion, rather the applicant expressed an interest after speaking with other CAC members.

An assessment process is undertaken by the Board representatives within their respective Shire areas. Consideration is given to nominees' committee experience, communication skills and relationships to the community. The following areas as outlined in the CAC Terms of Reference also considered:

- The CAC will consist of nine members representing the following:
- Mobile users
- Friends Groups
- Partners/regional service providers
- Library Users
- Neighbourhood houses
- Community Groups (as determined from time to time)
- Membership will consist of three representatives from each Shire.
- Representatives will be regionally focussed.
- The geographic spread will be considered.

Financial implications

There is an annual budget allocation to cover administrative responsibilities. This is in accordance with West Gippsland Libraries Procurement Policy and can vary from year to year depending on budget constraints. The CAC do not have delegated authority to incur or initiate purchases on behalf of the Corporation.

West Gippsland Libraries incurs costs associated with advertising and recruiting new members to the CAC.

CAC members are not remunerated for being on the committee, it is a voluntary position.

Conclusion

The CAC is an important link between the Board and the community. It is recommended that the Board formally appoints Catherine Robinson for the Bass Coast Shire region to the Community Advisory Committee.

Conflict of interest

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

Attachments

Nil



9. Presentations

Nil

10. Farewell to Board Member Faith Page

Faith was unable to attend her final meeting as a Board Member. The board requested that a formal letter of thanks be sent to Faith. The CEO advised that a card and flowers had been arranged to be sent to Faith.

11. General Business

Cr Le Serve asked about the Mobile Library Retirement and if staff were going to be formally farewelled. The CEO responded that they staff would be acknowledged at the opening of the new Waterline Community Library.

Rick Brown asked about the library standards, benchmarks and targets and how this could be considered in future Library Plans.

12. For information

Nil

13. Next Meeting

Ordinary Board meeting Friday, 1st May 2020 at the Phillip Island Library (Heritage Centre Meeting Room) 89 Thompson Ave, Cowes, at 11.30 am.

Meeting closed at 1.20pm



Dear Board,

The CAC finds it encouraging that the Library is in a strong financial position given the uncertainty of these times. The spend this year will provide some good outcomes for the community such as extended hours at Inverloch and Warragul which the CAC hopes comes with after business hours program delivery as well.

The Budget and Library plan are a well presented document, well laid out with attractive photos and images. The CAC notes and appreciates the message from the Chairperson highlighting the important role libraries play and the benefits that they and their staff provide to their local communities. We hope this message is also being presented by board members with in the three local governments the WGRLC covers. The CAC strongly encourage the publishing of testimonials that express the impact that libraries have on people's lives

West Gippsland Libraries have increased its commitment over the last ten years to the purpose of libraries: 'to build knowledge and strengthen our communities' and the proposed budget and updated library plan this year strong support that work.

CAC Members have made comment on the following strategies:

Strategy 2

In the materials supplied to date to the CAC we haven't seen any proposals around this engagement other than viewing the post project presentations on Books by us and Meet Up 18. The CAC would like to see more around the unique learning opportunities and have more opportunity to comment on what might be of benefit to our region such as opportunities for community members to explore the new growth industries in the community.

The CAC also wishes to highlight what we see it as a priority - a volunteer strategy to be developed and implemented fully across all areas of WGRLC.

Strategy 3

The CAC would like to see 'Outreach' from growly quickly beyond the current work in Early years.

Strategy 5

The CAC would like to discuss what community events or dates of significants such as IDAHOBIT Day, Cultural Diversity Week and International Women's Day the Library could celebrate and have these Celebrations occur network wide, not just in single sites. We would also like recommend the library looks at an employment strategy that aims at diversifying the backgrounds of staff to have more CALD background employees and staff to have a wide range of professional development in understanding diversity of communities and inclusive practises.

Strategy 6

COVID 19 has highlighted the need for more opportunity to develop programming that can be delivered into homes through web conferencing for all age demographics in our community. We note the current efforts to offer Baby Rhyme Time and Story time, however program for teens, young adults and seniors would also be valuable in times of crisis as well as generally given our large geographic region and smaller townships and farms. This is especially crucial as some communities may only get a few hours a fortnight to access face to face library services.

The revised Library Plan was developed prior to the COVID-19 pandemic and what is needed to 'serve the community' has changed and will continue to change in ways that we are not yet aware of. We may see large numbers of businesses unable to re-open and increasing numbers of people remain unemployed. The CAC would like to see how the board is planning for this environment and have opportunity to provide feedback. Our Libraries can play an important role in addressing some of the needs developing for our communities including support community members reskilling, supporting business redeveloping their operations and the social inclusion of members of the community.

Strategy 8

Given the economic impact of COVID-19 on our communities both now and into the foreseeable future, exploring diverse revenue opportunities and the addition of value added services, has raised concerns for some members of the CAC. They feel this is likely to impact adversely on those in the community most in need of support.

The CAC notes that many areas in our region already have a high percentage of disadvantaged residents and this should now be expected to increase. The CAC feels it is important for the Library and the local government areas to keep in mind that for many families technology and/or large use of data and other online resources may not be affordable/available to them in their home. When the physical distancing restrictions are lifted it will be important for them to have adequate free access to these resources in our libraries.

Further comments:

The CAC notes the gaps in patronage for older seniors was already significant and post COVID 19 may be even lower represented in statics unless specifically catered for. The same core concern exists around lower socio-economic groups who don't have access and don't know how to access Government services. In the current environment of communities this is becoming so apparent now and we are also noticing that many of the services of the library are needed now, more than ever especially by this group.

The increase in staff with current digital literacy at WGRLC will be highly valued once branches are reopened to help community members with task like installing Apps. To note a direct comment from a CAC member, "As the pandemic as so admirably demonstrated, every single person needs to be digitally connected to access all manner of services, whether work or social." It highlights the importance of past programming from the library in things such as tech sessions on Mobile and iPad devices and these will be needed once sites can reopen. The CAC would like the Library as part of its role to provide the community on what Apps are

available for patrons for social engagement, educational development, employment upskilling and seeking, spiritual exploration. The Library can make the community aware of the possibilities.

The Community Advisory Committee has seen in the last three years a reduced role in the WGRLC organisational system, we continue to find it hard to provide timely advice and thoughtful analysis given we often learn of what the board is voting on in the week of the board meeting. “Feedback” is mentioned in a general way in the Plan and one of your mechanisms for this is the CAC and we would like to see the WGRLC work more with us, in a more open way and in a more timely way. We would like to see future library plans discussed in consultation with our members and feedback provided across the library. The staff and board can benefit from receiving information from all sources associated with the Library.

David "Wombat" Lyons.
Chair, CAC



West Gippsland
Libraries

West Gippsland Libraries

SPOTLIGHT REPORT - March 2020

Prepared 23 April 2020

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Executive Summary

COVID-19

Our communities are experiencing unprecedented challenging times due to the Coronavirus. The end of quarter three finished the with closure of our libraries to the public which was a difficult decision, however the health and wellbeing of our staff and patrons was our number one priority.

Despite branch libraries being closed, our services have not stopped. We have video programs, live chat with librarians on our website, caring calls to our patrons over the age of 70 and an increased investment in our e-resources.

Membership

Despite an increased focus on increasing active membership, it has continued to trend slightly down. The impact of COVID-19 will also affect this. The team at WGL will continue to focus on strategies that will help lift active membership during the recovery phase. Whilst active and total members are down, visits to our libraries had continued to increase on the prior year before libraries closed for COVID-19. This is an excellent demonstration of how well used our libraries are. Program attendees continued to grow before the closure and e-resource loans are still increasing.

People and culture

The saying that people come together during a crisis has been highlighted at West Gippsland Libraries. The organisation culture development has significantly increased during the crisis and the foundation that was laid over the past few years to be adaptable and communicate well has been clearly demonstrated by the team in recent weeks. This is a recognition of the hard work by all staff.

Trends to monitor for the year

Patron Engagement

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

Opportunities from COVID-19

Whilst these are difficult times for many in our community, WGL will be looking to position itself in the recovery phase and provide support to the community. New ways to do this will also need to be developed. This will continue to be a focus.

Detailed Analysis

Income

Income is on track and forecast at year end to be on budget.

Grants

The Public Libraries grant funding has been received and is on budget.

Interest Income

Interest income is in line with budget expectations.

Expenses

Expenses will be favourable at the end of the year financial year due to the COVID-19 closure. In particular program expenditure will be favourable, however WGL continues to explore opportunities for greater reach in the community for our online service offering.

Employee Costs

Tracking favourable to budget for year to date. This is

Change and Innovation

We continue to celebrate excellent performance and achievement during quarter three. West Gippsland Libraries was the winner of the Best Large Business Award in the Celebrate Baw Baw Business Awards for 2020. This is a great recognition of the hard work and innovation of the organisation. WGL was also named as a finalist for the

The Waterline Community Library also opened its doors to the public in Grantville on Monday 16th March after an extensive process and new fitout. The Library looks fantastic and received significant positive feedback.

The Foster 24/7 Library continued to be popular and membership and visits continue to increase. There have been no incidents reported further proving the new services success. WGL will continue to work on providing more 24/7 library services across the region over coming years.

Systems

We launched the first live online chat function for a library in Victoria (and possibly Australia) at the end of the quarter. This is also proving successful and is a great way to engage with our community, particularly while the library is physically closed. Common use of the live online chat function is to resolve library card issues and ask questions about the COVID-19 closure.

6. Waterline Library Opening

expected and employee costs will be continue to be monitored. Staff are taking considerable leave entitlements during COVID-19 and thus a further amount of savings will be derived.

Materials and Services and Other Expenses

Materials and services are tracking favourable to budget YTD despite the Wonthaggi depot rent being unbudgeted.

Depreciation

Depreciation is expected to be approximately \$50K over budget due to under budgeting for the financial year. This has been amended for the next financial years budget.

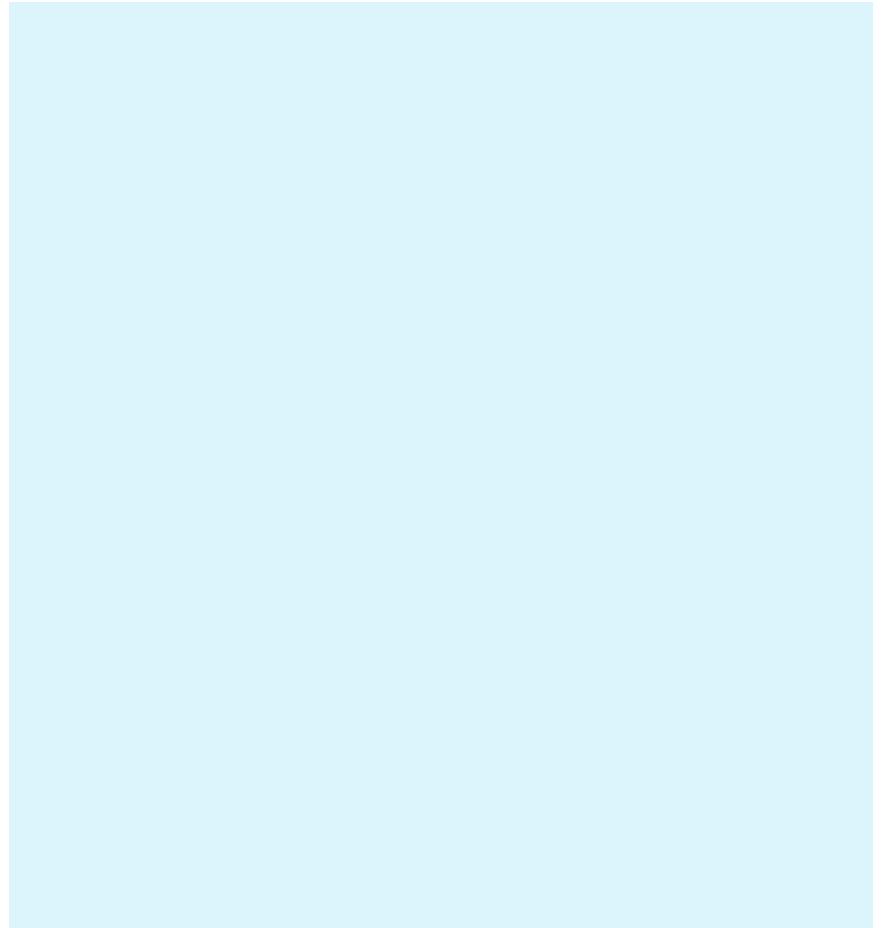
Furniture and Equipment Purchases

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

The fitout of the Waterline Library in Grantville was also completed and was on budget.

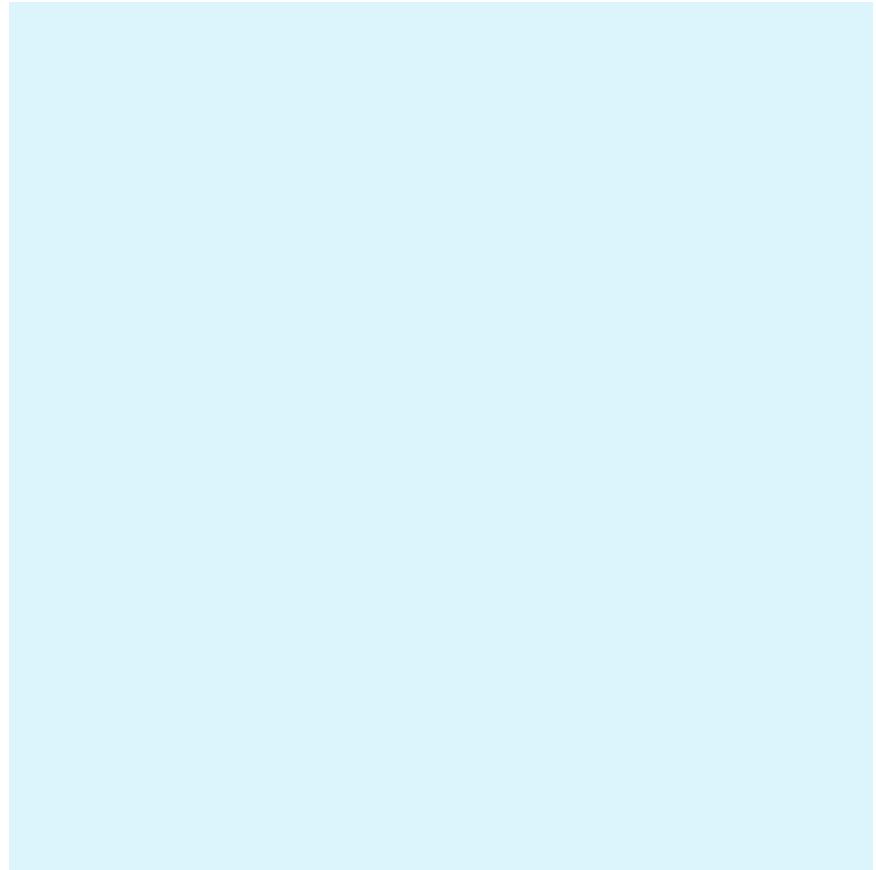
Library Collection Purchases

Purchases are over budget and savings in other areas due to COVID-19 will be utilised to invest in more e-resources.





8. Winner Best Large Business Award





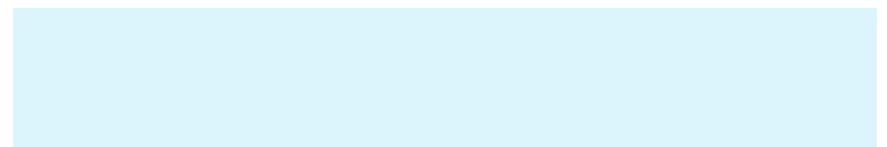
Conclusion

It will continue to be challenging times for West Gippsland Libraries and our communities. We will continue to adapt and develop new ways to provide valuable services to our communities during the COVID-19 stage 3 restrictions and ongoing during the recovery phase.

Preparation of this report

This report has been prepared in West Gippsland Libraries (WGL) cloud based system called Spotlight Reporting. Spotlight Reporting directly integrates with WGL finance system called Xero. Spotlight Reporting also allows for non-financial data to be uploaded via an excel spreadsheet. The

Quarterly Finance and Performance Report consolidates all information into one location and template to easily present all information to the Board.

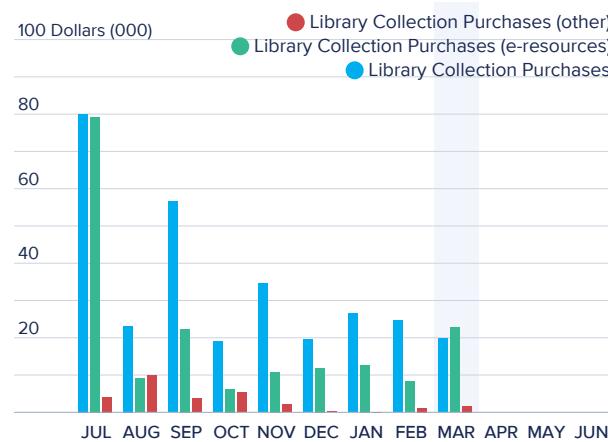


	YTD	Actual vs Orig Budget			Actual vs Last Year	
		Actual	Budget	Variance	Variance %	Last Year
Contributions	3,903,374	3,934,281	-30,907	-0.8%	3,807,129	2.5%
Donations	324	0	324	0.0%	0	0.0%
Grants - Non recurrent	3,575	0	3,575	0.0%	81,986	-95.6%
Grants - Recurrent	899,914	899,626	288	0.0%	878,547	2.4%
Interest Income	21,613	26,645	-5,032	-18.9%	35,359	-38.9%
Other Income	30,009	10,347	19,662	190.0%	14,837	102.3%
User Fees	43,814	39,001	4,813	12.3%	55,209	-20.6%
Total Income	4,902,623	4,909,900	-7,277	-0.1%	4,873,067	0.6%
Borrowing Costs	62,199	66,783	-4,584	-6.9%	66,545	-6.5%
Depreciation	450,470	582,975	-132,505	-22.7%	615,591	-26.8%
Donation expenses	188	0	188	0.0%	0	0.0%
Employee Costs	2,859,006	3,044,858	-185,852	-6.1%	2,701,752	5.8%
Furniture and Equipment Purchases	209,765	197,253	12,512	6.3%	129,688	61.7%
Leasehold Asset	44,930	30,000	14,930	49.8%	38,389	17.0%
Library Collection Purchases	515,261	510,003	5,258	1.0%	491,218	4.9%
Materials and Services	623,529	664,041	-40,512	-6.1%	604,243	3.2%
Motor Vehicle Purchases	31,705	50,000	-18,295	-36.6%	1,955	1,521.7%
Other Expenses	148,739	165,268	-16,529	-10.0%	140,824	5.6%
Total Expenses	4,945,792	5,311,181	-365,389	-6.9%	4,790,205	3.2%
Surplus/(Deficit)	-43,169	-401,281	358,112	89.2%	82,862	-152.1%

	Now	Actual vs Last Year to Date			Year End Analysis		
		As at Mar 20	Last Year	Variance	Variance %	Last EOFY	Variance
Accounts Receivable	-130	-32	-98	-306.3%	-56	-74	-132.1%
Cash and Cash Equivalents	2,715,924	2,740,121	-24,197	-0.9%	2,482,236	233,688	9.4%
Other Current Assets	5,671	0	5,671	0.0%	30,026	-24,355	-81.1%
Trade and Other Receivables	11,440	3,171	8,269	260.8%	3,808	7,632	200.4%
Rounding	-2	-1	-1	-100.0%	-1	-1	-100.0%
Total Current Assets	2,732,903	2,743,259	-10,356	-0.4%	2,516,013	216,890	8.6%
Property, Plant and Equipment	3,802,778	3,519,433	283,345	8.1%	4,253,253	-450,475	-10.6%
Total Assets	6,535,681	6,262,692	272,989	4.4%	6,769,266	-233,585	-3.5%
Interest-bearing Loans and Borrowings	100,517	80,688	19,829	24.6%	112,871	-12,354	-10.9%
Other Current Liabilities	0	0	0	0.0%	429	-429	-100.0%
Provisions	839,367	787,809	51,558	6.5%	852,959	-13,592	-1.6%
Trade and Other Payables	182,997	140,694	42,303	30.1%	288,188	-105,191	-36.5%
Total Current Liabilities	1,122,881	1,009,191	113,690	11.3%	1,254,447	-131,566	-10.5%
Interest-bearing Loans and Borrowings	1,008,047	1,124,192	-116,145	-10.3%	1,066,896	-58,849	-5.5%
Total Liabilities	2,130,928	2,133,383	-2,455	-0.1%	2,321,343	-190,415	-8.2%
Net Assets	4,404,753	4,129,309	275,444	6.7%	4,447,923	-43,170	-1.0%
Equity	4,447,922	4,046,447	401,475	9.9%	4,046,447	401,475	9.9%
Current Year Earnings	-43,169	82,862	-126,031	-152.1%	401,476	-444,645	-110.8%
Total Equity	4,404,753	4,129,309	275,444	6.7%	4,447,923	-43,170	-1.0%

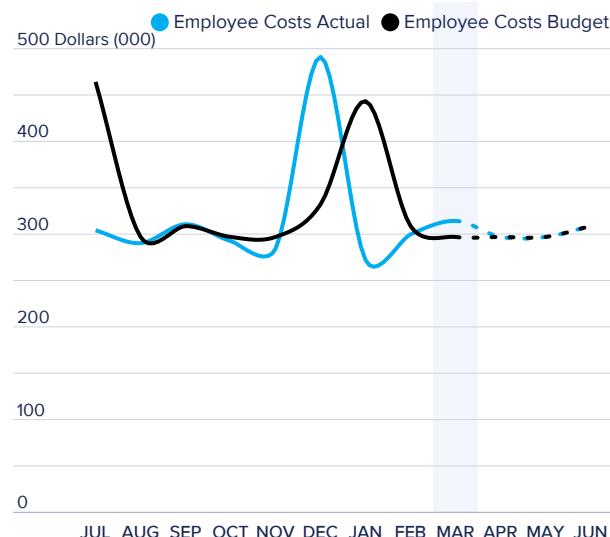
	YTD	Actual vs Orig Budget			This Quarter vs This Quarter Last Year			
		Actual	Budget	Variance	Variance %	Mar 20	Mar 19	Variance
Borrowing Costs	62,199	66,783	-4,584	-6.9%	20,991	21,478	-487	-2.3%
Depreciation	450,470	582,975	-132,505	-22.7%	0	217,681	-217,681	-100.0%
Employee Costs	2,859,006	3,044,858	-185,852	-6.1%	886,041	959,851	-73,810	-7.7%
Furniture and Equipment Purchases	209,765	197,253	12,512	6.3%	33,772	42,900	-9,128	-21.3%
Leasehold Asset	44,930	30,000	14,930	49.8%	42,459	28,856	13,603	47.1%
Library Collection Purchases	515,261	510,003	5,258	1.0%	117,533	118,048	-515	-0.4%
Materials and Services	623,529	664,041	-40,512	-6.1%	220,834	170,575	50,259	29.5%
Motor Vehicle Purchases	31,705	50,000	-18,295	-36.6%	31,705	0	31,705	0.0%
OPEX	188	0	188	0.0%	188	0	188	0.0%
Other Expenses	148,739	165,268	-16,529	-10.0%	51,977	53,620	-1,643	-3.1%

