ANNUAL REPORT
2011–2012

Banyule
CITY COUNCIL

City of
Whittlesea

NILLUMBIK
THE GREEN WEDGE SHIRE

YPRL and other public libraries and library associations were behind the campaign to make 2012 the National Year of Reading, and photo's on the front cover reflect some of YPRL's activities.

Cover (clockwise from left, to centre image):

The Summer Reading Club.

YPRL staff and community members surprised festival goers with our first flash mob.

YPRL invited people to Get Caught Reading.

iTots programs introduced at Mill Park.

Volunteer Rosemary gave out free books at Nillumbik Family Literacy Festival.

Children enjoyed storytime in the pool at the Thomastown Recreation and Aquatic Centre.

Contents

National Year of Reading 2012

Chairperson's Message

I am delighted to present Yarra Plenty Regional Library's annual report for 2011–2012.

This year's focus has been literacy, with 2012 designated as the National Year of Reading. The NYOR has been an opportunity for libraries to highlight their services and benefits as well as introduce new programs and events that encourage literacy, attract people to the library and celebrate the joy of reading. As Chair of the Library Board I have been involved in innovative reading programs such as a flash mob at Whittlesea Community Festival, which was one of several sessions run in Banyule, Whittlesea and Nillumbik in partnership with Nillumbik Shire Council's 52 FlashMobs.

The library service has been part of a very important initiative that will determine the future of Victorian public libraries for the next decade. *Tomorrow's Library* is a two-year review of public libraries being conducted by the Ministerial Advisory Council of Public Libraries (MAC). Stage one, which has now been completed, is a review of the way libraries operate today and what communities want from their library in the future. It has involved comprehensive community and sector consultation. The Library Board presented to the MAC in April and a session at Ivanhoe Library was attended by more than 40 community members.

In conjunction with the MAC review, the MAV and Public Libraries Victoria Network launched the Victorians Love Libraries Campaign in March. This campaign is designed to celebrate libraries and let everyone know about the range of things they do and the many ways they enrich the lives of Victorians.

The library service has received two major grants this year. A Living Libraries Infrastructure grant from the State Government was received for the establishment of a library in Whittlesea Township as part of the redevelopment of the Community Activity Centre. The Department of Broadband, Communications and Digital Economy announced funding for a Digital Hub at Mill Park Library; the Hub will promote the NBN and use of broadband in the community.

The 10th anniversary of the award-winning Mill Park Library in June was celebrated with a weekend of festivities and Banyule City Council extended the opening hours of Rosanna, Ivanhoe and Watsonia Libraries, adding an additional 31.5 hours.

The Shire of Nillumbik community survey showed residents are very happy with the library service. They gave the library first place ranking as the service and facility residents were most satisfied with.

Watsonia Library's new Japanese Friendship Garden has been designed to foster cultural exchange and friendship, support the learning and development needs of children in Japanese families and promote cross-cultural engagement.

I would like to commend the library staff, the Chief Executive Officer and all our valued volunteers for their hard work and excellent performance during the year.

I would also like to thank my fellow Board members for their contribution and support during the year, as well as council staff and member council community service directors. A special thank you goes to Cr. Jenny Mulholland, who was Chairperson of the Board to February 2012.

Mary Lalios

Cr Mary Lalios

Chief Executive Officer's Report

During 2011–2012 we have had the opportunity to reflect on the changing environment we are operating in as we prepared our submission for *Tomorrow's Library*, the State Government review highlighted in the Chairperson's Report. Understanding the trends that are affecting media, staff and users is helping us to develop virtual and physical spaces that foster reading, learning and social interaction.

We are clearly moving into a digital world, where more and more of the content we provide is available online as well as in print. The value proposition of libraries remains their collections, both print and digital. Our role is to promote, encourage and enable reading, learning and meeting and these activities are dependent on the content we have.

There has been an increase in e-reader and e-book-related queries and interactions this year as well as a substantial increase in the number of e-book downloads. The major challenge that libraries face into the future is the question of digital access. Current copyright laws of fair use that allow libraries to lend books and other physical items do not apply to digital material. Issues of digital rights management and licensing digital content have not been resolved, and continue to cause deep concern among librarians. IFLA is working at an international level and ALIA at a national level to preserve the traditional rights of libraries to lend materials.

Four major initiatives were undertaken this year. The branch structure review looked at the processes and activities that are undertaken in branches as well as the evolving nature of the use of public libraries. The review recommended a new structure based on three focus areas – reading, learning and meeting; this takes effect from July 2012. A project based on improving communication throughout the organisation has delivered new processes for meeting procedures, communication and social media protocols and will continue to contribute as the new intranet is rolled out. The Green Team has developed a number of environmental initiatives to reduce the Library Service's footprint. The statistics project's aim is to improve the way management information is captured, stored, and presented. We have selected a product called LibPAS which will enable us to collect, review, approve and report on the library's performance metrics in real time. This will be implemented in the second half of 2012.

All the endeavours of the library, its achievements and successes, are due to the partnership between the Board, library staff and the community. I would like to take this opportunity to thank the Board for their ongoing support during the year, particularly Cr Jenny Mulholland, who was Chairperson until February and Cr Mary Lalios, who is the current Chairperson.

Christine Mackenzie

About Yarra Plenty Regional Library

One of Australia's largest and most progressive library systems, Yarra Plenty Regional Library was founded in the mid 1960s, when the former City of Heidelberg agreed to provide library services to the former Shire of Eltham. Later the former Shire of Diamond Valley and the Shire of Whittlesea joined the Regional group.

In 1995, following changes in local government boundaries, the new municipalities of Banyule, Nillumbik and Whittlesea continued their support for the regional library service and Yarra Plenty was one of the first regions incorporated under Section 196 of the Victorian Local Government Act 1989.

Yarra Plenty Regional Library enjoys a reputation as an innovative, progressive and effective library service. There are eight branch libraries located at Greensborough, Eltham, Ivanhoe, Lalor, Mill Park, Rosanna, Thomastown and Watsonia and two mobile libraries.

The service is coordinated from the administration unit located in the City of Whittlesea's Civic Centre in South Morang. It also provides computer services to Murrindindi Library Service, including full access to the library's database.

The library service covers an area of 985.2 square kilometres and includes metropolitan, urban fringe and rural areas. It services a population of 352,098 and membership of 141,081. This figure represents a membership increase of 12% on the 2010–2011 statistics.

There are 141 staff and a budget in 2011–12 of $12.456 million.

Our Community

Banyule City Council

The 21 suburbs of the city of Banyule have a population of 124,340 and cover 63 square kilometres in the north-east of Melbourne. Library membership for Banyule is 41,866 (34% of the population). Primarily an urban residential area, there are also industrial areas in Heidelberg West, Greensborough, Briar Hill and Bundoora. Major institutions such as Austin and Repatriation Health, Mercy Health, the Simpson Army Barracks and significant aged care and education facilities are located in Banyule.

Shire of Nillumbik

The Shire of Nillumbik is 432.3 square kilometres with a population of 64,219. Located 25 kilometres north-east of Melbourne it includes urban and rural areas and is a popular lifestyle choice for residents. Library membership for Nillumbik is 37,201 (58% of the population). Nillumbik is comprised of three major centres: Eltham, Diamond Creek and Hurstbridge.

City of Whittlesea

The City of Whittlesea is located in the outer north eastern suburbs of Melbourne, covers an area of 489.9 square kilometres and has a population of 163,539. Library membership in Whittlesea is 58,327 (36% of the population). Whittlesea is one of the fastest growing municipalities in Victoria. The community is made up of a high proportion of persons from NESB countries and a growing indigenous community.

In 2011–12 at Yarra Plenty Regional Library

1,399,513 million visits were made to the library
(Representing an increase of 6% on the 2010–2011 statistics)

783,234 visits were made to the library's website

3,587,144 million items were circulated

98,607 items were added to the collection

75,883 members have borrowed at least once this year

76,227 people attended library programs and activities
(Representing an increase of 7% on the 2010–2011 statistics)

Regional Library Board

Left to right, from top:
Cr Mary Lalios
Cr Sam Alessi
Cr Jenny Mulholland
Cr Jess Paul
Cr Lewis Brock
Cr Helen Coleman

Responsibility for the provision and management of the library service rests with the Library Board, which comprises two representatives from each of the three member Councils. The service operates as an independent legal entity and is audited annually by the Auditor General.

Board members 2011–2012

Chairperson

Cr Mary Lalios (City of Whittlesea)
(*from February 2012*)

Banyule City Council

Cr Jenny Mulholland
(*Chairperson to February 2012*)
Cr Jess Paul

Community Service Director:
Sauro Antonelli (*ex officio*)

Nillumbik Shire Council

Cr Lewis Brock
Cr Helen Coleman
(*Deputy Chair from February 2012*)

Community Service Director:
Clem Gillings (*ex officio*)

City of Whittlesea

Cr Sam Alessi
Cr Mary Lalios

Community Service Director:
Russell Hopkins (*ex officio*)

Chief Executive Officer

Christine Mackenzie, BA, Grad Dip Lib,
Grad Dip Mgt, FALIA

Our Vision and Objectives

To inform, educate, inspire and connect

We support the social, economic and cultural development of our communities.

We provide pathways to services and information in partnership with other service and information providers.

We recognise the need to move out of traditional roles and establish new relationships as well as move to an access model, where services are delivered just in time, directly to the patron.

We aim to:

- be accessible to all
- be inclusive
- empower communities
- promote the well being of our community
- create opportunities for connection.

We are committed to these values:

- free and unfettered access to information
- the vital importance of reading and literacy
- access for all
- defending the space for public knowledge.

Above: Thomastown Secondary College artwork.

Strategic Library Plan 2008–2012

The Library Plan 2008–2012 is the result of a planning session with the Board and senior staff held in September 2007 and is reviewed annually. It builds on a number of initiatives that have been introduced over the past 5 years.

The strategic plan identifies six key areas of focus:

1. **Libraries building community capacity**
2. **Libraries as community hubs**
3. **Libraries online**
4. **Skilled and confident library staff**
5. **Seamless integrated technology**
6. **Sustainable and responsible finance and governance.**

Major initiatives that have been introduced over the past 5 years include:

- Development of strategic frameworks in major service delivery areas
- Implementation of RFID and self-service checkout at all branches
- Implementation of a robust, redundant, affordable network
- An improved staff development program
- Increased emphasis on programming and activities at branches
- Web 2.0 and other technology initiatives.

Libraries Building Community Capacity

1

National Simultaneous Storytime reading *The Very Cranky Bear*.

Clockwise from left:

Cr. Mary Lalios.

Cr. Tom Melican, Mayor of Banyule City Council.

Cr. Helen Coleman.

Cr. Lewis Brock.

Cr. Jess Paul.

Building community capacity means libraries partnering with other agencies to deliver wider agendas at both Council, State and Federal levels, and developing cooperative arrangements that will improve and expand services to the community they service.

Services need to be focused and balanced according to social justice precepts and libraries can bridge the digital divide and offer equitable access to new technologies.

In order to have strong communities, there is a need to develop capacity. The library has a role in developing informed citizenry: of becoming a marketplace of ideas.

The library needs to identify opportunities to strengthen communities and recognise leverage in integrated activities.

1. Libraries Building Community Capacity

KEY STRATEGY

To focus on the library's contribution to improving literacy, and ensure reading and writing are recognised as valuable assets

This year is the **National Year of Reading**. The reason for the national year of reading is a serious one – it is because nearly half the population does not have the literacy skills to meet the most basic demands of everyday life and work. Australian libraries and library associations joined together to develop a campaign to turn 2012 into the National Year of Reading, linking together all the great things that are already happening around books, reading and literacy, and giving them an extra boost, with inspirational programs and events taking place across the country.

Yarra Plenty Regional Library is enthusiastically participating in the National Year of Reading and **the Hon. Harry Jenkins MP** is our ambassador.

Storytimes continue to be the major pre-literacy activity at all branches, on the mobile library and in places such as shopping centres. The introduction of core programming has seen a significant increase in the number and range of children's storytimes offered. All branches now provide Baby, PreSchool, Toddler, Weekend, Bedtime, Bilingual, Auslan, special needs and shopping centre storytimes on a regular basis.

> Dear Lee and Jane,
>
> A simple thank you is not near enough for the wonderful professional help and guidance you have given to Jade over the past year. From a timid little tot not wanting to leave Pop's arms, to a much more confident 4 year old now willing to sit up front with the other kids at storytime, has been great to see. Well Done.
>
> JIM PROUD, ROSANNA LIBRARY PATRON.

National Simultaneous Storytime was held at 11.00am on Wednesday 23 May 2012 across Australia, and the book chosen to be read was *The Very Cranky Bear*, written and illustrated by Nick Bland. National Simultaneous Storytime promotes the value of storytime activities and the joy of reading for young children. All eight branches held the storytime, with guest presenters Crs Mary Lalios, Jenny Mulholland, Helen Coleman, Jess Paul, Kris Pavlidis, Lewis Brock and Tom Melican.

Registrations were up 18% this year for the **Summer Reading Club**. The theme this year was Catch the Reading Bug and more than 1,700 children attended 42 activities.

Attendance at children's programs: 60,000

Increase from 2010/2011: 20%

Number of sessions held: 1,319

Clockwise from top left:

Youth with DJ equipment at LOL (Libraries Out Loud) Ivanhoe Library.

Cr. Jenny Mulholland led a flash mob at Banyule Ivanhoe Fiesta.

Children's Librarian Maria Wolfe reads to children in the pool.

The Hon. Harry Jenkins MP is YPRL's National Year of Reading ambassador.

Decorating cupcakes as part of the Summer Reading Club.

Chinese New Year is celebrated at library branches.

Free books were popular at Banyule Youth Fest.

Several innovative children's programs were introduced:

• **You Read to Me, I'll Read to You** at Rosanna where children read aloud to library staff

• **iTots** at Mill Park to promote literacy development through the use of iPads and PCs

• **Storytime in the Pool** at the Thomastown Recreation and Aquatic Centre.

This year saw the extension of storytime to include **adult storytelling** events held at branches. The sessions were popular with patrons.

> Adults are enjoying a good yarn as much as kids.
>
> LYNNE SIEJKA, WATSONIA LIBRARY COMMUNITY LIAISON, ON ADULT STORYTELLING

Literary flash mobs were a positive outreach activity, with the surprise public readings happening at local festivals and events. We joined with the Shire of Nillumbik's 52 Flash Mobs initiative and 600 copies of the book *There was an Old Lady who Swallowed a Mozzie* were registered with the book travel-tracking website BookCrossing.com and distributed at local festivals. Cr Mary Lalios joined the flash mob at Whittlesea Community Festival and Cr Jenny Mulholland was part of the Art Farty Festival and Ivanhoe Fiesta flash mobs.

> I saw the FlashMob advertised on Facebook and thought what a wonderful way to meet new people in my community and make new friends.
>
> PARTICIPANT OF FLASH MOB

The third annual **Booklovers' Festival** asked the question "Which is better: the movie or the book?" and encouraged patrons to read three books and see the corresponding film to compare. The festival comprised 11 events and focused on three Australian films and their corresponding books, chosen for their ability to promote discussion and engage viewers and readers — *Romulus My Father*, *Tomorrow When the War Began* and *Animal Kingdom*.

Yarn bombing, a type of graffiti or street art that employs colourful displays of knitted or crocheted yarn or fibre rather than paint or chalk, occurred in several branches. Diamond Valley Library led this 'guerilla knitting' initiative to promote books and reading.

Above: Knitters got creative as part of Diamond Valley's yarn bombing project.

Y R E A D.

this summer

A new summer reading program for teenagers called **YRead** drew an enthusiastic response both to the program and complementary events, which included movie nights and illustration workshops. A Facebook advertisement for the program drew 433 clicks. When the winner of the YRead competition, 16 year-old Amy from Eltham High, told everyone at her school that she had won an iPad, they asked her "how?". Her response was "by reading!".

> It's heartening to know you have such good programs for youth in Australia.
>
> SALLY, YPRL PATRON

53 primary schools took part in the **Plenty of Reading** challenge as part of the **Premier's Reading Challenge**. The winning school, Macleod College, earned a visit from award winning author, Hazel Edwards, as well as a donation of Hazel's books to boost the shelves of the school library.

Above: Author Hazel Edwards with Macleod College winners from 'Plenty of Reading' program.

live reads

The number of **author visits** across the region totalled 33, an average of nearly three authors per month.

These visits showcase all levels of literature and writing; from readings by students and self-published authors to high profile authors.

