



# AGENDA PAPER

and  
accompanying documents  
for the

Ordinary Meeting of the Board  
of the  
Yarra Plenty Regional Library Service

Thursday October 25, 2018

at  
6.00pm

Conference Room 1  
City of Whittlesea Council offices  
Ferres Boulevard, South Morang

**TO BOARD MEMBER**

Yarra Plenty Regional Library Board  
The next meeting will be held

**AGENDA PAPER**

Thursday, 25 October 2018  
6pm

**DATE AND TIME:**

Thursday 25 October 2018 at 6pm

**LOCATION:**

Conference Room 1,  
City of Whittlesea Council offices.  
Ferres Boulevard, South Morang

**REFRESHMENTS:**

Will be available from 5.30pm

**APOLOGIES:**

If you cannot attend the meeting, please  
phone Library Support Services on  
9088 3471 by, 22 October 2018

**Chief Executive Officer**

- A. Apologies
- B. Disclosures of Interest, declaration of Pecuniary and Conflict of Interest
- C. Confirmation of the Minutes of the Meeting of 6 September 2018
- D. Presentation of General Reports
- E. Continuation of matters lapsed from previous meetings
- F. Consideration of action petitions and joint letters
- G. General Business
- H. Reports from delegates appointed by the Board to other bodies
- I. Urgent Business
- J. Confidential item (meeting closed to the public as per S89 (2) of the Local Government Act 1989)

## SECTION C

Confirmation of the Minutes

Meeting of 6 September 2018



# MINUTES

Ordinary Meeting of the

Yarra Plenty Regional Library Service Board

held on

Thursday 6 September 2018

in

Griffin Room

Banyule City Council offices

1 Flintoff Street, Greensborough

## Present

### MEMBERS

Cr Sam Alessi	City of Whittlesea
Cr Peter Clarke	Nillumbik Shire Council
Cr Karen Egan	Nillumbik Shire Council
Cr Mark Di Pasquale	Banyule City Council

### OFFICERS

Jane Cowell	CEO, Yarra Plenty Regional Library Service
Allison Beckwith	Banyule City Council
Adrian Cully	Nillumbik Shire Council
Russell Hopkins	City of Whittlesea
Alan Butters	Yarra Plenty Regional Library Service
Lisa Dempster	Yarra Plenty Regional Library Service
Kate Karrasch	Yarra Plenty Regional Library Service
Linda MacRae	Yarra Plenty Regional Library Service

### APOLOGIES

Cr Tom Melican	Banyule City Council
Cr Stevan Kozmevski	City of Whittlesea

## **A. Apologies**

Apologies received from Cr Tom Melican and Cr Stevan Kozmevski

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### **BOARD RESOLUTION**

**That the apologies be received**

MOVED Cr Karen Egan

SECONDED Cr Peter Clarke

CARRIED

## **B. Disclosure of Interest, Declaration of Pecuniary and Conflict of Interest**

There were no disclosures.

## **C. Confirmation of Minutes**

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### **BOARD RESOLUTION**

**That the Board resolves to confirm the following Minutes of the preceding Ordinary meeting of 21 June 2018**

MOVED Cr Peter Clarke

SECONDED Cr Karen Egan

CARRIED

## D. Presentation of General Reports

### ITEM 1 CEO REPORT

The CEO Report updates the Board on each of the Focus Areas of the Library Plan. The report included a summary of Library events held since the last Board meeting and an update to the event reporting requirements. The Libraries After Dark program has attracted significant media attention. Updates were also provided on the LSS accommodation; the YPRL Finance and Payroll Service review and the review of the Strategic Plan.

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#### BOARD RESOLUTION

**That the Board resolves to receive the report**

MOVED Cr Peter Clarke

SECONDED Allison Beckwith

CARRIED

### ITEM 2 DRAFT FINANCIAL STATEMENTS 2017/2018

The 2017/2018 General Purpose Financial Statements are presented to the Board.

This report is for the Board to adopt the 2017/2018 General Purpose Financial Statements 'in principle' for submission to the Minister for Local Government by 30 September 2018.

Staff from RSD Audit, the Board's External Auditors (the Auditor General's (VAGO) contracted agents) attended the Board's office on 17 August to conduct the 2017/2018 audit.

The Audit Committee met on 6 September 2018 to consider the draft 2017/2018 General Purpose Financial Statements and it has recommended that the Board adopt the General Purpose Financial Statements 'in principle' for submission to the Minister for Local Government.

It is anticipated that the Auditor General will certify the Board's 2017/2018 General Purpose Financial Statements without any qualifications.

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#### BOARD RESOLUTION

**THAT the Board resolves to:**

- 1. Adopt the 2017/2018 General Purpose Financial Statements as amended 'in principle' for submission to the Minister for Local Government**
- 2. Authorise Cr Sam Alessi and Cr Peter Clarke to sign the Board's 2017/2018 General Purpose Financial Statements**

MOVED Allison Beckwith

SECONDED Russell Hopkins

CARRIED

**ITEM 3 BUDGET PROGRESS REPORT**

The fourth and final budget report for the 2017/18 financial year was presented.

The end of year combined net operating and capital adjusted result of a \$127K deficit can be accommodated from the Board's accumulated surplus from prior years. The Board is in a healthy financial position with its Asset Replacement Reserve and all Employee Provisions (Long Service Leave and Annual Leave) being fully 'cash backed', a total of \$3.5M.

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**BOARD RESOLUTION**

**That the Board resolves to receive the report**

MOVED Cr Mark Di Pasquale

SECONDED Allison Beckwith

CARRIED

**ITEM 4 DRAFT ANNUAL REPORT**

Yarra Plenty Regional Library produces an Annual Report detailing the organisation's activities throughout the preceding year.

The Annual Report monitors progress against YPRL's Library Plan 2017 – 2021

YPRL's Annual Report finds that across the last financial year:

- Library visits have been maintained with a slight downward trend;
- Loans have increased including significant increase in borrowing of e-collections;
- Learning program attendance has increased including significant increase in Maker Space engagement.

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**BOARD RESOLUTION**

**That the Board resolves to approve the Draft Annual Report**

MOVED Cr Karen Egan

SECONDED Cr Mark Di Pasquale

CARRIED

**ITEM 5 REVISED BUDGET 2018/2019**

The Board adopted its 2018/2019 Budget at its meeting on 21 June 2018. Some amendments to the adopted budget are now proposed. These amendments will not affect service provision at the Library Branches.

The budget amendments proposed ensures that the Board is acting in a financially responsible manner.

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**BOARD RESOLUTION**

**That the Board resolves to adopt the Budget changes outlined in this report**

MOVED Russell Hopkins

SECONDED Allison Beckwith

CARRIED

**ITEM 6 AUDIT COMMITTEE REPORT**

The Audit Committee met on Thursday, 2018, immediately prior to the Board meeting. A verbal report was made to the Board by the CEO.

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**BOARD RESOLUTION**

**That the Board resolves to receive the report**

MOVED Cr Peter Clarke

SECONDED Russell Hopkins

CARRIED

**ITEM 7 POLICY CHANGE: REMOVE FINES ON CHILDREN'S COLLECTION ITEMS**

The purpose of this paper is to seek Board approval to remove fines from all children's items in the collection. This is a change to the current policy and requires Board approval to action. Yarra Plenty Regional Library (YPRL) would like the Board Chair to announce this policy change in Children's Book Week in August 2018, which is why we seek approval with this out of session paper.

Removing overdue fines on children and teen collections will reduce a significant known barrier to families facing economic pressures and encourage lifelong learning and literacy for the families that face the most challenges. It is expected that children and teen membership and the borrowing of these collections will increase. YPRL will continue to monitor these collections for overdue returns and report to the Board at the end of the 18/19 financial year.

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**BOARD RESOLUTION**

1. **THAT in line with the 'In Principle' agreement obtained from the Board Members on 8 August 2018, the Board resolves to remove overdue fines from all children and teen collection items going forward from the date of the announcement proposed to be on August 17 2018.**
2. **THAT the Board resolves to waive all fines on current children's and teen cards that are blocked**

MOVED Russell Hopkins

SECONDED Cr Karen Egan CARRIED

**ITEM 8 RESPONSIBLE CONDUCT POLICY**

As part of the Governance review of YPRL's Policies, the Responsible Conduct Policy is the first of a suite of Library policies. In response to the increase in Incident Reports involving inappropriate behaviour of the public in our libraries the development of this policy was seen as a priority.

The Policy defines the commonplace standards of behaviour on which fulfilment of this purpose depends, and establishes how Yarra Plenty Regional Library (YPRL) staff respond when these standards are not observed. It also outlines Management's rights to ban access to the library for a period of time and the rights of appeal for the member against a ban.

The Responsible Conduct Policy will ensure a safe and secure environment for those who visit YPRL libraries and those who work within the Library Service.

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**BOARD RESOLUTION**

**That the Board resolves to adopt the Responsible Conduct Policy**

MOVED Cr Peter Clarke

SECONDED Cr Karen Egan CARRIED

**ITEM 9 MOTOR VEHICLE POLICY**

YPRL makes use of two vehicles. One vehicle is used by Mobile Library staff and the other is used largely by ICT staff for the purpose of branch support.

The Motor Vehicle Policy aims to formalise the conditions regarding the use of YPRL vehicles by staff, including any personal use component. As the vehicles are commercially registered, there is no Fringe Benefits Tax payable on the personal use portion where such use complies with the requirements outlined in the Policy.

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**BOARD RESOLUTION**

**That the Board resolves to adopt the YPRL Motor Vehicle Policy**

MOVED Russell Hopkins

SECONDED Allison Beckwith CARRIED

**ITEM 10 ICT REPORT**

In total, there are forty one completed projects, with a number of other projects now active and progressing well. These projects are outlined in the ICT status spreadsheet, and include updates on progress on after-hours controlled access chutes; new technology trials at Mill Park Library and migration from the microwave network to fixed line communications.

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**BOARD RESOLUTION**

**That the Board resolves to receive the report**

MOVED Cr Karen Egan

SECONDED Cr Mark Di Pasquale CARRIED

**ITEM 11 OH&S REPORT**

The OH&S report provides a summary of incidents for the 1 January to 30 June 2018 period and an update on activities undertaken as part of YPRL's OHS management system.

YPRL's OHS management system is made up of the following elements:

1. Policies, procedures and planning
2. Incident reporting
3. OHS Committee
4. Employee training
5. WorkCover management

OH&S updates will be made to the Board half yearly.

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**BOARD RESOLUTION**

**That the Board resolves to receive the report**

MOVED Cr Mark Di Pasquale

SECONDED Cr Peter Clarke CARRIED

**ITEM 12 MAKER SPACE PLAN 2018**

The Create, Connect, Collaborate & Learn: Maker Spaces at YPRL Plan was developed through a comprehensive review of the existing Maker Spaces, available resources and an aim to maximize staff resources for the maximum impact.

The four goals of the Create, Connect, Collaborate & Learn: Maker Spaces at YPRL Plan cover the approach, the program, marketing and staff development. The Goals are:

- Goal 1: Adopt regional approach to Maker Space program
- Goal 2: Develop high-impact programs that invite patrons to create, connect, collaborate & learn
- Goal 3: Increase presence through marketing and advocacy
- Goal 4: Support staff through learning opportunities

**BOARD RESOLUTION**

**That the Board resolves to note the Create, Connect, Collaborate & Learn: Maker Spaces at YPRL Plan**

MOVED Cr Mark Di Pasquale

SECONDED Allison Beckwith

CARRIED

**ITEM 13 YPRL BRANCH SECURITY AUDIT**

In September 2017, YPRL experienced the theft of cash boxes associated with the print management systems at Thomastown and Lalor Libraries in a robbery during library opening hours, causing significant staff unease about their own personal safety and security as well as that of library users.

During February and March of 2018, a security audit by an external consultant was conducted across all of YPRL's service points including mobile vehicles and the City of Whittlesea Depot where the mobile is garaged. The report including recommendations for remedial actions was delivered to YPRL in May 2018.

YPRL's Executive Leadership Team has reviewed the recommendations made by Luke Percy-Dove from Matrix Security Solutions and has assembled the recommendations into the working document. Several of the recommendations involve Council maintained premises and so meetings have now been held with responsible officers in each member Council.

Regular project updates will be reported at each Board meeting during 2018.

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**BOARD RESOLUTION**

**That the Board resolves to receive the report**

MOVED Cr Peter Clarke

SECONDED Cr Karen Egan

CARRIED

**ITEM 14 LOCAL LAWS AMENDMENT**

The Board was asked to consider In Principle agreement to a policy change out of session to meet a media opportunity and it became apparent that the Meeting Procedure (Amendment) Local Law 2013 could be further amended to allow the Board to make resolutions out of session in extraordinary circumstances or to meet major opportunities.

It is proposed that an amendment to the YPRL Meeting Procedure (Amendment) Local Law 2013 be made in order for the Board to make resolutions out of session.

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**BOARD RESOLUTION**

**That the Board resolves to:**

- 1. Amend the Meeting Procedure (Amendment) Local Law 2013 to include 'out of sessions' resolution**
- 2. Authorise the CEO to seek legal advice to amend the Meeting Procedure (Amendment) Local Law 2013**

MOVED Russell Hopkins

SECONDED Allison Beckwith CARRIED

**ITEM 15 ALIA APLIC CONFERENCE REPORT**

The Asia Pacific Library and Information Conference (APLIC) was held on the Gold Coast, 29 July - 2 August. The Conference was attended by the CEO and the Manager Public Participation. The CEO also attended the ALIA Asia Pacific Sustainable Development Goals Summit.

The CEO's presentation included a detailed summary of the Conference events. The CEO also thanked the Board for supporting her attendance at the APLIC Conference.

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**BOARD RESOLUTION**

**That the Board resolves to receive the report**

MOVED Cr Karen Egan

SECONDED Allison Beckwith CARRIED

**LATE AGENDA ITEM MOBILE LIBRARY REPORT**

YPRL's Mobile Library Prime Mover suffered a major engine failure in the afternoon of Monday 20 August. Service was restored to the community the next day with only three stops missed and is now operating with a rental Prime Mover.

The Prime Mover is located at the Scania workshops in Campbellfield and a preliminary estimate of potential repair costs has been received. A decision is now needed regarding the value of repairing the existing ten year old vehicle against the option of replacing it with a new or almost new vehicle.

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**BOARD RESOLUTION**

**That the Board resolves to:**

- 1. Elect not to repair the existing prime mover but to pursue a best and final price on a new Prime mover as a replacement and make the purchase as soon as is practicable.**
- 2. Purchase the new vehicle utilising the Asset Replacement Fund.**

MOVED Cr Karen Egan

SECONDED Cr Mark Di Pasquale CARRIED

- E. Continuation of matters lapsed from previous meetings**
- F. Consideration of action on petitions and joint letters**
- G. General Business**
- H. Reports from delegates appointed by the Board to other bodies**
- I. Urgent Business**
- J. Confidential Item**

Motion to move into the Confidential Meeting at 7.17 pm

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#### **BOARD RESOLUTION**

**That the Board resolves that the Confidential Meeting be held in camera**

MOVED Cr Karen Egan

SECONDED Cr Mark Di Pasquale CARRIED

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#### **BOARD RESOLUTION**

**That the Board meeting be opened to the public at 7.31 pm**

MOVED Cr Mark Di Pasquale

SECONDED Russell Hopkins CARRIED

**THERE BEING NO FURTHER BUSINESS,  
THE CHAIRPERSON DECLARED THE MEETING CLOSED AT 7.32 PM**

**ORDINARY BOARD MEETINGS 2018**

<b>DATE OF MEETING</b>	<b>ITEM</b>	<b>ACTION</b>	<b>ACCOUNTABLE</b>	<b>START DATE</b>	<b>STATUS</b>
<b>21 June</b>	All Staff Development Day	Proposed date is March 1, 2019 Strategic Plan Workshops Dates set for October 2018: verbal report to October Board meeting	CEO	21 June	Date set October Board
<b>21 June</b>	Audit Committee Independent Member	Position advertised for independent member of YPRL's Audit Committee; Agenda report for Board's decision	CEO	21 June	Completed  October Board
<b>6 Sept</b>	Draft Financial Statements	Board members & CEO to sign	CEO	6 Sept	Completed
	Policy Change	Fines on child/teen blocked cards; staff permitted to waive fines; quote sought from supplier for system wide solution	M I&I	6 Sept	Underway
	Meeting Procedure Local Law amendment	Legal advice sought from Hunt & Hunt	CEO	6 Sept	Underway
	Mobile Library	Replacement prime mover to be purchased; specifications updated; awaiting quotation from Scania	M I&I	6 Sept	Underway

## SECTION D

### Presentation of General Reports

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## Agenda Item 1: CEO Report

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, CEO
Attachment:	Dashboard Reporting Meetings attended by the CEO

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### REPORT

#### Board and Governance

Audit Committee Chair nominations are on the October Board Agenda for the Board's decision.