Library Collection Purchases

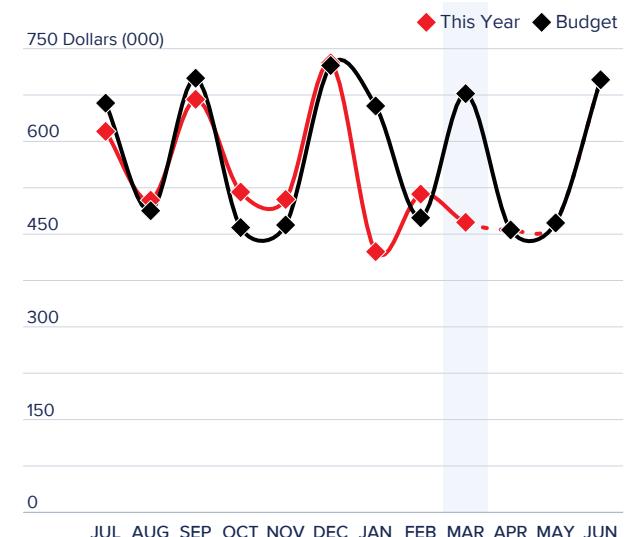


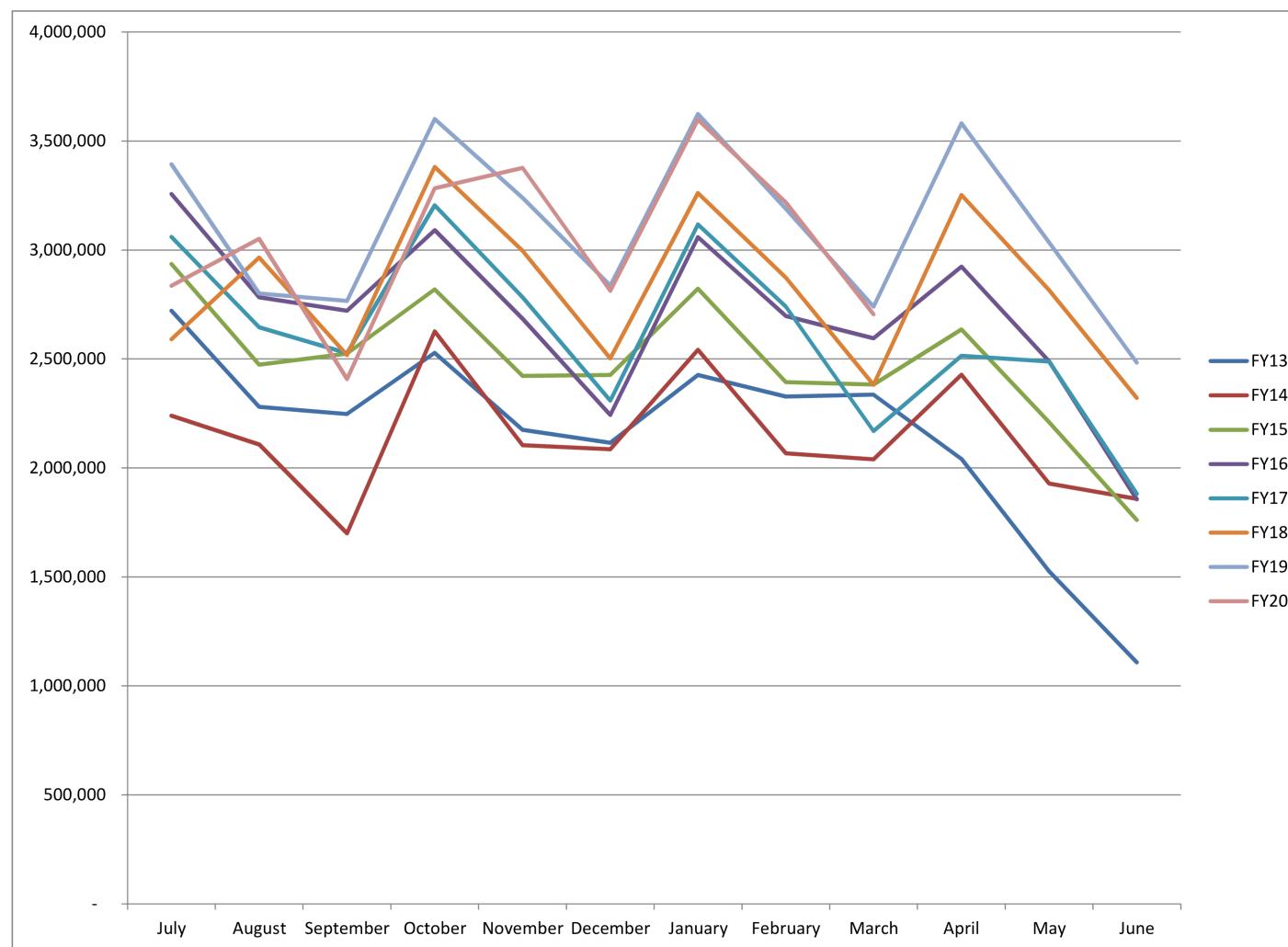
Other includes the premiers reading challenge, purchases contributed by the Friends and the local history collection.

Employee Costs



Total Expenses





Cash and Investment at 31 March 2020	Amount
General Account Commonwealth Bank	\$ 246,147
Cash Float	\$ 680
Petty Cash	\$ 890
Advance Account Commonwealth Bank	\$ 3,103
At Call Account Commonwealth Bank	\$ 856,043
Term Deposits	\$ 1,600,000
Total	\$ 2,706,863

	% of funds	Investment policy threshold	% of funds @ 27/2/20
CBA	\$ 1,106,863	41%	50%
NAB	\$ 600,000	22%	35%
Bendigo Bank	\$ 1,000,000	37%	35%
Total	\$ 2,706,863	100%	100%

Noted that as at 31 March 2020 the Bendigo bank term deposit exceeds the investment policy threshold. At the time of the investment and when last reported to the Board (27/2/20) the TD did not exceed the threshold. Compliance with the threshold will fluctuate based on the cash inflows and outflows of WGL.

WEST GIPPSLAND LIBRARIES - 2019 FORECAST

INCOME STATEMENT FORECAST

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Contributions	1,264,660	0	0	1,340,845	254	3,542	1,292,726	265	1,082	1,290,228	0	0	5,193,602
Donations	4	26	30	30	18	38	38	104	36	0	0	0	324
Grants - Non recurrent	880	1,500	1,195	0	0	0	0	0	0	0	0	0	3,575
Grants - Recurrent	0	436,954	0	436,954	26,006	0	0	0	0	0	0	0	899,914
Interest Income	-8,036	431	490	613	2,814	784	595	479	23,443	0	0	7,000	28,613
Other Income	9,723	700	2,082	3,619	2,303	2,671	774	1,229	6,908	0	0	0	30,009
User Fees	3,963	5,891	3,637	5,993	5,303	3,627	4,484	5,842	5,074	0	0	0	43,814
Total Revenue	1,271,194	445,502	7,434	1,788,054	36,698	10,662	1,298,617	7,919	36,543	1,290,228	0	7,000	6,199,851
Borrowing Costs	-3,823	0	21,613	0	0	23,418	0	0	20,991	0	0	22,261	84,460
Depreciation	76,068	75,918	73,445	75,892	73,445	75,702	0	0	0	0	0	377,830	828,300
Donation expenses	0	0	0	0	0	0	0	48	140	0	0	0	188
Employee Costs	304,066	287,127	304,203	289,880	283,829	486,907	267,406	297,961	300,518	279,157	279,157	293,725	3,673,936
Materials and Services	63,881	70,828	64,680	67,246	52,884	88,679	90,193	72,601	61,288	49,748	61,625	78,351	822,004
Other Expenses	12,635	18,636	17,793	22,620	22,701	13,827	19,439	32,072	17,374	14,719	15,036	6,475	213,327
Total OPEX	452,827	452,509	481,734	455,638	432,859	688,533	377,038	402,682	400,311	343,624	355,818	778,642	5,622,215
Net Profit	818,367	-7,007	-474,300	1,332,416	-396,161	-677,871	921,579	-394,763	-363,768	946,604	-355,818	-771,642	577,636

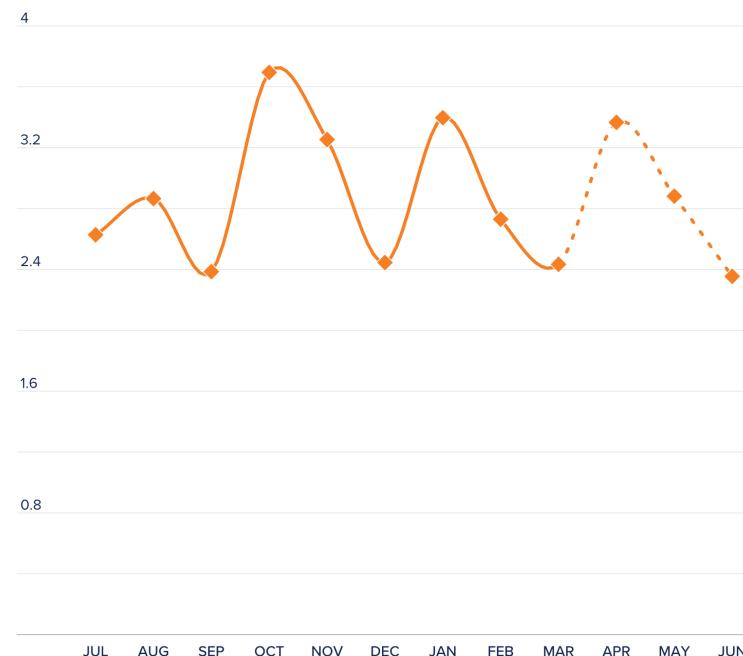
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WEST GIPPSLAND LIBRARIES - 2019 FORECAST

Liquidity Monitor - Current Asset less Current liabilities

BALANCE SHEET CHART GALLERY - QUARTER THREE FORECAST

Working Capital Ratio - Current Asset divided by Current liabilities

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Library Plan 2017 to 2021 - Performance

Strategy 1 - Enhance our library service models to better meet the needs of our community

Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Pilot a roaming customer service model	We know our staff serve you best when they're not stuck behind the counter. By streamlining some of our systems and providing our staff with the tools to roam freely through the library they will be able to provide a proactive personalised service from the moment you walk in the door.	Pilot and seek feedback from our members to find out if the roaming customer service model works for our library	2017/18	Working on it		This will become a focus when libraries reopen from COVID19. Increased focus on patrons using self checkouts and librarians getting out from behind the counter.
Deploy modern mobile library services	We have been working on a review of our mobile library service for quite some time. We aim to complete the review this year and make recommendations to the board. We will update you as things progress.	Recommendation presented to the Board.	2017/18	Done		A range of service delivery options were adopted by the Board in December 2018 including click and collect, additional community libraries and an open access model of 24/7 at Foster.
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2017/18	Done		Two additional hours were funded by Baw Baw Shire to deliver baby rhyme time in Trafalgar on Fridays. The program commenced in August 2017. We are currently exploring opportunities to increase our opening hours as part of the 2018.19 Budget.
Increase the operating hours of Drouin Library	Many people contact us wondering why the Drouin library opening hours are less than other libraries. Many people want to visit the library more mornings each week.	Longer opening hours.	2017/18	Done		Funded by Baw Baw Shire Council and adopted in our 2017/18 Annual Budget
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2018/19	Done		Phillip Island Library is now open on Mondays
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2018/19	Done		Drouin Library opening hours were reviewed during quarter 1. Over crowded story time sessions and under utilized Tuesday evenings highlighted capacity to change the hours now open the Library on Tuesday mornings from 9.30 am and close at 5.30 pm instead of 7pm. This was well received and resulted in over 30 attendees at a new story time on the first Tuesday morning the library opened.
Deploy accessible and modern community libraries along the Bass Coast Waterline, San Remo and Welshpool	More than 90 percent of people living in towns the former South Coast Mobile visited could not access local library services due to the short times the mobile library was available. Community libraries will function as static libraries serving immediate and surrounding towns. They will provide longer hours and the convenience of self-checkout. Our librarians will continue to staff community libraries to support our patrons.	Community Libraries will be opened and usage monitored.	2019/20	Done	Yes	Community Libraries have been opened at Welshpool and Grantville.
Pilot Click and Collect points across the region.	The West Gippsland region is large and our communities are looking for flexible and convenient locations where there is no static library.	One pilot implemented and usage monitored.	2019/20	Done	Yes	Click and collect launched in mid March 2020 in Coronet Bay and Corinella
Review opening hours across all sites to assess if we are accommodating the community needs	Feedback told us that our current opening hours do not allow for many within our community to visit our libraries. We would like to review how this could be improved.	Recommendation to the Board on possible improvements to opening hours.	2019/20	Done		New and extended opening hours at Drouin have been implemented. Mirboo North has adjusted its opening hours during quarter 1 to better meet the needs of the members. Foster 24/7 Library opened and has been working well.

Strategy 2 - Enable and facilitate new learning opportunities led by the community.						
Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Pilot a Regional Learning Festival	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2017/18	Done		A festival for young people was held from 1st to 17th September 2018 called Meet Up 18. This resulted in over 800 attendees and was highly successful. The aim is to run the festival again during Youth Week in 2019.
Identify opportunities for simplifying our events process.	We recognise that your time is valuable and we need to make it easy to book an event. We also aspire to increase community led programs and events.	Pilot options for a self-populating events guide	2017/18	Done	Yes	Patron Point has been deployed to engage with patrons and will continue to be developed. The website has been updated to integrate with Eventbrite and promote WGL programs.
Partner with community experts to deliver unique learning opportunities	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2017/18	Done		This year featured a number of community led programs that partnered with our libraries. The Phillip Island Whale Festival was run by volunteers and the festival included a Whale Story Time and craft activity. Mirboo North Library held a Yoga for Kids session run by volunteers. Warragul Library hosted local business Hobby Bastion for a tabletop gaming day with another session included in the Meet Up 18 festival scheduled for September 2018. Warragul Library also hosted local business Industry Studios for a special dance class.
Partner with community experts to deliver unique learning opportunities	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2018/19	Done		Meet Up 18 partnered with over 25 private and community groups to deliver the festival.
Partner with community experts to deliver unique learning opportunities	So many of you in our community have a lot to share and teach us. Your expertise will allow others to learn new things that they otherwise would not have had access to learn.	Number of volunteers who facilitate a program. Number of people who would do it again.	2019/20	Done		Meet up 19 with 15 private and community groups to help deliver the festival

Strategy 3 - Improve our engagement with early years and young people						
Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Enhance our early years outreach programs.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	How many new families did we engage with. How many groups invited us back.	2017/18	Done		Early Years outreach and visits are underway including planned revisits.
Better understand and address the drop off of young people who previously used the library.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	Evaluate the needs of young people for our spaces and services	2017/18	Done		A festival for young people was held from 1st to 17th September 2018 called Meet Up 18. This resulted in over 800 attendees and was highly successful. The aim is to run the festival again during Youth Week in 2019. A separate website was developed to encourage engagement with young people. www.meetup18.com.au
Enhance our early years outreach programs.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	How many new families did we engage with. How many groups invited us back.	2018/19	Done		YTD EY outreach visits have increased by 45% with over 5,000 attendees
Enhance our early years outreach programs.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	How many new families did we engage with. How many groups invited us back.	2019/20	Done		
Better understand and address the drop off of young people who previously used the library.	It is at this point that many library patrons begin to exit our service. We want to better understand the changing learning needs of teenagers so we can better support them in their next stage of life.	Evaluate the needs of young people for our spaces and services	2019/20	Working on it		

Strategy 4 - Explore new and renovated spaces that reflect modern learning approaches						
Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Pilot creative design and library layouts options that can accommodate our patron's diverse needs.	Feedback has highlighted the need for noisy collaborative learning spaces without losing the opportunity for quiet reading and reflection. We want to ensure that we can provide the right learning spaces, regardless of your needs.	Designs created and at least one piloted.	2017/18	Done		A design concept was developed for a Start Space concept. These designs can also be utilised for different spaces in our libraries. A design layout has also been completed for the Korumburra Library and the Foster Library.
Pilot creative design and library layouts options that can accommodate our patron's diverse needs.	Feedback has highlighted the need for noisy collaborative learning spaces without losing the opportunity for quiet reading and reflection. We want to ensure that we can provide the right learning spaces, regardless of your needs.	Designs created and at least one piloted.	2018/19	Done		Foster Library was successful in receiving a grant to provide modern and dynamic furniture, bring the indoors out and provide an open access model.
Develop a renewal plan for dynamic library furniture.	Much of the time, the quantity of space we can offer is restricted. If we utilise dynamic furniture this will allow for us to keep our libraries feeling fresh and will better accommodate diverse needs.	Renewal plan completed and costed.	2017/18	Not started		
Pilot creative design and library layouts options that can accommodate our patron's diverse needs.	Feedback has highlighted the need for noisy collaborative learning spaces without losing the opportunity for quiet reading and reflection. We want to ensure that we can provide the right learning spaces, regardless of your needs.	Designs created and at least one piloted.	2019/20	Done	Yes	The new Waterline Community Library opened in March 2020

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

Strategy 6 - Support our community to explore and learn about new and emerging trends						
Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Integrate new technology into our programs.	We recognise the importance of exploring new technology.	Number of new technologies piloted in our programs.	2017/18	Done		New activities this year included Stop Motion and Green screen technology as part of children's holiday activities.
Explore high speed internet, giving consideration to a user pays model for usage in excess of a base amount.	Many within our community don't have access to high speed internet, either due to cost or their location. Providing a high speed internet service should be a fundamental service your libraries provide.	Business case developed and presented to the Board.	2017/18	Done		Transition to NBN is completed. The speed was not considered worthy of a user pays model.
Provide a digital content creation workstation.	Cost can be a barrier for people to be creative and explore new opportunities. We can provide an opportunity for people to 'try before they buy'.	Digital content creation workstation installed at least one library.	2017/18	Done		Winter school holiday program.
Lead by example to promote high standards of digital literacy in the community	Evolving digital trends mean that the needs of our community are constantly changing. We need to ensure our team's digital literacy skills can support those who need assistance to promote and support a digitally literate community.	Establish a new minimum standard of digital literacy for the library staff, supported by targeted training opportunities.	2018/19	Done	Yes	Recruitment for all positions now includes demonstrating the applicants technology skills by creating a video as part of the application process. Online training is also being deployed during March and April.
Integrate new technology into our programs.	We recognise the importance of exploring new technology.	Number of new technologies piloted in our programs.	2018/19	Done		Introduction of VR technology and Future lab computer coding region wide
Pilot a media streaming zone.	Media streaming is a growth area online, particularly among young people. Providing spaces where groups can watch their favourite streamers or current high profile live streams may help address the drop off of young people who have previously used the library.	Media streaming television installed in at least one library.	2018/19	Done		Media streaming zone installed at Drouin Library
Integrate new technology into our programs.	We recognise the importance of exploring new technology.	Number of new technologies piloted in our programs.	2019/20	Done		The continued use of VR technology with upgraded models for enhanced experiences
Pilot a media streaming zone.	Media streaming is a growth area online, particularly among young people. Providing spaces where groups can watch their favourite streamers or current high profile live streams may help address the drop off of young people who have previously used the library.	Media streaming television installed in at least one library.	2019/20	Working on it		Streaming is a focus currently with COVID19.

Strategy 7 - Promote a culture that encourages flexibility, exploration and personal growth						
Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Strengthen our commitment to each other and our community.	Our current code of conduct needs updating. This is an opportunity to revisit how we collectively enhance our culture of flexibility, experimentation and community focus.	Development of a community commitment document. Our people will be happy and engaged. They will be able to easily adapt to new ideas.	2017/18	Done		
Pilot flexible cloud based employee management systems to support our people.	Our employees are our greatest asset. We need to support them, listen to them and invest in them if we are to achieve our commitment to our community.	Pilot completed with a better understanding of employee review requirements and frequency.	2017/18	Done	Yes	Monday.com is now fulfilling requirements for staff with individual workplans developed as one example.
Implement a cloud based rostering system.	Rostering of our staff takes an incredible amount of time for our team leaders. This takes them away from working with the community.	The number of hours saved is our measure of success.	2017/18	Done		
Keep our people safe.	We have a duty of care to our people to keep them safe at work. This includes incidents like manual handling injuries or verbal abuse.	Reduction in time to investigate and act on instances as required. Less unreported incidents.	2017/18	Done	Yes	Implementation of Donesafe is underway. Training of all staff commenced in March and is continues to be ongoing.
Equip staff with key skills to confidently promote reader development within the community.	We need to transfer our love of reading into conversations with our community to effectively promote our services. This will also help optimise the use of our collections.	Implement reader development training into our quarterly team meetings.	2018/19	Done		Reader development is incorporated into staff quarterly meetings. The first reader development session was held this quarter.
Strengthen our commitment to each other and our community.	Our current code of conduct needs updating. This is an opportunity to revisit how we collectively enhance our culture of flexibility, experimentation and community focus.	Development of a community commitment document. Our people will be happy and engaged. They will be able to easily adapt to new ideas.	2019/20	Working on it		
Continue to develop our people with the skills to confidently engage with our diverse and dynamic communities.	Our communities are diverse and people visit our libraries for a range of services. Our success is determined by the quality of services those who use our service experience.	Increase total members. Increase in active members.	2018/19	Working on it	Yes	Active members and total members continues to trend down ever so slightly on the prior year, despite visits being up from the prior year until the libraries closed. Further work required in this area.

Strategy 8 - Explore diverse revenue opportunities to complement our service						
Name	Why?	Measure of Success	Year Action Created	Status	Updated this Quarter	Comments
Explore opportunities for funding value adding services.	While existing free services within the library will remain free, there is an opportunity to offer new, higher value services that people would be willing to pay for. We would like to explore how a 'freemium' model' might allow us to bring emerging digital and creative opportunities to the community.	Pilot two to three value added services. Percentage of revenue from value added services	2017/18	Won't be completed	Yes	Libraries play an important role in the recovery of COVID-19, therefore exploring opportunities for funding value added services that people would be prepared to pay for is not an action that we will take.
Seek alternative revenue opportunities to support our projects and programs.	There are many opportunities for funding that will complement our service and allow us to deliver more for you.	Amount of alternative revenue received.	2017/18	Done		Received a grant from Fonterra of \$2,000. This will provide new born babies with the board book 'Moo' written by Alison Lester and will deliver a promotional story time program to highlight the importance of early years literacy.
Seek alternative revenue opportunities to support our projects and programs.	There are many opportunities for funding that will complement our service and allow us to deliver more for you.	Amount of alternative revenue received.	2018/19	Done		Received grant for Meet UP 19 of \$2,000 as part of Youth Week
Seek alternative revenue opportunities to support our projects and programs.	There are many opportunities for funding that will complement our service and allow us to deliver more for you.	Amount of alternative revenue received.	2019/20	Done	Yes	Received grant funding for of \$2,000 for Science week and \$2,000 grant for Youth Week (now postponed). No additional funding will be received this financial year.

WED
22

April 22 - July 1

Story Time Online

Online

Watch Story Time online. Our wonderful storytellers from the library, join you with stories, songs and more. Follow us on facebook for a new Story Time at 10.30am Weekdays.
<https://vimeo.com/showcase/6952918>

WED
22

April 22

Young Einsteins Online

Online

Young Einsteins Online is a STEAM based program aimed at children with a variety of activities suitable for ages 5-16. During each session, we perform experiments and activities that can easily be recreated at home for further learning now brought to you online. It's brain stretching and lots of fun! S – Science T – [...]



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22

April 22 - July 1

Simple Self-Sufficiency

Online

Reduce your impact on the planet and improve your family's health and well-being with these simple self-sufficiency tips.
<https://vimeo.com/showcase/7038154>

THU
23

April 23 - July 1

Local Author Showcase

Online

This series features a showcase of local authors from across West Gippsland and Bass Coast. Premieres Thursday at 7pm on Facebook. Join us in the first of a series of online videos celebrating our talented local authors. KH Canobi's "Mindcull" is a mind bending and thought provoking book for young adults.



Featured

E-resources

E-resources are currently a feature due to the closure of the physical libraries.