Asphyxia	Tish Lees
Steven Amsterdam	Shane Maloney
Maxine Bennett	Maria Montesano
Davide Cali	Brenda Niall
Paul Collins	Marian Penman
Hazel Edwards	Julie Perrin
Tess Evans	James Phelan
Jon Faine	Cecile Riddle
Corinne Fenton	Janet Roberts
Ev Hales	Penni Russon
Lou Harvey-Zahara	Susan Shore
Adrian Hyland	Nick Tolewski
Blaise van Hecke	Helen Webberley
Rochelle Jackson	Arnold Zable
Kylie Ladd	Daniela Zannoni
Nathan Lania	Bill Wakeling
Kelly Lainson	

* Authors who visited YPRL 2011–2012

1. Libraries Building Community Capacity

Author Visits: increased by 70% on last year's figures

Total attendance at author events: 1,200 people

… I had fun and will be spreading the story of the little mother who brought her most beautifully behaved little daughters to the talk! What a wonderful introduction for them into the world of books… and the questions they asked were so special!

TISH LEE (AUTHOR)

YPRL's inaugural **short story competition**, Write Now!, saw high profile judges Penni Russon (*The Indigo Girls* and *Undine*) and Steven Amsterdam (*Things We Didn't See Coming*) select winners from 200 entries in three age categories. An anthology of the winning stories was published and the launch was a standing-room-only event at Eltham Library.

The Shire of Nillumbik community survey results showed that the local library was the service and facility residents were most satisfied with.

1st place ranking: library service

2nd place ranking: weekly garbage collection

3rd place ranking: services for young children

KEY STRATEGY

To achieve community outcomes in libraries as part of the broader agenda of the three levels of government.

In partnership with Banyule Council MetroAccess, a special show was performed by Asphyxia, an internationally acclaimed deaf artist, at Watsonia Library. **The Grimstones** story was told with giant books, old-world marionettes and AUSLAN, the Australian sign language used by the deaf community. The performance drew a crowd of more than 200 adults and children.

A grant from the City of Whittlesea funded a positive body image program for girls aged 12-18 called **All About U** at the Mill Park, Lalor and Thomastown branches. The program ran over seven weeks and provided participants with the opportunity to gain new skills in self-defence, nutrition, make-up, self-esteem and learn about how great being a young woman can be.

Dungeons and Dragons – An Afternoon's Adventure, was funded by the City of Whittlesea. This five-week program enabled local youth to learn and participate in Dungeons and Dragons game sessions that were led by an instructor at Mill Park, Lalor and Thomastown branches.

KEY STRATEGY

To enhance community learning opportunities through partnering with other learning organisations

$80,000 achieved in grants for partnership events

WYC/HWLLEN (Whittlesea Youth Commitment/ Hume Whittlesea Local Learning Employment Network) continued to support the **Finding MY Place** program. Students from Peter Lalor Vocational College, Lalor North Secondary College and Thomastown Secondary College benefited from the enhanced program, which has a proven record of helping students at risk of disengaging from formal education.

It's the first time four of us have received a certificate for anything.

FINDING MY PLACE PARTICIPANT

A Lalor family of three children joined the Summer Reading Club for the first time this year after visiting the branch for information on English classes. Following registration, they visited almost daily to read and borrow books. Together the three children managed to read almost 1,000 books.

CHILDREN'S LIBRARIAN LALOR LIBRARY

A new partnership with Nillumbik Best Start's **Get Ready to Read** program focused on giving parents and children skills and techniques to develop pre-reading skills, including rhyme awareness, syllable counting, sound awareness, oral storytelling and understanding story content. The six-week program was provided free to families.

I thought the Get Ready to Read program was pretty educational, not just for the children, but for the parents.

COMMUNITY PARTICIPANT

Great group and interaction which has rekindled the passion for reading in me and given me a greater knowledge of the importance of sounds in story telling for my children.

PARENT ENGAGED IN THE GET READY TO READ PROGRAM

The outreach program, **Nillumbik Learning Tree**, provided a free weekly literacy and numeracy program to families living in the rural areas (Arthurs Creek, North Warrandyte, Panton Hill and St Andrews).

1. Libraries Building Community Capacity

KEY STRATEGY

To maintain a focus on important current issues

YPRL partnered with publisher Wilkins Farago to run the **Reading for Social Peace** program as part of the National Year of Reading. The program uses books to create discussion about conflict and featured award-winning Italian author Davide Cali's book, *The Bear with the Sword.* St Luke's Primary School children attended the program, which was launched at Lalor Library by the author and Cr Mary Lalios.

Above: Author Davide Cali with St. Luke's Primary School students.

A well-attended event with author Adrian Hyland dealt with the aftermath of the 2009 **bush fires** and how local residents are coping with the repercussions. Hyland's book *Kinglake-350* is a compelling account of the unfolding events of Black Saturday. It includes stories of courage, tragedy and hope in the rebuilding of a community, and helps people make sense of that disastrous day of fires.

Above: Diamond Valley Library Sustainable garden.

The **environmental sustainable living** are current issues which continue to be given focus at libraries. Ivanhoe Library held a World Environment Day event where community members could learn how Australia can achieve 100% renewable energy within 10 years from Beyond Zero Emissions.

At Lalor Library children learnt what they could do at home to help the environment. Diamond Valley Library held a reusable nappy workshop in partnership with the Shire of Nillumbik, established a sustainable garden and formed a complementary regular garden club, and hosted speakers on no dig vegetable gardens.

Libraries as
Community Hubs

2

Clockwise from left:

CoW Mayor Cr Stevan Kozmevski, Cr. Mary Lalios and YPRL CEO Christine Mackenzie mark Mill Park's 10th anniversary.

Youth at Thomastown Library.

Cr Jenny Mulholland, YPRL CEO Christine Mackenzie and Banyule City Council CEO Simon McMillan celebrate extended opening hours.

Thomastown Library supports local primary school whilst new one is built.

Cr Jenny Mulholland and AJF Chair Murray McLean launched Japanese Garden.

The public library is increasingly being recognised as an essential community hub; a place where all are welcome and there is something for everyone. The public library builds community connections, facilitates learning opportunities and provides access to informational, educational and recreational resources.

With the increased focus on local places and local activity centres, the library service needs to have quality facilities and effective means of engagement with the capacity to pull together the energy that is in the community.

KEY STRATEGY

To ensure the library is full of informative and recreational multi-format content that is both popular and current

There has been a growing **popularity in ereaders and mobile device usage** resulting in a 127% increase in the number of downloads from last year.

Library members can now download songs from Sony Music's catalogue with **Freegal**. It provides access to thousands of songs, and is proving very popular with in excess of 1,000 downloads per month.

> Number of downloads of ebooks, eaudiobooks and music: **47,337**
>
> Increase of downloads: **127%**
>
> Increase of ebooks downloads: **131%**
>
> The number of ebooks, emusic and eaudiobooks loaned in the record month of May 2012: **4,651**

The annual **Collections Survey** was conducted during March. More than 600 respondents answered the survey via a link on our webpage, through our Facebook page or by filling out a hard copy at a branch.

A new **Collection Asset Plan 2012–2017** was developed this year which articulates a strategic direction for the Library's collections from a service provision and strategic asset maintenance perspective. The aim of the strategy is to ensure current, relevant collections, manage the transition of print to electronic, provide tailored collections, and ensure sustainability.

> Items added to collection: **98,607**
>
> Holds: **200,644**
>
> Turnover average of collection **8.01**
>
> Total collection (includes non-loan items): **474,259**

> I have been very happy with the selections for the categories I am interested in, and in the last few years there has been very good rotation of out-dated books. I did not know that the library had a facility to request books that are not stocked, so this is something I will do this year.
>
> COMMUNITY MEMBERS FEEDBACK

> I think you have adapted to the "new way of life" admirably. Hopefully it will eventually even out, but reading books will still be a part of life.
>
> PATRON FEEDBACK ON COLLECTIONS SURVEY

> I think the library is a great resource and improving all the time.
>
> COMMUNITY MEMBER AT MILL PARK LIBRARY

The 10 Most Popular Books

50 Shades of Grey
E.L. James

All That I Am
Anna Funder

The Best Exotic Marigold Hotel
Deborah Moggach

Game of Thrones
George R.R. Martin

The Help
Kathryn Stockett

The Hunger Games
Suzanne Collins

The Marriage Plot
Jeffrey Eugenides

The Mothers' group
Fiona Higgins

The Street Sweeper
Elliot Perlman

Worse Things Happen at Sea
William McInnes and Sarah Watt
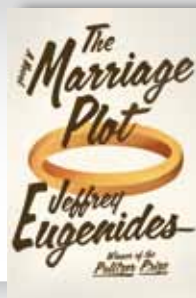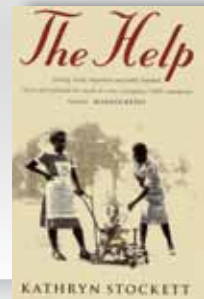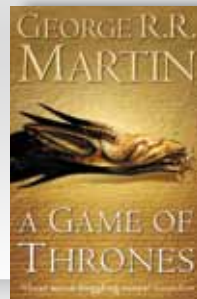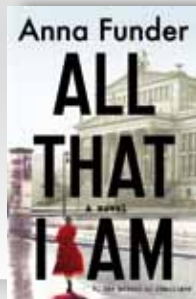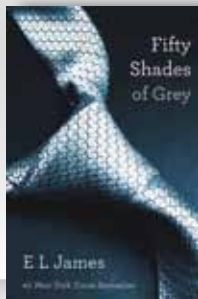
The Most Popular eBooks

The Bargain
Mary Jo Putney

Brazen Virtue
Nora Roberts

Dangerous in Diamonds
Madeline Hunter

The Drop
Michael Connelly

The Forgotten Garden
Kate Morton

The Help
Kathryn Stockett

Hot Blooded
Christine Feehan, Maggie Shayne,
Emma Holly, Angela Knight

The Hunger Games
Suzanne Collins

Red Dog
Louis de Bernieres

Tied Up in Knots
Angela Propps, Lynn Lake, Antonia Adams
and Clarice Clique
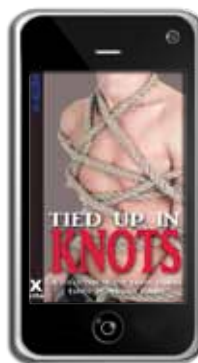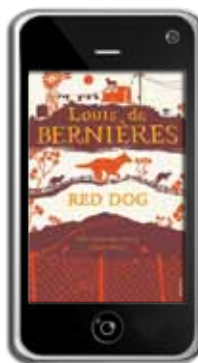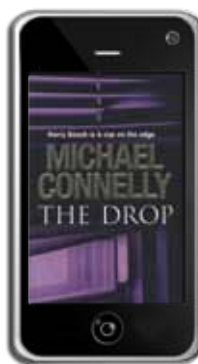
KEY STRATEGY

To foster community connections through cultural and learning events and programs

Cultural Diversity Week was celebrated in March with a calendar of events that reflected the diverse local community and encouraged harmony. Rosanna Library hosted a lively Irish gathering, Ivanhoe organised another popular Indian Cultural Day, Lalor Library featured Indigenous performer Kutcha Edwards and Mill Park Library celebrated Greek National Day. Celebrazione Italia at Diamond Valley Library featured the Sicilia Bella Italian dance group.

YPRL received the biennial **Pierre Gorman Award** in March 2012. The award supports public libraries in the development and delivery of library and information services for people with a disability. Our aim is to deliver a full and varied program of activities focusing on library services for people with a hearing impairment. The programs will include the expansion of the preschool Auslan Storytime program to include school-aged hearing-impaired and hearing children, the production of resources to increase the reach of Auslan Storytime, and the establishment of reading groups for adults with a hearing impairment to provide opportunities for social interaction. There are also a number of professional development days planned for staff, and community and key stakeholders who work with the deaf community.

Get Connected computer training classes are run regularly at all branches. Staff and volunteers provide assistance and training to help community members increase their levels of digital literacy. The training also includes one-on-one training with staff members on demand.

Ivanhoe Library's **One2One** Program was run in conjunction with Year 10 students from Ivanhoe Girls' Grammar who visited Ivanhoe library and provide one-on-one help to seniors with their mobile phones.

> Very helpful. The student was very patient and polite. As senior citizens we need more of these different sessions to keep us in synch with modern technologies.
>
> A PATRON ON MOBILE PHONE HELP SESSION DELIVERED BY STUDENTS AT THE LIBRARY.

The libraries' school holiday activities are consistently at full capacity. Almost 6,300 children attended the themed school holiday programs Treasure Trove, Culture Vultures and At the Circus, which include learning experiences and reading and literacy engagement.

2. Libraries as Community Hubs

> Digital literacy class attendance: **2,044**
>
> Number of digital literacy classes held: **385**

KEY STRATEGY

To promote and market the library and its services in a way that is visible and connected to the community

National attention was achieved with a news story about a murder mystery book returned anonymously to Ivanhoe library after 27 years. Ivanhoe library's blog post about the **returned book** was sent to metropolitan and local newspapers and an article appeared the next day on page 3 of *The Age* newspaper. Television and radio stations, including ABC National radio and Channel 10 and ABC news bulletins and ABC24, picked up the story, which also appears on YouTube.

Accomplished film producer Rob Grech of Creative Temple created a **promotional film** that features Eltham Library to showcase the services and programs available throughout the library service. The objective of the film is to communicate the many benefits of YPRL to non-users and potential partners and project a positive image of the library in the community. Eltham Library – My Library is featured on YouTube (http://tinyurl.com/elthamlibrary) and has been shown at conferences.

More than 1,000 people visited the Mobile Library when it attended the Arty Farty Festival in Banyule and the Whittlesea Community Festival, resulting in new memberships.

Successful **family fun days** were held at Diamond Valley and Thomastown Libraries. Thomastown's family fun day was held in partnership with the Thomastown Recreation and Aquatic Centre (TRAC), the Neighbourhood House Network and Shape Your Future City of Whittlesea. Diamond Valley held their second family fun day in partnership with local businesses. Almost 2,000 people attended the days.

KEY STRATEGY

To provide quality spaces that cater for different activities and interests and to ensure there are learning spaces provided, art work is incorporated in the building, IT is integrated and the presentation of libraries is impeccable

The creation and celebration of the **Japanese Friendship Garden** at Watsonia Library and the addition of books to the Japanese collection were funded by a number of grants totalling $20,000 through the Australia-Japan Foundation, Banyule City Council, Cr. Jess Paul's ward funding and the Australian Department of Foreign Affairs and Trade. The garden acknowledges and celebrates the growing local Japanese community, expresses friendship and promotes cross-cultural engagement.

Above: The idea for Watsonia's garden emerged as a result of new connections with the Japanese community.

Clockwise from top:

Programs bring children to the libraries.

Childrens program at Watsonia Library.

French Language Café at Ivanhoe Library.

Macedonian community member at Thomastown Library celebrates Macedonian Independence Day.

Three generations of this family use their local library.

2. Libraries as Community Hubs

A **community garden** was created at Diamond Valley library in partnership with Edendale Farm and the Shire of Nillumbik. As part of this program, community members participate in a weekly food swap where they bring in their excess produce to share with others.

Mill Park Library celebrated its **10th anniversary** in June. The award-winning Mill Park Library, designed by prominent Melbourne architects, Oaten Stanistreet, is one of Victoria's largest public libraries and the first to be built on the concept of a hybrid digital/print library. The building has stood the test of time, and is an icon in the local area. Board Chair, Cr Mary Lalios, City of Whittlesea Mayor, Cr Stevan Kozmevski, past Mill Park Library branch managers and architect Geoff Stanistreet attended the festivities.

> Attendance at Mill Park Library's 10th Anniversary celebrations: **1,421**
>
> Increase in attendance compared to standard Saturday visits: **50.7% on a normal Saturday opening.**

Renowned Eltham artist **Reg Cox** donated two pieces of artwork to the library. *Learning Oasis* pays tribute to Eltham Library as a valued local destination.

KEY STRATEGY

To ensure our libraries are the hubs of communities and are contemporary, sited in the right place, accessible and appropriate to their communities

Volunteers are a vital part of our library service and ensure that we are real hubs of the community. Two-hundred-and-sixty volunteers have given 40,000 hours to the community through library activities this year. Our volunteers assist with branch tasks, provide the Home Library Service and conduct outreach activities, including the lauded Words on Wheels program. An important developing area for volunteer efforts this year has been homework help, where a number of people are assisting students on a regular basis.

Above: Cr Helen Coleman with YPRL CEO Christine Mackenzie launches the artwork Learning Oasis created in homage to Eltham Library by artist Reg Cox.

