

reading



YARRA PLENTY REGIONAL LIBRARY

Annual Report 2013–2014

meeting



learning





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YARRA PLENTY REGIONAL LIBRARY

Annual Report 2013–2014

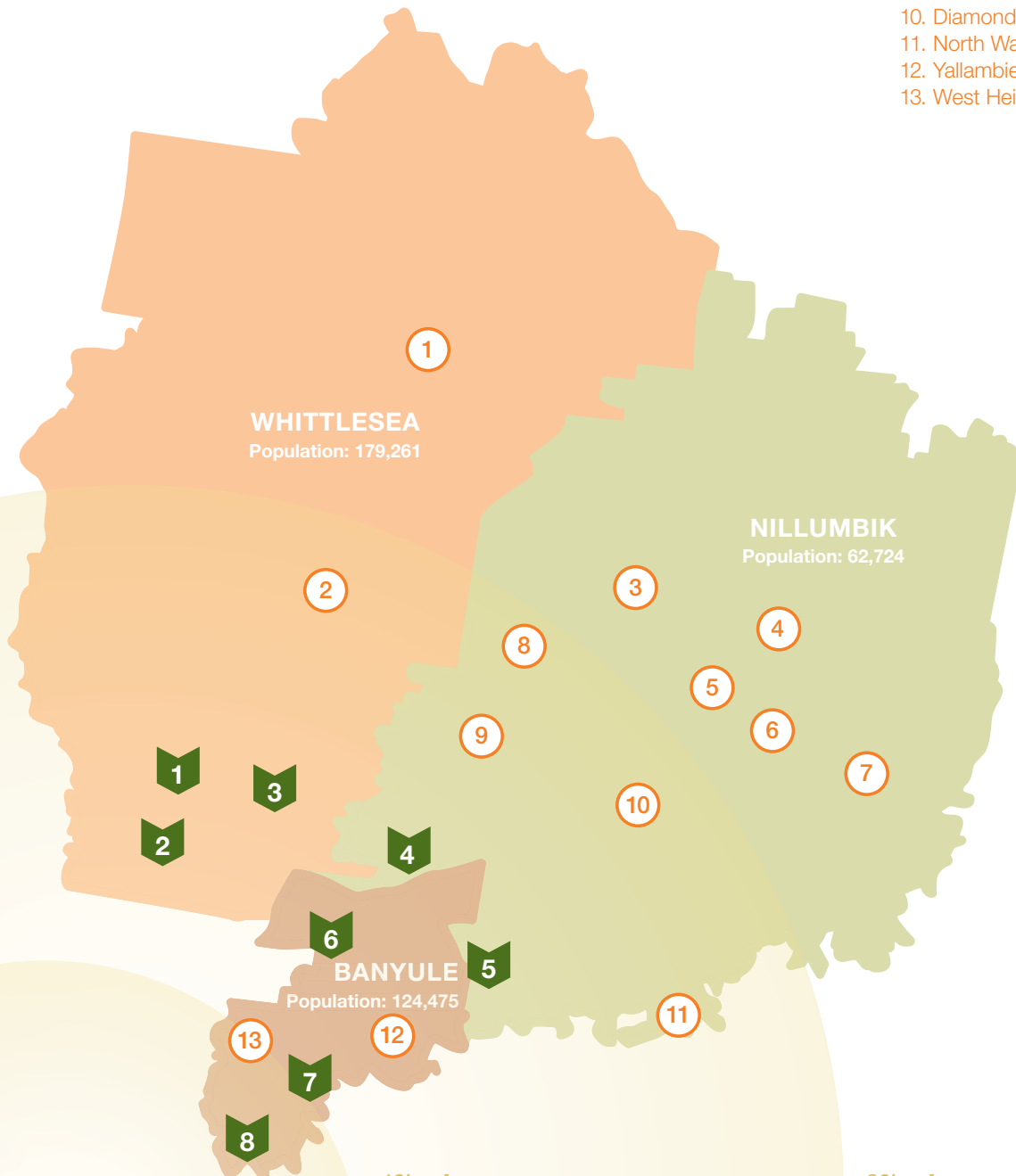


Libraries

1. Lalor
2. Thomastown
3. Mill Park
4. Diamond Valley
5. Eltham
6. Watsonia
7. Rosanna
8. Ivanhoe

Mobile Library Stops

1. Whittlesea
2. Mernda
3. Arthurs Creek
4. St Andrews
5. Hurstbridge
6. Panton Hill
7. Christmas Hills
8. Doreen
9. Yarrambat
10. Diamond Creek
11. North Warrandyte
12. Yallambie
13. West Heidelberg



10km from
Melbourne CBD

20km from
Melbourne CBD



Chairperson's Message

On behalf of the Yarra Plenty Regional Library Board, I am delighted to present the library's 2013–2014 Annual Report.

Yarra Plenty Regional Library's sustainability is evident by the growth and focus on future planning this year. The implementation of the 2013–17 Strategic Plan developed by the Board at a workshop in March 2013 has commenced and puts the library in a strong position as we move into the digital age. The key tools to provide excellent library services are highlighted in this plan – collections; programs; technology; spaces; staff; and finance and governance. We have also for the first time included key performance indicators to show how we are improving over the period to 2017.

There was robust and comprehensive research to draw on to develop the Strategic Plan, in particular, the Victorian public libraries 2030 report, the Ministerial Advisory Council's Victorian library review and other research undertaken by the State Library and Public Libraries Victoria Network.

I have visited a number of libraries in Victoria, interstate and overseas during the year and have seen how libraries are responding to their communities and how important good design is in providing excellent library service. I am therefore pleased to report that a number of building projects have been developed over the past year and will be delivered in 2014–15. These are the new library at Whittlesea located in the Community Activity Centre; refurbishment of Diamond Valley and Watsonia libraries; and new air-conditioning, public toilets, shelving and foyer at Lalor. Three of these projects have received funding through the State Government's Living Libraries Infrastructure program.

Banyule Council has approved the Master Plan for the Ivanhoe Civic Centre which includes a new state of the art library. The Ivanhoe Library Project Steering Group which I chair will oversee the project. The current building was opened in October 1965 and we are excited about what the new library can be and provide to the community.

I would like to thank all members of the Library Board for their contribution and involvement in developing our library service; member Council Directors and staff; and the library staff for their support and contribution. We are very fortunate to have such an engaged and collaborative Board. A special thank you is due to Cr Helen Coleman, who was Chairperson of the Board until February 2014.

A handwritten signature in black ink, reading 'J. Mulholland', written in a cursive style.

Cr. Jenny Mulholland
Chair



CEO Report

The future is firmly on the agenda at Yarra Plenty Regional Library and libraries in general. The launch of the Victorian Libraries 2030 Report in June 2013 has provided library services in Victoria and wider afield a coherent and exciting future for public libraries.

The Victorian Government Ministerial Advisory Council for Public Libraries, of which I am a member, published the Stage 2 report of their review in November 2013. The recommendations of the review are far reaching and will greatly improve the community's access to library materials. There are 6 initiatives which will enhance service delivery, the main ones being a single library card for all Victorians, a shared collection and a single library management system. Consultation continues regarding the proposal.

The State Library of Victoria and Public Libraries Victoria Network have collaborated again on research projects which inform the future direction of libraries. Our Future Our Skills was undertaken to fulfil one of the strategic objectives of the 2030 report which is to develop a flexible and inclusive culture that attracts and retains people with the right skills and attitudes to deliver public library products and services into the future. The report found that skills we need in the future are a strong community focus; an understanding of both the local community and the wider world in which we operate; strong digital competencies; an understanding of learning and creativity; and the ability to establish new partnerships and alliances. YPRL offers a strong staff development program to foster these skills and in addition two staff undertook a job exchange to Stockholm City Library to learn from the best.

The excitement of the future was on display at the Maker Space launch at Mill Park Library in November. Building on the success of the Digital Hub, the Maker Space opens up the possibilities of creativity, technology and learning in libraries.

Informal learning is now a big focus for libraries. We have an important role to play in communities, particularly helping people keep up with technology. A project called Learn@YPRL has drawn together all the learning programs run at our branches to increase participation and awareness through publishing a 6 month calendar of learning events.

YPRL was honored to be the grantee of the Bill & Melinda Gates Foundation for a project to develop emerging leaders in Australia, New Zealand and the South Pacific. The grant is for \$560,000 over 5 years to run the program.

We were saddened by the loss of Whittlesea Councillor Nicola Davis to cancer in April. Nicola was a great supporter of reading and learning and enthusiastically joined in many activities at our local libraries with her daughters.

Success comes down to the hard work, commitment, belief and partnership between the Board, library staff and the community. I would like to take this opportunity to thank the Board for their support during the year, particularly Cr Helen Coleman, Chair until February and Cr Jenny Mulholland, the current Chair.

A handwritten signature in dark ink, reading 'Colacleye'.

Christine Mackenzie

Chief Executive Officer

Vision

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.



Local seniors and volunteers feature in the Outreach Vehicle's new look.

Mission

We aim to:

- Be accessible to all
- Be inclusive
- Empower communities
- Promote the wellbeing 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

Goals

The library service is in a strong position to focus on key outcomes as we move into the digital age. We have defined the core activities of the library as reading, learning and meeting. These activities are supported by a collection of physical and digital items that has been developed through usage based statistics; staff who work in a branch structure aligned to these activities and technology that is taking advantage of broadband and the NBN.

Collection

We provide free access to popular, timely and desirable content that is easy to find in order to make available information, knowledge and culture.

Programs: reading, learning, meeting

We offer programs, activities and learning opportunities that make a difference to people's lives in order to improve their wellbeing.

Technology

We provide infrastructure that is robust and fit for purpose in order to provide access to digital services and gain efficiencies, better customer experience and better processes.

Space

We provide attractive functional physical and virtual library spaces that meet standards including size and location in order to provide people with spaces that are welcoming, accessible, encourage learning and enable connection.

Staff

We invest in the recruitment, training and development of our people to; ensure we have skilled staff in the right jobs to optimise community engagement; contribute to positive user experience; and add value to our collections and spaces.

Finance and Governance

The Board, Staff and Member Councils will work collaboratively; and advocate for financial and environmental sustainability in order to provide equitable and excellent public library services across the region.



About Yarra Plenty Regional Library

Our Organisation

Yarra Plenty Regional Library Service provides library services to the municipalities of Banyule, Nillumbik and Whittlesea. The service operates as an independent legal entity and is audited by the Auditor General.

Governance

The Library is governed by a Board comprising two Councillors from each of the three municipalities. Responsibility and authorities of the Board include policy determination, strategic planning and service evaluation. Board meetings are held bimonthly with location of meeting rotating among each of the member Councils.



(Left to right) Cr Sam Alessi (City of Whittlesea), Cr Ken King (Shire of Nillumbik), Christine Mackenzie (CEO), Cr Helen Coleman (Shire of Nillumbik) and Cr Mary Lalios (City of Whittlesea).



inclusive

Images

(top to bottom, from left to right):

1. Cr Helen Coleman
2. Stephen showcases digital literacy
3. Janelle at Mill Park Library
4. Cr Jenny Mulholland (BCC)
5. Cr Steven Briffa (BCC)
6. Learning stop-motion animation with Cath





Shire of
Nillumbik



City of
Whittlesea



Banyule
City
Council



Images (top to bottom, from left to right):

1. Cr Helen Coleman
2. Cr Ken King
3. Cr Sam Alessi
4. Cr Mary Lalios
5. Cr Jenny Mulholland
6. Cr Steven Briffa

Board Members for 2013–2014

Banyule City Council

Cr Jenny Mulholland (Chair from February 2014)

Cr Steven Briffa

Ms Allison Beckwith
(ex officio) Director Community Programs

Nillumbik Shire Council

Cr Helen Coleman (Chair to February 2014)

Cr Ken King

Ms Clem Gillings
(ex officio) General Manager Community and Leisure

City of Whittlesea

Cr Sam Alessi (Deputy Chair)

Cr Mary Lalios

Mr Russell Hopkins
(ex officio) Director Community Services

Chief Executive Officer

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

Board Initiatives

The Board has approved the Disability Action Plan 2013–17; the Procurement Policy 2014–17; Meeting Procedures Local Law; Risk Management Policy, Framework and Register; the Annual Budget and Business Plan; and also the upgrading of all after hours chutes and the Reading Rover project. The Chair of the Board, Cr Mulholland attended the Auslib Public Library Places and Spaces Conference in Sydney on 14–15 November along with Clem Gillings, Allison Beckwith, Manager Community Engagement Jane Grace and YPRL CEO Christine Mackenzie.



Cr Jenny Mulholland launching the Reading Rover.



Cr Mary Lalios, Cr Helen Coleman and Cr Sam Alessi at a YPRL event.

Our Community

Banyule City Council

Banyule is 7-14 kilometres from the CBD, situated to the north east of Melbourne, leading beyond the inner city suburbs and ranging towards the more rural fringe areas to the north of the metropolitan area. The municipal area of Banyule covers approximately 63 square kilometres. The 21 suburbs of the city of Banyule have a population of 124,475. Primarily an urban residential area, there are also industrial areas in Heidelberg West, Greensborough, Briar Hill and Bundoora. Important institutions in the area include the extensive Heidelberg Medical Precinct as well as the Simpson Army Barracks further north in Watsonia, and significant aged care and education facilities. Library membership for Banyule is 24,219 (19% of the population).

Shire of Nillumbik

The Shire of Nillumbik is located 25 kilometres north-east of Melbourne, and has the Yarra River as its southern boundary; to Kinglake National Park in the north; from the Plenty River and Yan Yean Road in the west; to Christmas Hills and the Yarra escarpment in the east. The Shire covers an area of 432 square kilometres and has an estimated population of 62,724, who live in communities which range from urban settings to remote and tranquil bush properties. Library membership for Nillumbik is 20,471 (33% of the population).

City of Whittlesea

The City of Whittlesea is located in Melbourne's north, about 20 kilometres from Melbourne. It covers an area of 489 square kilometres and has a population of 179,261. Whittlesea is one of the fastest growing municipalities in Victoria. The City includes the major rural centre of Whittlesea, the rural localities of Beveridge, Donnybrook, Eden Park, Humevale, Kinglake West, Wollert, Woodstock and Yan Yean as well as the established and growing areas of Bundoora, Doreen, Epping, Lalor, Mernda, Mill Park, South Morang and Thomastown. The City of Whittlesea is a diverse community with migrants from over 140 countries. The City of Whittlesea also has the fourth highest Indigenous population in metropolitan Melbourne. Library membership in Whittlesea is 31,771 (18% of the population).

Our Libraries

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. It is coordinated from Library Support Services located at the Civic Centre in South Morang and also provides selected services to Murrindindi Library Service.

There are eight branch libraries located at Greensborough, Eltham, Ivanhoe, Lalor, Mill Park, Rosanna, Thomastown and Watsonia, three mobile libraries (Mobile Library, Outreach Vehicle and Reading Rover) and a home library service.

The library service covers an area of 983 square kilometres and includes metropolitan, urban fringe and rural areas. It services a population of 366,460 of whom 141,444 are members.

There are 158 staff and a budget of 2013–2014 of \$13.527 million.

The website and e-library at www.yprl.vic.gov.au is available for members to download e-books, e-audiobooks and other electronic items such as magazines and newspapers from any location as well as place holds for items to be collected from the branch or mobile library of their choosing, and browse and book for events.



Covers 983 sq kms
Population 366,460
Membership 141,444



Images (top to bottom, from left to right):

1. Rosanna Library
2. Watsonia Library
3. Ivanhoe Library
4. Diamond Valley Library
5. Eltham Library
6. Lalor Library
7. Mill Park Library
8. Thomastown Library
9. Outreach Vehicle
10. Mobile Library

Home Library Service

The Home Library Service continues to meet the library needs of members who are housebound due to frailty, illness or disability. In the past year, the service has delivered 13,509 items to 138 housebound clients. The service is provided by volunteers, who select and deliver items to clients.



Volunteers deliver books, dvds, audio books and Daisy players.

Outreach Vehicle

The Outreach Services Vehicle visits 39 nursing homes, retirement villages and assisted living accommodation facilities on a regular 3 week cycle. It is designed for ambulatory people who are not able to visit their local branch library but who still enjoy the sociability of choosing their own library materials and meeting staff and other borrowers. A range of large print books, DVDs, CDs and audiobooks are available. The vehicle has steps and a wheelchair lift that can also assist people on walking frames.



Outreach Vehicle's Michele & Seniors and Volunteers Coordinator Carolyn.

"Tuesday I visited the Multiple Sclerosis units in Watsonia on my regular 3 weekly visit. Here we have a borrower named Teresa who without fail thanks me each and every visit for, "the wonderful service the library provides". This kind and lovely lady, along with others there, have the misfortune of being totally dependent on others for their every need, including the provision of library audio books. Each visit to this facility reminds me of the mostly unseen and true value of our service, so I am now writing to thank you on behalf of the many borrowers I see. Having now conveyed our borrowers' thanks, I would like to offer my personal thanks for allowing me the opportunity to perform such a valuable service for people like Teresa through the Library's Outreach program. I still find it hard to believe I am being paid to do something I enjoy so much!"

Michele Napolitano

Mobile Library Service

The Mobile Library makes 13 stops a week, visiting Whittlesea Township, Doreen, Mernda, Panton Hill, St. Andrews, Hurstbridge, North Warrandyte, Yallambie, Arthurs Creek, Yarrambat, Diamond Creek, Christmas Hills and West Heidelberg. It also attended the Kids Arty Farty Festival at Sills Bend, Heidelberg and the Wattle Festival in Hurtsbridge as part of the Nillumbik Family Literacy Festival.



At the City of Whittlesea Barry Road festival – Felicity, Jane and Annie.

Reading Rover

The newest addition to YPRL's mobile library fleet is the VW caddy *Reading Rover*. Launched in April at the Banyule Community Health by the Chair, Cr Jenny Mulholland, it promotes the importance of reading to babies and young children at various community facilities, targeting isolated, vulnerable and disadvantaged families.



Donna Derons and Lee-Ann Strachan with the Reading Rover.