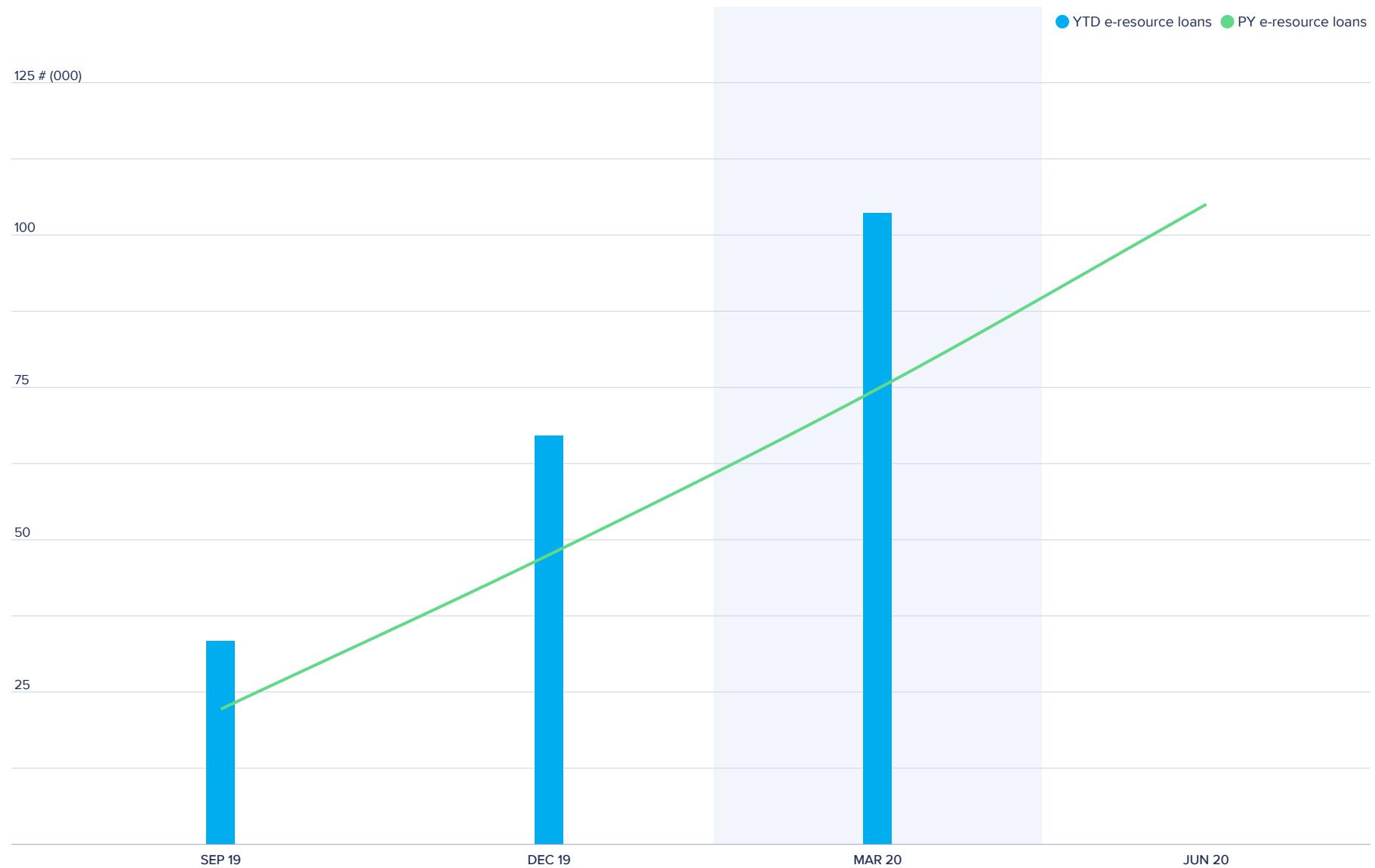
Social Media

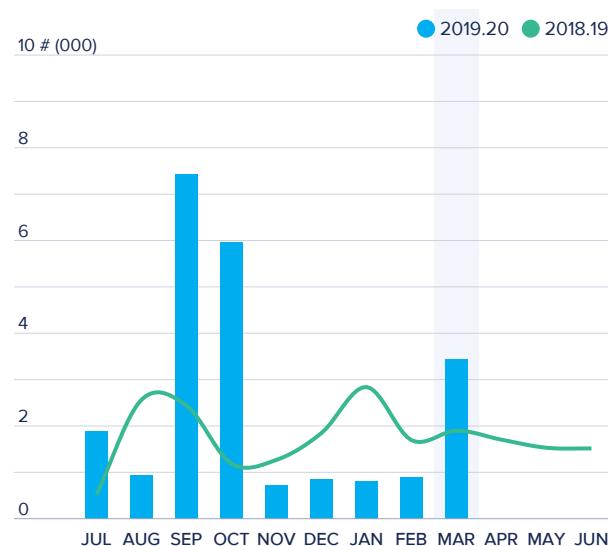
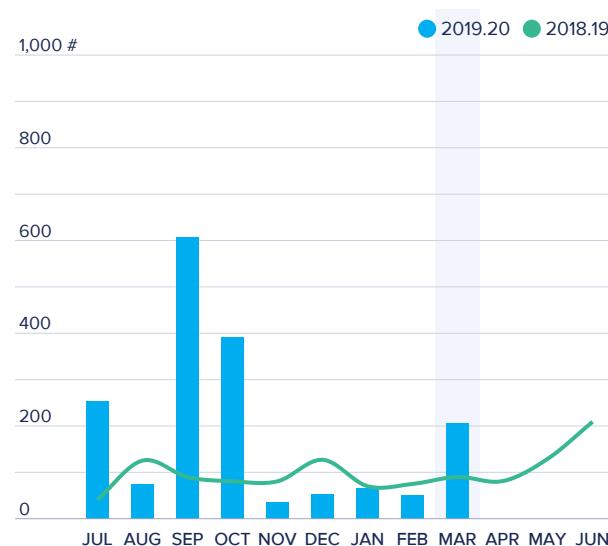
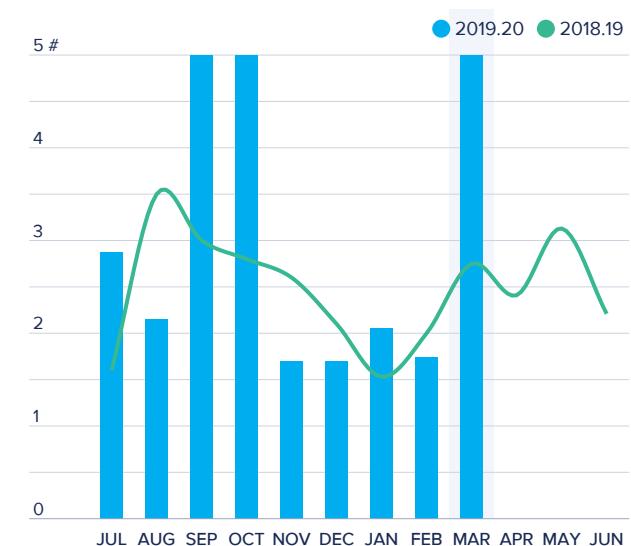
Investment in social media and website is key during the closure of the physical branch libraries.

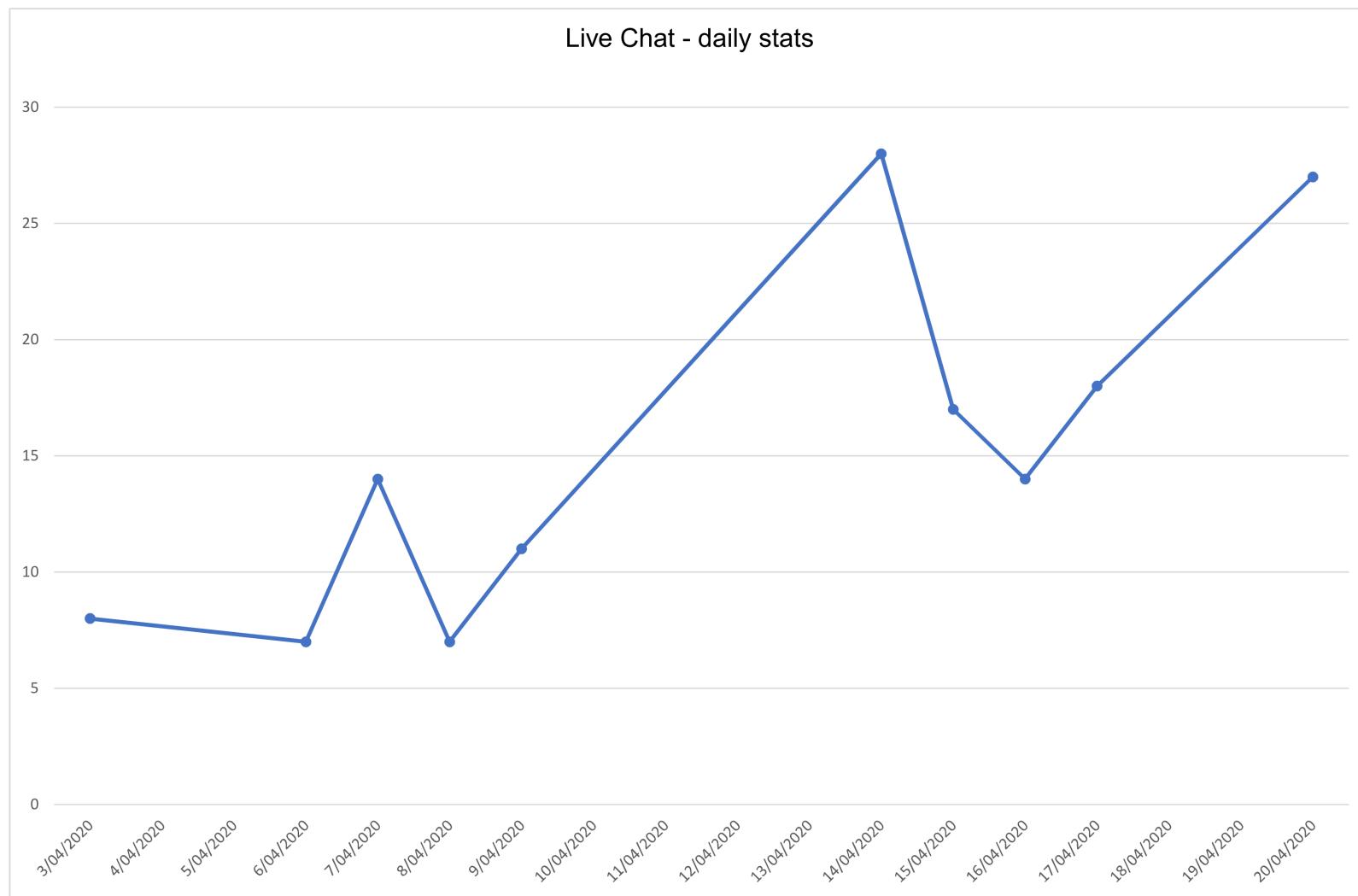
Live chat

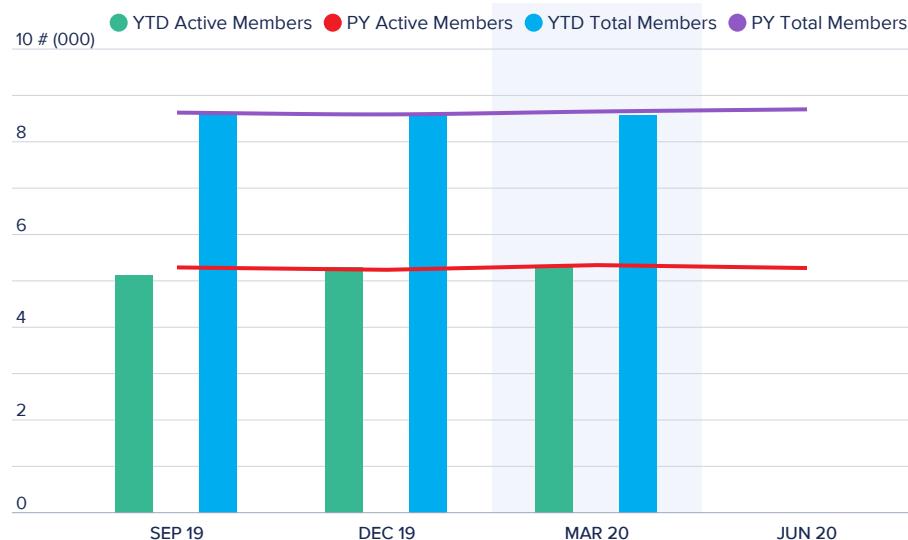
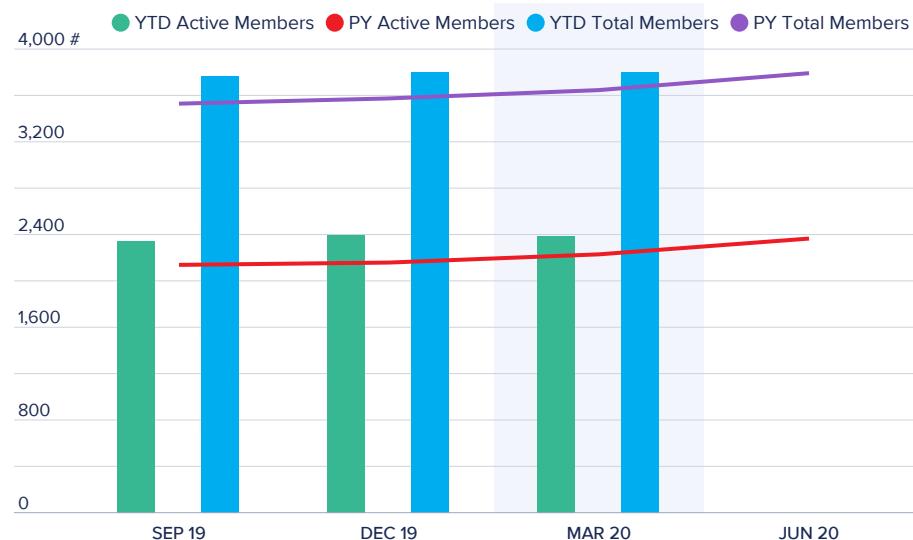
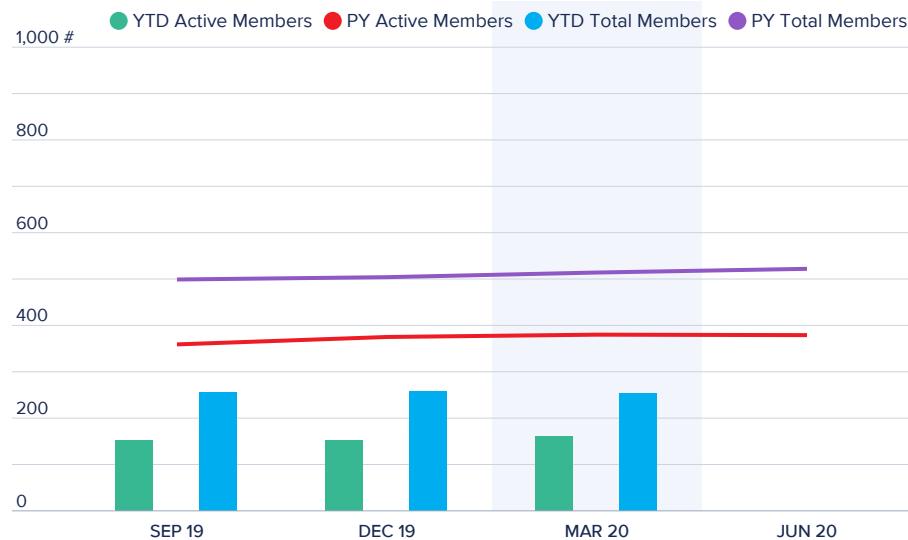
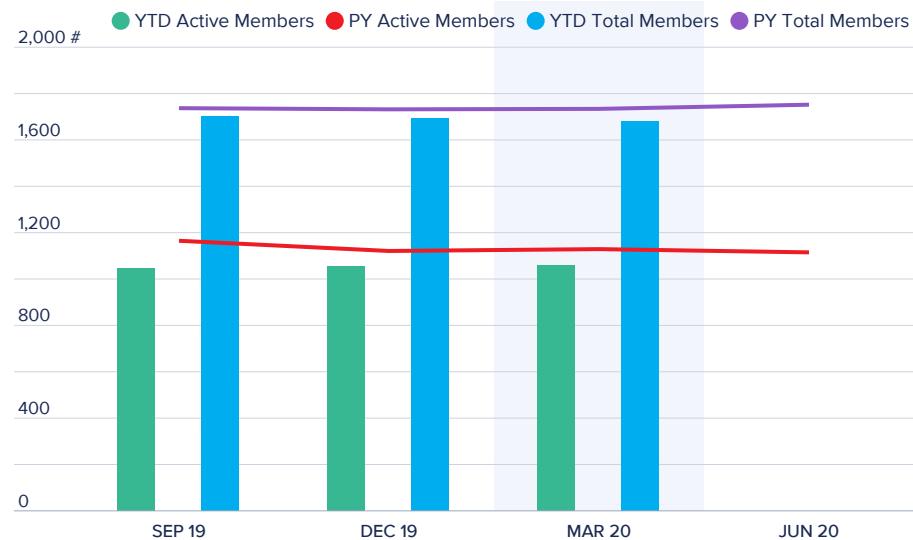
WGL launched the live website chat with librarians this quarter. Refer to the graph outlining its performance so far.

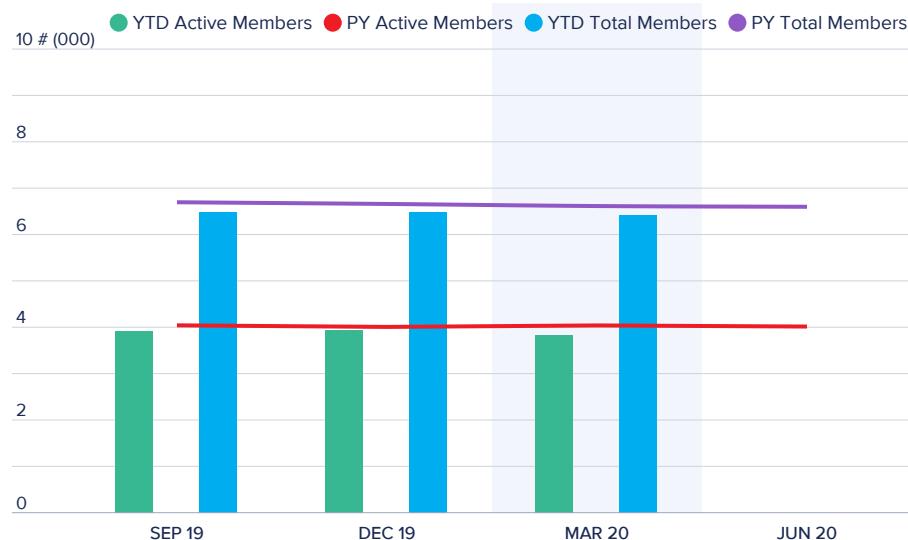
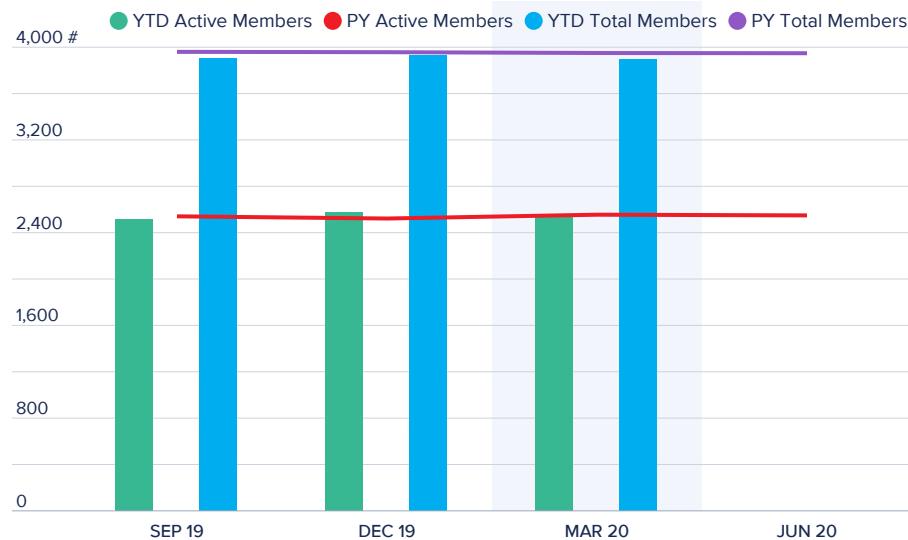
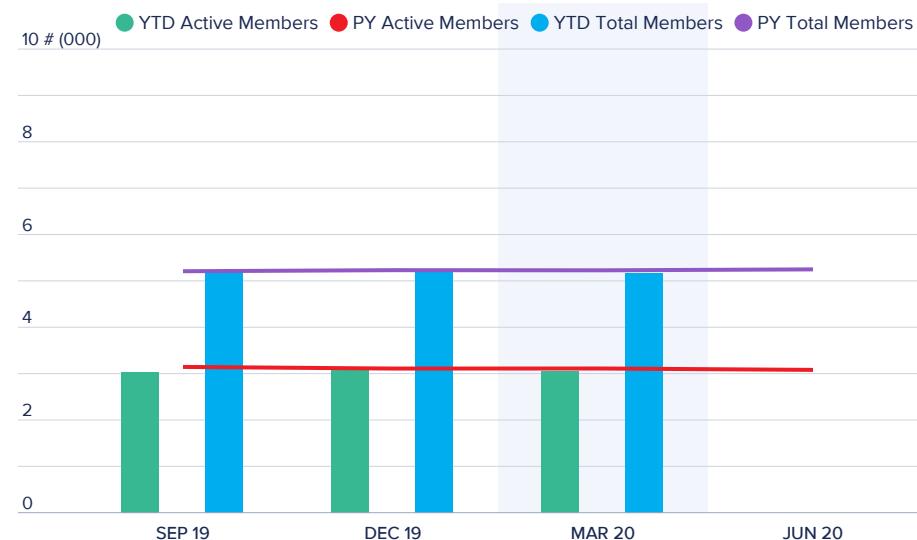
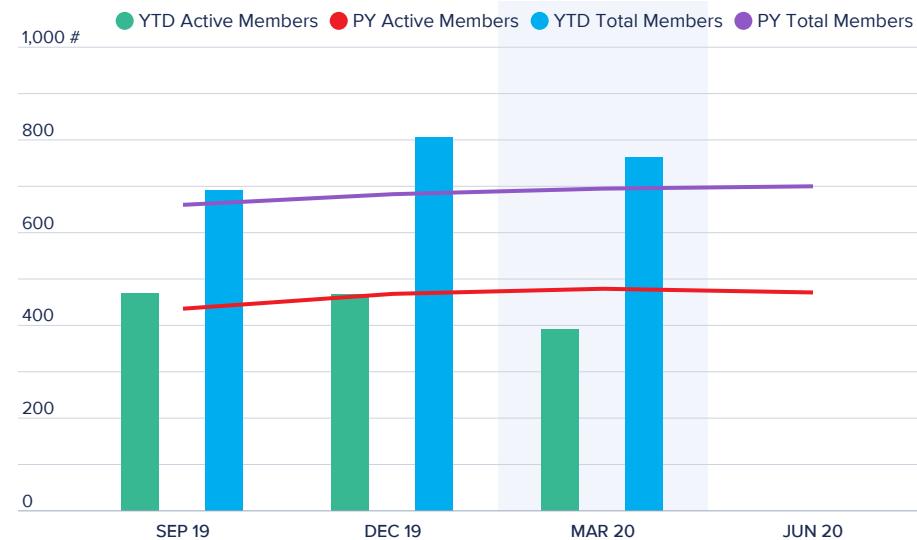
E-resource loans (region)