Number of Aged Care facilities visited: **32**

Number of aged care facility residents who benefited from the Words On Wheels (WOW) **360** programs = **4,320** attendees

Number of locations visited by the Outreach Vehicle: **39**

Number of loans from the Outreach Vehicle: **3,242**

Average turnover for Outreach Vehicle: **11.25**

Number of volunteers: **260**

Number of young people who attended Homework Help sessions: **2,000**

Volunteer and Words on Wheels project manager, Judy Buckmaster, was awarded the Seniors' Whittlesea Women's Day Award and **WOW volunteers** were highly commended in the Banyule Community Volunteers Awards.

Opening hours were extended at all Banyule libraries. The libraries are now open an additional 31.5 hours per week, an addition to the community achieved with no extra staffing costs as a result of RFID. A celebration to mark extended opening hours at all Banyule libraries was held at Rosanna library on 5 July officiated by the Chair of the Board, Cr Mulholland and attended by Banyule's CEO and Director Community Services.

Above: Volunteer Judy Buckmaster (centre, with Cr Mary Lalios and YPRL Seniors and Volunteers Coordinator Carolyn Jury) was awarded the Seniors' Whittlesea Women's Day award.

Above: Words on Wheels (WOW) volunteers at Banyule awards night.

2. Libraries as Community Hubs

The following table illustrates programs' target audiences.
This summary depicts the library's provision for all community audiences.

PROGRAM	BABIES & PRE-SCHOOLERS	PRIMARY AGE	SECONDARY	ADULT	RETIREES	AGED	NESB	PEOPLE WITH SPECIAL NEEDS
PRE LITERACY & LITERACY STORYTIMES								
Bookaroo	✓			✓				
Baby	✓							
Preschool	✓							
Toddler Time	✓	✓						
Weekend	✓	✓						
Bedtime	✓	✓					✓	
Bilingual	✓	✓						✓
Auslan	✓	✓						✓
Special needs	✓	✓						
Mobile Library		✓						
Shopping centre	✓	✓						
School holiday programs		✓	✓					
Just4Kids								
Summer Reading Club								
YOUTH PROGRAMS								
Finding MY Place			✓					✓
Homework Help		✓	✓					
Teen nights			✓					
LOL (Laugh Out Loud)			✓					
YReads			✓					
MULTICULTURAL								
Language Café – ESL & language learning				✓	✓		✓	
Cultural Diversity Week events				✓	✓		✓	
Cultural day or week celebrations				✓	✓		✓	
New book events								
Computer classes				✓	✓		✓	
ADULTS								
Marketplace of Ideas				✓	✓			
Summer of Reading				✓	✓			
Yarra Plenty Reads book clubs				✓	✓			
Booklovers Festival				✓	✓			
Author talks				✓	✓		✓	✓
Writing, craft, games & special interest groups								
OLDER ADULTS								
WOW (Words on Wheels)						✓		
Access for people with print disability		✓	✓	✓	✓	✓	✓	✓
Home library delivery						✓		✓
DIGITAL LITERACY								
One2one				✓	✓		✓	
Basic & advanced computer classes				✓	✓		✓	
Local history		✓	✓	✓	✓	✓	✓	
Genealogy				✓	✓			

Libraries Online

3

Staff members have been in demand for one-to-one technology sessions.

Clockwise from left:

Rosanna Library

Eltham Library

Ivanhoe Library

Diamond Valley Library

The YPRL mobile app is available for iPhone, iPad and Android devices.

Libraries are changing from being service providers to facilitating the creation of content. Relevant areas for public libraries are local history, local writing and local literature. Libraries are aware of the need to acquire and make accessible content "born digital" to ensure that they are providing the information that people require and to remain relevant in an increasingly online world.

New social networking technologies enhance the ability to find, share and combine information more easily.

3. Libraries Online

KEY STRATEGY

To ensure there is significant local content created in local history, literature and the arts, and that online collections are developed and promoted

We are helping build content that documents life in Melbourne's north through participation in the **Wikinorthia** project with Darebin and Moreland libraries and we are currently updating the website.

Local and Family History Librarian Liz Pidgeon assisted with the launch of the **Coranderrk and Birrarung Databases Project**, which received funding and resulted in the production of two books. The project was produced in partnership with Nillumbik local historian and author, Mick Woiwood, Community Development Officer Shire of Nillumbik, Melanie Holt, The Andrew Ross Museum, Nillumbik Reconciliation Group and YPRL.

Liz Pigeon's popular **family history blog** is a six-year repository of genealogy news and tips. Liz was listed in *Inside History* magazine's top 50 genealogy bloggers.

The City of Banyule funded **photo story workshops,** where groups, including group of people with intellectual disabilities from Araluen worked in conjunction with a photographer at Watsonia Library to create photo books of their stories as part of the National Year of Reading. The photo story e-books will be uploaded to Overdrive and launched at YPRL's **Booklovers Festival** in July. The photo stories will also be projected onto walls as an art installation at the **Winter in Banyule** festival in August.

KEY STRATEGY

To enable people to form new networks and interact online creating new communities of interest

Social networking is becoming an increasingly important tool for the library in engaging with borrowers, promoting programs and services, and encouraging participation

Increase in the number of people who 'like' the Library's Facebook page: **36%**

Number of people who 'like' the YPRL Facebook page as at 30 June 2012: **468**

Twitter

Above: Yarra Plenty Regional Library has a strong Twitter presence.

Pinterest

Above: YPRL was one of the first libraries with a presence on Pinterest.

The Library's **Pinterest** page, which organises 'pins' according to the Dewey Decimal System, was featured as a best practice example on an international library marketing website *The Library Marketing Toolkit*.

CEO Christine Mackenzie and New Technologies Coordinator Felicity Gilbert presented a paper "Connecting the Community: Social Media and Public Libraries" at the **Social Media for the Public Sector Conference**. The presentation outlined how YPRL uses social media to achieve outcomes in our three focus areas of reading, learning and meeting.

A **website promotion** was held to encourage greater interaction with YPRL's online library. Users who amassed the most community credits by reviewing, tagging and rating library items and creating website lists were rewarded with iTunes vouchers.

KEY STRATEGY

To ensure the network is stable, redundant and secure, and there are enough pcs, peripherals and equipment for people to access and create content

A new contract with our ISP has enabled provision of greater bandwidth at the same cost and network optimisation work continues.

More than 150 pcs were updated in the branches during the year and software was upgraded to Windows 7 and Office 2010.

Above: Thomastown Library's designated computer room.

Facebook promotion

1,974,782 Impressions	697 Clicks	0 Actions	0.035% CTR	$400.00 Spent	$0.20 CPM	$0.57 CPC				
Date range	Campaign	Impressions	Social impressions	Clicks	Social clicks	CTR	CPC	CPM	Spent	
01/07/2011-30/06/2012	Mobile Apps	552,437	0	122	0	0.022%	0.82	0.18	$100.00	
01/07/2011-30/06/2012	Freegal	506,777	0	138	0	0.027%	0.72	0.20	$100.00	
01/07/2011-30/06/2012	VREAD	915,568	0	437	0	0.048%	0.46	0.22	$200.00	

Above: Low cost advertising increased the library's presence on Facebook and drew local residents to the YPRL website.

3. Libraries Online

KEY STRATEGY

To ensure the Library Management System is at the leading edge and online content is easy to access and authoritative

A staff committee meets regularly to monitor the website and recommend changes to BiblioCommons, the discovery layer for the library management system.

> **Number of new user registrations on YPRL's website: 9,297**
>
> **Number of reviews, ratings, comments and tags by users: 14,189**
>
> **Number of items added to 'My Shelves' by users: 49,481**

Above: Web Services Coordinator Marcus Gin demonstrates YPRL's online library, which includes a social-media-inspired discovery layer for the catalogue.

Feedback from customers using the new website:

> My new year's resolution this year was to get back into reading for pleasure. I wanted to say thank you for providing such a user friendly, customer service focused, flexible way to engage with the library catalogue. I am finding that the website is a virtual book shelf at home, easy to access, with books lined up for me when I am ready for them. I am finding no excuses to read and keep reading.
>
> EMMA PASE

> I think this site is totally awesome it makes holding, choosing and browsing for books easier. When I log in, I am automatically able to hold books without having to continuously type in my username and password. It also knows what library you go to and says when a book is available at your preferred location. It is fast, snappy and enjoyable and easy to use. I love the site! I want to thank everyone who was a part of getting this site together and say WELL DONE!!
>
> ANONYMOUS USER

Skilled and Confident Library Staff

4

Clockwise from left:

Lalor and Thomastown Branch Manager Felicity Macchion.

Janelle Dunstan and Serena Bellotti at Mill Park Library with the Summer Reading Club winner.

Jack Chan Mill Park Library.

Teresa Dober and Maria Wolfe with children from Thomastown West Primary School.

Jane Petryszyn Rosanna Library.

In order to realise our exciting and positive vision for the future of our libraries, we need to recruit, retain and develop a diverse, appropriately skilled workforce.

Library staff need to be familiar and comfortable with the new ways of engaging and helping users find information, gather knowledge and create content.

We need to invest in skills development to enable staff to deliver on our agenda and staff need the opportunity to acquire skills that will enable them to further their career in a sector that is constantly changing.

4. Skilled and Confident Library Staff

KEY STRATEGY

To ensure a culture of learning and staff members are skilled and confident in their roles

Staff development has a key role in ensuring the library provides great services and programs to the community. The annual training calendar is based on requirements of the new core programming and emphasises increasing staff skills in event management, storytelling, and reader's advisory.

We have made a significant commitment to a staff development program called **Frontline** facilitated by the State Library of Victoria. The Frontline course is designed to embed the reader-centered approach in the everyday thinking of staff who work directly with books and readers in public libraries. Reading and Literacy Coordinator Blaise van Hecke is a regional facilitator for the program.

> 25 staff members completed **Frontline: Reader Development** the industry standard for reader-development training and 7 staff took on supervising roles.

A new learning program called **Web+1** has been developed which replaces the 23 Things program. The program is designed to provide a foundation in the fundamental components of the web platform and increase familiarity and confidence with a variety of online tools and applications. Library staff participated in the weekly activities. The program is also marketed to other libraries and organisations, and drew participants from all over Australia.

> The course has been an excellent introduction to a great selection of the tools available. There is so much to go back to and explore. And, of course, the important thing is to use these to manage all the info that comes our way and to introduce them to students too. Thank you.
>
> CURTIS, WA

> I have really enjoyed articipating in this course. I am now a lot more aware of what is available on line and am feeling so proficient in my blogging that I am seriously considering getting the students to write one when we go to Japan later this year. Thank you!!
>
> DANIELLE, SA

Clockwise from top left:

Reading and Literacy Coordinator Blaise van Hecke and illustrator Kev Howlett, ran illustration and cartooning workshops at library branches.

Ivanhoe staff dressed as book characters.

Mill Park Customer Service Officer Stella de Marchi.

Local and Family History Librarian Liz Pidgeon.

Deanne Jones (DV) and Cathy Hart (Eltham) launched a book of community recipes called Nillumbik Nosh.

Children's librarian Marlies and her 'Reading Dog' Lachlan.

4. Skilled and Confident Library Staff

KEY STRATEGY

To ensure YPRL is a safe and healthy workplace

We pride ourselves on providing a safe working environment.

- The OH&S Committee has representatives from all branches and Library Support Services and meets every two months.
- Formal safety inspections and audits are conducted at each branch every two months.
- Book chutes were repaired at Watsonia Library significantly improving noise levels in the branch.
- Improved consultation processes were implemented for purchasing and decision making at branches.
- Pager systems were introduced at Eltham, Mill Park and Watsonia to improve security and staff communication.
- A partnership with Banyule Community Health delivered health and wellbeing initiatives at branches.
- A new cleaning contract was implemented.
- Appliance tag testing is undertaken annually at all branches.
- OH&S refresher training for all committee members and OH&S management training for all Branch Managers has been undertaken.

KEY STRATEGY

To promote an organisational culture of innovation and flexibility

We encourage an organisational culture of innovation and flexibility through attendance at workshops, conferences, seminars and other development opportunities.

In February, CEO Christine Mackenzie was awarded the prestigious **VALA Robert Williamson Award**, which is presented to an individual who has made an outstanding contribution to the development of information technology usage in Australian libraries. Christine has also been appointed a mentor to the **International Network of Emerging Library Innovators (INELI)**, a development program conducted by the Bill and Melinda Gates Foundation. She gave keynote presentations at the **ALIA Top End conference** in Darwin in October; **COSA (Customers of SirsiDynix) conference** in November and **Switch conference** in Sydney in November; and attended the **IFLA World Library and Information Congress** in Puerto Rico in August as a Governing Board member. She has also been invited to be a jury member for the judging of the **Intelligent Communities Forum (ICF) annual awards**. The ICF is a think tank based in New York.

YPRL's International **Staff Exchange** program offers staff a very special opportunity to learn from leading libraries and build our networks. The program continued in 2012 and YPRL hosted two Columbus Metropolitan Library staff, Leanna Hampton and Michael Blackwell, who spent 4 weeks working in branches and at Library Support Services as well as attending the VALA conference. In 2010, Natasha Savic and Felicity Macchion spent time at Columbus and returned with valuable ideas that have been integrated into the service.

Above: Michael Blackwell and Leanna Hampton visited on a staff exchange from Columbus Metropolitan Library.

Anita Catoggio and Jane Grace attended the *Leadership Development Program* at the Airlie Conference Centre in South Yarra presented by John Robinson Consulting Services and Bespoke Results.

Annette Lewis and Deanne Jones attended the **ALIA National Library & Information Technicians Conference 2011** in Perth in September.

The following staff received **Staff Service Awards** for their service to the organisation:

Nadia Ghaly (10 years)

Natasha Savic (10 years)

Crystal Walden (10 years)

Ruth Leno (15 years)

Kerryn McEvey (15 years)

Kerry O'Hara (15 years)

Dusica Savic (15 years)

Lynne Siejka (15 years)

Linda Serafini (20 years)

Alan Hatty (35 years)

KEY STRATEGY

To put into place effective systems, processes and policies that facilitate the management of all staff

A **Branch Structure Review** was undertaken this year. Following a process review, workshops were held to determine what the best structure would be and then how the implementation of the recommendations of the consultant could best occur.

The major findings of the review identified:

- Significant change to the branch structure is required to ensure that YPRL remains relevant in a rapidly changing environment.
- The three focus areas of Learning, Reading and Meeting be adopted as the base branch structure.
- That a region wide operations plan be developed for the focus areas of learning, reading and meeting with clear outcomes, strategies, actions and timelines identified at the regional, LGA and branch level.
- The new structure commences in July 2012.

4. Skilled and Confident Library Staff

A communications review was also undertaken. The aims and objectives of the **Full Circle communications project** are to enhance trust, two-way information exchange and staff engagement across all levels of the organisation.

Action plans were developed in consultation with staff and include:

- Review and update of meeting documentation and feedback protocols.
- Development of guidelines for branch blogs.
- Implementation of an electronic staff suggestion log.
- Development of a communications manual which includes various protocols.
- Organisation of a staff appreciation day.

As part of the branch structure review, a comprehensive review of branch processes was undertaken. The results of this fed into a review and revision of the Customer Service Manual by a team of Branch Managers and the HR coordinator.

Above: HR Coordinator Sofia Campino with staff member Leanne Boyle.

Above: New Technologies Coordinator Felicity Gilbert and Community Coordinator Alan Thompson Ivanhoe Library.

Seamless Integrated Technology

5

Clockwise from left:

Youth and technology.

Mill Park Library will be a Digital Hub to showcase the NBN.

Eltham Library's automated returns.

Older adults iPad training class.

Downloadable ebooks.

We value a culture of innovation and pride ourselves on providing resources, programs, services and up to date technology that are continually evolving to meet the needs of our community.

We strive for continuous improvement. We continually look for new ways of doing things and streamlining our processes. We value personalised services both in branches and online. We ensure that we are getting value for money.

5. Seamless Integrated Technology

KEY STRATEGY

To ensure YPRL is considered a best practice public library

- The **migration to Windows 7 and Office 2010** commenced and will be completed in 2013.
- A tender was undertaken and a new contract for **multi-function devices** was awarded to replace current photocopiers and printers.
- **Yammer**, the tool for making companies and organisations more productive through the exchange of short frequent answers to one simple question, was introduced.
- **Internet capacity** has been upgraded.

YPRL was successful in its application for funding of $391,000 through the Department of Broadband, Communication and the Digital Economy for the establishment of a **Digital Hub** at Mill Park Library. The Hub will commence operation in January 2013 and will showcase the NBN for home, business, health and education.