Achievements

- The Library Plan 2013–2017 – Creating our future: reading, learning, meeting was developed by the Board and is now guiding our programs and services
- Customer satisfaction rating increased to 8.49 from 8.11 in 2012 according to the annual Nexus Survey
- 250 volunteers are an integral part of our service delivery
- Reading Rover launched
- Maker Space at Mill Park launched
- Learn@YPRL consolidates and highlights learning programs at branches
- Job exchange to Stockholm City Library
- All branches connected to the NBN via the Wide Area Network infrastructure
- Honourable Mention MAV Annual Report awards 2012–2013

Images (top to bottom, from left to right):

1. Young boy discovering iPad reading apps
2. Learning to use the iPad – Lily
3. Robotics at the Digital Hub
4. Staff member Esther promotes online learning
5. Cr Mary Lalios at Makerspace launch
6. Mill Park staff Barbara and Jeanette



achievements

learning



Services and Programs

The changing role of libraries in the community is highlighted by the following usage statistics. Traditional measures such as loans of physical items are decreasing and physical visits are holding steady; while loans of ebooks are rapidly growing and attendance at programs and events has grown 29% on top of a 41% increase the previous year.

- 141,444 members
(0.2% decrease from 2012–2013)
- 1.357 million visits to libraries
(1% increase from 2012–2013)
- 3,456,836 loans of collection items
(3% decrease from 2012–2013)
- 88,431 loans of e-books and e-audio books
(43% increase from 2012–2013)
- 485.25 opening hours per week
- 5,699 programs attracting 138,308 attendances
(29% increase from 2012–2013)

Information and Technology

- 409,291 website users
(54% increase from 2012–2013)
- 827,859 website visits
(0.4% decrease from 2012–2013)
- 20,764,493 hours of public Internet usage in libraries
(7.3% increase from 2012–2013)
- 48,224 e-collection downloads
(59% increase on 2012–2013)
- 36,022 wireless hotspot sessions
(6% increase on 2012–2013)
- 217 public internet access computers in branches
(4% increase from 2012–2013)
- 226,577 online resources (databases)
(10.3% increase from 2012–2013)



Images (top to bottom, from left to right):

1. Seniors Silver Linings Photobook contributor
2. iTots iPad learning program
3. U3A choir at Lalor Library
4. Drumming at Japanese Spring Festival
5. Summer Reading Club activity with Haylee and volunteer
6. Line dancing at Diamond Valley celebration

Finance

The financial results for 2013–2014 operating budget shows a surplus of \$765,000

In 2013–2014 income was derived from the following sources:

	13–14	12–13
Member Councils	77%	78%
State Government Grants	16%	16%
Fees, Charges and Interest	4%	5%
Specific grants	2%	1%

In 2013–2014, expenditure was comprised as follows:

	13–14	12–13
Collection	18%	19%
Administration and branch staff	61%	60%
Library Branches (excluding staff)	6%	6%
Information Communication Technology and general costs	15%	15%



Accepting Banyule community grants with Cr Mullholland and Cr Briffa.

Grants

\$146,000 Bill & Melinda Gates Foundation grant for a regional leadership program (total funding over 5 years \$560,000) for Australian, New Zealand and South Pacific emerging public library leaders; YPRL is the grantee for the project.

\$300,000 State Government Living Libraries Infrastructure grant contributes to the \$1million Lalor Library upgrade, encompassing air-conditioning, new shelving, public toilets and foyer improvements.

\$78,200 Department of Communications, Digital Hub grant

\$53,000 Premiers' Reading Challenge grant to purchase books for primary school aged children

\$15,000 R E Ross Trust grant (total funding over three years \$45,000) contributes to the Reading Rover project.

\$23,900 Federal Anzac Centenary Local Grants Program to the Scullin electorate for the Discover your Anzac Story @ Yarra Plenty Regional Library project.

\$4,442 City of Whittlesea Community Development Grant for the Lalor Library Community Connection Day.

\$3,500 Banyule Community Development Grant 2013 for Our Community in Auslan Voice

\$3,775 State Government Local History Grants Program for Shire of Eltham Pioneers Photograph collection project which is collaboration between YPRL and Eltham District Historical Society.

\$3,000 Nillumbik Shire Council Arts and Culture grant for Diamond Valley Library's Help Your Community Sprout project; the development of the library's community garden.

\$1,080 Nillumbik Shire Council Arts and Culture grant for Eltham Library Cultural Nillumbik Project – the Literary Walk around Eltham.

Performance

Statistical Overview

Loans and visits at libraries have remained steady this year as has membership; with a small decrease in circulation and a small increase in visits. The area showing the biggest increase is in attendance at programs; this is both for adult and children's programs and is on the back of significant increases last year. These figures demonstrate the changing usage of public libraries and such trends are common both in Victoria and more widely nationally and internationally. Use of the library's public access pcs is still high although some

branches are now showing a small decline as more people bring their own devices to the library to use the free wifi. Loans of physical items is slightly declining but usage of digital resources is increasing significantly; especially ebooks, streaming music, videos and emagazines. The average cost per visit to libraries at YPRL is \$4.85; and the per capita contribution by Member Councils to the library service is \$28.96. The number of staff has remained almost constant at 86.8 equivalent full time.



Images (top to bottom, from left to right):

1. Illustrator Kev Howlett
2. School children visit Mill Park Library
3. Drumming at Watsonia school holiday program
4. Lalor Learning Coordinator Natasha and Ambassador Rose-Marie
5. Nillumbik Cr Meralyn Klein (left), YPRL's Jane and Christine (CEO)
6. Discovery at Nillumbik Family Literacy Festival

Strategic Plan

Implementation of the **Strategic Plan 2013–17** has commenced this year. *Creating our future: reading, learning, meeting* outlines the library's direction and key performance indicators until 2017. Developed in consultation with the Board, staff and community, this plan builds on the previous strategic plan, *Creating informed, connected, inclusive communities*. We have defined the core activities of the library as reading, learning and meeting. These activities are supported by a collection of physical and digital items that has been developed through usage-based statistics; staff who work in a branch structure aligned to these activities; and technology that is taking advantage of broadband and the NBN.



YPRL Strategic Plan

The six key tools for achieving our outcomes are:

- 1 Collections
- 2 Programs
- 3 Technology
- 4 Spaces
- 5 Staff
- 6 Finance and Governance



creating

Images (top to bottom, from left to right):

1. Mother and daughter collaboration
2. Create your own book at the library (SRC)
3. All ages create at Literacy Festival
4. Rocket produced by Makerspace 3D printer
5. Play at Little Big Shots International Festival
6. Digital Hub is perfect for business and play

learning

Collections

We provide free public access to popular, timely and desirable content that is easy to find in order to make available information, knowledge and culture.

Success Indicators

Current circulation figures maintained (benchmark 2011–2012: 3.587 million loans).

Loans in 2013–2014 were 3,456,836

Range and quality of books for adults. Satisfaction levels as measured by Nexus survey: 8.1 (benchmark mean score 2011–2012: 7.8)

Range and quality of books for children. Satisfaction levels as measured by Nexus survey: 8.0 (benchmark mean score 2011–2012: 7.8)

Goals from the Strategic Plan 2013–2017:

- 1 Tailor collections to the local communities served by each branch
- 2 Improve and promote e-book offerings
- 3 Provide enhanced access to information including reference resources
- 4 Ensure collections are relevant to emerging communities
- 5 Seek innovative ways of promoting the collection.

113,624 items were added to the collection in 2013–2014: an 8% increase from 2012–2013. 15,000 of these new additions are for the new Whittlesea library. 108,705 items were de-selected from the collection due to age, condition and/or irrelevance.

Collections across the region are well used with a turnover rate of 7.7. The most popular collections are picture books and easy stories and DVDs. Loans in the recreational, life-long learning areas of the non-fiction as well as adult and junior fiction continue to do well. There is a slight but steady decrease in Large Print loans which may be a result of many older adults starting to use devices and tablets to access reading material.

The downloadable media collections which include eBooks, eAudiobooks and online magazines have had a substantial increase in usage of 49% from the previous year. Online resources which include the ever popular genealogy databases have experienced an increase of 10%.

It is expected that circulation figures will increase next year because of the new library in Whittlesea.



Kids create book dominos at Ivanhoe Library Just4Kids after school program.

The **Annual Collections Survey** conducted in March 2014 had 1,200 responses. Many respondents praised the library and its collection, and there was also constructive feedback and suggestions for improvements. Suggestions included more classics, more quiet areas in library branches, one-click renewals on the website and better communication to borrowers about their suggestions for purchase. When possible we are implementing these recommendations.

Highlights

Catalogue access for our patrons who speak and read Chinese, Arabic and Macedonian has greatly improved due to the introduction of Unicode which allows the use of non-Roman scripts.

The upgraded "Suggest a purchase" function enables patrons to receive feedback regarding their suggestions. This feature had been widely requested by our customers and has been well-received.

Customers can now download their e-book and e-audiobook titles directly from the catalogue thanks to development by one of our e-book vendors, Overdrive.

A new "room" for e-books captures all appropriate and relevant children's and teens' e-book and e-audiobook titles in one area. The 'room' is organised by Australian and overseas titles, reading levels and interest topics.

The e-library section of the website was changed to improve navigation and discovery of ebooks and databases.

Streaming music was introduced as part of our music offerings and customers can now stream three hours of music free per day.

Treehouse is a new self-learning online resource, providing a fast, easy way to learn web design, code, make apps, and start a business.

The *Flip the Page!* blog promotes e-books and e-reading, e-lending issues and e-publishing learning and events. Visits to the blog have steadily grown since its inception.



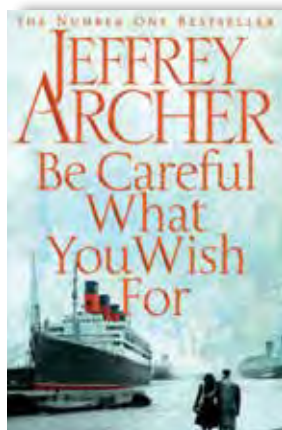
growth

discovery

Images (top to bottom, from left to right):

1. Young girl at Diamond Valley Birthday celebrates using iPad
2. e-Book bloggers, Ivanhoe's Reading Coordinators Tina and Mary
3. Ryoko and Watsonia Community Coordinator Lynne
4. Seniors and Volunteers Coordinator Carolyn Jury
5. Volunteer Peter likes reading non-fiction
6. Cr Ken King is guest reader at NSS with Marlies

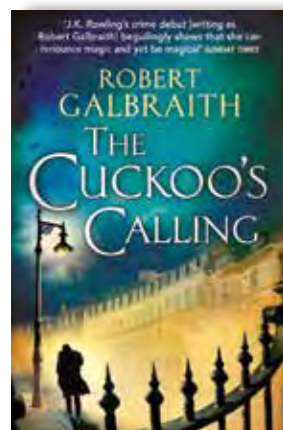
Top 10 Books 2013–2014



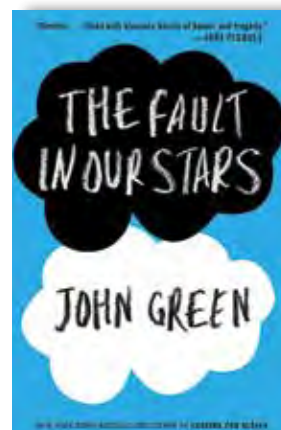
Be Careful What You Wish For
Archer, Jeffrey



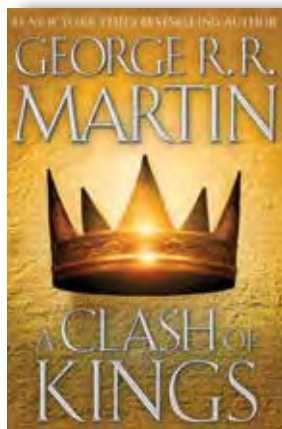
The Luminaries
Catton, Eleanor



The Cuckoo's Calling
Galbraith, Robert
(J.K. Rowling)



The Fault in Our Stars
Green, John



A Clash of Kings
Martin, George R.R.



Save with Jamie
Oliver, Jamie



Divergent
Roth, Veronica



The Goldfinch
Tartt, Donna



Barracuda
Tsiolkas, Christos

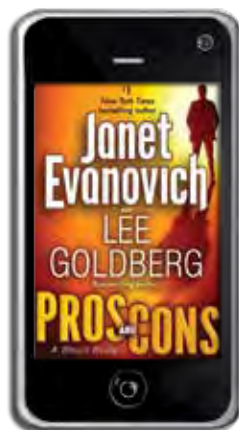


The Book Thief
Zusak, Markus

Top 10 e-Books 2013–2014



The Gods of Guilt
Connelly, Michael



Pros and Cons
Evanovich, Janet and
Goldberg, Lee



Big Girl Panties
Evanovich, Stephanie



**Murder and
Mendelssohn**
Greenwood, Kerry



Bittersweet
McCullough, Colleen



Sometimes a Rogue
Putney, Mary Jo



Allegiant
Roth, Veronica



Divergent
Roth, Veronica



Insurgent
Roth, Veronica



Barracuda
Tsiolkas, Christos



We offer programs, activities and learning opportunities that make a difference to people's lives in order to improve their wellbeing.

Success Indicators

Events and activities for children satisfaction levels in 2013–2014 as measured by Nexus Survey: 7.9 (benchmark mean score 2011–2012: 7.5)

Events and activities for adults satisfaction levels in 2013–14 as measured by Nexus survey: 7.7 (benchmark mean score 2011–2012: 7.3)

Increase in attendance at programs – 10% per annum as measured in 2013–2014 there was a 29% increase on last year with attendance at programs totally 138,308 (benchmark 2011–2012 – 76,277 and 2012–2013 – 107,487)

Increase in visits to libraries – 3% per annum. Visits in 2013–14 were recorded at 1,339,723 million a 0.02% increase on last year (benchmark 2011–2012 – 1,399 million and 2012–2013 – 1,339,423 million)

While there has been no increase in library visits over the past year, attendance at programs has increased by 29% on top of a 41% increase the previous year. It is pleasing that the satisfaction level for both adult and children's programs has increased.



Mask-making during the school holiday program with 3D printer.

Goals from the Strategic Plan 2013–2017:

- 1 Develop programs and opportunities to foster and encourage reading and literacy**
- 2 Develop and facilitate learning programs consistent with evolving community needs**
- 3 Develop and promote learning activities that complement the offerings of other learning providers and continue to develop strong relationships with them.**
- 4 Promote branch libraries as meeting places for reading, learning and culture**



Community Engagement Department celebrating the Silver Lining Photobook exhibition at Diamond Valley.



Doggy Tales – Read to a Dog

The Doggy Tales program helps reluctant young readers improve their reading. Victoria's first registered reading dog Lachlan helps children with reading at Diamond Valley Library and was selected as the mascot for the Premiers' Reading Challenge 2014. Children can read to a dog without judgment or being self-conscious, which helps build self-esteem. The program is being expanded across the region with the introduction of more reading dogs.



Reading to Lachlan the reading dog at Diamond Valley.

Thomastown has introduced two new programs this year. **Baby Storytime** started off tentatively with only 6 attending but it has grown into a successful literacy activity with almost 800 participants to June. The first library-run **Playgroup** began in March. The aim of the playgroup is to provide a place where families can meet other community members in a safe and welcoming environment surrounded by books.

Images (top to bottom, from left to right):

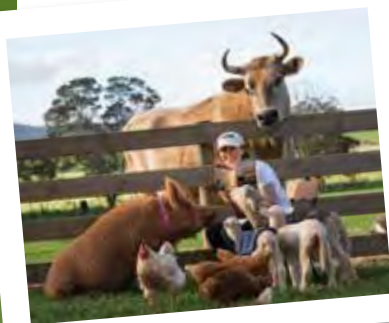
1. Zoldé the reading dog listens patiently
2. Staff recommendation
3. Nathan with teen items
4. Author Corinne Fenton reads her latest book
5. Volunteer Rosa's pile of reading
6. Reading books at the Reading Rover launch

5th Annual Booklovers' Festival had the theme *Myths and Legends* and a focus on storytelling. There were 27 events attended by 645 patrons. The launch at Ivanhoe Library featured Aunty Walda in an acknowledgement of Country as well as a short address on NAIDOC. Jim Poulter followed with a storytelling session on aboriginal and pioneer life in the local area.



improving

welcoming



What did you like most about the Booklovers' Festival event?

"The friendliness and knowledge of the performer."
(Lin van Hek event)

"Letting kids be creative." (Mark McBride illustration event)

"Being transported into another country."
(Tales from India event)

"You have such great events at this library. Do you do this all the time?" (Ivanhoe library live readings)

Nillumbik Family Literacy Festival was held at the Hurstbridge Primary School library as part of the Hurstbridge Wattle Festival and drew 530 people, many of whom had not interacted with the library previously. Library Board Chair Cr. Helen Coleman opened the festival. It provided a community event for families with access to a range of reading, writing, numeracy and play resources and activities to encourage awareness of and engagement with a range of local organisations, services and professionals focused on supporting early literacy development.



Launching the Nillumbik pre-literacy program – Jac, Jane and Kate

Nillumbik Pre-Literacy Program is a partnership between YPRL and Shire of Nillumbik. The goal is to promote and enhance existing literacy services by providing information, resources and training to encourage parents to actively create pre-literacy experiences for their children aged birth to two years. The program increased attendance at library programs, disseminated essential literacy information to 600+ families and drew positive feedback. Mayor, Cr. Peter Perkins launched the program at the Nillumbik Literacy Festival.



Christine Mackenzie with Write Now! judge Paul Collins.

Third Annual Write Now! Short Story Competition

this year drew more than 200 entries in junior, teenage and open sections and an anthology of the top stories was published. The popularity of writing groups is increasing and several branches have very active writing groups.

Images (top, from left to right):

1. Edgar's Mission farm sanctuary visited Mill Park during school holidays
2. Jessica's (right) winning story features in Write Now! anthology
3. Author Corinne Fenton engages children

Live Reads

Yarra Plenty Regional Library hosted 29 authors:

Vivian Achia	Chris Lancashire
Garrett Addison	Nick Livingstone
Rohan Anderson	Father Bob Maguire
MaryAnne Bennie	Karen Manearing
Maxine Bennett	Paul Mercieca
Dr Janet Butler	Lorraine Michael
Paul Collins	Kirsty Metcalf
Karen Crook	Bette Shiels
Barry Dickins	Nick Tolewski
Monica Dux	Lin van Hek
Melanie Faith Dove	Blaise van Hecke
Declan Fay	Adam Wallace
Michele Finney	Mick Woiwood
George Ivanoff	Les Zigomanis
Trish Jowett	



YRead is a teen summer reading program that attracted 188 registrations and had the theme Twisted Travel. The program continues to grow in popularity with a steady increase each year in registrations. The YRead program included a competition called One Sentence Stories, which attracted 27 entries.



CEO Christine Mackenzie presents the YRead prize to Keira Wright



Summer Reading Club

(SRC) is a program to encourage children aged 3-12 to read during the summer holidays. The SRC is non-competitive, recreational in nature and has components that attract readers and non-readers from a wide range of social and economic backgrounds. This year the theme was 'Have Book, Will Travel'. We achieved a total of 2276 registrations and there were 35 activities held across 8 branches throughout the program. The intention is to attract young people to the library service during the program and throughout 2014. The major prize this year was an Ipad Mini. This years' winner was 10 year-old Jamie Lester from Ivanhoe.