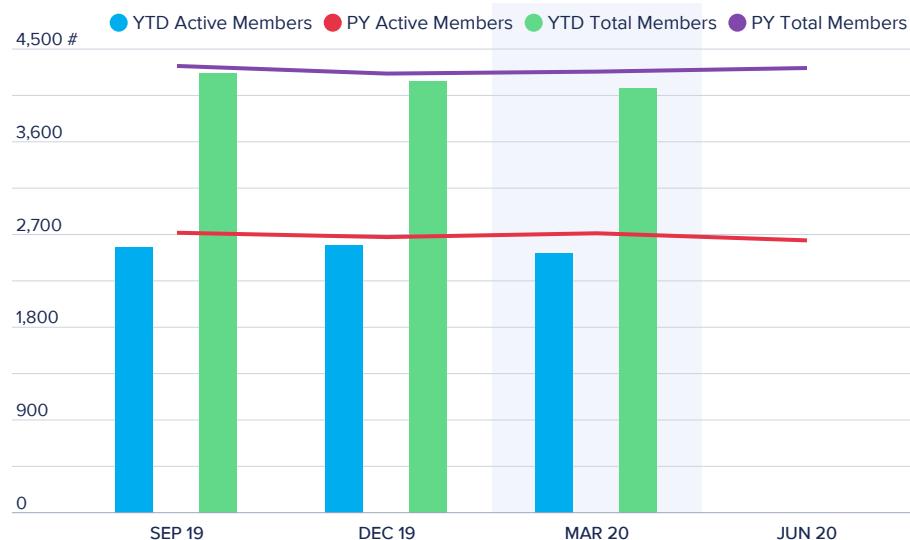
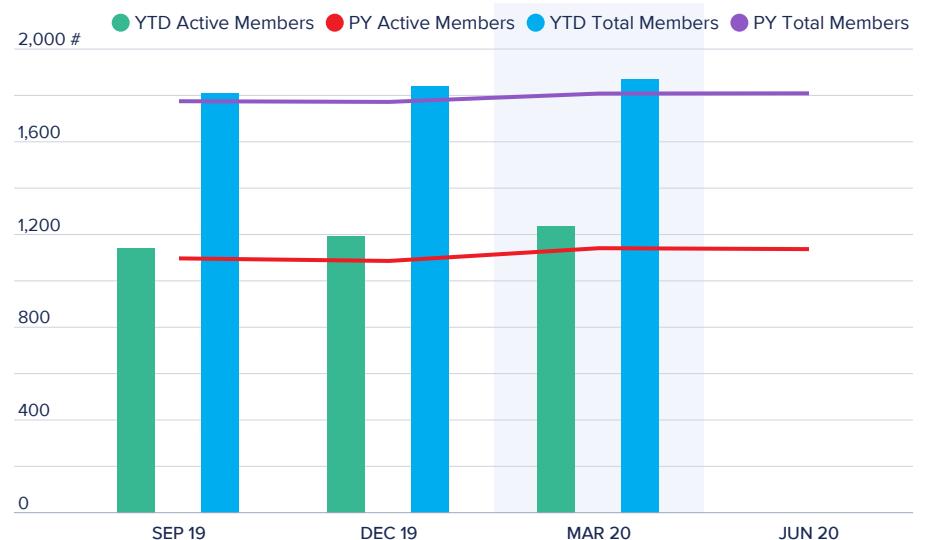
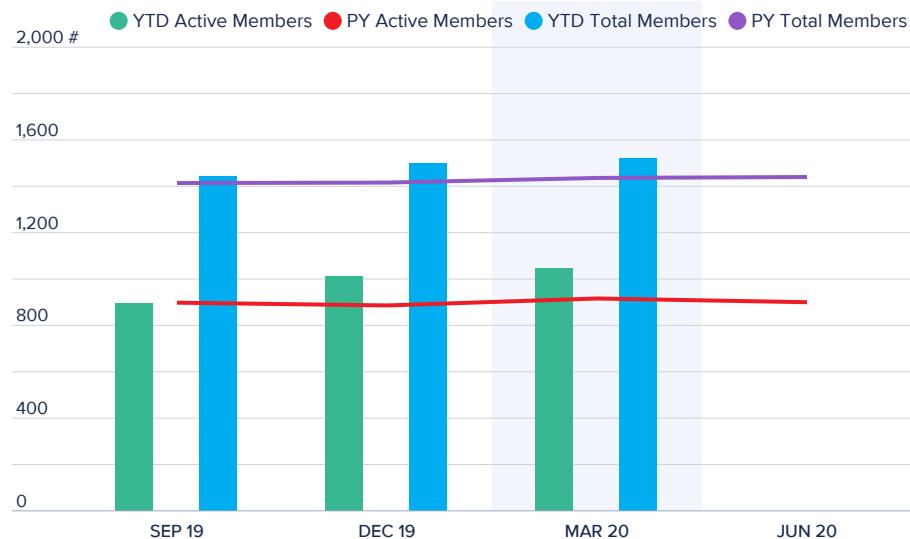
Average Daily Reach**Average Daily Engagement****Average Daily New Likes**

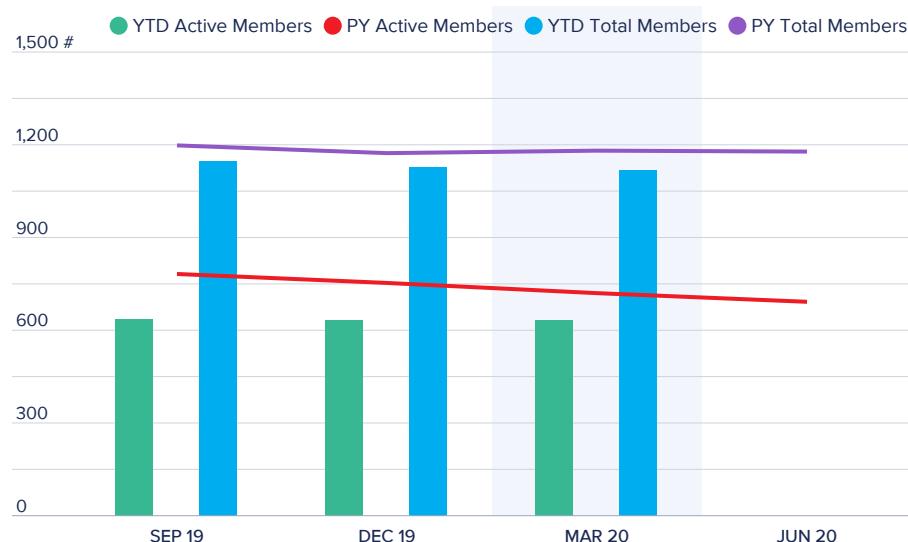
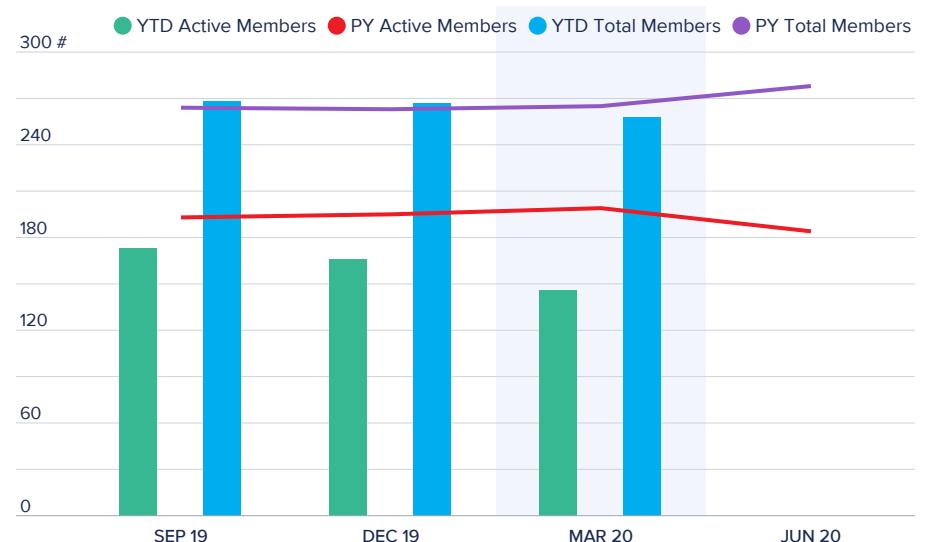


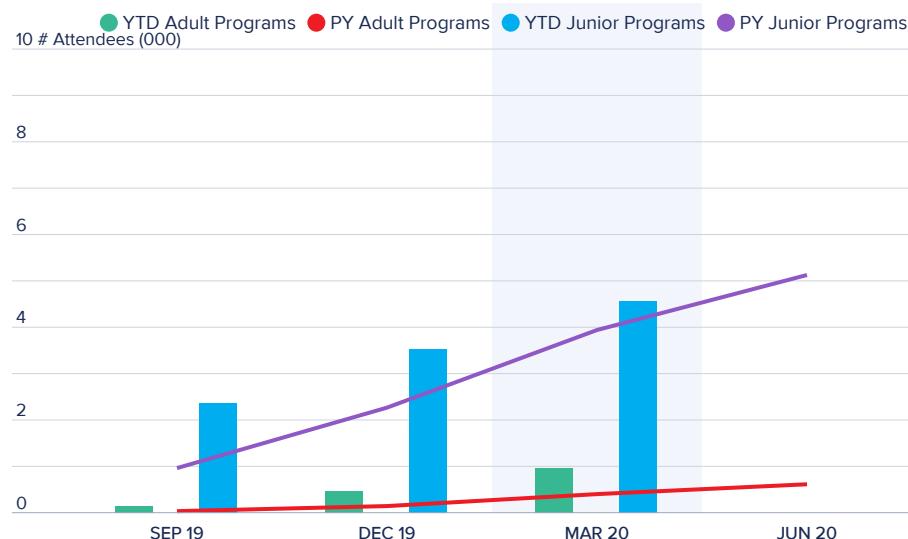
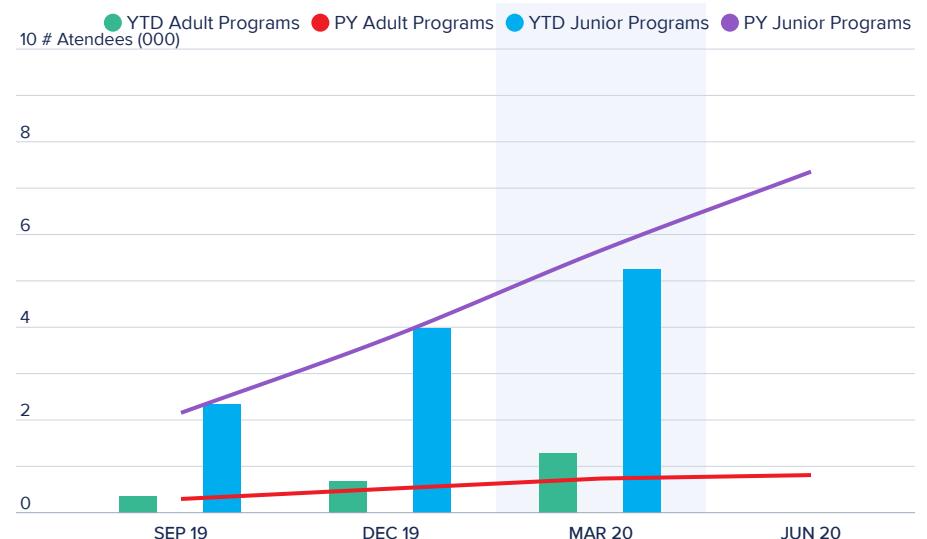
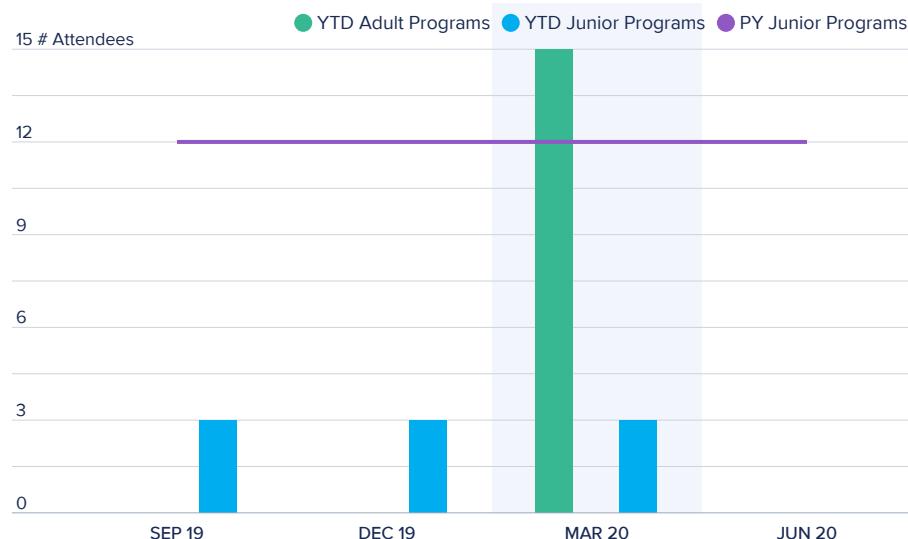
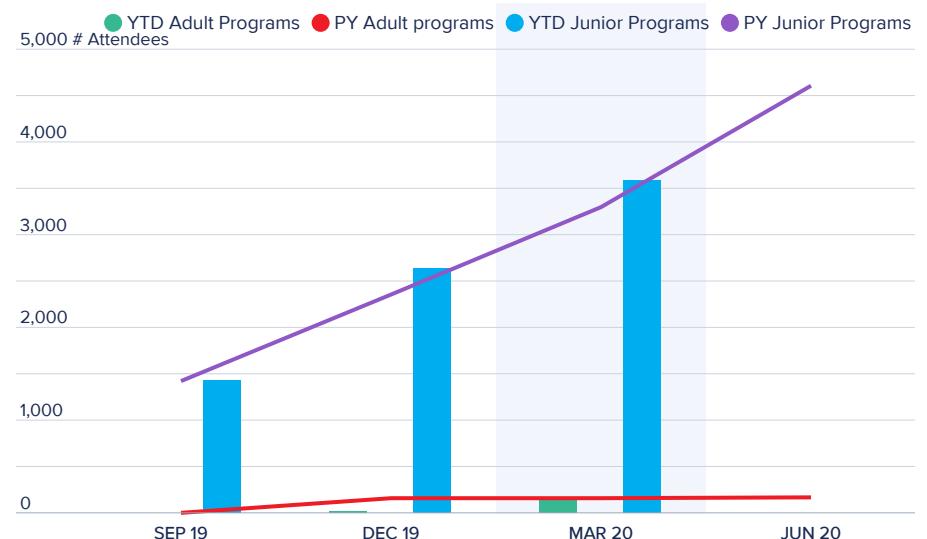
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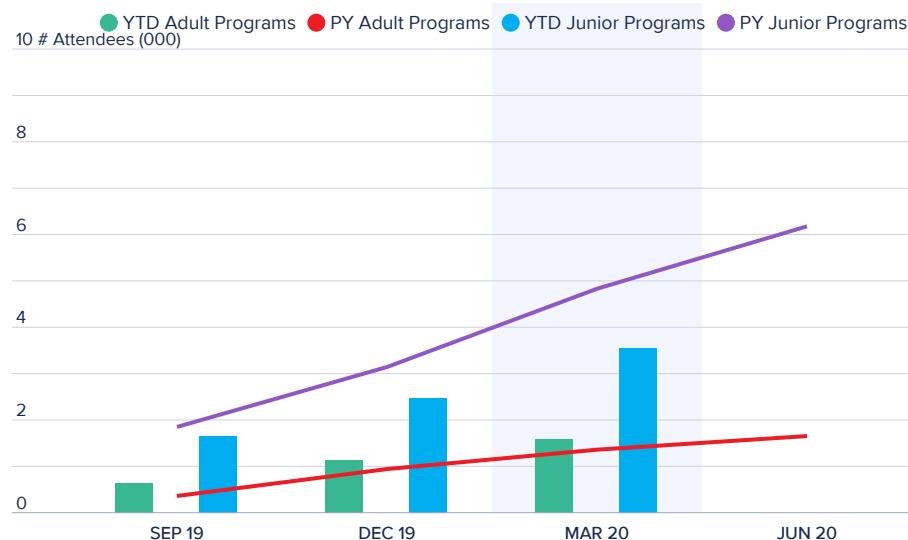
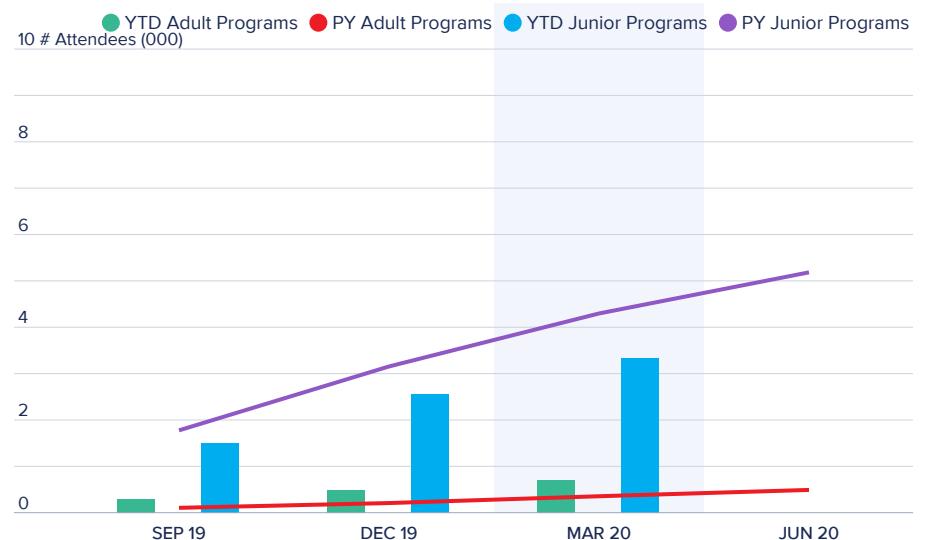
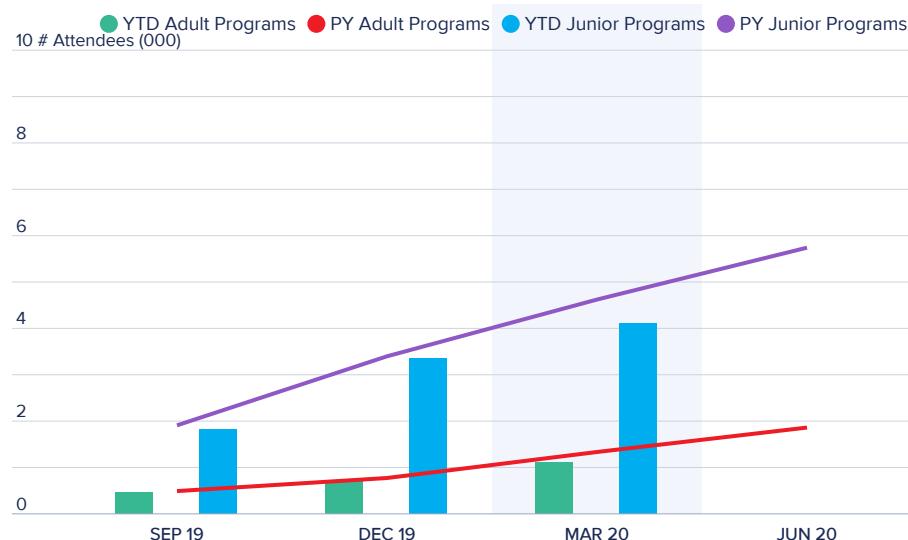
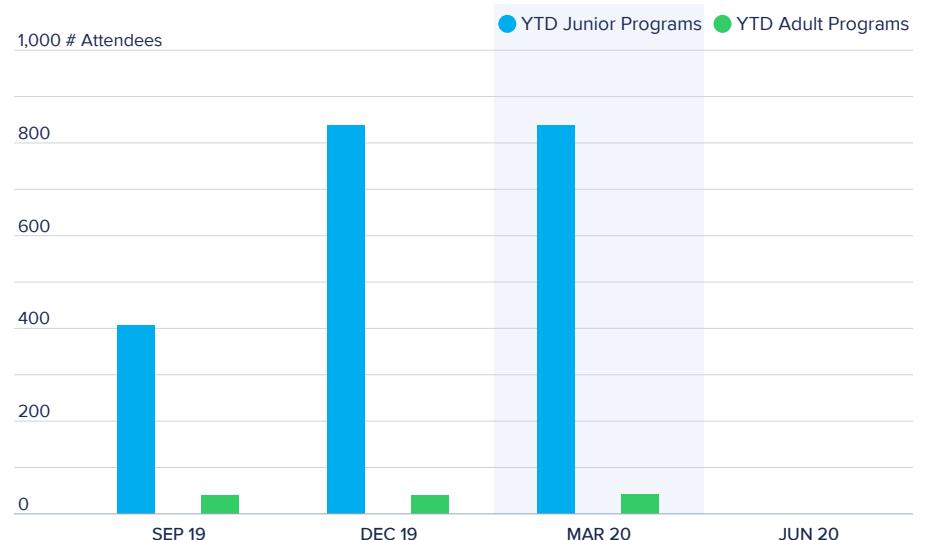
Membership - Wonthaggi**Membership - Inverloch****Membership - Phillip Island****Membership - South Coast Mobile (BC)**

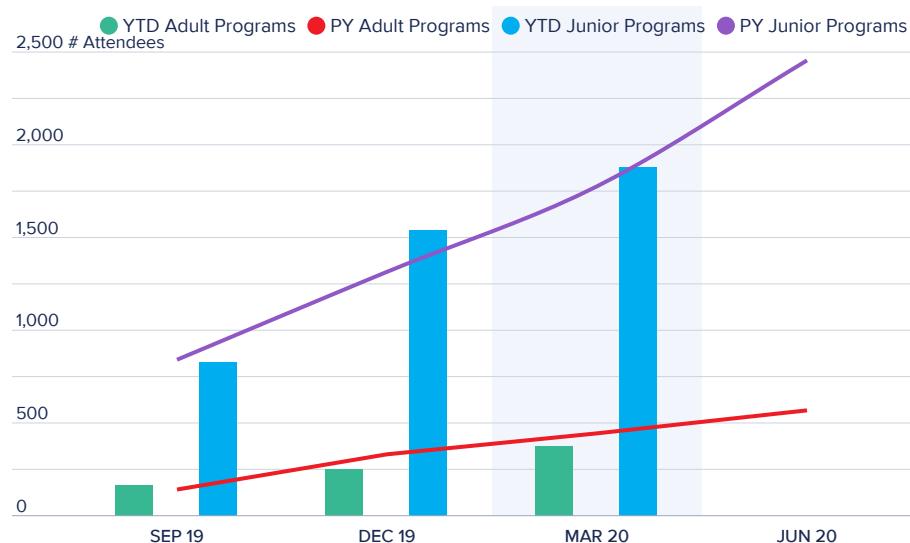
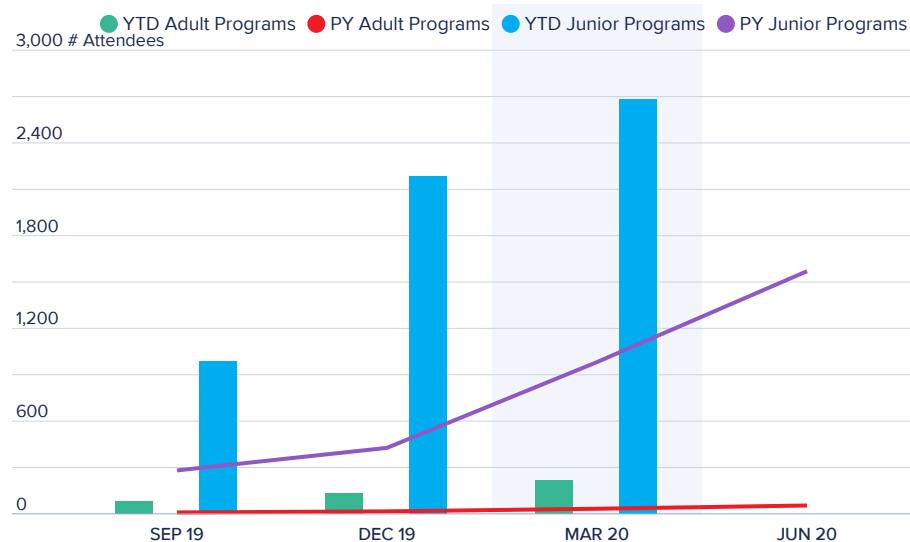
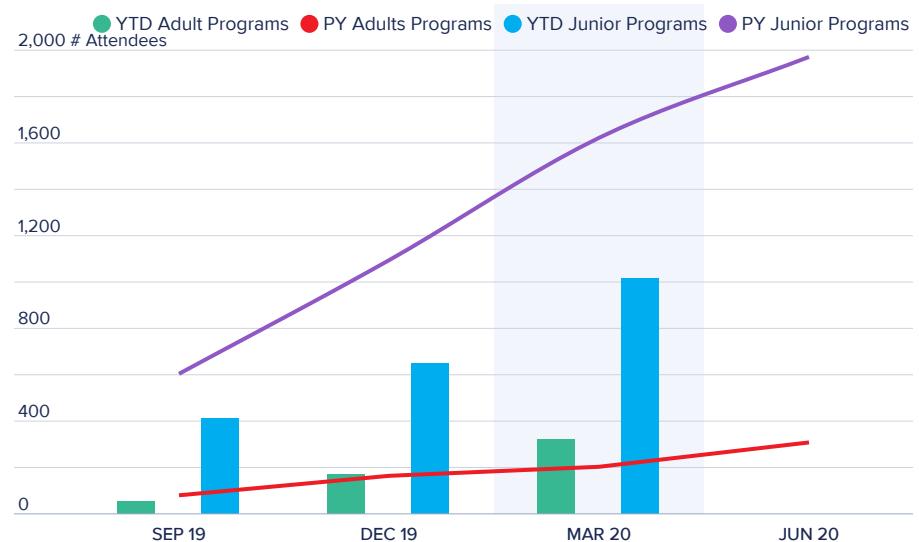
Membership - Waterline (Grantville)**Waterline (Coronet Bay - click and collect)****Waterline (Corinella - click and collect)**

Membership - Leongatha**Membership - Korumburra****Membership - Foster****Membership - Welshpool**

