

# Ordinary Board Meeting

## Agenda

11.30 am, Friday 3<sup>rd</sup> December 2021

Meeting to be held at the Sale Library  
70 Foster St, Sale

### Notice of meeting

Notice is hereby given that an Ordinary Meeting of the West Gippsland Libraries Board will take place at Port of Sale (Wellington Centre – Carang Carang Room), 70 Foster Street, Sale 2021 at 11.30 am.

Date of notice: Friday 26<sup>th</sup> November 2021

Leanne Williams

Chief Executive Officer





## OUR VISION

Our vision is for connected, inclusive and resilient communities that are supported to grow and thrive.



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



**Connect**  
We are responsive and bring people together



**Belong**  
We are inclusive and work with you



**Learn**  
Our free resources allow minds to explore and create



## OUR VALUES

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

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

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

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## **Required attendance:**

### **Board Members**

Cr. Annemarie McCabe (Baw Baw Shire Council) Deputy Chairperson  
Cr Leticia Laing (Bass Coast Shire Council)  
Cr. Adrian Darakai (South Gippsland Shire Council)  
Martin Hopley (Baw Baw Shire Council)  
Allison Jones (South Gippsland Shire Council)  
Jodi Kennedy (Bass Coast Shire Council)

### **WGL Officers**

Leanne Williams (Chief Executive Officer)  
Bernadette Kennedy (Deputy Chief Executive Officer)  
Bec Noone (Manager Marketing and Online Content)  
Michelle Nicholls (Manager Library Services)  
Kathie Olden (Manager Volunteers and Community Participation)  
Don Athukorala (Manager Technology and Collections)  
Jenny Dunn (Manager Facilities)  
Jill Radford (Accountant)

#### **1. Statement of Acknowledgement**

We acknowledge that we are hosting this meeting from the lands of the Gunaikurnai people. We acknowledge the Traditional Custodians of the various lands on which you all work and live today and welcome Aboriginal and Torres Strait islander people who may be attending. We pay our respects to Elders past, present and emerging.

#### **2. Our Child Safety Commitment**

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

#### **3. Apologies**

Nil

#### **4. Declarations of interest/conflict of interest**

#### **5. Election of Board Chairperson**

The CEO will call for nominations for the Chairperson.

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#### **Recommendation**

That the Board elect \_\_\_\_\_ as the Chairperson for 2021.

*Moved:*

*Seconded:*

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The Chairperson will call for nominations for the Deputy Chairperson.

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**Recommendation**

That the Board elect the Deputy Chairperson for 2021.

*Moved:*

*Seconded:*

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**6. Minutes of previous meeting**

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**Recommendation**

That the Board adopt the minutes from the Ordinary meeting held on 3<sup>rd</sup> September 2021.

*Moved:*

*Seconded:*

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**Attachments**

Attachment 5.1.1 – Minutes of the Ordinary Board meeting 3<sup>rd</sup> September 2021.

**7. Standing items**

**7.1. Business arising from the previous meeting.**

**7.2. Update from the Community Advisory Committee (CAC)**

The CAC Chairperson will provide a verbal overview of their November/December meeting to the Board.

Additional update provided by the Manager of Volunteers and Community Participation:

- Minutes from CAC Meeting - September 2021 are attached
  - Also of note is the great contribution our CAC made to revision/s of the MYLI Communications Plan and Frequently Asked Questions Process
  - Members provided very helpful and insightful commentary about increasing clarity and accessibility of the wording and content within the earlier Communications drafts.
  - All their suggestions were incorporated into the material which was later distributed.
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**Recommendation**

That the Board adopt the minutes of the Community Advisory Committee from 2<sup>nd</sup> September 2021 and note the verbal update provided by the Community Advisory Chairperson.

*Moved:*

*Seconded:*

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## Attachments

Attachment 6.2.1 – Minutes of CAC Meeting 2<sup>nd</sup> September 2021

### 8. Questions on notice

### 9. Reports

#### 9.1 Myli Communications Campaign Update

**Report Prepared by Bec Noone (Manager Marketing and Online Content)**

The Communication Campaign for the introduction of Myli – My Community Library to existing West Gippsland Libraries Members and Patrons began week commencing 8<sup>th</sup> November, 4 weeks prior to the website and social media launch on 1 December 2021. Each week of the campaign focused on each of the four key messages from the Communication Plan:

1. Our name is changing to Myli and you will continue to benefit from the specialist library services we deliver.
2. Our buildings will continue to be called 'library'.
3. There will not be any changes to Council funding levels.
4. The benefits of becoming a not-for-profit

Week 1	<b>Have you heard? We've got a new name</b> This will introduce Myli, explain why we are changing and reassure high level of service will continue.	<b>Channels:</b> Email Website Social Media Print Newspaper
Week 2	<b>Library Places and Spaces</b> This will reinforce that the 'library' is fundamentally not changing dramatically and service will remain consistent. But also highlight the great services we have like 24/7 and how that's growing.	<b>Channels:</b> Email Website Social Media Print Newspaper
Week 3	<b>Our Council's Commitment</b> This will expand on the high level of support we receive from Council and will continue to see.	<b>Channels:</b> Email Website Social Media Print Newspaper
Week 4	<b>The Not-for-profit chapter</b> Introducing what it means to be a not-for-profit and the benefits our members and patrons can expect to see in the future.	<b>Channels:</b> Email Website Social Media Print Newspaper

At each communication channel we will invited and encouraged comments and feedback to reinforce our commitment to community consultation. This was a great opportunity to tailor any messaging to support any additional questions that were asked by the community.



To date, we have not received any negative feedback and reports from both online and in-person conversations have been positive.

Our website launch is on December 1 with new branding and updated look. We also updated other online channels including social media with the new branding. Our branches have received new marketing collateral including library bags and staff have received new name badges, lanyards and t-shirts.

We will continue to work through re-branding any remaining collateral prior to July 1<sup>st</sup>, 2022.

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### **Recommendation**

That the Board note the update on the Myli Transition Communication Campaign.

*Moved:*

*Seconded:*

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### **Policy and Legislative implications**

Library Plan 2021-25

### **Conclusion**

The communication campaign to the community has progressed well and will be completed in early December 2021. WGL will continue to work through re-branding any remaining collateral prior to 1 July 2022.

### **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



## 9.2 Mirboo North and Poowong Library Update

*Report Prepared by Jenny Dunn (Facilities Manager)*

### Executive Summary

As part of the annual budget both the Poowong and Mirboo North libraries recently received a fresh new look by way of leasehold improvements, furniture and fittings, to improve services and accessibility for the community. Maintaining and upgrading all library facilities is an ongoing process and a long-term infrastructure plan is currently being created. This will form a rolling renewal schedule in line with the Library Plan values of exploring new and renovated spaces that reflect modern learning approaches. This report provides an overview of the two projects and looks to demonstrate the significance of meeting the needs of our community.

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### Recommendation

That the Board notes this is an information report and endorses the information.

*Moved:*

*Seconded:*

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### Background

Maintaining library facilities is an integral part of library and Council business, and serves the community by providing an inclusive space accessible to all whilst maintaining relevance in an ever changing world. Many of the existing library buildings within the region are tired and outdated yet the community still value the services and want to use the facilities. Keeping the libraries looking fresh and modern is challenging and we have been updating furniture and layouts where possible to enhance their appearance.

### Highlights

#### Mirboo North Library

The upgrade at Mirboo North was made possible with a grant of \$67,000 as part of the State Government's Living Libraries Infrastructure Program, and financial contributions from West Gippsland Libraries' facilities reserve of \$27,000 and a \$5,000 contribution from the Mirboo North Friends of Library group.

The library closed for three weeks to enable the work to be completed which consisted of:

- New carpet and painting throughout the library and foyer
- Installation of LED lighting to provide a modern and low maintenance solution
- New modern kitchenette now available to all visitors of the library to enjoy free tea & coffee
- Smaller modern work area for staff operations with split height desk options and lockable storage
- Flexible and reversible library shelving in the centre space
- New chairs and tables to provide additional seating and work areas for visitors
- Creation of a relaxed lounge area to encourage community engagement and socialising

Additionally, installation of CCTV and access control is currently in progress to provide 24/7 access for approved library members. Mirboo North library is staffed 19.5 hours per week. The inclusion of 24/7 access will provide additional access and enable community members to utilise library services at any time.



### Poowong Library

Poowong is a growing community however the library has been somewhat overlooked over the years and did not present an inviting feel to suit the growing nature of the area. Minor improvements were made possible using \$25,000 from the facilities reserve.

The work was completed across three days and included:

- Removal of hand basin to provide a new kitchenette for staff and patrons
- Removal of bulky storage and replaced with lockable ergonomic storage
- New chairs and tables to provide a modern feel and flexible seating options
- New height adjustable staff desk to replace the heavy and bulky wooden desk
- Installation of a self check out unit

CCTV and access control will also be installed at Poowong in the near future to enable 24/7 access to be made available to approved members. Poowong library is currently staffed 6.5 hours per week and with the growing population and housing development occurring in the area, 24/7 access will be a welcome service.

Photos of both Mirboo North and Poowong library upgrades will be presented at the board meeting.

### **Policy and Legislative implications**

Library Plan 2021-25

Procurement Policy

### **Conclusion**

The refurbishment of both Mirboo North and Poowong Libraries has been successful and well received by the community and the 24/7 service will significantly increase access to library services for these communities.

### **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.



## 9.3 Quarter 1 Finance and Performance Report – 30 September 2021

*Report Prepared by Chief Executive Officer*

### Executive Summary

This report presents to the Board the Quarterly Finance and Performance Report for the quarter ending 30 September 2021. This report highlights how West Gippsland Libraries has delivered on its actions in the Library Plan and performed against budget for the quarter.

Quarter one continued to experience lockdowns with the closure of libraries. Libraries were able to continue to provide click and collect services among a range of other online library services.

A highlight from the quarter was the refurbishment and reopening of the Mirboo North Library and the creation of the new company, Myli – My Community Library Ltd that WGL will be transitioning to over the next 6 to 9 months.

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### Recommendation

That the Board adopt the Quarter 1 Finance and Performance Report, for the quarter ending 30 September 2021.

*Moved:*

*Seconded:*

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### Background

This quarter is the first quarter that West Gippsland Libraries is reporting on its new four-year Strategic Plan. It consists of three strategic pillars and goals with three strategic priorities for each pillar. The Library Plan provides greater detail regarding these actions.

The strategic pillars and goals are:

- Connect Strategic Pillar – We are responsive and bring people together.
- Connect Goal – To make our services available to more people for more hours.
- Connect Focus Areas:
  - Virtual – our service goes beyond the four walls of a physical place and being virtual is essential for reaching more people in a digital environment.
  - Physical – People come together at the library because it is welcoming, safe and free.
  - Flexible – Our service needs to be flexible to meet the changing and diverse needs of our community.
- Belong Strategic Pillar – We are inclusive and work with you.
- Belong Goal – Increase our membership and awareness of our service within the community.
- Belong Focus Areas:
  - Advocacy – Our existing members and partners are our best advocates for promoting our service.
  - Membership – Our aspiration is to demonstrate our value to the community, and ensure people benefit from our high-quality service.
  - Engagement – Engaging with our members is essential for providing excellence in everything we do.



- Learn Strategic Goal – Our resources allow minds to explore and create.
- Learn Goal – Create more learning opportunities within our service and within the community.
- Learn Focus Areas:
  - Programs and literacy – “Information literacy is the ability to think critically and make balanced judgements about any information we find and use. It empowers us as citizens to develop informed views and to engage fully with society”.
  - Performance – Our people are the key to the success of our service. Investing in them so they can be the best they can be is essential.
  - Services – We have a solid foundation of many essential services. We are also innovative and bravely adapt to changing environments. We will continue to enhance existing services whilst investing in new and emerging services.

West Gippsland Libraries reports quarterly on its performance against the strategic priorities and the budget.

### 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

The quarter one finance and performance report demonstrates the significant work undertaken in the last three months and the organisation’s progress against the strategic priorities.

### 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 9.3.1 – Quarter 1 Finance and Performance Report 2021.22

### 9.4 Big Summer Read

*Report Prepared by Michelle Nicholls (Manager Library Services)*

#### Executive Summary

Research has identified a phenomenon known as the 'summer slide', which refers to the loss of literacy skills over the summer holidays when children do not read—estimated on average as the equivalent of two to three months of reading proficiency.

Victoria's public libraries are in a unique position to address the 'summer slide'. Studies have found that children who receive and read free books over the summer experience the equivalent of attending three years of summer school.

A statewide approach raises the profile of the program and ensures that all Victorians have access to the resources that have been proven to slow the slide.

This state-wide program aims to arrest the 'summer slide' by engaging children and their families in a fun and dynamic campaign through public libraries, supported with resources including a user-friendly website and intuitive app that makes it easy for patrons to register, track reading, and earn digital incentives.

Forty-seven of Victoria's 50 public libraries have signed up to be part of the Big Summer Read, with the aim of engaging some 10,000 school-aged children across the state this summer.



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#### Recommendation

That the Board notes the Big Summer Read report.

*Moved:*

*Seconded:*

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#### How to register

The process is simple! Register [online](#) as an individual or a family.

Then prepare to track your reading by downloading the Beanstack Tracker app from the [app store for iOS devices](#) or [Google Play for Android devices](#). You can also call into your [local branch](#) to pick up a paper form.

From the 1st of December until 31st January 2022, record your reading sessions, unlock badges and be in the running to win some great prizes. The program is aimed at primary-aged children, but all children under 18 are welcome to participate. Children under the age of 13 will need their parent's permission in order to register with Beanstack.

Kids are encouraged to keep reading over the summer holidays with an incentivized program that uses Beanstack, a mobile app that rewards you for reading. When reading milestones are reached, kids earn



'badges' for their Beanstack profile and increase their chances of winning a prize!

Participants need to log a minimum of 10 books and collect 5 activity badges to complete the challenge. All badges will be released at the start of the program and can be completed at any time. Children can read books, e-books, magazines, comics, graphic novels or listen to an e-audiobook. Take a look at our digital resources [here](#).

Participants will go into the draw to win some exciting prizes. We'll announce more details about this soon!

### Conclusion

The Big Summer Read is an important literacy program to help reduce the 'summer slide'. West Gippsland Libraries is one of 47 Victorian Library services participating in the program.



### Policy and legislative implications

WGL - Victorian Child Safety Policy 2017  
Library Plan 2021 - 25

### Conflict of interest

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

**10. General Business**

**11. Board Ordinary Meeting Schedule for 2022**

Due to the formation and transition to Myli – My Community Library Ltd, West Gippsland Regional Library Corporation will be wound up at the end of the financial year on 30 June 2022. The WGL meetings below are to ensure that WGL fulfills its legislative obligations in its final year.

Friday, 8<sup>th</sup> April at 1 pm via video meeting

- For review of the Quarter 2 Finance and Performance Report

Friday, 10<sup>th</sup> June at 1pm via video meeting

- For review of the Quarter 3 Finance and Performance Report

Friday 16<sup>th</sup> September at 1pm – location to be determined

- Adoption of the Financial Statements and Annual Report
- Last Board meeting of West Gippsland Libraries

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**Recommendation**

That the Board adopts the 2022 Ordinary Meeting Schedule.

*Moved:*

*Seconded:*

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**12. Chief Executive Officer's Annual Performance Review (confidential)**

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**Recommendation**

That pursuant to Section 89(2)(a) of the Local Government Act 1989, the Board resolves that the meeting be closed to members of the public, as it involves the Board's consideration of the Chief Executive Officer's annual performance review.

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**13. Next Meeting**

The next Ordinary Board meeting will be held on video on Friday, 8<sup>th</sup> April 2022 at 1pm.



# Ordinary Board Meeting

## Minutes

Friday 3<sup>rd</sup> September 2021

11.30 am

Due to restrictions from COVID19 the September Board Meeting will be held entirely by video.

**Meeting held via zoom**





## OUR VISION

Our vision is for connected, inclusive and resilient communities that are supported to grow and thrive.



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



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## **Required attendance:**

Board Members

Rick Brown (South Gippsland Shire Council) Chairperson

Cr. Annemarie McCabe (Baw Baw Shire Council) Deputy Chairperson

Cr Leticia Laing (Bass Coast Shire Council)

Martin Hopley (Baw Baw Shire Council)

Jodi Kennedy (Bass Coast Shire Council)

Allison Jones (South Gippsland Shire Council)

## **WGL Officers**

Leanne Williams (Chief Executive Officer)

Bernadette Kennedy (Deputy Chief Executive Officer)

Bec Noone (Manager Marketing & Strategy)

### **1. Statement of acknowledgement**

We acknowledge the Traditional Custodians of the various lands on which we all live and work and welcome Aboriginal and Torres Strait Islander people who may be participating. We pay our respects to Elders past, present and emerging.

### **2. Our Child Safety Commitment**

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

### **3. Apologies**

Nil

### **4. Declarations of interest/conflict of interest**

Nil

### **5. Minutes of previous meeting**

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## **Recommendation**

That the Board adopt:

- i. The minutes of the Ordinary meeting held 25<sup>th</sup> June 2021.
- ii. The correction to the Minutes of the meeting held on 7<sup>th</sup> May 2021. The resolution (a) for report 8.5 – Transition to a Not-For-Profit Entity should read “the Local Government Act 1989” and not “1983”.
- iii. The minutes of the Special Board meeting held 23<sup>rd</sup> July 2021.



### Resolution

That the Board adopt:

- i. The minutes of the Ordinary meeting held 25th June 2021.
- ii. The correction to the Minutes of the meeting held on 7th May 2021. The resolution (a) for report 8.5 – Transition to a Not-For-Profit Entity should read “the Local Government Act 1989” and not “1983”.
- iii. The minutes of the Special Board meeting held 23rd July 2021.

**Moved:** Martin Hopley

**Seconded:** Allison Jones

Carried Unanimously

### Attachments

Attachment 5.1.1 – Minutes of the Ordinary Board meeting 25<sup>th</sup> June 2021

Attachment 5.1.2 – Confidential – Minutes of the Special Board meeting 23<sup>rd</sup> July 2021 (provided under separate cover)

## 6. Annual Audit and Financial Reports

### 6.1 Audit Overview and VAGO Closing Report 2020.21

**Presented by:** Rochelle Wrigglesworth, Director – DMG Audit and Advisory

The External Auditor (on behalf of the Victorian Auditor General’s Office) will provide a verbal update on the results of the year-end audit and speak to the closing report.

*Discussion:* The Board asked questions of the auditor. The auditor noted that she had not yet heard back from VAGO for clearance of the financial statements. The delays experienced were due to the wording pertaining to the disclosure and transition to the not-for-profit.

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### Recommendation

That the Board adopt the VAGO Closing Report and note the update provided by the Auditor.

### Resolution

That the Board adopt the VAGO Closing Report and note the update provided by the Auditor.

**Moved:** Cr Annemarie McCabe

**Seconded:** Cr Leticia Laing

Carried Unanimously

### Attachments

VAGO Closing Report and Management Letter provided to the Board under separate cover – emailed 2 September 2021.



## 6.2 Annual In Camera Session with the External Auditor (without management present)

*Presented by: Rochelle Wrigglesworth, Director – DMG Audit and Advisory*

*Report Prepared by Chief Executive Officer*

### **Executive summary**

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

The Board last met in camera with the External Auditor in September 2020.



## 6.3 Annual Financial Report 2020.21

*Presented by: Mark Zeldenryk (Senior Partner), Findex*

*Report Prepared by Chief Executive Officer*

### Executive Summary

This report presents the Annual Financial Report for the year ended 30 June 2021 for adoption.

West Gippsland Libraries has performed well for the financial year, achieving a surplus of \$487,016 (\$599K in 2019.20). Overall, there was a \$337K increase (\$142K in 2019.20) in cash held at the end of the financial year compared to the same time last year.

Income was up on the prior year by \$120,242 or 1.9% which is due to ordinary annual CPI increments in line with the rate cap. This year the organisation also received unbudgeted income from the sale of the truck and trailer (formerly South Coast Mobile) at auction of \$62,000. These increases were offset by a reduction in other income including user fees and charges and interest income of \$41,731. User fees and charges were down due to COVID-19 library closures resulting in less people able to use printing and copying facilities. Interest income was reduced due to declines in interest rates.

Employee costs were up by \$23,338 or 0.63% more than the prior year. This is mainly due to the required backfill on an employee on extended leave and a second employee that was phasing into retirement. This was partly offset by less staff hours from backfilling and casual programming due to COVID-19 closures.

The facilities reserve increased by \$406,887 at the end of the year. This is predominately due to a transfer of \$300,000 from accumulated surpluses for current and future facilities works and \$62,000 from the sale of the truck and trailer. The increase in the facilities reserve was not due to unspent annual maintenance contributions. There are also several projects planned in 2021.22 that the facilities fund will contribute towards including the Mirboo North refurbishment. The following works were funded from the facilities reserve during the year:

- New San Remo Community Library (\$80K)
- Inverloch furniture refresh (\$7K)

Depreciation continues to increase as more assets are purchased and invested into the service. In particular e-resources only have a useful life of 2 years due to the licencing agreements with publishers. As more e-resources are purchased, the depreciation expense will continue to increase. This year there was an increase of 5% in depreciation (19% in 2019.20).