Father Bob Maguire (with Joyce Dickson) drew a large crowd in Rosanna.



Jamie Lester accepts her reading prize from Cr Mulholland at Ivanhoe Library.

Australian Library and Information Week/ National Simultaneous Storytime

The highlight of **Library Week** in May is National Simultaneous Storytime, where on the same day at the same time, the same book is read to children. *Too Many Elephants in this House* by Ursula Dubosarsky was read at all branches by guest readers Crs Helen Coleman and Ken King at Nillumbik; Crs Jenny Mulholland and Tom Melican at Banyule; and Crs Mary Lalios and Kris Pavlidis at Whittlesea.

YPRL was awarded the rights to the only free screening of the **Little Big Shots International Film Festival** for Kids in Victoria. 450 Whittlesea school children enjoyed the best of Australian and international children's features, shorts, animations, documentaries and films made by children, for children. The event showcased international children's short films to a local audience; and the schools reported the event as a unique experience and opportunity for their students.

Room for Poetry project was a community art project developed by the Library and Banyule City Council and inspired by Banyule City Councils' *Home: Reframing Craft and Domesticity* exhibition at Hatch Contemporary Arts Space. The project invited community members to respond poetically to the interior spaces of a 'home'. There were exhibitions and live reading events at Watsonia, Ivanhoe and Hatch Contemporary Arts Space; and an e-book was published featuring the poems of 26 people.

reading



Poems written on Watsonia windows as part of Room for Poetry.

Images (top to bottom, from left to right):

1. NSS guest reader at Ivanhoe, Cr Mulholland
2. NSS guest reader at Rosanna, Cr Tom Melican
3. Cr Lalios reads to children at Lalor Library
4. Cr Pavlidis reads the NSS book at Thomastown
5. Winner Little Big Shots prize, Misha
6. Christine Mackenzie welcomes children to Little Big Shots at PRAC

meeting

School Holiday Programs are popular and well-attended. Mill Park Library continues to consistently attract the biggest crowds with 300 plus attendees for July and September and 540 attending the branch in the April school holidays. Lalor and Diamond Valley libraries also drew larger crowds to their holiday programs.

- July – *Art Carnival* 1,355 attendances at 27 events.
- September – *Magical Mysteries* 1,374 attendances at 23 events.
- April – *Arty Wonderland* 1,683 attendances at 29 events.



Bringing *The Gobbledygook* book to life at Rockin' @ Redleap Festival. Janelle, Cr Lalios, Jane and Lachlan.

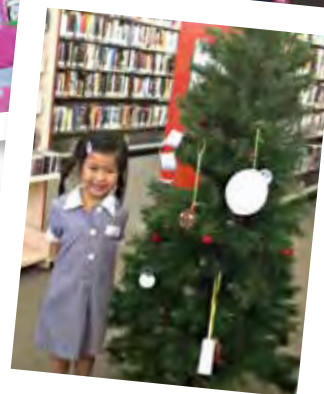
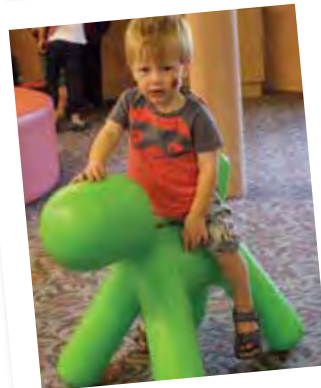
Attendance at festivals reaches out and engages the community. Library staff did live readings of Justine Clarke and Arthur Baysting's *The Gobbledygook is Eating a Book* at Rockin' @ Redleap in Mill Park and The Whittlesea Community Festival and distributed 200 free copies of the book and 350 YPRL showbags.

Images (top to bottom, from left to right):

1. Fantastical garden at Mill Park Library
2. More than books for little visitors at Eltham Library
- 3 + 4. Getting creative during the holidays
5. Creating festive adornments at Just4Kids Ivanhoe
6. Making reading bags



Illustration by Annie White





Finding MY Place motivates and supports students in Years 9-11 identified by their school as being at risk of disengaging from formal education and who would benefit from an alternative learning environment. This highly effective and valued program, provided in partnership with the Whittlesea Hume Learning Network and funded by Whittlesea Youth Commitment, provides library-based activities over an 8 week period. We continue to hear life-changing stories from the participants. 76 students from Epping, Lalor North, Mill Park and Thomastown secondary colleges and Peter Lalor Vocational College participated this year.

National Youth Week was celebrated with a successful filmmaking festival consisting of 16 free film making workshops and a short film competition called 'Short Shorts'. 176 young people attended the workshops with highlights including horror make-up, stage combat, creative software engineering, camera and editing skills and stop motion.



Winners of the Youth Week Short Shorts film competition presented by Cr Mulholland.

Family History

YPRL participated in a trial of the State Library of Victoria's **Branching Out Program**; a six-week online-learning course about family history research. Family history continues to be a big library draw card. The monthly **Family History Fest** at Diamond Valley Library attracts a regular crowd and the libraries focus on genealogy during **Family History Month** in August.

Local History

As part of YPRL's annual Local History Month, Eltham Library ran booked-out cultural bus tours exploring Nillumbik's unique cultural landmarks and the stories behind them. The tour was one of 12 events region wide.

Computer Training

Computer training and help continues to be a big focus at branches. From iTot iPad learning to techno playgroups, Get Connected sessions and more formal basic training. Booked one-on-one training is particularly popular both in-branch and at the Mill Park Digital Hub with 1,048 community members seeking basic computer skills as well as help using new technology like iPads, androids and their phones.



Thomastown Library offered and ran an 8-week basic computer course in Turkish to a regular group. **Get Connected** group sessions covered Skype, building a website, downloading e-books and e-magazines from the e-library, iPads for seniors, augmented reality, converting video to digital, and more.



Seniors get connected at Eltham Library with Learning Coordinator Peter.

Mill Park Digital Hub

Now into the second year of the two-year Federal Government-funded Digital Hub, held 1,402 computer classes and including 541 one-on-one sessions, with particular focus on business and education. 5,311 people have utilised the hub's formal sessions. The Digital Hub provides a central location for the local community to have an interactive Broadband experience.



"Even those of us who are pretty computer savvy certainly learned a great deal about emerging technology from your talk."

Whittlesea U3A on Mill Park branch manager Tania Barry's presentation at their AGM.

1. PA to CEO Kerry McEvey
2. Makerspace attraction, the 3D printer
3. Flying fish at the Makerspace launch with Josh volunteer
4. Resources Manager Les Firth accepts innovation award
5. Demonstrating stop-motion at the Makerspace
6. Senator Polley visits Mill Park Library, Brad Wynter, Cr Lalios, Christine Mackenzie



learning

interactive

MEETING

Libraries provide informal meeting spaces as well as community rooms and training spaces for people to engage in learning, read and share cultural experiences.

The 5,699 events held at library branches over the year attracted 138,308 attendances. Events covered many different areas including health and wellbeing, culture, special storytimes, technology, and regular clubs covering chess, scrabble, philosophy, online games, craft, and movies, catering for all age groups.

Anniversaries

This year was the year to catch up with the old and celebrate our successes, with three branches reaching significant milestones. **Rosanna Library** and **Diamond Valley Library** celebrated their 40th birthdays and **Eltham Library** celebrated 20 years. Each branch organised family fun days that attracted hundreds of borrowers. VIPs, top borrowers, former and present councillors, mayors and council staff, past and present staff were invited to VIP events at Rosanna and Eltham libraries' celebrations.



Cr Coleman is interviewed by local radio station PVFM at Diamond Valley.

milestones



celebrate

Images (top to bottom, from left to right):

1. Celebratory cake for Eltham's 20th birthday
2. Eltham Historical Society's Jim Connor with 'Platy'
3. A fun family day heralded Eltham's birthday
4. Japanese drumming at Watsonia Library
5. Sarah ran traditional games at Eltham's Downton Abbey-themed birthday
6. Tracey Branch Manager, Shire of Nillumbik Cr Coleman and Mayor Michael Young and YPRL CEO Christine Mackenzie



Dignitaries at Banyule's Japanese Spring Festival launch.
Cr Langdon, Christine Mackenzie, Cr Mulholland and Deputy
Consul-General of Japan Hirohisa Chiba

Rosanna Library 40th Anniversary

"Thank the Yarra Regional Library for thinking of me and inviting me to the 40th anniversary of the opening of Rosanna Library. I regret that I will be unable to attend. I am now 85 and Christine who is 80 years old is at home under palliative care from cancer.

The opening of the Rosanna Library was a feature of my year as Mayor of Heidelberg City particularly as I was on the committee of the then Heidelberg Regional Library during the whole period of my 16 years as a council representative. Living in Rosanna I was instrumental in getting it built near the Rosanna railway station.

I see from the sketch on the invitation that the building appears to be as the original sketch made by my ward colleague Harry Pottage who used to insist that council buildings be rectangular for reasons of economy.

The original opening was notable for the State government representative getting the worse for drink and chasing the then librarian round the stacks!"

Former Mayor of Heidelberg, Colin Laing

Community Networks and Partnerships

Amaze (Autism Victoria)
Busybird Publishing
Creed's Farm Living and Learning Centre
Cypriot Women's Group Lalor Victoria
Diamond Creek Men's Shed
Diamond Valley Living and Learning Centre
Diamond Valley Photography Society
Diamond Valley Special Developmental School
Edendale Farm
Eltham Bookshop
Eltham Little Theatre
Harvey Norman Greensborough
Heidelberg Historical Society
La Trobe University
Lalor Living and Learning Centre
Lalor Shop Traders Association
Nillumbik Historical Society
NMIT
Robinsons Bookshop
Rotary Club of Eltham
RMIT
Spectrum Migrant Resource Centre
St Helena Secondary College
St John of God Accord
Thomastown Neighbourhood House
Whittlesea LLEN
Whittlesea Youth Commitment



Ivanhoe Library is setting up an Older Men New Ideas (OM:NI) group.
The group is pictured with Community Coordinator Alan Thompson and
Cr Steven Briffa.

Accessible For All

In partnership with member councils, three **Sensitive Santa** events for children on the Autism spectrum and their families were held at Diamond Valley, Lalor and Watsonia Libraries. Thirty nine children unable to visit Santa in a shopping centre were able to meet Santa in specially designed, closed-off rooms featuring low lighting, muted or no music, minimal people and alternative activities and toys.



In the past 12 months the **Auslan Book Club** has evolved into the monthly Auslan Conversation Group at Watsonia Library. Participants include the hearing impaired, their families and Auslan students. It provides a forum for friendly discussion and exchange of ideas and has had more than 120 attendances this year.

Auslan Storytime continues to reach the deaf and hard-of-hearing thanks to a Banyule City Council Community Grant and is held regularly at Rosanna Library.

174 people have attended 16 Auslan Storytime sessions this year.



Jennie Kadiki signs some favourite stories at Rosanna's Auslan storytime.

A **World Autism Day** event was held at Mill Park Library to celebrate learning and playing for all and incorporated a special storytime for children with additional needs, utilising iPads and other sensory aids, and fun sensory play. Following the day the library has introduced a weekly Spectrum-Friendly Storytime.

Stephen Fox received a Senior Volunteer Award at the 9th annual Banyule Community Volunteer Awards for his Sensitive Santa work. The inaugural Sensitive Santa program attracted positive media, including Channel Ten news, a Herald-Sun article and The Project.



Spectrum-friendly activities at Mill Park Library for World Autism Day.

“Sensitive Santa would not have been possible without the great people behind the project and without the amazing space at Watsonia Library. Lynne Siejka was incredible in putting me in contact with the right people for the job – Santa Stephen Fox who is an outstanding man and really brought Sensitive Santa to life”

Sherridan, Banyule City Council

Cultural Celebrations

Cultural celebrations at libraries celebrate diversity and encourage cross-cultural harmony and a sense of community. Libraries celebrated Cultural Diversity Week and held other cultural events during the year.

Thomastown Library celebrated Chinese New Year and Chinese Moon Festival, Indian Cultural Day, Greek Fiesta and Macedonian Independence Day

Watsonia Library has become an important community space for Japanese families in Melbourne with a regular Japanese storytime and other cultural events, including this year's Japanese Spring Festival.

Lalor Library published a cultural cookbook featuring the recipes of community members, which coincided with the arrival of Jamie's Ministry of Food Australia Mobile Kitchen next to the library.

Lalor Community Connection Day funded by a City of Whittlesea grant was a fun family day in the Lalor shopping precinct that engaged the community attracting 2,150 visitors.



Lalor Library collated a cookbook of local recipes. Branch Manager Felicity, Cr Pavalidis and Cr Davies.



1. A Whittlesea grant funds community connection at Lalor – Cr Alessi, Haylee, Cr Griffin
- 2 + 3. Getting emersed in Japanese culture at Watsonia
4. A council recycling demonstration at the Lalor cultural day
5. Trying some African drumming
6. Lalor staff dress up at the Lalor Community Connection Day



educate

initiative

Community Garden

Diamond Valley Library developed **The Garden of Plenty Community Garden** to foster interest and provide educational opportunities to facilitate sustainable living within the Shire of Nillumbik and surrounding areas. Developed as an 'outdoor classroom' the library educated the community on the fundamentals of establishing a sustainable garden. The garden is host to regular food swaps, garden talks and workshops and a monthly Garden Club.

"I wish to bring this to your attention about the good and polite manner that the staff in Lalor Library has been performing their duties ... It's not often that people take the time to write and express an appreciation and today I thought that it's long overdue from me. I would also like to thank the "brain child" and the team behind the "free coffee" initiative, in the mornings, which is very much appreciated"

DS Gill

"Thank you Amanda and Peter for showing students what life was like "all those years ago back in Alan Marshall's time."

Research Primary School

"Besides the enormous help I obtain in information regarding caring for my 96 year old mum with dementia (I am her only carer) then books, magazines, book club, great staff etc., etc. I have several interests and hobbies and the help I have obtained is wonderful ... from designing and having two units built, designing a garden from scratch, all my 'self-help' health investigations ... I can go on and on. Please let Ivanhoe Library staff know of their great contribution to my lifestyle."

Images (top to bottom, from left to right):

1. Staff member Teresa dressed as a book character for Diamond Valley's birthday
2. Senator Polley tries out the silence chair at Mill Park Library
3. Edgar's Mission animal sanctuary visits Mill Park Library
4. Volunteer Melody engages aged care facility residents with WOW
5. Diamond Valley Library's community garden
6. A visit from Maisy proves popular at Mill Park Library

Volunteers

250 volunteers provide invaluable services by delivering library items to the housebound through the home library service, visiting aged care facilities with the Words on Wheels (WOW) program, helping out in branches and at Library Support Services, and promoting the library as Ambassadors. In turn, volunteering contributes to volunteers' wellbeing by presenting an opportunity to contribute to society and people's lives in a positive way, and also exposes the libraries' benefits to volunteers. The **Ambassador Program** is a new word-of-mouth marketing initiative that draws on the passion of volunteers for the libraries, empowering them to spread the word about the libraries' benefits, services and programs.

The important contribution of volunteers was acknowledged at two recognition events during the year.



YPRL thanks volunteers for their valuable contributions at a party. Lara, Carolyn and Gill.



support

contribute

Images (top to bottom, from left to right):

1. Volunteer library ambassadors Rose and Judy
2. Taking a break during the volunteer training day
3. Cr Coleman launched the volunteer training day
4. Volunteer and author MaryAnne Bennie with Cr Craig Langdon
5. Volunteer recognition of long-service
6. Volunteer Melody with the Words on Wheels newsletter

Technology

We provide infrastructure that is robust and fit for purpose in order to provide access to digital services and gain efficiencies, better customer experience and better processes.

Success Indicators

Internet access at the library satisfaction levels as measured by Nexus survey. Mean score in 2013–2014: 8.16 (benchmark mean score 2011–2012: 7.9)

Availability of computers for public use satisfaction levels as measured by Nexus survey in 2013–2014: 7.94 (benchmark mean score 2011–2012: 7.8)

Goals from the Strategic Plan 2013–2017:

- 1 Continue to be responsive to community needs in providing access to online services
- 2 Leverage the opportunities of the NBN
- 3 Foster innovation with the provision of digital, creative and maker spaces
- 4 Facilitate business improvements and continuous improvements in the organisation

The ongoing challenge for libraries is to keep up with fast-paced technology changes and offer on-demand access to e-materials, fast free internet access and learning and information. We focus on bridging the digital divide and responding to community needs with high-quality technology solutions. All library branches offer free wifi and high-speed internet access due to connection to the National Broadband Network (NBN).

Additional NBN connections were introduced at Mill Park to cope with increased demand. In December 2012, all internet traffic totalled 2.2 terabytes per month. By June 2013, we had reached maximum capacity of 4 terabytes per month. We acquired an additional 3 NBN connections, which increased the total capacity to 7 terabytes per month and current usage is at 6 terabytes per month. An innovation introduced last year means even library branches that are not currently in NBN-connected areas can access the NBN. All public and staff computers, as well as the wifi service, are now connected to the NBN.



Celebrating the launch of the North's first Makerspace at Mill Park Library. Brad Wynter, Christine Mackenzie, Associate Professor Elizabeth Johnson, Cr Lalios and Branch Manager Tania Barry.

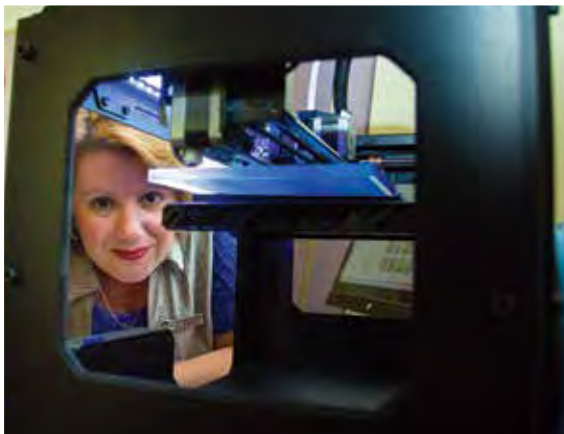
Technology and Business Improvements

Increased efficiency is the goal of several technology improvements introduced this year. Library staff and public computers have been migrated to 'mainstream' products – Windows 7, Office 2010 with Outlook, Windows 2008 servers, shared drives, new backup facilities, and virtualisation with VM Ware. The Resources team has also instigated changes to automate workflow, including digital forms.