Membership - Mirboo North**Membership - Poowong**

Programs YTD - Drouin**Programs YTD - Warragul****Programs YTD - Neerim South****Programs YTD - Northern Mobile**

Programs YTD - Wonthaggi**Programs YTD - Phillip Island****Programs YTD - Inverloch****Programs YTD - Waterline**

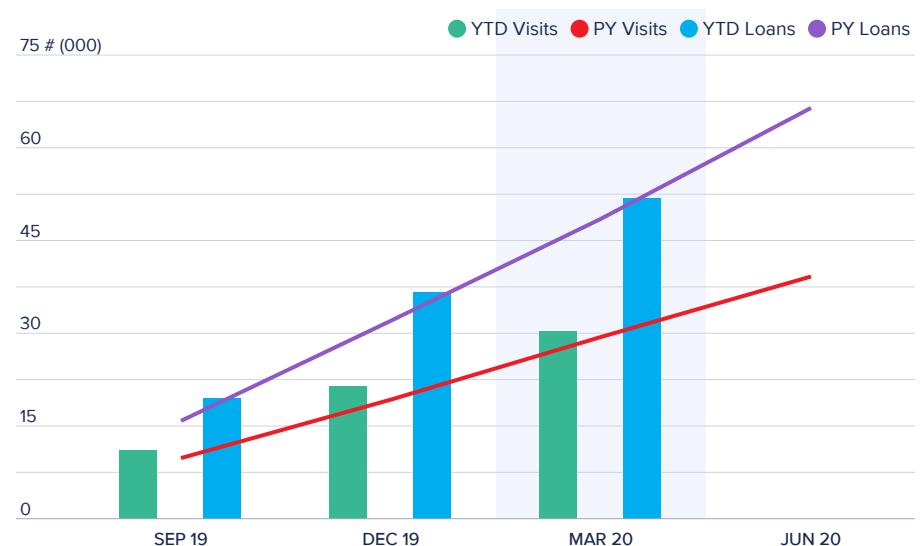
Programs YTD - Leongatha**Programs YTD - Korumburra****Programs YTD - Foster****Programs YTD - Mirboo North**

Programs YTD - Poowong

Visits and Loans YTD - Warragul



Visits and Loans YTD - Drouin

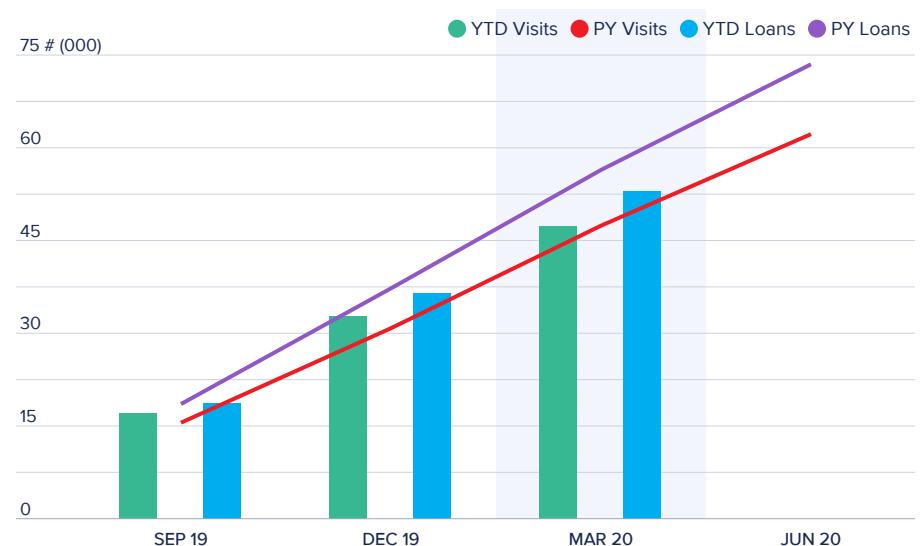
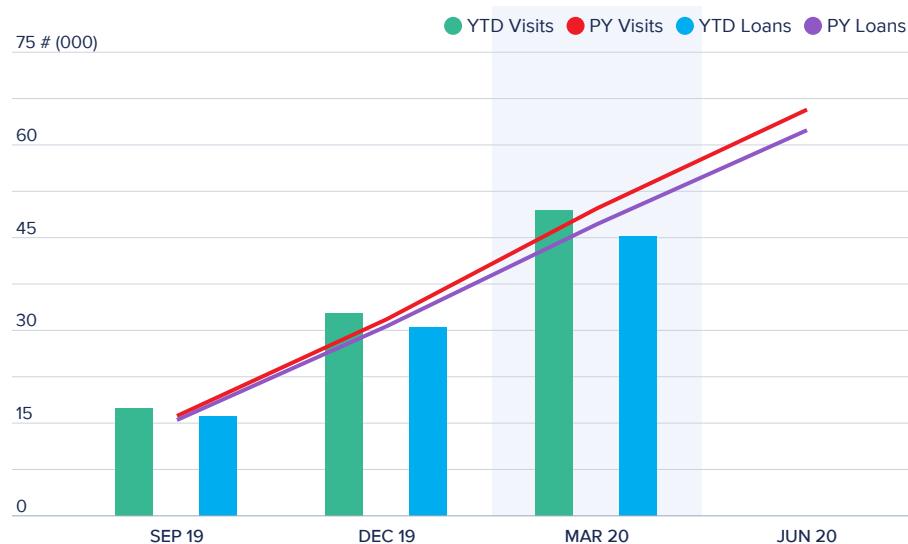
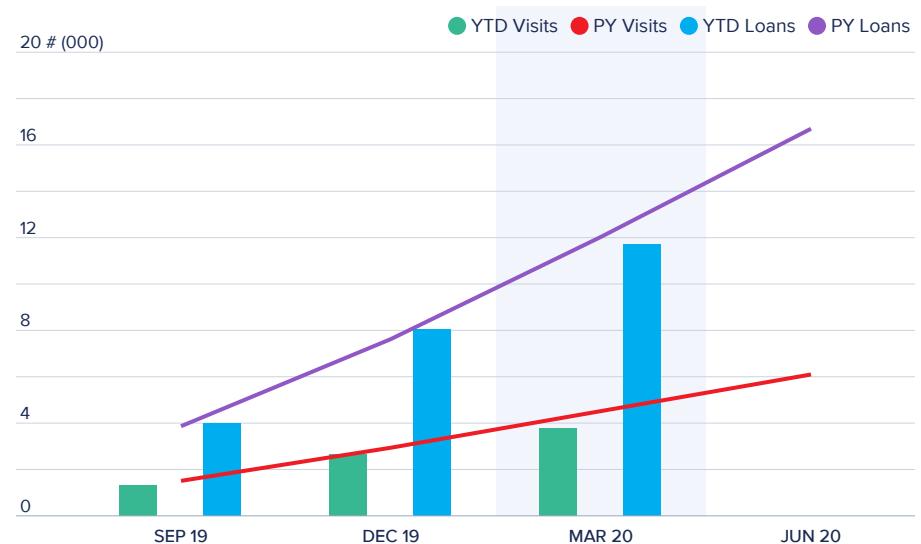


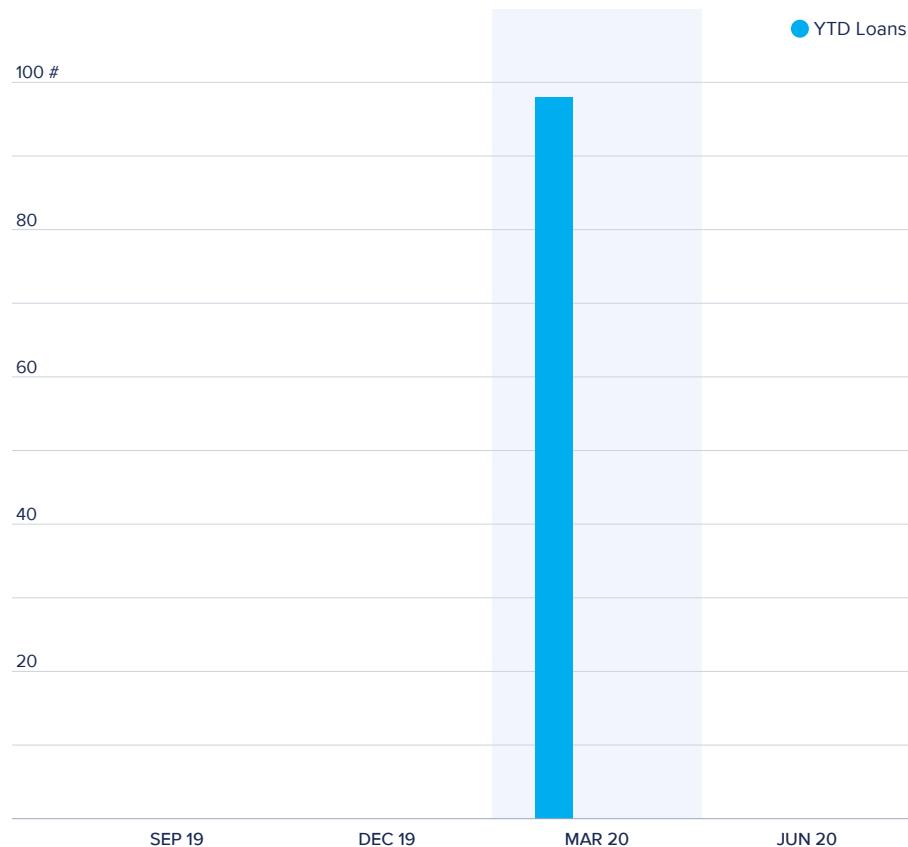
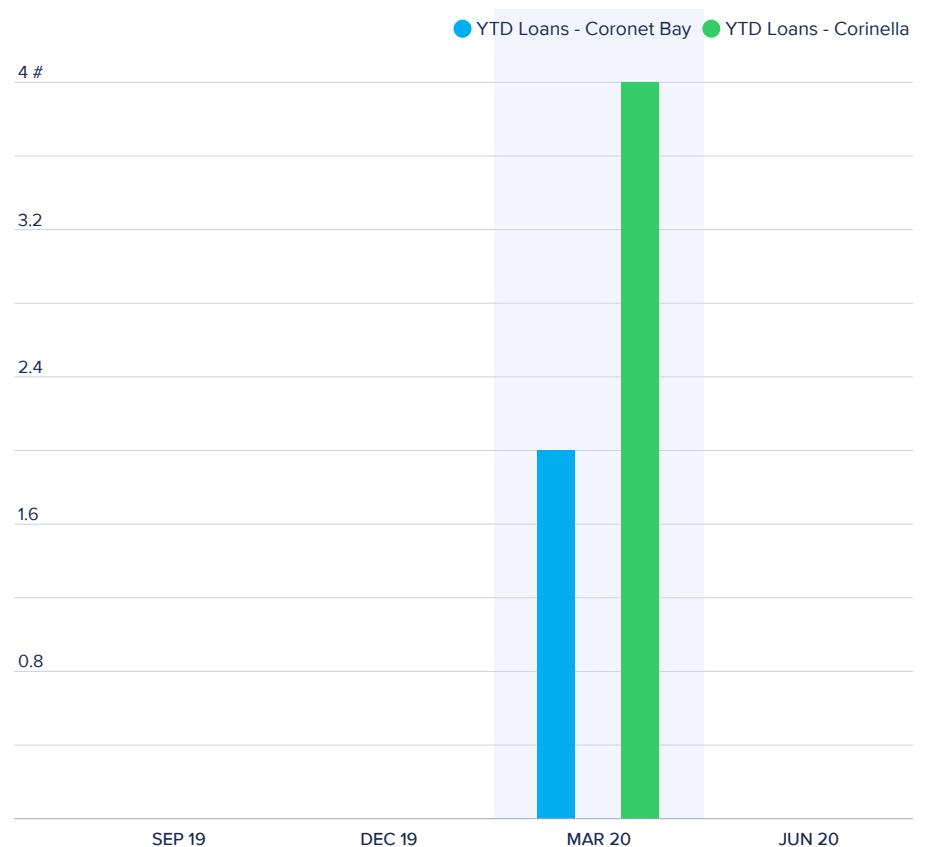
Visits and Loans YTD - Neerim South



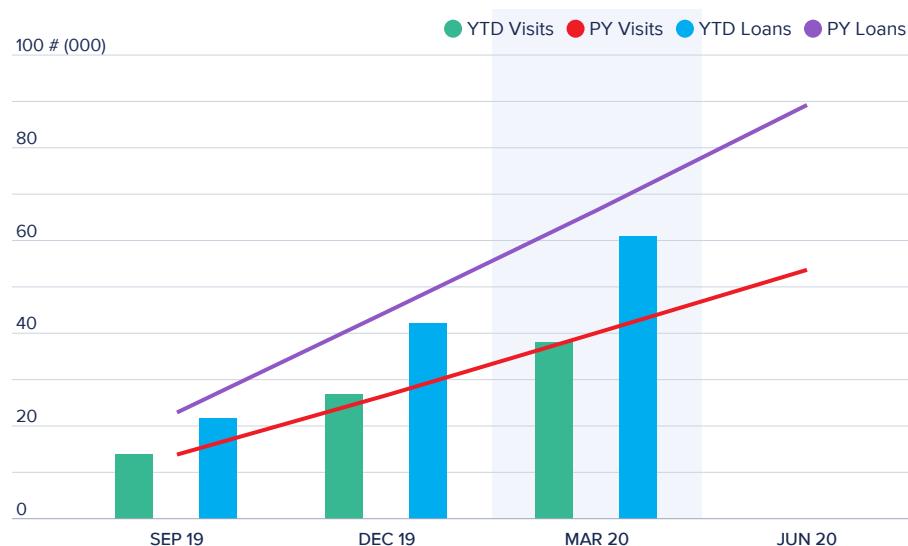
Visits and Loans YTD - Northern Mobile



Visits and Loans - Wonthaggi**Visits and Loans YTD - Phillip Island****Visits and Loans YTD - Inverloch****Visits and Loans YTD - South Coast Mobile (BC)**

Visits and Loans - Waterline (Grantville)**Loans - Click and Collect**

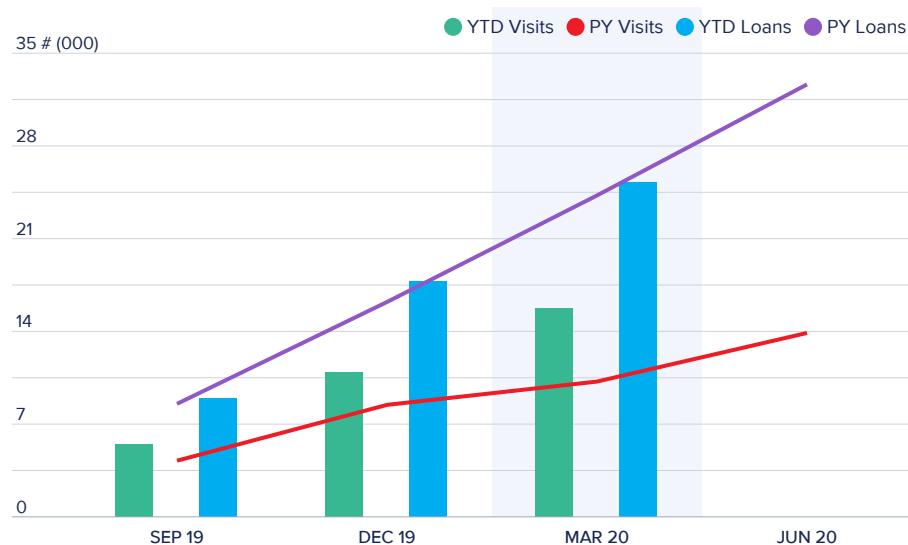
Visits and Loans YTD - Leongatha



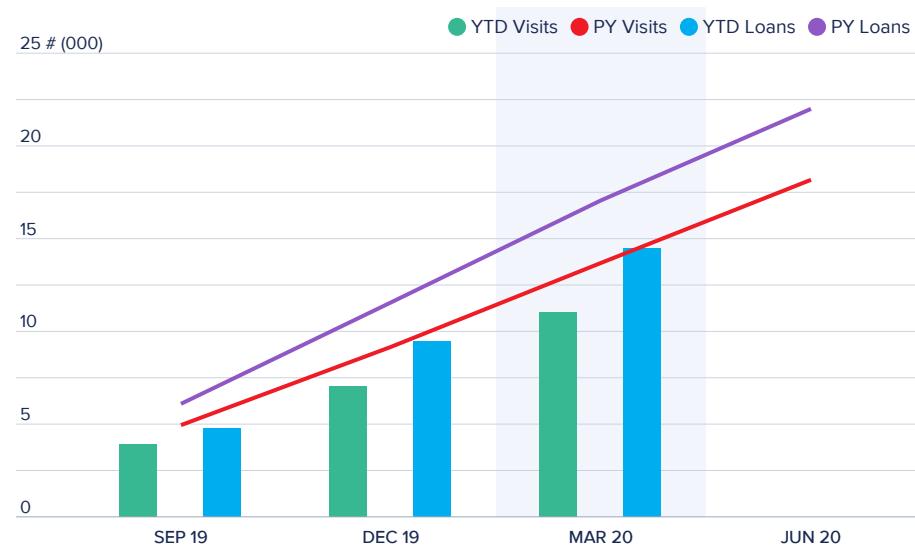
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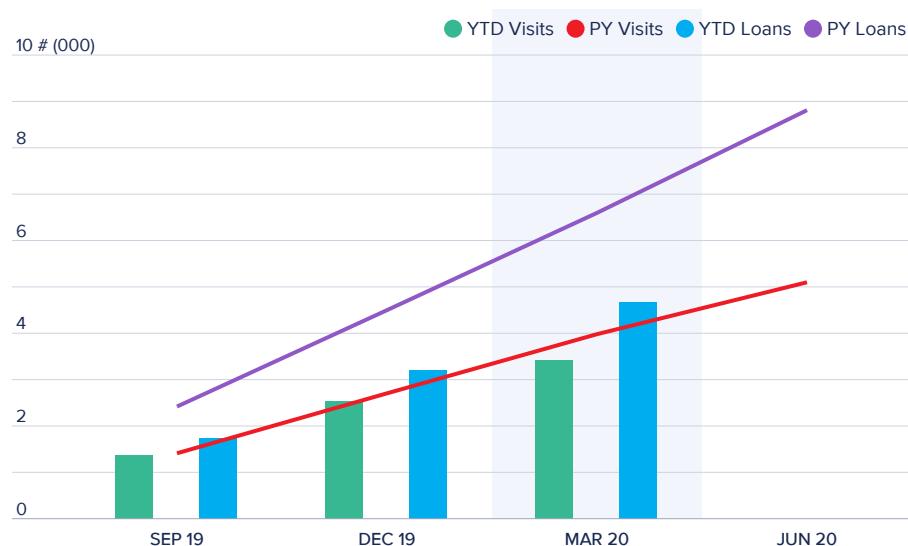