A factor that does affect the 2020.21 Financial Statement is WGL's decision and transition to a Not-For-Profit from 1 July 2022. The change required a number of disclosure requirements in the Financial Report as well as accounting for all liabilities as current liabilities as they will be paid on on 30 June 2022 to the new entity. Further, at the writing of this report it is understood that there will be required disclosures in the VAGO Audit Report and it is not yet know to what extent. Nevertheless, and despite the disclosure requirements, the strong financial position of WGL remains. More information is outlined this report.

*Board Discussion: The Board asked questions of the Accountant as follows:*

*Cr McCabe – Can you confirm the amount of \$2,000,000 under “other financial assets” is correct. It is the only rounded number in the report so it looks out of place?*

*Mark – Yes it is correct. This is the term deposits. Interest earned on TD are transferred to the general operating account.*

*Cr McCabe - Why we have past due >180 day receivables of \$9,777? Is this likely to be paid? Does this get written off as bad debts at some stage?*

*Mark – This is a debtor for Wine Barrel Warehouse that remains outstanding.*

*Leanne – There is a court order for the company to pay the amount, however this did not occur by the specified deadline. WGL is still assessing its next steps relating to the matter.*



Cr McCabe – What is the difference in the commitments for the cleaning contract between this year and last year.

Leanne – Last year the commitment was for 2 months. This year the commitment was for 14 months as WGL had provided written notice to extend the contract by a year prior to the audit finalisation.

The Board had a 5 minute break prior to the adopting the resolution due to the CEO receiving a call from VAGO relating to the financial statements.

The Board resumed and the CEO provided a verbal update to the Board of her conversation with the Acting Sector Director, Local Government from VAGO, Sanchu Chummar. VAGO were overall happy with the Financial Statements and the VAGO accounting technical team had provided clearance, however they were taking their time to consider the disclosures relating to the NFP transfer because WGL was the first Library Corporation to undertake this process. It was acknowledged that the first Library Corporation disclosures had to be right because the other 9 corporations would follow suit. VAGO was happy for the board to adopt the financial statements with a minor amendment to the resolution that included “subject to any minor amendments by VAGO”.

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### Recommendation

That:

- i. The Board adopt the Annual Financial Report for the year ended 30 June 2021 as presented; and
- ii. Rick Brown and Cr Annemarie McCabe be authorised to certify the Annual Financial Report for the year ended 30 June 2021 on behalf of West Gippsland Libraries.

### Resolution

That:

- i. The Board adopt the Annual Financial Report for the year ended 30 June 2021 as presented; and
- ii. Rick Brown and Cr Annemarie McCabe be authorised to certify the Annual Financial Report for the year ended 30 June 2021 on behalf of West Gippsland Libraries.

**Moved:** Cr Annemarie McCabe

**Seconded:** Jodi Kennedy

Carried Unanimously

### Amended Resolution

That an amendment be made to the resolution as follows:

That:

- i. The Board adopt the Annual Financial Report for the year ended 30 June 2021 as presented subject to any minor and insubstantial amendments by the Victorian Auditor General’s Office; and
- ii. Rick Brown and Cr Annemarie McCabe be authorised to certify the Annual Financial Report for the year ended 30 June 2021 on behalf of West Gippsland Libraries.

**Moved:** Cr Martin Hopley

**Seconded:** Leticia Laing



### **Transition to Not-For-Profit Disclosures**

Note (a) of the Financial Report outlines the following that explains the impact of the transition for WGL to the Not-For-Profit.

The Board Members, having regard for their intention to wind up the West Gippsland Regional Library Corporation within twelve months of year end and transition the operations, assets, and liabilities from West Gippsland Regional Library Corporation to a new entity called Myli – My Community Library Limited (effective 11:59pm on 30 June 2022), have prepared the financial statements on a basis other than as a going concern.

The Board considered the requirement to restructure the Library Corporation as a result of the Local Government Act 2020 (Vic) that requires Library Corporations to be wound up within 10 years from 1 July 2021. Consequently, the Board resolved on 25th June 2021 to recommend to its Member Councils that they participate in the formation of a new entity to be known as Myli – My Community Library Limited (Myli Ltd), and the West Gippsland Regional Library Corporation be wound up by 30 June 2022. The Member Councils will enter into a deed of novation and variation (Novation Deed) in relation to the existing West Gippsland Regional Library Corporation Agreement from 1 July 2022. The existing Library Agreement continues as an agreement between Bass Coast Shire Council, Baw Baw Shire Council, South Gippsland Shire Council and the new entity, Myli Ltd, on its current funding and commercial terms. The Member Councils will also enter into a gift and transfer deed between West Gippsland Regional Library Corporation and Myli Ltd. Member Councils will gift their interests, for no consideration, in the Library Corporation, and therefore their interests in the Library Corporation's business, assets and liabilities, to Myli Ltd. The transfer will occur in specie to the new entity Myli Ltd on 30 June 2022.

The Member Councils, subject to giving full effect to the Novation Deed and the Gift and Transfer Deed, agreed that its intention is that the original Library Agreement is taken to be terminated with effect on 30 June 2022. Therefore, Member Councils agreed to the dissolution and winding up of West Gippsland Regional Library Corporation, with the Gift and Transfer Deed constituting the distribution of assets and liabilities in full and final satisfaction of dissolution and winding up clause, 13.2, of the Library Agreement.

The Member Councils made their decisions, after year end, to transition on the following dates:

- South Gippsland Shire Council on 21 July 2021
- Bass Coast Shire Council on 21 July 2021
- Baw Baw Shire Council on 28 July 2021

The Board Members do not consider that the intention to wind up the Corporation by 30 June 2022 affects the recognition and measurement of the assets or liabilities of the Library Corporation at the end of the financial year and no adjustments have been made as a result of ceasing to prepare the financial statements on a going concern basis.

The Board Members are satisfied that West Gippsland Regional Library Corporation has sufficient resources to meet the expected costs of the transition and satisfy any liabilities as and when they fall due. West Gippsland Libraries remains in a strong financial position and the transition is not a result of financial concerns, rather the transition being imposed on the Corporation by changes to the Local Government Act 2020 (Vic).

As a result of the impending transition, all liabilities and commitments have been classified as current on the basis that the Corporation will be wound up on

### **Background**

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

The financial statements show our financial performance, financial position and cash flows against the previous year, and comprises



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

### **Policy and legislative implications**

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

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

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

### **Conclusion**

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

### **Conflict of interest**

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

### **Attachments**

Attachment 8.4.1 – Annual Financial Report

## **7. Standing items**

### **7.1. Business arising from the previous meeting**

CEO Annual Review options report. Addressed at agenda item 12.

### **7.2. Update from the Community Advisory Committee**

#### **Purpose:**

1. CAC Chairperson to provide verbal update to the Board on their recent meeting.
2. Provide the minutes of the last CAC Meeting held on 25th June 2021.

---

### **Recommendation**

That the Board note the Community Advisory Committee's meeting minutes from 25<sup>th</sup> June 2021.

### **Resolution**

That the Board note the Community Advisory Committee's meeting minutes from 25th June 2021.



**Moved:** Jodi Kennedy

**Seconded:** Cr Annemarie McCabe

Carried Unanimously

## Attachments

Attachment 6.2.1 – Minutes of CAC Meeting 25<sup>th</sup> June 2021

### 8. Questions on notice

Nil

### 9. Reports

#### 9.1 Annual Report 2020.21

*Report Prepared by Manager Marketing and Strategy*

##### Executive summary

West Gippsland Libraries is pleased to present its Annual Report for the year ending 30 June 2021. This is a celebration of the achievements of the past 12 months and the future dynamic direction of the service.

A number of significant achievements are reflected in the Annual Report, including:

- Official launches of the Waterline and San Remo Community Libraries;
- The opening of the San Remo Community Library extending library services in the Bass Coast region;
- Production of a collection of more than 600 videos that cater to the needs and interests of our community; and
- Continue to overcome the COVID challenges and develop innovative ways to help members stay connected.

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## Recommendation

- i. The Board adopt the Annual Report for the year ended 30 June 2021.
- ii. The Board delegate to the CEO the ability to make editorial amendments and typographical corrections to the Annual Report.

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## Resolution

- i. The Board adopt the Annual Report for the year ended 30 June 2021.
- ii. The Board delegate to the CEO the ability to make editorial amendments and typographical corrections to the Annual Report.

**Moved:** Cr Annemarie McCabe

**Seconded:** Cr Leticia Laing

Carried Unanimously



## Policy and legislative implications

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

- Report of library operations.
- Audited financial statements and Audit Report that will be included in the Annual Report once approved by the Board and Victorian Auditor General's Office.
- Other matters as required by the *Local Government (Planning and Reporting) Regulations 2014* and *Local Government (General) Regulations 2004*.

The Annual Report will be available to the public on the West Gippsland Libraries website.

## Conclusion

West Gippsland Libraries has achieved significant outcomes over the past year even under the challenging times of COVID-19. The Annual Report is a celebration of the contributions from the Board, staff and community. It is recommended that the Board adopt the Annual Report 2020.21.

## Conflict of interest

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

## Attachments

Attachment 8.1.1 – Annual Report 2020.21

## 9.2 Delegations to undertake WGL Not-For-Profit Transition

*Report prepared by: Chief Executive Officer*

### Executive Summary

The purpose of this report is for the Board to delegate functions to the CEO to enable and complete the transition of West Gippsland Libraries (WGL) to Myli – My Community Library Ltd (Myli). These delegations are consistent with the powers and functions delegated to each Council CEO under their resolutions passed in July 2021.

This resolution builds on the resolution made by the Board on 25 June 2021

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### Recommendation

The Board notes its previous resolution dated 25 June 2021 authorising the CEO to instruct Russell Kennedy Lawyers to prepare drafts of the Novation Deed and Gift and Transfer Deed to be entered into with each of the Member Councils. The Board further notes each of the Member Council's resolutions delegating authority to their CEOs to negotiate and execute the Novation Deed and Gift and Transfer Deed.

It is recommended that the Board resolves, in line with the Member Council resolutions, the CEO of WGL be delegated responsibility to negotiate and execute the:

- Novation Deed; and
- Gift and Transfer Deed.



## Resolution

The Board notes its previous resolution dated 25 June 2021 authorising the CEO to instruct Russell Kennedy Lawyers to prepare drafts of the Novation Deed and Gift and Transfer Deed to be entered into with each of the Member Councils. The Board further notes each of the Member Council's resolutions delegating authority to their CEOs to negotiate and execute the Novation Deed and Gift and Transfer Deed.

It is recommended that the Board resolves, in line with the Member Council resolutions, the CEO of WGL be delegated responsibility to negotiate and execute the:

- i. Novation Deed; and
- ii. Gift and Transfer Deed.

**Moved:** Jodi Kennedy

**Seconded:** Cr Leticia Laing

Carried Unanimously

## 10. Presentations

Nil

## 11. General Business

- Last Meeting Before South Gippsland Election Period Commences at 12 noon on Tuesday 21<sup>st</sup> September and concluding at 6pm on Saturday 23<sup>rd</sup> October 2021.
- The South Gippsland Shire Council election period means this will be the last WGL Board meeting Rick Brown will attend.

Rick has provided a tremendous contribution to the WGL Board and Leadership Team in only a short 12 month period. His skills and knowledge and been a critical component of the not-for-profit due diligence work and the promotion of the WGL service. On behalf of the WGL Board and Leadership Team we would like to say a very big thank you to Rick for his support and time. A dinner to formally thank Rick once COVID-19 restrictions ease is being organised.

- The next Board Meeting will see Deputy Chairperson Cr Annemarie McCabe chair the meeting.

## Resolution

The Board recognises the significant contribution of Rick Brown to WGL during his time on the Board.

**Moved:** Cr Leticia Laing

**Seconded:** Cr Annemarie McCabe

Carried Unanimously



## 12. In camera session – CEO Annual Review

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### Recommendation

That pursuant to Section 89(2)(a) of the Local Government Act 1989, the board resolves that the meeting be closed to members of the public as it involves the CEO's annual review process.

### Resolution

That pursuant to Section 89(2)(a) of the Local Government Act 1989, the board resolves that the meeting be closed to members of the public as it involves the CEO's annual review process.

**Moved:** Cr Leticia Laing

**Seconded:** Jodi Kennedy

Carried Unanimously

*The CEO and Deputy CEO left the meeting. The Manager Marketing and Strategy stayed to take minutes.*

Report provided under separate cover.

### Recommendation

That pursuant to Section 89(2)(a) of the Local Government Act 1989, the board resolves that the meeting go out of camera.

**Moved:** Cr Leticia Laing

**Seconded:** Cr Annemarie McCabe

Carried Unanimously

## 13. Next Meeting

Ordinary Board meeting Friday 3<sup>rd</sup> December 2021 at 11.30 am. The location is yet to be determined.

**Meeting closed at 1.18pm**

## 14. For information



## 14.1 Meet Up 2021

*Report Prepared by Manager Library Services*

### Executive summary

Meet Up is a Library Festival held annually for young people 12 -25 years. This year Meet Up 2021 was held in branch across the region and online. It provided some much-anticipated fun and community connection despite Covid restrictions. The festival maintained its online presence and delivered a variety of in branch programs. Meet Up also attracted grant funding from the Victorian Government as part of the Department of Families, Fairness and Housing (DFFH) Youth Week program. Library staff work with local business, schools, and youth to develop a variety of events and provide resources young people may not necessarily experience as part of everyday life. The festival is a favourite and attracts new membership from attendees not necessarily regular users of Library services.

### Meet Up 2021 Update

Meet Up 2021 is held during Youth Week, 26<sup>th</sup> June – 2<sup>nd</sup> July. During this time young people are encouraged to visit West Gippsland Libraries (WGL) either in branch or online and experience new and different resources and services. Planning for the festival starts with local business and schools connecting with program staff to develop ideas and suggestions for the festival.

Local business is encouraged to participate by demonstrating goods and services available in the region and supply a range of materials for programs or facilitate events.

Schools are contacted and teachers provide WGL staff with feedback from students about events that will likely be popular for the festival. Students are also encouraged to volunteer and help facilitate programming on the day. The program is then promoted through WGL social media and added to school “what’s on” and newsletters.

### Meet Up 2021 Events



**West Gippsland Libraries**  
**Meet Up 2021 Events**  
Youth Week 26th June - 2nd July

<p><b>Wonthaggi Library</b> Sat 26th – Sphero Robots Thur 1st – WALA African Drumming Fri 2nd – Storm Surfers movie screening</p> <p>.....</p> <p><b>Warragul Library</b> Mon 28th – Stop Motion Tue 29th – Minecraft party Wed 30th – Movies &amp; Colouring Thur 1st – Drift Media Drone events Fri 2nd – Manga Drawing workshop</p> <p>.....</p> <p><b>Korumburra Library</b> Fri 2nd – Upcycled Fashion</p> <p>.....</p> <p><b>Foster Library</b> Mon 28th – Kick start your story Writing Workshop</p>	<p><b>Drouin Library</b> Wed 30th – State of the Arts mural workshop (2 sessions) Thur 1st – Xbox party Thur 1st – Playstation Party Fri 2nd – Manga Drawing workshop</p> <p>.....</p> <p><b>Leongatha Library</b> Mon 28th – Fantasy Writing Workshop with Narrelle M Harris Thur 1st – YA Author Talk with Sharon Postlewhite</p> <p>.....</p> <p><b>Inverloch Library</b> Mon 28th – Sphero Robots &amp; Pizza Thu 1st – African Groove Drumming</p> <p>wgrlc.vic.gov.au</p>	<p><b>Mirboo North Library</b> Tue 29th to Sat 3rd – Holding Up The Shelves Art Show</p> <p>.....</p> <p><b>Online Event via Zoom -</b> Wed 30th – Roblox : Introduction to coding &amp; game development</p> <p>.....</p> <p><b>MeetUp is a festival of fun and unique events for young people aged 12-25 held during Youth Week</b></p> <p> Bookings are essential. Scan the QR code or visit <a href="http://wgrlc.eventbrite.com">wgrlc.eventbrite.com</a> to book your free tickets.</p> 
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## Event and Membership Summary

Total Number of Events (In Branch)	20
Total Number of Attendees (In Branch)	208
Most Popular Event – WALA African Drumming Inverloch – In Branch Attendees	50
Social Media stats Upcycled Fashion video - <ul style="list-style-type: none"><li>• Vimeo: 71 plays</li><li>• Facebook: 419 3-second views 27-1-minute views</li><li>• Instagram (shorter version of full-length video) - 118 views</li></ul> Aerosol Workshop - <ul style="list-style-type: none"><li>• Instagram reel - 881 accounts reached with 924 plays</li></ul> Drumming workshop - Inverloch <ul style="list-style-type: none"><li>• short 10 second video on Instagram</li><li>• 347 accounts reached - 217 views</li></ul>	
Grant Funding	\$2000
New Members 28 <sup>th</sup> June – 11 <sup>th</sup> July	303

Note: all events in Branch capped at 50 as per Covid Safe restrictions

Feedback Tracker: “Manga Drawing Amazing!” and “Drumming Absolutely Fantastic”

### 14.2 RSC Solar Update

*Report Prepared by Manager Facilities*

#### Executive summary

Following the installation of a 27kW solar unit at the Regional Support Centre in December 2020, we are very pleased to report that since connecting to the grid in February 2021, the system has:

- produced 14.79 MWh (mega watt hours) of electricity to be used onsite and exported to the grid.
- Of this 14.79 MWh we have:
  - exported 6.2 MWh to the grid (this is excess electricity we have generated but not used) and,
  - consumed 8.59 MWh (this is electricity consumed directly onsite)

Since February, we have saved over 14 tonnes of CO<sub>2</sub>. This is the equivalent to charging 1,702,997 smart phones, 231 tree seedlings grown for 10 years or removing 3 passenger vehicles from the road per year.

The energy generated and consumed in day to day running of the building has also allowed us to save \$3283 in electricity costs since February 2021. This figure is expected to be higher in the next few months as we move in to warmer weather.

A key point to remember when considering solar, is that any amount of clean energy generated (ie - solar or wind power), no matter how small, results in less demand on the use of coal to create power and electricity, therefore less demand on the grid and reduces our reliance on fossil fuels.



## 14.3 Statewide Census

*Report Prepared by Chief Executive Officer*

### **Executive summary**

Public Libraries Victoria in conjunction with State Library Victoria are conducting a Statewide survey and census in late September and October to gather data about the users of public libraries. A Statewide Library census was conducted back in 2006 and it is being undertaken again to refresh the data that will be used to assist with advocating for grant applications and increases to library funding.

The census was planned prior to covid and has been postponed once already. However, it will be proceeding despite current covid challenges. The questions for the census have been updated to reflect modern usage of libraries, such as in person and video programs.

More information will be provided on the outcomes of the census once it is completed.



## **WEST GIPPSLAND LIBRARIES COMMUNITY ADVISORY COMMITTEE**

MINUTES of meeting held: THURSDAY, 2<sup>nd</sup> SEPTEMBER 2021

**Attendees:** Kathie Olden, Wombat Lyons, Jenni Merriel, Christine Kemper, John Tebbutt, Dianne Goeman, Frances Palstra, Alison Goss, Lorraine Sainsbury, Karen Grainger, Fay.

**Apologies:** Dr. Amanda Mcleod and Caroline Mahoney

### **New roles and responsibilities within the CAC**

**Chairperson:** Wombat nominated and seconded. Wombat accepted the nomination as no other members nominated for this position.

**Secretary:** Jenni self-nominated and seconded. Moved by Alison. Jenni accepted the nomination as no other members nominated for the position of Secretary (with support provided by Kathie Olden)

Kathie, referring to the transition to MyLi and the expectation that the CAC will have a web presence with Agenda and Minutes on display will take on an Administrative Support role which will include some of the secretarial tasks.

### **Topics for discussion:**

#### **1. Board Papers – Board Meeting (Friday, 3<sup>rd</sup> September 2021)**

- Visits to services
- MyLi
- CAC verbal report

#### **2. Annual Report**

- Available to view at <https://www.wgrlc.vic.gov.au/about/board-members/>
- Thanks expressed to Wombat and 'Friends' groups for submitting some content in a timely manner

#### **3. Other**

### **Board Papers**

#### **1. Visits to Services**

Contained within the Board papers are references/data relating to numbers of persons attending Library facilities.

Discussion was held on how these numbers are counted, are they physically counted by Library staff, number of borrowers, memberships, or visitors to the facility. It is also asked if door counters were used and if these may be influenced by other factors.

## **2. MyLi (My Community Library) and CAC**

How is the funding base of the library affected by change to 'not for profit'?

- Funding from the Shire(s) will continue as will funding from the state government.
- Opportunities will be available to source other funding.
- Opportunities to link in with other councils which will provide an economy of scale.
- Provide library services to a range of other organisations – services may be 'elements' of a service or program.
- We needed to implement a change in response to the government directive.

## **3. Role for independent directors – how is this being planned for and how will it include the CAC?**

- CAC will remain in an advisory role/body – we will need to continue to advocate for this.
- CAC should remain separate from independent directors.
- How are independent directors to be elected and by whom?

(This final question was addressed by CEO in board agendas / reports, and Leanne will be approached to share this information again to build the knowledge and understanding of the CAC.)