The YPRL Policy review project has been completed with the report on the October Board Agenda with some recommendations requiring Board decision. As part of the review a 3 year prioritised Policy review plan has been developed.

The recommended YPRL strategic risk register has also been developed for reporting to the next Audit committee. The framework outlines Risk Identification, Risk analysis and the Strategic Risk Register, made up of 13 Strategic Risks, detailed Controls and Treatments required where the Corporation seeks to reduce the risk.

*Review of the Strategic Plan:* Workshops were held across the Member Councils on 17 October in Nillumbik, 23 October in Banyule, October 22 and 24 in Whittlesea. A mixture of staff, Council staff and community were in attendance. International researchers in Maker Spaces also attended a session bringing new thinking to the review. The staff working party will work with the workshop outcomes and report back to a Staff Development Day proposed to be held on 1 March 2019.

#### Knowledge and Information

*Overdrive consortia:* YPRL has provided Overdrive eBooks and eAudiobooks in consortia with Brisbane City Council Libraries since January 2008. Digital collections have significantly matured since then. As a consequence of this, Brisbane has requested dissolution of the consortia to enable a more strategic approach to acquisitions and management for an integrated physical and digital collection. YPRL concurs with this approach. Brisbane and YPRL are currently negotiating terms and conditions to ensure both library services maintain the best outcomes for our communities.

YPRL will retain a substantial collection which will total approximately 14,000 items and will still continue to maintain the largest collection of Overdrive eBooks and eAudiobooks in Victorian public libraries. It is anticipated the finalisation of the dissolution will take place prior to the end of 2018.

YPRL will be investigating future consortia opportunities with Victorian public libraries. We also currently provide eBooks and eAudiobooks via BorrowBox through Australian company, Bolinda.

*Family History Month:* Can you help me find information about my ancestor? I know that he made some stained glass windows in a church in Bairnsdale.

*My sister has done all the family history but I would like to know more about our Grandfather. He was a conscientious objector during World War One. He went to jail and left his wife and children with no income.*

Over 155 people attended 16 events across our nine libraries during August. Popular events included “DNA for Family Historians” (Eltham), “Archival Access” (Mill Park) and “Where I am from” writing workshops at Watsonia. For the first time a hero banner was used to promote the program on the website and the “Ask a Librarian” online service, to assist library patrons with their genealogy queries, was promoted.

*Booklovers Festival:* The 10<sup>th</sup> Annual Booklovers Festival took place between 31 August and 16 September showcasing the strengths of our library service connecting readers and writers around the following principles: skilling up, curiosity, community, diversity, creativity and expression, reader development and the unexpected. We enhanced the festival by consolidating it to two weeks; engaging high calibre presenters and authors and partnering with the Melbourne Writer’s Festival and On Writing Podcast, all while continuing to strengthen our existing festival partnerships with Bolinda Audio and Literary Nillumbik.

679 people attended 34 events across all branches and events included author talks, workshops and new features such as three community open mics, mentoring, three major weekend events and an ‘author is present’ Bookclub. Feedback from our community was overwhelmingly positive. We also increased our membership during the festival.

The festival also managed to raise the library’s profile in unexpected ways: a few public libraries and bookstores across Victoria contacted the Library service to enquire whether YPRL would tour the festival to their area. This indicates that we have created a high level and unique festival that is free and accessible to all and is something other services are aiming for. Our goal is to continue to make the Booklovers Festival even stronger in the future.

*Australian Research Council Linkage Project:* As reported to the Board in June 2016, YPRL was invited to participate in an Australian Research Council Linkage Project to investigate the legal and social dynamics of eBook lending in Australian public libraries. The project team, headed by Dr Rebecca Giblin from the Faculty of Law, Monash University has just delivered the preliminary findings. The project website details the findings with interactive dashboards and can be accessed at [elendingproject.org](http://elendingproject.org).

To summarise, the findings have revealed that:

- there are often price disparities for the same eBook title depending on the vendor,
- licensing arrangements do vary from publisher to publisher,
- licensing arrangements and pricing can vary for the same title available for US/Canadian libraries compared with Australian and New Zealand libraries,
- the availability of new titles in eBook format, where once a major problem, is not as much an issue now.

The next phase of the project will include surveying librarians to understand how the discovery about licensing and pricing affects their decision-making about which books are purchased for their libraries. And the final phase - developing recommendations for reform, based on the empirical evidence base that has been created.

Other project partners include ALIA, APLA, State Libraries of NSW, South Australia and Western Australia, Gold Coast Library Service and Brisbane City Libraries.

### Public Participation

Fun Palaces: On Saturday 6 October all YPRL branches transformed into Fun Palaces, as a part of a global movement that celebrates the unique skills and passions of local people. Fun Palaces are run by, for and with the local community. YPRL's Fun Palaces offered a variety of STEAM (Science, Technology, Engineering, Arts and Maths) activations delivered by over 20 community partners including Ivanhoe Scouts, Lalor Men's Shed, Plenty Valley FM, Hatch Contemporary Art Space, Thomastown Neighbourhood House, Astronomical Society of Victoria, Whittlesea Choir & more! All libraries enjoyed collaborating with community groups and reported increased attendance and a great buzz on the day, with patrons coming in to be actively involved in the activities on offer.

### People and Culture

Enterprise Agreement negotiations between YPRL Management and ASU representatives reached in principle agreement in August 2018. Employees voted 110 – 5 in favour of the new Agreement. The EBA has now been referred to the Fair Work Commission for approval. The EBA provides for quantum increases of 2% or \$25 per week (whichever is greater) from 1 April 2018 and 1 April 2019.

Our staffing level is currently 91.97EFT compared to the budgeted figure of 91.78 EFT. During this period:

- 2 resignations were received
- 3 Full-time roles were created

In accordance with our agreed Health Check Actions the following has been completed:

- The annual review of the Protected Disclosure Procedure was completed and communicated to all staff;
- A review of the Employee Assistance Program Procedure was completed and communicated to all staff;
- A review of the Incident Reporting Procedure and Form was completed and communicated to staff, with major changes made to streamline and simplify the process;
- The Performance Review and Planning Form was reviewed and updated to provide increased opportunity for two-way feedback and increased discussion around learning and development;
- The leadership team attended workshops on Performance Reviews, and Responding to Mental Ill Health in the Workplace;
- 22 staff attended Staying Well at Work training and Health, Wellbeing and Resilience sessions.

### Advocacy

I have attended the Project LUCI meeting, Tuesday 2 October at MAV as part of my role on the State's Project LUCI working party.

I have delivered a Keynote presentation and a Panel Presentation at the 10<sup>th</sup> ALIA Top End Symposium 2018 in Darwin, Northern Territory (NT) on 12 - 13 of October 2018, titled Digital Fluency: A Librarians Toolkit. A report of the Symposium is presented as a Board paper for noting.

I have agreed to be on a panel of library leaders for the West Gippsland Library Corporation staff development day on November 19.

The Chair of the Board and the CEO video recorded our reading of our chosen article from the UN Declaration of Human Rights as part of the lead up to the 70<sup>th</sup> Anniversary of the Declaration of Human Rights. These have been uploaded to the United Nations website.

### Libraries After Dark program:

YPRL secured funding from Victorian Responsible Gambling Foundation to extend its Libraries After Dark program during Gambling Harm Awareness Week (8 - 14 October). On 10 and 11 October, Lalor, Mill Park, Thomastown and Whittlesea Libraries will be open until 10pm with special entertainment and refreshment to encourage our communities to get out of the pokies lounge and into the community lounge. City of Whittlesea Libraries were chosen to participate to support Council's gambling harm awareness campaign the Pokies Play Whittlesea.

Libraries After Dark at Mill Park will continue until the pilot program grant funding ends in December 2018. The consortium is continuing to discuss next steps in evaluation and a potential extension of the program if there is another funding opportunities.

### Media Mentions:

YPRL programs have attracted newspaper articles in the Heidelberg Leader, Northern Star Weekly and The Age.

Libraries Change Lives: YPRL is participating in the PLVN library advocacy campaign, Libraries Change Lives. The aim of the Statewide campaign is to promote that Victorian public libraries change lives by offering communities a place to learn, create and belong. YPRL will launch its Libraries Change Lives campaign in November.

## **Infrastructure and Innovation**

LSS Accommodation: Colliers is in lease negotiation with Anthony Casey Real Estate on behalf of YPRL to negotiate a leasing offer (5 years, with a 3 + 3 year option), fitout component, and timing of the move for the property situated at 1 Danaher Drive, South Morang.

Mobile Library Service: After discussion with LGV regarding the procurement process for the Mobile Library Prime Mover replacement the Corporation will develop a short tender process for the replacement of the Mobile Library Prime Mover.

## **Finance and Governance**

No change in status for the revised Local Government Bill 2018 which is currently in the Upper House. Given the State Election is about to be held the Director Sector Investment from Local Government Victoria considers that this legislation will not progress. The Board will be updated as further information comes to hand.

YPRL Finance & Payroll Service review: Investigations held with other Library Corporations and with further consultation with the YPRL Executive Managers a decision to bring all the financial reporting and audit requirements in-house. Over \$70k staff savings within the current operating budget has been found and with a planned restructure to reduce the current 4 Departments to 3 going forward it is possible to employ a Full-time Finance Manager with the qualifications and capability to undertake all budgeting and financial reporting requirements for the Corporation. This, in conjunction with a project to replace our Business Systems (Finance, payroll, rostering and document management (new)), will provide sustainability for the Corporations financial management and allow for corporate knowledge to be managed correctly and be able to be found. This will form part of a wider restructure in response to the resignation of the Manager, Infrastructure and Innovation.

Cleaning and Maintenance contract: Thirty-eight responses were received to the cleaning contract tender. These have been reduced to nine submissions which are currently being considered by an

evaluation panel which includes three branch managers. The outcome and subsequent recommendation will be the subject of a Board report for the December meeting.

Next 6 month priority plan

Over the next 6 months my major priorities will be:

- Operational Restructure;
- 2019/2020 Budget development;
- Continue LSS Accommodation project to incorporate the move to new premises;
- Develop with the new Finance Manager the plan for the procurement and the implementation new Finance and Administration systems;
- Strategic Plan Review: Staff Development Day (incorporating the Review of the Strategic Plan outcomes & developing shared Vision & Values statements)

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**RECOMMENDATION**

**THAT the Board resolves to receive the report**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

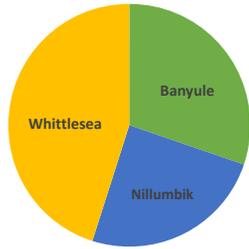
# MEMBERSHIP

**Total Members: 131,170**

Banyule 39,680

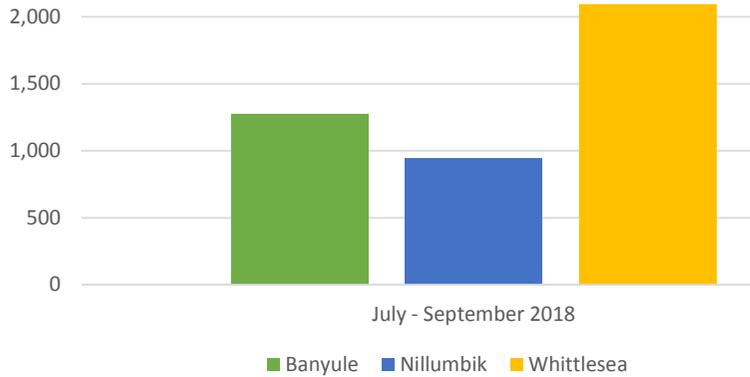
Nillumbik 32,385

Whittlesea 59,105

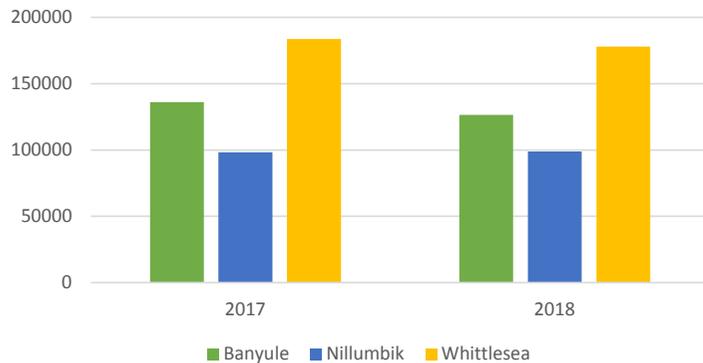


Active Members (Q1): 39,894

**New Members: 4,399**



**Branch Visits: 417,942**

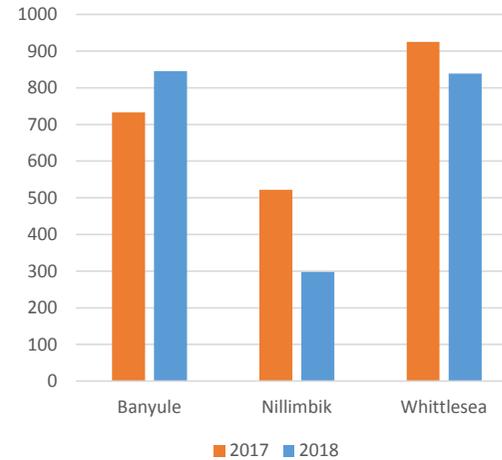


# OUR BUSINESS

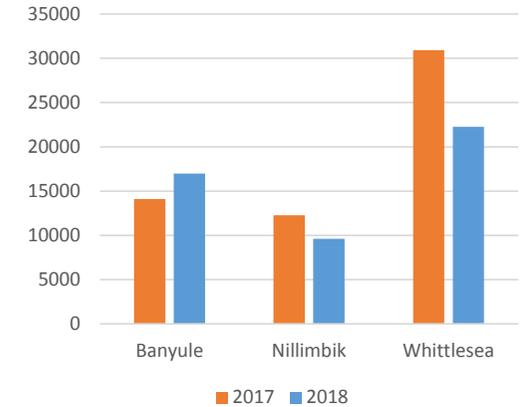
**Quarter 1: 1 JULY – 30 SEPTEMBER**

## EVENTS

**Total number of Events: 1,982**

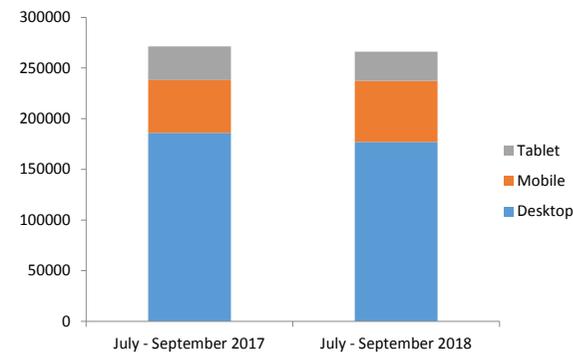


**Event Attendance Total: 48,863**



## USAGE

**Website Hits: 265,997**



**Catalogue hits: 195,500**

**PC Usage: 51,295**

**Wifi Total Sessions: 72,246**

Banyule: 24,523

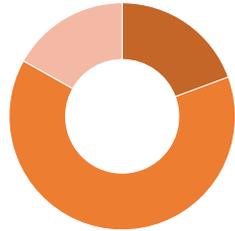
Nillumbik: 15,575

Whittlesea: 32,148

# STAFF



**Staff Total:** 160  
*Full time:* 32  
*Part time:* 102  
*Casual:* 26



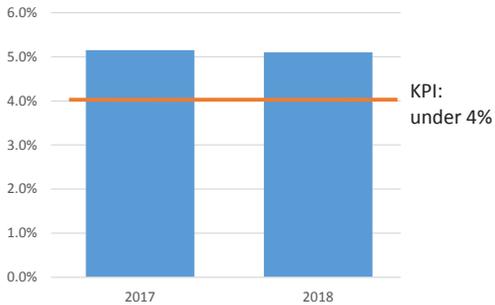
■ Full Time ■ Part Time ■ Casual

**EFT Budget:** 92.53 **Current:** 91.97

**18** Staff have excess annual leave<sup>2</sup>  
*(more than 8 weeks accrued)*

**Turnover:** 1.25%  
*(previously 2.5%)*

**Absenteeism:** 5.1% *(previously 5.15%)*<sup>3</sup>



**Volunteer Total:** 175<sup>1</sup>

# TRAINING

	<b>Last Year</b> 1/4/17 – 30/6/17	<b>This Year</b> 1/4/18 – 1/3/18
Hours Delivered	206	641
Average Hours per employee	1.3	4