Visits and Loans YTD - Foster

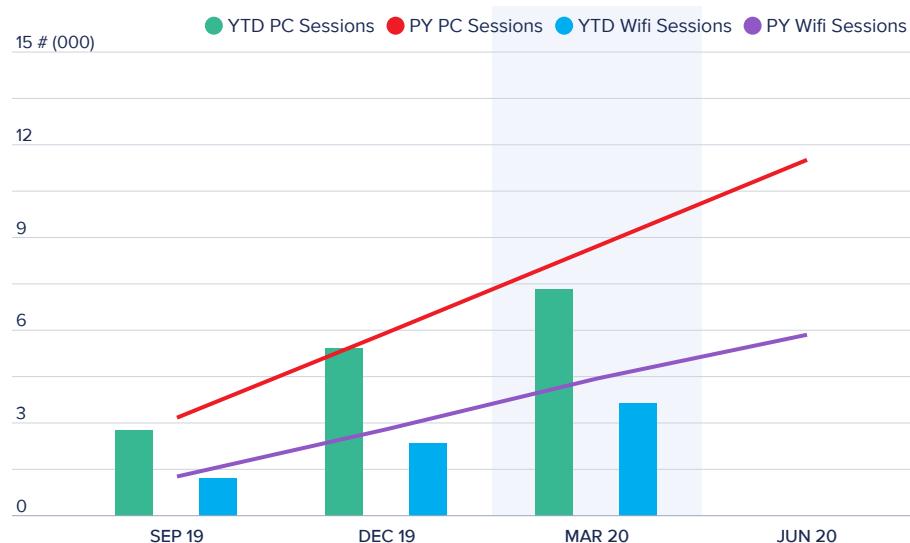


Visits and Loans YTD - Mirboo North

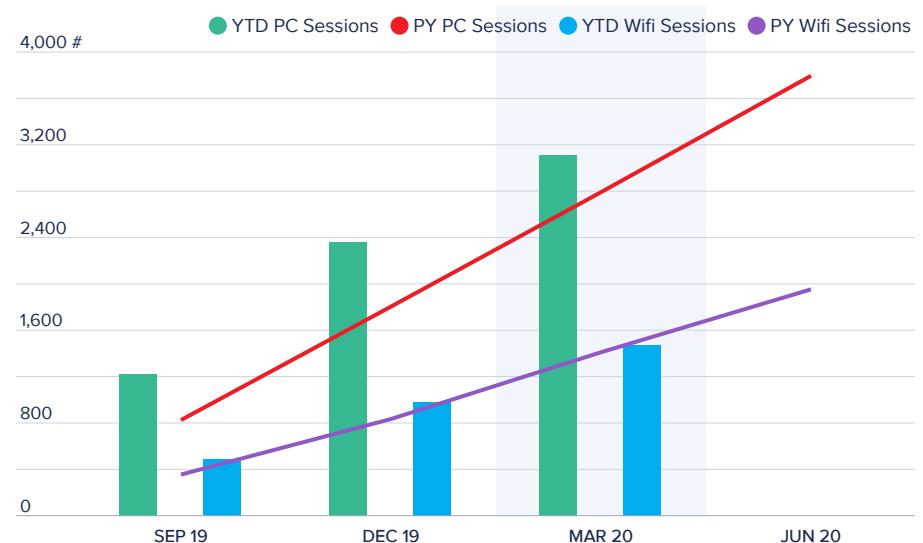


Visits and Loans YTD - Poowong**Loans - Welshpool**

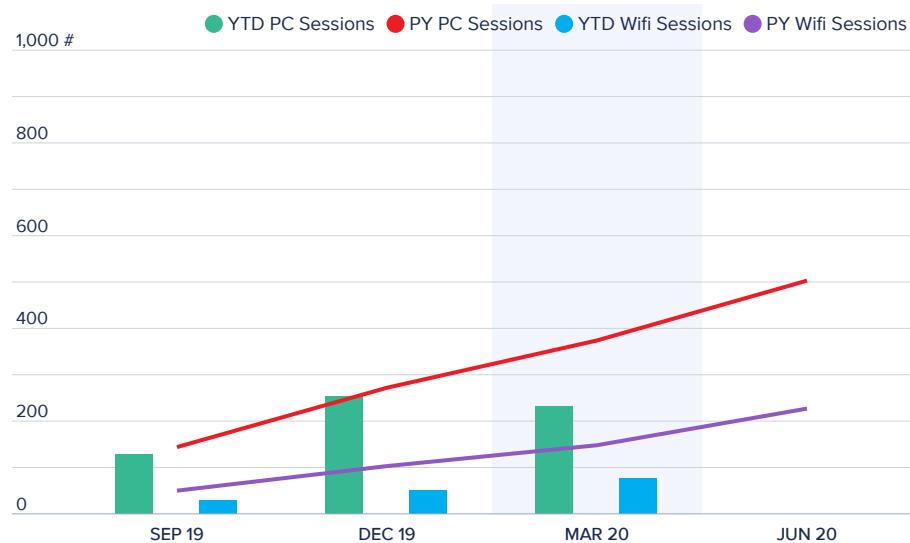
PC & Wifi YTD - Warragul



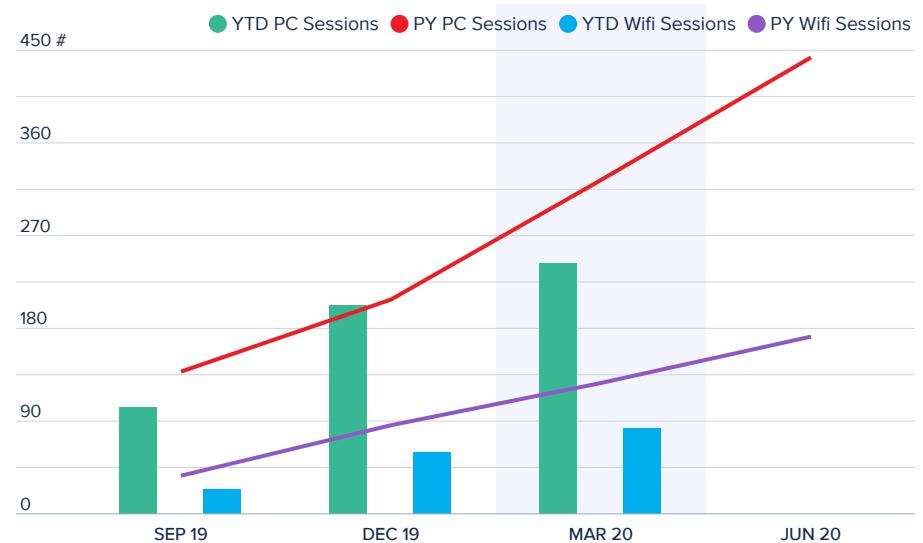
PS & Wifi YTD - Drouin



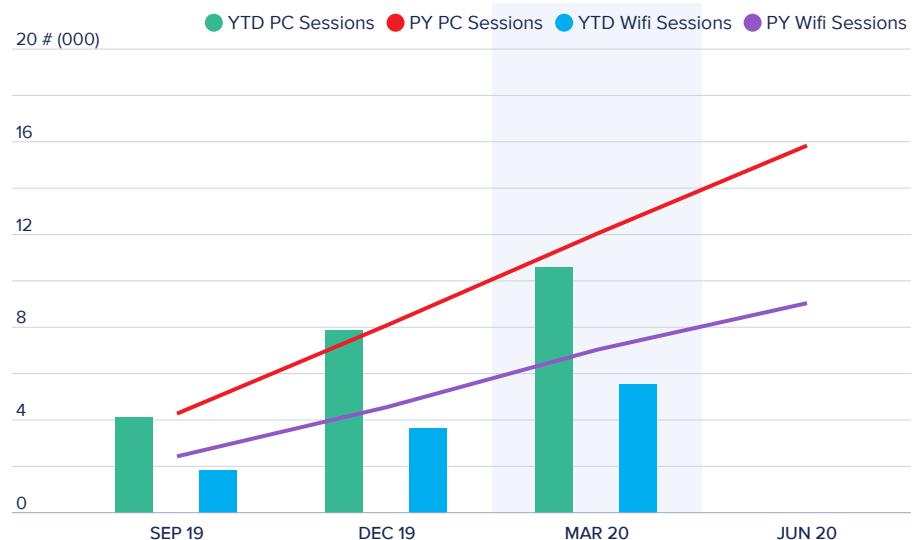
PC & Wifi YTD - Neerim South



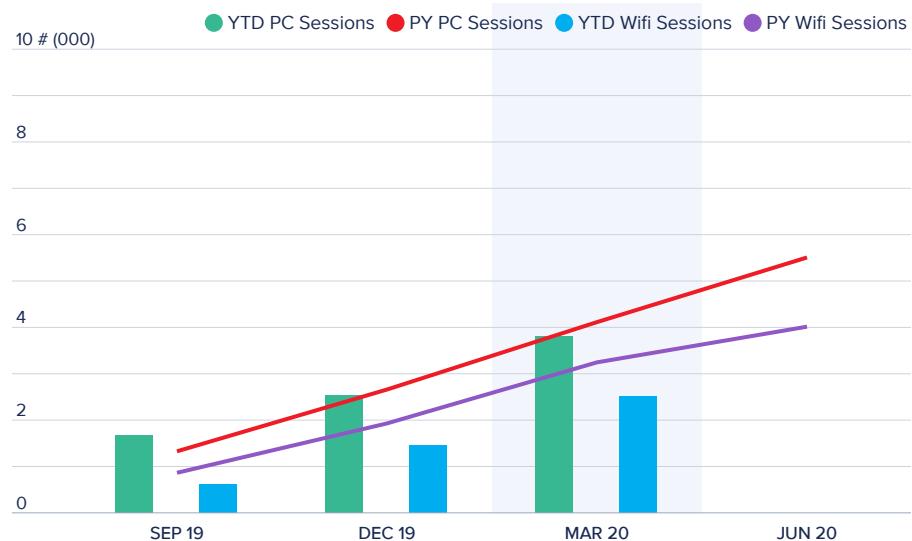
PC & WiFi YTD - Northern Mobile



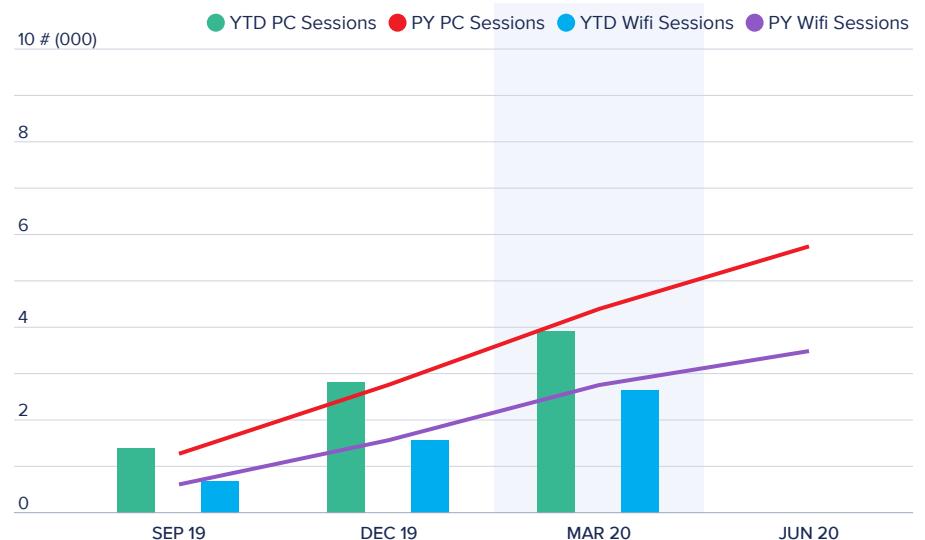
PC & Wifi YTD - Wonthaggi



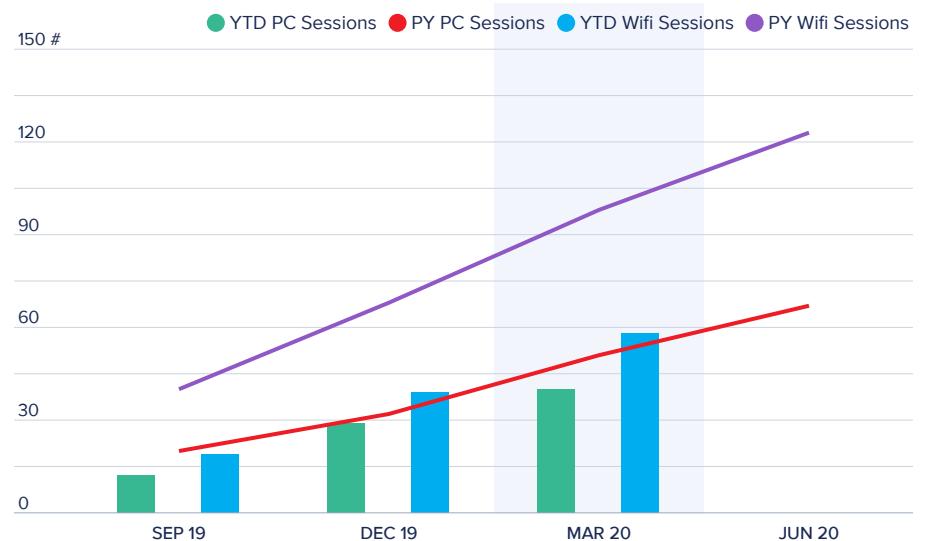
PC & Wifi YTD - Inverloch



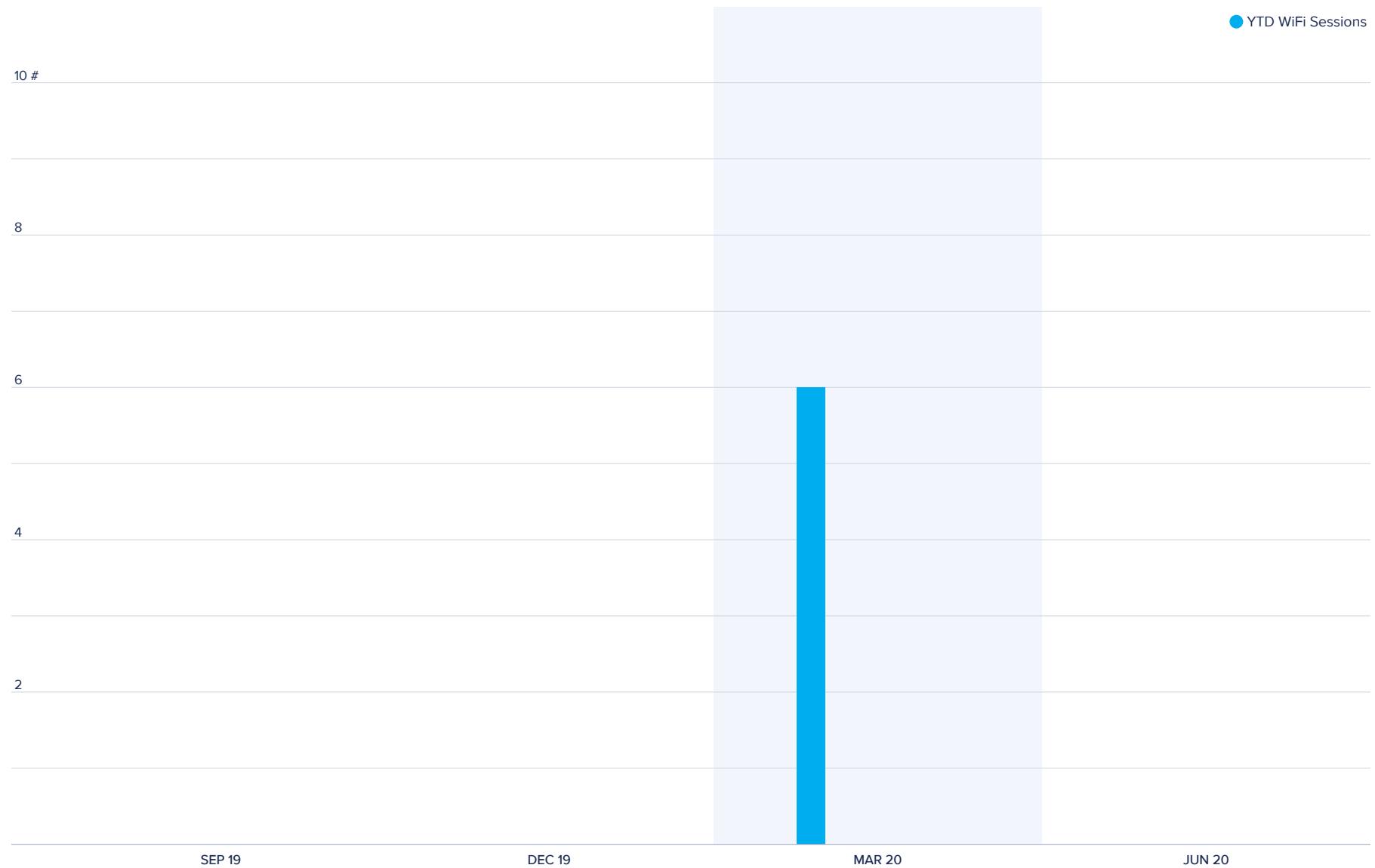
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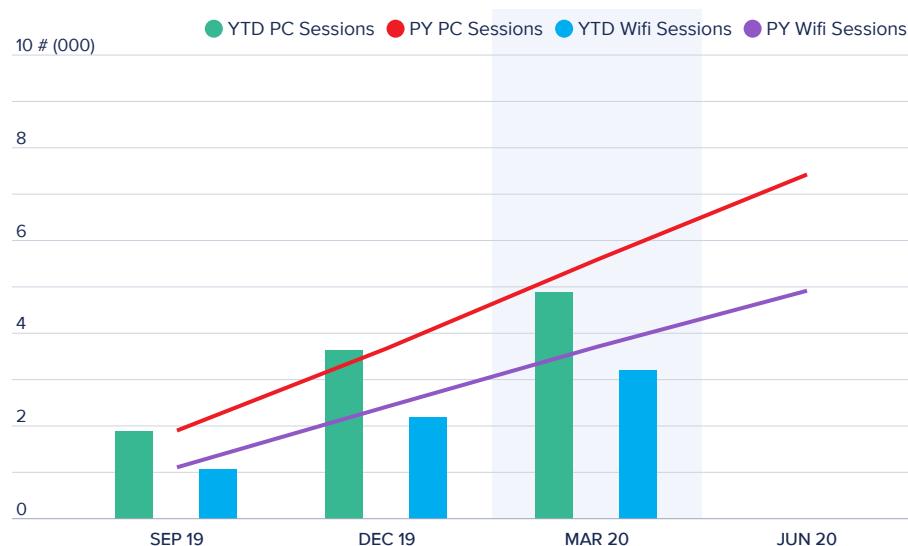
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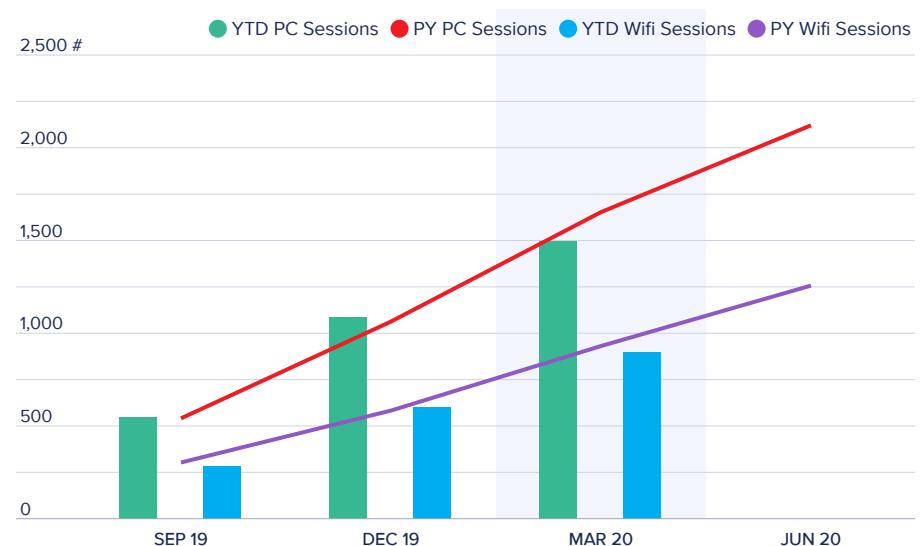
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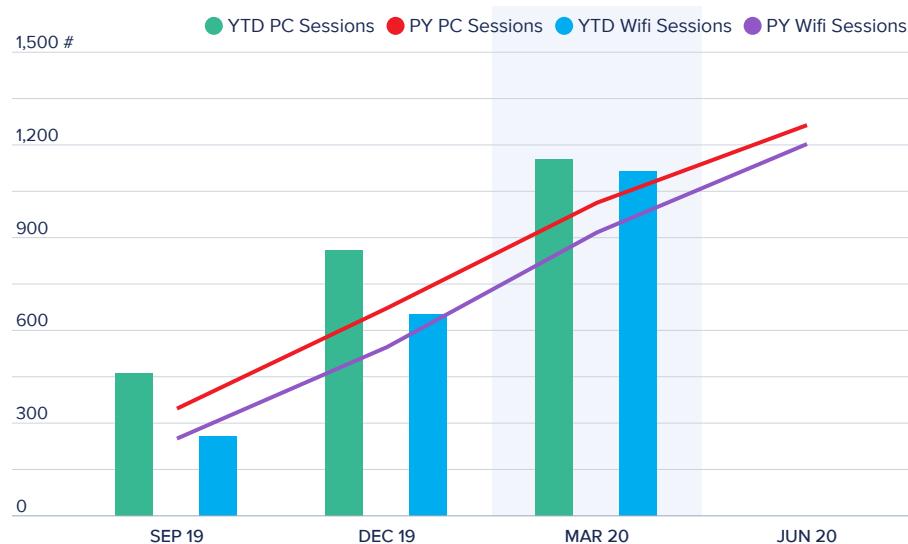
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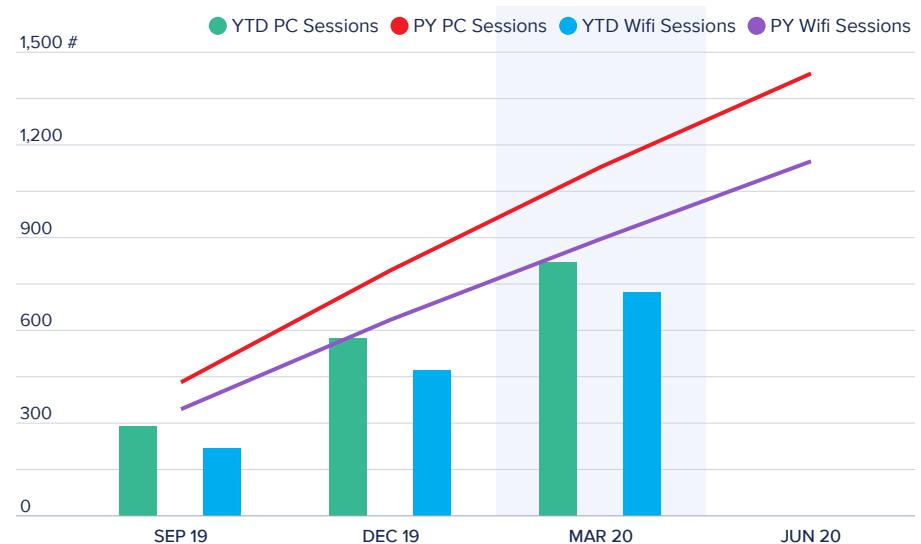
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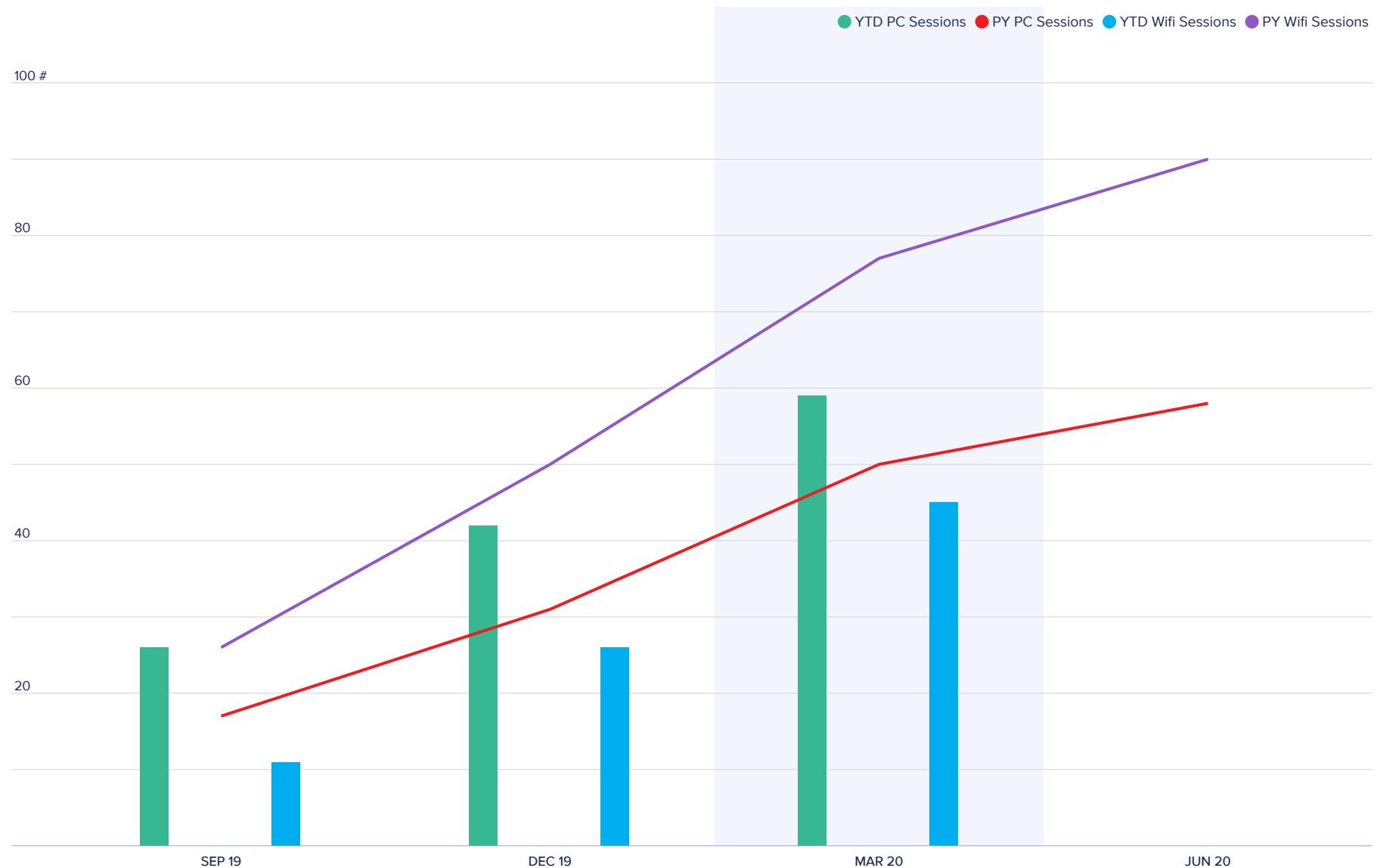
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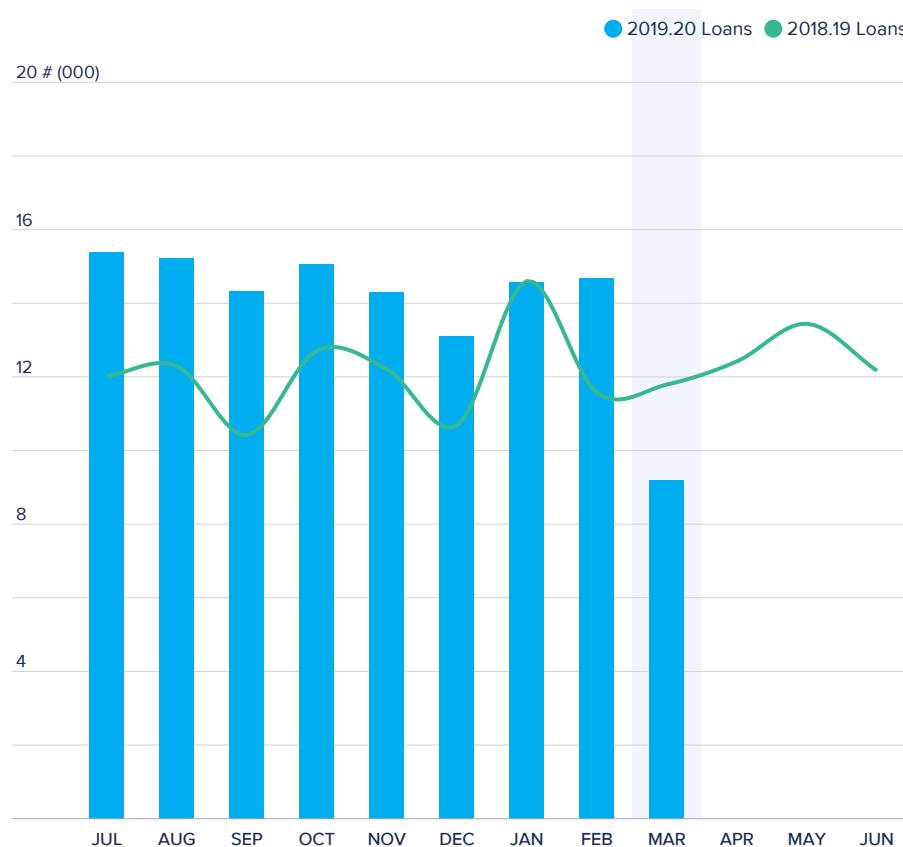
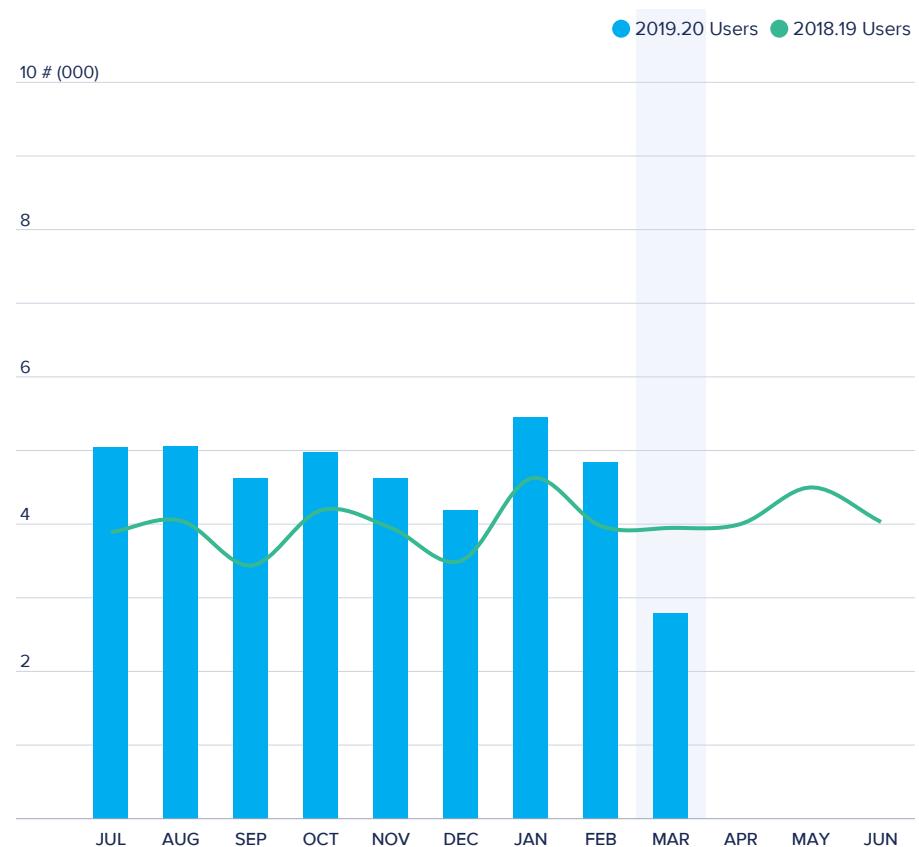


PC & Wifi YTD - Mirboo North



PC & Wifi YTD - Poowong



Self Checkout Loans**Self Checkout Users**

Meetings, Operation And use of Libraries Local Law No. 3 2020

Our Child Safety Commitment

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



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PART 1 – INTRODUCTION

1. Title

This Local Law is the West Gippsland Regional Library Corporation Meetings and Common Seal No. 3 and referred to below as this Local Law.