Above: Yammer has been introduced to enhance staff communication.

KEY STRATEGY

To ensure technology is fully integrated and the network provides a seamless, reliable and fast service

It was announced that Mill Park Library's internet capacity will be upgraded in the second half of 2012 as it is part of the **NBN rollout** in 2013. This will provide vastly enhanced internet access speed to the library and allow us to showcase new technologies.

> Growth in Wifi usage:
> Usage now accounts for 15% of all internet activity.

KEY STRATEGY

To ensure there is a culture of continuous improvement

The **ICT Strategic Framework 2011–2013** was developed and adopted by the Board in September. The aim of the framework is to ensure that YPRL is the leader in ICT provision in public libraries, and so provide the best service we can to our communities. Our purpose is to ensure that our technology is up-to-date, performing optimally and providing the community and staff with technology solutions that are relevant, useful and add value. All these strategies will help the library achieve its goal of creating informed, connected and inclusive communities.

5. Seamless Integrated Technology

The ICT Strategic Framework 2011–2013 has three goals:

1. To ensure good management information.
2. To ensure capacity and support for branches in the delivery of online/digital/ICT programs and services to the community.
3. To manage the library's IT infrastructure (Hardware, Software, Applications) to ensure responsiveness, flexibility, sustainability and agility.

The **Information Management Project** was one of the major projects undertaken this year. The aim of this project is to improve the capture, storage, manipulation and presentation of data to better inform decision making. A partnership has been formed with a Canadian company, Counting Opinions. Counting Opinions provides the library sector with web-based, fully integrated, evidence-based management solutions. Solutions include the capture, tracking and reporting of data related to customer satisfaction management, custom surveys and forms and the management of performance metrics.

The **2011 Nexus survey** confirms the importance the community places on the provision of public library services and 60% of respondents from YPRL consider libraries extremely important. Three thousand people (14+ yrs) living within the boundaries of the ten organisations that comprise the Regional Libraries Syndicate of 2011 were interviewed.

Usage of libraries in our region is higher than average, with 56% of the community using a library in the past 12 months compared to the average of 53%.

Yarra Plenty Regional Library has slipped in the overall satisfaction rating, with a mean overall satisfaction rating of 8.07, significantly different to the 8.64 recorded in 2010. Nexus notes that while 2011 displays a downturn on the 2010 figure, the latter was at the high end and the latest figure is closer to the previous trend average.

A point of difference with other libraries in the syndicate is the satisfaction with the presentation of library buildings (47% gave a score of 9–10, compared with the average of 39%). This is a reflection of the efforts of staff to ensure the libraries are attractively presented and the implementation of the library's 'look and feel' program.

The major source of dissatisfaction is with the absence or unavailability of sought books and the range and quality of AV material. These findings will be taken into account when we develop our next business plan and other strategic planning documents.

KEY STRATEGY
To fully utilise RFID and ensure it provides significant benefits

YPRL took a lead role in the **National RFID Data Profile** working group. The working group was established under the auspices of ALIA to consider issues relating to information elements that should be placed on RFID tags by Australian libraries, and the extent to which such information might have impact on future interoperability. The group also considered the leverage to be gained through such technology. The working group also targeted related issues that could potentially limit interoperability as RFID systems are rolled out. The recommended guidelines were adopted by ALIA in February.

Above: Eltham Library public pcs.

Sustainable and Responsible Finance and Governance

6

Clockwise from left:

The Victorians Love Libraries campaign.

Cr. Stevan Kozmevski, Cr Mary Lalios, Local Government Minister the Hon Jeanette Powell, YPRL CEO Christine Mackenzie and Member for Northern Metropolitan Craig Ondarchie at the announcement of Living Libraries funding for a new Whittlesea township library.

Member for Ivanhoe Anthony Carbines and Chair of the Ministerial Advisory Committee David Morris MP at Tomorrow's Library session.

Updated Older Adults strategic framework links library with community.

Book clubs remain popular.

The Library Service is governed by a Board comprising two councillors from each of the three municipalities. The Audit Committee is a sub committee of the Board that advises the Board on financial and risk management issues.

Sustainability ratios measuring underlying result; liquidity; indebtedness; and investment gap are regularly monitored.

The library is proactive in ensuring that all legislative requirements are met and that all processes and procedures meet best practice through regular internal audits.

6. Sustainable and Responsible Finance and Governance

KEY STRATEGY

To ensure the organisation is sustainable and appropriately funded, including realistic asset replacement

Tomorrow's Library is a two-year review of public libraries being conducted by the Ministerial Advisory Council of Public Libraries (MAC). Stage one, which has now been completed, is a review of the way libraries operate today and what communities want from their library in the future. It has involved comprehensive community and sector consultation. The Board presented to the MAC in April and this was followed by a session at Ivanhoe Library attended by more than 40 community members.

The State Library of Victoria and Public Library Victoria Network are undertaking a project to consider what public libraries will be like in 2030. A series of workshops have been held where participants chose the social trends they felt will most likely impact public library services into the future and created future scenarios exploring how society might evolve over the next 20 years. Implications and opportunities for Victorian public libraries in 2030 were then assessed, leading to a strategic framework that enables public libraries to design and influence the future they want. **Victorian Public Libraries 2030** is being undertaken collaboratively by the State Library of Victoria, Victorian public libraries and Local Government Victoria, which is also working with the Ministerial Advisory Council on Public Libraries on the Tomorrow's Library project.

In conjunction with the MAC review, the MAV and Public Libraries Victoria Network launched the **Victorians Love Libraries Campaign** in March. This campaign has been designed to celebrate libraries and let everyone know about the range of things they do and the many ways in which they enrich the lives of Victorians.

YPRL is committed to achieving various environmental sustainability goals, in partnership with Member Councils. A draft **Environmental Sustainability Strategy 2012–2015** has been developed. The action plan includes:

- A 'green' ambassador at each of the branches and LSS
- The reduction of greenhouse gas emission by 2% every year until 2014
- The introduction of an organisation-wide sustainable purchasing policy for implementation 2013

KEY STRATEGY

To ensure strategic and operational plans are robust, meaningful and future-oriented.

The following **strategic frameworks** were developed and adopted by the Board during the year:

ICT plan (September)
Local History and Genealogy (October)
Older Adults (October)
Collections Asset plan (February)

These frameworks are developed in consultation with the community, stakeholders and staff and set out strategies, goals and actions in each area for the next 2–5 years.

6. Sustainable and Responsible Finance and Governance

KEY STRATEGY

To maximise income from other sources

In June it was announced that we were successful in obtaining a **State Government Living Libraries** Infrastructure grant of $400,000 to assist in the building of the Whittlesea Township Library Hub. Work will commence in July 2012 and the library will open in October 2013.

Funding of $391,000 from Federal Government for establishment of a Digital Hub at Mill Park Library was announced.

Other Income 2011/2012

Grant funding: $132,500

User fees and overdue charges: $243,200

Book club fees used to purchase book club kits: $5,300

External training programs: $13,000

Amount raised from hire of Thomastown Library meeting rooms: $50,000

KEY STRATEGY

To ensure all relevant legislation and policies are complied with, to Best Practice standards.

As our libraries and the services and programs provided grow, we need to monitor the **Risk Management Plan** so that it is a living document that accurately reflects the risks to the organisation and how those risks are then managed effectively. The Audit Committee is responsible for overseeing the Risk Management Plan. A Plan was presented to the February meeting which identifies potential risks and mitigation strategies.

The focus of the **Internal Audit** this year was on Branch Procedures. The objective was to review the adequacy and effectiveness of the processes and controls at branches around the following activities:

• Cash handling and fundraising
• Purchasing consumables
• Management of community rooms

A number of recommendations were made by the Internal Auditor, Grant Thornton, and these have since been actioned.

Negotiations were undertaken for the **Enterprise Agreement 2012–15.** Regular meetings were held from October and agreement was reached with the Australian Services Union on the content of the new document. The ballot was completed in late July 2013.

Statistics

In general, attendance at activities (up 7%), loans (up 4.7%); membership continues to grow (up 12%) and visits (up 6%) and collection turnover remains strong at 8.01 for the financial year. The closure of Eltham library for July and August of 2010 continues to skew statistics for Nillumbik libraries. Graphs show this year's figures by branches and the comparison with last year.

Statistics for downloadable media, ebooks and eAudiobooks continued to increase in 2011–2012. Increase of downloads compared to 2010–11 was 127%. Increase in ebooks downloaded compared to last year was 131%.

A focus on children's programs with our core activities rolled out at all 8 branches resulted in 60,000 children attending programs; an increase of 20% over last year.

LIBRARY USAGE FIGURES

Loans

	IVANHOE	ROSANNA	WATSONIA	DIAMOND VALLEY	ELTHAM	LALOR	MILL PARK	THOMASTOWN	MOBILES	TOTAL
10/11	473,780	352,465	409,287	404,316	462,534	453,704	564,509	163,659	140,900	3,425,153
11/12	496,202	367,571	406,689	358,326	636,664	442,693	581,460	165,172	132,337	3,587,114
% Diff	4.7%	4.3%	-0.6%	-11.4%	37.6%	-2.4%	3.0%	0.9%	-6.1%	4.7%
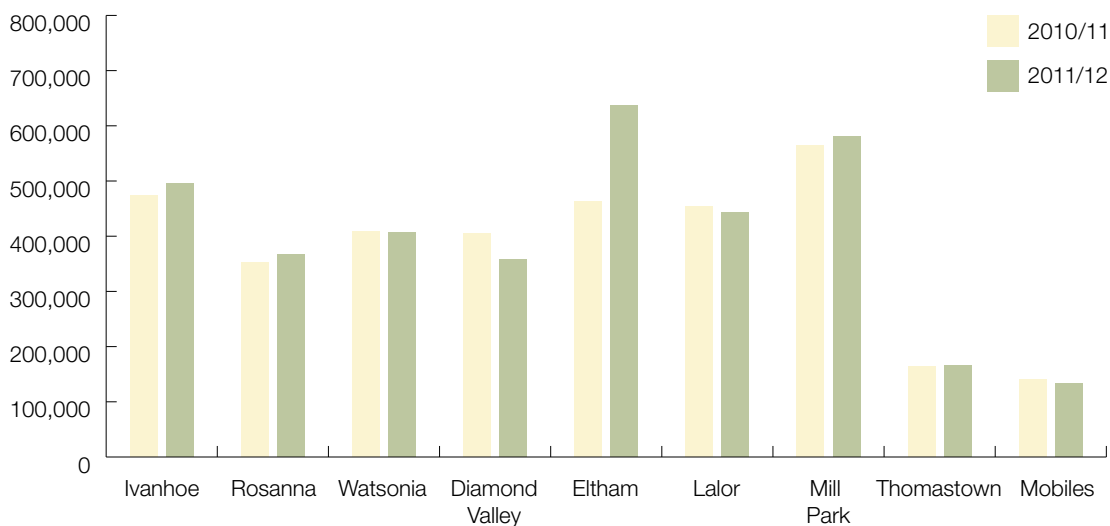
Visits

	IVANHOE	ROSANNA	WATSONIA	DIAMOND VALLEY	ELTHAM	LALOR	MILL PARK	THOMASTOWN	MOBILES	TOTAL
10/11	167,775	126,659	128,328	108,241	181,327	250,179	198,569	127,315	30,018	1,318,411
11/12	176,395	134,597	134,904	93,632	237,194	256,930	205,230	133,489	27,142	1,399,513
% Diff	5%	6%	5%	-13%	31%	3%	3%	5%	-10%	6%
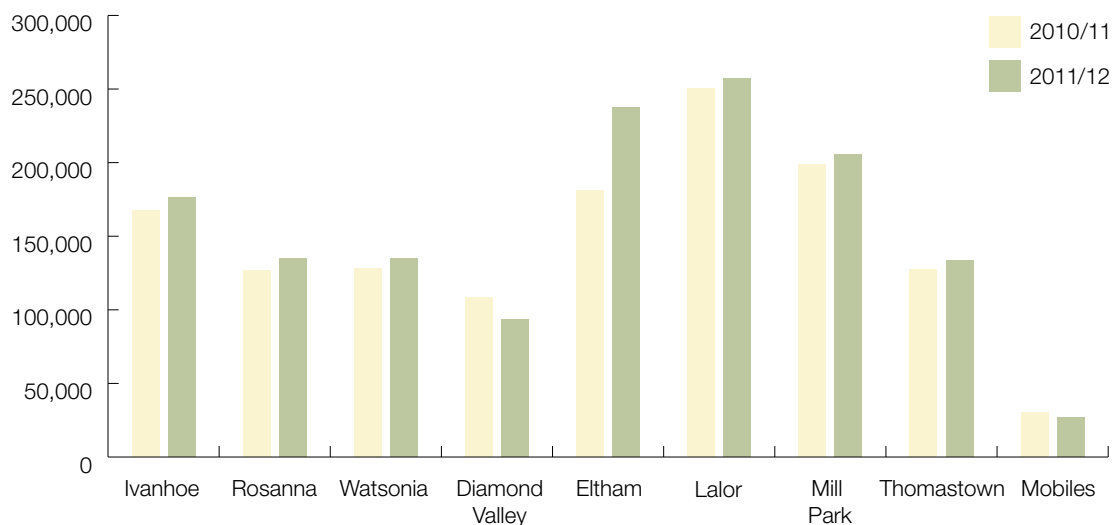
Membership

	IVANHOE	ROSANNA	WATSONIA	DIAMOND VALLEY	ELTHAM	LALOR	MILL PARK	THOMASTOWN	MOBILE LIBRARIES	TOTAL
10/11	14,915	11,121	11,473	14,319	19,927	19,620	23,153	7,997	3,423	125,948
11/12	16,706	12,306	12,854	14,937	22,264	22,609	26,573	9,145	3,687	141,081
% Diff	12%	11%	12%	4%	12%	15%	15%	14%	8%	12%
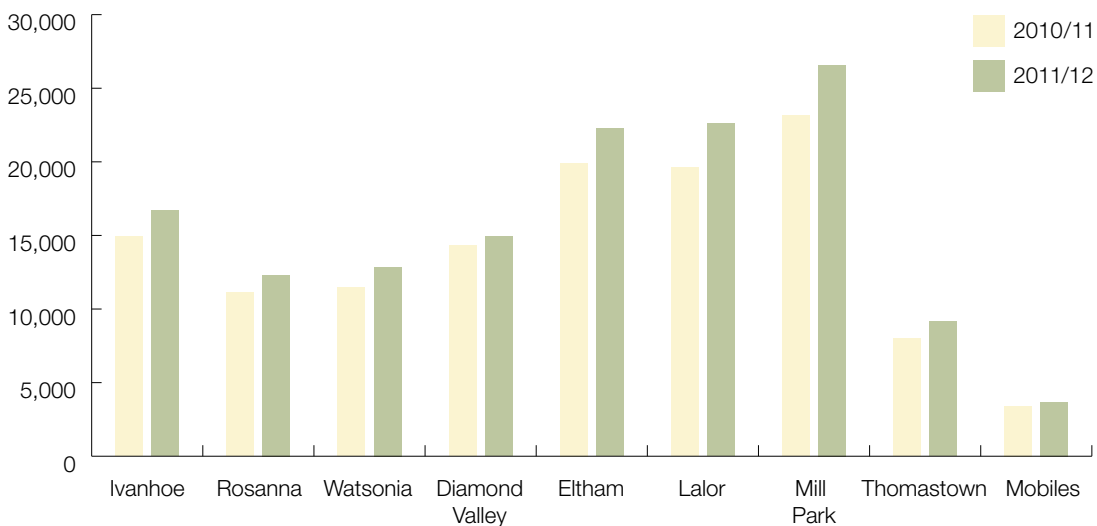
Attendance at activities