New **self-checks and security gates** have been installed across all libraries and the Bibliotheca software for staff stations and gates has been upgraded.

MakerSpace

Mill Park Library launched its MakerSpace – a community-oriented space where people gather to create, make, and learn using a variety of tools. The space offers a wide selection of interactive activities, including augmented reality sessions and a 3D printer available for public use. City of Whittlesea Mayor Cr Mary Lalios officially launched the innovation to widespread accolades and visitors from across the State.



Cr Lalios gets a close look at the 3D printer.

"It was such an amazing experience at the MakerSpace launch yesterday! Everyone is to be congratulated in making technology so interesting and accessible. By the time I left I had – mastered the augmented reality task, used the remote control of Nimo who went on a very erratic swim, boxed my way to a low score game, relaxed in the sound chair, had my photo taken dressed as a princess, wondered at the 3D printer, looked at the animation, met some helpful and smiling volunteers and staff and partook of too many delicious pastries and a welcome free coffee! The community can be very proud of its great library and a great outreach day. My thanks to all who made it happen - and all for just \$5,000!"

Anne Thompson, Convenor, U3A Network Education Committee

Images (top to bottom, from left to right):

1. Volunteer Kathy Upton
2. Touch hands to take a double selfie in the Makerspace – Kerry and Felicity
3. Augmented reality amazed visitors
4. Rorchestra saw children make their own instruments
5. Using the Makey Makeys and recycled materials for Rorchestra
6. New Technologies Coordinator Felicity Gilbert demonstrates Rorchestra

Rorchestra is an interactive technology and arts-development workshop where students invent musical instruments using recycled materials using ICT equipment known as a Makey Makey device. This initiative introduces students to the broader applications of sciences such as programming and engineering in a real-world context. The pilot was held in early 2014 at Mill Park Library and Lowther Hall Anglican Grammar school participated with 20 students (years 6 and 7) and 3 teachers.



interactive

access

Spaces

We provide attractive, functional physical and virtual library spaces that meet standards including size and location in order to provide people with spaces that are welcoming, accessible, encourage learning and enable connection.

Success Indicators

Opening hours satisfaction levels as measured by Nexus survey. Mean score in 2013–2014: 8.24 (benchmark mean score 2011–2012: 7.9)

Presentation of the library buildings as measured by Nexus survey. Mean score in 2013–2014: 8.17 (Benchmark mean score 2011–2012: 7.8)

Ease of use of the library website to find information satisfaction levels as measured by Nexus survey. Mean score in 2013–2014: 7.98 (benchmark mean score 2011–2012: 7.8)

Ease of use of library catalogue as measured by Nexus survey. Mean score in 2013–2014: 7.94 (benchmark mean score 2011–2012: 7.9)

Goals from the Strategic Plan 2013–2017:

- 1 Be proactive in planning library services for community needs
- 2 Respond to community demand and create quiet spaces in libraries
- 3 Provide collaborative work spaces/urban office spaces/cultural spaces
- 4 Continue to develop the website and discovery layer to make it more functional and social.

Library Infrastructure Projects

Planning for a number of building projects has commenced this year and in August 2014 the library service will add a new branch, the first since Mill Park was opened in 2002. Funding from the Victorian Government's Living Libraries Infrastructure Program has been secured for three of the projects (Lalor, Whittlesea and Watsonia.)

The **Whittlesea** Library is situated in the redeveloped Community Activity Centre in Laurel Street and is opening in September 2014. The branch will be open 28 hours a week, including 2 late nights and Saturday morning and has 15,000 items in the collection.



The new Whittlesea township library.

Planning is well underway for the refurbishment of **Diamond Valley**, which will include removing the large circulation desk to provide more usable space and new carpet and painting.

A new Quiet Reading/Study Room was created at **Lalor** with funding from City of Whittlesea. Funding was secured for a \$1million refurbishment to replace the air conditioning system, renew the public toilets and foyer, and replace the very old shelving.

Banyule City Council has allocated \$100,000 in the 2014-2015 budget for detailed architectural plans for a new library at **Ivanhoe**. The Ivanhoe Library Project Steering Group, which brings together Councillors, Council and Library staff has been meeting to plan the project. Community members, particularly Friends of Ivanhoe Library, will be consulted during the process. A refurbishment of the **Watsonia** library will repurpose the space to remove the circulation desk, providing a much larger space for children and programs.

Website and Discovery Layer

The website and discovery layer is undergoing a refresh that will be released in the second half of this year. The redesign will mean the website is more visual and easier to navigate and discover content and items of interest.

The creation of the '**e-library**' top menu item has increased discoverability of the library's e-books, e-audiobooks and other downloadable media items and e-resources. The e-library section on the website has been redesigned to improve navigation and discovery of the library's many e-resources on offer.



Jonah tunes in to Yarra Plenty Regional Library website.



Images (top to bottom, from left to right):

1. Whittlesea township new branch manager Joyce Dickson
2. New furniture at Rosanna creates a comfy reading space
3. Reading is a family affair
4. Community consultation before beginning the new Whittlesea Library
5. Staff members Cherry and Louise from Ivanhoe Library
6. Mill Park Community Coordinator Jack Chan

Staff

We invest in the recruitment, training and development of our people to; ensure we have skilled staff in right jobs to optimize community engagement; contribute to positive user experience; and add value to our collections and space.

Success Indicators

Satisfaction as measured by Quantum biennial staff survey ("Overall, I am satisfied with my job" – benchmark 2013 – 85%)

Staff courtesy and helpfulness as measured by Nexus survey. Mean score in 2013–2014: 8.48 (benchmark mean score 2011–2012: 8.0)

Staff knowledge as measured Nexus survey mean score in 2013–2014: 8.4 (benchmark mean score 2011–2012: 7.9)

Goals from the Strategic Plan 2013–2017:

- 1 Provide an interesting, relevant and innovative staff development program**
- 2 Promote a safe and healthy workplace**
- 3 Commit to fair, equitable and transparent HR and IR practices.**

Disability Action Plan 2013–2017 was developed by the Institute of Access Training Australia (IATA). This new DAP provides a strong planning framework to support the library in moving forward in a proactive way, to ensure the needs of people with a range of disabilities and other access challenges are considered and addressed in all library operations. We are committed to ensuring that the Library service is accessible to, inclusive to, and inclusive of, all people including people with disabilities; and that the community has equitable, dignified access to all library services, programs, facilities, and information, communication and employment systems.

A future project planned with Banyule, Whittlesea & Nillumbik councils will make further improvements to communication access at all branches.



YPRL staff

Staff Training

All staff undertook customer service training to further improve customer service delivery to patrons. The extensive staff training calendar also included: Effective Supervisor training; Windows 8.1 and Microsoft Office 2010; Adobe InDesign; Project Management; Treehouse; First Aid & CPR Refresher; Equal Opportunity Refresher; OH&S Refresher for representatives; Local and Family History; Facilitating Writing Groups; e-books, audio books, digital format magazines and downloadable music; smart phones, tablets and e-readers; Effective Workplace Communication; Behavioural Interviewing for Managers; Manual Handling; Working with aggressive and challenging behaviours; Cyber Safety; Storytimes.

Occupational Health and Safety Committee meetings were held bi-monthly with representatives from all branches and Library Support Services (LSS). Formal safety inspections and audits were conducted at each branch every two months, two emergency evacuation drills were conducted and appliance tag testing undertaken. There were also surveillance audits at all libraries. We registered with the Healthy Together Achievement Program to continue to make health and wellbeing improvements.

Job Exchange

Cherry Byford-Sibbing and Louise Milne from Ivanhoe Library undertook a job exchange to Stockholm City Library in April–June. They also visited libraries in Denmark, The Netherlands and the UK.

Library Board of Victoria's Advisory Committee on Public Libraries

CEO Christine Mackenzie is a member of the Library Board of Victoria's Advisory Committee on Public Libraries. ACPL approved the next triennium of PLVN/SLV joint projects with the major themes being reading and literacy programs; leadership development; and local history digitisation.

Award for Excellence

Les Firth was the recipient of the Local Government ICT Award for Excellence – Individual Achievement for the *NBN for YPRL* project. The objective of the project was to provide reliable, fast, cost-effective internet connectivity to all 8 branches of YPRL using the NBN connection at South Morang.

Frontline

Thirty five staff members completed the Frontline reader development training. Reading and Literacy Coordinator Blaise van Hecke and Cherry Byford-Sibbing from Ivanhoe Library were acknowledged for their excellent work during the project.

Images (top to bottom, from left to right):

1. Cherry and Louise were inspired by Stockholm City Library exchange
2. Serena Bellotti with Maisy at Mill Park Library
3. Manager Resources Les Firth
4. Long-time Mobile Library staff Alan and Paul
5. New Mill Park branch manager Kylie Carlson
6. Rosanna Reading Coordinator Lee-Ann Strachan



skilled

proactive

Staff

Banyule City Council



Ivanhoe Library



Rosanna Library



Watsonia Library

City of Whittlesea



Lafor Library



Mill Park Library



Thomastown Library

Shire of Nillumbik



Diamond Valley Library



Eltham Library

Library Support Services (LSS)



Resources Department



Mobiles



Collections Department



CED Department



Community Engagement Department

Finance and Governance

The Board, Staff and Member Councils will work collaboratively; and advocate for financial and environmental sustainability in order to provide equitable and excellent public library services across the region.

Success Indicators

Level of funding of library service for 2013–2014 \$37.56 per capita (benchmark 2011–2012 \$33.87 per capita, State average – \$36.01)

Customer Satisfaction overall as measured by Nexus survey in 2013–2014 is 8.49 (benchmark mean score 2011–2012: 8.1)

Cost per loan in 2013–2014 \$3.90 (benchmark 2011–2012 – \$3.28, State average – \$4.03)

Goals from the Strategic Plan 2013–2017:

- 1 Ensure YPRL's per capita funding is equal to or better than the State average
- 2 Regularly seek feedback from our community and service partners to ensure we optimise community outcomes
- 3 Commit to environmental sustainability and conduct an energy audit to identify where energy and water is being used and opportunities to reduce consumption
- 4 Be responsible for good governance and oversee and monitor processes for making and implementing decisions
- 5 Inform, advocate and respond to Government policy (eg Ministerial Advisory Council on Public Libraries).

Highlights

An audit has been undertaken this year of the energy use at libraries and recommendations have been made to improve the efficiency of use and also to increase the use of green power.

Two community information sessions were held for Whittlesea residents about the new library in order to seek their input on what they would like in the collection, what programs they would be interested in, and what opening hours would suit them best.

Friends of Ivanhoe Library (FOIL) was formed in 2013 and has over 200 members. FOIL works with library staff and Banyule City Council to achieve better facilities and services for the people of Ivanhoe and have participated in community workshops about the Ivanhoe Structure Plan and the Civic Precinct Master Plan to ensure that the needs of library users are heard when decisions are being made about the future of the library. They will be involved in the ongoing consultation process to ensure the design of the new facility meets the needs of all members of the community.



Friends of Ivanhoe Library members.



FOIL member Fran Callinan.

Highlights

An energy efficiency project in partnership with the City of Whittlesea was launched with the installation of a youth art project in Thomastown Library.

- A lighting upgrade was completed at all libraries
- Air-conditioning air flow monitoring systems were installed at Thomastown and Mill Park libraries
- Solar Panels were installed on the roof of Mill Park Library.

The following Plans and Policies have been adopted by the Board this year:

- Disability Action Plan 2013–17
- Procurement Policy 2014–17
- Meeting Procedures (Amendment) Local Law
- Risk Management Policy, Framework and Register

The Board responded to the Ministerial Advisory Council on Public Libraries Stage 2 Report, endorsing the concept but highlighting concern about operational funding of libraries in Victoria. The CEO is a member of the MAC representing PLVN and has been actively involved in the preparation of the Business Case and the development of the recommendations.

A new Murrindindi Shire Council Agreement was entered into this year which means Murrindindi libraries receive shelf ready items from YPRL's panel of library suppliers for their collection according to a profile of their communities. Their members also have access to YPRL's e-resources including downloadable e-books, audio books and music. The agreement marks a strengthening of the relationship between the two library services and extends the services provided by YPRL since the mid-90s.

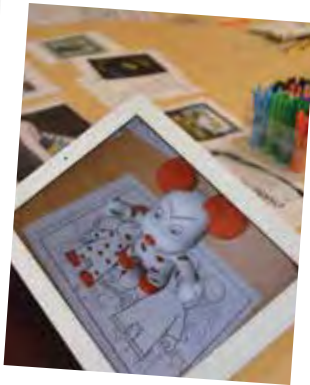


Last year's annual report received an honourable mention from the MAV. Cr Coleman, Cr Lalios and Community Engagement Manager Jane Grace.



Showcasing YPRL at the Little Big Shots International Film Festival screening.

e-books
43%
increase



wifi usage
6%
increase



program
attendance
29%
increase



Images (top to bottom, from left to right):

1. Augmented reality at Mill Park
2. Summer Reading Club participant at Ivanhoe Library
3. Nillumbik Family Literacy Festival

Collections

These measures are designed to show the usage, quality and accessibility of the collection, and the usage of digital resources.

The number of loans of physical items has slightly declined this year. This is a common trend in public libraries both in Australia and internationally. All branches except Mill Park and Thomastown have shown some decline in loans this year. The decline in loans of physical items is in contrast to the 43% increase in e-book loans. Usage of the collection continues to be high as measured by turnover. i.e., the average number of times each item has been loaned. Eltham has a particularly high turnover rate of 11.7 compared to the average 7.7, which is still high in comparison to other Victorian library systems. e-Books have the lowest turnover, as the collection is not “weeded” like physical items and as there are no constraints on the number of ebooks

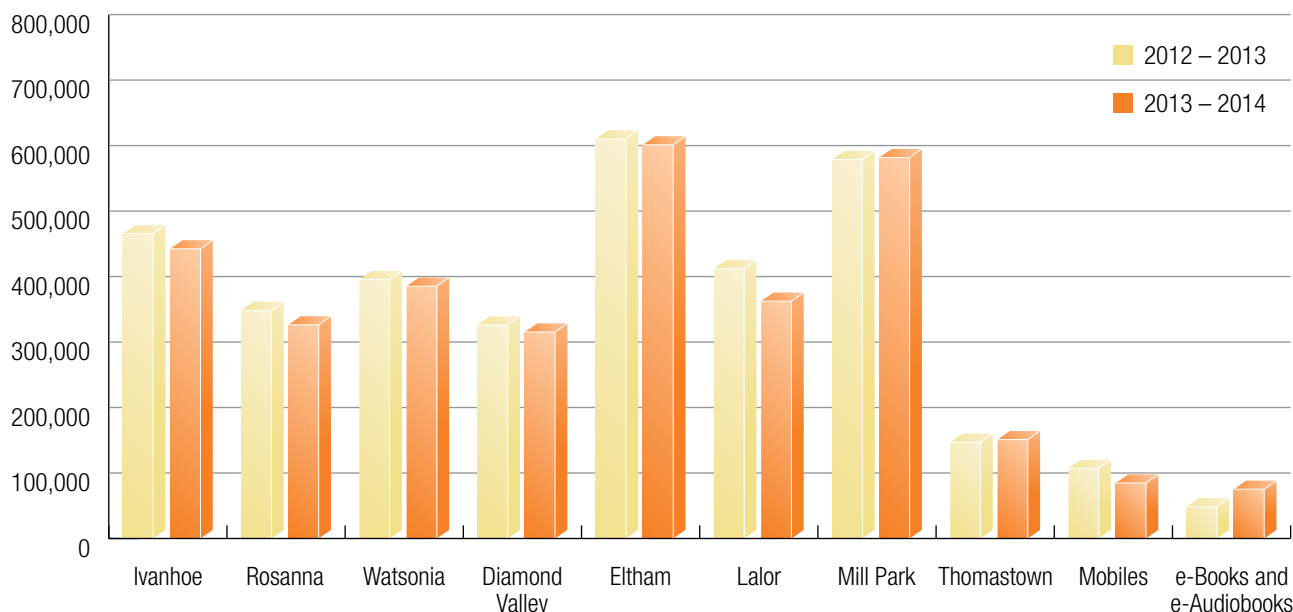
we own such as space or condition. The age of the collection reflects the additional funding approved by the Board 5 years ago to improve the collection and 78% of items are less than 5 years old.

The measure of accessibility is the number of holds that have been placed as a % of the total circulation. Diamond Valley members are most likely to place holds; least likely are Thomastown borrowers. It is expected that the proportion of loans obtained by placing holds will increase; this is the experience in other libraries.

Usage of the digital collection is the fastest growing area, particularly for videos and e-magazines. While the increases are large, the number of loans of the digital collection is still small in relation to the number of physical items that are borrowed, showing that books and magazines remain popular for our borrowers.