2. Objectives of this Local Law

The objectives of this Local Law are to:

- a) provide a mechanism to facilitate the good government of the W.G.R.L.C. Board through its formal meeting procedure to ensure effective and efficient Board decisions are made in a manner which acknowledges the role of local government within the Australian system of Government;
- b) to promote and encourage community participation in the system of local government by providing mechanisms for the Board to ascertain the community's views and expectations;
- c) to regulate and control the election of Chairperson, any Deputy Chairperson and the chairperson of any Special Committees;
- d) to regulate and control the procedures governing the conduct of meetings including:
 - i. the notice required for meetings;
 - ii. the keeping of minutes.
- e) to regulate and control the use of the Board's seal;
- f) to provide for the administration of the Board's powers and functions;
- g) regulate the use of branch and mobile libraries including the application of fees, charges and penalties that may apply.

3. The power to make this local law

The Corporation's power to make this Local Law is contained in sections 91 and 111 and 196 of the Local Government Act 1989.

4. Commencement and cessation

- a) This local law comes into operation on the day following publication in the Victorian Government Gazette.
- b) Unless this local law is revoked sooner its operation will cease on the 30th day of June 2030.

5. Definitions

In this local law, unless inconsistent with the context:

Act	Means the Local Government Act 1989.
Board	Refers to the West Gippsland Regional Library Corporation Board
Board Meeting	Includes Ordinary and Special meetings of the Board.
Board Member	Means a person who is elected member of the Library Board.
Borrow	Means to take a book or other item from a library in accordance with the conditions of borrowing in clause 111.
Chair	Refers to the Chairperson.
Chairperson	The person who chairs a meeting of the Corporation or Special Committee of the Board.
Chief Executive Officer	Means the person who is appointed to be the Chief Executive Officer of West Gippsland Regional Library Corporation or any person acting in that position.



Deputy Chairperson	Means a Board Member authorised to deputise for the Chairperson.
Division	Means a formal count and recording of the names of those for and those against a motion generally to remove any doubt as to whether the motion is supported or opposed
Institution	Includes any institute, association, corporation, society, business, collective or agency.
Formal Motion	Means a motion which relates to a procedural matter only and which is not designed to produce any substantive result but used merely as a formal procedural measure and includes the following:
	a. that the motion or amendment be put;
	b. that the motion be deferred;
	c. that the matter proceed to the next meeting; and
	d. that the motion or amendment before the Chair be adjourned to a later time in the same meeting.
General Business	Means business of a minor or routine nature.
Library	Means any area set aside for library purposes including vehicles belonging to or under the control of the Corporation.
Library Material	Includes any and every book, magazine, newspaper, pamphlet, video recording, audio tape recording, picture, print, photograph, map, plan, film, slide, manuscript, computer disc, compact disc and any other digital or analogue storage medium, CD-Rom, DVD, toy, reading and listening equipment, or any other article forming part of the contents of the library, whether or not the property of the Corporation
Library Member	Means a person or institution holding a membership card issued in accordance with the Local Law.
Librarian	Means the person for the time being in charge of the provision of the library generally or any section or portion thereof.
Meeting	Means an Ordinary and a Special Meeting of the Board, and a meeting of a Special Committee.
Member	Refers to a person who is entitled to vote at a meeting of the Board or a Special Committee of the Board.
Membership Card	Means a current and valid card issued to a member in accordance with this Local Law as authority to borrow books.
Minister	Means the Minister responsible for administering the <i>Local Government Act 1989 and 2020</i> .
Minutes	Means the record of proceedings of a meeting.
Motion	Means a proposed resolution before it has been adopted (passed or carried) by the meeting.
Notice of motion	Means a notice setting out the text of a motion which a Board Member proposes to move at a meeting.
Notice of rescission	Means a notice of motion to rescind or amend part or all of a resolution made by the Board.
Offence	Means an act breaching this Local Law.
Officer	Means a member of Corporation staff.

Ordinary Meeting	Means any meeting of The Board which is not a Special Meeting.
Part	Means a Part of this Local Law.
Party	Means a Council which is a party to the Agreement or any supplementary agreement
Penalty Units	Means penalty units as prescribed in the <i>Sentencing Act 1992</i> .
Procedural Motion	Means a motion dealing with the conduct of the meeting.
Quorum	Means the minimum number of members of a Board or of a Special Committee of the Board required by this local law to be present in order to constitute a valid meeting of the Board or the Special Committee respectively.
Regulations	Means the Local Government Regulations 2004.
Replica	In relation to the common seal of the Corporation means any representation which purports to be, looks like or is capable of being mistaken for the common seal whether fixed to or printed on a document or advertisement or sign and includes any use of a symbol resembling the common seal which is capable of misleading a person into believing it is used with the authority of the Corporation.
Resolution	Means a formal determination by a meeting of The Board or Special Committee.
Senior Officer	Has the meaning ascribed to it in Section 3 of the Act
Special Meeting	Means a Special meeting of The Board convened and held in accordance with Section 84 of the Act.
Statutory year	Means the period commencing 1 July and finishing 30 June in any year (unless otherwise stated).
Suspension of Standing Orders	Means the suspension of the provisions of this Local Law to facilitate full discussion on an issue without formal constraints.
Urgent Business	Means business that relates to or arises out of a matter which has arisen since distribution of the agenda and cannot safely or conveniently be deferred until the next Ordinary meeting or Special meeting.
Visitor	Means any person (other than a Board Member, member of a Special Committee or member of Corporation staff) who is in attendance at a Board meeting or Special Committee meeting.
Vote	Means expression of opinion by show of hands

- a) Introduction to Parts, headings and notes are explanatory notes and do not form part of this Local Law. They are provided to assist understanding.

PART 2 – MEETING PROCEDURES

PART 2.1 – ELECTION OF CHAIRPERSON AND DEPUTY CHAIRPERSON

6. When Required

The meeting to fill the vacancy of Chairperson will be held:

- a) if the member Corporation conducts annual elections, as soon as possible after the declaration of the result of the election; or
- b) where the member Corporation conduct general elections, as soon as possible after the



- declaration of the result of the general election; or
- c) where the position of Chairperson otherwise becomes vacant, as soon as practicable after the vacancy has occurred.

7. Election of Chairs

- 1) The meeting to fill the vacancy of Chairperson will be held:
 - a) as soon as practicable after the declaration of the result of the election; or
 - b) where the position of Chairperson otherwise becomes vacant, as soon as practicable after the vacancy has occurred.
- 2) At any meeting to elect the Chairperson, any member may be appointed as a temporary chair to deal with:
 - a) the receipt of nominations for the election of Chairperson
 - b) the election of the Chairperson.
- 3) The election of the Chairperson will be carried out by show of hands unless the Board resolves that it be carried out by secret ballot.
- 4) In determining the election of the Chairperson, the following will apply:
 - a) where only one nomination is received, that member must be declared elected;
 - b) where two nominations are received, the member with the majority of votes cast will be declared elected;
 - c) where there are two or more nominations and all votes cast are equally divided between two or more nominees, the election must be determined by lot;
 - d) where there are more than two nominations received and the result has not been determined under paragraphs (b) or (c) the nominee with the fewest number of votes cast must be eliminated (and if more than one of them, the nominee determined by lot) and the names of the remaining nominees must be put to the vote again;
 - e) the procedure in paragraph (d) must be repeated until the circumstances in paragraph (c) apply or until there are only two nominees remaining in which case a further vote must be taken and the nominee with a majority will be declared elected or, if there is an equal division of votes, the election must be determined by lot.
- 5) If the Chairperson is unable to attend a Corporation meeting for any reason:
 - a) any Deputy Chairperson will be acting Chair;
 - b) if no Deputy Chairperson has been elected, an acting Chair may be elected.
- 6) Any election by Corporation of a Deputy Chairperson or acting Chair of a Board meeting or a chair of a special committee will follow the same procedure as that for an election of the Chairperson.

8. Application of Clauses to any Voting by Secret Ballot

The provisions of clauses 35 and 39 also apply to any voting by secret ballot under this Part.

PART 2.2 BOARD MEETINGS

9. Dates and Times of Meetings

The date, time and place of all Board meetings are to be fixed by the Board from time to time and reasonable notice must be provided to the public.

10. Board may alter meeting dates

The Board may change the date, time and place of any Board meeting which has been fixed and must provide reasonable notice of the changes to the public.

11. Special Board meetings

- 1) The notice necessary to call a meeting in accordance with section 84 of the Act must be delivered to the chief executive officer in sufficient time to enable reasonable notice to be given to Members.



- 2) In giving such notice, members should have regard to any need for preparatory investigations to enable the business to be undertaken.

12. Notice of meeting

- 1) A notice of meeting incorporating or accompanied by an agenda of the business to be dealt with must be served on every Member:
 - a) For an ordinary meeting at least 48 hours before the meeting; and
 - b) For a special meeting, within a reasonable time before the meeting; and
 - c) For a special committee meeting at least 48 hours before the meeting.
- 2) The notice on agenda for any meeting must state the date, time and place of the meeting and the business to be dealt with and must be sent by electronic means, post, facsimile or otherwise delivered to each Members' place of residence or usual place of business (if applicable) or as otherwise specified by the Members.
- 3) A notice may be handed personally to a Member in any location within the time required, or may be delivered to another destination, provided a written authorisation of the relevant Member is held by the chief executive officer.

13. Leave of Absence

It will not be necessary for a notice of meeting or agenda to be served on any Member who has been granted leave of absence, unless the Member has requested the chief executive officer in writing to continue to give notice of any meeting to be held during the period of his or her absence.

14. Special (Emergency) Meetings

- 1) In the case of an emergency, the chief executive officer or, in his or her absence, a senior officer, may call or postpone a meeting of the Board, without the necessity to comply with clauses 9 to 12 provided reasonable attempts are made to notify every Member.
- 2) The chief executive officer or senior officer must submit a full written report of the circumstances requiring his or her action to the next ordinary meeting of the Board.

15. Quorums

- 1) The quorum for Ordinary Board meetings, Special Board Meetings and Emergency meetings is a majority of the members on the Board.
- 2) If after 30 minutes from the scheduled starting time of any Ordinary, Special or Emergency meeting, a quorum cannot be obtained:
 - a) The Board Members present; or
 - b) If there are no Board Members present, the Chief Executive Officer; or
 - c) In the absence of the Chief Executive Officer, an authorised or senior officer;may adjourn the meeting for a period not exceeding seven days from the date of the adjournment.
- 3) If during any Ordinary, Special or Emergency meeting, a quorum cannot be maintained:
 - a) Those Board Members present; or
 - b) If there are no Board Members present, the Chief Executive Officer; or
 - c) In the absence of the Chief Executive Officer, an authorised or senior officer;may adjourn the meeting for a period not exceeding seven days from the date of the adjournment.
- 4) Inability to Achieve or Maintain a Quorum due to Pecuniary Interests of Members
If during any meeting or adjournment a quorum cannot be achieved or maintained due to the number of declarations of pecuniary interests by Board, the chief executive officer, or in his or her absence, a senior officer may adjourn the meeting for a length of time sufficient to enable an exemption for the affected Board to be obtained from the Minister.
- 5) Notice for Adjourned Meeting
The chief executive officer may provide written notice of an adjourned meeting but where that is



not practicable because time does not permit that to occur then, provided a reasonable attempt is made to contact each member, notice by telephone, facsimile, in person or by some other means will be sufficient.

- 6) Participation by electronic means
 - a) If a Member intends to participate at a meeting by electronic means of communication the Member must give the Chief Executive Officer notice of this intention at least 24 hours prior to the scheduled time for the commencement of the Meeting.
 - b) Subject to sub-clause (15)(9)(a), a Member may participate at a Meeting by electronic means of communication.
- 7) A quorum at a meeting of the Board consists of a majority of the Members physically present or participating by electronic means of communication, provided that at least one Member from each Party is either physically present or participating by electronic means of communication.

16. Conduct at Board Meetings

- 1) A Board Member may be suspended from a meeting for the balance of the meeting.
- 2) A Board Member cannot be suspended unless:
 - a) The Chairperson has warned the Board Member that he or she is engaging in improper or disorderly conduct, or that his or her actions are disrupting the business of Corporation at the meeting and have impeded its orderly conduct; and
 - b) The Board resolves that the Board Member's conduct following the Chairperson's warning is continuing and that the Board Member should be suspended.

PART 2.3 – MINUTES

17. Keeping of Minutes

The Chief Executive Officer is responsible for arranging the keeping of minutes on behalf of the Bc

18. No Debate on Confirmation of Minutes

No discussion or debate on the confirmation of minutes will be permitted except where their accuracy as a record of the proceedings of the meeting to which they relate is questioned.

19. Objection to Confirmation of Minutes.

If a Member is dissatisfied with the accuracy of the minutes, then he or she must:

- 1) state the item or items with which he or she is dissatisfied; and
- 2) propose a motion clearly outlining the alternative wording to amend the minutes.

20. Deferral of Confirmation of Minutes

The Board may defer the confirmation of minutes until later in the meeting or until the next meeting as appropriate.

21. Contents of Minutes

- 1) In keeping the minutes of any meeting, the chief executive officer must arrange the recording of minutes so as to show:
 - a) the names of Members and whether they are PRESENT, an APOLOGY, on LEAVE OF ABSENCE, etc;
 - b) the names of Officers IN ATTENDANCE with their organisational title;
 - c) the name of any other person IN ATTENDANCE at the meeting and the organisation they represent or the capacity of their attendance;
 - d) the arrival and departure times of Members, Officers and other attendants during the course of the meeting (including any temporary departures or arrivals);
 - e) every motion and amendment moved, including the mover (and seconder*) of any motion or amendment;



- f) the outcome of every motion, that is, whether it was put to the vote and the result of either CARRIED, LOST, WITHDRAWN, LAPSED, AMENDED etc. and identification of those motions voted on by secret ballot;
- g) procedural motions (which might be highlighted);
- h) where a valid division is called, a table of the names of every Member and the way their vote was cast; either FOR or AGAINST;
- i) when requested by a Member, a record of that Member's support or opposition for any motion;
- j) details of failure to achieve or maintain a quorum and any adjournment whether as a result or otherwise;
- k) details of any question directed or taken upon notice;
- l) details of any deputations made to the Board;
- m) the time and reason for any adjournment of the meeting or suspension of standing orders;
- n) disclosure of the declaration and the nature of any pecuniary interest of a Member declared at or identified to a meeting; and
- o) any other matter which the chief executive officer thinks should be recorded to clarify the intention of the meeting or the reading of the Minutes.

* If relevant

- 2) In addition, the Minutes should:
 - a) bear the date and time the meeting was commenced, adjourned, resumed and concluded;
 - b) be consecutively page numbered; and
 - c) contain consecutive item numbers which are clearly headed with a subject titles and where appropriate sub-titles and file references.

PART 2.4 – BUSINESS OF MEETINGS

22. The Order of Business

- 1) The order of business of Board meetings will be determined by the Chief Executive Officer to facilitate and maintain open, efficient and effective processes of government.
- 2) Although preparation should aim at consistent agendas from meeting to meeting, this should not preclude altering the order of business to enhance the fluent and open process of government of the Board, to meet identified needs of the Board or to take advantage of opportunities which may arise from time to time.
- 3) In determining the agenda, the chief executive officer should consider
 - a) the general attitude of the Board and Member ;
 - b) convenience to the community and interested community groups particularly in relation to the administration of the municipal district;
 - c) the sensitivity of issues;
 - d) the interest of the community and community groups; and
 - e) any other relevant factor which may impact on the fluent and open processes of the government of the Board and member s.

23. Change to Order of Business

Once an agenda has been sent to Members, the order of business for that meeting may only be altered by resolution of the Corporation.

24. Chief Executive Officer May Include Items on an Agenda

The chief executive officer may include any matter on an agenda which he or she thinks should be considered by the meeting.



25. Meetings of Special Committees

The provisions of clauses 28 to 30 apply to meetings of special committees of Corporation except that the agenda will be relevant to the issues which are to be raised at the special committee and any reference to Board Members extends to non Board members of a special committee under section 88 of the Act and any reference to the Corporation is to be read as referring to the special committee under section 87 or 88 of the Act.

PART 2.5 – VOTING AT MEETINGS

26. How Determined

Subject to clause 49 in determining a question before a meeting of the Board, the Chairperson will first call for those in favour of the motion and then those opposed to the motion and will declare the result to the meeting.

27. By Show of Hands

Unless the Board resolves otherwise, voting on any matter will be by show of hands.

28. By Secret Ballot

The Board may resolve to deal with any matter by secret ballot.

29. System of Voting by Secret Ballot

If the board resolves to deal with any matter by secret ballot, the chief executive officer must establish and cause to be administered a system for voting by secret ballot to ensure that the privacy of the vote is maintained.

30. When a Division is Permitted

- 1) Subject to clause 39, a division may be requested by any Board Member on any matter.
- 2) The request must be made to the Chairperson either immediately prior to or immediately after the vote has been taken but cannot be requested after the next item of business has commenced.

31. Procedure for a Division

Once a division has been requested in circumstances other than those dealt with in clause 39, the Chairperson will call for a show of hands by those Members voting for the motion and then those Members opposed to the motion.

32. Change Between the Original Vote and the Division

No Member is prevented from changing his or her original vote at the voting on the division, and the voting by division will determine the board's resolution on the issue.

33. Division Not Allowable if Voting by Secret Ballot

If the question on any matter is determined by secret ballot, a request to the Chairperson for a Division must not be accepted.

34. No Discussion Once Declared

Once a vote on a motion has been taken, no further discussion relating to the motion will be allowed unless the discussion is-

- 1) for a Member to request that his or her opposition to the motion be recorded in the minutes or a register maintained for that purpose; or
- 2) where a subsequent notice of motion follows a rescission motion.

35. Application To All Meetings

The provisions of clauses 32 to 40 apply to meetings of special committees of the Board to the extent that they are relevant to the proceedings of any special committee and any reference to Board member in those clauses extends to any member of a special committee.



PART 2.6 – ADDRESSING THE MEETING

36. Addressing the Meeting

- 1) Except for the Chairperson, any Board Member or person who addresses the meeting must stand and direct all remarks through the Chair.
- 2) Despite sub-clause (1), the Chairperson may permit any Board Member or person to remain seated whilst addressing the Chair, for reasons of sickness, infirmity, disability or otherwise at his or her discretion.
- 3) Any person addressing the Chair should refer to the Chairperson as:
 - a) Madam Chairperson; or
 - b) Mr. Chairperson;as the case may be.

37. Suspension of Standing Orders

- 1) Subject to clause 44, the provisions of this Local Law may be suspended for a particular purpose by resolution of the Board.
- 2) The suspension of such provisions (standing orders) should be used to enable full discussion of any issue without the constraints of formal meeting procedure.
- 3) The purpose is to enable the formalities of meeting procedure to be temporarily disposed of while an issue is discussed.
- 4) It should not be used purely to dispense with the processes and protocol of the government of the Board or Member Corporations.
- 5) Once the discussion has taken place and before any motions can be put, the resumption of standing order will be necessary.

38. No Motions May Be Accepted During Suspension of Standing Orders

No motion may be accepted by the Chair or be lawfully dealt with during any suspension of standing orders.

39. Interruption for Point of Order

A Member who is addressing the meeting must not be interrupted unless called to order when he or she must sit down and remain silent until the Corporation or raising the point of order has been heard and the question disposed of.

PART 2.7 – OTHER MEETING PROCEDURES

40. Matters Not Provided For

Where a situation has not been provided for under this Local Law, the Board may determine the matter by resolution.

41. Chairperson's Duty

Any motion or amendment which-

- 1) is defamatory; or
- 2) is objectionable in language or nature; or
- 3) is outside the powers of the Board; or
- 4) is not relevant to the item of business on the Agenda and has not been admitted as urgent business; or
- 5) purports to be an amendment but is not- must not be accepted by the Chairperson.

42. Moving a Motion

The procedure for any motion is-

- 1) The mover must state the motion without speaking to it;



- 2) Unless the motion is a formal motion, it must be seconded by a Board Member other than the mover;
- 3) If a motion is not seconded and is not a formal motion, the motion will lapse for want of a seconder;
- 4) If the motion is seconded, the Chairperson must ask: "Is the motion opposed";
- 5) If no Member indicates opposition, the motion must be declared to be carried without being voted on and will be treated as being passed unanimously;
- 6) If a Member indicates opposition, then the Chairperson must request-
 - a) the mover to address the Board on the motion; and
 - b) the seconder to address the Board on the motion (who may, without speaking on the motion, reserve his or her address until later in debate); and
 - c) any Member opposed to debate the motion; and
 - d) any other Members for and against the motion to debate in turn.

43. Right of Reply

- 1) The mover of an original motion which has not been amended may, once debate has been exhausted, have a right of reply to matters raised during debate.
- 2) After the right of reply has been taken, the motion must be immediately put to the vote without any further discussion or debate.

44. No Right of Reply for Amendments

No right of reply is available where an amendment is before the Board.

45. Moving an Amendment

A motion having been moved and seconded may be amended by leaving out, inserting or adding words which must be relevant to the original motion and framed so as to complement it as an intelligible and consistent whole.

46. Who May Propose an Amendment

An amendment may be proposed or seconded by any Member, other than the mover or seconder of the original motion.

47. Who May Debate an Amendment

A Member may address the meeting once on any amendment, whether or not they have spoken to the original motion but debate must be confined to the terms of the amendment.

48. How Many Amendments May Be Proposed

Any number of amendments may be proposed to a motion but only one amendment may be accepted by the Chair at any one time. No second or subsequent amendment, whether to the original motion or an amendment of it, can be taken into consideration until the previous amendment has been dealt with.

49. An Amendment Once Carried

If the amended motion is carried, it then becomes the question before the Chair.