	IVANHOE	ROSANNA	WATSONIA	DIAMOND VALLEY	ELTHAM	LALOR	MILL PARK	THOMASTOWN	TOTAL
10/11	8,587	6,610	8,550	5,700	9,806	12,752	15,392	3,991	71,388
11/12	9,170	6,860	7,763	5,451	12,712	13,141	18,733	2,397	76,227
% Diff	7%	4%	-9%	-4%	30%	3%	22%	-40%	7%
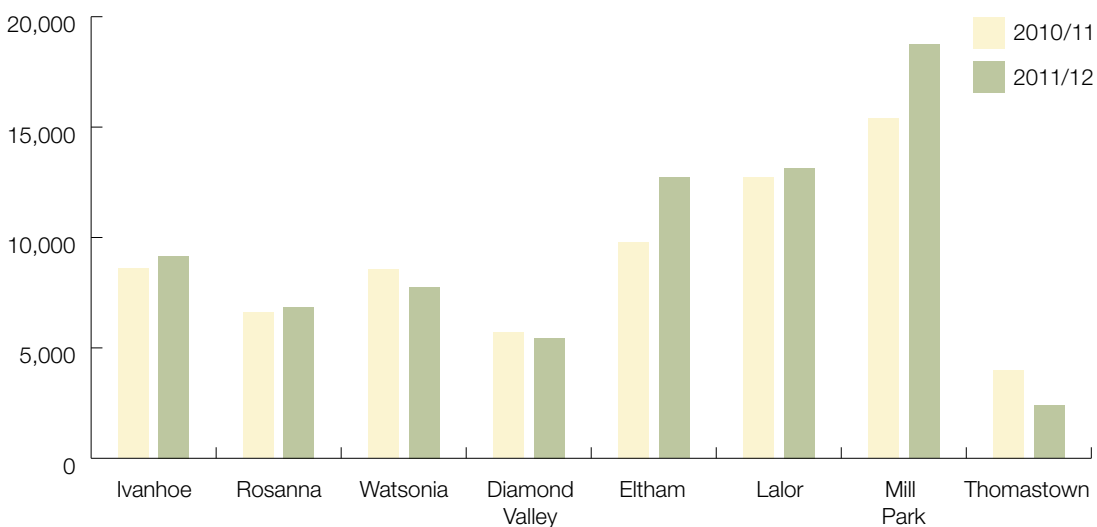
Website Data

Number of visits to our website

Visits/Access to website via source	
Computer	72,1907
Tablet	12,375
Mobile	48,952
TOTAL VISITS	783,234

Website Access 2011–2012

Tablet 2%
Mobile 6%
Computer 92%
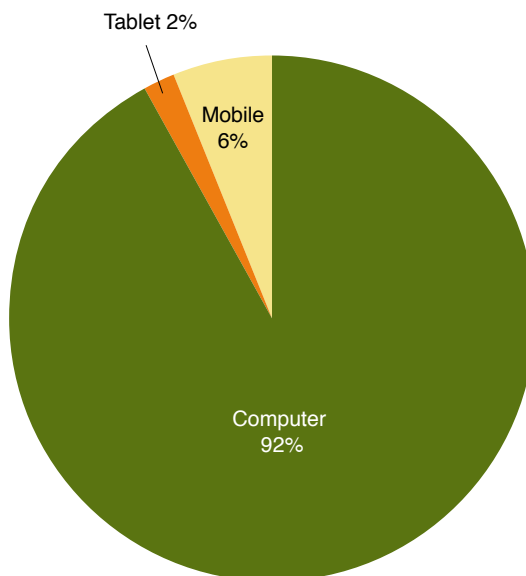
Collections

Number of items per Branch

	IVANHOE	ROSANNA	WATSONIA	DIAMOND VALLEY	ELTHAM	LALOR	MILL PARK	THOMASTOWN	MOBILES	TOTAL
10/11	53,509	43,451	45,753	46,886	56,331	68,334	73,132	37,414	13,751	438,561
11/12	51,316	41,975	50,552	47,379	54,829	71,978	75,187	39,408	14,962	447,585
% Diff	-4.1%	-3.4%	10.5%	1.1%	-2.7%	5.3%	2.8%	5.3%	8.8%	2.1%

• NB Totals include LSS items proportioned to branches
• Loan items included only Total items are higher as include reference and not for loan items
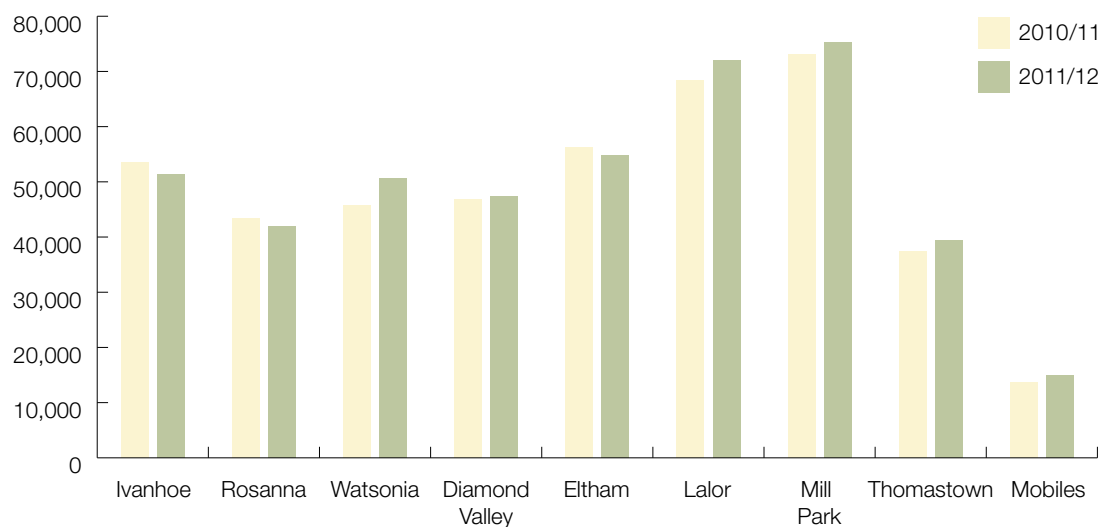
Additions to the Collection 2011/2012

Fiction and Paperbacks	**28,239**
Adult	17,632
Junior	8,863
Teen	1,744
Picture books	**11,619**
Easy Stories	**1,888**
Non-fiction	**11,223**
Large print	**1,997**
Audio books	**1,479**
CD, DVD and Multimedia	**12,045**
Comics/graphic novels	**2,802**
Magazines	**15,403**
English	10,279
LOTE	5,124
LOTE	**6,765**
AV	2,492
Print	4,273
Toys	**81**
Images	**351**
Local story/Reference	**93**
Overdrive and Bolinda downloadable media	**4,363**
Bookclub kits	**15**
Indexed newspaper articles	**244**
TOTAL ADDITIONS	**98,607**

Additions to the collection 2011/2012 by percentage

- Downloadables 4.42%
- Fiction and Paperbacks 28.64%
- LOTE 6.86%
- Magazines 15.62%
- Picture books 11.78%
- Non-fiction 11.38%
- CDs, DVDs and Multimedia 12.22%
- Comics/graphic novels 2.84%
- Audio books 1.50%
- Large print 2.03%
- Easy Stories 1.91%
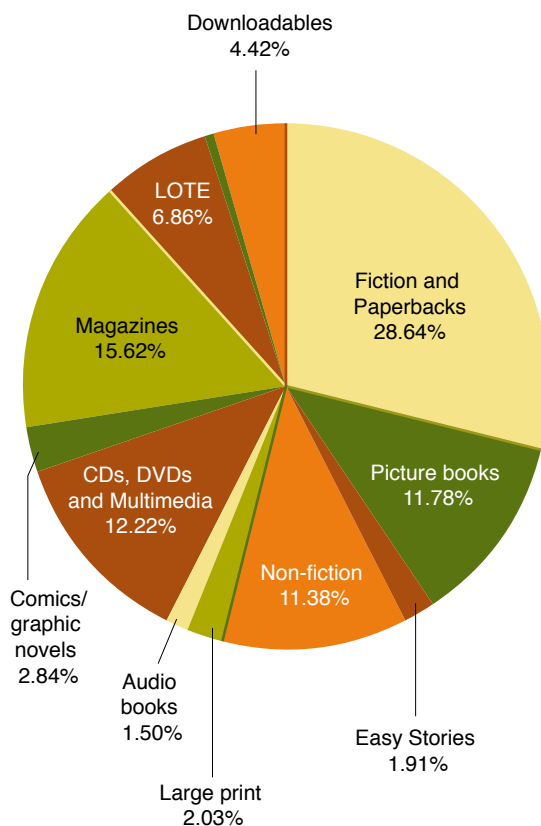
Turnover

Collection and Loans by Branch 2011/2012

	DIAMOND VALLEY	ELTHAM	IVANHOE	LALOR	MILL PARK	ROSANNA	THOMASTOWN	WATSONIA	MOBILES	TOTAL
Collection	46,217	53,521	50,063	71,036	73,543	41,038	38,779	49,365	14,696	438,258
Loans	358,326	636,664	496,202	442,693	581,460	367,571	165,172	406,689	132,337	3,587,114
Turnover	7.56	11.61	9.67	6.15	7.73	8.76	4.19	8.04	8.84	8.01
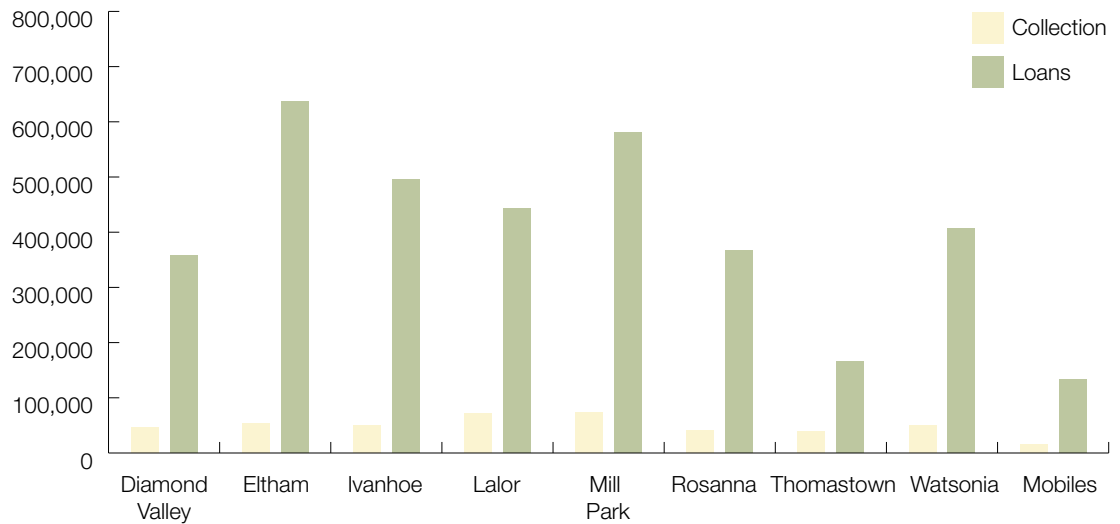
Circulation by Media

2011–2012	Items	Loans	Turnover
CD	15,960	139,596	8.75
DVD	32,922	530,746	16.12
MM	1,008	7,500	7.44
Magazines	19,523	181,640	9.30
Comics	9,979	90,373	9.06
Easy Stories	8,546	120,571	14.11
Games	700	8,982	12.83
Junior Fiction	34,114	314,692	9.22
Young Adult + Teen Fiction	6,453	36,201	5.61
Picture	48,981	512,787	10.47
Adult Fiction	60,126	478,655	7.96
Large Print Fiction	17,202	118,055	6.86
Audiobook	9,388	76,338	8.13
Non-fiction Adult	85,702	438,229	5.11
Non-fiction Junior	17,123	77,729	4.54
LOTE	67,893	358,835	5.29
Toys	477	3,489	7.31
Bookclub Kits	142	1,042	7.34
TOTAL	436,239	3,495,460	8.01

Online resources and downloadable media

Full Text Retrievals

	2011						2012						
	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
Database	10,968	14,662	11,229	13,292	10,584	7,787	8,604	9,139	7,971	9,957	10,225	8,954	123,372
Downloadable Media	2,441	3,373	3,711	4,180	3,684	3,717	4,105	3,885	4,191	4,651	4,651	4,748	47,337
eBooks	1,224	1,613	1,626	1,677	1,481	1,638	1,930	1,736	2,084	2,411	2,441	2,483	22,344
eAudiobooks	1,133	1,023	1,096	1,088	941	975	1,108	951	1,065	960	1,024	1,113	12,477
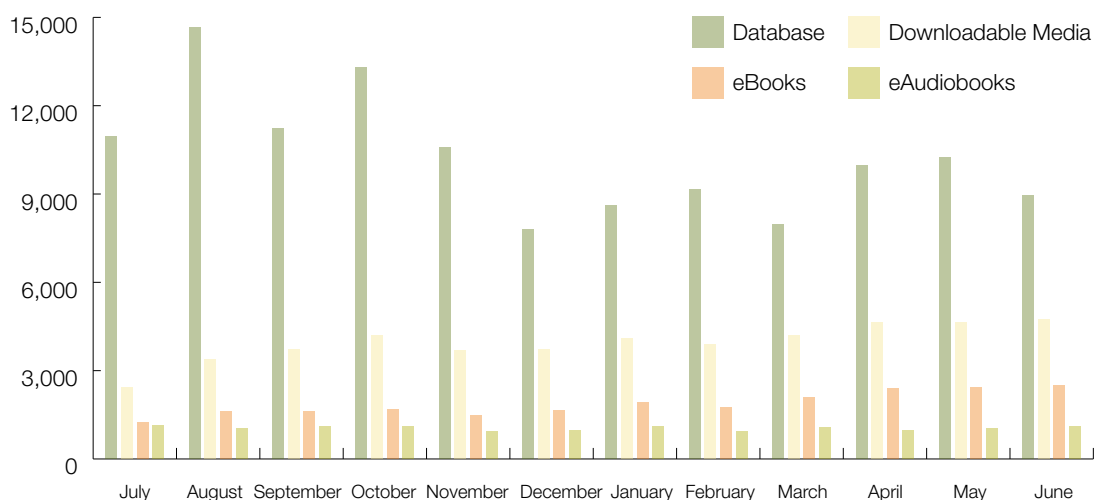
Downloadable media (ONLY)

	ONLINE RESOURCES	DOWNLOADABLE MEDIA	EBOOKS	TOTAL
10/11	130,748	20,866	9,677	161,291
11/12	123,372	47,337	22,344	193,053
% Diff	-5.64%	126.86%	130.90%	19.69%
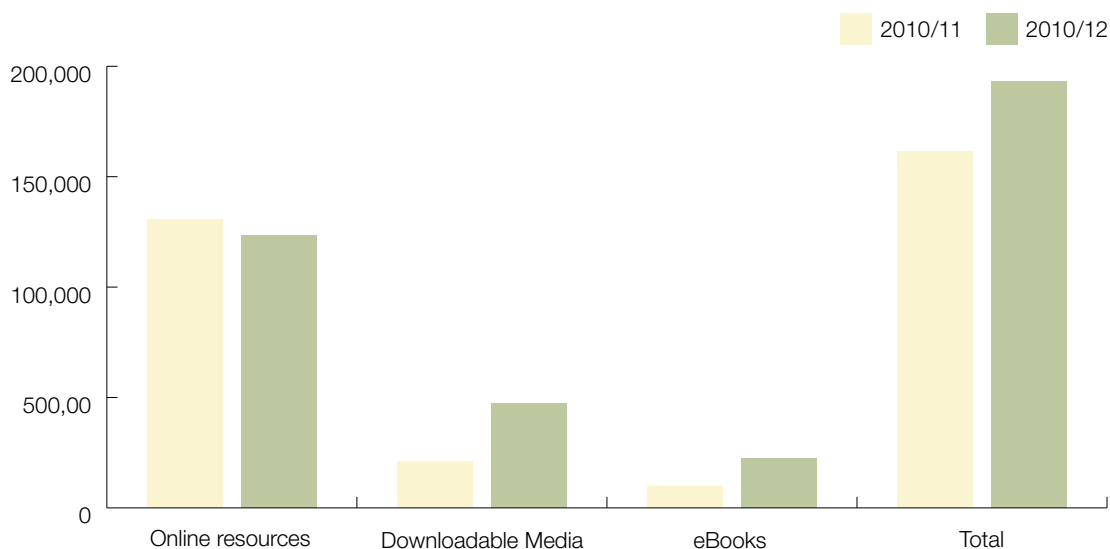
Finance

External Auditor: Victorian Auditor General's Office
Internal Auditor: Grant Thornton
Solicitors: Maddocks
Bankers: Commonwealth Bank of Australia
Website: www.yprl.vic.gov.au

The financial report is a general-purpose financial report that consists of an Income Statement, Balance Sheet, and a Statement of Changes in Equity, a Cash Flow Statement, auditors report and letter and notes accompanying these statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Standards Board, Local Government Act, 1989 and the Local Government (Finance and Reporting) Regulations 2004.

The library service is also required to prepare and include audited Standard Statements within its Annual Report. Four Statements are required – Standard Income Statement, Standard Balance Sheet, Standard Cash Flow Statement, and a Standard Statement of Capital Works, together with explanatory notes.