## **CAC – skills audit / knowledge audit (general CAC comments)**

Alison did state that as the CAC transitions our role should consider the functions we perform but also, we should consider what value we wish to add. Lorraine added to this by stating that the role of CAC is to represent our communities, and this must continue as we transition to MyLi. CAC can bring community knowledge that is deeper than a perceived need – we are the voice of our communities. We also help develop an awareness across the CAC of each other's communities.

Lorraine suggested that it may be beneficial to develop a skills audit/knowledge audit within the CAC and its members. John offered to support Lorraine in the development of such an audit.

Christine suggested that there would be benefit to developing / re-developing a mission for the CAC as the committee begins to prepare to link with other organisations as the progression to MyLi continues.

Moving forward, new members of the CAC will develop a regional focus as new members go through the induction process. Kathie has already commenced this process, please watch for emails advising of arrangements as these will be impacted by lockdown restrictions and guidelines. Some content can be delivered online.

## Other updates

- The process for inducting volunteers within the services has commenced
- Kathie advised that the committee review / consider the terms of reference as they develop a skills audit.
- Leanne has produced a podcast that will be of interest to committee members. Kathie will provide a link for CAC members to access.
- Kathie has received comment from the Leadership Team representatives (Leanne, Bernadette and Bec) that they enjoyed meeting everyone in the CAC recently and look forward to meeting with the CAC group again.
- Kathie was asked to pass on the thanks of the CAC members to Leanne for her time and effort in sharing the process and vision of MyLi during our last meeting.
- Kathie further advised that a MyLi Website is to be developed and a photo (head shot) of each CAC member will be required. No rush but keep this in mind for the future.
- Kathie also advised that when developing the agenda in the future it will be linked back to the Library Plan.
- We hope to use Monday.com to build an agenda between meetings – so that members can be proactive and responsive with regard to agenda items or projects which the CAC team or sub-groups are working on between board meetings.
- Monday.com is a project management platform – which is easy to use and training can certainly be provided. It is not meant to replace emails or other communication that CAC members may be more used to.

## News from across the region:

- Inverloch – home delivery / home library service to be trialled shortly
- Korumburra – sod turning ceremony planned for September moved to November
- Phillip Island – last day in old building anticipated to be 10<sup>th</sup> September
- Mirboo North – undergoing refurbishment and looking at extending access to 24 hrs.

**Meeting closed: 5.45 pm**

**Next Board meeting** – Friday 3<sup>rd</sup> of December – 11.30 am (Location yet to be determined)

**Next CAC meeting to be advised** – likely to be Thursday 2<sup>nd</sup> of December at 4.30pm (online or in person with remote attendance options to be confirmed)



# **West Gippsland Libraries**

## **SPOTLIGHT REPORT - September 2021**

Prepared 23 November 2021

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## Executive Summary

### Quarter Highlight

The highlight for this quarter is the renovation of the Mirboo North Library which has reopened to the community and will have 24/7 access implemented in coming weeks. The official opening will be celebrated at a time still to be advised.

### COVID-19

Our communities are experiencing unprecedented challenging times due to the continued impact of COVID-19. The end of quarter one finished with our libraries open again, however most of quarter one was operating click and collect services. Density limits continued during quarter one but have been removed mid way through quarter two and programs will be resuming indoors.

Video programs, live chat with librarians on our website, caring calls to our patrons, postal delivery of books and investment in e-resources continued.

### Membership

We have started to come back from a prior year decrease in active membership resulting from COVID-19. The lasting effect of COVID-19 on active membership and visits will continue into 2022 and it is anticipated that people returning to the libraries will be slow. The team at WGL will continue to focus on strategies that will help lift active membership during the recovery phase.

### People and culture

This quarter has seen the introduction of a new, online onboarding program for new staff that runs for 4 weeks. This structured program provides an opportunity for staff to have 30 minute sessions with the CEO and the

## Trends to monitor for the year

### Membership

Growth in membership will be a focus as we enter a recovery phase following easing of COVID-19 restrictions. We will continue to be nimble in our service offerings to adapt to the changing landscapes resulting from the pandemic.

## Detailed Analysis

### Income Statement

#### Income

Income is tracking unfavourable to budget for the first quarter of the financial year 2021.22 due to a delay in receiving the Premiers Reading Challenge.

#### Grants - Recurrent

The recurrent funding from the State Government is higher than expected with the budget providing for \$909,192 (an increase of 1.5% on the prior year) yet receiving \$927,108 (an increase of 3.5% on the prior year). This will be received in two instalments during the financial year. The unfavourable budget in quarter one is a timing difference for the recurring grant of \$26,000 of the Premiers Reading Challenge. The funding agreement from the State Government for this grant has now been received, signed and the funds received in quarter two.

#### Interest Income

There is an unfavourable variance to budget YTD due to the

Leadership Team, covering topics such as culture, strategy, Child Safety and OH&S. We have had meetings with a number of organisations who have integrated HR and Payroll systems, to explore which one would be of most benefit as we plan for future growth.

### **Change and Innovation**

This quarter Myli – My Community Library Ltd was formed and the new Myli Board are now meeting monthly. The quarter ended with the launch of our name change to the community on 1 November 2021, as we prepare for the discontinuation of the WGL name from 1 December 2021. The service our community knows, and loves will continue to meet and exceed the expectations of our community under the new entity.

### **Systems**

In support of our key strategic goal of making our services more accessible, we are re-doing the interface between our website and the Library Management system, for an improved user experience.

Foster Library was the pilot 24/7 library program, and with its success, we have refined the technology which will also be implemented at Mirboo North shortly.

The website is currently being updated to reflect the transition from WGL to Myli and to include a new menu option that will make it easier for users to navigate the website.

A new phone system (Zoom) has been introduced across all libraries and the Regional Support Centre, providing individual phone numbers for all staff. This new system is still in the testing phase and will go live in the next quarter.

reversal of accrued Term Deposit interest income, which will come due in February 2022.

### **Other Income**

Fees and Charges within Other Income are down due to library closures during most of the first quarter, thus resulting in less printing and copying charges and an unfavourable variance to budget YTD.

### **Expenses**

Expenses are tracking favourable to budget for the first quarter of the Financial Year 2021.22.

### **Bad Debt Written Off**

There was an unbudgeted write-off of the Wine Barrel Warehouse debt causing an unfavourable variance to budget YTD. We pursued legal action on this debt, however, after several unsuccessful steps we chose not to take further action based on the cost vs. benefit of such further action.

### **Borrowing Costs**

Tracking favourable to budget YTD due to low interest rates and a decreased balance of our interest-bearing loans and borrowings.

### **Employee Costs**

Tracking favourable to budget YTD. Libraries were closed for the majority of the first quarter and not able to undertake programming, therefore there are savings on staffing hours not required.

## Conclusion

Our transition to a Not-for-Profit entity is essential to ensure Myli can continue to deliver excellent services to the community for the long-term future. We aspire to demonstrate our value to the community, and ensure people continue benefitting from our high-quality service.

We have already made considerable progress against the 2021 - 2025 strategic library plan and continue to strive to deliver outcomes for our community.

## 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.

## Furniture and Equipment Purchases and Leasehold Asset

Tracking unfavourable to budget for the first quarter due to the timing of Mirboo North Library furniture upgrades and leasehold improvements, which were budgeted for the second quarter.

## Library Collection Purchases

Purchases are expected to be on budget for the full year. Unfavourable variance YTD due to timing of purchases, which are typically higher during the first and third months of the year.

## Other Expenses

Tracking favourable to budget for YTD due to less activity caused by library closures during the first quarter.

## Balance Sheet

### Cash and Cash Equivalents

Cash balances have increased compared to the same time last year primarily due to favourable variances over the past 12 months from COVID-19 and strong financial budget controls being in place.

### Term Assets

The current Term Asset balance relates to our Myli trademarks, which we did not have at the same time last year.

### Interest-bearing Loans and Borrowings

The balance of this account continues to decrease every year as we pay off our loans.

**Provisions**

The account balance is down compared to the same time last year primarily due to long service leave taken, partially offset by annual leave accrued.

**Trade and Other Payables**

The account balance is up compared to the same time last year due to the timing of payments. The balance of this account has decreased since 30 September 2021.

	YTD	Actual vs Orig Budget			Actual vs Last Year	
	Actual	Budget	Variance	Variance %	Last Year	Variance %
Contributions	1,343,836	1,345,810	-1,974	-0.1%	1,290,226	4.2%
Donations	78	249	-171	-68.7%	28	178.6%
Grants - Recurrent	463,554	480,602	-17,048	-3.5%	0	0.0%
Interest Income	-1,744	1,487	-3,231	-217.3%	-11,003	84.1%
Other Income	1,731	5,196	-3,465	-66.7%	94	1,741.5%
Profit on Asset Sales	0	0	0	0.0%	414	-100.0%
User Fees	7,747	10,947	-3,200	-29.2%	0	0.0%
<b>Total Income</b>	<b>1,815,202</b>	<b>1,844,291</b>	<b>-29,089</b>	<b>-1.6%</b>	<b>1,279,759</b>	<b>41.8%</b>
Bad Debts Written Off	8,685	0	8,685	0.0%	0	0.0%
Borrowing Costs	16,001	18,524	-2,523	-13.6%	17,599	-9.1%
Building Asset	0	0	0	0.0%	2,800	-100.0%
Depreciation	0	0	0	0.0%	258,254	-100.0%
Employee Costs	882,938	943,566	-60,628	-6.4%	788,486	12.0%
Furniture and Equipment Purchases	54,650	33,249	21,401	64.4%	14,212	284.5%
Leasehold Asset	76,268	0	76,268	0.0%	0	0.0%
Library Collection Purchases	342,546	180,000	162,546	90.3%	255,376	34.1%
Materials and Services	227,628	227,079	549	0.2%	235,069	-3.2%
Other Expenses	30,828	58,847	-28,019	-47.6%	28,244	9.1%
<b>Total Expenses</b>	<b>1,639,544</b>	<b>1,461,265</b>	<b>178,279</b>	<b>12.2%</b>	<b>1,600,040</b>	<b>2.5%</b>
<b>Surplus/(Deficit)</b>	<b>175,658</b>	<b>383,026</b>	<b>-207,368</b>	<b>-54.1%</b>	<b>-320,281</b>	<b>154.8%</b>

	Now	Actual vs Last Year to Date			Year End Analysis		
	As at Sep 21	Last Year	Variance	Variance %	Last EOFY	Variance	Variance %
Cash and Cash Equivalents	3,074,032	2,299,109	774,923	33.7%	2,961,003	113,029	3.8%
Other Current Assets	5,250	0	5,250	0.0%	32,010	-26,760	-83.6%
Trade and Other Receivables	40	9,777	-9,737	-99.6%	12,201	-12,161	-99.7%
Rounding	-4	-4	0	0.0%	-8	4	50.0%
<b>Total Current Assets</b>	<b>3,079,318</b>	<b>2,308,882</b>	<b>770,436</b>	<b>33.4%</b>	<b>3,005,206</b>	<b>74,112</b>	<b>2.5%</b>
Property, Plant and Equipment	4,414,186	4,284,826	129,360	3.0%	4,414,186	0	0.0%
Term Assets	40,699	0	40,699	0.0%	42,259	-1,560	-3.7%
<b>Total Assets</b>	<b>7,534,203</b>	<b>6,593,708</b>	<b>940,495</b>	<b>14.3%</b>	<b>7,461,651</b>	<b>72,552</b>	<b>1.0%</b>
Interest-bearing Loans and Borrowings	83,171	121,640	-38,469	-31.6%	95,184	-12,013	-12.6%
Other Current Liabilities	-533	-533	0	0.0%	0	-533	0.0%
Provisions	720,382	755,736	-35,354	-4.7%	696,244	24,138	3.5%
Trade and Other Payables	187,878	73,345	114,533	156.2%	283,639	-95,761	-33.8%
<b>Total Current Liabilities</b>	<b>990,898</b>	<b>950,188</b>	<b>40,710</b>	<b>4.3%</b>	<b>1,075,067</b>	<b>-84,169</b>	<b>-7.8%</b>
Interest-bearing Loans and Borrowings	832,997	916,168	-83,171	-9.1%	851,943	-18,946	-2.2%
<b>Total Liabilities</b>	<b>1,823,895</b>	<b>1,866,356</b>	<b>-42,461</b>	<b>-2.3%</b>	<b>1,927,010</b>	<b>-103,115</b>	<b>-5.4%</b>
<b>Net Assets</b>	<b>5,710,308</b>	<b>4,727,352</b>	<b>982,956</b>	<b>20.8%</b>	<b>5,534,641</b>	<b>175,667</b>	<b>3.2%</b>
Equity	5,534,650	5,047,633	487,017	9.6%	5,107,634	427,016	8.4%
Current Year Earnings	175,658	-320,281	495,939	154.8%	427,007	-251,349	-58.9%
<b>Total Equity</b>	<b>5,710,308</b>	<b>4,727,352</b>	<b>982,956</b>	<b>20.8%</b>	<b>5,534,641</b>	<b>175,667</b>	<b>3.2%</b>

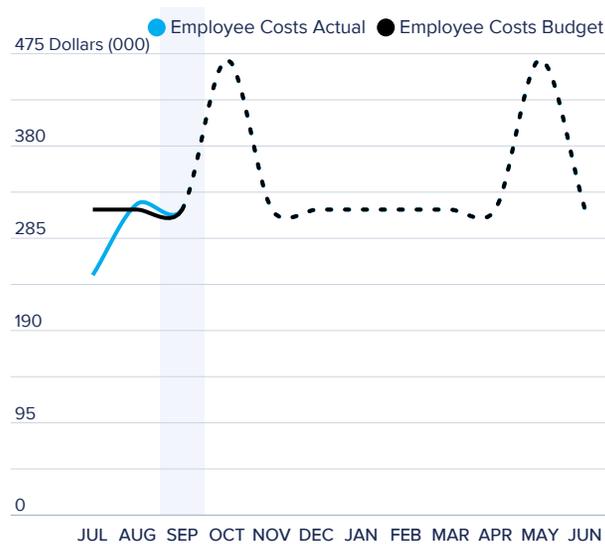
	YTD	Actual vs Orig Budget			This Quarter vs This Quarter Last Year			
	Actual	Budget	Variance	Variance %	Sep 21	Sep 20	Variance	Variance %
Borrowing Costs	16,001	18,524	-2,523	-13.6%	16,001	17,599	-1,598	-9.1%
Building Asset	0	0	0	0.0%	0	2,800	-2,800	-100.0%
Depreciation	0	0	0	0.0%	0	258,254	-258,254	-100.0%
Employee Costs	882,938	943,566	-60,628	-6.4%	882,938	788,486	94,452	12.0%
Furniture and Equipment Purchases	54,650	33,249	21,401	64.4%	54,650	14,212	40,438	284.5%
Leasehold Asset	76,268	0	76,268	0.0%	76,268	0	76,268	0.0%
Library Collection Purchases	342,546	180,000	162,546	90.3%	342,546	255,376	87,170	34.1%
Materials and Services	227,628	227,079	549	0.2%	227,628	235,069	-7,441	-3.2%
OPEX	8,685	0	8,685	0.0%	8,685	0	8,685	0.0%
Other Expenses	30,828	58,847	-28,019	-47.6%	30,828	28,244	2,584	9.1%

Library Collection Purchases

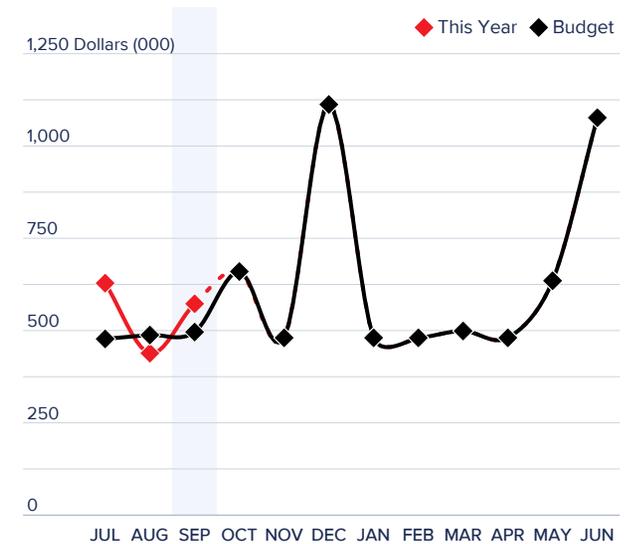


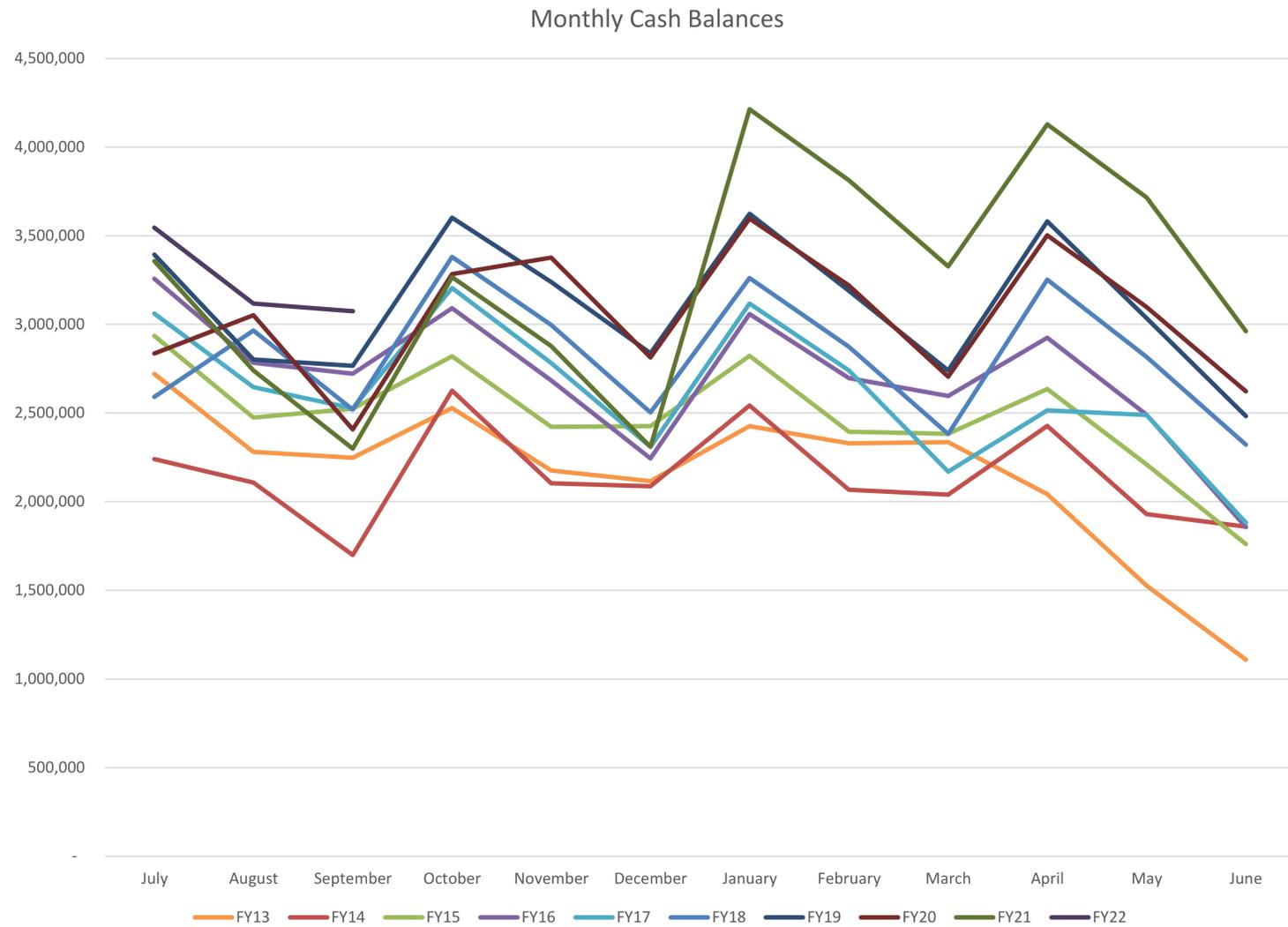
Other includes the premiers reading challenge, purchases contributed by the Friends and the local history collection.

Employee Costs



Total Expenses





<b>Cash and Investment at 30 September 2021</b>	<b>Amount</b>	
General Account Commonwealth Bank	\$	962,621
Cash Float	\$	680
Petty Cash	\$	1,010
Advance Account Commonwealth Bank	\$	3,678
At Call Account Commonwealth Bank	\$	456,043
Term Deposits	\$	1,650,000
<b>Total</b>	<b>\$</b>	<b>3,074,032</b>

		<b>% of funds</b>	<b>Investment policy threshold</b>	
CBA	\$	1,424,032	46%	50%
NAB	\$	650,000	21%	50%
Bendigo Bank	\$	1,000,000	33%	35%
<b>Total</b>	<b>\$</b>	<b>3,074,032</b>	<b>100%</b>	

**Library Plan 2021 - 2025**

This is how we bring our Vision and Mission to life. The three elements of our mission are our strategic pillars. They guide us to ensure we deliver outcomes for our community.

Strategic Pillar: Connect - We are responsive and bring people together. Goal: Making our service available for more hours to more people.