# OUR PEOPLE & FINANCE

**Quarter 1: 1 JULY – 30 SEPTEMBER**

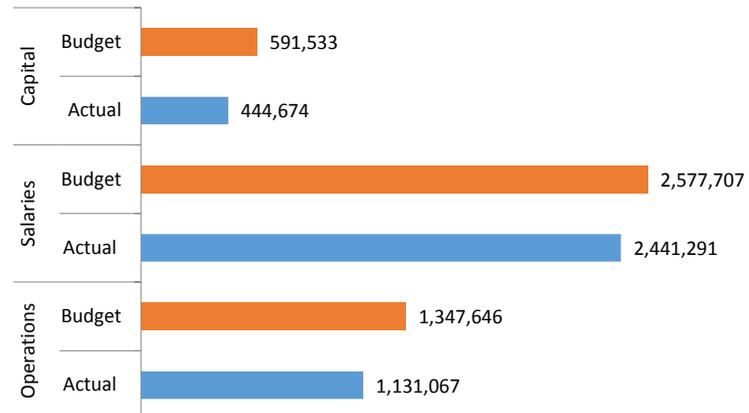
# PROJECTS

Enterprise Bargain Agreement	●
Strategic Plan Review	●
ICT Equipment Projects	●
YPRL Policy Register and Review	●
LMS Tender	●
Marketing Strategy	●
Security Audit Action Plan	●

- On Time, On Target
- Pending
- Under Evaluation

# FINANCES

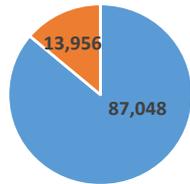
**Budget: How are we tracking?**



# COLLECTION

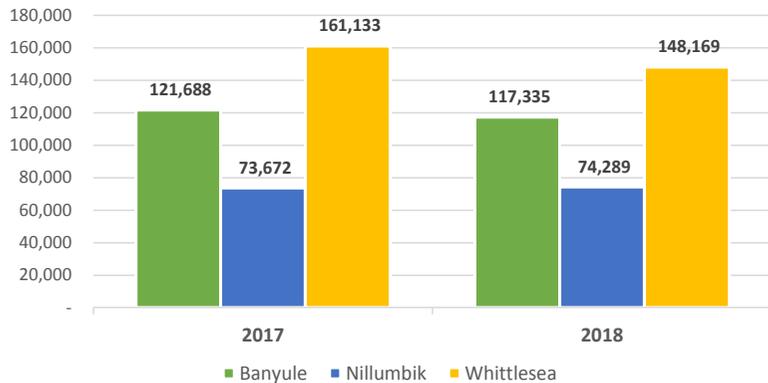
Total Physical & Digital Collection: 456,929

Total Digital Items: 101,004



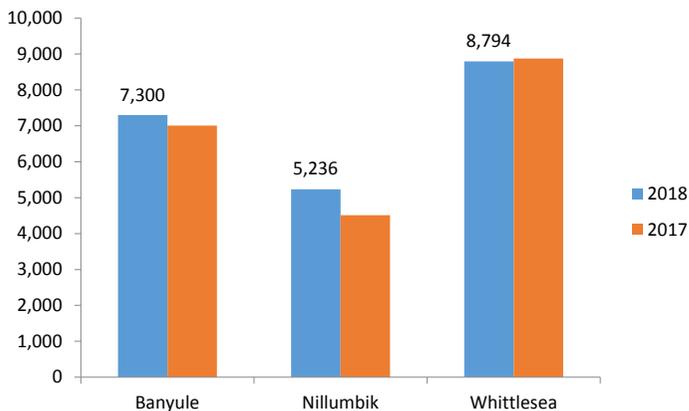
■ eBooks ■ eAudiobooks

Total Physical Items 339,793<sup>4</sup>



New Collection Items (Physical and Digital): 23,501

<sup>6</sup>New Physical Collection Items: 21,330



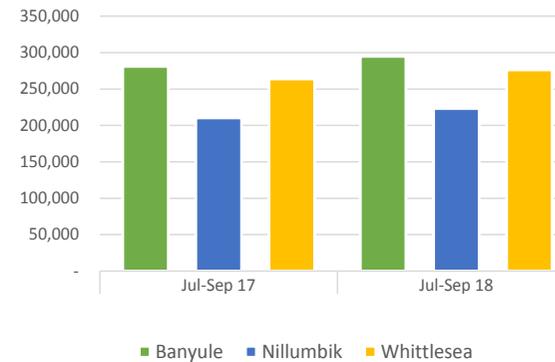
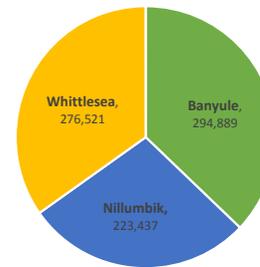
# OUR ASSETS

Quarter 1: 1 JULY – 30 SEPTEMBER

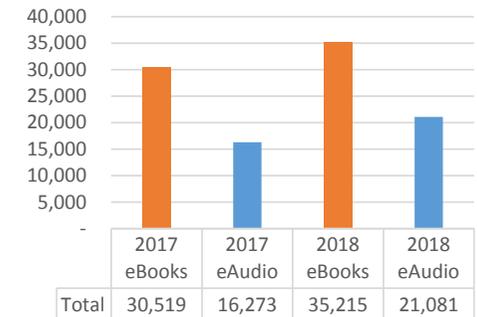
## LOANS

Total Physical Loans: 794,847

(5% increase)<sup>5</sup>



Total Digital Items Loans: 56,296



## FOOTNOTES

- 1 Decrease in number of volunteers is due to policy changes.
- 2 Leave management plans in place to resolve excess leave.
- 3 Absenteeism increase (0.7% on previous quarter) due to strong impact by cold and flu season.
- 4 Data represents continued clean up of the collection records
- 5 Automatic renewals and increased marketing of collections had a positive impact.
- 6 Replaced turnover graph with collections information as assessed to be more relevant on a quarterly basis.

**Table 1: External Meetings attended**

Date	Meeting	Topic
7 September State Library Victoria	Regional Library Corporation CEOs	The 10 Regional Library Corporations have agreed to meet Bi-monthly to discuss Corporation issues and to actively seek to collaborate and to develop consortia where appropriate.
11 September PRACC North	Mark Noonan, Community Infrastructure Partnerships Broker City of Whittlesea	Activating Public & Community Infrastructure for the current planning process for Wollert
14 September Mill Park Library	Minister D'Ambrosio Cr Sam Alessi YPRL Board Chair Councillors from City of Whittlesea	Officially mark the commencement of works funded by the Department of Environment Land Water and Planning.
20 September Diamond Valley Library Greensborough	Michelle Zemancheff Coordinator Arts and Cultural Development Clare Leporati, Public & Participatory Arts Officer, Nillumbik Shire Council Lisa Dempster, Manager Public Participation, YPRL	Partnership opportunities including Writers Victoria's Write-ability program
21 September Rosanna	Darren Bennett, Manager Leisure, Recreation & Culture Services, Banyule City Council	Rosanna Library Master Plan discussion New Ivanhoe Library Service Level Agreement - planning
25 September MAV Melbourne	Public Libraries Victoria Network (change in the constitution successful vote for a changed name Public Libraries Victoria)	Annual General Meeting General Meeting
26 September Melbourne	Victoria Library Leaders and Managers Workshop	Creative Library for Library Leaders
2 October PRACC North	Judy Hughes Account Director Victoria, Australia Post Alan Butters, Manager Infrastructure and Innovation	Discussion of the broad range of services now offered including Payment Services.
2 October MAV offices Melbourne	Project Working Group: Chairperson: Karyn Seigmann, Manager Libraries, Bayside City Council State Government representative: Colin Morrison Solus Company representatives Other Library Manager representatives	Project LUCI working group meeting

Date	Meeting	Topic
9 October PRACC North	Ross Coverdale, CEO Araluen Araluen Board Member	As a key stakeholder, YPRL was asked to respond to Araluen Strategic Plan review
12-14 October	Northern Territory Library staff, including University, Public Library, Northern Territory State Library and Special Libraries	ALIA Top End Symposium, Darwin Keynote Presentation Panel Presentation
Numerous over September / October	Mark Urizar Senior Project Manager City of Whittlesea Mat Foley Director, Content Studio James McDowall Content Studio Alan Butters Manager Infrastructure and Innovation Serena Bellotti Mill Park Branch Manager	Design Services for Refurbishment Works at Mill Park Library - Detailed Design Review Meetings

## Agenda Item 2: Budget Progress Report

Responsible Officer: Chief Executive Officer

Author: Chief Executive Officer

Attachment: September 2018 Quarterly Finance Report

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### REPORT

#### SUMMARY

This report is the Board's September 2018 quarterly finance report.

#### INTRODUCTION

The Board adopted its 2018/2019 Budget at its meeting on 21 June 2018. Amendments to the adopted budget were made at the Board meeting on 6 September 2018. These amendments have resulted in a 'Revised Budget'.

The September 2018 quarterly finance report is attached for your information. It comprises the following financial statements:

- Income Statement
- Balance Sheet
- Cash Flow Statement
- Capital Works Statement

#### REPORT

The year to date (YTD) result (compared to the YTD 'Revised Budget') for the first quarter is an operating surplus of \$2.180M against a YTD budgeted surplus of \$1.871M resulting in a favourable variance to YTD budget of \$309K. The YTD cash surplus is \$488K (This cash surplus comprises operating expenditure plus capital expenditure less depreciation)

This positive YTD result relates to employee costs being lower due to the revised budget reduction, a number of vacant positions and the Enterprise Agreement not yet paid. In other programs, savings are generally related to the timing of invoice payments. There are no negative expenditure trends evident at this stage in the financial year. Income is on target to achieve the revised budget.

Collection and other capital expenditure is behind the year to date budget but this is timing related as payments fluctuate, dependent upon the availability of stock and the receipt of invoices.

#### CONSULTATION

Consultation was held with the Executive Managers during the preparation of this report.

## CRITICAL DATES

A 2018/19 forecast budget will be undertaken in December 2018.

## FINANCIAL IMPLICATIONS

Any financial implications are included in the body of the report.

## POLICY STRATEGY AND LEGISLATION

Section 138 of the Local Government Act (1989) as amended states that a quarterly finance report is to be presented

## LINKS TO STRATEGIC PLAN

Focus Area 6 Finance and Governance

- Be responsible for good governance and oversee and monitor processes for making and implementing decisions

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

The 2018/2019 adopted and revised budgets are based on a 'break even' cash position (i.e. total cash outlays will equal total cash inflows). Income and operating and capital expenditure will continue to be closely monitored. A forecast budget will be undertaken in December 2018 in conjunction with the preparation of the 2019/2020 budget.

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## RECOMMENDATION

**THAT the Board resolves to receive and note the 30 September 2018 quarterly finance report**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_



## Finance Report

For The Quarter Ending 30 September 2018

# Yarra Plenty Regional Library

## 30 September 2018 Income Statement

	2018/19 Budget	2018/19 Revised Budget	September 2018 YTD Budget	September 2018 Actual	September 2018 YTD Variance	Variance Commentary
	\$	\$	\$	\$	\$	
<b>Revenue</b>						
Council Contributions - Banyule	4,494,711	4,494,711	1,123,678	1,123,678	0	On Budget
Council Contributions - Nillumbik	2,760,620	2,760,620	690,155	690,155	0	On Budget
Council Contributions - Whittlesea	4,747,699	4,747,699	1,186,925	1,186,925	0	On Budget
State Government Funding	2,391,143	2,391,143	2,391,143	2,395,835	4,692	Favourable State Government funding allocation higher than budgeted
Grant - Local Priorities	125,850	125,850	125,850	126,097	247	Minor Favourable State Government funding allocation higher than budgeted
Grant - Premiers Reading Fund	56,595	56,595	56,595	56,795	200	Minor Favourable State Government funding allocation higher than budgeted
Library Fees	486,486	403,532	101,083	97,265	(3,818)	Unfavourable Overdue Fees as per 'Revised Budget' Report to the Board on 6 September 2018
Interest	80,000	80,000	20,001	12,579	(7,422)	Investment Income not yet due from longer term Investment
Specific Grant Funding	0	0	0	15,250	15,250	Additional funding received that was not budgeted, offset by additional project expenditure below
Miscellaneous Income	146,150	146,150	48,609	48,372	(237)	Immaterial variance across several program areas
<b>Total Revenue</b>	<b>15,289,254</b>	<b>15,206,300</b>	<b>5,744,038</b>	<b>5,752,951</b>	<b>8,913</b>	
<b>Expenses</b>						
Administration	381,759	364,959	147,098	91,281	55,817	YTD savings due to 'Revised Budget' and invoice timing
Employee Costs	9,476,490	9,430,746	2,566,271	2,441,291	124,980	Positive variance due to 'Revised Budget' annual reduction of \$45,745 (\$11,436 quarterly); vacant positions and EA Increase not yet paid
Public Participation	175,650	167,650	52,407	24,564	27,843	YTD savings due to 'Revised Budget' and invoice timing
Mobile Library Services	47,500	47,500	11,874	6,137	5,737	YTD savings due to invoice timing
Specific Grant Funded Projects	0	0	0	3,503	(3,503)	Expenditure on grant projects not budgeted, offset by unbudgeted grant income received
Collection Non- Capital	932,496	932,496	403,655	400,502	3,153	On Budget
People and Culture	214,580	214,580	56,444	33,129	23,315	YTD savings due to invoice timing
Infrastructure and Innovation	1,170,204	1,170,204	400,727	366,862	33,865	YTD savings due to invoice timing
Branch Cost	951,200	938,790	234,678	205,344	29,334	YTD savings due to invoice timing
Depreciation Expense	1,900,000	1,900,000	0	0	0	
<b>Total Operating Expenses</b>	<b>15,249,879</b>	<b>15,166,925</b>	<b>3,873,154</b>	<b>3,572,613</b>	<b>300,541</b>	
<b>Surplus (Deficit) for the period</b>	<b>39,375</b>	<b>39,375</b>	<b>1,870,884</b>	<b>2,180,338</b>	<b>309,454</b>	
<b>Reconciliation to Cash Result</b>						
Add back: Depreciation	1,900,000	1,900,000	0	0	0	
Less: Collection Capital	(1,813,525)	(1,813,525)	(591,533)	(432,869)	158,664	YTD savings due to invoice timing
Less: Other Capital Expenditure	(125,850)	(125,850)	(31,461)	(11,532)	19,929	YTD savings due to invoice timing
<b>30 September 2018 Cash Result</b>	<b>0</b>	<b>0</b>	<b>1,247,890</b>	<b>1,735,937</b>	<b>488,047</b>	

Yarra Plenty Regional Library

30 September 2018 Balance Sheet

	2017/2018 Actual \$	30 September 2018 Actual \$
<u>Current Assets</u>		
Cash and cash equivalents	4,701,945	6,312,650
Trade and other receivables	21,367	21,868
Other Assets	35,788	0
<b>Total Current Assets</b>	4,759,100	6,334,518
<u>Non-Current Assets</u>		
Collection Stock; Plant and Equipment	4,306,648	4,770,026
<b>Total Non-Current Assets</b>	4,306,648	4,770,026
<b>Total Assets</b>	9,065,748	11,104,544
<u>Current Liabilities</u>		
Trade and other payables	678,035	597,640
Provisions	2,001,836	1,871,187
<b>Total Current Liabilities</b>	2,679,871	2,468,827
<u>Non Current Liabilities</u>		
Provisions	25,511	95,015
<b>Total Non Current Liabilities</b>	25,511	95,015
<b>Total Liabilities</b>	2,705,382	2,563,842
<b>Net Assets</b>	6,360,366	8,540,702
<u>Equity</u>		
Members Contributions	3,770,080	3,770,079
Accumulated Surplus	2,590,286	4,770,623
<b>Total Equity</b>	6,360,366	8,540,702
<b>Current Ratio</b>	1.78	2.57

**Yarra Plenty Regional Library  
30 September 2018 Cash Flow Statement**

	2017/2018 Actual	30 September 2018 Actual
<b>CASH INFLOWS/(OUTFLOWS) FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Council Contributions	13,024,915	3,300,834
State Government Funding	2,344,258	2,593,977
Interest received	72,286	12,579
Other	536,928	180,923
<b>Payments</b>		
Payments to suppliers	(4,429,119)	(1,332,890)
Payments to employees	(9,238,126)	(2,502,436)
Net GST payment	(548,439)	(153,442)
<b>Net Cash Provided by Operating Activities</b>	<b>1,762,703</b>	<b>2,099,546</b>
<b>CASH INFLOWS/(OUTFLOWS) FROM INVESTING ACTIVITIES</b>		
(Payments) Receipts for collection stock, plant and equipment	(1,928,999)	(488,841)
Proceeds from redemption of financial assets	1,028,735	0
<b>Net Cash Used in Investing Activities</b>	<b>(905,264)</b>	<b>(488,841)</b>
<b>Net increase/(decrease) in cash held</b>	<b>857,439</b>	<b>1,610,705</b>
<b>Cash at beginning of the financial year</b>	<b>3,844,506</b>	<b>4,701,945</b>
<b>Cash at end</b>	<b>4,701,945</b>	<b>6,312,650</b>

**Yarra Plenty Regional Library  
30 September 2018 Capital Works Statement**

	2018/2019 Budget	September 2018 YTD Budget	30 September 2018 Actual	Variance \$	Comments
Collection	1,813,525	591,533	432,869	158,664	YTD savings due to invoice timing
Plant & Equipment	125,850	31,461	(11,532)	42,993	YTD savings due to invoice timing
<b>Total Capital Expenditure</b>	<b>1,939,375</b>	<b>622,994</b>	<b>421,337</b>	<b>201,657</b>	

### Agenda Item 3: Adoption of Annual Report 2017 - 2018

Responsible Officer:	Chief Executive Officer
Author:	Manager Public Participation
Attachment:	Annual Report 2017-2018

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#### REPORT

##### SUMMARY

In accordance with Section 134 of the Local Government Act 1989, the Annual Report is presented for adoption. The Annual Report was lodged with the Minister on September 26, 2018. Residents of the Cities of Banyule and Whittlesea and the Shire of Nillumbik were advised by Public Notice in The Age on 6 October 2018 that copies of the Annual Report will be available to the public on the Library's website and in print format.