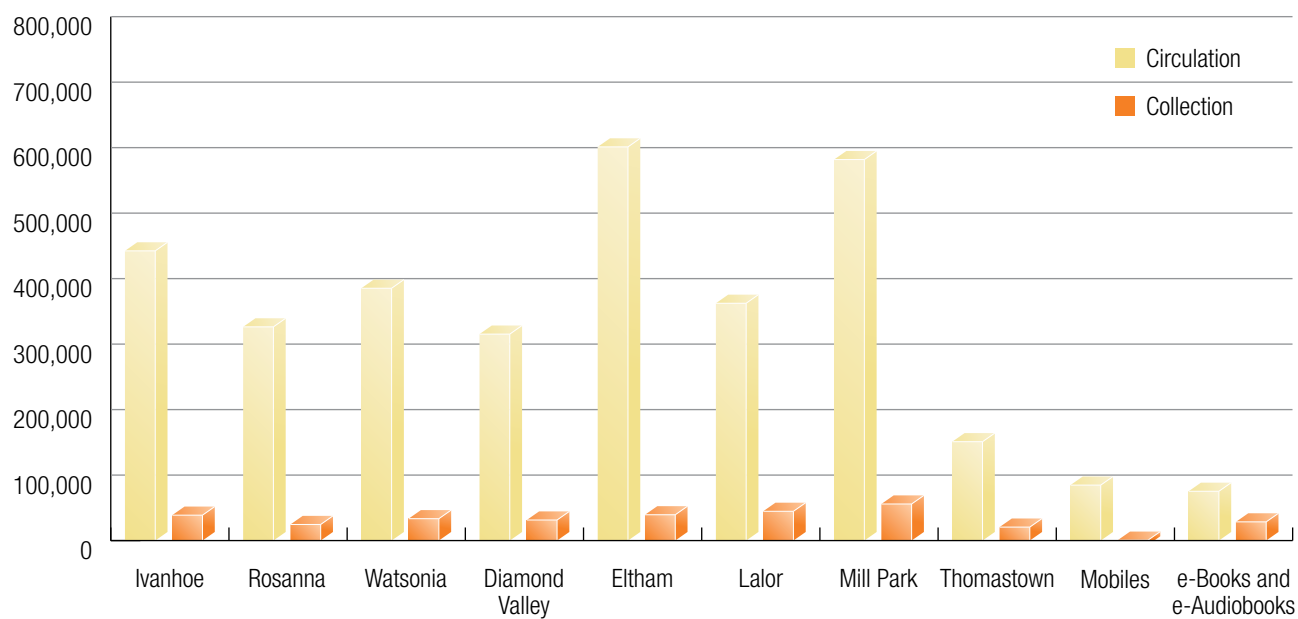
Circulation (loans) – comparison with previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	e-Books and e-Audiobooks	TOTAL
12–13	478,565	361,495	408,623	339,239	623,275	425,271	591,987	160,272	120,187	61,665	3,570,579
13–14	455,499	339,444	398,434	328,407	614,250	375,508	594,918	164,109	97,836	88,431	3,456,836
% difference	-5%	-6%	-2%	-3%	-1%	-12%	0%	2%	-19%	43%	-3%



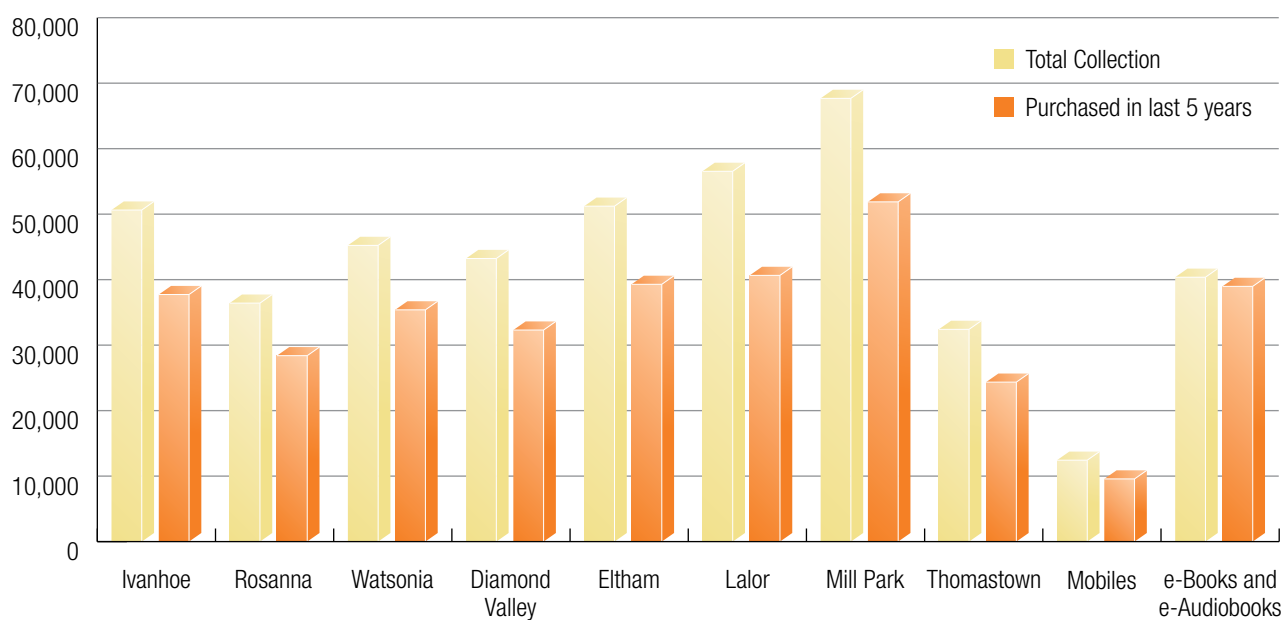
Usage of collection – turnover per branch

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	e-Books and e-Audiobooks	TOTAL
Circulation	455,499	339,444	398,434	328,407	614,250	375,508	594,918	164,109	97,836	88,431	3,456,836
Collection	51,940	37,729	46,546	44,546	52,532	57,856	68,996	33,726	13,744	41,685	449,300
Turnover	8.8	9.0	8.6	7.4	11.7	6.5	8.6	4.9	7.1	2.1	7.7



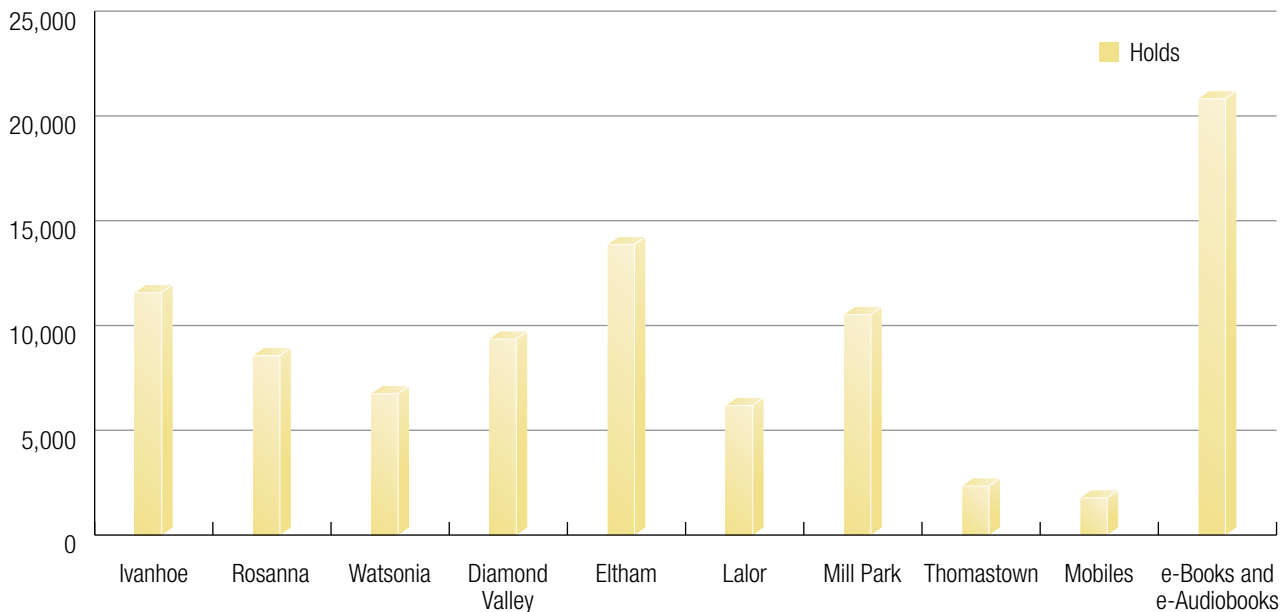
Quality of collection – number of items purchased in the past 5 years

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	e-Books and e-Audiobooks	TOTAL
Total collection	51,940	37,729	46,546	44,546	52,532	57,856	68,996	33,726	13,744	41,685	449,300
Number purchased in last 5 years	39,041	29,705	36,701	33,620	40,601	41,966	53,187	25,665	10,884	40,288	351,658
% of collection	75%	79%	79%	75%	77%	73%	77%	76%	79%	97%	78%



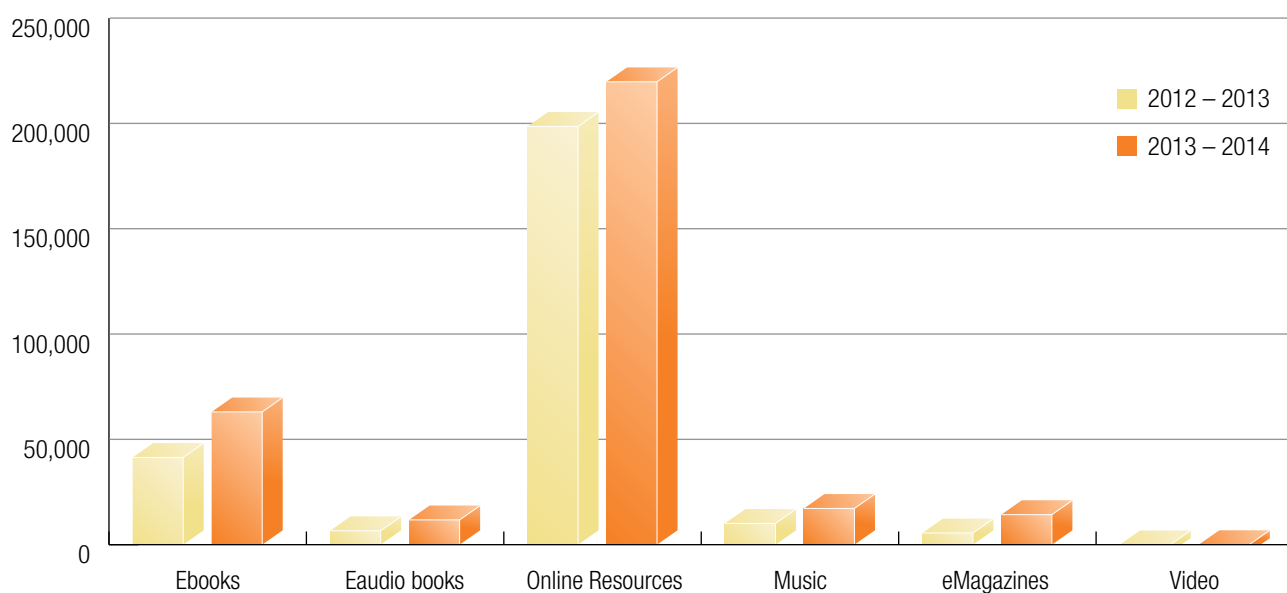
Ability to access resources – holds placed as a % of circulation

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	e-Books and e-Audiobooks	TOTAL
Holds	11,932	8,929	7,109	9,717	14,225	6,543	10,885	2,706	2,138	21,185	74,184
Circulation	455,499	339,444	398,434	328,407	614,250	375,508	594,918	164,109	97,836	88,431	3,456,836
Holds / Circulation	2.6%	2.6%	1.8%	3.0%	2.3%	1.7%	1.8%	1.6%	2.2%	24.0%	2.1%



Usage of digital collection

	Ebooks	Eaudio books	Online Resources	Music	eMagazines	Video	TOTAL
12-13	48,240	13,425	205,389	16,912	12,360	951	297,277
13-14	69,849	18,582	226,577	24,027	21,074	3,045	363,154
% difference	45%	38%	10%	42%	71%	220%	22%



Programs

These measures show the attendance at various programs that are offered at the branches. Program attendance at all programs has increased 29%; this is on top of a 41% increase in the 12–13 year. Ivanhoe has increased attendance by 83%, attributed to new programs for children and also for digital literacy. Thomastown has increased their attendance by 43%; this could be due to the Thomastown Neighbourhood House being co-located in the library and so attracting more people to the library.

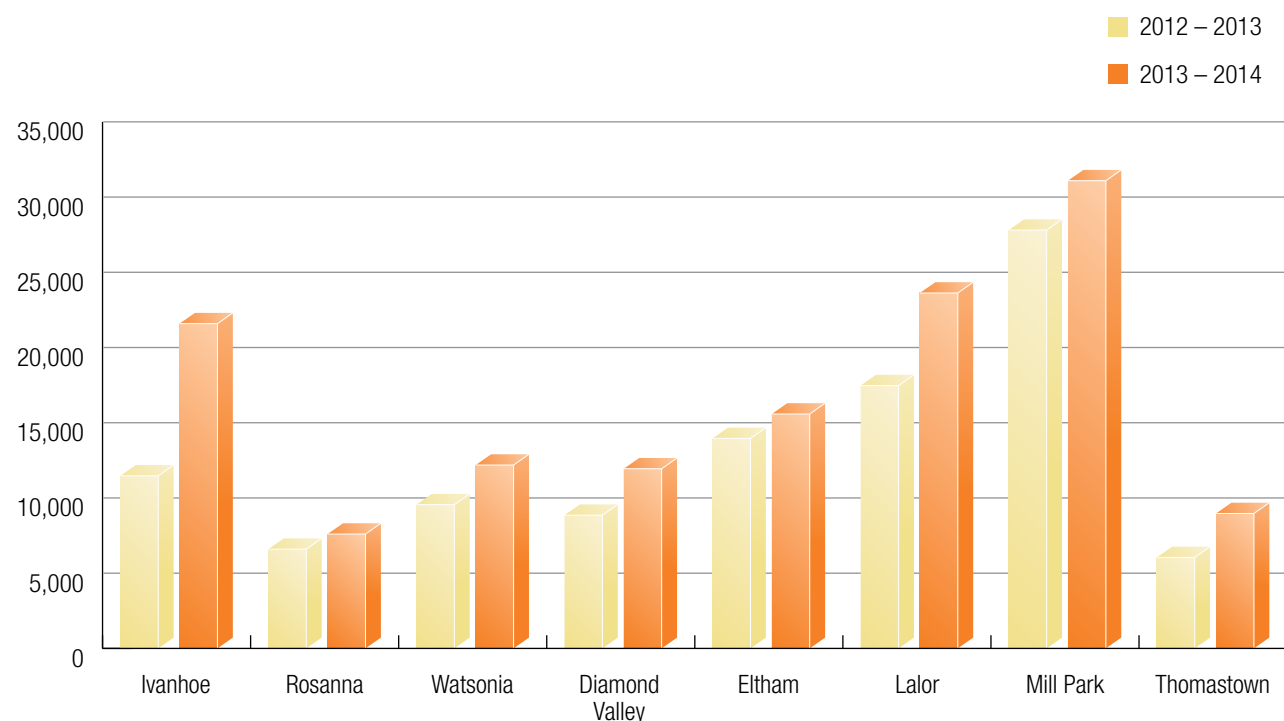
Preschool literacy programs continue to grow; both Ivanhoe and Thomastown have very large increases in attendance – Ivanhoe has almost doubled and Thomastown has increased by 164%. It is very pleasing to see such growth in this demographic area.

Summer Reading Club registrations were down slightly this year although some branches (Rosanna and Diamond Valley) saw a solid increase. A decrease of 5% overall is disappointing, as this program has grown over a number of years and is one of our important core programs. More emphasis will be placed on marketing and branch participation in the coming year.

Outreach to preschools and schools is being given more priority and the 42% increase in the number of children visited at their schools is pleasing. Some branches have made significant efforts to reach students and Ivanhoe and Diamond Valley have more than doubled their numbers this year.

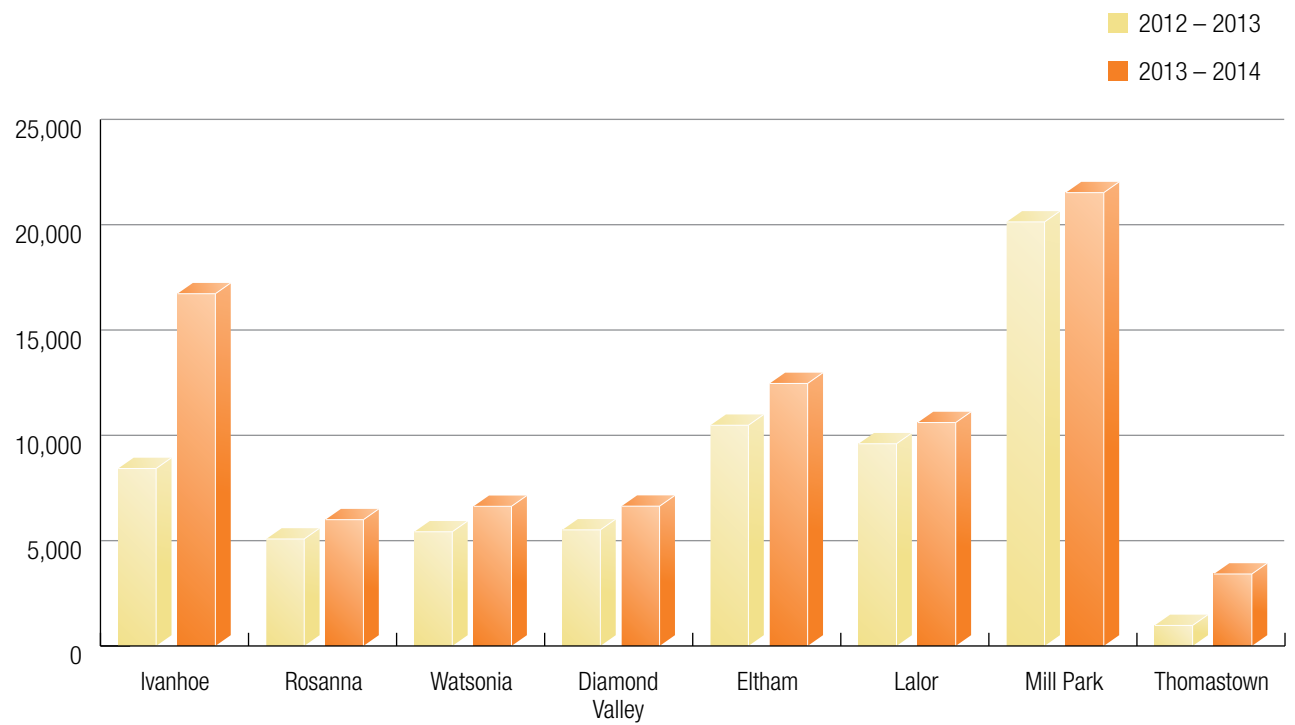
Program attendance per branch at all events compared to previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	TOTAL
12–13	12,186	7,314	10,270	9,571	14,676	18,187	28,519	6,764	107,487
13–14	22,302	8,318	12,904	12,657	16,298	24,340	31,804	9,685	138,308
% difference	83%	14%	26%	32%	11%	34%	12%	43%	29%