These statements are supporting notes from a special purpose financial report prepared to meet the requirements of the Local Government Act 1989 and Local Government (Finance and Reporting) Regulations 2004.

General Purpose Financial Report

For the Year Ended 30 June 2012

Comprehensive Income Statement
For the Year Ended 30 June 2012

	Note	2012 $	2011 $
Revenue			
Contributions to Regional Library Service	2	13,260,330	11,295,768
Library Fees		248,623	241,847
Interest		161,586	121,564
Other Revenue	3(a)	676,573	429,186
Total Revenue		14,347,112	12,088,365
Expenses			
Employee Costs	11	8,324,224	6,883,053
Headquarter Building Costs		126,853	113,479
Depreciation	4	2,079,683	1,818,391
Administration Costs		397,008	413,184
Branch Costs		653,989	647,671
Finance Costs	5	150,597	194,536
Computer Services		592,083	512,754
Collection Services		690,368	636,679
Other Expenses	3(b)	663,742	703,037
Total Expenses		13,678,547	11,922,785
Surplus/(Deficit) for the year		668,565	165,580
Comprehensive Result		668,565	165,580

Balance Sheet

As at 30 June 2012

	Note	2012 $	2011 $
Assets			
Current Assets			
Cash and cash equivalents	7 & 19	2,399,150	1,837,488
Trade and other receivables	6(a)	106,687	12,716
Other Assets	8	49,595	55,814
Total Current Assets		2,555,432	1,906,018
Non-Current Assets			
Receivable – Member Councils' Defined Benefits Superannuation 'call'	6(b)	1,582,851	0
Bookstock, plant and equipment	14 & 15	4,321,027	4,685,040
Total Non-Current Assets		5,903,878	4,685,040
Total Assets		8,459,310	6,591,058
Liabilities			
Current Liabilities			
Interest Bearing Loans and Borrowings	21	76,917	303,886
Trade and other payables	9	173,754	302,512
Provisions	10	1,444,755	1,427,991
Total Current Liabilities		1,695,426	2,034,389
Non-Current Liabilities			
Interest Bearing Loans and Borrowings	21	0	76,905
Provisions	10	1,692,828	77,271
Total Non-Current Liabilities		1,692,828	154,176
Total Liabilities		3,388,254	2,188,566
Net Assets		5,071,056	4,402,492
Members Contributions		3,770,080	3,770,080
Accumulated Surplus (Deficit)		1,300,976	632,412
Reserves	18	0	0
Total Equity		5,071,056	4,402,492

The above balance sheet should be read with the accompanying notes

Statement of Changes In Equity

For the Year Ended 30 June 2012

	Note	Total	Members Contribution	Accumulated Surplus/ (Deficit)	Asset Revaluation Reserve
2012		**2012 $**	**2012 $**	**2012 $**	**2012 $**
Balance at beginning of the financial year		4,402,491	3,770,080	632,411	0
Surplus/(Deficit) for the year		668,565	0	668,565	0
Balance at end of the financial year		5,071,056	3,770,080	1,300,976	0

	Total	Members Contribution	Accumulated Surplus/ (Deficit)	Asset Revaluation Reserve
2011	**2011 $**	**2011 $**	**2011 $**	**2011 $**
Balance at beginning of the financial year	4,236,912	3,770,080	412,816	54,016
Surplus/(Deficit) for the year	165,580	0	165,580	0
Asset Revaluation Reserve write back	18		54,016	(54,016)
Balance at end of financial year the financial year	4,402,492	3,770,080	632,412	0

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

Cash Flow Statement

For the Year Ended 30 June 2012

	Note	2012 Inflows/ (Outflows) $	2011 Inflows/ (Outflows) $
Cash flows from operating activities			
Contributions (incl GST)		10,843,469	10,466,347
Grants Received from Government (incl GST)		2,001,757	1,958,998
Payments to suppliers (incl GST)		(3,578,082)	(3,332,753)
Payments to Employees		(6,691,903)	(6,653,881)
Interest Received		167,805	125,874
Library Fees		154,652	239,239
Other Receipts (incl GST)		744,230	472,104
Net GST Payment		(910,125)	(869,518)
Net cash provided by operating activities	17	2,731,804	2,406,410
Cash flows from investing activities			
Payments for library books, plant and equipment		(1,715,669)	(1,661,963)
Net cash used in investing activities		(1,715,669)	(1,661,963)
Cash flows from financing activities			
Finance Costs		(150,597)	(194,536)
Loan repayments		(135,236)	(125,982)
Payments for leased plant and equipment		(168,638)	(170,018)
Net cash from financing activities		**(454,471)**	**(490,536)**
Net increase/(decrease) in cash and cash equivalents		561,665	253,912
Cash and cash equivalents at the beginning of the financial year		1,837,486	1,583,574
Cash and cash equivalents at the end of the financial year	16	2,399,150	1,837,486
Restrictions on cash assets	19		

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

Notes to the Financial Report

Introduction

The Yarra Plenty Regional Library Service was incorporated under Section 196 of the Victorian Local Government Act 1989 and is dependent on funding from Member Councils for its continued existence and ability to carry out its normal activities.

Note 1 Significant Accounting Policies

(a) Basis of Accounting

This financial report is a general purpose financial report that has been prepared to comply with the provisions of the Local Government Act 1989 and Local Government (Finance and Reporting) Regulations 2004 and applicable Australian Accounting Standards and other mandatory professional reporting requirements.

It has been prepared on the accrual basis under theconvention of historical cost accounting.

All accounting policies are consistent with those applied in the prior year. Australian Accounting Standards include Australian equivalents to International Financial Reporting Standards (IFRS). This Financial Report complies with the Australian equivalent to IFRS (AIFRS).

(b) Recognition of Assets

Library books provided by member municipalities at the commencement of operations are valued at written down current cost. All library books and other collection materials are recognised as assets.

All items of property, plant and equipment, or groups of such items with a value greater than $500 ($500 in 2010/2011) are recognised as assets.

All other assets acquired are intially recorded at cost. Cost includes all costs incidental to the acquisition and preparation of the asset ready for use.

Cost of processing new library items at the time of acquisition aretreated as expenses.

(c) Borrowing Costs

Borrowing costs are recognised as an expense in the period in which they are incurred.

(d) Depreciation of Non-Current Assets

Non-current assets having limited useful lives are systematically depreciated over their useful lives to the corporation in a manner which reflects consumption of the service potential embodied in those assets.

Straight-line depreciation is provided based on the residual useful life as determined each year for library bookstock.

Straight-line depreciation is provided based on the residual useful life as determined each year.

Major depreciation periods are:

Plant and equipment	3 to 15 years
Library books	2 to 7 years
Leased Assets	1 to 4 years

Library books are depreciated for the full financial year in the year of purchase.

Withdrawn bookstock is written off on a first in, first out basis.

(e) Employee Entitlements

Liabilities for wages and salaries are recognised and measured as the amount unpaid at balance date and include appropriate oncosts such as workers compensation and payroll costs.

Annual and Long Service Leave entitlements are accrued on a pro rata basis in respect of services provided by employees up to the reporting date. Such accruals are assessed as at each reporting date, having regard to legal and contractual entitlements.

No provision is made in respect of employee entitlements for sick leave because it is non vesting and the anticipated pattern of future sick leave to be taken indicates that accumulated non vesting sick leave will never be paid.

AASB 119 Employee Benefits requires liabilities for short-term employee benefits to be measured at nominal amounts and liabilities for long term employee benefits to be measured at present value. AASB 119 defines

short-term employee benefits as benefits that fall due wholly within twelve months after the related period of service. Therefore liabilities for short-term employee benefits are measured at present value where they are not expected to be settled within 12 months of reporting date.

Employee benefits are classified as current where the library service does not have an unconditonal right to defer settlement of the liability for at least 12 months after the reporting date.

Annual and Long Service Leave provisions are calculated using discount rates as published in the Department of Treasury and Finance "Long Service Leave Update" – July 2012 ranging from 2.395% to 3.25%

The superannuation expense for the reporting period is the amount of the statutory contribution the regional library makes to the superannuation scheme which provides benefits to its employees. Details of those arrangements are set out in Note 12.

(f) Investments

Investments are valued at cost. Interest revenues are recognised as they accrue.

(g) Revenue Recognition

Grants

Grants are recognised as revenues when the regional library obtains control over the assets comprising the contributions. Control over granted assets is normally obtained upon their receipt or upon prior notification that a grant has been secured, and the timing of commencement of control depends upon the arrangements that exist between the grantor and the Regional Library.

Library Fees And Other Income

Library fees, charges and other income are recognised as revenue when the service has been provided, the payment is received or the penalty has been applied, whichever first occurs.

(h) Allocation between Current and Non-Current

In the determination of whether an asset or liability is current or non-current, consideration is given to the time when each asset or liability is expected to be settled. The asset or liability is classified as current if it is expected to be settled within the next 12 months, being the Library's operational cycle, or if the Library does not have an unconditional right to defer settlement of a liability for at least 12 months after the reporting date.

(i) Leases

Finance Leases

Leases of assets where substantially all the risks and benefits incidental to ownership of the asset, but not the legal ownership, are transferred to the Library Service are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value. Lease payments are allocated between the reduction of the lease liability and the interest expense. Leased assets are amortised on a straight line basis over their estimated useful lives to the Library Service where it is likely that the Library will obtain ownership of the asset or over the term of the lease, whichever is shorter. Leased assets are currently being amortised over a 1 to 4 year period.

Operating Leases

Lease payments for operating leases are recognised as an expense in the years in which they are incurred as this reflects the pattern of benefits derived by the Library Service.

Note 2 Contributions to Regional Library Service (Refer to Note 20)

The following contributions were received during the year.

	Municipalities' Contributions	State Government Grant	2012 Total	2011 Total
			$	$
Shire of Nillumbik	2,601,314	375,465	2,976,779	2,413,887
City of Banyule	4,555,469	723,243	5,278,713	4,509,515
City of Whittlesea	4,283,766	721,071	5,004,837	4,372,366
	11,440,550	1,819,779	13,260,330	11,295,768

Additional 2011/2012 Member Councils' Contribution brought to account relating to the Unfunded Superannuation Liability 'call' – refer Notes 6(b); 11; 12 and 24

Note 3(a) Revenues and Expenses

The following items are included in these categories

	2012 $	2011 $
Other Revenue		
Photocopying Fees	70,848	73,098
Fundraising	18,148	16,521
Murrundindi Computer Rental	58,351	56,652
Telephone	0	284
Grant Funding***	424,769	182,520
Miscellaneous	104,457	100,110
	676,573	429,186

Note 3(b) Other Expenses

	2012 $	2011 $
Document Copy	97,555	92,677
Fundraising Expenses	0	0
Transport Costs	80,458	105,450
Community Engagement	204,148	223,696
Organisation Development	141,508	123,554
Grant Expenditure***	114,403	139,149
Audit Fees Payable	25,671	18,511
	663,742	703,037

Note 3(c) Grant Reconciliation

Grants recognised as revenue during the year that were obtained on condition that they be expended in a specific manner that 2011 had not occurred at balance date were:

	2012 $	2011 $
Premier's Reading Grant	2,833	0
Local Priorities Grant	35,326	0
Pierre Gorman Award	18,753	0
NBN – Digital Hubs Program	195,501	0
Various	16,182	13,741
See Note 19 Restricted Assets	268,595	13,741
Grant Funding Reconciliation***		
Grants brought forward from 2010/2011	13,741	99,527
Grants received in 2011/2012	424,769	182,520
Grants Expended on Operating Activivities in 2011/2012	(114,402)	(139,149)
Grants Expended on Capital Projects in 2011/2012	(55,513)	(129,157)
Balance to be carried forward to 2012/2013	268,595	13,741

refer Note 19

Note 4 Depreciation Expense

Depreciation expense for the year was charged in respect of:

	2012 $	2011 $
Plant and equipment and motor vehicles	161,886	159,925
Library books and audio visuals	1,776,531	1,492,280
Leased IT equipment	141,266	166,185
Total	2,079,682	1,818,390

Note 5 Finance Costs

	2012 $	2011 $
Interest – Borrowings	8,777	18,032
Interest – Leases (Operating and Finance)	141,820	176,505
	150,597	194,537

Note 6(a) Trade and Other Receivables

	2012 $	2011 $
Current		
Interest accrued on investments	4,036	4,003
Sundry Debtors	12,804	8,713
Net GST Receivable	89,847	0
	106,687	12,716
(b) Non Current		
Superannuation 'call' owed by Member	1,582,851	0
Councils' – refer Notes 2; 11; 12 & 24		

Note 7 Cash and Cash Equivalent Assets

	2012 $	2011 $
Interest bearing deposits – Current	2,066,823	1,918,946
Cash on Hand and at Bank ***	332,327	(81,458)
*** The 2011 Cash on hand is shown as ledger overdraft in Balance Sheet due to timing of payments made on 30 June 2011. Physical bank account overdraft as the 30 June 2011 payments were paid from the Bank on 1 July 2011 and funds were transferred from the Library's Investment funds to cover these payments.	2,399,150	1,837,488

Note 8 Other Assets

	2012 $	2011 $
Prepayments	49,595	60,124

Note 9 Trade and Other Payables

	2012 $	2011 $
Current		
Payables	9,411	164,968
Accruals	164,343	137,544
Total	173,754	302,512

Note 10 Provisions

	2012 $	2011 $
Current		
Annual Leave	441,502	450,183
Long Service Leave	1,003,253	977,808
	1,444,755	1,427,991
Non-current		
Annual Leave	86,935	66,064
Long Service Leave	23,042	11,207
Unfunded Superannuation	1,582,851	0
Total	1,692,828	77,271
Amounts expected to be settled no more than 12 months after end of reporting date	528,437	516,247
Number of employees at the end of the year	141	155

Note 11 Employee Costs

The following items are included as employee costs:

	2012 $	2011 $
Salaries	5,994,061	5,739,422
Superannuation	519,327	496,203
Superannuation 'call' - Vision Super	1,582,851	358,728
Workcover Levy	56,379	57,216
Annual Leave/Long Service Leave Provision	171,606	231,484
	8,324,224	6,883,053

Note 12 Superannuation

Post Employment Benefit

The Library makes employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). Obligations for contributions are recognised as an expense in profit or loss when they are due. The Fund has two categories of membership, each of which is funded differently.

Accumulation Fund

The Fund's accumulation category, Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are based on a fixed percentage of employee earnings (9% required under Superannuation Guarantee Legislation). No further liability accrues to the Library as the superannuation benefits accruing to employees are represented by their share of the net assets of the fund.

Defined Benefits Fund

The Fund's Defined Benefit Plan is a multi-employer sponsored plan. As the Fund's assets and liabilities are pooled and are not allocated by employer, the Actuary is unable to allocate benefit liabilities, assets and costs between employers. As provided under Paragraph 32(b) of AASB 119, the Library does not use defined benefit accounting for these contributions.

The Library makes employer contributions to defined benefit category of the fund at rates determined by the Trustee on the advice of the Fund's Actuary. On the basis of the results of the most recent full actuarial investigation conducted by the Fund'sActuary as at 31 December 2011, the Library makes the following contributions:-

– 9.25% of members' salaries
  (same as previous year);

– the difference between resignation and retrenchment benefits paid to its retrenched employees, plus contributions tax
  (same as previous year);

The Local Authorities Superannuation Fund latest 31 December 2011 actuarial investigation identified an unfunded liability of $406M, excluding the contributions tax, in the defined benefit fund of which the Library Corporation is a Member. The projected value of the actuarial shortfall at 1 July 2013 is $453M, excluding the contributions tax. The Library was made aware of the expected shortfall through the year and was formally informed of its share of the shortfall on 31 July 2012 which amounted to $1.583M, including contributions tax. Vision Super has provided payment options. Previous unfunded superannuation 'calls' have been paid by the Member Councils' according to their funding apportionment. The Library expects this 'call' to be paid in the same manner. The amount of $1.583M is due and payable on 1 July 2013.

However at this stage the member Councils have not formally resolved on their respective repayment options. The Library has therefore accounted for this shortfall in the Comprehensive Income Statement as Income in 'Contribution to Regional Library Service (refer Note 2) and in Employee Benefits (refer Note 11) and in the Balance Sheet as a Non Current Receivable (Asset) and a Non Current Employee Provision (Liability).

Contributions

The Library has made the following contributions to Superannuation Funds during the 2011/2102 financial year.

	2012 $'000	2011 $'000
Defined Benefit Plan	109	113
Accumulation Fund	426	399

Contingent Liability

Due to fluctuations in the value of assets underlying the Defined Benefits Superannuation Fund and movements in the liabilities of the Fund the Library may be required to make additional contributions to the Fund. At this point in time the amount, and the likelihood of payment is not certain. Further details of this matter is disclosed in note 24 Contingencies.