A copy of the Annual Report 2017–2018 will be distributed at the Board meeting.

##### REPORT

The Board approved the draft Annual Report 2017-2018 at the Board meeting of 6 September 2018. The final published copy of the YPRL Annual report 2017-2018 is now presented for the Board to formally adopt.

##### POLICY STRATEGY AND LEGISLATION

Section 134 of the Local Government Act (1989) as amended states that the Board must consider the final Annual Report at a meeting of the Library Board

##### LINKS TO STRATEGIC PLAN

Focus Area 6 Finance and Governance

We optimise public value through sustainable financial management and governance

- Commit to good governance practices in all that we do

##### DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

**RECOMMENDATION**

**THAT the Board resolves to adopt the Annual Report 2017-2018**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

## Agenda Item 4: Collection Development Policy

Responsible Officer: Manager Knowledge and Information

Author: Manager Knowledge and Information

Attachment: Draft Collection Development Policy 2018-2022

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### REPORT

#### INTRODUCTION

A copy of the draft Collection Development Policy 2018-2022 is attached.

This report seeks:

- to inform the Board about the purpose of the Collection Development Policy and,
- Board endorsement of the Policy.

#### SUMMARY

This Policy has been reviewed and updated and provides guidelines for the management of Yarra Plenty Regional Library collections to ensure alignment with community requirements and to meet the goals of the Yarra Plenty Regional Library Plan and the Collection Strategic Framework and Asset Plan. The Policy informs the community and guides the staff about professional and organisational collection principles and the processes and accountability for selection, acquisition, evaluation and de-selection. This policy will be reviewed annually and formally updated every four years in line with the Strategic Library Plan.

#### REPORT

The Collection Development Policy is based on five principles of selection:

1. We will purchase items that our library patrons want
2. We will provide a collection which reflects the spectrum of community viewpoints
3. Parents and caregivers are responsible for their children's use of the library
4. We provide informational, recreational and cultural materials in the media of the day
5. We collect and preserve material which is unique to Banyule, Nillumbik and Whittlesea.

The Manager Knowledge and Information is responsible for developing and managing the collections. Library suppliers select new library material using tailored branch profiles, standing orders for popular authors and series, library patrons' suggestions and stock requests from branches. Branch staff are responsible for maintaining their collections. Criteria for deselection and disposal are also outlined in the policy.

We acknowledge the importance of having input from our communities in developing library collections. We use surveys, staff knowledge, current use/turnover and environmental scanning to maximise the potential of collections. The effectiveness and success of the library collections is evaluated through analysis of performance data and community and staff feedback.

Some significant enhancements of this Policy include:

- a format agnostic approach to collections

- the changing trends in reading preferences towards leisure, recreational and life-long learning pursuits
- the need for collections to reflect and support the development of literacy skills and to encourage the enjoyment of reading from a very early age
- the importance of collections supporting library programs and events
- the adherence to a set of criteria for the introduction of new Languages other than English (LOTE) collections and the understanding that the use of legacy LOTE collections will be reviewed.

As the community grows and changes, the library will be flexible and reassess and adapt its collections, formats and technology to reflect new and emerging areas of interest.

## CONSULTATION

This Policy has been reviewed and updated using feedback from the Library User survey 2017 and Library staff feedback as well as reviewing environmental and industry trends.

## POLICY STRATEGY AND LEGISLATION

The Policy is guided by the Collections Strategic Framework and Asset Plan 2018-2022.

## LINKS TO STRATEGIC PLAN

Focus Area 1 Knowledge & Information

*Provide free access to dynamic collections which inform and delight.*

- Ensuring collections meet the needs and demands of our diverse communities
- Curating and tailoring collections to each branch or service point's communities
- Supporting the creation and sharing of local content and stories
- Providing 24/7 access to collections by growing the eLibrary digital offerings
- Providing collections and resources which encourage and promote life-long learning and a love of reading for all ages

## DECLARATIONS OF CONFLICTS OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to adopt Collection Development Policy 2018-2022**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_



# **Yarra Plenty Regional Library COLLECTION DEVELOPMENT POLICY 2018-2022**

*"I love my library. It has provided me with free access to a large variety of books and magazines over many years that I would not have been able to afford. I have the opportunity to read anything from fiction to self-help books, cookery books to 'How to do' books. I would never be without a book because of the library" (Yarra Plenty Regional Library User Survey 2017).*

Policy Name	<b>Collection Development Policy 2018-2022</b>
Version number	1.0
Policy date	October 2018
Date to be updated	October 2022
Date to be reviewed	Annually in October
Responsibility	Manager Knowledge and Information
Related policies and procedures	Collections Strategic Framework and Asset Plan 2018-2022 Stock Management Guidelines Debt Recovery Policy

Yarra Plenty Regional Library services the diverse communities of Banyule, Nillumbik and Whittlesea. The Library Service seeks to provide free access to dynamic collections which meet the informational, cultural and entertainment needs of the community and reflect the Library's goals. Providing collections continues to be an integral part of what libraries are and do.

The Collection Strategic Framework and Asset Plan 2018-2022 is the umbrella framework for YPRL's collections by articulating a strategic direction underpinned by four focus areas: Current and relevant collections; Optimised access; Curated collections and Ensured sustainability.

## **PURPOSE OF THE COLLECTION DEVELOPMENT POLICY**

This Policy provides guidelines for the management of Yarra Plenty Regional Library (YPRL) collections to ensure alignment with community requirements and to meet the goals of the Yarra Plenty Regional Library Plan and the Collection Strategic Framework and Asset Plan. The Policy informs the community and guides the staff about professional and organisational collection principles and the processes and accountability for selection, acquisition, evaluation and de-selection. As the community grows and changes, the library will be flexible and reassess and adapt its collections, formats and technology to reflect new and emerging areas of interest. This policy will be reviewed annually and formally updated every four years in line with the Strategic Library Plan.

## **SCOPE OF THE COLLECTION**

Our collection supports the informational, recreational and life- long learning needs and demands of our diverse communities by:

- providing collections and resources which encourage and promote life-long learning and a love of reading for all ages,
- providing collections and resources which support informal learning,
- providing free and equitable access to information for all,
- providing a range of material in a variety of formats,
- providing material complementary to library services and programs,
- supporting the creation and sharing of local content and stories,

- providing 24/7 access to collections by growing the eLibrary digital offerings,
- providing popular, bestselling material as well as enduring works,
- meeting the changing needs of the communities of Banyule, Nillumbik and Whittlesea,
- being accountable and relevant,
- curating and tailoring collections to each branch or service point's communities,
- providing collections in community languages based on demographic analysis and demonstrated interest.

## **PRINCIPLES OF SELECTION**

### **We will purchase items that our library patrons want**

We respond to community demand by focusing our purchasing on new and popular adult fiction and non-fiction, picture books and easy starters, junior and teen fiction, audio-visual and online material in physical and digital formats. The emphasis is on a current lending collection rather than the retention of items just in case of future demand. We also aim to provide a collection which is complementary to our services, programs and match identified community needs.

Item turnover (loans divided by the number of available items), customer suggestions and holds levels are monitored closely, triggering purchase of new items and additional copies of high demand items. In addition to user demand, selections based on detailed specifications, provide depth to the existing collections.

### **We will provide a collection which reflects the spectrum of community view points**

YPRL has a right and a duty to include in the collection a representative selection of materials which meet selection criteria on topics of interest to its library patrons, including items covering controversial subjects, providing they are not prohibited by law. YPRL is guided by relevant legislation including the Australian Classification Board's guidelines. (<http://www.classification.gov.au/Pages/Home.aspx>)

YPRL supports and appreciates each individual library patron's right to access information though the content may be controversial or unacceptable to others.

### **Parents and caregivers are responsible for their children's use of the library**

Materials for children and young people are intended to broaden their vision and widen their interests, support recreational reading, encourage and facilitate reading skills, supplement their educational needs and stimulate their love for literature and reading. While the library takes every care in allocating resources to appropriate areas of the library, the reading and viewing activities of children and young people under 18 are the responsibility of their parents or caregivers who can guide the selection of appropriate materials in overseeing their own children's development. Selection will not be inhibited by the possibility that materials may inadvertently come into possession of children.

## **We provide informational, recreational and cultural materials in the media of the day**

Separate guidelines for physical or digital formats are not provided. It is understood that the changing nature of technology and variations in formats of library materials is a continuum of life.

## **We collect and preserve material which is unique to Banyule, Nillumbik and Whittlesea**

We source materials which document the past as well as the present. Collections reflect the local culture and history as well as local social, economic, cultural and political aspect of the region.

## **OUR COLLECTIONS**

### **Non-Fiction**

This collection encompasses a broad range of human knowledge, interests and culture; information and factual material which will assist individuals in their life-long learning needs and recreational pursuits with an emphasis on current information. This collection will support and complement library services and programming.

The demand for school support material has significantly reduced and therefore the collection reflects the interest in recreational non-fiction reading. Non-fiction in subjects of interest also cater for many reluctant readers who struggle with fiction reading.

### **Fiction**

Fiction collections consist of high interest, popular, bestselling and enduring works in all genres and formats to involve all ages and encourage the love of reading for pleasure.

Fiction publishing is becoming more cross-generational, in particular between teen and adult materials. Many cross-generational authors will be located in the adult fiction collection. Popular, on-trend fiction, graphic novels and comics will continue to be sourced to attract the teen reader.

The importance of maintaining the integrity of fiction series will be continued and where possible, replacement copies will be procured.

### **Picture books and Easy Starters**

Picture books, board books for babies and toddlers and books for beginner and emerging readers are one of our most important collections. Learning about and enjoying books from a very early age leads to improved literacy skills and encourages the pleasure of reading.

## Languages other than English (LOTE)

LOTE collections are developed by user demand with the supply of popular, high interest books, magazines and audio-visual materials.

The following determinants are used for establishing new LOTE collections:

- 1,000 residents speaking that language as their major language at home
  - 1,000 – magazines and newspapers will be sourced
  - 5,000 – popular books and AV as well as magazines and newspapers
- availability of funding and library space
- availability of materials to build a viable collection
- literacy needs and demands of a particular ethnic population
- literacy culture of a particular ethnic population.

Australian Bureau of Statistics (ABS) data is used to establish the size of language groups and is monitored for changes and projections. Where it is deemed not viable to establish a collection, other print resources such as newspapers may be offered as well as promoting relevant digital resources.

A LOTE strategy, to be devised, will review all languages held and apply methodology for maintaining and /or retiring collections where demand for that language has waned.

## English Language Support

This collection is aimed at community members who do not have English as their first language or are native speakers but with limited literacy levels and are engaged in improving their English language skills and competency. The collection includes high interest/low vocabulary readers, abridged popular fiction, dictionaries and grammar books, International English Language Testing System (IELTS) and Occupational English Test (OET) workbooks and manuals.

## Magazines

Magazine collections are tailored to community needs and are reviewed annually. The print collections are unique to each branch as these collections do not float. The physical and digital magazine collections comprise general interest magazines that provide insight into popular culture, news, and current trends e.g. home improvement, sports, arts, crafts, collectables, hobbies, music, travel and business. Popular children's and young peoples' magazines are also provided. The print magazine industry continues to decline in particular with mainstream titles, although indie magazine publishing is experiencing resurgence.

## Newspapers

The Library provides print and digital newspapers. The print newspaper industry also continues to decline. Newspaper offerings will be reviewed regularly with a view to procuring digital equivalents when possible. Issues of the Region's Leader local newspapers have been archived to 2016 and are kept as a part of the Local History collections at Diamond Valley, Mill Park and Ivanhoe.

## **Audio-visual collections**

This collection includes DVDs; Audiobooks on CD; MP3 Audiobooks and Music CDs. Technology dictates the format, currency and popularity of various media. Despite the availability of streaming services, DVDs continue to generate high usage. Music CDs are scheduled to be retired from the collection by June 2021. Once the market determines the non-availability of a particular format, the library will deselect these items according to deselection guidelines, and the format will be discontinued within 2 years.

The Library uses the Australian Classification Board's guidelines for films. See Appendix 3.

## **eLibrary collections**

Digital and online resources include genealogy databases; online current and historic newspapers; literacy and educational games; language learning; career and resume assistance. Criteria used when considering downloadable and online resources for the collection include: Ease of use; Authority; Frequency of up-dating; Anticipated demand; Remote access capability; Licensing and usage restrictions.

## **Local Authors**

In order to support, encourage and foster access to local talent, the library will procure materials published by local authors. The materials may be independently published or from a small press. The library will not accept unpublished materials or unbound transcripts. Material content must be consistent with our collection specifications, profiles and standards. Items in this collection will be catalogued as "Local" with the appropriate LGA.

## **Local History and Genealogy collections**

The Library connects communities past and present with their history and heritage and plays a role in preserving the local history of its area and making this material available for our communities.

At least one branch per Local Government Area (Diamond Valley, Eltham, Ivanhoe and Mill Park Libraries) houses a collection of local history materials which includes newspapers, books, photographs, council minutes, local government publications, mostly in print form. These items reflect the history of the local area (past and present boundaries) and its people. The collection is complemented by digitised images, catalogued websites, a local history blog and the Wikinorthia website. Items are for use in the library only, however, we do procure circulating copies of recently published titles related to the local history of our region.

A genealogy collection is held at the Ivanhoe Library. Print material is supported by digital and online subscriptions.

## COLLECTION SELECTION

### Responsibility

The Manager Knowledge and Information is responsible for developing and managing the collections. Our library suppliers select new library material using the following methods:

#### Profiles

Detailed specifications reflect the requirements of our collection and the need to satisfy known and anticipated demand. All items are ordered prepublication. The selection process is stringently monitored to ensure the specifications are being followed and interpreted correctly.

#### Standing orders

Standing orders are titles automatically ordered prepublication in predefined quantities. Standing order lists are reviewed annually by staff and are modified to suit the demands of borrowers and budget availability.

#### Patrons' suggestions

Suggestions made by library users for items not held in the collection are considered for purchase. Each suggestion is assessed for inclusion in the collection in accordance with current specifications and profiles. The majority of suggested requests are purchased. Suggestions from the community may be submitted online using the Suggestions for Purchase Form.

#### Stock requests

Library staff identify specific titles or areas of the collection in their branch that need immediate attention. Items are then ordered and / or added to the profiles.

#### Warehouse and Bookshop buys

This relates to the procurement of some of our LOTE material. Co-operative purchasing of LOTE material is also included.

### Selection Criteria

Together with the annually reviewed Profiles and Standing Order lists suppliers/selectors use the following criteria in choosing materials:

- Relevance and current community demand
- Popular interest
- Currency and accuracy of content
- Publication date
- Contemporary significance
- Enduring value
- Readability and style
- Extent of publicity and promotion
- Significance of subject matter, permanence or timeliness of subject
- Local interest (author or subject)
- Relationship and importance to the entire collection
- Circulation of similar materials
- Quality of presentation appropriate to the content and audience

- Suitability of format
- Price and availability
- Reviews in the professional and popular media
- Professional or literary reputation of the author, publisher or producer
- Textbooks which are prescribed for study are not normally purchased but may be included where they are the most appropriate material available.