Name	Why?	Actions	Why?	Status	Action update
Focus Area: Virtual	Our service goes beyond the four walls of a physical place and being virtual is essential for reaching more people in a digital environment.	Continue to enhance the website.	Visitation to the website continues to increase and many are choosing this as their main interaction with our service.	In Progress	The website is currently being updated to reflect the transition from West Gippsland Libraries to Myli and includes a new menu option that will make it easier for users to navigate. The Library Management System webpage is also being updated to better integrate with the website.
Focus Area: Virtual	Our service goes beyond the four walls of a physical place and being virtual is essential for reaching more people in a digital environment.	Provide a program portal to deliver life skills videos and learning content for members.	Increasing investment in online services and creating a quality member portal is important. It supports membership growth and builds connection with our current and potential membership base. We know that many in our community cannot get to the library during working hours. 24/7 provides a convenient way to access services. This has been demonstrated by the success of the Foster 24/7 Library.	In Progress	The draft portal has been developed yet it is paused until the Myli website transition has occurred.
Focus Area: Physical	People come together at the library because it is welcoming, safe and free.	Provide more 24/7 libraries		In Progress	Mirboo North is about to come online as a 24/7 Library as well as Poowong.
Focus Area: Physical	People come together at the library because it is welcoming, safe and free.	Provide expert advice on the development of new libraries and develop a long-term infrastructure plan to ensure our physical places are modern.	As our communities grow and our buildings age, its essential that we plan for the renewal of our libraries to ensure they are modern and vibrant.	In Progress	WGL continues to provide input into the concept design of the Baw Baw Civic Precinct. The WGL is also working closely with Bass Coast and South Gippsland Shire Council's on the new Phillip Island and Korumburra Libraries.
Focus Area: Flexible	Our service needs to be flexible to meet the changing and diverse needs of our community.	Provide more outreach services.	Improving the awareness and access to our service requires us to go where the community get together. This includes aged care facilities, kindergartens and community events. Accessing our service is a	Not started	Not started due to COVID restrictions.
Focus Area: Flexible	Our service needs to be flexible to meet the changing and diverse needs of our community.	Provide a home library service by engaging volunteers to help with this impactful service.	fundamental value of libraries. We know that some in our community face challenges accessing the service and we want to make it easier for them to do so.	Done	The first pilot of the home library service is occurring in Inverloch and supported with volunteers. WGL continues to provide home delivery via Australia Post.

Strategic Pillar: Belong - We are inclusive and work with you. Goal: Increase our membership and awareness of our service within the community.					
Name	Why?	Actions	Why?	Status	Action update
Focus Area: Advocacy	Our existing members and partners are our best advocates for promoting our service.	Develop an Ambassador Program	An Ambassador Program will guide how we identify ambassadors and how we help them advocate for us to increase awareness of our service and increase membership.	Not started	
Focus Area: Advocacy	Our existing members and partners are our best advocates for promoting our service.	Develop an Advocacy Plan.	An advocacy plan will identify and target key strategic priorities which need a higher profile and community awareness.	Not started	
Focus Area: Advocacy	Our existing members and partners are our best advocates for promoting our service.	Finalise the Donation, Bequest and Fundraising Policy.	The community are often asking how they can support our service. This policy will provide clear guidance on how WGL can receive donations, bequests and fundraising contributions.	Not started	
Focus Area: Membership	Our aspiration is to demonstrate our value to the community, and ensure people benefit from our high-quality service.	Develop a formal feedback program from members.	Seeking feedback from members is an essential part of improving our service and achieving excellence.	Not started	
Focus Area: Membership	Our aspiration is to demonstrate our value to the community, and ensure people benefit from our high-quality service.	Develop a formal partnership plan.	Partners off an opportunity to promote our service and share the benefits and costs of service delivery.	Not started	
Focus Area: Membership	Our aspiration is to demonstrate our value to the community, and ensure people benefit from our high-quality service.	Transition to a Not-for-Profit entity	The Local Government Act 2020 requires Library Corporations to change how they are legally governed. This transition is essential to ensure WGL can continue to deliver excellent services to the community for the long-term future	Done	Myli - My Community Library Ltd has been formed and the new Myli Board are meeting monthly. The name change has been launched to the community in November 2021 and the WGL name will discontinue from 1 December 2021.
Focus Area: Engagement	Engaging with our members is essential for providing excellence in everything we do.	Implement the Volunteers Framework.	Working with volunteers provides benefits for everyone. It helps reduce social isolation, enables more people to use the service and can improve accessibility.	Done	
Focus Area: Engagement	Engaging with our members is essential for providing excellence in everything we do.	Develop a Friends of the Library Framework.	The friends groups provide immense support for our services including events and programs and annual monetary contributions. We would like to provide more support to the friends groups so we can all succeed.	Not started	
Focus Area: Engagement	Engaging with our members is essential for providing excellence in everything we do.	Improve engagement with our members	If our engagement rate increases, that tells us we are delivering services that the community want.	In Progress	Developing strategies to increase the engagement rate. Q2 will see the Myli transition plan released to the community.

Strategic Pillar: Learn - Our free resources allow minds to explore and create. Goal: Create more learning opportunities within our service and within the community.					
Name	Why?	Actions	Why?	Status	Action update
Focus Area: Programs and Literacy	"Information Literacy is the ability to think critically and make balanced judgements about any information we find and use. It empowers us as citizens to develop informed views and to engage fully with society." <sup>^</sup>	Develop life skills programs	Our libraries are increasingly providing life skills support to the community because they have nowhere else to turn. We are free and offer a safe place.	Not started	
Focus Area: Programs and Literacy	"Information Literacy is the ability to think critically and make balanced judgements about any information we find and use. It empowers us as citizens to develop informed views and to engage fully with society." <sup>^</sup>	Build relationships with education providers	Education providers are an essential pathway to promoting the benefits of our programs within the community	In Progress	Our Education coordinators continue to work with schools however, this has been challenging due to lockdowns. The second Books by Us program was delivered in partnership with Loch Primary school.
Focus Area: Performance	Our people are the key to the success of our service. Investing in them so they can be the best they can be is essential.	Develop a Workforce Development Plan	Our staff require a variety of skills and professional development to continue to support the community in a changing environment.	Not started	
Focus Area: Performance	Our people are the key to the success of our service. Investing in them so they can be the best they can be is essential.	Increase the staff training and development budget.	This demonstrates a commitment to continuous learning and improvement.	In Progress	
Focus Area: Services	We have a solid foundation of many essential services. We are also innovative and bravely adapt to changing environments. We will continue to enhance existing services whilst investing in new and emerging services.	Provide more new physical books and collection items.	Many of the respondents to the community engagement survey requested more books to meet the demand.	Done	The annual budget for collection items continues to increase compared to the prior year.
Focus Area: Services	We have a solid foundation of many essential services. We are also innovative and bravely adapt to changing environments. We will continue to enhance existing services whilst investing in new and emerging services.	Redevelop our Digital Strategy	The Digital Strategy will provide an essential benchmark and tool to equip staff with the skills to support the community.	Not started	

# BLOG – ALL ARTICLES



## Meet Myli – My Community Library

November 11, 2021

There's now more to love about your community library. West Gippsland Libraries is becoming a not-for-profit called...

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## BIG Summer Read 2021

November 8, 2021

BIG Summer Read is an interactive and fun program that encourages kids to keep reading during summer. Have you he...

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## Healthier Habits blog – November 2021: Hidden Talents

November 3, 2021

What's your talent (secret or not-so-secret)? Do you have a hidden talent? Your first instinct might be to say 'No!...

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## Children's Week 2021

October 23, 2021

Children's Week (23-31 October) is a national celebration that recognises children's talents, skills, achievements,...

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## Healthier Habits – October 2021 – Mental Health Month

October 7, 2021

October is National Mental Health Month, an initiative of Mental Health Foundation Australia (MHFA). It encourages ...

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## National Gallery of Australia Art Cases

September 27, 2021

West Gippsland Libraries is thrilled to host the 'Yellow Art Case: Past, Present and Future' and 'Blue Art Case: Ea...

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## September School Holidays – 2021

September 14, 2021

What's on for the school holidays? Let's start with the sad news first. We will not be running any in-branch events...

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## Books By Us update #3

September 8, 2021

Week 6 and 7 updates from our facilitators Nansi and Michelle! Thanks to the hard work of Books By Us presenters N...

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September 2021 -  
RU OK?

## Healthier Habits blog – September 2021 – RUOK?

September 2, 2021

September 9th is RU OK Day. This year the focus is on 'Are you really ok? Ask them today.' RUOK Day a national day ...

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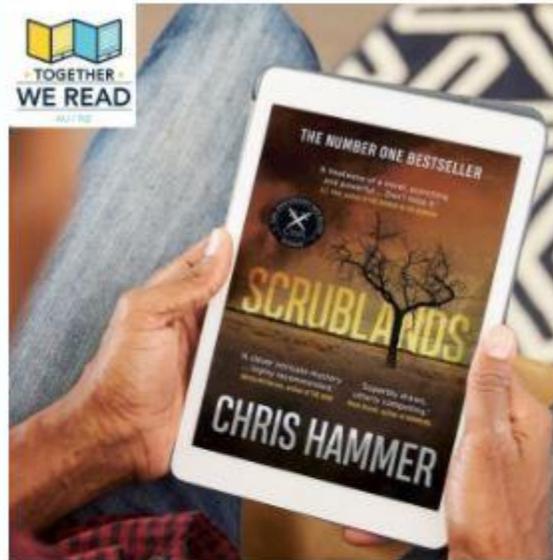


## A library love story.

August 31, 2021

"In all the world, there is no heart for me like yours. In all the world, there is no love for you like mine." —M...

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## Together We Read 2021 – Scrublands

August 30, 2021

West Gippsland Libraries joins AU/NZ-wide Digital Book Club for Chris Hammer's Award-Winning Novel "Scrublands." We...

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## Books By Us update #2

August 26, 2021

It's time for another update from our Books By Us facilitators, Michelle and Nansi. Week 4 update from Michelle W...

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## Phillip Island Library Redevelopment

August 13, 2021

On Friday 10th September 2021 at 6pm, Phillip Island Library will close its doors to make way for the redevelopment...

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## Book Week 2021 – Old Worlds, New Worlds, Other Worlds

August 13, 2021

Book Week 2021 – 21st to 27th August 2021  
Each year since 1945 the Children's Book Council of Australia has brought...

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## Author Talk events – August & September

August 11, 2021

West Gippsland Libraries is proud to present our upcoming in-branch and online author events in August and September...

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## Myli launches

August 6, 2021

Myli – My Community Library Ltd – has announced its formation as a not-for-profit provider of library services to s...

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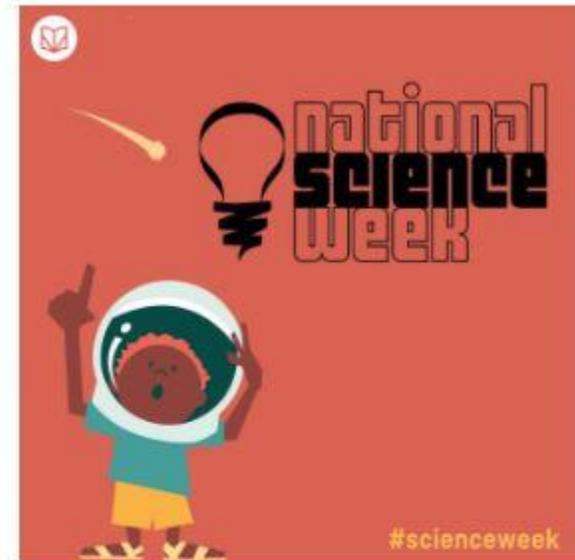


## Books By Us update #1

August 5, 2021

A Books By Us update from program facilitator Michelle. We're only in Week 3 of Book By Us but already we've manag...

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## National Science Week – 14-22 August 2021

August 5, 2021

How will you science during National Science Week? National Science Week is Australia's annual celebration of scien...

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## Healthier Habits blog – August 2021 : Compliments

August 3, 2021

Our Healthier Habit for August is to give a friend, family member, colleague or stranger a compliment! Have you eve...

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## Mirboo North Library renovation.

July 30, 2021

Our Mirboo North Library branch will be closed for renovations from Friday 27 August, and is scheduled to reopen on...

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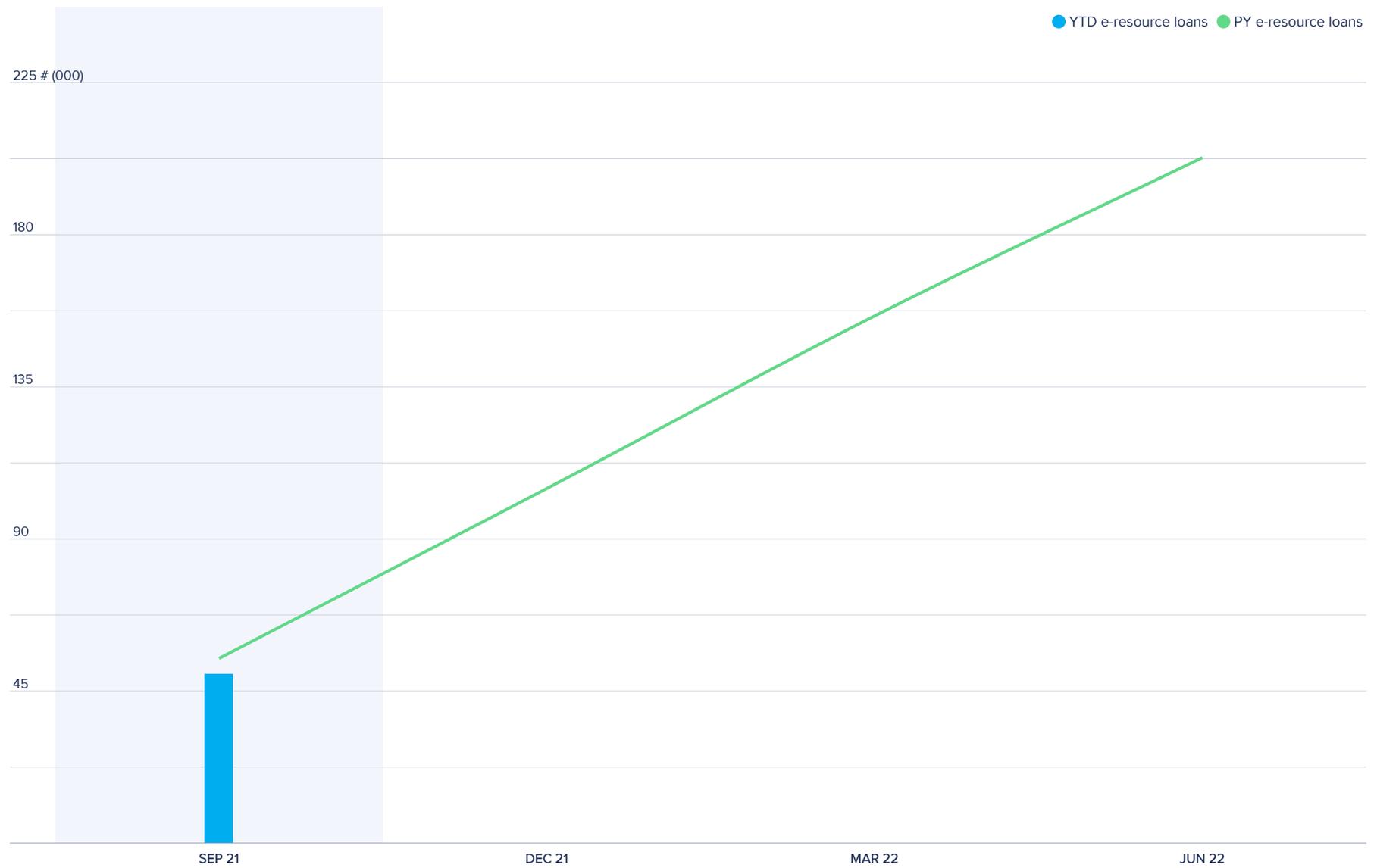
## Winter School Holiday 2021 Wrap Up!

July 22, 2021

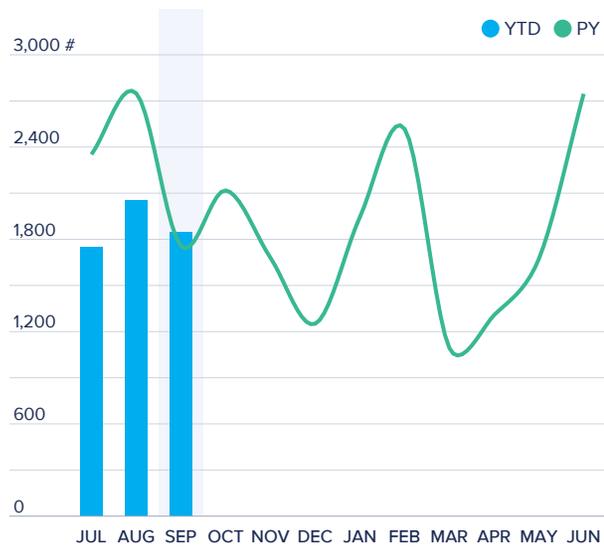
It was wonderful to once again have our libraries filled with children, teens, parents and grandparents during the ...

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E-resource loans (region)