50. Foreshadowing Motions

- 1) At any time during debate, a Member may foreshadow a motion to inform the Board of his or her intention to move a motion at a later stage in the meeting, but this does not extend any special right to the foreshadowed motion.
- 2) A motion foreshadowed may be prefaced with a statement that, in the event that a particular motion before the Chair is resolved in a certain way, a Member intends to move an alternative or additional motion.
- 3) A motion foreshadowed has no procedural standing and is merely a means to assist the flow of the meeting.



- 4) The chief executive officer is not required to have foreshadowed motions recorded in the Minutes until the foreshadowed motion is formally moved, but may do if it is thought appropriate.

51. Withdrawal of Motions

Before any motion is put to the vote, it may be withdrawn with leave of the Board.

52. Separation of Motions

Where a motion contains more than one part, a Member may request the Chairperson to put the motion to the vote in separate parts.

53. Chairperson May Separate Motions

The Chairperson may decide to put any motion to the vote in separate parts.

54. Motions in Writing

- 1) The Chairperson may require any motion to be submitted in writing where it is lengthy unclear or for any other reason.
- 2) The Chairperson may suspend the meeting while the motion is being written or may request the Board to defer the matter until the motion has been written, allowing the meeting to proceed uninterrupted.

55. Debate Must Be Relevant to the Motion

- 1) Debate must always be relevant to the question before the Chair, and if not, the Chairperson may request the speaker to confine debate to the subject motion.
- 2) If after being requested to confine debate to the motion before the Chair, the speaker continues to debate irrelevant matters, the Chairperson may require the speaker to be seated and not speak further in respect of the matter then before the Chair.

56. Speaking Times

Unless a motion for an extension of time has been carried, the maximum speaking times will be:

- 1) the mover of a motion - three minutes;
- 2) the mover of a motion when exercising his or her right of reply - three minutes;
- 3) any other Member - three minutes;

57. Extension of speaking time

An extension of speaking time may be granted by resolution of the Board but only one extension is permitted for each speaker on any question.

58. When an Extension Can Be Proposed

A motion for an extension of speaking time must be proposed -

- 1) immediately before the speaker commences debate;
- 2) during the speaker's debate; or
- 3) immediately after the speaker has concluded debate.

59. No Extension After Next Speaker Commenced

A motion for an extension of speaking time cannot be accepted by the Chair if another speaker has commenced his or her debate.

60. Length of Extension

Any extension of speaking time must not exceed three minutes.

PART 2.8 – POINTS OF ORDER

61. Chairperson to Decide

The Chairperson will decide all points of order by stating the provision, rule, practice or precedent which he or she considers applicable to the point raised without entering into any discussion or



comment.

62. Chairperson May Adjourn to Consider

- 1) The Chairperson may adjourn the meeting to consider a point of order otherwise she or he must rule on it as soon as it is raised.
- 2) All other matters before the Board are to be suspended until the point of order is decided.

63. Final Ruling on a Point of Order

- 1) The decision of the Chairperson in respect to a point of order raised will not be open for discussion and will be final and conclusive unless the majority of Members present move a motion of dissent.
- 2) A motion of dissent on a point of order must contain the provision, rule, practice or precedent in substitution for the Chairperson's ruling.
- 3) A motion of dissent in relation to a point of order is not a motion of dissent in the Chair and the Chairperson must at all times remain in the Chair and he or she will maintain his or her right to a second vote.
- 4) A motion of dissent on a point of order will take precedence over all other business and if carried must be acted on instead of the ruling given by the Chairperson.

64. Procedure for Point of Order

A Board member raising a point of order must:

- 1) state the point of order; and
- 2) the clause, paragraph or provision constituting the point of order.

65. Valid Points of Order

A point of order may be raised in relation to:

- 1) a procedural matter;
- 2) a Member who is or appears to be out of order; or
- 3) any act of disorder.

66. Contradiction of Opinion

Rising to express a mere difference of opinion or to contradict a speaker will not be treated as a point of order.

67. Adjournment and Resumption of Meeting

- 1) The Chairperson or the Board may adjourn any meeting until a time and place to be determined at the time of the adjournment.
- 2) For the purpose of stating the time to which the meeting is adjourned, that time may be indicated as at the adjournment or conclusion of another meeting or event.

68. Formal Motions

- 1) Unless otherwise prohibited, a formal motion may be moved at any time and must be dealt with immediately by the Chairperson
- 2) Formal motions are not required to be seconded.
- 3) The mover of a formal motion must not have moved, seconded or spoken to the question before the Chair or any amendment of it.
- 4) A formal motion cannot be moved by the Chairperson.
- 5) Unless otherwise provided, debate on a formal motion is not permitted and the mover does not have a right of reply.
- 6) Unless otherwise provided, a formal motion cannot be amended.

69. Laying the Question on the Table

- 1) A motion may be moved "That the (question, letter, document, report etc.) lay on the table"-



- 2) The motion in sub-clause (1):
- is a formal motion which may be debated and, if carried, has the effect of adjourning any further debate on the matter currently before the Board until such time (if any) as the Board resolves to take the question from the table; and
 - if carried in respect to an amendment, has the effect that both the original motion and the amendment will be adjourned; and
 - prevents debate on the matter currently before the Board proceeding until a motion to take the question from the table is passed.

70. Proceeding to the Next Business

- A motion may be moved "That the meeting proceed to the next business"-
- The motion in sub-clause (1):
 - is a formal motion which cannot be moved during the election of Chairperson; and
 - if carried in respect to an original motion, requires the Chairperson to direct the meeting to the next item of business; and
 - if carried in respect to a formal motion, disposes of the formal motion immediately and permits debate upon the original motion to proceed; and
 - if carried in respect to an amendment, disposes of the amendment immediately and permits debate upon the original motion to proceed but no similar amendment may be moved at that meeting or any adjournment of it.

71. The Previous Question

- A motion may be moved "That the question be NOT now put"-
- The motion in sub-clause (1):
 - is a formal motion which cannot be moved while there is an amendment before the Chair or during the election of a Chairperson; and
 - if carried, prevents the original motion to which it relates being dealt with at that meeting or any adjournment of it; and
 - if lost, requires that the original or substantive motion to which it relates be put to the vote immediately without any further debate or amendment.
- The Chairperson has the discretion to reject a motion for the previous question if the matter is contentious by nature or has not been adequately debated.
- Adequate debate arises when every Member who wishes to put a view has had an opportunity to do so.

72. The Closure

- A motion "That the motion be now put"-
- The motion in sub-clause (1):
 - is a formal motion which if carried in respect to an original motion, requires that the original motion must be put to the vote immediately without any further debate, discussion or amendment; and
 - if carried in respect to an amendment, requires that the amendment be put to the vote immediately without any further debate or discussion and allows debate on the original motion to continue; and
 - if lost, allows debate to continue unaffected; and
- The Chairperson has the discretion to reject such a motion for closure if the motion upon which it is proposed has not been sufficiently debated.
- Sufficient debate arises when those possessing different views have been given an opportunity to state them.

73. Adjourning the Debate



- 1) A motion may be moved "That the motion and amendments now before the meeting be adjourned until....."-.
- 2) The motion in sub-clause (1):
 - a) is a formal motion which cannot be moved while any person is speaking or during the election of a Chairperson; and
 - b) may be debated but may only be amended in relation to the time, date and place of the proposed adjournment.
 - c) should provide a date or time to which the adjournment is sought but if no date or time is included, it may be relisted at the discretion of the chief executive officer or upon a subsequent resolution of the Board.

PART 2.9 – NOTICE OF MOTION

74. Must be Listed on Agenda

A notice of motion cannot be accepted by the Chairperson unless it has been listed on the agenda for the meeting at which it is proposed to be moved.

75. Procedure

A Member may give notice of motion on any matter he or she wants discussed at a meeting by delivering a notice of motion outlining the subject and the motion proposed for discussion to the chief executive officer.

76. Rejection of a Vague Notice

The chief executive officer-

- 1) may reject any notice of motion that is too vague, but before rejecting it must give the Member delivering the notice an opportunity to amend it; and
- 2) must notify the relevant Member of any notice of motion which has been rejected and give the reasons for its rejection.

77. Listing Notice on Agenda

Unless the notice specifies a particular meeting date, the chief executive officer must list the notice of motion and if more than one, in the order they were received, on the next appropriate meeting agenda.

78. Register of Notices

The chief executive officer must cause every notice of motion received to be sequentially numbered and maintained in a register.

79. May be Moved by any Member and Amended

A notice of motion listed on a meeting agenda, may be moved by any Member present and, except where the notice of motion is to confirm a previous resolution of the Board, may be amended

80. Except for Confirmation of Previous Resolution

If a notice of motion to confirm a previous resolution of the Board cannot be carried in its original form, it is lost.

81. If Lost

Unless the Board resolves to re-list at a future meeting a notice of motion which has been lost, a similar motion must not be put before the Board for at least three months from the date it was last lost.

PART 2.10 – NOTICE OF AMENDMENT OR RECISSION

82. Procedure

- 1) A Member may propose a motion to amend or rescind a decision of the Board provided :
 - a) the previous motion has not been acted upon; and



- b) a notice is delivered to the chief executive officer outlining:
 - i. the decision proposed to be amended or rescinded; and
 - ii. the meeting and date when the decision was made.
- 2) A decision will be acted upon once its details have been formally communicated to persons affected by or reliant on the resolution or where a statutory procedure has been carried out as a result of that decision.

83. Listing Notice on Agenda

Unless the notice specifies a particular meeting date, the chief executive officer must list the notice of amendment or rescission, and if more than one, in the order they were received, on the next appropriate meeting agenda, together with a brief report outlining the criteria required for the motion to be amended or rescinded.

84. Criteria to Amend or Rescind a Motion

For a decision of the Board to be amended or rescinded, the motion for amendment or rescission must be carried by a majority of the votes cast.

85. If Lost

Unless the Board resolves to re-list at a future meeting a notice to amend or rescind which has been lost, a similar motion must not be put before the Board for at least three months from the date it was last considered.

86. If Not Moved

If a notice of amendment or rescission is not moved at the meeting for which it is listed, it will lapse.

87. May be Moved by any Board Member

A notice of amendment or rescission listed on a meeting agenda may be moved by any Member present but cannot be amended.

88. When Not Required

A notice of amendment or rescission is not required where the Board wishes to change a previous decision relating to policy of the Board.

89. Register of Notices

The chief executive officer must cause every notice of amendment or rescission received to be sequentially numbered and to be maintained in a register.

90. Urgent and Other Business

Business which has not been listed on the Agenda may only be raised as urgent or other business by resolution agreed by the Board.

PART 2.11 – PUBLIC PARTICIPATION

91. Meetings

- 1) The Board may open meetings to the public by giving notice on the West Gippsland Regional Library Corporation website.
- 2) The Board is not required to open meetings to the public pursuant to section 196 (Regional libraries) subsection 7(b).
- 3) Should the Board open the meeting to the public, the following procedure applies:
 - a) The Board may allocate time to enable any visitor to address the Board at an Ordinary meeting of the Board or other alternative time in accordance with any Board Community Participation Time Meeting Policy.
 - b) Any member of the public addressing the Board must extend due courtesy and respect to The Board and the processes under which it operates and must take direction from the Chairperson whenever called on to do so.



- c) Silence must be preserved by visitors in the gallery (other than by a person in the gallery who is invited to address the meeting) at all times during a meeting.
- d) Visitors at a meeting must not interject, jeer, call a point of order, vote or take part in the debate and must behave in a respectful and appropriate manner that allows the meeting to proceed without disruption.
- e) Visitors must not bring in any placards, posters or materials other than personal effects unless prior permission has been sought and granted from the Chairperson.
- f) The Chairperson has the discretion to cause the removal of any visitor (or any Board Member subject to clause 16) that disrupts any meeting or fails to comply with a direction.
- g) Any authorised officer or member of the Victoria Police may remove from the meeting any person who acts in breach of this Local Law.
- h) The Chairperson may adjourn a disorderly meeting.

92. Recording of Proceedings

- 1) A person must not operate film, photograph, or tape, or operate equipment to reproduce sound and/or images at any meeting without first obtaining the consent of the Chairperson
- 2) In deciding whether or not to give such consent, the Chairperson may ask whether any person present at the meeting objects.
- 3) Such consent may at any time during the course of such meeting be revoked by the Chairperson.

93. Petitions and Joint Letters

A petition or joint letter presented to the Board must lay on the table until the next ordinary meeting of the Board and no motion, other than to receive the petition or joint letter may be accepted by the Chairperson, unless the Board agrees to deal with it earlier.

94. Board Member Presenting Petition - Obligations

Any Member presenting a petition or joint letter will be responsible for ensuring that-

- 1) he or she is familiar with the contents and purpose of the petition or joint letter; and
- 2) the petition or joint letter is not derogatory or defamatory.

PART 2.12 – ADDITIONAL DUTIES OF CHAIRPERSON

95. The Chairperson's Duties and Discretions

In addition to other duties and discretions provided in this Local Law, the Chairperson-

- 1) Must not accept any motion, question or statement which appears to the Chairperson to be derogatory, defamatory or embarrassing to any Board Member, member of staff, or member of the public;
- 2) Must call to order any person who is disruptive or unruly during any meeting.

PART 3 - OFFENCES

Introduction: The purpose of this Part is to provide guidance as to when it is an offence under this Local Law and the consequences of committing an offence.

96. Offences

- 1) It is an offence
 - a) For any person to use the common seal or a replica without the authority of West Gippsland Regional Library Corporation;

Penalty: 20 penalty units.
 - b) For a Board Member to not withdraw a remark which is considered by the Chairperson to be defamatory, indecent, abusive, offensive, disorderly or objectionable in language, substance or nature, and to not satisfactorily apologise when called upon by the Chairperson to do so;



Penalty: 5 penalty units.

- c) For any visitor or person, not being a Board Member, who has been called to order for any improper or disorderly conduct to not leave the meeting when requested by the Chairperson to do so;

Penalty: 5 penalty units.

- d) For a Board Member to refuse to leave the meeting on suspension; or

Penalty: 5 penalty units.

- e) For any person to fail to obey a direction of the Chairperson relating to the conduct of the meeting or the maintenance of order.

Penalty: 5 penalty units.

- f) For Any person who fraudulently signs a petition or joint letter which is presented to the Corporation is guilty of an offence.

Penalty: 5 penalty units

97. Infringement Notices

- 1) An Authorised Officer or a member of Victoria Police may issue an infringement notice for an offence against this Local Law.
- 2) The form of an infringement notice shall be in the form as described in section 13 of the *Infringements Act 2006*.

PART 4 – MANAGEMENT OF LIBRARIES

98. Access and use

- 1) The CEO is responsible for the management and administration of the Library service in accordance with the policies and directions of the Board, as shall be determined from time to time.
- 2) Any person using the Library service shall obey the lawful directions of the library staff.
- 3) The Library will be open to the public during such hours as the Board may determine.
- 4) The Board delegates to the CEO to make amendments to the library opening hours provided the amendments are not materially different.
- 5) Any person may have access to the Library for the purpose of using the services and facilities within the library during the hours it is open to the public subject to compliance with this Local Law.
- 6) No person other than Library staff or persons duly authorised by the Chief Executive Officer may enter or remain in the Library except during the hours of opening.
- 7) A person may have access to all items in the collection of Library material in the Library for consultation on the premises except that some items may be on restricted access because of rarity, physical conditions, embargo on use determined by donors, or by legislation.
- 8) No person may remove from the Library any Library Material which they have not borrowed.
- 9) A Library Member has access on equal terms to all Library Material available to be borrowed except where restricted by legislation.
- 10) The Corporation takes no responsibility for loss or damage to any bag or other article left in Library.
- 11) Use of the Internet facilities and personal computers within the Library is conditional upon compliance with any Internet Policy approved by the CEO from time to time and which shall be published and made available to all Library Users.
- 12) The Corporation is not liable or responsible for any cost incurred, loss, injury or damage to or caused by any person under the age of eighteen (18) years as a result of the retrieval of data or material accessed through the internet while using the Internet facilities at the Library.



99. Control of Libraries

- 1) Any person on Library premises is subject to the authority of the CEO, Librarian or Authorised Officer.
- 2) Any person on Library premises must abide by the provisions of this Local Law.
- 3) The CEO, Librarian or an Authorised Officer may request any person who activates or apparently activates the Library's security alarm to produce the contents of their bags, pockets, containers or other things adapted to the carrying of goods to ascertain, or attempt to ascertain, the cause of the activation of the security alarm.
- 4) The Corporation shall not be liable for any injury or damage to, or caused by any act or omission of any child under the age of five (5) years who is in the Library.
- 5) Any child who is in the library without a parent or guardian present after the time designated for closing the Library to members of the Public may be placed in the custody of a member of the Victoria Police.

100. Temporary Cessation or Admission

- 1) The CEO or Authorised Officer may at such times as are deemed fit:
 - a) close the Library premises or any part thereof for any purposes or temporarily suspend admission or service or clear the premises of any person for any purpose; or
 - b) refuse admission or service to any person who in the opinion of the CEO or Authorised Officer is causing or likely to cause offence, risk or intrusion upon any other person or property on the Library premises.

101. Membership Conditions

- 1) Membership is free to any person who is able to meet the membership requirements as determined by the Board, by providing proof of identity and of current residential address and who has not previously infringed this Local Law.
- 2) Membership is current for the period of time determined by the Board, unless suspended or cancelled.
- 3) Membership is granted to applicants who:
 - a) complete and submit application form or such other application format determined by the Board from time to time, which shall include an undertaking to comply with this Local Law.
 - b) satisfy the CEO, Librarian or Authorised Officer that he or she is eligible for membership.
- 4) Successful applicants are provided with a Membership Card as proof of membership.
- 5) Only Library Members may borrow Library Material or gain access to library databases.
- 6) Library Members under the age of 18 are required to have a legal guarantor who satisfies membership requirements. As part of the guarantee, the guarantor agrees to be responsible for that Library Member's choice of Library Material to be borrowed or consulted in the Library.
- 7) Any refusal or suspension of membership by the CEO, Librarian or Authorised Officer may be appealed in writing and referred to the Board for resolution.

102. Institutional Membership

At the discretion of the CEO, institutional membership may be granted to any association, society, institution, corporation, partnership, unincorporated body, business or agency whose predominant area of service or normal place of meeting is within the library service area.

A nominated person is to be responsible for the Library Material Borrowed by that institution.

103. Responsibilities of Members

- 1) Every Library Member on being issued with a Membership Card (physical or electronic) must:
 - a) be responsible for the custody of the Membership Card;
 - b) produce the Membership Card when any Library Material is Borrowed and/or as requested by the Librarian;



- c) report loss of the Membership Card to the Librarian immediately such loss is discovered;
 - d) be responsible for any Library Material Borrowed on their Membership Card prior to their reporting it lost;
 - e) promptly notify any change of address to the Librarian.
- 2) Library Members wishing to obtain a replacement Membership Card for one that has been lost, stolen or damaged must provide proof of identity, and pay charges as indicated under Clause 102.
- 3) A Library Member or User is responsible for the safe care of all Library Material borrowed on their Membership Card and/or used by them in the Library and for the reporting of any damage.
- 4) If Library Material is lost or damaged beyond repair, or if it is stolen from a Library Member or user he or she must pay to the Board the full replacement cost as determined by the Board, plus any administrative charges.
- 5) The legal guarantor for a Library Member under the age of 18 years is responsible for payment of Fees and Charges, to make good the loss or damage to any Library Material whilst Borrowed on their Membership Card, and for the return of that Library Material.

104. Cancellation/Suspension of Membership

- 1) The CEO or Librarian may permanently or temporarily suspend or cancel the
- 2) Membership of any Library Member who retains Library Material beyond the Due Date or who loses or damages Library Material. A Membership Card is cancelled if not used within a time determined by the Board.

105. Borrowing of Library Materials

- 1) The CEO may determine the maximum number of Library Material which may be Borrowed at any one time.
- 2) The time period for which Library Material may be borrowed is determined by the CEO. The period for which different Library Material may be borrowed may vary. A method established by the Board will be used to indicate to the Member the Date Due for the return of borrowed Library Material.
- 3) All Borrowed Library Material must be returned to the Library by the Due Date or when recalled.
- 4) A Member may be required to pay a Charge as determined by the Board for retaining borrowed Library Material beyond the Due Date. The Librarian shall be under no obligation to send any notice regarding borrowed Library Material not returned to the Library by the Due Date or any other outstanding charges incurred. Failure to send or receive such notices shall not be an excuse for non payment of such charges. Any liability incurred under this clause or for any other Charges and Fees may be required to be discharged before any other Library material may be borrowed by a Library Member with any outstanding Charges or Fees.
- 5) No Library Material shall be deemed to have been returned to the Library unless it has been handed to the Librarian or left in a place or receptacle designated for the return of Library Material, or despatched to the Library by post or other means approved by the Librarian. Library Material returned by post shall not be deemed to be returned until received by the Librarian.
- 6) A Member may apply for an extension of the time for the Due Date for borrowed Library Material. Extensions will not be granted if the Library Material has been reserved by another Library Member, or has been kept more than 28 days beyond the Due Date; or if there are infringements on that Library Member's card; or if the number of extensions has exceeded the allowed maximum.
- 7) At all times such extension of Due Date will be granted at the discretion of the Librarian.
- 8) Where any Library Material is designated 'reference' or 'not for loan' or 'non circulating', it may not be Borrowed except by approval of the CEO or Librarian.

106. Fees and Charges

- 1) Any Library Member borrowing any Library Material or Library Member or User using any Library



Services may be subject to any Fees and Charges determined by the Board from time to time for:

- a) Library Material obtained on inter-Library Loan from another source;
- b) Photocopies, or other printout copies which will remain the property of the member;
- c) The return of Library Material after the Due Date or extended Due Date;
- d) The replacement of lost, stolen or damaged Membership Cards or building access cards/fobs;
- e) The cost of the replacement of items lost, stolen or damaged while borrowed plus administrative costs related to the replacement of Library Material;
- f) The replacement of Library Material damaged in the Library;
- g) A home delivery charge of Library Material;
- h) Library Services and such other purposes as the Board determines;
- i) Library Material not returned, or proper restitution made when requested.

107. Conduct in the Library

- 1) No person shall, while in the Library:
 - a) commit a nuisance;
 - b) destroy, damage or interfere with any Library property;
 - c) bring any animal into the library, other than a guide dog for the blind or hearing impaired;
 - d) act contrary to any sign; or
 - e) assault any staff member or other person in the library
 - f) act contrary to any lawful direction of the Librarian or Authorised Officer, including a direction to leave for breach of the Local Law or any other law.

108. Offences

- 1) Any person who commits an offence against this Local Law must-
 - a) give his or her name and address to the CEO, Librarian or an Authorised Officer if requested to do so; and
 - b) leave the Library property immediately upon being requested by the CEO, Librarian or an Authorised Officer if told to do so.

109. Hire of Library

The CEO, Librarian or an Authorised Officer may rent out or make available for hire the Library or any designated part or parts thereof to such organisations or groups and for such purposes as are consistent with Board or Corporation policy.

110. Circumstances Not Provided For

If any circumstances arise which are not provided for in this Section the CEO or Librarian is empowered to make a decision regarding the appropriate course of action in order to resolve the issue in dispute.



PART 5 – COMMON SEAL

111. The Board's Common Seal

- 1) The chief executive officer must ensure the security of the Board's common seal at all times.
- 2) The Board's common seal may only be used on the authority of the Board given either generally or specifically and every document to which the seal is affixed must be signed by two Board Members and the Chief Executive Officer.
- 3) Any person who uses the Board's common seal without authority is guilty of an offence under clause 97.
- 4) Any person who uses any replica of the Board's seal without authority is guilty of an offence under clause 97.

PART 6 – ENFORCEMENT AND PENALTIES

112. Proceedings

The Board may by resolution institute proceedings in the corporate name of the Corporation for the enforcement of any provision of this Local Law and the recovery of any penalty as determined by the Board.

Resolution for making this Local Law agreed to by the Board of the West Gippsland

Regional Library Corporation on the _____ day of _____, 2008



THE COMMON SEAL of the **BOARD** }

OF THE WEST GIPPSLAND }

REGIONAL LIBRARY CORPORATION}

was hereunto affixed in the presence of: }

..... Member of the Board

..... Member of the Board

..... Chief Executive Officer

Notice of the confirmation of the Local Law was inserted in the Victorian Government

Gazette dated the day of 2020 at page no.

A copy of this Local Law was sent to the Minister responsible for Local Government

on the day of 2020.