Where all other selection criteria are equal, material published or produced in Australia will be purchased.

The following material will not be procured:

- Self-published works unless of a significant local relevance
- Textbooks or curriculum based materials except when they meet the selection criteria and have broad community appeal. Generally, the provision of textbooks and associated material is the responsibility of each educational institution
- Specialised technical or academic publications
- Materials prohibited by law
- Rare or second-hand material unless of local historical significance.

## Replacements

Titles missing or withdrawn from the Library's collection are not automatically replaced. The decision to replace items is based on the following criteria:

- The item is still available for purchase
- Availability of other copies or editions in the collection
- Community interest/ongoing demand
- Adequacy of coverage in the subject area
- Cost and availability
- Usage of previous copy/ies

## Controversial material

Material is allocated to its most suitable collection and will not be withdrawn from the Young Adult or Adult collections if deemed to be unsuitable for young children. It is the responsibility of parents or care-givers to supervise the reading of children in their care. Selection will not be inhibited by the possibility that materials may inadvertently come into possession of children. YPRL supports and appreciates each individual library user's right to access information though the content may be controversial or unacceptable to others.

## Donations

Donations are not encouraged unless the material is particularly noteworthy or of local importance. We do also not accept donated items as replacements for items which have been lost by a patron.

## Complaints

If a library patron has an objection to a particular title held in the library or if they consider the title is not suited to the particular collection (e.g. Junior Fiction), the matter can be discussed in

the first instance with the Branch Manager or the senior staff member on duty. The Collection Development Policy and ALIA Statement on Free Access to Information will be provided.

If the matter cannot be resolved, the patron may submit a written complaint which will be evaluated by the Manager Knowledge and Information. The result of the evaluation will be communicated to the patron.

The library is only obliged to withdraw material that has been recalled by publishers due to legal requirements or material deemed illegal by Australian Classification (Department of Communications and the Arts).

## **ACQUISITION AND PROCUREMENT**

Collection Procurement activities are undertaken in accordance with the Yarra Plenty Regional Library Procurement Policy. In July 2005, YPRL moved to a supplier aided selection and complete shelf ready model for all English language items. We are currently in our third cycle of contracts. These contracts are due to expire in June 2020. The contracts are awarded for a period of 3 years with an optional two years with extensions for years four and five approved by the Board. It is anticipated that work to prepare for the fourth cycle of contracts will commence in January 2020. LOTE collections are purchased via Procurement Australia or Purchase Orders.

## **COLLECTION MANAGEMENT**

### **Responsibility**

The Manager Knowledge and Information is responsible for the development and implementation of collection management guidelines. The Stock Management Guidelines are updated every two years and outline how the collection is to be managed. Branch staff are responsible for maintaining the collection using the Library Management System and CollectionHQ tools.

### **Criteria for deselection**

The following criteria are used for de-selecting stock:

- Damaged items or items in poor condition
- Items where information is deemed to be out-of-date or misleading
- Number of copies in the collection
- Relevance to the needs and demands of the community
- Insufficient usage
- Updated edition availability

### **Disposal of deselected items**

Deselected materials remain the property of the Library until disposal decisions are implemented. Material is disposed in the following priority order:

- Materials still deemed to be of value to the collection (e.g. Local history) will be re-allocated to the appropriate collection/branch

- Staff will choose appropriate material to be donated to organisations within the community e.g. Large Print items to Aged care facilities
- Staff will choose appropriate material to be sold in their branch book sales
- All deselected items that do not fit the above criteria will be disposed of through the paper recycling system

We do not remove materials from the collection for the purpose of selling them.

## COMMUNITY CONSULTATION

We acknowledge the importance of having input from our communities in developing library collections. We use the following methods of consultation:

- **Surveys:** The Library User Survey, Nexus survey, Book club patron survey and Collections surveys are conducted on a regular basis to elicit responses from library patrons regarding their wants and needs, likes and dislikes regarding library services, collections, programs and services;
- **Staff knowledge:** Library staff, through their daily contact with library patrons, develop understanding and insight into the needs of their communities. Staff participate in selection specification reviews based on this feedback as well as a rotating roster to decide on library patrons' suggestions for purchase;
- **Website and Social Media:** The Library's website encourages library patrons to submit reviews and rate items they have read, watched or listened to. These reviews are an important tool for selection choices as well as promoting titles for other library patrons. Our social media platforms play an integral role in promoting collections and stimulating interest within the community;
- **Current use/turnover:** The Library Management System and CollectionHQ identify library material that is increasing or decreasing in popularity. This is used to identify over or under invested collections. The Collection Asset Plan Strategic Framework 2018-2022 articulates strategies to deal with under and over performing collections;
- **Environmental scanning:** In order to anticipate trends in the community, collection specifications include the monitoring of key sources which create demand e.g. television and print media, forthcoming activities, films, book launches etc.

## COLLECTION PROMOTION AND ACCESS

Promotion, marketing and optimised access to maximise the potential of collections is essential. We do this by providing:

- a user friendly, accessible and interactive website
- 24/7 online service
- knowledgeable, friendly and helpful staff
- staff trained in reader development
- collections in a wide variety of formats
- holds functionality and a courier service to deliver items between branches
- multiple copies of items in accordance with demand
- booklists and new book promotions
- new collection launches

- accurate and readable shelf signage
- height appropriate shelving and face-out displays
- Social media i.e. blogs, tweets and Facebook posts.

## **COLLECTION EVALUATION**

We evaluate the effectiveness and success of the library collections through analysis of performance data and community and staff feedback. We measure the success of the collection by analysing the following:

- Turnover statistics for all collection genres
- Circulation (loans)
- Online/digital usage
- Stock held
- Age of collection
- Acquisition and discard rates
- Delivery time from supplier to shelf
- User satisfaction through internal /external surveys
- % of items borrowed within the first year
- Achieving outcomes of the Collection Asset Plan Strategic Framework

DRAFT

# APPENDIX 1 - Australian Library and Information Association (ALIA) STATEMENT ON FREE ACCESS TO INFORMATION

## *ALIA objects addressed*

*To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy*

## **Principle**

*Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.*

## **Statement**

*There are several different levels at which the free flow of ideas can be impeded. At the societal level, legislative bodies of all kinds are expected to consider the legal and regulatory frameworks they put in place to support the free flow of information and ideas about the interests and concerns of citizens. At the institutional level, library and information services are expected to encourage the free flow of information and ideas within the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities.*

*The Australian Library and Information Association believe that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:*

1. asserting the equal and equitable rights of citizens to information regardless of age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint;
2. adopting an inclusive approach in developing and implementing policies regarding access to information and ideas that are relevant to the library and information service concerned, irrespective of the controversial nature of the information or ideas;
3. ensuring that their clients have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay;
4. catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
5. protecting the confidential relationships that exist between the library and information service and its clients;
6. resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognising that powers of censorship are legally vested in state and federal governments;
7. observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.

## APPENDIX 2 - UNESCO Public Library Manifesto

**Freedom, Prosperity and the Development** of society and individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.

This Manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.

UNESCO therefore encourages national and local governments to support and actively engage in the development of public libraries.

**The Public Library** is the local centre of information, making all kinds of knowledge and information readily available to its users.

The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities or people in hospital or prison.

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavour and imagination.

Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressure.

The following key missions which relate to information, literacy, education and culture should be at the core of public library services:

1. creating and strengthening reading habits in children at an early age;
2. supporting both individual and self-conducted education as well as formal education at all levels;
3. providing opportunities for personal creative development;
4. stimulating the imagination and creativity of children and young people;
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;

6. providing access to cultural expressions of all performing arts;
7. fostering inter-cultural dialogue and favouring cultural diversity;
8. supporting the oral tradition;
9. ensuring access for citizens to all sorts of community information;
10. providing adequate information services to local enterprises, associations and interest groups;
11. facilitating the development of information and computer literacy skills;
12. supporting and participating in literacy activities and programmes for all age groups, and initiating such activities if necessary.

**The Public Library** shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education.

To ensure nationwide library coordination and cooperation, legislation and strategic plans must also define and promote a national library network based on agreed standards of service. The public network must be designed in relation to national, regional, research and specific libraries as well as libraries in schools, colleges and universities.

**A clear policy must be formulated**, defining objectives, priorities and services in relation to the local community needs. The public library has to be organized effectively and professional standards of operation must be maintained.

Cooperation with relevant partners - for example, user groups and other professionals at local, regional, national as well as international level - has to be ensured.

Services have to be physically accessible to all members of the community. This requires well situated library buildings, good reading and study facilities, as well as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach services for those unable to visit the library.

The library services must be adapted to the different needs of communities in rural and urban areas.

The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services.

Outreach and user education programs have to be provided to help users benefit from all the resources.

## APPENDIX 3 – AUSTRALIAN CLASSIFICATION BOARD GUIDELINES

### LENDING FILMS AND PLAYING COMPUTER GAMES – LIBRARY GUIDELINES

#### Who classifies films and computer games?

The Australian Classification Board classifies films and computer games so that members of the community can make decisions about the type of material they choose to watch or play. The Classification Operations Branch in the Attorney-General's Department provides Secretariat support for the Board and Review Board.

#### How do I know which films and computer games will suit which ages of student?

Films and computer games are classified into either advisory or legally restricted classifications. Anyone can watch films and play games that are classified G, PG and M. If a film or a computer game is classified MA 15+ the content is considered to be strong enough to impose restrictions on students who are under 15 years. R 18+ films are for adults. There is no R 18+ classification for computer games. Some educational films and games may be exempt from classification.

Each classification carries a classification marking which can be used to help decide on the suitability of a film or computer game for their students.

Consumer advice is also provided with films and computer games. The G category does not usually carry consumer advice. These are phrases next to the classification symbol which provide extra information about the content of the film or computer game. The phrases indicate the strongest classifiable elements contained in the film or computer game.

#### ADVISORY CLASSIFICATIONS – G, PG, and M

	This classification is for a general audience. There may be some films and computer games in this category that are of no interest to children and young teenagers.
	Material in this classification might upset, frighten, or confuse children and young teenagers, and an adult may be required to provide guidance.
	This classification is recommended for people who are 15 years and over. <b>It is not against the law</b> to lend this material to younger people, however, this category is more suited to mature audiences because the films and computer games may contain themes and scenes which require a mature perspective.

## THE RESTRICTED CLASSIFICATIONS– MA 15+ and R 18+

 <p>MA 15+ RESTRICTED</p> <p>Not suitable for people under 15. Under 15s must be accompanied by a parent or adult guardian</p>	<p>This classification is also suited to people who are 15 years and over.</p> <p>Material in this classification is stronger than the M classification.</p> <p>This classification is <b>legally restricted</b>. The restrictions apply to persons who are under 15 years. If people under 15 years want to borrow these films or computer games they must be accompanied by a parent or adult guardian.</p>
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### What is the difference between M and MA 15+?

Both of these classifications can be seen by people who are 15 years or older. However, material classified MA 15+ is legally “restricted”. This restriction means films or games classified MA 15+ can only be borrowed if:

- (a) the person is 15 years or older, or
- (b) the person under 15 years is accompanied by a parent or legal guardian.

### What does guardian mean?

The legal definition of “guardian” is not identical across State and Territory jurisdictions. You should clarify the meaning of guardian with your policy department or governing body.

 <p>R 18+ RESTRICTED</p> <p>Restricted to 18 and over</p>	<p><b>This classification applies only to films.</b></p> <p>The material in this classification is for adult audiences.</p>
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A detailed description of each classification is contained in <http://www.classification.gov.au/Pages/Home.aspx>

## Agenda Item 5: Membership Policy

Responsible Officer:	Chief Executive Officer
Author:	Manager Knowledge & Information
Attachment:	Draft Membership Policy

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### REPORT

#### SUMMARY

This report seeks to inform the Board about the purpose of the Membership Policy and to seek the Board's approval of the Policy.

A copy of the draft Membership Policy is attached.

#### INTRODUCTION

The Yarra Plenty Regional Library (YPRL) Membership Policy describes the various categories of library membership and the terms and conditions for each of these. Previously, membership terms and conditions were articulated in a section of the Library Policy which was approved by the Board in August 2014. The Library Policy has now reached redundancy due to the review, removal and updating of the various sections into standalone policies and procedures.

#### REPORT

Any Victorian resident is eligible for free membership of the Yarra Plenty Regional Library. Membership provides access to all branches, Mobile and Outreach vehicles and eLibrary (digital and online resources) services.

In the development of this Policy, the existing terms and conditions of library membership were examined with a view to reducing any barriers which prohibited community members from joining the library.

The addition of the Temporary Membership status allows people who are visiting or residing in the region on a temporary basis, the right to use the library. The risk of non-return of items is mitigated by a restriction in the number of items allowed for loan as well as a purge of Temporary Memberships on an annual basis.

The previous PC Membership status has been remodelled as the Digital Membership which allows access to the library's public computers as well as access to eLibrary resources.

It is anticipated this Policy will be reviewed periodically and formally updated every three years.

#### CONSULTATION

This Policy was developed based on existing membership terms and conditions, staff feedback and library industry best practice.

## CRITICAL DATES

The Policy will be reviewed and updated in October 2021.

## LINKS TO STRATEGIC PLAN

Focus Area 6 Finance and Governance

Optimise public value through sustainable financial management and governance.

- Review policies and procedures to ensure that they support good governance.

## DECLARATIONS OF CONFLICTS OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to:**

- 1. Approve the Membership Policy**
- 2. Rescind the current Library Policy which has been superseded by the Responsible Conduct Policy and the Membership Policy**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

Policy Name	<b>Membership Policy</b>
Version number	4.0
Policy date	October 2018
Date to be reviewed	October 2021
Responsibility	CEO
Related Policies and Procedures	Operations Manual

### Purpose

The Yarra Plenty Regional Library (YPRL) Membership Policy describes the various categories of membership and the terms and conditions for each of these.

### Scope

This Policy applies to all individuals and organisations who wish to become members of YPRL.

### Eligibility

Any Victorian resident is eligible for free membership of the Library Service. YPRL also provides temporary memberships to visitors from interstate or overseas who can provide identification of their permanent and temporary addresses.

YPRL Membership provides access to all branches, Mobile and Outreach vehicles and eLibrary services.

Library Members are automatically removed from the Library Management System (LMS) if they have not borrowed a physical item within 3 years and do not have any items or charges outstanding. (This does **not** apply to Digital Memberships.).

## Membership categories

### Adult Membership

- Individuals applying for this membership are required to provide proof of name and current address. Photo ID is preferred where possible. Only one form of ID providing proof of address is required;
- YPRL Adult Membership provides access to all branches, mobile and eLibrary services;
- All members, on joining, agree to abide by Yarra Plenty Regional Library terms and conditions of membership. Details available on the website.

### Under 18 Memberships

- A person under the age of 18 can be issued with a membership card if they are accompanied by a parent/primary carer or guarantor (aged over 18 years of age) who can provide appropriate identification, as per the Adult Membership requirements;
- A Junior Membership consent form must be completed and signed by a parent/primary carer or guarantor;
- This parent/primary carer or guarantor may nominate a second responsible adult (aged over 18 years of age) who can access and/or amend the card details where required after producing identification;
- By signing the form, the parent/primary carer or guarantor takes responsibility for the terms and conditions of membership.

### Under 18 Independent Memberships

- Young people between the ages of 16 and 18 who have their own health care card or who live independently may join as an adult;
- Proof of name and address is required;
- Exchange/International students can provide a verification letter from their school;
- Young people residing in a Youth Refuge Centre may join upon receipt of identification of name and address from the Centre.

### Temporary Memberships

- This membership is available to visitors and short-term residents;
- One form of ID is required, this does not need to be proof of address;
- The number of items borrowed is restricted;
- Temporary Membership is available for a maximum period of 12 months.

### Digital Membership

- Membership is available to all Victorian residents;
- A person under the age of 18 can be issued with a Digital Membership if they are accompanied by a parent/primary carer or guarantor (aged over 18 years of age) who can provide appropriate identification, as per the Adult Membership requirements;
- Applicants must complete an online membership form which then entitles them to all eLibrary and in-library PC services;
- Individuals applying for Digital Memberships are required to provide proof of name with a traceable form of ID;
- Access to borrowing physical items will require an upgrade to an Adult, Under 18 or Under 18 Independent Membership.

## Organisational Membership

- Organisational Memberships are offered to institutions such as schools, kindergartens, formal child care centres and organisations involved with aged services;
- Organisational Memberships are reviewed every 12 months;
- Due to copyright regulations no DVDs can be issued;
- Organisational members are exempted from library fines, however overdue notices will be sent as a reminder. The entitlement of 30 items applies to Organisational members;
- The organisation takes full responsibility for items borrowed. Lost or damaged items will require payment of replacement.