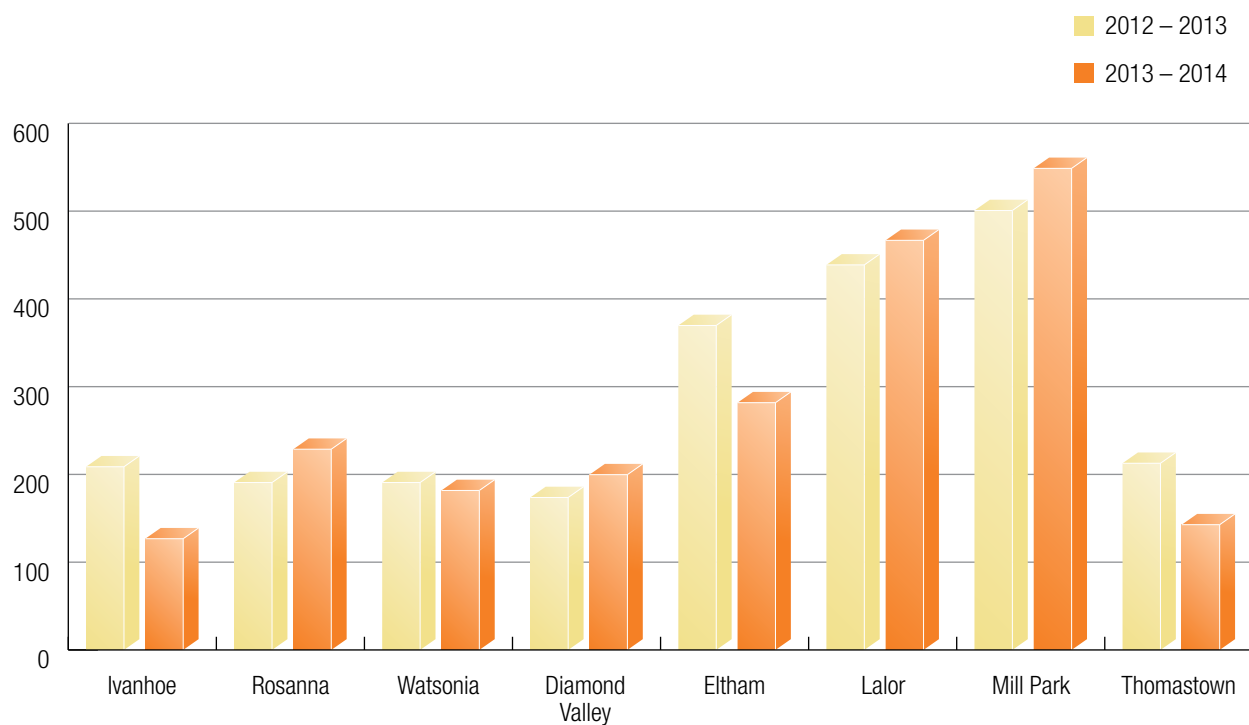
All preschool preliteracy programs attendance compared to previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	TOTAL
12–13	8,938	5,591	5,933	6,024	10,991	10,112	20,644	1,487	69,720
13–14	17,235	6,508	7,142	7,149	12,975	11,119	22,034	3,929	88,091
% difference	93%	16%	20%	19%	18%	10%	7%	164%	26%



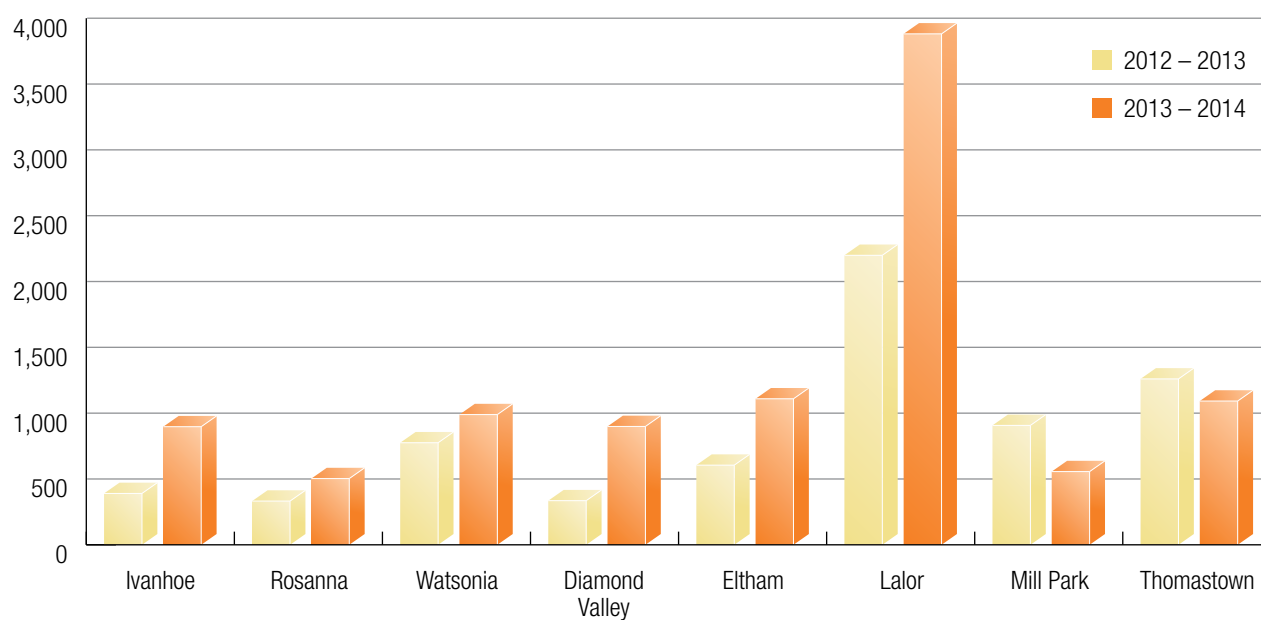
Participation in Summer reading club compared to previous year – registrations

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	TOTAL
12–13	221	203	203	186	382	451	513	225	2,384
13–14	139	241	194	212	294	479	561	155	2,275
% difference	-37%	19%	-4%	14%	-23%	6%	9%	-31%	-5%



Outreach to schools and preschools – number of children

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	TOTAL
12–13	472	414	857	417	687	2,281	989	1,342	7,459
13–14	979	585	1,071	981	1,191	3,963	638	1,174	10,582
% difference	107%	41%	25%	135%	73%	74%	-35%	-13%	42%



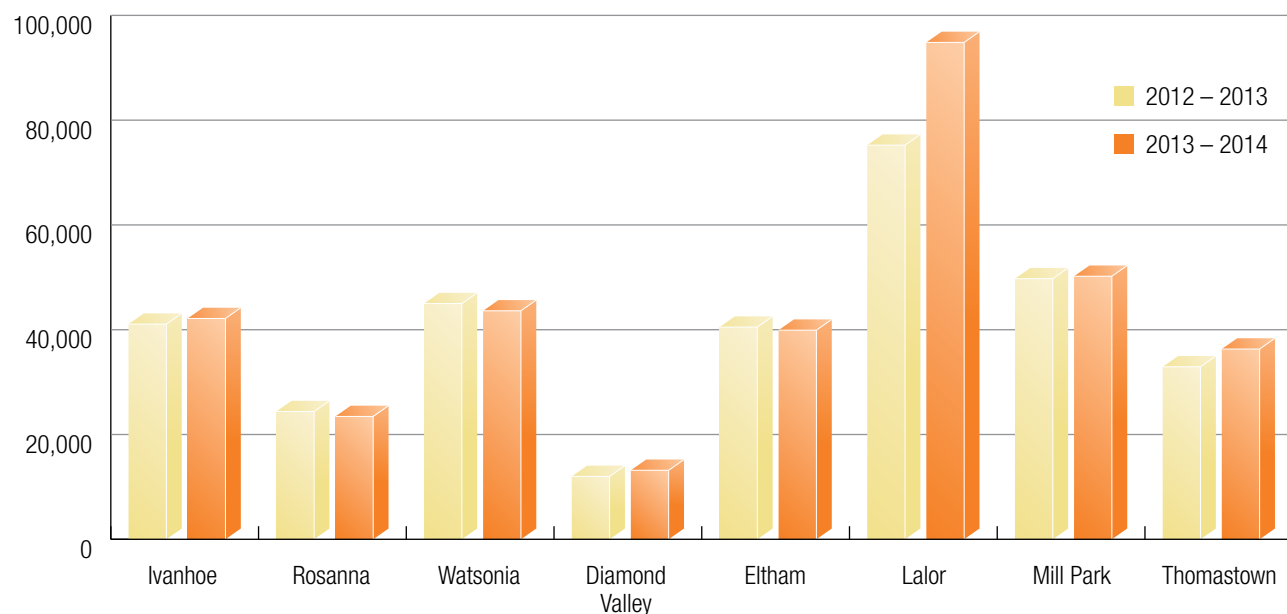
Technology

These measures show the usage of the library's computers and wifi. While some branches are still increasing the number of bookings on their public access pcs, others are starting to decline. This reflects the increasing number of people who bring their own devices to the library to use, rather than relying on the library's pcs. However Lalor and Thomastown are still showing increases of 25% and 10% respectively; and this shows the importance of public access pcs in these areas.

Wifi usage is increasing; the decrease at some branches may be due to the instability of the wifi network during the year. This was improved by the implementation of the new Wide Area Network which saw all branches being able to take advantage of the NBN. Greater stability and speed has now been achieved and should be reflected in next year's figures.

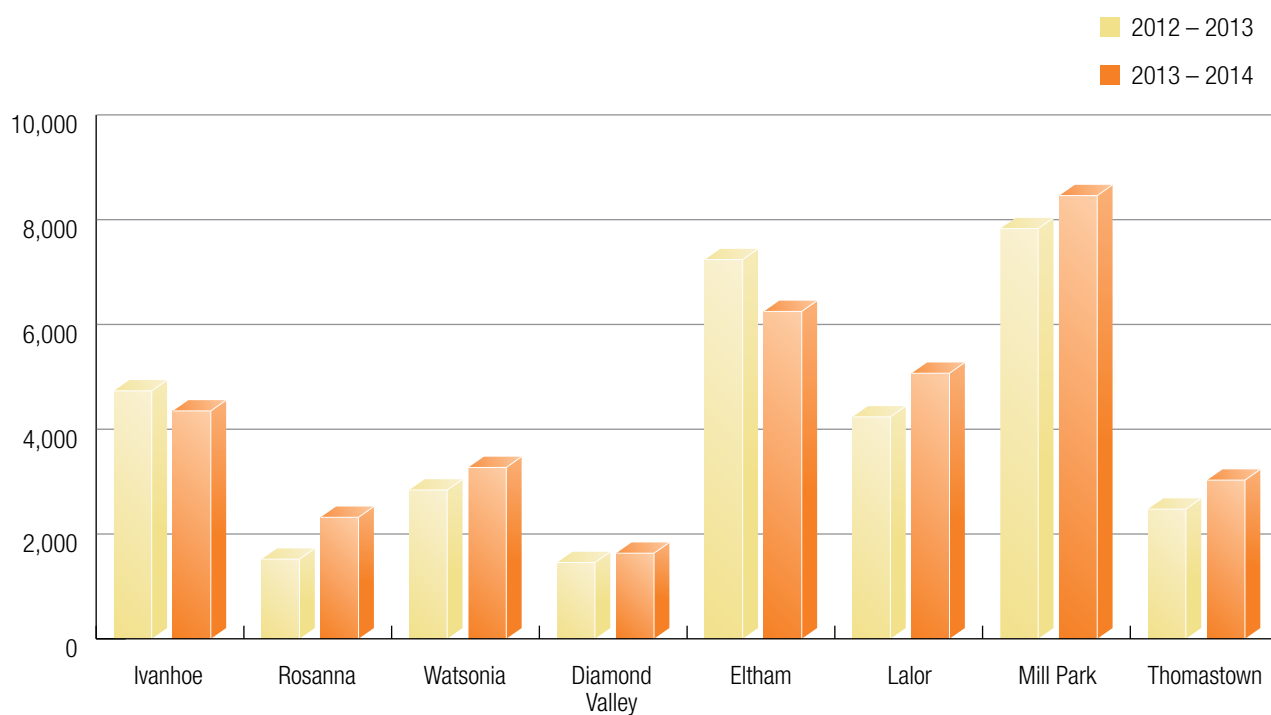
Usage of technology – Number of computer bookings per annum compared to previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	TOTAL
12–13	43,122	26,437	47,044	14,055	42,554	77,282	51,794	34,977	337,265
13–14	44,201	25,502	45,661	15,227	41,969	96,893	52,262	38,371	360,086
% difference	3%	-4%	-3%	8%	-1%	25%	1%	10%	7%



Usage of technology – number of wifi sessions compared to previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	TOTAL
12–13	4,938	1,725	3,046	1,661	7,443	4,441	8,034	2,681	33,969
13–14	4,555	2,525	3,476	1,839	6,454	5,274	8,665	3,234	36,022
% difference	-8%	46%	14%	11%	-13%	19%	8%	21%	6%



Spaces

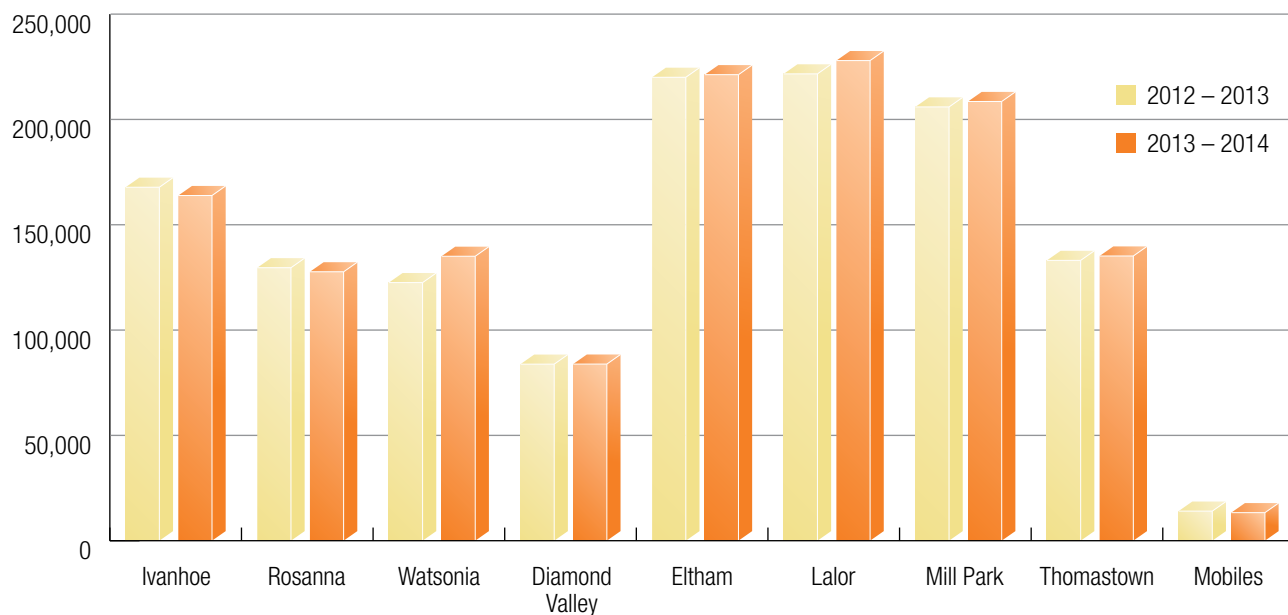
These measures show the usage and accessibility of spaces at the libraries. The number of visits has remained steady compared to last year; the exception is Watsonia, which shows a 10% increase in visits.

Libraries are open a total of 485 hours a week; this is unchanged from the previous year.

Membership has also remained steady; with little movement over the past year.

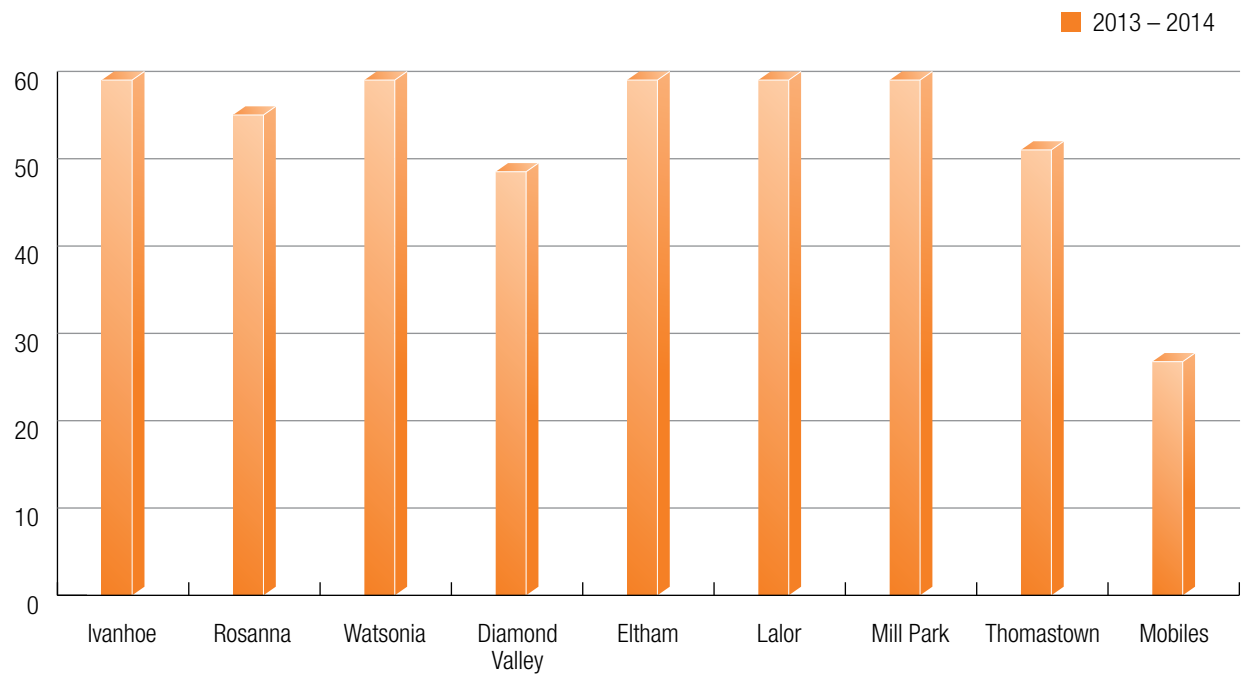
Usage – number of visits compared to previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	TOTAL
12–13	172,363	134,144	127,083	88,371	224,566	226,177	210,488	137,638	18,595	1,339,425
13–14	168,427	132,220	139,595	88,404	225,803	232,489	213,071	139,716	17,865	1,357,588
% difference	-2%	-1%	10%	0%	1%	3%	1%	2%	-4%	1%