Average Daily Reach



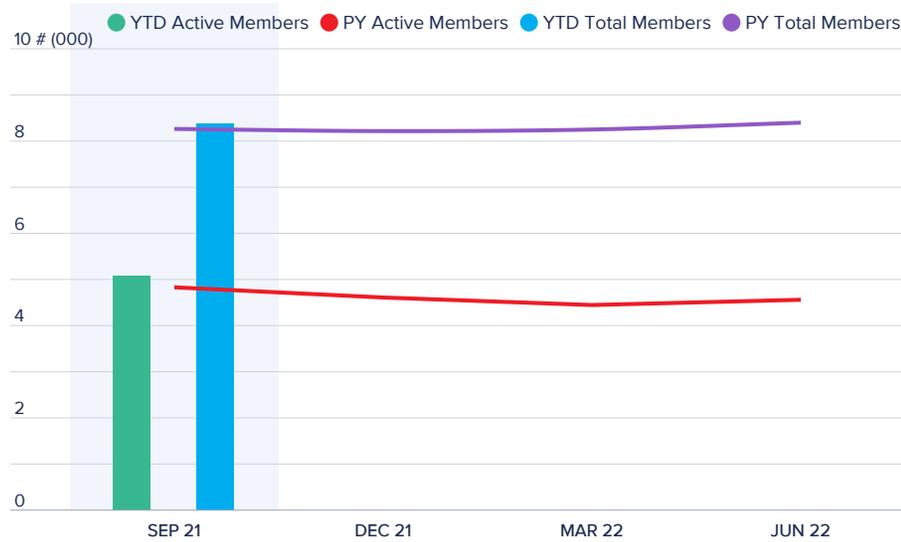
Average Daily Engagement



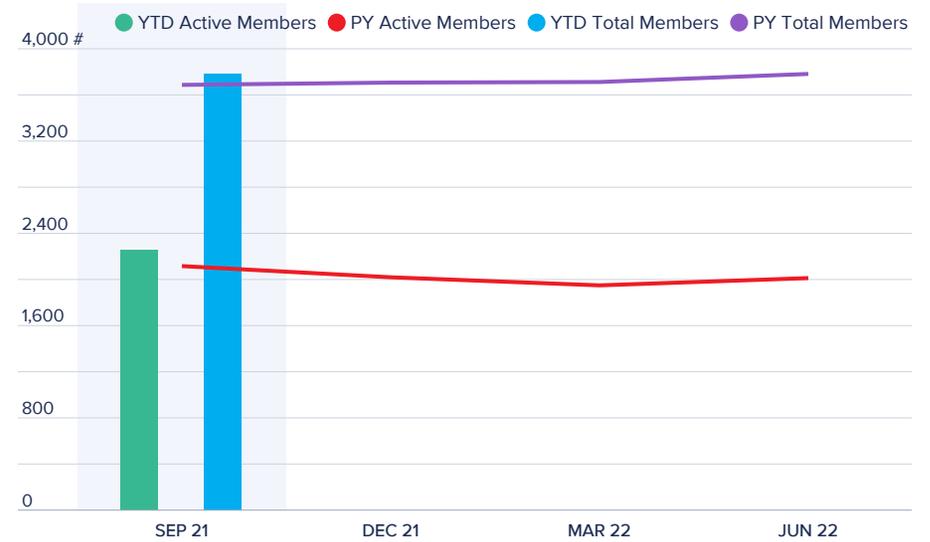
Average Daily New Likes



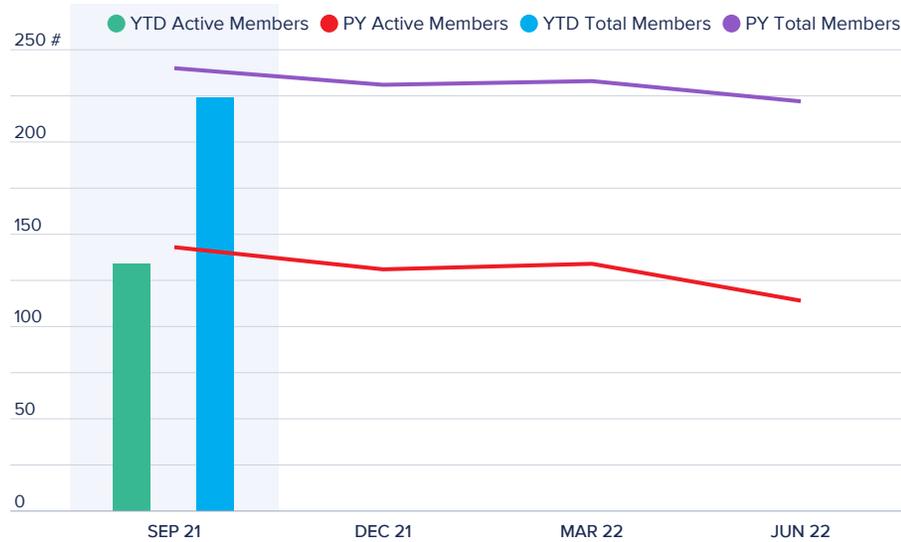
**Membership - Warragul**



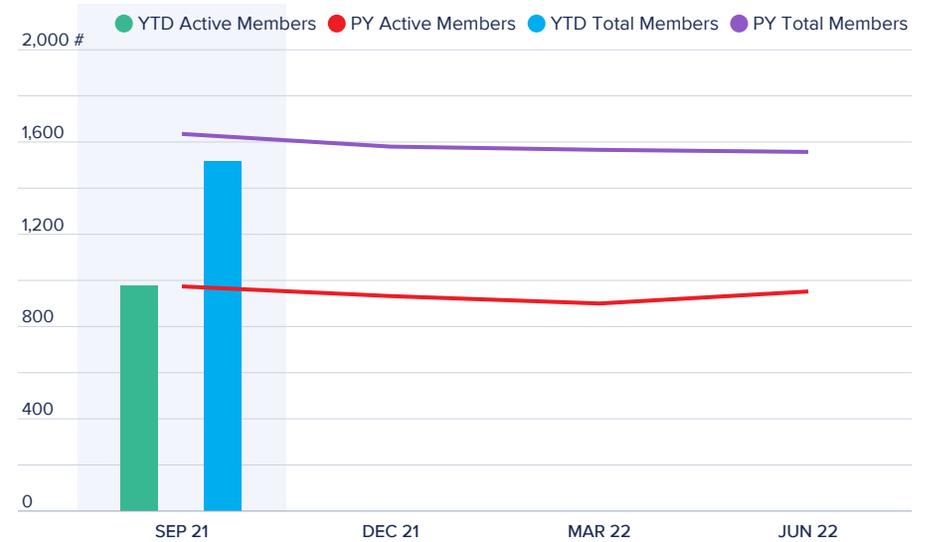
**Membership - Drouin**



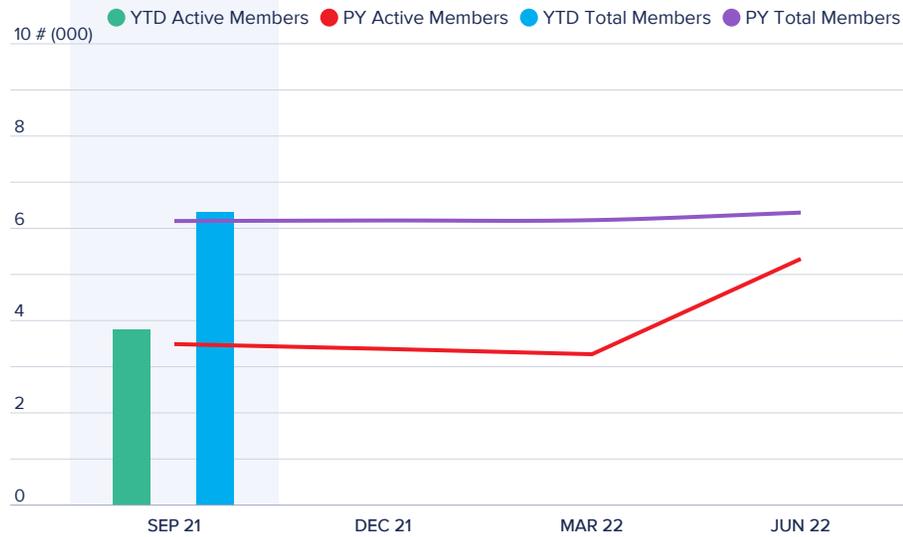
**Membership - Neerim South**



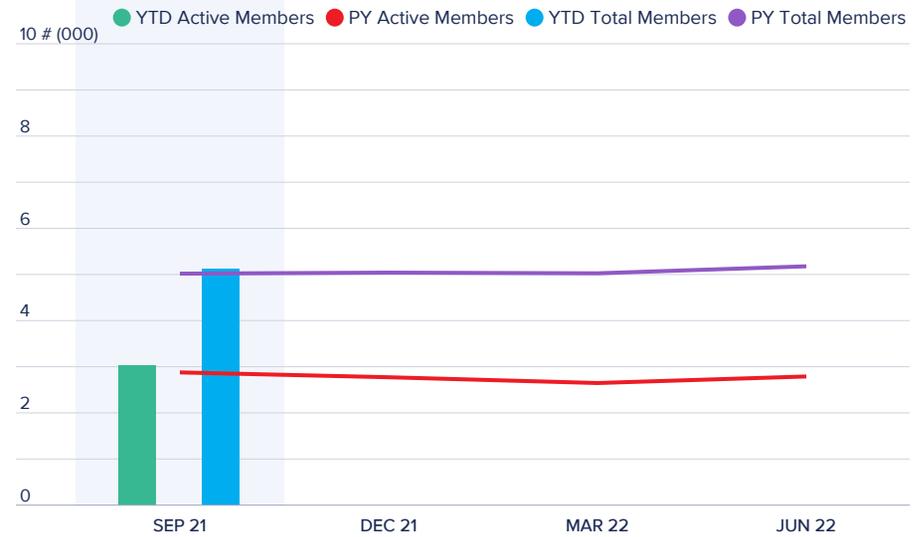
**Membership - Northern Mobile**



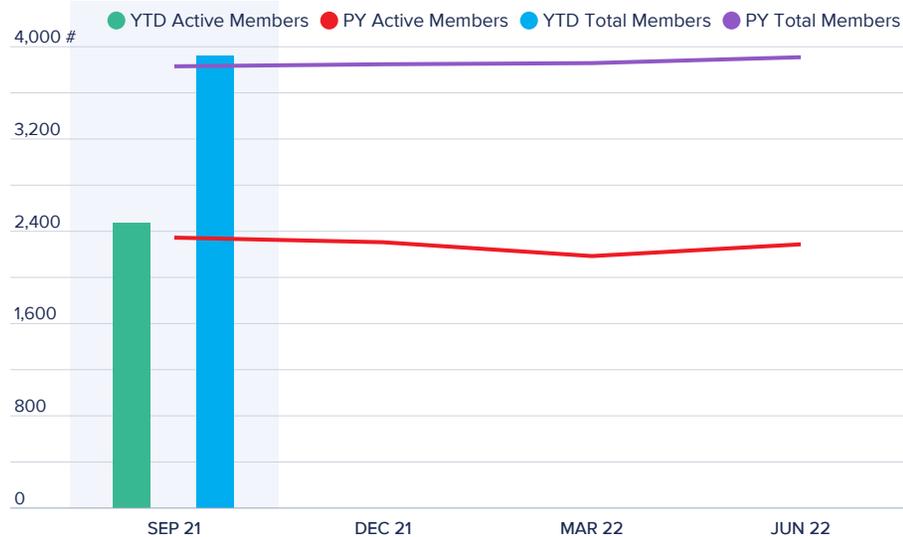
**Membership - Wonthaggi**



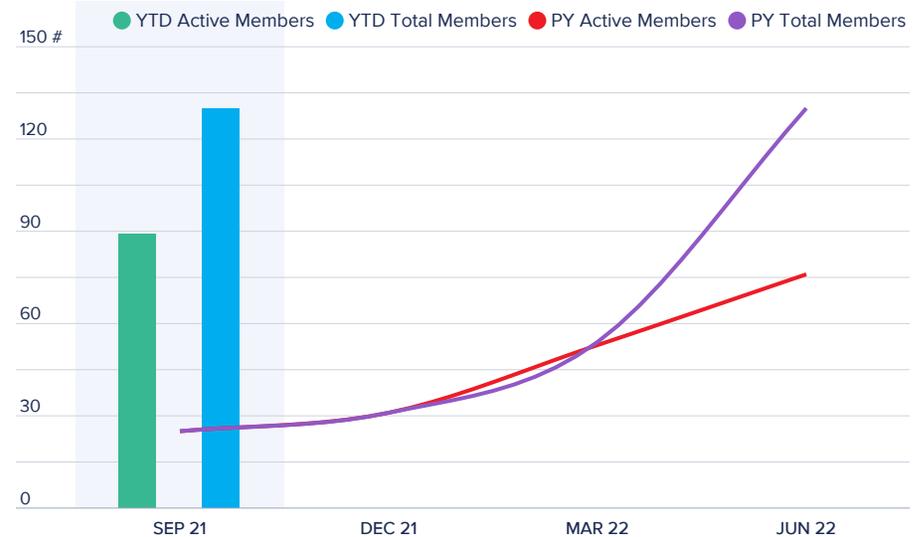
**Membership - Phillip Island**



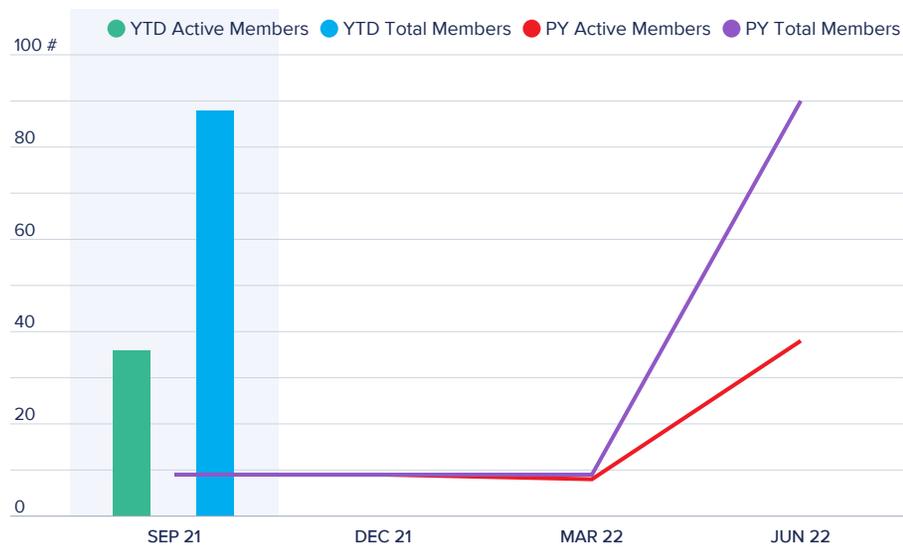
**Membership - Inverloch**



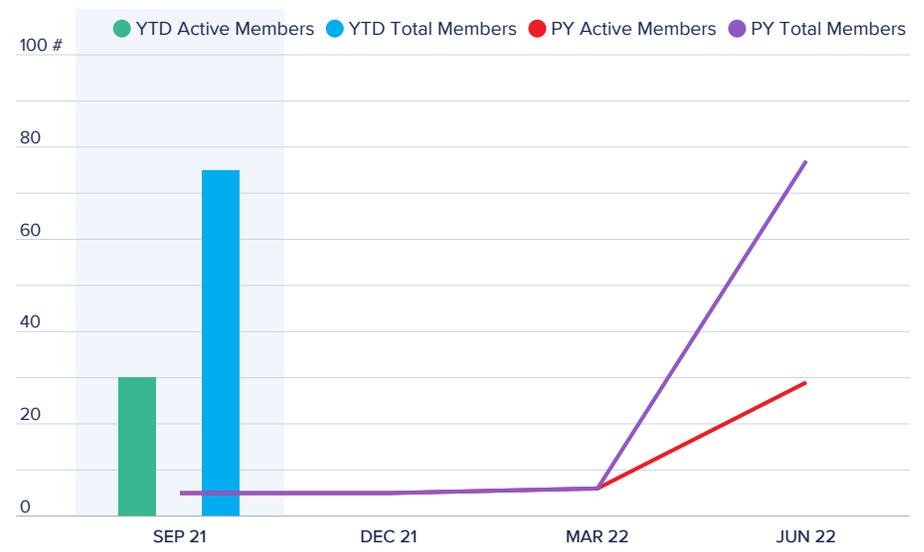
**Membership - Waterline (Grantville)**



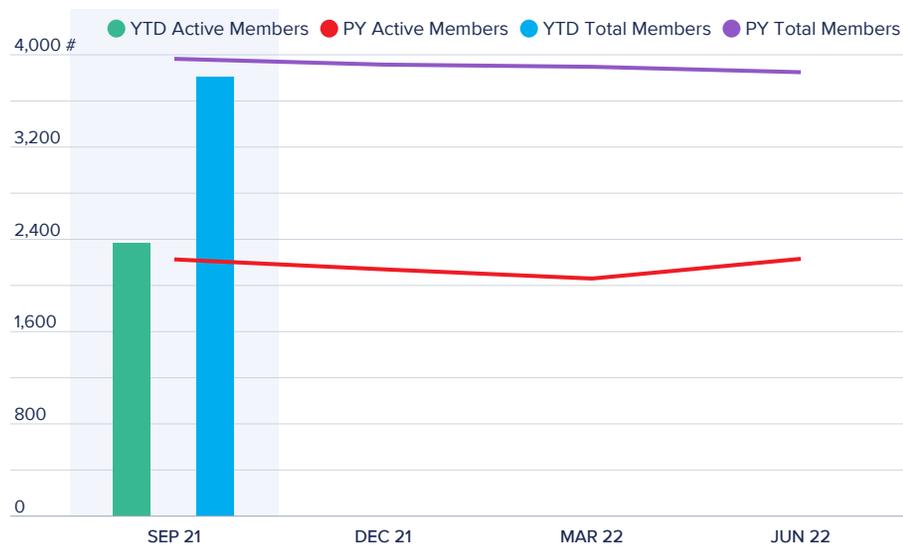
Waterline (Coronet Bay - click and collect)



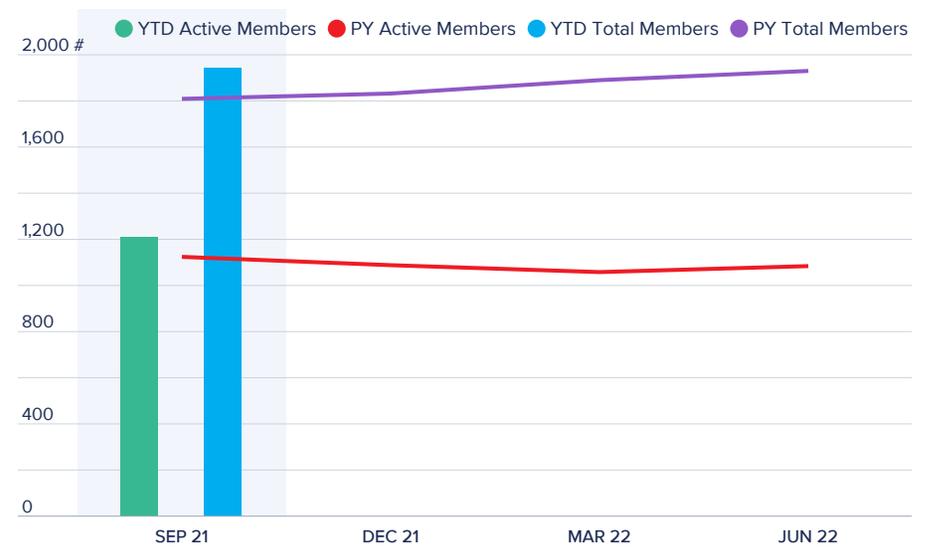
Waterline (Corinella - click and collect)