## Home Library Service Membership

- Yarra Plenty Regional Library's Home Library Service (HLS) is a free service for housebound residents. The service is available to anyone who is unable to visit the library branches;
- Conditions of membership are the same as for Adult Memberships however the loan period is 8 weeks and overdue fines do not apply;
- Inter Library Loans charge does not apply.

## Book Club Membership

- Book Club Membership is provided to fee paying members;
- Book Club Membership is valid for one calendar year;
- Book Club invoices are generally all emailed in January.

## Toy Library Membership

- Toy Library Membership at Lalor Library is available to children aged 0 - 12 years whose parents or guarantors reside in or are ratepayers of the City of Whittlesea;
- Proof of name and address is required;
- A maximum of 3 items can be loaned for a 3 week period;
- Toys may be renewed twice;
- Toys can be borrowed and returned in library opening hours.

## Acceptable forms of identification - examples

- Drivers licence
- Student ID
- Rates notice
- Centrelink card
- Official rent/lease agreement
- Utilities bills
- Official communication from bank/financial institution
- Letter from school/university
- Letter from refuge/temporary accommodation
- Letter from place of work

## Membership terms and conditions

- All members, on joining, agree to abide by the terms and conditions of the membership;
- Library users can borrow without their library card as long as they are able to provide Identification;

- The loan limit is 30 items. The loan period is 3 weeks. HLS Members loan period is 8 weeks;
- The loan limit for Temporary Memberships is 5 items;
- Items are able to be renewed twice provided they have not been requested by another patron;
- There is no charge for placing a hold on an item. There is a limit of 10 holds per card;
- All Library materials can be returned at any service point in the Region during opening hours. After hours return chutes are available at all branch libraries;
- All items must be returned or renewed by the due date. Overdue charges are accrued for each day overdue and are charged at the rate set by the Regional Library Board. See website for details;
- Library users will not be able to borrow if they have fines of more than \$20.01 or any amount over \$2.00 if not paid after 40 days;
- Provision is made for discretionary reduction or waiving of fines and bills in exceptional circumstances such as illness or financial hardship;
- A courtesy email or SMS reminder is sent to all borrowers who have provided an email address/mobile phone number as their preferred form of notification two days before items are due and another notification ten days after the items were due, if not returned in the meantime. An assumed lost notice is posted out if items are still overdue at 40 days;
- There are no overdue charges for Junior and Teen collection items;
- The library service will investigate all claims that items showing as on loan to a borrower's card have been returned or never borrowed;
- Membership may be blocked for failure to return overdue items or report damage to borrowed items or for non-payment of outstanding fines;
- A debt collection agency is used to recover items that have not been returned after 61 days, or the value of those items that have not been returned. The minimum amount is \$50. Invoices for outstanding items which do not meet the minimum amount will not be forwarded to the outside agency. The item will remain on the borrower's card and borrowing privileges will remain suspended until the item is either returned or paid in full;
- Receipts are available for all fines and bills paid at the branch libraries;.
- If an item previously reported lost and paid for is subsequently found within 6 months, a refund for the value of the item will be made if the item is in good condition and the receipt produced;
- MA15+ and R rated materials may not be borrowed on an Under 18 Membership card. (This is a legal requirement);
- If a card has been lost or stolen a patron is entitled to a replacement card at a charge of \$2.50. Library patrons must provide current identification with their address on it.

## Responsibilities of members

Members are responsible for:

- reporting loss of their membership card;
- notifying change of *name and/or* address;
- undertaking to pay the full replacement value for any Item lost, damaged or stolen while on loan to their membership card;
- returning or renewing items by the due date or paying a charge, as set by the Board, if the items are overdue when returned or renewed. No item will be considered to have been returned to the Library until it is shown as returned on the LMS;
- reporting any damage discovered in any item on loan to their membership card. This damage must be reported at the time of issue or immediately on return.

## Inter-Library loans

- Inter-Library Loan is a co-operative system between libraries throughout Australia to provide collection resource sharing through reciprocal borrowing;
- There is a charge of \$10 per interlibrary loan;
- When an item cannot be obtained from another public library and is only available from a library that charges for ILL, the additional charge of \$16.50 (or amount set by the lending library) is also passed onto the library user.

## Confidentiality of records

- Confidentiality of membership records will be maintained by the Library Service as per the YPRL Privacy Policy and Bibliocommons Privacy Statement.

## Staff/Volunteers Borrowing

- Staff Memberships are available to current YPRL staff and volunteers;
- Staff usage may be monitored;
- Staff may issue and return their own materials;
- Staff may not borrow items before they are available to the public;
- The 30 item and 3 week loan limits apply;
- There are no fines for staff but overdue reminders will be sent;
- The 2 renewal limit applies. No renewals may be made on items on hold, and queue jumping is forbidden;
- All lost and damaged items must be paid for.

## Agenda Item 6: Internet Access Policy

Responsible Officer:	Chief Executive Officer
Author:	Manager Knowledge & Information
Attachment:	Draft Internet Access Policy

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### REPORT

#### SUMMARY

This report seeks the Board's approval of the draft Internet Access Policy. A copy of the draft policy is attached.

#### INTRODUCTION

The Internet Access Policy was last reviewed and updated in June 2013. This draft has been reviewed and updated in line with current library industry practice. It provides terms and conditions for those patrons wishing to access the internet on the library's public computers and/or on their own devices within the library.

#### REPORT

Yarra Plenty Regional Library (YPRL) is committed to serving the information and recreation needs of the community. The Library strives to provide a welcoming environment and provides free public access to the internet to support lawful access to information and services, access to recreational material and avenues for community engagement and participation.

Library patrons accessing the library's public computers are expected to abide by terms and conditions and the library reserves the right to terminate Internet and/or Computer access privileges of any person abusing these.

This policy follows the principles of the Australian Library and Information Association's Online Content Regulation statement and the Public Libraries Victoria Network statement on Internet Access.

As a result of assessing current library practice, technological advances and acknowledging the plethora of online content, the following enhancements have been added to this version.

Statements on:

Access; eSmart Library; Fees and charges; Liability; Monitoring of use; Non-compliance with terms and conditions; Public Computer use; Prohibited and Inappropriate use and Social Media.

#### CONSULTATION

This Policy was reviewed and updated based on staff feedback and library industry best practice.

## CRITICAL DATES

This Policy will be reviewed and updated in October 2021.

## LINKS TO STRATEGIC PLAN

Focus Area 5      Infrastructure and Innovation

Create innovative digital and physical infrastructure to deliver sector leading service

- Responding and evolving as the technology needs of our community change

Focus Area 6      Finance and Governance

Optimise public value through sustainable financial management and governance

- Review policies and procedures to ensure that they support good governance

## DECLARATIONS OF CONFLICTS OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to adopt the Internet Access Policy**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

Policy Name	<b>Internet Access Policy</b>
Version number	4.0
Policy date	October 2018
Date to be reviewed	October 2021
Responsibility	Manager Infrastructure and Innovation; Manager Knowledge and Information
Related policies and procedures	Responsible Conduct Policy CCTV Surveillance policy Copyright Regulations Fees and Charges Membership Policy Privacy Policy

Yarra Plenty Regional Library (YPRL) is committed to serving the information and recreation needs of the community. The Library strives to provide a welcoming environment and provides free public access to the internet to support lawful access to information and services; access to recreational material and avenues for community engagement and participation.

Library patrons accessing the library's public computers are expected to abide by the following Terms and Conditions and the library reserves the right to terminate Internet and/or Computer access privileges of any person abusing these Terms and Conditions.

This policy follows the principles of the Australian Library and Information Association's Online Content Regulation statement and the Public Libraries Victoria Network statement on Internet Access (2017). See Appendix 1.

Internet access is available free of charge at all branches and the mobile library service under the following conditions:

#### **Access**

Patrons may access the library public computers by applying for a library membership and complying with policies and guidelines.

#### **Appropriate Use**

Patrons must be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas.

Patrons must not engage in any activity that interferes with the ability of other patrons to use the library and its resources. Please be considerate of others and keep noise to a minimum. It is expected that headphones are used when playing sound files, games or any other similar content with sound.

Patrons must not knowingly exhibit or display any material which may be considered harmful to children in its content, or material that is obscene in any public place where children are or may be present and where they are able to view the material.

### **Children and Young People**

YPRL promotes and supports young people's access to information, including online information through its Internet facilities. Library staff are available to assist young people in the use of the internet and to recommend websites on particular subjects.

Parents/legal guardians are responsible for monitoring access to the internet for children under the age of 18. This is in accordance with library policy in regard to access to any library material.

Persons under 18 who are living independently are permitted to use library public computers or wireless network as per the terms and conditions of the YPRL Membership Policy.

### **Copyright**

Material found on the Internet may be protected by Copyright. Before using the Internet, patrons should read the Copyright Regulations which are located near the computers.

Library patrons using the Internet are responsible for complying with all copyright and software licencing requirements and any relevant laws and legislation when accessing and/or printing material from the Internet.

### **eSmart Library**

YPRL was accredited as an eSmart library in November 2015. eSmart provides a framework for libraries to ensure their processes are in place to provide a cyber-safe environment for their patrons.

### **Fees and Charges**

Patrons wishing to print must pay the current charge per page and must use paper supplied by YPRL.

### **Filtering**

YPRL provides free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.

The Library does not use censoring software as it inhibits free access to information and it does not provide adequate protection for children from all material that may be harmful on the Internet.

Parents/legal guardians are responsible for monitoring access to the internet for children under the age of 18.

### **Liability**

YPRL assumes no responsibility or liability for the safety or security of any personal equipment resulting from the connections to the Library's network and/or wireless network. YPRL also assumes no responsibility or liability for any loss or damage caused by the use of PCs or by the transmission of computer viruses and is also not responsible for personal equipment malfunction, damage to user disks and/or flash drives, USBs or electronic transaction of any type.

### **Monitoring of Use**

YPRL may monitor access and retain internet browsing history of a patron where it reasonably believes there is a breach of its policies or guidelines, or is in receipt of a lawful request to disclose the information.

### **Non-compliance with Terms and Conditions**

Non-compliance may result in:

- denial of access to technology services;
- patrons being asked to leave the premises;
- patrons being excluded from Library premises for a period set by YPRL;
- patrons being referred to the appropriate legal authority.

### **Public Computer (PC) use**

Free public access during opening hours with a library membership. Library public computers do have time restrictions.

To provide equitable access, time limits and particular functions are displayed for each computer work station. Patrons are asked to comply with these limits for the benefit of all. Failure to do so may result in Internet access being curtailed.

### **Privacy Safeguards**

All Internet use is logged for statistical purposes which assists the library service to continually manage and improve Internet services.

No information is collected to the detriment of individual privacy.

### **Prohibited and Inappropriate Use**

Public access technology is not to be used for any activities of an illegal or fraudulent nature, including such activities as defined under any applicable Federal, State and Local laws.

These activities include, but are not limited to:

- Displaying any material that is pornographic, offensive or objectionable and therefore deemed unsuitable for a public audience;
- Engaging in any conduct that offends Federal or State laws and regulations;
- Cyberbullying, harassment (sexual or otherwise) or intimidation of another person;
- Engaging in any defamatory message, including reading and then forwarding a message of which you are not the author;
- Sending or forwarding any material that is abusive, sexist, racist, pornographic, offensive or otherwise illegal including unsolicited commercial email;
- Engaging in activities of and illegal or fraudulent nature.

Where a library patron is found to be using Library computers displaying pornographic, offensive material or for any unlawful purpose, the Library reserves the right to direct the patron to leave the Library, to direct that the patron not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

Any instances of inappropriate use should be reported immediately to library staff.

Any illegal, unauthorised or dangerous activities under Victorian and Commonwealth of Australia laws may be reported to the appropriate authorities.

### **Technical**

YPRL cannot be held responsible for the validity or accuracy of information, technical difficulties or service interruptions.

Patrons must not attempt to modify settings of library hardware and software and must not load their own or any other software to the Library's equipment.

### **Risk management**

Privacy and confidentiality cannot be totally assured in the use of any online resource and the security of data and networks cannot be guaranteed. Computers are for general use and should not be regarded as secure. Patrons should log out of services and refrain from entering highly sensitive information (e.g. tax file numbers, banking details) while using library facilities.

The library cannot assume responsibility for any direct or indirect loss of data, funds, or identity theft that may result from use of technology and the internet in the library.

At the conclusion of each Internet session ensure that all opened web browser windows are closed. Do not leave passwords on display.

### **Social media**

All third party social networking platforms facilitated by YPRL will be regularly monitored. All postings which breach YPRL's Responsible Conduct Policy terms and conditions will be removed.

### **Wireless (Wi-Fi) access**

Access to Wi-Fi services is via patrons' own devices and is provided free of charge. Patrons accessing the Internet through the wireless network are bound by YPRL's Terms and Conditions.

Communications over a wireless network are not secure. Information sent from or to a laptop can be captured by anyone else with a wireless device and appropriate software. You should be aware of the risk in using wireless access in the library.

Appropriate use of patron's own devices and any associated behaviour within the library is governed by the **Internet Access Policy**.

## **APPENDIX 1**

### **ALIA ONLINE CONTENT REGULATION**

To promote the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy.

#### Principle

Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.

#### Statement

Libraries and information services facilitate and promote public access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, including online content and services, is governed by professional considerations and not by political, moral and religious views.

Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information.

Users are assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently. Each user's right to privacy and confidentiality is protected with respect to information sought or received and resources consulted.

In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively. (Amended 2002)

### **PUBLIC LIBRARIES VICTORIA NETWORK (PLVN) STATEMENT ON INTERNET ACCESS**

Public Libraries Victoria Network is a collaborative and advocacy organisation and the peak body for Victorian public library managers, comprising representatives of every public library service in the state. Public libraries in Victoria are vital community hubs that provide access to a wide range of content and foster learning, creativity and imagination.

Public libraries are delivered to their local communities by municipal councils; and to people with blindness and low vision by Vision Australia. In accordance with Victorian State Government funding agreements, councils and regional library corporations undertake a range of activities to support and meet the information needs of their communities, including Providing free access to the Internet for information resources.

PLVN recommends all public library services develop an internet use policy to safeguard the principles of free access and to guide and support use by patrons of public access computers. PLVN supports the Australian Library and Information Association's Statement on Online Content Regulation.

## Agenda Item 7: Governance Review Report

Responsible Officer:	Chief Executive Officer
Author:	Peter Elliott, Consultant
Attachment:	Focus Area Policy Listing

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### REPORT

#### INTRODUCTION

A review has been undertaken of YPRL's Frameworks, Policies and Procedures to identify Policy gaps, develop a 3 year Policy review plan, examine the suitability of the KAON IT Security policies to YPRL's needs and recommend appropriate delegation responsibilities (Board or CEO) for a variety of Policies.

#### REPORT

An audit identified 62 documents and a consolidated listing has been compiled based on their alignment to the Focus Areas outlined in the Library Plan 2017 – 2021. Listing the documents in groupings based on the Focus Areas provides a clear demonstration of how they relate to and support the priorities of the Strategic Plan.

While the overall suite of YPRL Policies is comprehensive in the topics covered, some gaps were identified:

- A Freedom of Information statement needs to be prepared and placed on the website;
- YPRL does not have a Fraud Prevention or Control Policy. There is no requirement to have such a Policy and it might be considered that controls via the Procurement Policy and the Codes of Conduct provide sufficient coverage of this issue;
- Despite the main goals listed under Advocacy in the Library Plan being related to marketing, there is currently no marketing strategy or Policy. A Marketing Strategy is being developed;
- Some Policies refer to supporting Procedures which either have not been prepared or are still in draft form. This will be addressed as part of the 3 year Policy Review Plan.

A review timetable has been developed as part of that process which is currently being integrated into the Executive Leadership Team's Action Plans. Update on the Policy review process will be presented as work progresses.

The review identified that the current IT Security Policies (KAON) are not appropriate for YPRL and recommendations on more suitable alternative arrangements were provided. The Executive Leadership Team is reviewing this recommendation and the implications of not renewing this license.

A separate Board Agenda item has been provided on the delegation responsibility (Board or CEO) for various Policies.