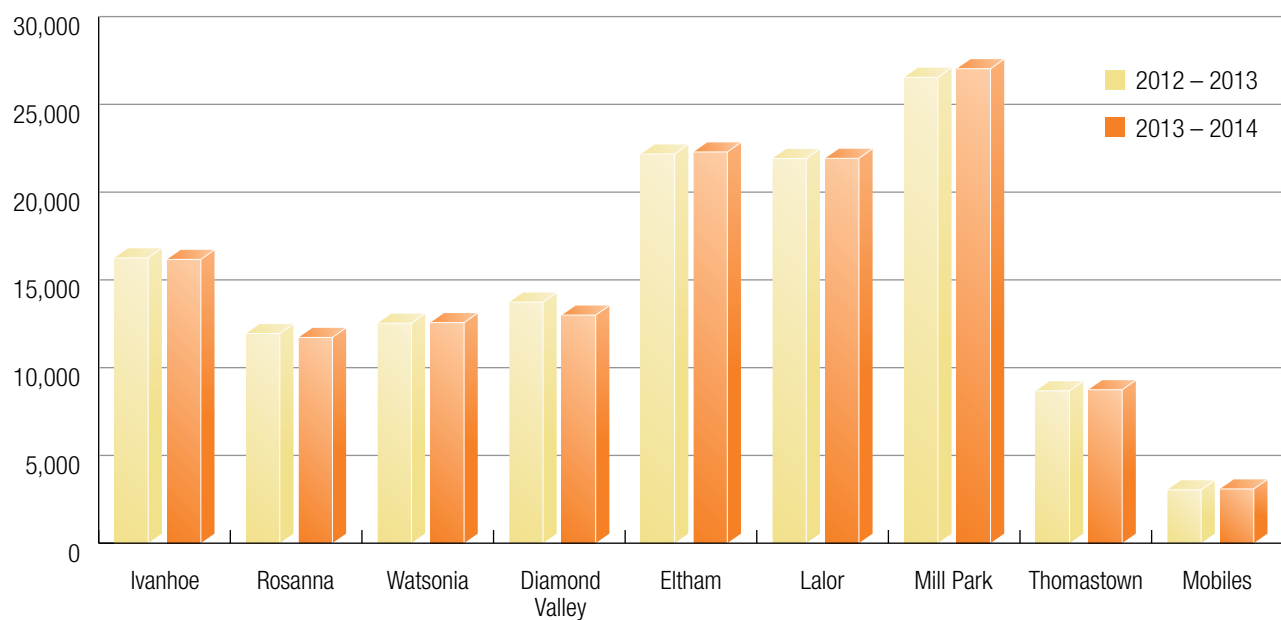
Accessibility – number of hours branches are open per week

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	TOTAL
13–14	60	56	60	49.5	60	60	60	52	27.75	485.25



Membership – Current members

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	TOTAL
12–13	16,802	12,492	13,077	14,282	22,717	22,463	27,088	9,227	3,586	141,735
13–14	16,714	12,269	13,112	13,541	22,835	22,473	27,577	9,287	3,636	141,444
% difference	-1%	-2%	0%	-5%	1%	0%	2%	1%	1%	0%



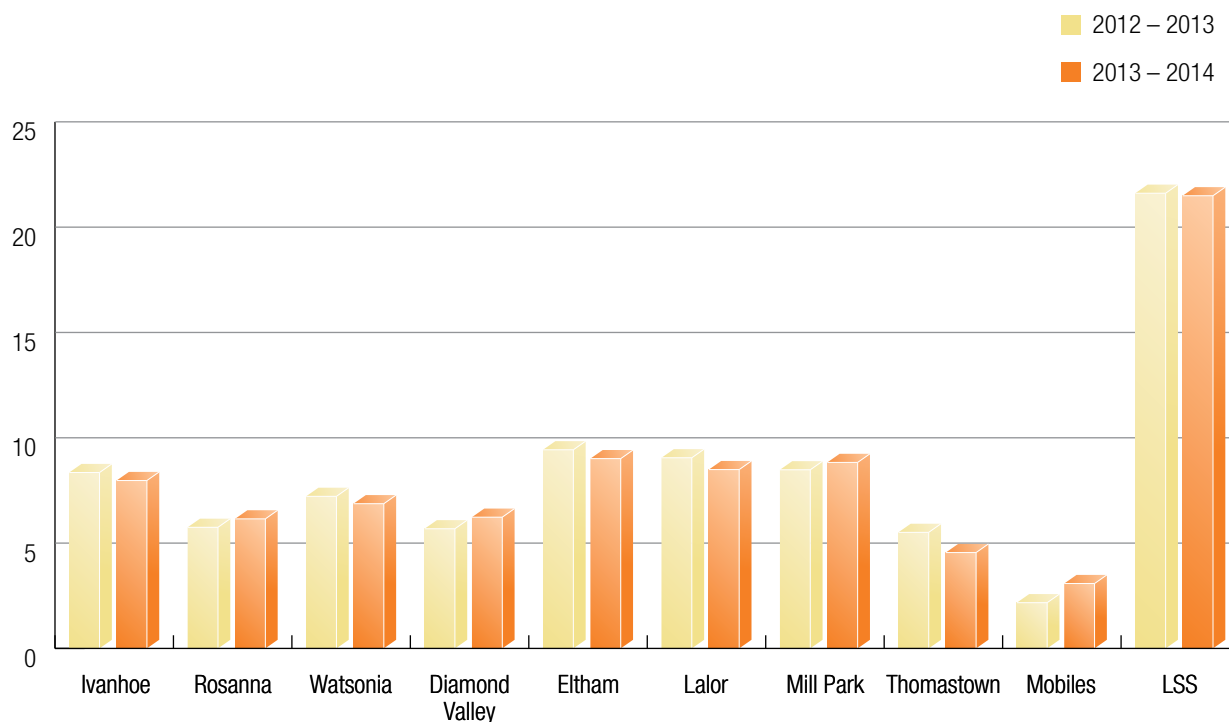
Staff

This measure shows the number of eft (equivalent full time) staff at each branch compared to the previous year. Staff numbers at branches are adjusted each year using a staffing formula to take into account the

busyness of each branch. The Mobile Library was carrying a vacancy in 12–13; this was filled permanently in 13–14.

The number of staff to provide services to the community – equivalent full time per branch compared to previous year

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	LSS	TOTAL
12–13	8.76	6.16	7.63	6.09	9.84	9.46	8.89	5.92	2.58	22.02	87.4
13–14	8.38	6.56	7.28	6.64	9.42	8.9	9.24	4.96	3.49	21.9	86.8
% difference	-4%	6%	-5%	9%	-4%	-6%	4%	-16%	35%	-1%	-1%



Finance and Governance

These measures provide an indication of the cost of running each branch; which is calculated on visits and the cost per branch; and the relative per capita amounts provided by each member council.

The Mobile Library is the most expensive service if measured by the number of visits. Diamond Valley is the most expensive branch to operate and Thomastown

and Lalor the least expensive using this measure. The other branches are around the same cost.

Nillumbik contributes the most per capita for their library service. This takes into account that the Regional Library Agreement stipulates that costs are assigned to councils by usage of their residents of each branch.

Cost per visit per annum per branch

	Ivanhoe	Rosanna	Watsonia	Diamond Valley	Eltham	Lalor	Mill Park	Thomastown	Mobiles	TOTAL
No of visits	168,427	132,220	139,595	88,404	225,803	232,489	213,071	139,716	17,865	1,357,590
Cost per branch	\$802,004	\$600,009	\$680,838	\$673,553	\$919,374	\$884,200	\$1,027,387	\$511,494	\$478,972	\$6,577,831
Cost per visit	\$4.76	\$4.53	\$4.87	\$7.62	\$4.07	\$3.80	\$4.82	\$3.66	\$26.81	\$4.85

Per capita funding – Contribution per municipality excluding State Government grant

	Banyule	Nillumbik	Whittlesea	TOTAL
Population	124,475	62,724	179,261	366,460
Contribution	\$4,073,628	\$2,281,724	\$4,256,308	\$10,611,660
Per capita	\$32.73	\$36.38	\$23.73	\$28.96

Financial Statements

General Purpose Financial Report

For the Year Ended 30 June 2014

Financial Report

External Auditor:

Victorian Auditor-General's Office

Internal Auditor:

HLB Mann Judd

Solicitors:

– Maddocks

– Meerkin & Apel

Bankers:

– Commonwealth Bank of Australia

– Bendigo Bank

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, auditor's 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.

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Certification of Financial Statements

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Comprehensive Income Statement

For the Year Ended 30 June 2014

	Note	2014 \$	2013 \$
Revenue			
Contributions to Regional Library Service	2	12,711,316	12,413,610
Library Fees		234,191	243,344
Interest		115,104	126,088
Other Revenue	3 (a)	705,390	481,462
Total Revenue		13,766,001	13,264,504
Expenses			
Employee Costs	4	7,675,510	7,330,637
Library Support Centre Lease Costs		122,877	110,305
Depreciation	5	1,296,632	2,255,354
Administration Costs		425,265	398,536
Branch Costs		748,152	786,472
Finance Costs	6	0	1,577
Computer Services		1,069,708	998,288
Collection Services		809,701	713,562
Other Expenses	3 (b)	852,311	688,884
Total Expenses		13,000,156	13,283,615
Surplus/(Deficit) for the year		765,845	(19,111)
Comprehensive Result		765,845	(19,111)

The above Comprehensive Income Statement should be read with the accompanying notes

Balance Sheet

For the Year Ended 30 June 2014

	Note	2014 \$	2013 \$
Assets			
Current Assets			
Cash and cash equivalents	7	3,602,001	3,296,081
Trade and other receivables	8	59,062	34,361
Other Assets	9	4,826	25,636
Total Current Assets		3,665,889	3,356,078
Non-Current Assets			
Bookstock, plant and equipment	14 & 15	4,488,002	3,997,900
Total Non-Current Assets		4,488,002	3,997,900
Total Assets		8,153,891	7,353,978
Liabilities			
Current Liabilities			
Trade and other payables	10	491,747	562,474
Provisions	11	1,813,751	1,641,920
Total Current Liabilities		2,305,498	2,204,394
Non-Current Liabilities			
Provisions	11	30,604	97,640
Total Non-Current Liabilities		30,604	97,640
Total Liabilities		2,336,102	2,302,034
Net Assets		5,817,789	5,051,944
Members Contributions		3,770,080	3,770,080
Accumulated Surplus (Deficit)		2,047,709	1,281,864
Total Equity		5,817,789	5,051,944

The above balance sheet should be read with the accompanying notes

Statement of Changes In Equity

For the Year Ended 30 June 2014

	Total	Members Contribution	Accumulated Surplus/(Deficit)
2014	2014 \$	2014 \$	2014 \$
Balance at beginning of the financial year	5,051,944	3,770,080	1,281,863
Surplus/(Deficit) for the year	765,845	0	765,845
Balance at end of the financial year	5,817,789	3,770,080	2,047,708

	Total	Members Contribution	Accumulated Surplus/(Deficit)
2013	2013 \$	2013 \$	2013 \$
Balance at beginning of the financial year	5,071,055	3,770,080	1,300,975
Surplus/(Deficit) for the year	(19,111)	0	(19,111)
Balance at end of financial year	5,051,944	3,770,080	1,281,864

Cash Flow Statement

For the Year Ended 30 June 2014

	Note	2014 Inflows/ (Outflows) \$	2013 Inflows/ (Outflows) \$
Cash flows from operating activities			
Contributions (incl GST)		11,672,826	11,436,625
Grants Received from Government		2,099,656	2,218,345
Payments to suppliers (incl GST)		(4,508,615)	(3,611,704)
Payments to Employees		(7,570,712)	(7,145,809)
Interest Received		115,103	126,758
Library Fees		209,490	315,000
Other Receipts (incl GST)		798,820	529,608
Net GST Payment		(723,912)	(961,170)
Net cash provided by operating activities	17	2,092,654	2,907,653
Cash flows from investing activities			
Payments for library books, plant and equipment		(1,786,734)	(1,932,227)
Net cash used in investing activities		(1,786,734)	(1,932,227)
Cash flows from financing activities			
Finance Costs		0	(1,577)
Loan repayments		0	(35,368)
Payments for leased plant and equipment		0	(41,550)
Net cash from financing activities		0	(78,495)
Net increase/(decrease) in cash and cash equivalents		305,920	896,931
Cash and cash equivalents at the beginning of the financial year		3,296,081	2,399,150
Cash and cash equivalents at the end of the financial year	16	3,602,001	3,296,081
Restrictions on cash assets	18		

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

Notes to the Financial Report

For the Year Ended 30 June 2014

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 the convention 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 bookstock, plant and equipment, or groups of such items with a value greater than \$500 (\$500 in 2012/2013) are recognised as assets.

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 are treated 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.

In compiling the 2013–14 financial statements, management noted the possibility that past depreciation charges had resulted in an understated carrying value for bookstock at 30 June 2014. An investigation revealed shortcomings in the approach currently in use and, as a consequence, the level of depreciation on this asset was reassessed and recalculated at a reduced level. The adjustment has been recognised in the current year as it was not practical at this time to determine what amounts related to prior years. It is intended that the current recording system will be examined in detail during the coming year with a view to effecting the necessary improvements.

(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 unconditional 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 2014 ranging from 2.455% to 3.670%

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

At 30 June 2014 the Library had no finance leases.

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 (a) Contributions to Regional Library Service

The following contributions were received during the year.

	Municipalities' Contributions	State Government Grant	2014 Total \$	2013 Total \$
Shire of Nillumbik	2,281,724	494,551	2,776,275	2,740,966
City of Banyule	4,073,628	872,088	4,945,716	4,733,528
City of Whittlesea	4,256,308	733,017	4,989,325	4,939,115
	10,611,660	2,099,656	12,711,316	12,413,609

Note 2 (b) Contributions by participating Councils

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

	2014 %	2013 %
Shire of Nillumbik	20.90	20.85
City of Banyule	42.86	43.23
City of Whittlesea	36.24	35.92
	100.00	100.00

Note 3 Revenues and Expenses

The following items are included in these categories

	2014 \$	2013 \$
Note 3 (a) Other Revenue		
Photocopying Fees	91,965	81,348
Fundraising	16,311	17,207
Murrundindi Computer Rental	60,772	59,000
Grant Funding***	444,175	227,631
Miscellaneous	92,167	96,276
	705,390	481,462
Note 3 (b) Other Expenses		
Document Copy	81,432	54,083
Transport Costs	32,565	36,275
Community Engagement	223,376	195,504
Organisation Development	168,241	165,520
Grant Expenditure***	324,357	217,406
Audit Fees Payable	22,340	20,096
	852,311	688,884

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 had not occurred at balance date were:

	2014 \$	2013 \$
Premier's Reading Grant	11,215	4,465
Local Priorities Grant	33,018	40,660
Equipment Purchase Grant	15,000	1,716
NBN – Digital Hubs Program	5,474	40,316
INELI Oceania Grant	98,288	0
Various	6,180	21,238
See Note 18 Restricted Assets	169,175	108,395
*** Grant Funding Reconciliation		
Grants brought forward from 2012/2013	108,395	268,595
Grants received in 2013/2014	444,175	227,631
Grants expended on Operating Activities in 2013/2014	(324,357)	(217,406)
Grants expended on Capital Projects in 2013/2014	(46,428)	(161,469)
Grants over expended on Operating Activities	(12,610)	(8,956)
Balance to be carried forward to 2014/2015	169,175	108,395

Note 4 Employee Costs

The following items are included as employee costs:

Salaries	6,804,185	6,433,957
Superannuation	641,430	560,211
Workcover Levy	40,606	40,809
Annual Leave/Long Service Leave Provision	189,289	295,661
	7,675,510	7,330,637

Note 5 Depreciation Expense

Depreciation expense for the year was charged in respect of:

Plant and equipment and motor vehicles	165,656	154,657
Library books and audio visuals	1,130,976	2,073,458
Leased IT equipment	0	27,239
	1,296,632	2,255,354

Note 6 Finance Costs

	2014 \$	2013 \$
Interest – Borrowings	0	636
Interest – Leases (Operating and Finance)	0	941
	0	1,577

Note 7 Cash and Cash Equivalent Assets

Cash on Hand and at Bank	953,091	576,826
Interest bearing deposits – Current	2,648,910	2,719,255
	3,602,001	3,296,081

Note 8 Trade and Other Receivables

Current	0	8,776
Accrued Income	59,060	25,585
Sundry Debtors	59,060	34,361

Note 9 Other Assets

Prepayments	4,826	25,636
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Note 10 Trade and Other Payables

Current	352,447	415,380
Payables and Accruals	139,300	147,094
Net GST	491,747	562,474

Note 11 Provisions

	2014 \$	2013 \$
Current		
Annual Leave	542,799	555,267
Long Service Leave	1,270,952	1,163,424
	1,813,751	1,718,691
Non-current		
Annual Leave	0	0
Long Service Leave	30,604	20,869
	30,604	20,869
Amounts expected to be settled no more than 12 months after end of reporting date	1,813,751	1,718,691
Number of employees at the end of the year	159	156

Note 12 Superannuation

Post Employment Benefit

The Library makes employer superannuation contributions in respect of the majority 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 (9.25% 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's Actuary 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).

Unfunded Superannuation Liability – Funding Calls

The Fund is required to comply with the superannuation prudential standards. Under the superannuation prudential standards SPS 160, the Fund is required to target full funding of its vested benefits. There may be circumstances where:

- a fund is in an unsatisfactory financial position at an actuarial investigation (i.e. its vested benefit index (VBI) is less than 100% at the date of the actuarial investigation); or
- a fund's VBI is below its shortfall limit at any time other than the date of the actuarial investigations.

If either of the above occur, the Fund has a shortfall for the purposes of SPS 160 and the Fund is required to put plan in place so that the shortfall is fully funded within three years of the shortfall occurring. There may be circumstances where the Australian Prudential Authority (APRA) may approve a period longer than three years.

Note 12 (cont'd)

The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%. Since 30 June 2013 the VBI has been in excess of 100%. The 31 March 2014 estimated VBI was 104.6%. As this is greater than 100%, the fund is considered to be fully funded with no action required by employers at this stage.

Contributions

The Library has made the following contributions to Superannuation Funds during the 2013/2014 financial year.

	2014 \$'000	2013 \$'000
Defined Benefit Plan	184	155
Accumulation Fund	457	405

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)

Steven Briffa (Banyule City Council – commenced August 2013)

Helen Coleman (Nillumbik Shire Council)

Ken King (Nillumbik Shire Council)

Mark Di Pasquale
(Banyule City Council – ceased June 2013)

Chief Executive Officer
Christine Mackenzie

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

Income Range:	2014 No	2013 No
NIL	6	6
\$200,000 – \$209,999	0	1
\$210,000 – \$220,000	1	0
Total	7	7
	\$	\$
Total remuneration for the reporting period for responsible persons mentioned above	215,000	203,030

(c) Senior Officers Remuneration

The number of Senior Officers, other than the Responsible Persons, whose total remuneration exceeded \$133,000 during the reporting period, are shown below in their relevant income bands:

There are 2 Senior Officers whose total remuneration exceeds \$133,000

Income Range:	2014 No	2013 No
\$133,000 – \$140,000	1	0
\$140,000 – \$150,000	1	0
	2	0
	\$	\$
Total remuneration for the reporting period for Senior Officers mentioned above	280,975	0

(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

	2014 \$	2013 \$
Plant and equipment – at cost	2,511,440	2,401,187
Less: Accumulated Depreciation	1,476,897	1,311,242
	1,034,543	1,089,945
Bookstock – at cost	4,621,582	4,752,163
Less Accumulated Depreciation	1,168,123	1,844,208
	3,453,459	2,907,955
Leased IT Equipment	1,251,900	1,251,900
Less Accumulated Depreciation	1,251,900	1,251,900
	0	0
Total bookstock, plant and equipment	4,488,002	3,997,900

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.