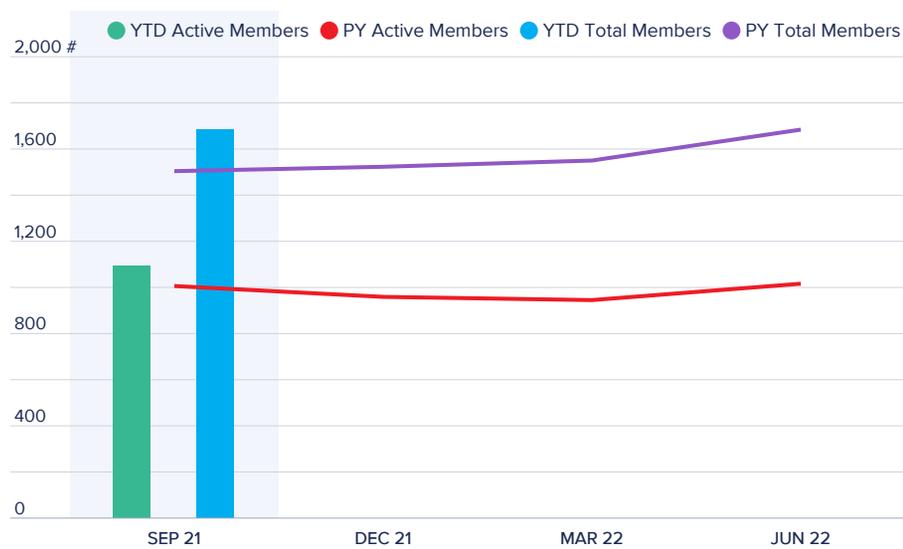
**Membership - Leongatha**



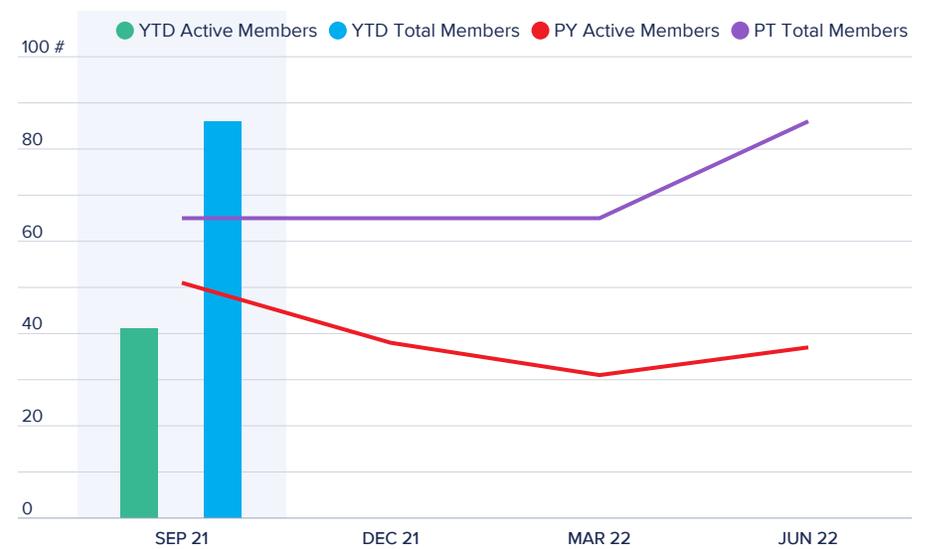
**Membership - Korumburra**



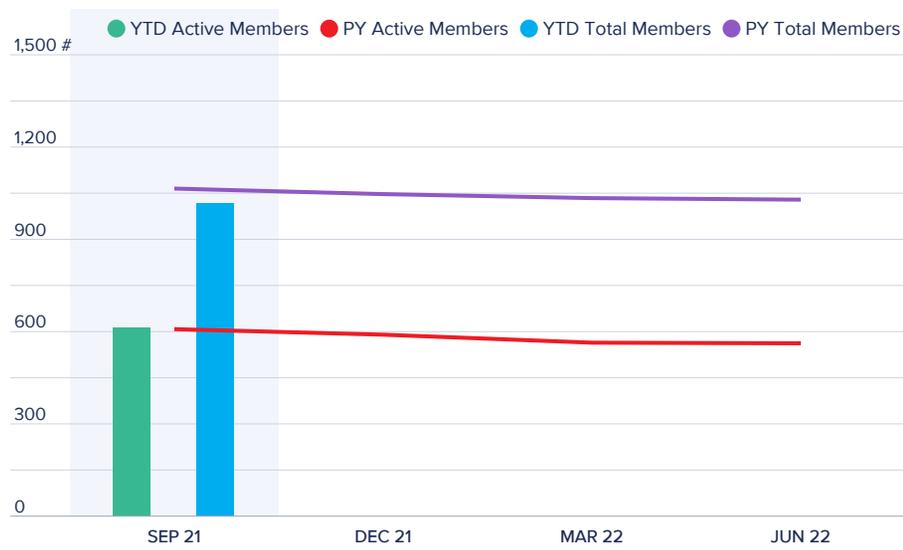
**Membership - Foster**



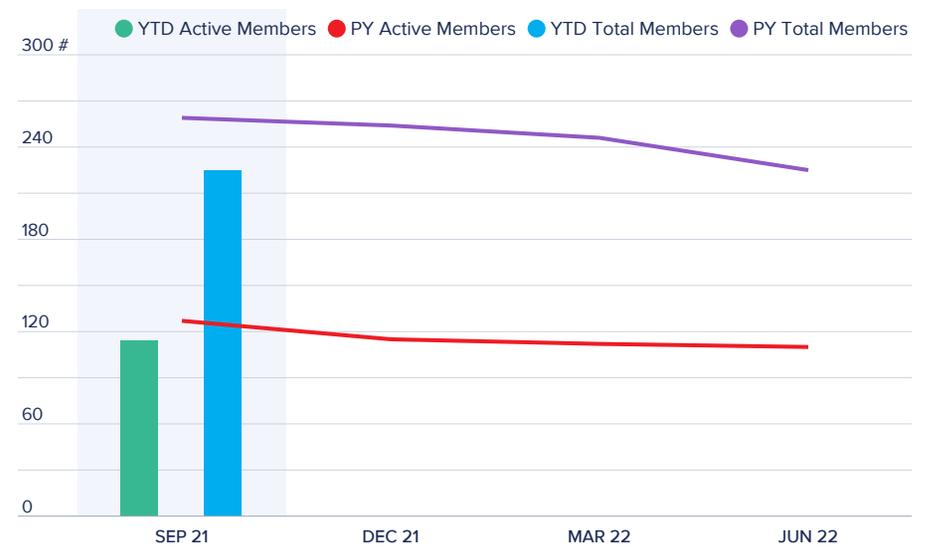
**Membership - Welshpool**



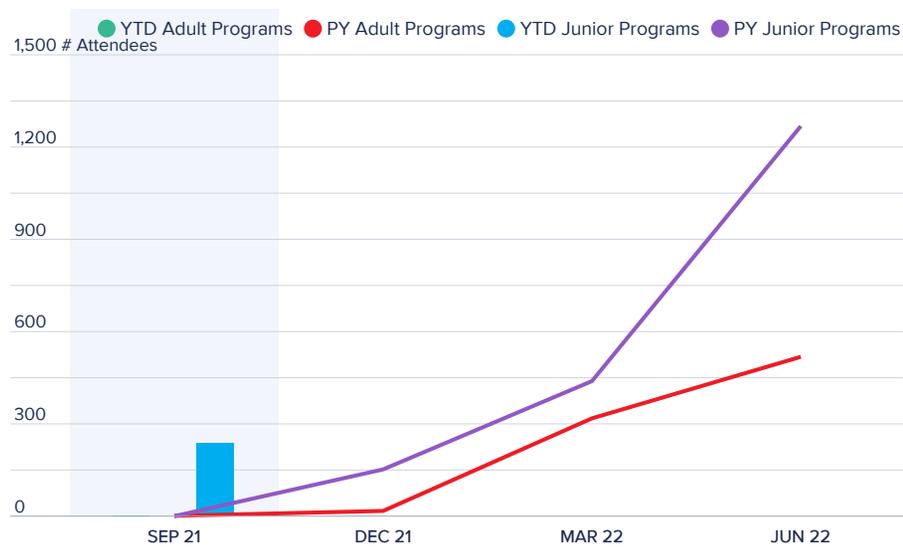
**Membership - Mirboo North**



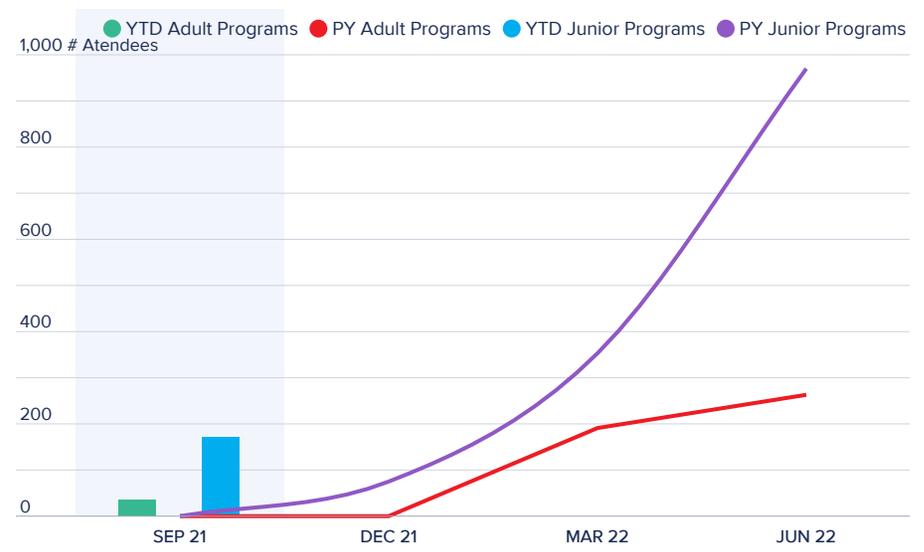
**Membership - Poowong**



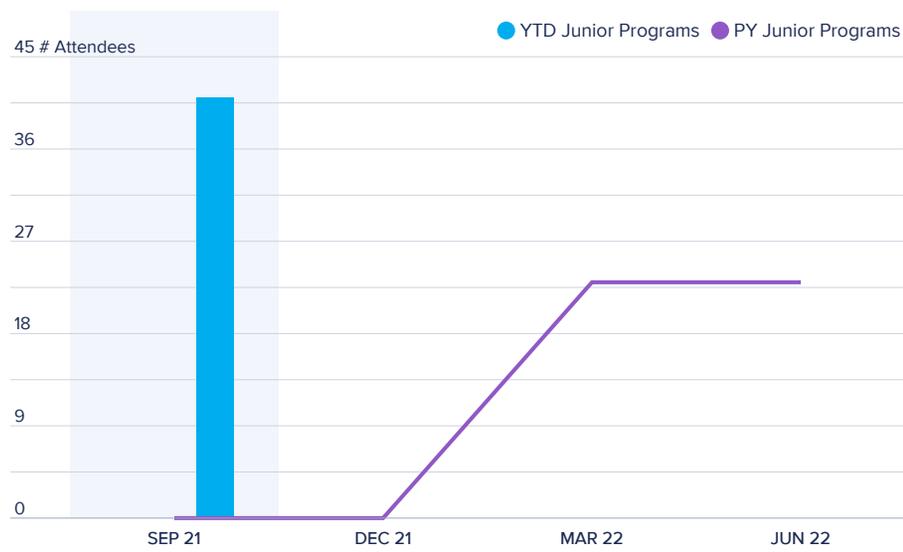
Programs YTD - Drouin



Programs YTD - Warragul



Programs YTD - Neerim South



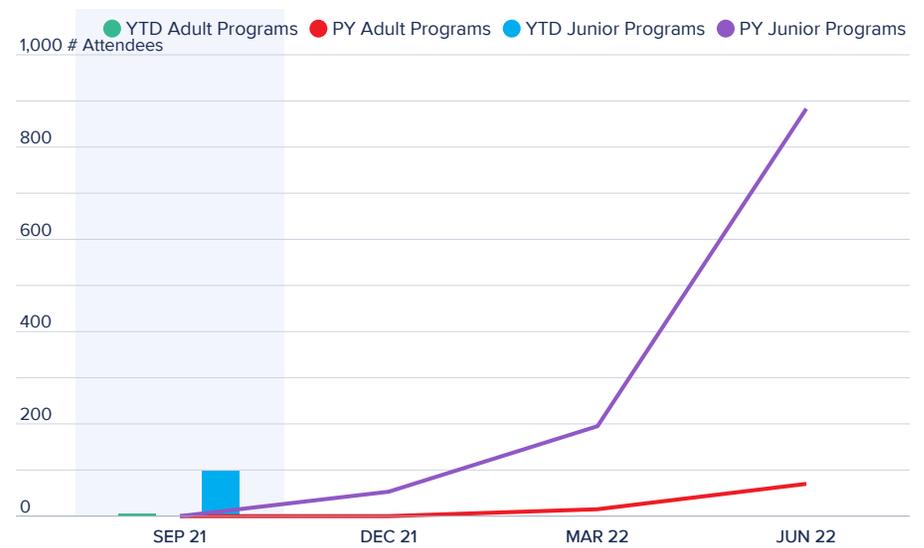
Programs YTD - Northern Mobile



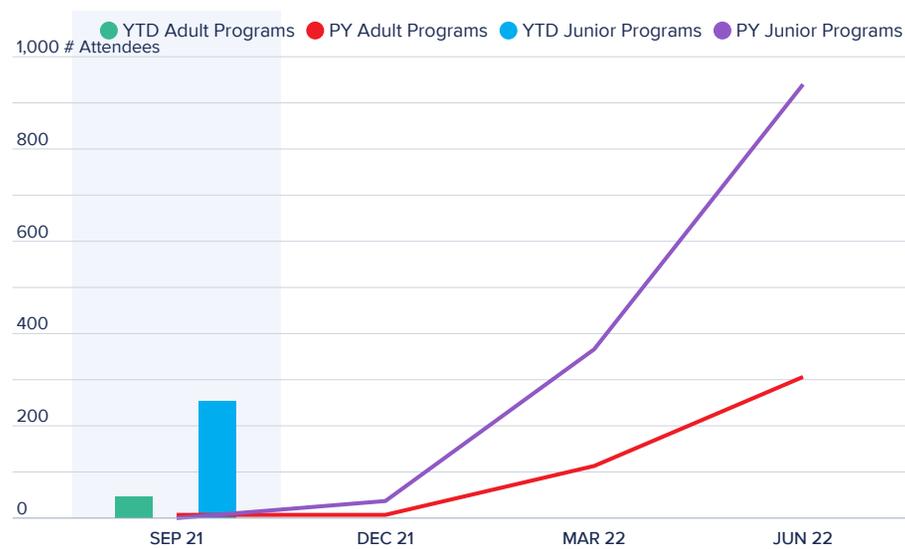
**Programs YTD - Wonthaggi**



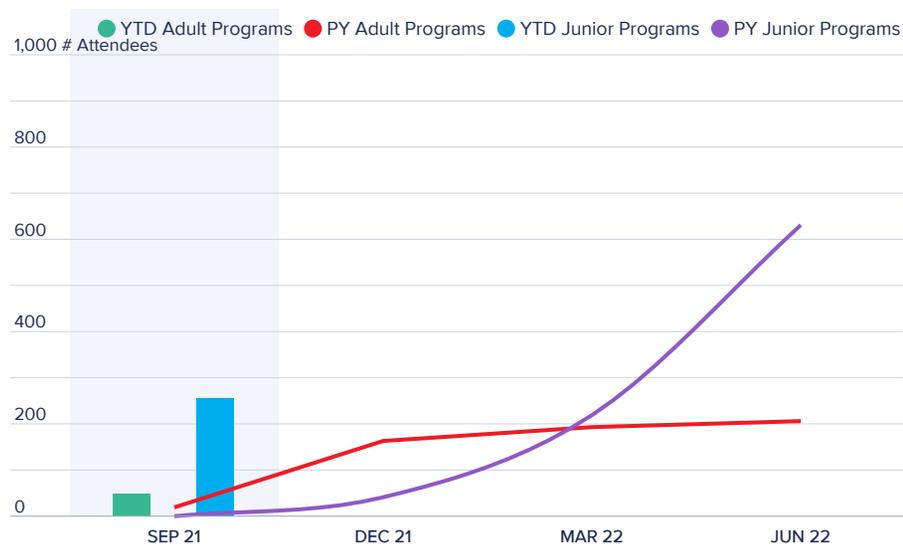
**Programs YTD - Phillip Island**



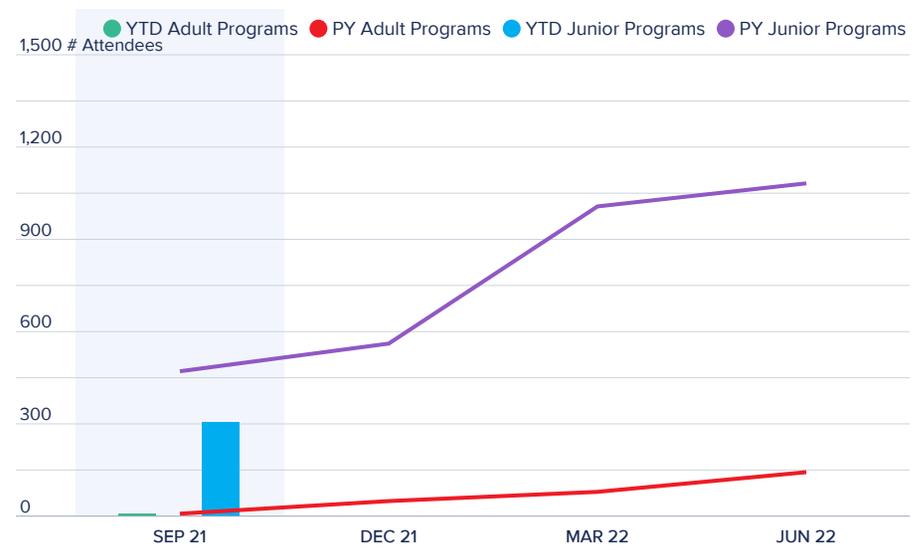
**Programs YTD - Inverloch**



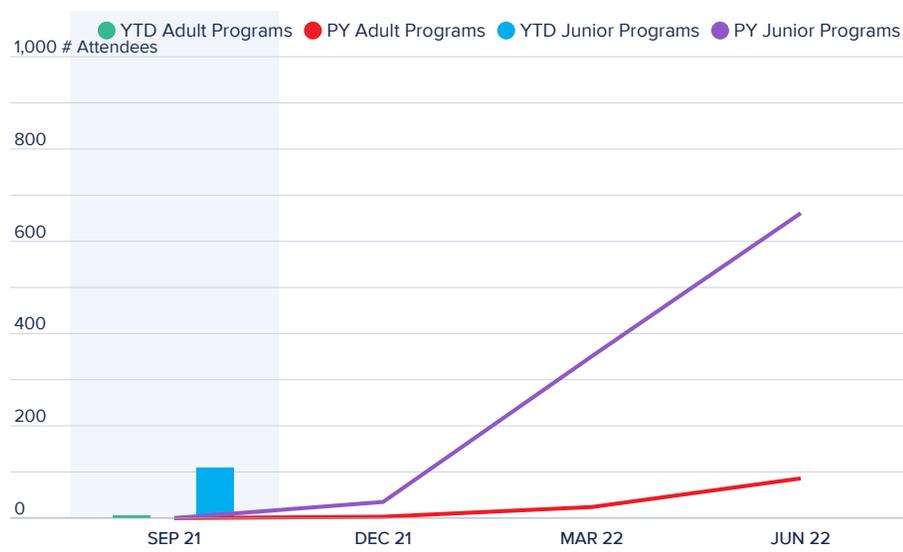
**Programs YTD - Leongatha**



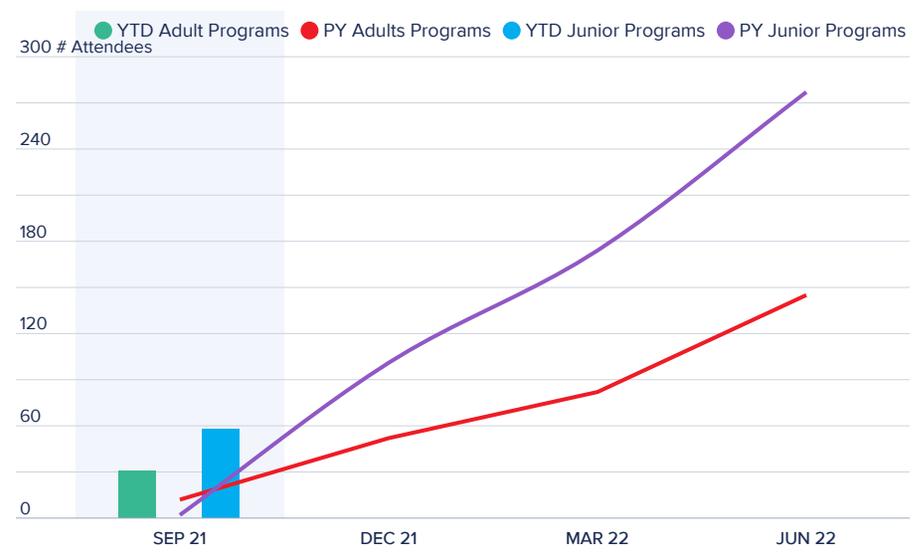
**Programs YTD - Korumburra**



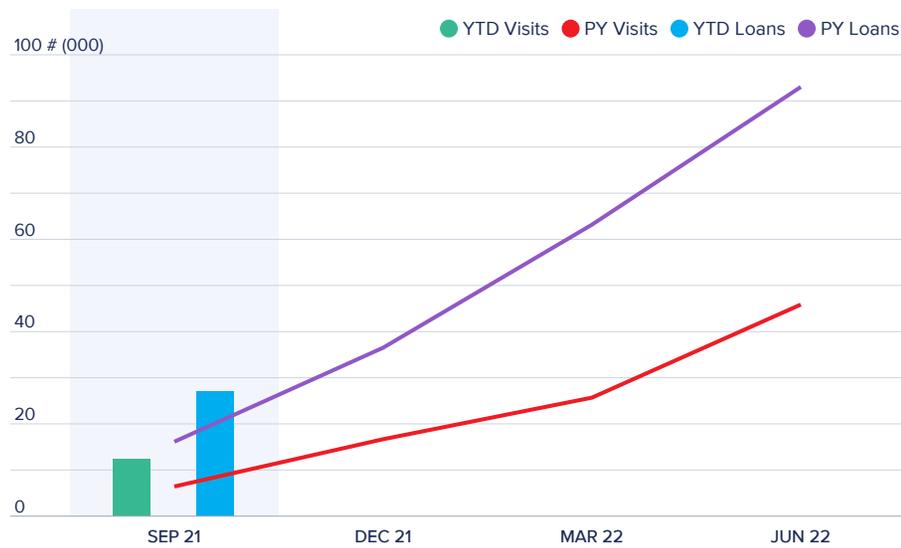