**CONSULTATION**

Executive Leadership Team

**FINANCIAL IMPLICATIONS**

Nil

**POLICY STRATEGY AND LEGISLATION**

Nil

**LINKS TO STRATEGIC PLAN**

Library Plan 2017 – 2021

Focus Area 6 Finance and Governance

- Commit to good governance practices in all that we do

**DECLARATIONS OF CONFLICTS OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**RECOMMENDATION**

**THAT the Board resolves to receive and note the Policy Review Action Plan**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

## YPRL – FOCUS AREA POLICY LISTING (Consolidated listing of Reference Documents)

Reference Document	Focus Area (from Library Plan)	Approval	Responsibility	Review Year Q1	Review Year Q2	Review Year Q3	Review Year Q4
Collection Strategic Framework and Asset Plan 2018–2022 <a href="#">Collection Asset Plan 2018-2022</a>	K & I	Board	MKI		2022		
Collection Development Policy 2013 – 2017 <a href="#">Collection Development Policy 2013-2017</a>	K & I	Board	MKI				2018
Stock Management Guidelines 2015 – 2017 <a href="#">Stock Management Guidelines January 2015.docx</a>	K & I	MKI	MKI		2019		
Collections – <ul style="list-style-type: none"> <li>Standing Orders Specifications 2018 – 2019 <a href="#">Standing Orders and Specifications 2018-2019</a></li> </ul>	K & I	MKI	MKI		2019		
Learning Strategic Framework 2015 – 2020 <a href="#">Learning Strategic Framework 2015-2020 Oct-2015.pdf</a>	PP	Board	MPP			2020	
Local & Family History Strategic Framework 2011 – 2016 <a href="#">Local and Family History Strategic Framework 2011-2016.pdf</a>	K & I	Board	MKI			2019	
Art & Culture Strategic Framework 2010 – 2015 <a href="#">Arts &amp; Culture Strategic Framework 2010-2015.pdf</a>	PP	Board	MPP		2019		
Older Adults Strategic Framework 2011 – 2016 <a href="#">Older Adults Strategic Framework 2011-2016.pdf</a>	PP	Board	MPP			2019	
Maker Space Plan 2018 – 2021 <a href="#">YPRL Maker Space Plan 2018 - 2021.pdf</a>	PP	Board	MPP		2021		
Disability Action Plan 2013 – 2017 <a href="#">Disability Action Plan Feb-2014.pdf</a>	PP	Board	MPP			2019	
Internet Access Policy (Library Members) <a href="#">Internet Access Policy.pdf</a>	K&I	Board	MKI				2018
Library User Policy <a href="#">Library User Policy adopted Aug-2014.pdf</a>	PP	Board	CEO				2018

Reference Document	Focus Area (from Library Plan)	Approval	Responsibility	Review Year Q1	Review Year Q2	Review Year Q3	Review Year Q4
Responsible Conduct Policy (Public) <a href="#">Responsible Conduct Policy - public.docx</a>	PP	Board	CEO			2018	
Responsible Conduct Procedures <a href="#">Responsible Conduct Policy - Procedures.docx</a>	PP	CEO	CEO			2018	
Planned Library Closure <a href="#">Planned Library Closure Procedure Apr 2018.pdf</a>	PP	CEO	MPP		2021		
Resource Sharing Guidelines <a href="#">YPRL Resource Sharing Guidelines May-2016.pdf</a>	PP	CEO	MKI				2018
CCTV Surveillance Policy <a href="#">CCTV Surveillance Policy Dec-2016.pdf</a>	I&I	Board	MII				2018
Annual Budget <a href="#">Budget 2017-18 and Strategic Resource Plan</a>	F & G	Board	CEO	2019			
Procurement Policy <a href="#">YPRL Procurement Policy Jun-2018.pdf</a>	F & G	Board	CEO		2019		
Corporate Credit Card Procedure <a href="#">Corporate Credit Cards Procedure Apr-2015.pdf</a>	I&I	CEO	MII		2019		
Petty Cash Procedure <a href="#">Petty Cash Procedures Mar-2015.pdf</a>	F & G	CEO	MII		2019		
Code of Conduct (Board Members) <a href="#">YPRL Board Code of Conduct Template.docx</a>	F & G	Board	CEO				2020
Meeting Procedures Local Law No. 1 of 2012 <a href="#">Meeting Procedures Local Law No.1 of2012</a>	F & G	Board	CEO	2023			
Meeting Procedures (Amendment) Local Law No. 1 of 2013 <a href="#">Meeting Procedures Amendment Local Law No1</a>	F & G	Board	CEO	2023			
Conflict of Interest Procedure <a href="#">YPRL Conflict of Interest Procedure FINAL.pdf</a>	F & G	CEO	ELT			2021	
Risk Management Policy, Framework and Register <a href="#">Revised Risk Management Policy, Framework and Register.docx</a>	F & G	Board	CEO				2018

Reference Document	Focus Area (from Library Plan)	Approval	Responsibility	Review Year Q1	Review Year Q2	Review Year Q3	Review Year Q4
Privacy Policy <a href="#">YPRL_PrivacyPolicy_August_2014.pdf</a>	F & G	CEO	CEO				2018
ICT Strategic Plan 2015 – 2017 <a href="#">ICT Strategic Plan 2015-17.pdf</a>	I & I	Board	MII		2019		
Disaster Recovery and Business Continuity Plan <a href="#">Disaster Recovery &amp; Business Continuity Plan Jan-2017.pdf</a>	I & I	Board	CEO		2020		
IT Security Policy (KAON) <a href="#">KAON</a>	I & I	CEO	MII	2019			
Digital communications and Internet Use <a href="#">Digital Communication and Internet Use Procedures August 2015.pdf</a>	I & I	CEO	MII	2019			
Asset Management Policy <a href="#">Asset Management Policy Apr-2016.pdf</a>	I & I	Board	MII				2020
Printing, Photocopying and Scanning Guide <a href="#">Printing Photocopying &amp; Scanning Guide.pdf</a>	I & I	MII	MII				2018
Employee Code of Conduct <a href="#">Employee Code of Conduct July 2018</a>	P&C	CEO	MPC		2020		
Employee Assistance Program Procedure <a href="#">Employee Assistance Program Aug-2015.pdf</a>	P&C	CEO	MPC	2019			
Personal and Professional Presentation Guidelines <a href="#">Personal and Professional Presentation Guidelines6-Jan-2015.pdf</a>	P&C	CEO	MPC	2019			
Social Media Policy <a href="#">Social Media Policy.pdf</a>	P&C	Board	MKI	2020			
Sexual Harassment Prevention Policy <a href="#">Sexual Harassment Prevention Policy 2018.pdf</a>	P&C	Board	MPC	2021			
Child Safety Policy <a href="#">Child Safety Policy December 2016.pdf</a>	P&C	Board	MPC				2018

Reference Document	Focus Area (from Library Plan)	Approval	Responsibility	Review Year Q1	Review Year Q2	Review Year Q3	Review Year Q4
Child Safe Procedure <a href="#">YPRL Child Safety Procedure Mar-2018.pdf</a>	P&C	CEO	MPC	2021			
Complaint Resolution Procedure <a href="#">Complaint Resolution Procedure May-2018.pdf</a>	P&C	CEO	MPC		2021		
Volunteer Policy <a href="#">Volunteer Policy June 2015.pdf</a>	P&C	Board	MPC				2018
Privacy Policy <a href="#">YPRL PrivacyPolicy August 2014.pdf</a>	P&C	CEO	CEO				2018
Freedom of Information Statement <a href="#">YPRL Policies\Freedom of Information</a>	P&C	CEO	CEO				2018
Motor Vehicle Policy <a href="#">Motor Vehicle Policy 27-Jun-2018.docx</a>	I&I	CEO	MII		2021		
Smartphone and Tablet Usage Procedure <a href="#">Smartphone and Tablet Usage PolicyApr-2015.pdf</a>	I&I	CEO	MII				2018
Corporate Credit Cards Procedure <a href="#">Corporate Credit Cards Procedure Apr-2015.pdf</a>	I&I	CEO	MII	2019			
Conflict of Interest Procedure <a href="#">YPRL Conflict of Interest Procedure FINAL.pdf</a>	P&C	CEO	MPC		2021		
Media Contact Procedure <a href="#">Media Contact Procedure Jun-2018</a>	PP	CEO	MPP			2021	
Digital Communication and Internet Use Procedures <a href="#">Digital Communication and Internet Use Procedures August 2015.pdf</a>	P&C	CEO	MII	2019			
Bullying and Workplace Violence Prevention Policy <a href="#">Bullying Workplace Violence Prevention Policy 2018.docx</a>	P&C	Board	MPC	2021			
Protected Disclosures Procedure <a href="#">Protected Disclosure Procedure 20August-2013.pdf</a>	P&C	CEO	MPC				2018

Reference Document	Focus Area (from Library Plan)	Approval	Responsibility	Review Year Q1	Review Year Q2	Review Year Q3	Review Year Q4
Equal Opportunity Policy <a href="#">Equal Opportunity Policy 2018</a>	P&C	Board	MPC	2021			
Equal Opportunity Procedure <a href="#">Equal Opportunity Procedure 2015.pdf</a>	P&C	CEO	MPC	2019			
Occupational Health and Safety Policy <a href="#">OH&amp;S Policy</a>	P&C	CEO	MPC				2018
Occupational Health and Safety Manual <a href="#">OH&amp;S Manual December 2016</a>	P&C	CEO	MPC		2019		
Operations Manual (Draft) <a href="#">YPRL Operations Manual DRAFT (read only version).docx</a>	P&C	CEO	MPC			2018	
Long Service Leave Recognition Policy <a href="#">Long Service Recognition Policy.pdf</a>	P&C	CEO	MPC				2018
Guidelines for approval of Long Service Leave <a href="#">Guidelines for the approval of Long Service Leave.pdf</a>	P&C	CEO	MPC				2018
Travel Expense Guidelines <a href="#">Travel Expenses Guidelines Apr-2015.pdf</a>	P&C	CEO	MPC				2018
Work Experience Procedure <a href="#">Work Experience Procedure.pdf</a>	P&C	CEO	MPC		2019		
Flexible Working Arrangements Procedure <a href="#">Flexible Working Arrangements Procedure July-2018.pdf</a>	P&C	CEO	MPC		2021		

## Agenda Item 8: Governance Review: Delegation of Policies to CEO

Responsible Officer: Chief Executive Officer

Author: Peter Elliott, Consultant

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### REPORT

#### INTRODUCTION

Part of the review of YPRL Policies included examining the appropriate level of delegation for approval of Policies (Board or CEO).

This was done largely on the basis of the nature of the Policies, assessing whether they are primarily strategic in nature and would appropriately require Board approval, or are primarily operational in nature and would most appropriately be approved by the CEO.

#### REPORT

There are 26 documents currently listed for Board approval. These include:

- Collections Strategic Framework and Asset plan 2018-2022
- Learning Strategic Framework 2015-2020
- Local & Family History Strategic Framework 2011-2016
- Arts & Culture Strategic Framework 2010-2015
- Older Adults Strategic Framework 2011-2016
- Disability Action Plan 2013-2017
- Risk Management Policy, Framework and Register
- Disaster Recovery and Business Continuity Plan
- Maker Space Plan 2018-2021
- Procurement Policy
- Annual Budget
- Code of Conduct (Board)
- Meeting Procedures Local Law and Amendment

Each of these is appropriately subject to Board approval (in some cases this is required by statute). The last three documents listed above, while not Policies and not essentially part of the review process have been included because they are important and relevant reference documents. Note that the Risk Management Policy, Framework and Register is currently subject to separate review and a separate report will be provided.

This leaves 11 policies listed as currently being approved by the Board:

- Library User Policy
- Responsible Conduct Policy (Public)
- CCTV Surveillance Policy
- Asset Management Policy
- Social Media Policy
- Sexual Harassment Prevention Policy
- Child Safe Policy
- Volunteer Policy

- Bullying and Workplace Violence Prevention Policy
- Equal Opportunity Policy
- Inter Access Policy (Library Members)

The current Library Policy, also referred to as the Library User Policy, contains section on the following:

- Membership entitlements and responsibilities
- Conduct of persons in the library
- Unattended children
- Volunteers
- Meeting rooms
- Noticeboards, displays and exhibitions
- Complaint Procedures (Library Members)

and it is suggested that the Library Policy need not be retained as the subject matters dealt with are included in other areas. Notably, the Board recently adopted a new Policy on Responsible Conduct of persons in the Library.

The other subjects covered in the Library Policy are minor operational matters, such as use of noticeboards, or are dealt with in various procedures or guidelines.

It is suggested that the following Policies, because of their strategic nature and/or because of the subject matters covered, remain the Board's responsibility for approval:

- Responsible Conduct Policy (Public)
- Sexual Harassment Prevention Policy
- Child Safe policy
- Bullying and Workplace Violence Prevention Policy
- Equal Opportunity Policy
- Internet Access Policy (Library Members)

It is further suggested that the following policies be delegated to the CEO for approval for the reasons outlined:

The CCTV Surveillance Policy contains the statement that 'the Policy is intended to act as a CCTV Code of Practice for YPRL staff and those staff working with CCTV systems will be expected to undertake their duties in accordance with the Policy'.

This suggests that the Policy is operational in nature and might be more appropriately subject to the approval of the CEO rather than the Board.

The Asset Management Policy is intended 'to ensure that there are consistent asset management processes at YPRL'.

Within the Roles and Responsibilities section of the Policy (4.3) it is stated that the Board is responsible for adopting the policy and *ensuring that sufficient resources are applied to manage the assets.*

It also states that the CEO has overall responsibility for developing an asset management strategy, plan and procedures and reporting on the status and effectiveness of asset management within the Library.

The Executive Leadership Team is responsible for establishing and periodically reviewing the Policy (every 5 years or as the Board requires or as legislative changes require) and to review and implement Asset Management Plans *with agreed resources*.

Section 4.1, Principles, states in part that 'Asset renewals required to meet agreed service levels and identified in adopted asset management plans will be submitted to the member Councils *as part of the Annual Budget and Strategic Resource Plan process for funding*'.

These sections outline that the annual budget processes ensures that the Board is fulfilling its role of ensuring that sufficient resources are applied to manage the assets and clearly outline that the CEO and ELT are responsible for implementation and review.

On the basis that the budget process ensures that the Board is already overseeing the allocation of resources for appropriate asset management and the responsibilities for establishing and reviewing the Policy are clear, it is suggested that the policy itself is operational in nature and should be amended to reflect that its approval should rest with the CEO.

The Social Media Policy states, under the heading Scope, that 'this Policy applies to all YPRL employees, volunteers and contractors. It applies to:

- Use of social media on behalf of YPRL;
- Personal use of social media which may link to or impact on YPRL. This may involve any social media format regardless of whether users are using YPRL owned equipment or not, are on YPRL premises or not, and are within or outside their working hours.

The Policy is internally focussed and provides direction and instruction for staff. It is to be read in conjunction with the staff Code of Conduct and is clearly operational in nature. On that basis responsibility for its approval and implementation most appropriately rests with the CEO.

The Volunteer Policy outlines YPRL's encouragement of the involvement of volunteers in the provision of services, outlines definitions and principles of volunteering, defines rights and responsibilities, recruitment and induction processes and incidental matters such as insurance coverage and OH&S requirements. It is clearly internally focussed and does not appear to need the approval of the Board, especially if within the Library Plan there is specific mention made of the value of, and importance placed on, volunteers. The Policy should perhaps more appropriately be one for the CEO to approve.

## CONSULTATION

Executive Leadership Team

## LINKS TO STRATEGIC PLAN

Focus Area 6      Finance and Governance

Optimise public value through sustainable financial management and governance.

- Commit to good governance practices in all that we do

#### DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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#### RECOMMENDATION

**THAT the Board resolves to:**

1. **Receive the report**
2. **Approve the following Policies be delegated to the CEO:**
  - (a) **CCTV Surveillance Policy**
  - (b) **Asset Management Policy**
  - (c) **Social Media Policy**
  - (d) **Volunteer Policy**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

## Agenda Item 9: ICT Report

Responsible Officer:	Chief Executive Officer
Author:	Manager Infrastructure & Innovation
Attachment:	ICT Projects and Priorities Spreadsheet

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### REPORT

#### SUMMARY

This report is for the Board's information.

#### INTRODUCTION

In total, there are forty-three completed projects, with a number of other projects now active and progressing well. These projects are outlined in the ICT status spreadsheet, which has been included.

#### REPORT

##### ***Network infrastructure***

A major piece of work was completed in September with the Rosanna and Ivanhoe branch communications migrated to directly connected fibre and 100 megabit/sec symmetrical data services. At the same time, new firewalls and switches were installed and the local network architecture was reconfigured to provide increased security benefits.

With Eltham and Whittlesea branches already removed from the ageing microwave network, this work has permitted the decommissioning of a major part of the network including the repeaters at Mitcham and Doncaster. The savings made in hardware support and spectrum licensing costs will be redirected towards the reconfiguration of other branches as the project continues to unfold.