2014	Bookstock \$	Plant and Equipment \$	Leased Equipment \$	Total \$
Balance at the beginning of the year	2,907,955	1,089,945	0	3,997,900
Additions	1,676,482	110,252	0	1,786,734
Disposals/Withdrawals	(1,807,061)	0	0	(1,807,061)
Depreciation Expense	(1,130,976)	(165,656)		(1,296,632)
Accumulated Depreciation written back	1,807,061	0	0	1,807,061
Carrying amount at the end of the year	3,453,461	1,034,541	0	4,488,002

2013	Bookstock \$	Plant and Equipment \$	Leased Equipment \$	Total \$
Balance at the beginning of the year	3,234,783	1,059,005	27,239	4,321,027
Additions	1,746,631	185,597	0	1,932,228
Disposals/Withdrawals	(3,125,182)	0	0	(3,125,182)
Depreciation Expense	(2,073,458)	(154,657)	(27,239)	(2,255,354)
Accumulated Depreciation written back	3,125,182	0	0	3,125,182
Carrying amount at the end of the year	2,907,955	1,089,945	0	3,997,900

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:

	2014 \$	2013 \$
Cash at Bank	951,771	575,506
Cash on hand	1,320	1,320
Interest Bearing Deposits	2,648,910	2,719,255
	3,602,001	3,296,081

Users of the financial report should refer to Note 18 for details of restrictions on cash and Note 21 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

	2014 \$	2013 \$
Net Result For the Reporting Period – Surplus (Deficit)	765,845	(19,111)
Cash flows in operating surplus attributable to non-operating activities :		
Depreciation	1,296,632	2,255,354
Finance Costs	0	1,577
Changes in assets and liabilities :		
(Increase)/Decrease in receivables	(24,701)	1,655,177
(Increase)/Decrease in prepayments	20,810	23,960
Increase/(Decrease) in payables	(70,727)	388,719
Increase/(Decrease) in provision for employee entitlements	104,795	(1,398,023)
Net cash provided by operating activities	2,092,654	2,907,653

Note 18 Restricted Assets

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

	2014 \$	2013 \$
Long Service Leave – Investments	1,148,535	908,055
Government Grants received and unspent at balance date	169,175	108,395
	1,317,710	1,016,450

Note 19 Operating Lease Commitments

	2014 \$	2013 \$
Motor Vehicles		
Payable:		
– Not later than one year	5,258	13,914
– Greater than one year but not later than five years		5,258
	5,258	19,172
Library Support Services Accommodation Rental		
Payable:		
– Not later than one year	125,664	122,004
– Greater than one year but not later than five years	262,750	388,413
	388,414	510,417

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

	2014 \$	2013 \$
Photocopier Lease		
Payable:		
– Not later than one year	41,652	33,216
– Greater than one year but not later than five years	8,462	33,216
	50,114	66,432
Note: The current lease is on a month by month basis		
Computer Lease		
Payable:		
– Not later than one year	200,360	134,745
– Greater than one year but not later than five years	275,656	222,511
	476,016	357,256

Note 20 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 :

	2014 \$	2013 \$
Bookstock	179,360	165,546
RFID, Courier and Cleaning Contract Expenditure	0	82,269
	179,360	247,815
The periods expected to elapse from the reporting date to the expected date of payment are as follows :		
– Not later than one year	179,360	247,815
	179,360	247,815

Note 21 Contingent Liabilities

The Yarra Plenty Regional Library Service has no known contingent liabilities as at 30 June 2014.

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 22 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 2014

Note 23 Relevant Financial Ratios

	2014 \$ 000's		2013 \$ 000's		2012 \$ 000's	
(a) Working Capital						
To assess the corporation's ability to meet current commitments						
	3,666	1.59	3,356	1.52	2,555	1.51
Current Assets/Current Liabilities	2,305		2,204		1,695	
(b) Adjusted Working Capital						
To assess the corporation's ability to meet current commitments						
	3,666	3.54	3,356	3.22	2,555	3.69
Current Assets/Current Liabilities	1,035		1,041		692	
Current liabilities have been reduced to reflect the long service leave that is shown as a current liability because the 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						
	0	0.00	2	0.00	151	0.01
Debt Servicing Costs/Total Revenue	13,766		13,265		14,347	
(d) Debt Commitment Ratio						
To identify library's debt redemption strategy						
Debt servicing and redemption costs/ Council Contributions	0	0.00	78	0.01	454	0.05
	10,612		10,397		9,858	
(e) Debt Exposure Ratio						
To identify library's debt redemption strategy						
Total Indebtedness/ Total Realisable Assets	0	0.00	0	0.00	77	0.03
	3,666		3,356		2,555	
(f) Investment Gap						
To identify library's debt redemption strategy						
Capital Spend/Depreciation	1,787	1.38	1,932	0.86	1,716	0.82
	1,297		2,255		2,080	
(g) Underlying Result						
Measures the Library's surplus/(deficit) as						
Net surplus (deficit)/ Total revenue	766	0.06	(19)	0.00	669	0.05
	13,766		11,682		12,764	

Note 24 Financial Instruments

(a) Accounting Policy, Terms and Conditions

Recognised Financial Instruments	Note	Accounting Policy	Terms and Conditions
Financial Assets			
Bank Deposits On Call	7	Valued at face value. Interest recognised as it accrues	Current account interest fluctuates between 3.6% and 3.75%. The average rate at balance date was 3.17%
30/60/90 day Bank Bills	7	Valued at face value. Interest recognised as it accrues.	Bills can be redeemed at call. Interest rates fluctuated between 3.3% and 3.7%. The average rate at balance date was 3.51%
Receivables	8	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 received 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.

(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.

(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:

2014

	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		3,600,681		1,320	3,602,001
Receivables	8				59,060	59,060
Total financial assets			3,600,681		60,380	3,661,061
Weighted Average Interest Rate						3.30%
Financial Liabilities						
Payables	10				352,447	352,447
Interest Bearing Liability	19		0	0		0
Total Financial Liabilities			0	0	352,447	352,447

2013

	Note	Floating Interest Rate	Fixed Interest Maturing In:		Non-interest Bearing	Carrying Amount
			< 1 year	>1 year <5 years		
		\$	\$	\$	\$	\$
Financial Assets						
Cash Assets	7		3,294,761		1,320	3,296,081
Receivables	8				34,361	34,361
Total financial assets			3,294,761		35,681	3,330,442
Weighted Average Interest Rate						3.75%
Financial Liabilities						
Payables	10				562,474	562,474
Interest Bearing Liability	19		0	0		0
Total Financial Liabilities					562,474	562,474

Note 24 Financial Instruments (continued)

(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 3.3%

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.

2014 Market Risk Exposure

		Interest Rate Risk			
		-1% (100 basis points)		+1% (100 basis points)	
	Carrying Amount	Profit	Equity	Profit	Equity
Financial Assets:					
Cash and Cash Equivalents (i)	3,602,001	(36,020)	(36,020)	36,020	36,020
Financial Liabilities:					
Payables (ii)	352,447	–	–	–	–
Interest Bearing Liabilities (iii)	0	–	–	–	–
Total Increase/(decrease)		(36,020)	(36,020)	36,020	36,020

2013 Market Risk Exposure

		Interest Rate Risk			
		-1% (100 basis points)		+1% (100 basis points)	
	Carrying Amount	Profit	Equity	Profit	Equity
Financial Assets:					
Cash and Cash Equivalents (i)	3,296,081	(32,961)	(32,961)	32,961	32,961
Financial Liabilities:					
Payables (ii)	415,380	–	–	–	–
Interest Bearing Liabilities (iii)	0	–	–	–	–
Total Increase/(decrease)		(32,961)	(32,961)	32,961	32,961

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

(ii) 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 25 Auditor's Remuneration

	2014 \$	2013 \$
Audit fee to conduct external audit	9,000	8,700
Internal Audit Fees	11,740	10,000
	20,740	18,700

Note 26 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: 12 August 2014

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 2014 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 7 August 2014 to certify the Financial Statements in their final form.



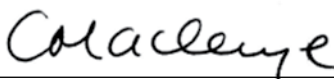
Councillor: Sam Alessi

Dated: 12 August 2014



Councillor: Ken King

Dated: 12 August 2014



Christine Mackenzie
Chief Executive Officer

Dated: 12 August 2014

Standard Statements

For the Year Ended 30 June 2014

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Comparison Report Standard Income Statement

For the year ending 30 June 2014

	Budget 2013/14 \$	Actuals 2013/14 \$	Variance		Note
			\$	%	
Revenue					
Contributions to Regional Library Service – Member Councils'	10,691,660	10,611,660	(80,000)	(1%)	1
State Government Funding	2,077,177	2,099,656	22,479	1%	
Grants – Local Priorities	106,200	110,508	4,308	4%	
Grants – Premiers Reading Fund	54,000	54,044	44	0%	
Library Fees	317,400	331,878	14,478	5%	
Interest	120,000	115,104	(4,896)	(4%)	
Other	161,070	163,529	2,459	2%	
Specific Government Grants	0	279,623	279,623	100%	2
Total Revenue	13,527,507	13,766,002	238,495		
Expenses					
Employee Costs	7,824,847	7,675,510	149,337	2%	3
Administration Costs	698,970	684,479	14,491	2%	
Branch Costs	817,430	748,152	69,278	8%	4
IT /Resources	976,650	1,069,708	(93,058)	(10%)	5
Organisation	174,900	168,241	6,659	4%	
Community	193,992	223,376	(29,384)	(15%)	6
Collection Non Capital	757,000	809,701	(52,701)	(7%)	7
Depreciation	2,000,000	1,296,632	703,368	35%	8
Grant Expenditure	0	324,357	(324,357)	(100%)	2
Total Expenses	13,443,789	13,000,156	443,633	3%	
Net Result for the Reporting Year	83,718	765,846	682,128		

Comparison Report Standard Balance Sheet

As At 30 June 2014

	Budget 2013/14 \$	Actuals 2013/14 \$	Variance		Note
			\$	%	
Assets					
Current Assets					
Cash Assets	2,308,984	3,602,001	1,293,017	56%	9
Trade and Other Receivables	13,490	59,062	45,572	338%	10
Prepayments	36,235	4,826	(31,409)	(87%)	11
Total Current Assets	2,358,709	3,665,889	1,307,180		
Non-Current Assets					
Bookstock, plant and equipment	4,736,069	4,488,002	(248,067)	(5%)	12
Total Non-Current Assets	4,736,069	4,488,002	(248,067)		
Total Assets	7,094,778	8,153,891	1,059,113		
Liabilities					
Current Liabilities					
Trade and Other Payables	214,266	491,747	277,481	130%	13
Provisions – Employment	1,451,686	1,813,751	362,065	25%	14
Total Current Liabilities	1,665,952	2,305,498	639,546		
Non-Current Liabilities					
Provisions – Employment	100,809	30,604	(70,205)	(70%)	14
Total Non-Current Liabilities	100,809	30,604	(70,205)	(70%)	
Total Liabilities	1,766,761	2,336,102	569,341		
Net Assets	5,328,017	5,817,789	489,772		
Represented By:					
Members Contributions	3,770,079	3,770,080	0	0%	
Accumulated Surplus/(Deficit)	1,557,938	2,047,709	489,771	31%	15
Equity	5,328,017	5,817,789	489,771		

Comparison Report Standard Cash Flow Statement

As At 30 June 2014

	Budget 2013/14 \$	Actuals 2013/14 \$	Variance		Note
			\$	%	
Cash flows from operating activities					
Contributions (excl GST)	10,691,660	10,611,660	(80,000)	(1%)	16
Grants Received from Government (excl GST)	2,237,376	2,099,656	(137,720)	(6%)	16
GST received on Contributions	1,292,904	1,061,166	(231,738)	(18%)	16
Payments to suppliers (excl GST)	(3,345,049)	(4,098,743)	(753,694)	23%	17
GST on Payments	(334,505)	(409,874)	(75,369)	23%	17
Payments to Employees	(7,824,847)	(7,570,712)	254,135	(3%)	18
Interest Received	120,000	115,103	(4,897)	(4%)	
Library Fees	317,400	307,177	(10,223)	(3%)	
Other Receipts (incl GST)	177,177	701,132	523,955	296%	19
Net GST Payment	(958,399)	(723,911)	234,488	(24%)	17
Net cash provided by operating activities	2,373,718	2,092,654	(281,063)		
Cash flows from investing activities					
Payments for library books, plant and equipment	(1,841,718)	(1,786,734)	54,984	(3%)	20
Net cash used in investing activities	(1,841,718)	(1,786,734)	54,984		
Cash flows from financing activities					
Finance Costs	(290,000)	0	290,000	(100%)	5
Payments for leased plant and equipment	(110,000)	0	110,000	(100%)	5
Net cash from financing activities	(400,000)	0	400,000		
Net increase/(decrease) in cash held	132,000	305,920	173,920	132%	9
Cash at the beginning of the financial year	2,176,984	3,296,081	1,119,097	51%	
Cash at the end of the financial year	2,308,984	3,602,001	1,293,017	56%	9

Comparison Report Standard Capital Works & Asset Reconciliation Statement

For the year ending 30 June 2014

	Budget 2013/14 \$	Actuals 2013/14 \$	Variance		Note
			\$	%	
Bookstock	1,735,518	1,676,482	(59,036)	(3%)	20
IT and Plant and Equipment	106,200	110,252	4,052	4%	
Leased IT Equipment	110,000	0	(110,000)	(100%)	5
Total Capital Works	1,951,718	1,786,734	(164,984)	(8%)	

Represented by:

Renewal	1,801,718	1,786,734	(14,984)	(1%)	20
Upgrade					
Expansion					
New Assets	40,000				
Total Capital Works	1,841,718	1,786,734	(54,984)		

Property, Plant and Equipment movement Reconciliation Worksheet

Total Capital Works	1,951,718	1,786,734	(164,984)	(8%)	20
Asset Revaluation Movement					
Depreciation Expense	(2,000,000)	(1,296,632)	703,368	(35%)	8
Net Movement in property, plant & equipment	(48,282)	490,102	538,384		

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 20 June, 2013. 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 – Member Councils'

Decrease due to savings in salary costs for Whittlesea for new Library in Whittlesea Township

2 Specific Government Grants

Specific Government Grants for Projects are unknown when setting the budget

3 Employee Costs

Savings due to salary costs for new Library at Whittlesea Township not required and other savings in overall salaries

4 Branch Costs

Capital Expenditure on Furniture and Equipment included in the Budget but excluded in the Income Statement and funds are carried over for shelving at the Lalor Library

5 IT/Resources

Budget included some lease costs as Capital but all leases are now operating leases

6 Community

Budget exceeded due to additional printing and event costs due to increased patronage

7 Collection – Non Capital

Off set by under expenditure in Capital Collection Expenditure

8 Depreciation

Revised methodology for Depreciation for Collection Stock resulted in lower costs

9 Cash Assets

Higher cash due to unexpended grants and increase in the plant replacement reserve

10 Receivables

Higher sundry debtors than budgeted – timing related

11 Prepayments

Lower than budget due to timing of payments relating to the 2013/14 financial year

12 Bookstock; Plant and Equipment

Lower than budgeted depreciation for Collection

13 Trade and Other Payables

Higher payables than budgeted – due to timing

14 Provisions – Current – Employment

Net Increase in current employee provisions due to numbers of long serving staff with increasing entitlements

15 Accumulated Surplus (Deficit)

Higher than budgeted operating surplus primarily due to lower depreciation costs

16 Grants received from Government and GST on Contributions and Grants

Budget included GST – Grants now exempt from GST

17 Payments to Suppliers and GST on Payments and Net GST

Budget included some lease payments as Capital – all leases are now operating leases and treated as supplier payments

18 Payments to Employees

Lower cash payments due to higher accrual and employee provisions and salary costs for new Library at Whittlesea Township not required

19 Other Receipts (incl GST)

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

20 Payments for library books, plant and equipment

Lower Collection capitalised – off set by higher Non Collection Operating costs

Certification of Standard Statements

In my opinion the accompanying Standard Statements have been prepared on accounting basis 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: 12 August 2014

In our opinion the accompanying Standard Statements have been prepared on accounting basis 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 7 August 2014 to certify the Standard Statements in their final form.



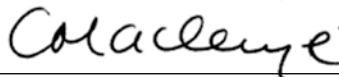
Councillor: Sam Alessi

Dated: 12 August 2014



Councillor: Ken King

Dated: 12 August 2014



Christine Mackenzie
Chief Executive Officer

Dated: 12 August 2014



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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 2014 of the Yarra Plenty Regional Library Corporation which comprises the comprehensive income statement, balance sheet, statement of changes in equity, cash flow statement, notes comprising a summary of significant accounting policies and other explanatory information, and the certification to the financial statements has been audited.

The accompanying standard statements for the year ended 30 June 2014 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 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, 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*.

The Board Members are responsible for such internal control as the Board Members determine is necessary to enable the preparation and fair presentation of the financial report and statements that are free from material misstatement, whether due to fraud or error.

Auditor's 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. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial report and standard statements are free from 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 the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Board Members, as well as evaluating the overall presentation of the financial report and standard statements.

Auditing in the Public Interest

Independent Auditor's Report (continued)

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.

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 2014 and of its financial performance and cash flows for the year then ended in accordance with applicable Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 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 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 Publication of the Audited Financial Report and Standard Statements

This auditor's report relates to the financial report and standard statements of Yarra Plenty Regional Library Corporation for the year ended 30 June 2014 included both in the Yarra Plenty Regional Library Corporation's annual report and on the website. The Board Members of the Corporation are responsible for the integrity of the Corporation's web site. I have not been engaged to report on the integrity of the Corporation's web site. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report and standard statements are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report and standard statements to confirm the information contained in the website version of the financial report and standard statements.

MELBOURNE
15 August 2014


John Doyle
Auditor-General



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Regional Service

Home Library Service
Outreach Library Service
Mobile Library