**Programs YTD - Foster**



**Programs YTD - Mirboo North**



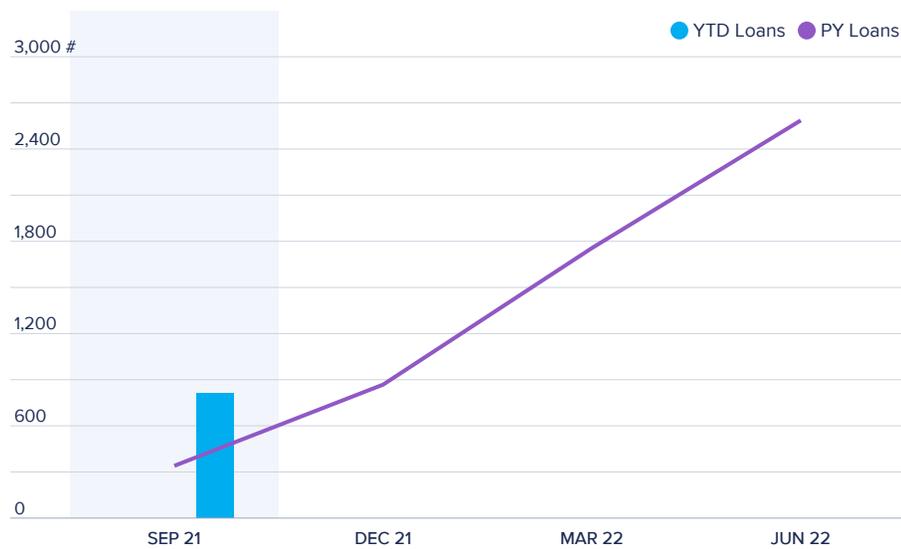
Visits and Loans YTD - Warragul



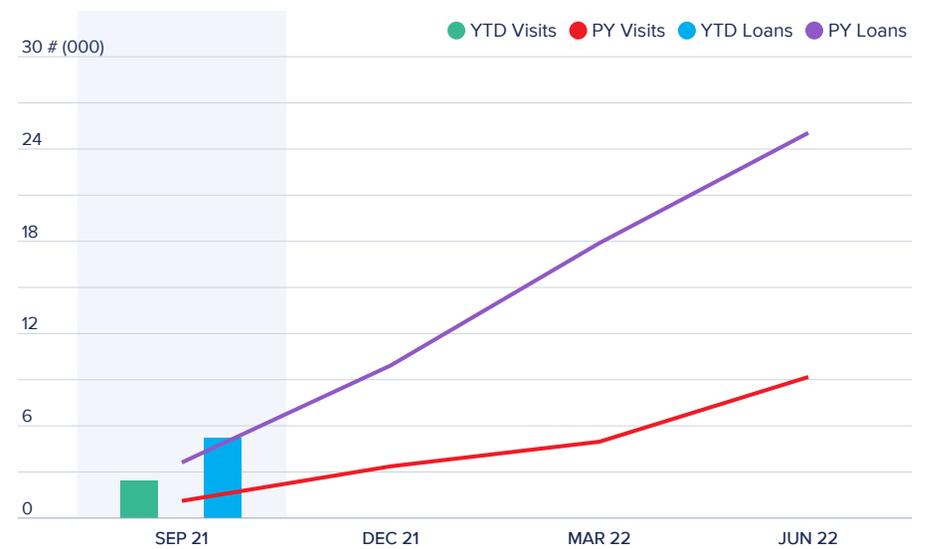
Visits and Loans YTD - Drouin



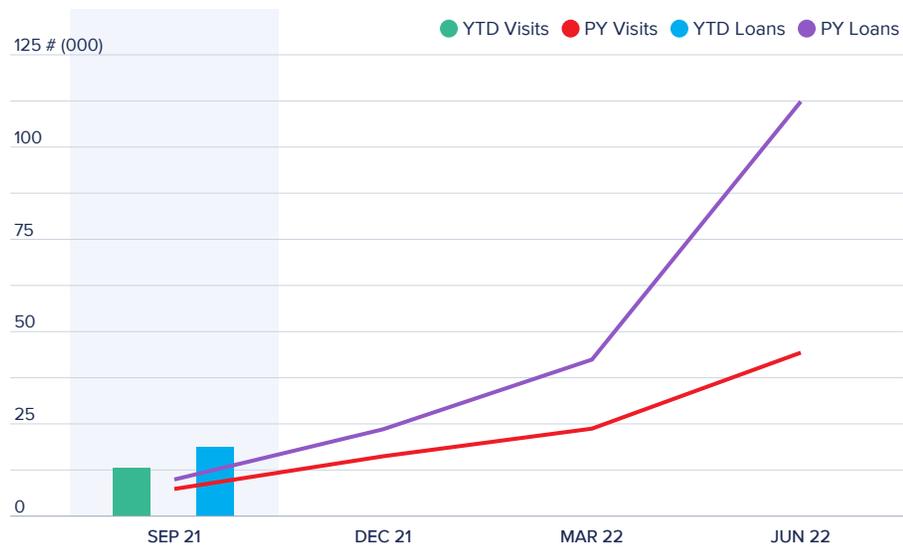
Loans YTD - Neerim South



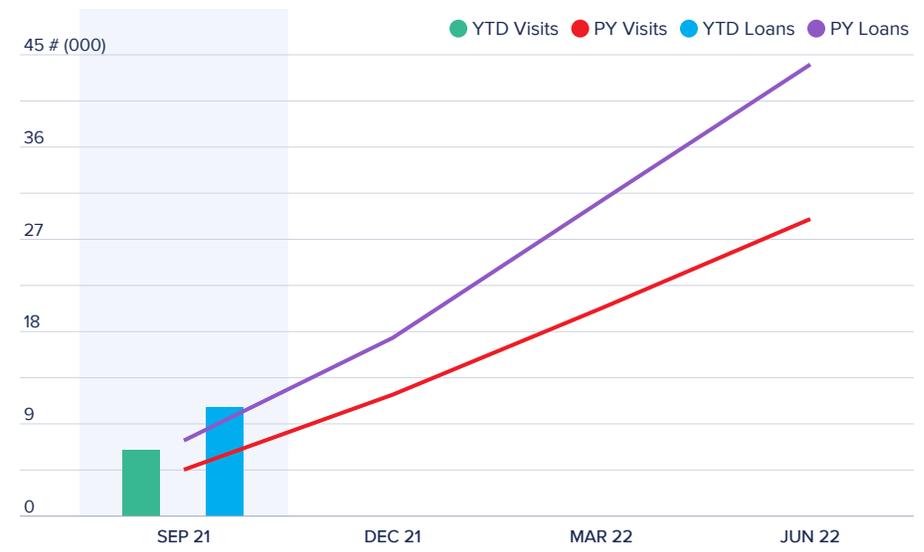
Visits and Loans YTD - Northern Mobile



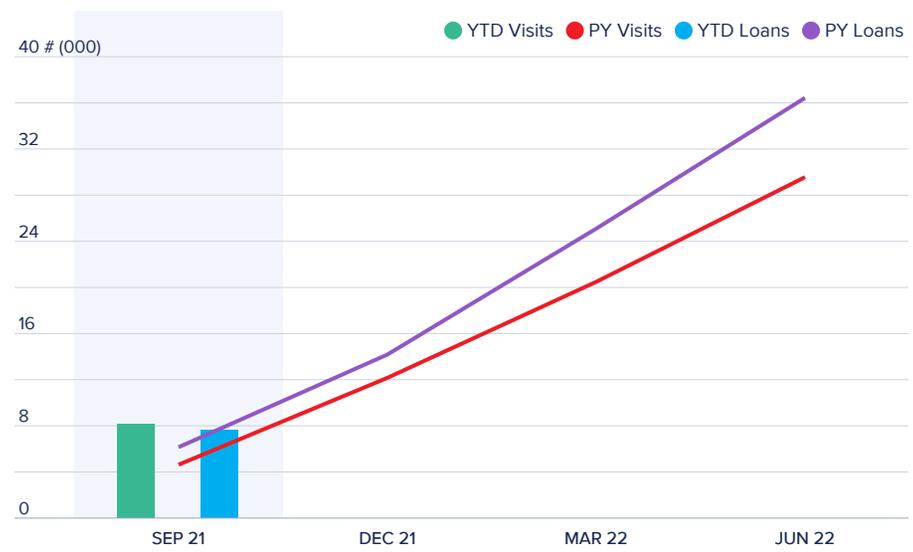
Visits and Loans - Wonthaggi



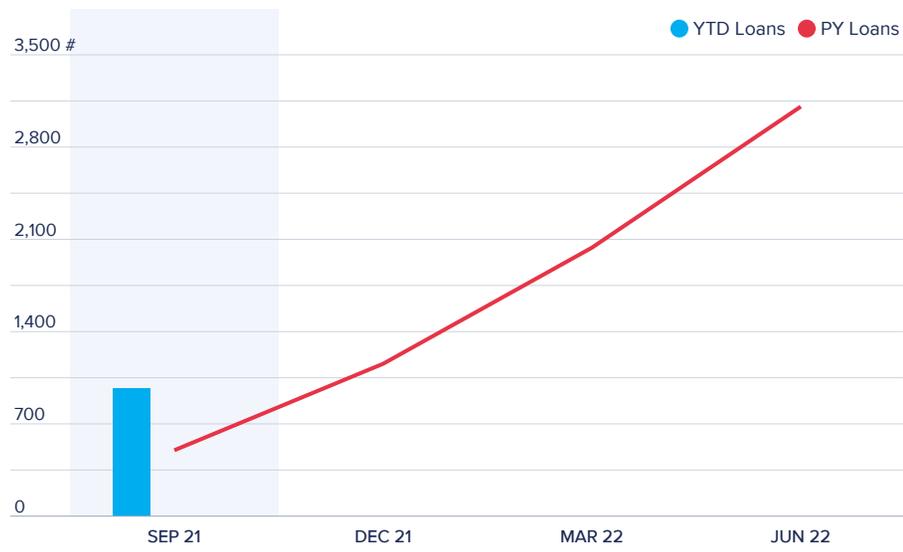
Visits and Loans YTD - Phillip Island



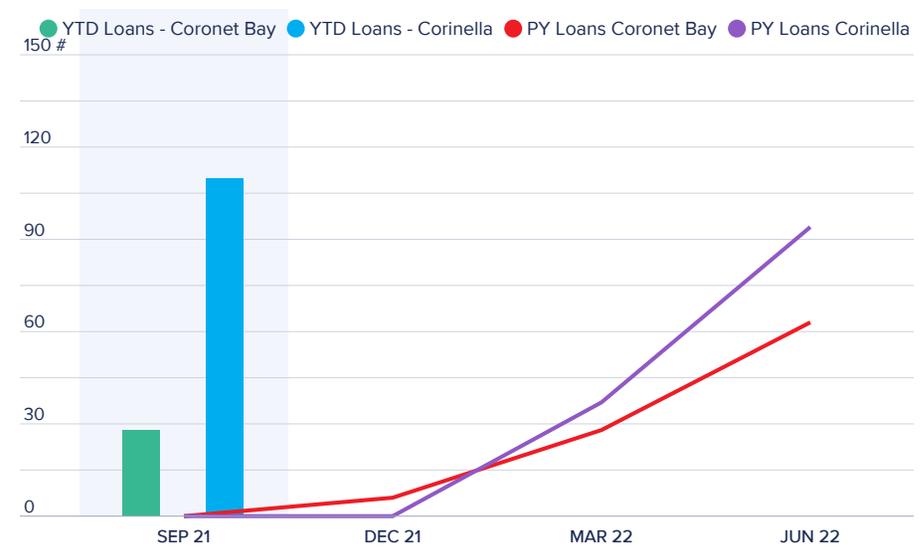
Visits and Loans YTD - Inverloch



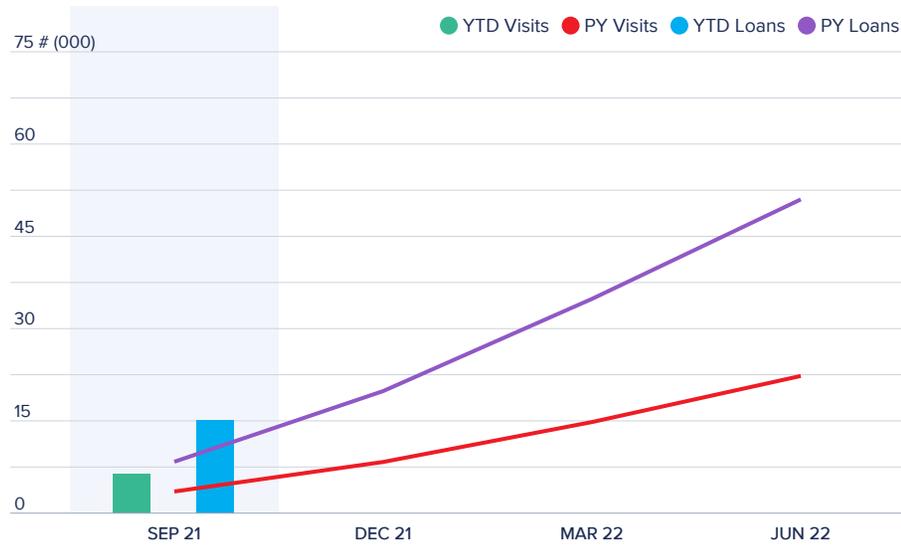
Loans - Waterline (Grantville)



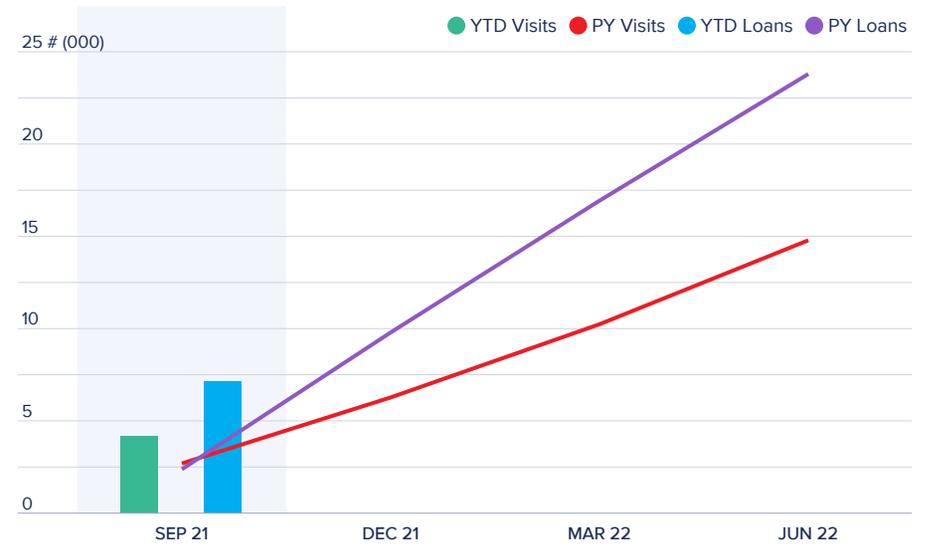
Loans - Click and Collect



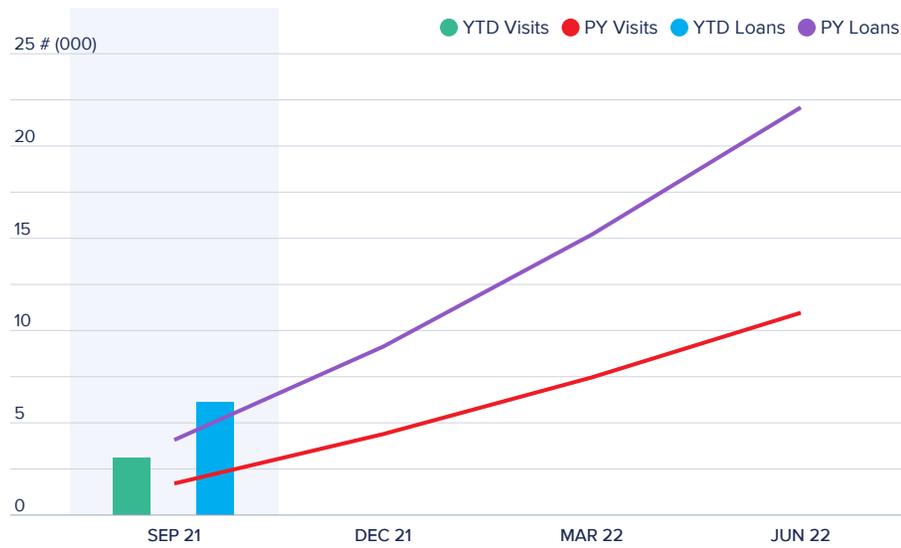
Visits and Loans YTD - Leongatha



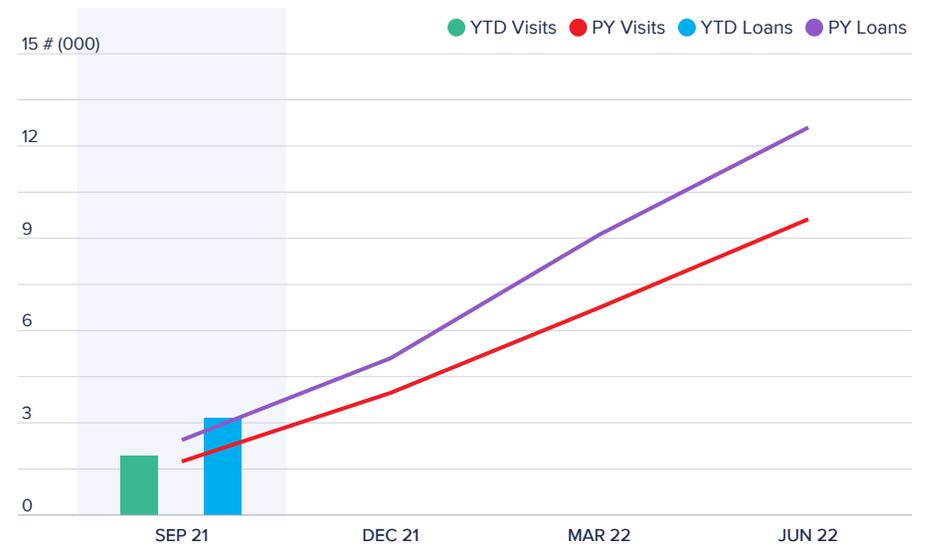
Visits and Loans YTD - Korumburra



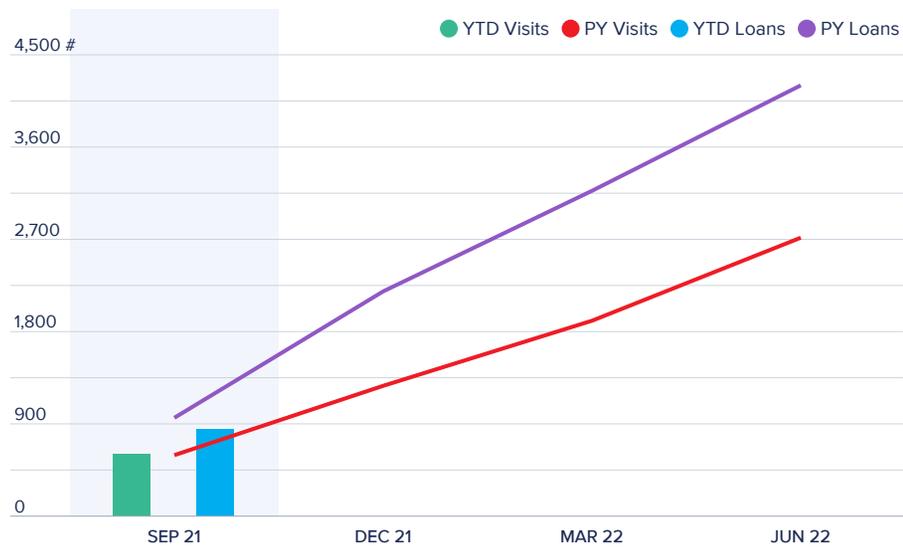
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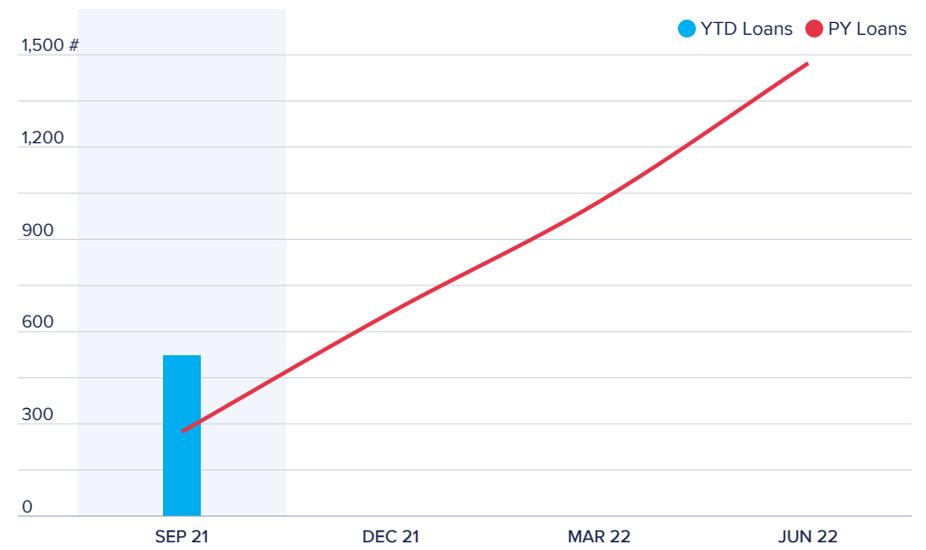
Visits and Loans YTD - Mirboo North