Note 13 Related Party Transactions

(a) Names of persons holding the position of Responsible Person at the Yarra Plenty Regional Library Corporation during the reporting period are:

Councillors:

Sam Alessi (City of Whittlesea)

Mary Lalios (City of Whittlesea)

Jenny Mulholland (Banyule City Council)

Lewis Brock (Nillumbik Shire Council)

Helen Coleman (Nillumbik Shire Council

Jessica Paul (Commenced February 2012) (Banyule City Council)

Peter McKenna (Ceased February 2012) (Mayor – Banyule City Council)

Chief Executive Officer
Christine Mackenzie

(b) Remuneration of Responsible Persons in bands of $10,000

	2012	2011
Income Range:	No	No
NIL	6	6
$180,000 – $189,000		1
$190,000 – $199,999	1	0
Total	7	7

	$	$
Total remuneration for the reporting period for responsible persons mentioned above	195,606	188,020

(c) Senior Officers Remuneration

The number of senior officers, other than the Responsible Persons, whose total remuneration exceeded $127,000 during the reporting period, are shown below in their relevant income bands:

There are no senior officers whose total remuneration exceeds $127,000.

(d) Retirement benefits paid by the library in connection with the retirement of Responsible Persons amounted to Nil.

(e) No loans have been made, guaranteed or secured by the library to a Responsible Person of the library during the reporting period.

(f) Other Transactions

Other related party transactions requiring disclosure have been considered and there are no matters to report.

Note 14 Bookstock, Plant and Equipment

	2012 $	2011 $
Plant and equipment – at cost	2,215,590	2,171,982
Less: Accumulated Depreciation	1,156,585	994,698
	1,059,005	1,177,284
Bookstock – at cost	6,130,715	6,782,741
Less Accumulated Depreciation	2,895,932	3,443,490
	3,234,783	3,339,251
Leased IT Equipment	1,251,900	1,251,900
Less Accumulated Depreciation	1,224,661	1,083,395
	27,239	168,505
Total bookstock, plant and equipment	**4,321,027**	**4,685,040**

Note 15 Bookstock, Plant and Equipment

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

2012	Bookstock $	Plant and Equipment $	Leased Equipment $	Total $
Balance at the beginning of the year	3,339,252	1,177,284	168,505	4,685,040
Additions	1,672,062	43,607	0	1,715,669
Disposals/Withdrawals	(2,324,088)	0	0	(2,324,088)
Depreciation Expense	(1,776,531)	(161,886)	(141,266)	(2,079,683)
Accumulated Depreciation written back	2,324,088	0	0	2,324,088
Carrying amount at the end of the year	3,234,782	1,059,005	27,239	4,321,026

2011	Bookstock $	Plant and Equipment $	Leased Equipment $	Total $
Balance at the beginning of the year	3,273,903	1,232,875	334,690	4,841,468
Additions	1,557,629	104,334	0	1,661,963
Disposals/Withdrawals	(2,253,864)	0	0	(2,253,864)
Depreciation Expense	(1,492,280)	(159,925)	(166,185)	(1,818,391)
Accumulated Depreciation written back	2,253,864	0	0	2,253,864
Carrying amount at the end of the year	**3,339,252**	**1,177,284**	**168,505**	**4,685,040**

Note 16 Reconciliation of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and at banks. Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

	2012 $	2011 $
Cash at Bank (Overdraft)	331,007	(82,778)
Cash on hand	1,320	1,320
Interest Bearing Deposits	2,066,823	1,918,946
	2,399,150	1,837,488

Users of the financial report should refer to Note 19 for details of restrictions Note 23 for details of existing library commitments and Note 7 for details of cash and cash equivalents.

Note 17 Reconciliation of Cash Flows from Operating Activities to Profit or Loss

	2012 $	2011 $
Net Result For the Reporting Period – Surplus (Deficit)	668,565	165,580
Cash flows in operating surplus attributable to non-operating activities:		
Depreciation	2,079,683	1,818,391
Finance Costs	150,597	194,536
Changes in assets and liabilities:		
(Increase)/Decrease in receivables	(1,676,822)	(2,607)
(Increase)/Decrease in prepayments	6,220	4,311
Increase/(Decrease) in payables	(128,759)	62,044
Increase/(Decrease) in provision for employee entitlements	1,632,321	164,158
Net cash provided by operating activities	2,731,804	2,406,413

Note 18 Reserves

Asset Revaluation Reserve

	2012	2011
Balance at beginning of the year	0	54,016
Transfer to accumulated surplus	0	(54,016)
Balance at end of the year	0	0

Note 19 Restricted Assets

The following internal restrictions have been placed on the Board's Cash

	2012	2011
Long Service Leave – Investments	866,823	869,609
Government Grants received and unspent at balance date	268,595	13,741
	1,135,418	883,350

Note 20 Contributions by participating Councils

The percentage contributions by participating Councils making up the Yarra Plenty Regional Library Service is as follows:

	2012 %	2011 %
Shire of Nillumbik	20.76	20.55
City of Banyule	43.64	44.06
City of Whittlesea	35.59	35.39
	100.00	100.00

Note 21 Interest Bearing Loans and Borrowings

	2012 $	2011 $
Term Loan – Current		
Borrowings – secured	35,368	135,236
Term Loan – Non-current		
Borrowings – secured	0	35,368
Total	35,368	170,604

The maturity profile for Library's borrowings is:		
– Not later than one year	35,368	135,236
– Greater than one year but not later than five years	0	35,368
	35,368	170,604

Finance Leases

The Library Service had the following obligations under finance leases for the equipment (the sum of which is recognised as a liability after deduction of future lease finance charges included in the obligation):

	2012 $	2011 $
– Not later than one year	41,549	168,650
– Greater than one year but not later than five years	0	41,537
Minimum lease payments	41,549	210,187
Recognised in the balance sheet as:	41,549	210,187
Aggregate carrying amount of interest bearing loans and borrowings		
Current	76,917	303,886
Non-current	0	76,905
	76,917	380,791

Note 22 Operating Lease Commitments

	2012 $	2011 $
Motor Vehicles		
Payable:		
– Not later than one year	20,712	42,339
– Greater than one year but not later than five years	19,172	55,201
	39,884	97,540
Headquarters Rental		
Payable:		
– Not later than one year	118,450	115,000
– Greater than one year but not later than five years	510,417	495,552
	628,867	610,552

Term of the Lease: Commencing on 1 February 2011 and ending on 31 January 2016

	2012 $	2011 $
Photocopier Lease		
Payable:		
– Not later than one year	33,216	65,450
– Greater than one year but not later than five years Note: The current lease is on a month by month basis	66,432	
	99,648	65,450
Computer Lease		
Payable:		
– Not later than one year	68,075	108,606
– Greater than one year but not later than five years	83,964	23,017
	152,039	131,623

Note 23 Commitments for Expenditure

Capital and other expenditure commitments contracted for as at the reporting date and which have not been recognised as liabilities in the balance sheet are as follows:

	2012 $	2011 $
Bookstock	199,055	203,078
RFID, Courier and Cleaning Contract Expenditure	283,741	475,297
	482,796	678,375
The periods expected to elapse from the reporting date to the expected date of payment are as follows:		
– Not later than one year	482,796	645,518
– Greater than one year but not later than five years	0	32,857
	482,796	678,375

Note 24 Contingent Liabilities

The Yarra Plenty Regional Library Service has no known contingent liabilities as at 30 June 2012.

The Library has obligations under a Defined Benefit Superannuation scheme that may result in the need to make additional contributions to the scheme to ensure that the liabilities of the fund are covered by the assets of the fund. As a result of the increased volatility in financial markets the likelihood of making such a contribution in future periods has increased. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

Note 25 Financing Facilities

The Yarra Plenty Regional Library Service does not have any credit standby arrangements or unused loan facilities.

The Yarra Plenty Regional Library Service does have credit card facilities with an unused credit limit of $35,000 at 30 June 2012

Note 26 Relevant Financial Ratios

	2012 $ 000's		2011 $ 000's		2010 $ 000's	
(a) Working Capital						
To assess the corporation's ability to meet current commitments						
	1.51	1,906	0.94	1,654	0.92	
Current Assets/Current Liabilities	1,695		2,034		1,790	
(b) Adjusted Working Capital						
To assess the corporation's ability to meet current commitments						
	2,555	3.69	1,906	1.80	1,654	1.73
Current Assets/Current Liabilities	692		1,057		955	

Current liabilities have been reduced to reflect the long service leave that is shown as a current liability because Library does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date, but is not likely to fall due within 12 months after the end of the period.

(c) Debt Servicing Ratio						
To identify the capacity of library to service it's outstanding debt						
	151	0.01	195	0.02	64	0.01
Debt Servicing Costs/Total Revenue	14,347		12,088		9,949	
(d) Debt Commitment Ratio						
To identify library's debt redemption strategy						
Debt servicing and redemption costs/	454	0.05	491	0.05	305	0.04
Council Contributions	9,858		9,515		7,508	

2011/2102 Council Contributions excludes the $1,582,851 additional 2011/2012 Member Councils' contribution relating to the unfunded superannuation amount to be refunded to the Library as this is a specific 'one off' income amount (refer Notes 2; 6(b); 11 & 12).

(e) Debt Exposure Ratio						
To identify library's exposure to debt						
Total Indebtedness/	77	0.03	381	0.20	677	0.41
Total Realisable Assets	2,555		1,906		1,654	
(f) Investment Gap						
To assess Library's capital expenditure against depreciation						
Capital Spend/Depreciation	1,716	0.82	1,662	0.91	1,642	1.05
	2,080		1,818		1,564	
(g) Underlying Result						
Measures the Library's surplus/(deficit) as						
Net surplus (deficit)/Total revenue*	669	0.05	166	0.01	(881)	-0.09
	12,764		12,088		9,949	

2011/2102 revenue excludes the $1,582,851 additional 2011/2012 Member Councils' contribution relating to the unfunded superannuation amount to be refunded to the Library as this is a 'one off' (refer Notes 2; 6(b); 11 & 12).

Note 27 Financial Instruments

(a) Accounting Policy, Terms and Conditions

Recognised Financial Instruments	Note	Accounting Policy	Terms and Conditions
Financial Assets			
Bank Deposits On Call	8	Valued at face value. Interest recognised as it accrues	Current account interest fluctuates between 3.65% and 4.65%. The rate at balance date was 3.65%
30/60/90 day Bank Bills	8	Valued at face value. Interest recognised as it accrues.	Bills can be redeemed at call. Interest rates fluctuated between 4.65% and 5.8%. The average rate at balance date was 5.37%
Receivables	7	Receivables are carried at nominal amounts.	General debtors are unsecured and interest free.
Financial Liabilities			
General Payables	10	Liabilities are recognised for amounts to be paid in the future for goods and services provided to the Library Service as at balance date whether or not invoices have been received.	General payables are unsecured and are normally settled within 30 days of receipt of invoice.
Interest bearing loans and borrowings	21	Loans are accounted for at their principle amounts, which represent the present value of cash flows associated with servicing the debt. Interest is accrued over the period it becomes due and is recognised as part of payables.	The loan is secured by the library's assets. The interest rate is fixed at 7.21%.
		Finance leases are accounted for at their principle amount with the lease payments discounted to their present value using the interest rate implicit in the leases.	As at balance date the Library had leases with an average lease term of 1 year.

(b) Net Fair Values

Due to the short term nature of all financial assets and liabilities net fair value approximates the carrying value for all items except interest bearing loans and borrowings, however, the difference is not material.

(c) Credit Risk Exposure

The Library's maximum exposure to credit risk at balance date in relation to each class of financial asset is the carrying amount of those assets as indicated in the balance sheet.

The Library has minimal credit risk arising from concentrations of trade debtors.

(d) Liquidity Risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements:

– we will not have sufficient funds to settle a transaction on the date;

– we will be forced to sell financial assets at a value which is less than they are worth;

– we may be unable to settle or recover financial assets at all.

To help reduce these risks we:

– have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;

– monitor budget to actual performance on a regular basis;

The library's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

Note 27 Financial Instruments (continued)

(e) Interest Rate Risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The library manages interest rate risk by fixing the rate of interest bearing loans and borrowings for the period of the loan or lease.

The Library's exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities at balance date are as follows :

2012

	Note	Floating Interest Rate	Fixed Interest Maturing In:		Non-interest Bearing	Carrying Amount
			< 1 year	>1 year < 5 years		
		$	$	$	$	$
Financial Assets						
Cash Assets (net)	7	2,397,830			1,320	2,399,150
Receivables	6(a) & (b)				1,599,691	1,599,691
Total financial assets		2,397,830			1,601,011	3,998,841
Weighted Average						5.37%
Interest Rate						
Financial Liabilities						
Bank Overdraft	7					
Payables	9				173,754	173,754
Interest Bearing Liability	21		76,917	0		76,917
Total Financial Liabilities			76,917	0	173,754	250,671
Weighted Average Interest Rate						6.98%

2011

	Note	Floating Interest Rate	Fixed Interest Maturing In:		Non-interest Bearing	Carrying Amount
			< 1 year	>1 year < 5 years		
		$	$	$	$	$
Financial Assets						
Cash Assets	7		1,836,168		1,320	1,837,488
Receivables	6(a) & (b)				12,716	12,716
Total financial assets			**1,836,168**		**14,036**	**1,850,204**
Weighted Average						5.43%
Interest Rate						
Financial Liabilities						
Bank Overdraft	7					
Payables	9				302,512	302,512
Interest Bearing Liability	21		303,886	76,905		380,791
Total Financial Liabilities		0	303,886	76,905	302,512	683,303
Weighted Average Interest Rate						12.26%

(f) Sensitivity Disclosure Analysis

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

– A parallel shift of -1% and +1% in market interest rates (AUD) from the year end rate of 5.43%

The table below discloses the impact on net operating result for each category of financial instrument held by the library service at year end, if the above movements were to occur.

2012 Market Risk Exposure

		Interest Rate Risk			
		-1%		+1%	
		(100 basis points)		(100 basis points)	
	Carrying Amount	Profit	Equity	Profit	Equity
Financial Assets:					
Cash and Cash Equivalents (i)	2,399,150	(23,992)	(23,992)	23,992	23,992
Financial Liabilities:					
Payables (ii)	173,754	–	–	–	–
Interest Bearing Liabilities (iii)	76,917	–	–	–	–
Total Increase/(decrease)		(23,992)	(23,992)	23,992	23,992

2011 Market Risk Exposure

		Interest Rate Risk			
		-1%		+1%	
		(100 basis points)		(100 basis points)	
	Carrying Amount	Profit	Equity	Profit	Equity
Financial Assets:	1,837,488	(18,375)	(18,375)	18,375	18,375
Financial Liabilities:					
Payables (ii)	302,512	–	–	–	–
Interest Bearing Liabilities (iii)	380,791	–	–	–	–
Total Increase/(decrease)		(18,375)	(18,375)	18,375	18,375

(i)   Sensitivity of cash and cash equivalents to a +/- 1% movement in interest rates.

(ii) General payables are unsecured and normally settled within 30 days. They are not impacted by foreign currency fluctuations.

(iii) All Interest bearing liabilities have fixed interest rates and are not sensitive to market fluctuations.

Note 28 Auditor's Remuneration

	2012 $	2011 $
Audit fee to conduct external audit	8,380	8,102
Internal Audit Fees	15,950	8,700
	24,330	16,802

Note 29 Events Occurring After Balance Date

There have been no events occurring subsequent to balance date.