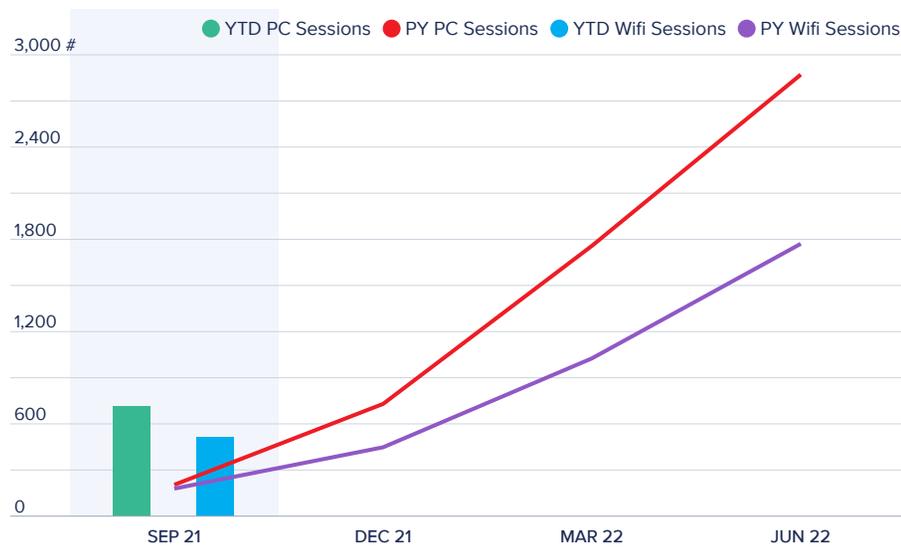
Visits and Loans YTD - Poowong



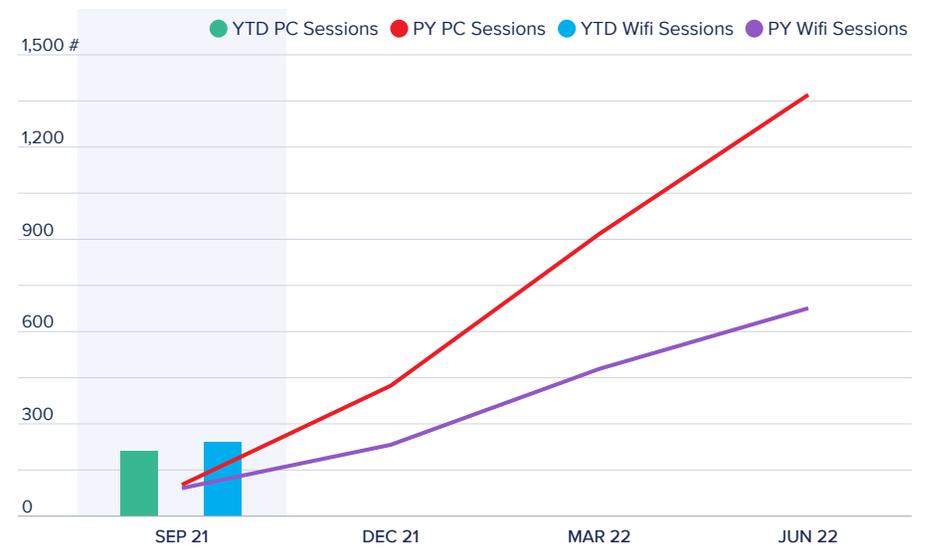
Loans - Welshpool



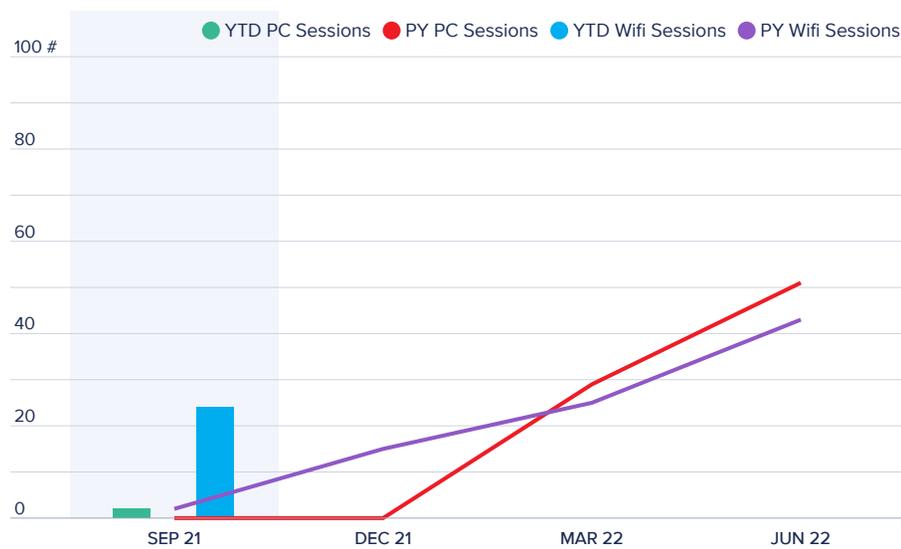
PC & Wifi YTD - Warragul



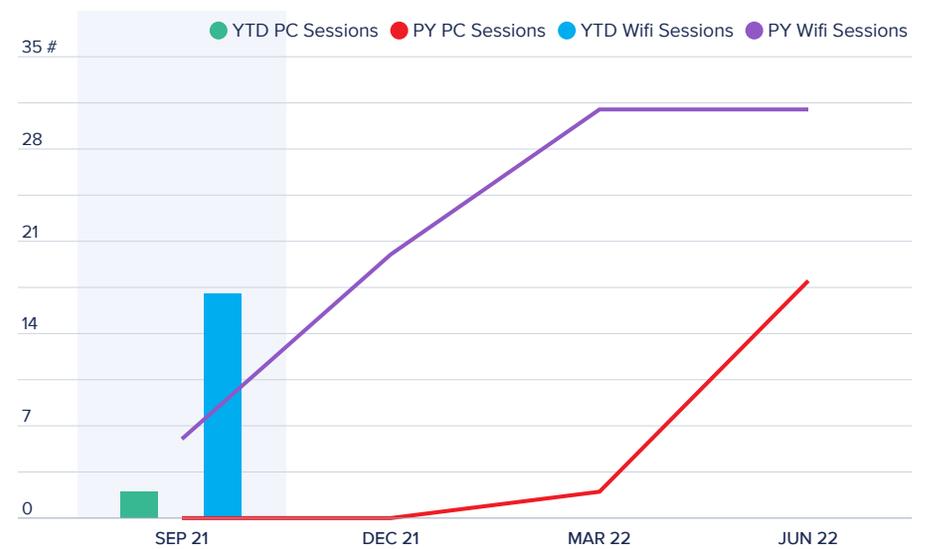
PS & Wifi YTD - Drouin



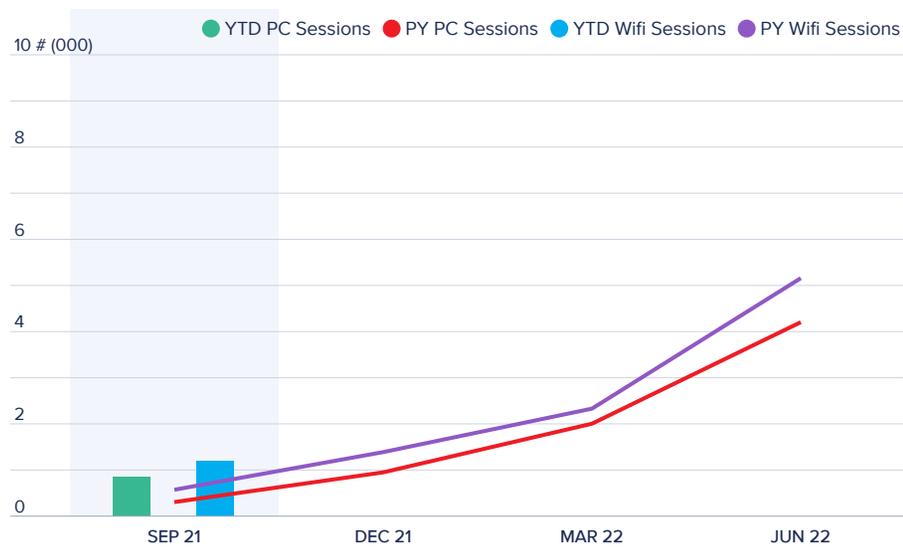
PC & Wifi YTD - Neerim South



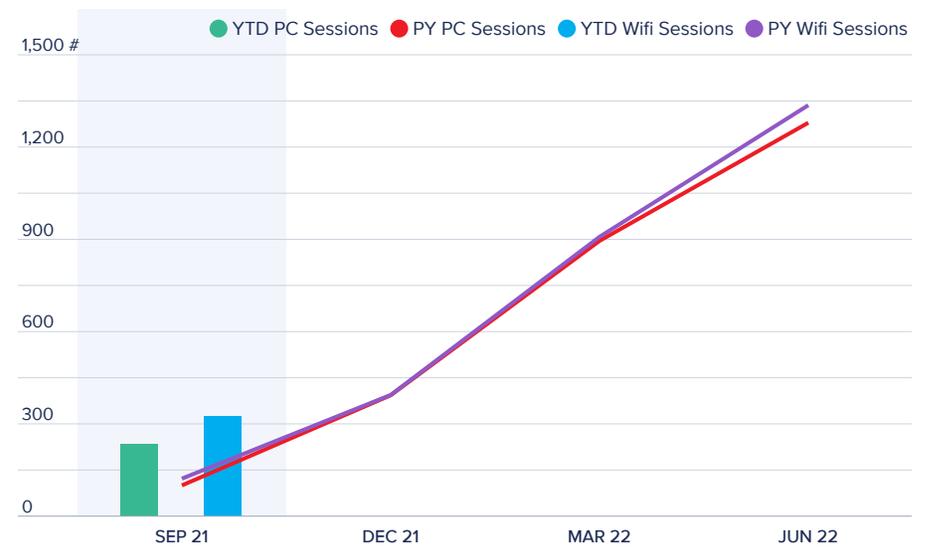
PC & Wifi YTD - Northern Mobile



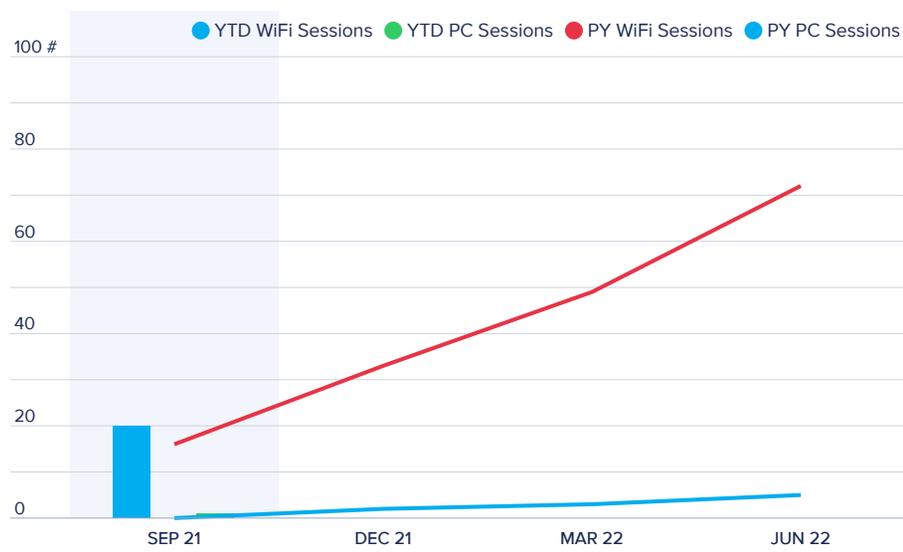
**PC & Wifi YTD - Wonthaggi**



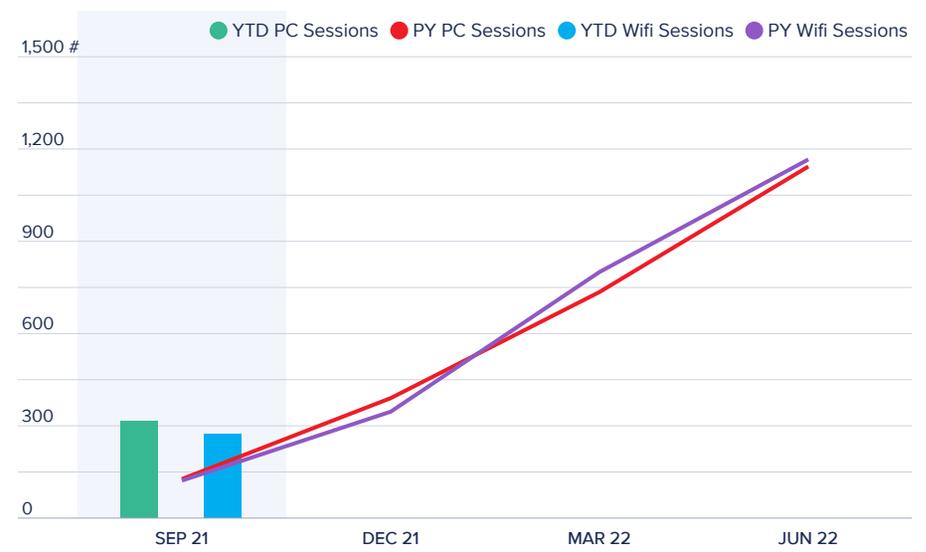
**PC & WiFi YTD - Phillip Island**



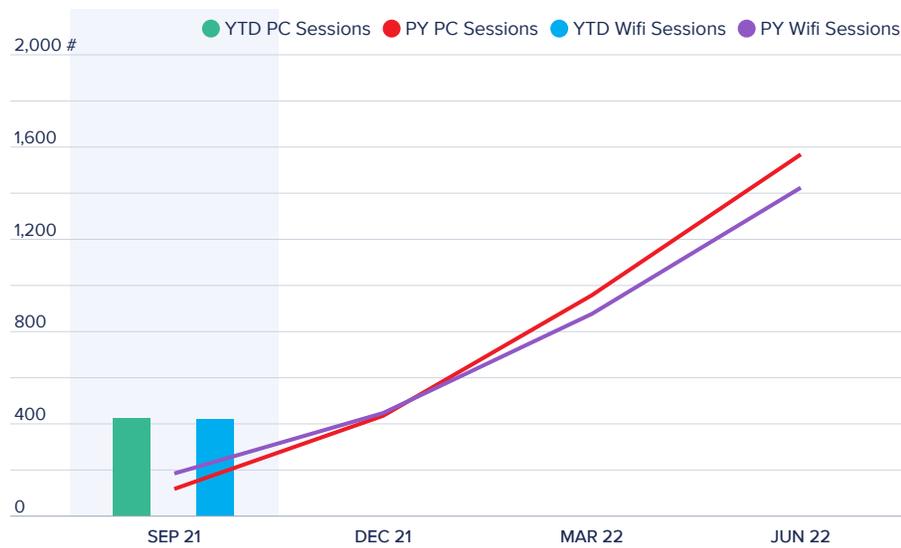
**PC & WiFi - Waterline**



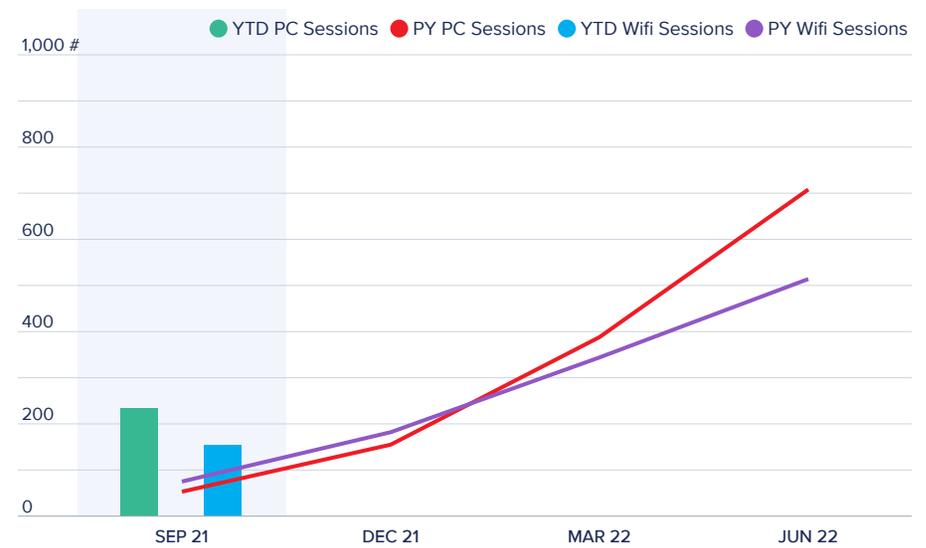
**PC & Wifi YTD - Inverloch**



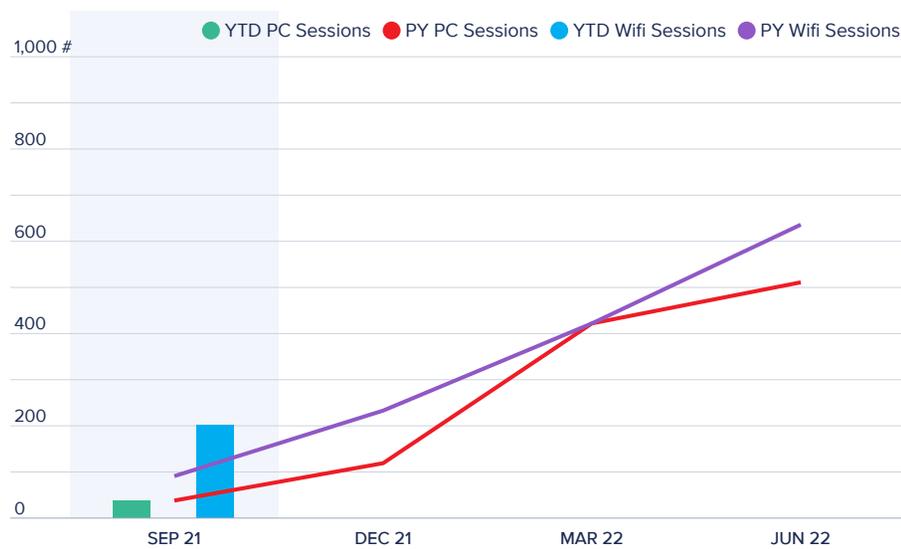
PC & Wifi YTD - Leongatha



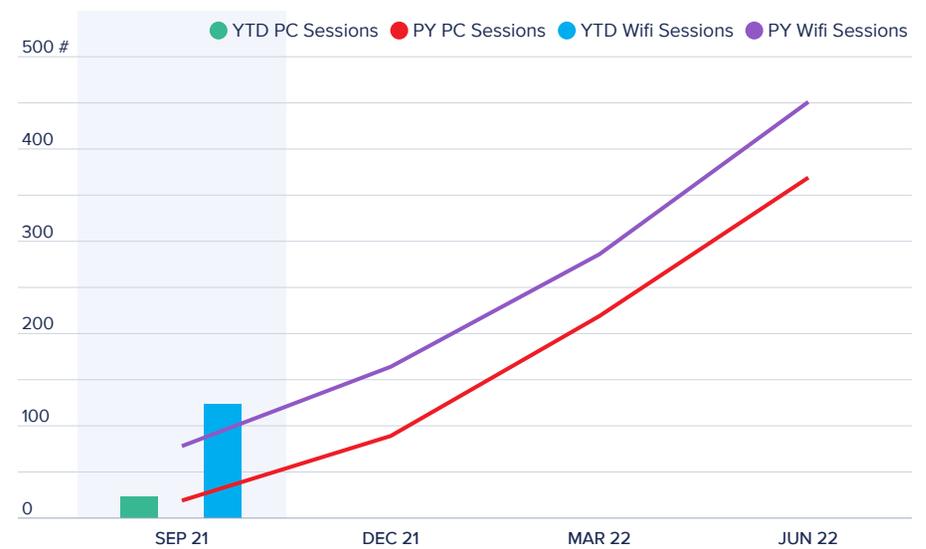
PC & Wifi YTD - Korumburra



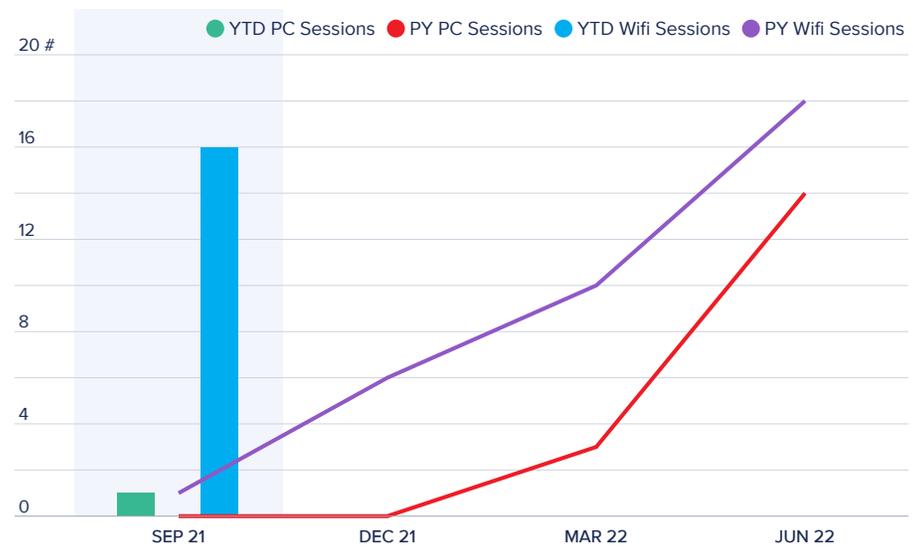
PC & Wifi YTD - Foster



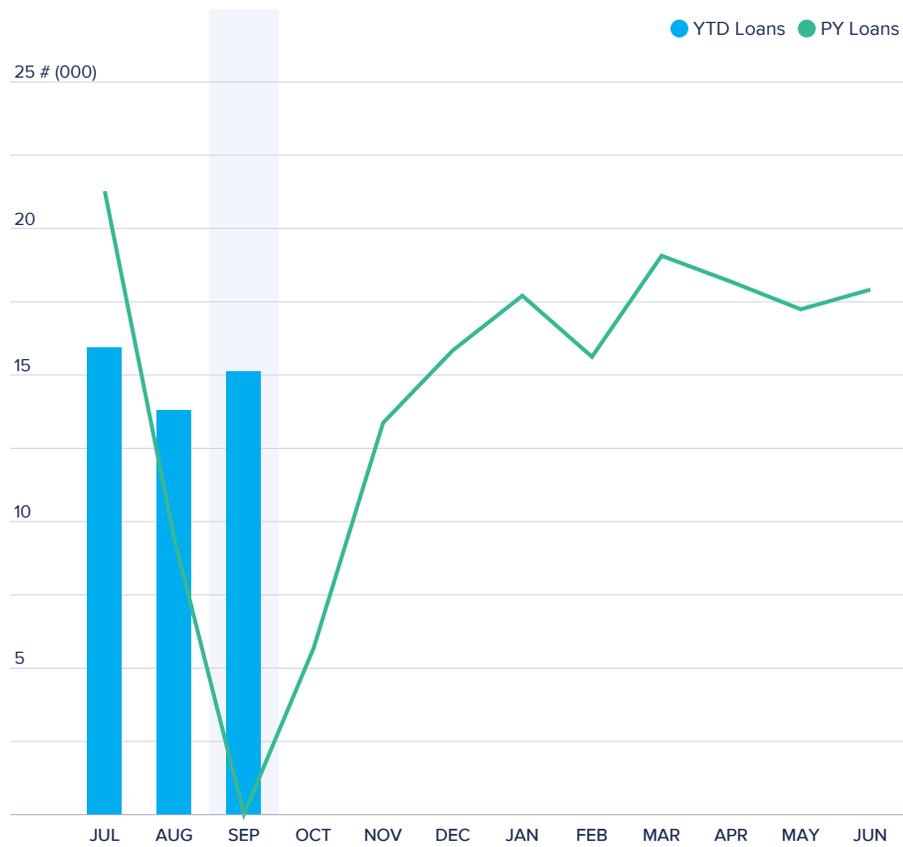
PC & Wifi YTD - Mirboo North



PC & Wifi YTD - Poowong



Self Checkout Loans



Self Checkout Users