Certification of Financial Statements

In my opinion the accompanying financial statements have been prepared in accordance with the Local Government Act 1989,and the Local Government (Finance and Reporting) Regulations 2004, Australian Accounting Standards and other mandatory professional reporting requirements.
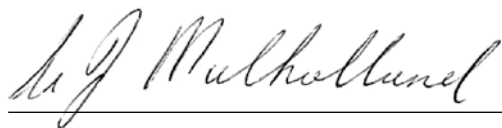
Linda MacRae
Principal Accounting Officer

Dated: 5 September 2012

In our opinion the accompanying financial statements present fairly the financial transactions of the Yarra Plenty Regional Library Corporation for the year ended 30 June 2012 and the financial position of the Library as of that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.
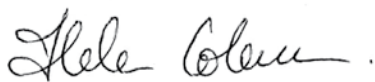
We have been authorised by the Library Board on 30 August 2012 to certify the financial statements in their final form.
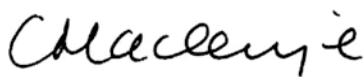
Councillor: Jenny Mulholland

Dated: 5 September 2012

Councillor: Helen Coleman

Dated: 5 September 2012

Christine Mackenzie
Chief Executive Officer

Dated: 5 September 2012

Standard Statements

For the Year Ended 30 June 2012

Comparison Report
Standard Income Statement

For the year ending 30 June 2012

	Budget 2011/12 $	Actuals 2011/12 $	Variance $	Variance %	Note
Revenue					
Contributions to Regional Library Service – Member Councils'	9,857,701	11,440,550	1,582,849	16%	1
State Government Funding	1,824,584	1,819,779	(4,805)	(0%)	
Grants- Local Priorities and Other	93,700	95,777	2,077	2%	
Grants - Premiers Reading Fund	53,000	53,666			
Library Fees	325,000	319,471	(5,529)	(2%)	
Interest	120,000	161,586	41,586	35%	2
Other	182,852	456,282	273,430	150%	3
Total Revenue	12,456,837	14,347,112	1,890,275		
Expenses					
Employee Costs	7,112,921	8,324,224	(1,211,303)	(17%)	4
Administration Costs	706,100	727,544	(21,444)	(3%)	
Branch Costs	778,064	653,989	124,075	16%	5
IT /Resources	700,628	798,452	(97,824)	(14%)	6
Organisation	129,200	141,508	(12,308)	(10%)	7
Community	149,350	262,780	(113,430)	(76%)	8
Collection Non Capital	646,450	690,368	(43,918)	(7%)	
Depreciation	1,600,000	2,079,683	(479,683)	(30%)	9
Total Expenses	11,822,713	13,678,547	(1,855,834)	(16%)	
Net result for the reporting year	634,124	668,565	34,441		

Comparison Report
Standard Balance Sheet
As At 30 June 2011

	Budget 2011/12 $	Actuals 2011/12 $	Variances $	%	Note
Assets					
Current Assets					
Cash Assets	2,044,984	2,399,150	354,166	17%	**10**
Trade and Other Receivables	65,616	106,687	41,071	63%	**11**
Prepayments	35,180	49,595	14,415	41%	**12**
Total Current Assets	2,145,780	2,555,432	409,652		
Non-Current Assets					
Receivable – Member Councils' Defined Benefits Superannuation 'call'	0	1,582,851	1,582,851	100%	**13**
Bookstock, plant and equipment	4,998,439	4,321,027	(677,412)	(14%)	**14**
Total Non-Current Assets	4,998,439	5,903,878	(677,412)		
Total Assets	7,144,219	8,459,310	(267,760)		
Liabilities					
CurrentLiabilities					
Interest bearing loans and borrowings	49,356	76,917	27,561	56%	**15**
Trade and Other Payables	305,024	173,754	(131,270)	(43%)	**16**
Provisions – Employment	1,316,722	1,444,755	128,033	10%	**17**
Total Current Liabilities	1,671,102	1,695,426	24,324		
Non-Current Liabilities					
Interest bearing loans and borrowings	73,294	0	(73,294)	(100%)	**15**
Provisions – Employment	91,437	1,692,828	1,601,391	1,751%	**17**
Provisions – Reserves	264,000	0	(264,000)	(100%)	**18**
Total Non-Current Liabilities	428,731	1,692,828	1,264,097	295%	**17**
Total Liabilities	2,099,833	3,388,254	1,288,421		
Net Assets	5,044,386	5,071,056	(1,556,181)		
Represented By:					
Members Contributions	3,770,079	3,770,080	0	0%	
Accumulated Surplus/(Deficit)	1,220,291	1,300,976	80,685	7%	**19**
Reserves	54,016	0	(54,016)	(100%)	**20**
Equity	5,044,386	5,071,056	26,669		

Comparison Report
Standard Cash Flow Statement
As At 30 June 2011

	Budget 2011/12 $	Actuals 2011/12 $	Variances $	%	Note
Cash flows from operating activities					
Contributions (incl GST)	9,857,701	9,857,699	(2)	(0%)	
Grants Received from Government (incl GST)	1,971,284	1,819,779	(151,505)	(8%)	**21**
GST received on Contributions and Grants	1,182,899	1,167,748	(15,151)	(1%)	
Payments to suppliers	(2,928,797)	(3,252,802)	(324,005)	11%	**22**
GST on Payments	(292,880)	(325,280)	(32,400)	11%	**22**
Payments to Employees	(7,112,921)	(6,691,903)	421,018	(6%)	**4**
Interest Received	120,000	167,805	47,805	40%	**2**
Library Fees (incl GST)	327,000	154,652	(172,348)	(53%)	**23**
Other Receipts (incl GST)	201,137	744,230	543,093	270%	**24 & 3**
Net GST Payment	(890,019)	(910,125)	(20,106)	2%	
Net cash provided by operating activities	2,435,404	2,731,803	296,399		
Cash flows from investing activities					
Payments for library books, plant and equipment	(1,750,093)	(1,715,669)	34,424	(2%)	
Net cash used in investing activities	(1,750,093)	(1,715,669)	34,424		
Cash flows from financing activities					
Finance Costs	(248,287)	(150,597)	97,690	(39%)	**25**
Repayment of interest bearing loans and borrowings	(135,236)	(135,236)	0	0%	
Payments for leased plant and equipment	(169,788)	(168,638)	1,150	(1%)	
Net cash from financing activities	(553,311)	(454,471)	98,840		
Net increase/(decrease) in cash held	132,000	561,664	429,664	326%	**10**
Cash at the beginning of the financial year	1,912,984	1,837,486	(75,498)	(4%)	
Cash at the end of the financial year	2,044,984	2,399,150	354,166	17%	**10**

Comparison Report
Standard Capital Works & Asset Reconciliation Statement
For the year ending 30 June 2011

	Budget 2011/12	Actuals 2011/12	Variances		Note
	$	$	$	%	
Bookstock	1,656,393	1,672,062	15,669	1%	
IT Equipment	93,700	43,607	(50,093)	(53%)	**26**
Plant & Equipment	0	0	0		
Leased IT Equipment	0	0	0		
Total Capital Works	1,750,093	1,715,669	(34,424)	(2%)	
Represented By:					
Renewal	1,710,093	1,715,669	5,576	0%	
Upgrade					
Expansion					
New Assets	40,000				
Total Capital Works	1,750,093	1,715,669	(34,424)		

Property, Plant and Equipment movement Reconciliation Worksheet

	2011/12	2011/12		
	$	$	$	%
Total Capital Works	1,750,093	1,715,669	(34,424)	(2%)
Asset Revaluation Movement				
Depreciation Expense	(1,600,000)	(2,079,683)	(479,683)	30%
Net Movement in property, plant & equipment	150,093	(364,014)	(514,107)	

Notes to Standard Statements

Note

1 Basis of preparation of Standard Statements

The library service is required to prepare and include audited Standard Statements within its Annual Report. Four Statements are required – Standard Income Statement, Standard Balance Sheet, Standard Cash Flow Statement, and a Standard Statement of Capital Works, together with explanatory notes.

These statements and supporting notes form a special purpose financial report prepared to meet the requirements of the Local Government Act 1989 and Local Government (Finance and Reporting) Regulations 2004.

The Standard Statements have been prepared on accounting bases consistent with those used for the General Purpose Financial Statements and the Budget. The results reported in these statements are consistent with those reported in the General Purpose Financial Statements.

The Standard Statements are not a substitute for the General Purpose Financial Statements, which are included in the Library's Annual Report. They have not been prepared in accordance with all Australian Accounting Standards or other authoritative professional pronouncements.

The Standard Statements compare the Library's financial plan, expressed through its budget, with actual performance. The Local Government Act 1989 requires explanation of any material variances. Material is defined for the purposes of these statements as any amount greater than $50,000 or 10%.

The budget figures included in the Statements are those adopted by the Library on 16 June, 2011. The budget was based on assumptions that were relevant at the time of adoption of the budget. The Library set guidelines and parameters for revenue and expense targets in this budget in order to meet the Library's business plan and financial performance targets for both the short and long term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

Detailed information on the actual financial results are contained in the General Purpose Financial Statements, which are included in the Library's Annual Report. The detailed budget can be obtained by contacting the Library. The Standard Statements must be read with reference to these documents.

Note

1 Contributions to Regional Library Service – Member Municipalities

Increase due to bringing to account as income amount owing by Member Councils' for the unfunded Defined Benefits Superannuation 'call'– $1,582, 851 (refer Note 4; 13 & 17).

2 Interest

Interest income higher due to interest rates being marginally higher than budgeted and slower than anticipated expenditure.

3 Other (Income)

This category includes the pre paid Government Grant relating to the NBN ($195K) plus other unexpected speficif one off grants.

4 Employee Expenses

Increase due to bringing to account as an expense the amount of $1,582,851 for the unfunded Defined Benefits Superannuation 'call' (refer Note 2; 13 & 17) Partially offset by savings in many departments; superannuation and workcover.

5 Branch Costs

Lower than budgeted costs for Branch cleaning. Some furniture and fittings costs were capitalised (budgetet as operating cost).

6 IT / Resources

Additional consultancy costs – off set by savings in salaries. Some costs budgeted as Capital but treated as operating at year end.

7 Organisation

Increase in required Training and Organisation Developemnt costs.

8 Community

Specific one off grant funds included in this category – off set by income Additional costs for the re-branding of the mobile library; childrens services and regional programs.

9 Depreciation

Depreciation on Bookstock; Plant and Equipment higher than budgeted due to the budgeted amount being incorrect.

10 Cash Assets

Higher cash due to unexpended Grants and lower salary costs.

11 Receivables and Prepayments

Higher GST recievables

12 Prepayments

Higher than budget due to timing of payments relating to the 2012/13 financial year.

13 Receivable (Non current)

Bringing to account as a non current asset the amount of $1,582,851 owed by Member Councils' for the unfunded Defined Benefits Superannuation 'call' (refer Note 2; 4 & 17).

14 Bookstock; Plant and Equipment

Higher than budgeted depreciation for book stock and plant and equipment.

15 Interest Bearing Loans and Borrowings

Budget amounts for current and noncurrent loan liability not accurate.

16 Trade and Other Payables

Lower payables than budgeted – due to timing.

17 Provisions – Current and Non Current – Employment

Net Increase in current and non current employee provisions due to numbers of long serving staff with increasing entitlements. Bringing to account as a non current liability the amount of $1,582,851 owed for the unfunded Defined Benefits Superannuation 'call' (refer Note 2; 4 & 13).

18 Provisions – Reserves

Reserves Provision shown as part of the accumulated surplus.

19 Accumulated Surplus (Deficit)

Higher than budgeted operating surplus.

20 Reserves

Asset Revaluation Reserve written off in the 2010/11 financial year not budgeted for.

21 Grants Received From Government (incl GST)

Incorrect budget classification.

22 Payments to Suppliers and GST on Payments

Increase relates to timing of payables and prepayments.

23 Library Fees

Higher receivables resulting in lower cash received.

24 Other Receipts (incl GST)

One off specific Government Grants included in this category – not budgeted for.

25 Finance Costs

Decrease in overall lease costs.

26 IT Equipment (Capital)

Some I T costs budgeted as Capital but treated as operating at year end.

Certification of Standard Statements

In my opinion the accompanying standard statements have been prepared on accounting bases consistent with the financial statements and in accordance with the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

Linda MacRae
Principal Accounting Officer

Dated: 5 September 2012

In our opinion the accompanying standard statements have been prepared on accounting bases consistent with the financial statements and in accordance with the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the standard statements to be misleading or inaccurate.

We have been authorised by the Library Board on 30 August 2012 to certify the standard statements in their final form.

Councillor: Jenny Mulholland

Dated: 5 September 2012

Councillor: Helen Coleman

Dated: 5 September 2012

Christine Mackenzie
Chief Executive Officer

Dated: 5 September 2012

VAGO

Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Board Members, Yarra Plenty Regional Library Corporation

The Financial Report and Standard Statements

The accompanying financial report for the year ended 30 June 2012 of the Yarra Plenty Regional Library Corporation which comprises the comprehensive income statement, balance sheet, statement of changes in equity, cash flow statement, a summary of significant accounting policies and other explanatory notes to and forming part of the financial report, and the certification of the financial statements have been audited.

The accompanying standard statements for the year ended 30 June 2012 of the Corporation which comprises the standard income statement, standard balance sheet, standard cash flow statement, standard capital works and asset reconciliation statement the related notes and the certification of the standard statements have been audited.

Board Members' Responsibility for the Financial Report and Standard Statements

The Board Members of the Yarra Plenty Regional Library Corporation are responsible for the preparation and fair presentation of:

- the financial report in accordance with Australian Accounting Standards, including the Australian Accounting Interpretations, and the financial reporting requirements of the *Local Government Act 1989*

- the standard statements in accordance with the basis of preparation as described in Note 1 to the statements and the requirements of the *Local Government Act 1989*.

This responsibility includes:

- establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report and standard statements that are free from material misstatement, whether due to fraud or error.

- Selecting and applying appropriate accounting policies

- Making accounting estimates that are reasonable in the circumstances.

Audit Responsibility

As required by the *Audit Act 1994* and the *Local Government Act 1989*, my responsibility is to express an opinion on the financial report and standard statements based on the audit, which has been conducted in accordance with Australian Auditing Standards. These Standards require compliance with relevant ethical requirements relating to audit engagement and that the audit be planned and performed to obtain reasonable assurance as to whether the financial report and standard statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report and standard statements. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report and standard statements, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report and standard statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating

Auditing is in Public Interest

Independent Auditor's Report (continued)

- the appropriateness of the accounting policies used in the financial report,
- the reasonableness of accounting estimates made by the Board members,
- as well as evaluating the overall presentation of the financial report and standard statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The Auditor-General's independence is established by the *Constitution Act* 1975. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General and his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Audit Opinion

In my opinion:

(a)   The financial report presents fairly, in all material respects, the financial position of the Yarra Plenty Regional Library Corporation as at 30 June 2012 and of its financial performance and cash flows for the year then ended in accordance with applicable Australian Accounting Standards, including the Australian Accounting Interpretations, and the financial reporting requirements of the *Local Government 1989*.

(b)   the standard statements are presented fairly, in all material respects, in accordance with the basis of preparation as described in Note 1 to the statements and comply with the requirements of the *Local Government Act 1989*.

Basis of Accounting for Standard Statements

Without modifying my opinion, I draw attention to Note 1 to the standard statements, which describes the basis of accounting. The standard statements are prepared to meet the requirements of the *Local Government Act 1989*. As a result, the standard statements may not be suitable for another purpose.

Matters Relating to the Electronic Presentation of the Audited Financial Report and Standard Statements

This auditor's report relates to the financial report and standard statements published both in the annual report and on the website of the Yarra Plenty Regional Library Corporation for the year ended 30 June 2012. The Board Members of the Corporation are responsible for the integrity of the web site. I have not been engaged to report on the integrity of the web site. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited financial report and standard statements to confirm the information included in the audited financial report and standard statements presented on the Corporation's web site.

MELBOURNE
7 September 2012

D D R Pearson
Auditor-General

2
Auditing is in Public Interest

Lime Street

WHITTLESEA

NILLUMBIK

20km from Melbourne CBD

Mernda

Arthurs Creek

St Andrews

Doreen

Hurstbridge

Yarrambat

Panton Hill

Lalor

Christmas Hills

Mill Park

Diamond Creek

Thomastown

Diamond Valley

Watsonia

Eltham

10km from Melbourne CBD

Yallambie

West Heidelberg

North Warrandyte

BANYULE

Rosanna

Ivanhoe

VICTORIA

Melbourne
CBD

YARRA PLENTY
REGIONAL LIBRARY

General enquiries 9408 7888
www.yprl.vic.gov.au

Banyule

Ivanhoe
255 Upper Heidelberg Road
Ivanhoe 3079
Telephone 9497 5780

Rosanna
72 Turnham Avenue
Rosanna 3084
Telephone 9459 6171

Watsonia
Ibbottson Street
Watsonia 3087
Telephone 9435 2397

Whittlesea

Lalor
2A May Road
Lalor 3075
Telephone 9465 2353

Mill Park
394 Plenty Road
Mill Park 3082
Telephone 9437 8189

Thomastown
52 Main Street
Thomastown 3074
Telephone 9464 1864

Nillumbik

Diamond Valley
Civic Drive
Greensborough 3088
Telephone 9434 3809

Eltham
Panther Place
Eltham 3095
Telephone 9439 9266

Regional Service

Home Library Service
Outreach Library Service
Mobile Library

Like to know more?