##### ***Public PCs***

The third quarter of 2018 also saw a major improvement in the way in which the library service manages its 213 public PCs. YPRL makes use of a piece of protection software known as *Deep Freeze* installed on each PC which essentially resets the PC to an initial state after a user's session expires. This ensures that things such as user files saved to the desktop and Internet Browser history are wiped before a subsequent user accesses the PC.

A Cloud-based version of this software has recently been made available and the ICT team has now completed the task of migrating YPRL's PC fleet to the new platform. The new Cloud-based tools deliver significant benefits in managing public PCs, permitting centralised and streamlined management of computers, policies and deployment across multiple sites and from any location.

#### CONSULTATION

Consultation was undertaken with the Executive Leadership team and the ICT team.

Priority action from the Strategic Plan

- Move all branches onto fixed line communications

**CRITICAL DATES**

None

**FINANCIAL IMPLICATIONS**

Approximately \$20k once-only cost for the two fibre installations with a budget neutral outcome once all components of the wireless network are decommissioned. No additional cost for migration to Deep Freeze Cloud protection software.

**POLICY STRATEGY AND LEGISLATION**

None

**LINKS TO STRATEGIC PLAN**

Focus Area 5      Infrastructure and Innovation

- Providing robust and flexible network infrastructure, sustaining our service delivery

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**RECOMMENDATION**

**THAT the Board resolves to receive the report**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

YPRL ICT - projects and priorities ✓ denotes progress since previous update

October 8 2018

No.	Prog?	Activity	Priority 1 to 5	Description	Status	Comments	Relative cost	Start date	Complete date
1	✓	Eltham Sorter	1	Following user survey, review options for open and closed hours returns.	Active	3 supplier solutions being reviewed - site visits complete. Final supplier proposal under consideration.	TBA	Q3 2017	Q4 2018
2	✓	Equipment rollover	1	Prepare rollover plan for all ICT equipment as the leases expire.	Active	Tender Specification complete. 100% PC refresh in March 2019. Tender close October 12.	Existing	1/09/16	Q1 2019
3	✓	EnvisionWare	1	Review, replace or optimise old print management system. User experience poor.	Active	Pilot site at Whittlesea branch to commence when equipment is delivered.	\$95,000	Q3 2017	Q4 2018
4	✓	Core infrastructure	1	Replace branch firewalls and switches	Active	Quotes received and supplier selected. Firewalls received. Replacements at Whittlesea, Ivanhoe & Rosanna done.	\$73,000	Q2 2018	Q4 2018
5	✓	ICT planning	1	Develop three-year ICT operational timeline	Active	Multi year internal resource plan for proposed ICT works.	None	Q3 2018	Q4 2018
6		Robotics	2	Review the corporate approach & activity	Active	Region wide, support STEM activities etc. NAO robot received - programs developed.	\$16,000	1/07/17	Q4 2018
7		YPRL service help desk	2	Review / replace or optimise	Paused	Kick off workshop for staff conducted. Requirements being gathered. Working group assembled. Temporary hold.	\$6000	Q3 2017	Q4 2018
8	✓	Branch security	2	Remedial works resulting from completed security audit	Active	Remedial action meetings with Council staff completed. Internal actions underway.	TBD	TBD	TBD
9	✓	LMS tender	2	Tender process for new Library Management System contract	Active	Board approval for one year extension given. Tender evaluation panel being developed.	Low	Q2 2018	Q4 2018
10		BCM risk	2	Develop ICT Business Continuity Management plan.	Pending	BCM Audit scheduled for next financial year following LSS relocation. External resources to be considered.	None / low	Q3 2019	TBD
11	✓	Server upgrade	2	Replacement for current branch & LSS DR servers or similar.	Pending	Refresh project for leased equipment that has reached the end of its service life. Supplier selected.	Existing	Q4 2018	Q1 2019
12		RFID upgrade	2	Replacement for current RFID self-service units & other equipment	Unstarted	Refresh project for leased equipment that has reached the end of its service life.	Existing	Q1 2019	Q3 2019
13	✓	Network segmentation	2	Divide YPRL networks into public and staff segments at all branches	Active	Completed at Rosanna & Ivanhoe.	Low	Q3 2018	TBD
14		Redundant link	2	Utilise redundant wireless link to improve Lalor / Thomastown comms	Active	Wireless link installed Three years ago but never used. Reconfigure network to remove single point of failure.	\$3,000	Q2 2018	Q4 2018
15	✓	Smart Bin trial	3	Smart RFID bins and sort assistant trial	Active	Installed at Mill Park together with Sort-Assist software for testing purposes. Trial ends October 31.	\$30,000	Q2 2018	Q4 2018
16	✓	RFID returns shelf trial	3	RFID equipped returns shelves with returns receipt provision	Active	Alternative returns technology using RFID equipped shelves at library entrance. Supplier negotiations underway.	TBD	Q3 2018	Q1 2019
17		Document Management	3	Investigate the options for a Document Management System at YPRL	Unstarted	Prompted by HLB Mann Judd Audit and aimed at improving the management of Corporate documents & records	TBA	Q3 2018	Q4 2018
18		Group Policy	3	Review & optimise Domain Group Policy	Unstarted	Review existing policies in the context of improving efficiencies and user experience	None	Q1 2019	Q2 2019
19		LMS Upgrade	3	Symphony LMS two upgrades behind	Unstarted	Waiting for release of new Blue Cloud Circulation features before upgrading - depending on LMS tender results.	None	Q2 2018	Q4 2018
20		YPRL Website	3	Review / market test for functionality vs cost	Unstarted	Market approach scheduled to commence April 2019	Low	Q2 2019	Q3 2019
21		Branch Comms security	3	All branch comms cabinets are currently unsecured	Active	Where doors close, keep locked. Where doors can't close, reroute cables on maintenance.	None	17/02/17	Q4 2018
22		Position descriptions	3	Review all PDs and reissue	Unstarted		None	TBD	TBD
23		Residual ADSL	3	Thin clients and staff LMS traffic still goes through ADSL connections.	Active	Services being reviewed for consistency.	None	15/05/17	Q4 2018
24		Corporate images	4	Establish dedicated storage & image management system	Active	1 Tb partition created. Metadata discussions and software application selection underway.	None / low	6/12/16	Q1 2019
25	✓	Revisit KAON policies	4	Review / make visible / internal processes	Active	Policies need to reflect YPRL processes & vice versa	None	Q3 2018	Q4 2018
26		YPRL Intranet	5	Find replacement - implement / train / docs	Part active	Learning coordinators to evaluate suitability of Brushtail package. Meeting 22/3/17 with ERLC	None / low	TBD	TBD
27		RFID system review	5	Optimise for utility & productivity	Unstarted		None	TBD	TBD
28		ICT Process audit	5	Onsite security process audit	Unstarted	Policy & procedures must be revisited first.	Low	TBD	TBD
Done		SAN full		Storage area network almost at capacity	Complete	New SAN delivered to LSS. Commission 1/12/16	Leased	13/10/16	1/12/16
Done		People counters		Data being gathered by the security gates is unreliable and inconsistent	Complete	Cohera-Tech system installed.	\$32,000	1/08/16	31/01/17
Done		Network		Optimise Internet capped plan management	Complete	Moved to uncapped plans - monitor & optimise	None	26/09/16	26/09/16
Done		Dell Change Auditor		Purchase / implement / monitor	Complete	Installed. Monitor progress	\$9,400	21/09/16	20/10/16
Done		Firewall risk		Single old firewalls - single points of failure	Complete	Dual firewalls installed at LSS & Mill Park. Failover testing complete.	\$8,690	15/10/16	26/09/16
Done		Globalnet		Outsourcing of Network Administrator function. Establish YPRL's skill gap	Complete	YPRL requirements are level 3 project support plus ad hoc support	Est \$28k per	20/09/16	30/05/17
Done		Eltham Wireless link		Microwave dish on roof of Eltham CFA building. CFA have relocated - building empty	Complete	Fixed EFM service installed 20/3/17. Migration works completed 7/4/17 by David Zilm.	\$3600 PA	1/11/16	18/04/17
Done		Rosanna wireless		Microwave dish on roof of Council customer service building.	Complete	15 metre mast to proposed for library building installed 11/4/17	\$2,500	18/10/16	12/04/17
Done		Coombs road		Repeater link from PRACC to Whittlesea. ACMA license expired.	Complete	Whittlesea now transferred to fixed NBN service.	\$1,200 PA	16/09/16	20/03/17
Done		New ICT staff member		PC Desktop & IT Support Officer	Complete	David Stephens started January 9 2017.	Band 5	20/10/16	Start Q1
Done		LSS main panel		Main electrical panel to be upgraded or replaced	Complete	Will require power outage. Possible generator? Work completed with minimal disruptions	None	30/04/17	30/4/17
Done		Replace LSS backup NAS		Update to appliance with 12Tb	Complete	Dell appliance at LSS. Install scheduled for 1/12/16	Leased	19/10/16	15/12/16
Done		Adobe Cloud		Problems experienced - Pete is working on this	Complete	Lu has resolved issues and rolled out the applications.	None / low	15/01/17	
Done		Genealogy Apps		Update CDs / virtual environment	Complete	Apps to be deleted - Marcus & David to action.	Low	7/03/17	24/05/17
Done		MFDs and printers		Region wide upgrade of copy/print/scan devices.	Complete	Sharp selected as preferred supplier. Rollout to commence 29/5/17. Rollout complete	Leased	6/10/16	8/06/17
Done		ICT surveys		Develop & issue first internal ICT survey	Complete	Survey ready to be released. Survey planned to be released week starting Monday Juke 5th	Low	1/02/17	23/06/17
Done		Server upgrade		Upgrade to Windows 2012 R2	Complete	2012 R2 completed. Quote requested for upgrade for My Workplace server.	Low	1/05/17	15/06/17
Done		Monitoring		Establish ICT environmental monitoring system & parameters	Complete	Monitoring server established. Running a trial of PRTG. Replication now monitored.	\$2,000	1/03/17	30/6/17
Done		Intrusion protection		Multiple brute force attacks on YPRL network infrastructure	Complete	Disallow direct RDP. Reconfigure branch firewalls to remove vulnerability.	None	23/05/17	15/06/17
Done		VoIP phones		Review requirement for voicemail	Complete	Voicemail rollout - project group established. First meeting 7/12/16. Discuss at BM/EMT meeting. Rollout to LSS ASAP - headphones	None	9/11/16	28/08/17
Done		Online payments		PCI compliance - EnvisionWare & CBA	Complete	Paperwork lodged. Payments to be reinstated once processed.	None	24/03/17	1/06/17
Done		UPS		Review correct UPS operation at LSS & all branches	Complete	UPS batteries replaced at Lalor branch. Spares ordered for emergency replacement. All UPS units reviewed.	Low	Q4 2017	30/09/17
Done		ICT strategy plan		Current plan expires at the end of 2017	Complete	ICT plan to be combined with library strategic plan.	None	Q3 2017	Q4 2017
Done		Desktop management		Implement a replacement for Zenworks & ENGL	Complete	Need better tools for imaging and patch management. 5 days KACE training completed.	Existing	1/07/17	Q4 2017
Done		New staff member		Recruit Project & Support Coordinator role	Complete	Vacancy following resignation of Marcus Gin. Trinh Luu commenced as Project & Support Coordinator.	Existing	17/07/17	2/10/17
Done		Network review		Investigation against best practice	Complete	Review complete - final report delivered 26/7. Remedial actions underway	\$16,000	11/05/17	Q4 2017
Done		LGPRF data		Improve & simplify reporting to Councils of key library indicators	Complete	Work with CoW Corporate Accountability & Performance Dept. to develop new reporting template.	None	Oct. 2017	Q1 2018
Done		Bandwidth & Wi-Fi issues		Review traffic policies, sign on etc. for improved customer experience	Complete	Preferred supplier selected - Full Spectrum Networks & Cisco Meraki. Meraki APs installed in all branches.	\$30k - \$40k	8/11/16	Q4 2017
Done		Residual ADSL		Thin clients and staff LMS traffic still goes through ADSL connections.	Complete	Services reviewed for consistency.	None	15/05/17	Q2 2018
Done		Change management		Introduce change management documentation for ICT activities	Complete	Develop template based planning, execution and fall-back document for ICT change or update activities	None	Q3 2017	Q4 2017
Done		Security cameras		CCTV camera installation & commissioning	Complete	Policy & procedures developed. Signs installed. Remedial actions complete.	\$6000	Q4 2016	Q1 2018
Done		Office 365		Evaluate the benefits of an Office 365 migration	Complete	Project completed - al mailboxes migrated	\$10,500	21/09/17	Q1 2018
Done		MDM implementation		Mobile Device Management	Complete	Implement new Mobile Device Management system. Jamf Pro platform selected. Implemented.	\$1066 PA	25/09/17	Q1 2018
Done		iPads		Calculate which iPads are due for replacement at each branch & replace	Complete	Mix of iPad 4th Gen, iPad Air & iPad Air2. Also 50 iPads from grant. iPads delivered, configured & rolled out.	Existing	1/08/17	Q1 2018
Done		Create network DMZ		Create Demilitarised Zone within YPRL network	Complete	Groundwork for secure external communications to YPRL network assets. Project completed.	\$6,000	Q4 2017	Q1 2018
Done		Asset Management		Identify, consolidate and manage all assets in a common online portal.	Complete	Use Equigroup's Asset Advantage portal. All assets now entered.	None	9/10/17	Q1 2018
Done		Remote access		Install Remote Desktop Gateway	Complete	Improve security of remote access following brute force attack on YPRL.	\$3,000	9/10/17	23/5/18
Done		RMAD for AD		Implement Recovery Manager for Active Directory	Complete	Important BCM component aimed at rapid service restoration following an AD failure. Handover 4-8 June 2018	\$5,000 pa	Q2 2018	Q2 2018
Done		Lalor returns bins		OHS incident report regarding broken bins at Lalor	Complete	Equipment in use beyond its service life. Both bins replaced with new equipment.	\$12,000	Q2 2018	Q2 2018
Done		Branch security review		External review of branch / mobiles security following recent thefts	Complete	All branches visited. Report finalised and accepted by YPRL ELT.	\$10,000	Q1 2018	Q2 2018
Done		After hours chutes		Product not working acceptably - library users having difficulties returning items.	Complete	All chutes upgraded with the exception of Rosanna which will be assessed as part of a planned building upgrade	\$55,000	16/08/16	Q3 2018
Done		Data Communications		Migrate all data communications away from point-to-point radio links	Complete	Fibre migration for Ivanhoe & Rosanna. Fibre installed - commissioning & switch / firewall upgrade to follow.	\$20,000	Q4 2017	Q3 2018
Done		Deep Freeze Cloud		Migrate all public PCs to Deep Freeze Cloud	Complete	Improve management of public PC protection software using Cloud based tools	None	Q3 2018	Q4 2018

## Agenda Item 10: Marketing Strategy

Responsible Officer:	Chief Executive Officer
Author:	Manager Public Participation
Attachment:	Draft Marketing Strategy 2018-2021

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### REPORT

#### INTRODUCTION

The Marketing Strategy 2018 – 2021 was developed after a comprehensive review of existing marketing activities, available resources and an aim to improve how YPRL communicates with its existing and potential audiences. There was no prior Marketing Strategy in place.

#### SUMMARY

YPRL's Marketing Strategy will ensure that communication and marketing is a well-planned and integral part of library services.

The strategy aims to increase membership, borrowing and attendances by ensuring that our local communities know about the diverse services available at our libraries. It also aims to create a sense of community through storytelling and demonstrate our value to our patrons and stakeholders.

#### REPORT

The four goals of the Marketing Strategy outline how YPRL will improve and increase its engagement with audiences. It aims to:

- Promote the breadth and diversity of the services and collections on offer at the library
- Tell the story of the library through its people
- Harness the power of digital
- Position YPRL as an essential and valued service within our communities

Indicators of success will be demonstrated through the achievement of the measures of success of the Library Plan, and include:

- Increased awareness of library service and its value
- Increased library membership and borrowing figures
- Increased visitation to the library and its events
- Increased digital engagement
- Increased profile in the media

#### CONSULTATION

The Marketing Strategy was informed by staff and finalised at an Executive / Branch Manager meeting.

## CRITICAL DATES

N/A

## FINANCIAL IMPLICATIONS

The Marketing Strategy Actions are funded within the current allocated budget

## LINKS TO STRATEGIC PLAN

YPRL's Marketing Strategy links to the Library Plan by addressing the following goals:

- *Knowledge & Information:* Provide free access to dynamic collections which inform and delight
- *Public Participation:* Inspire our diverse communities to participate in empowering activities and learning opportunities
- *Advocacy:* Advocate for greater awareness of and investment in the powerful and transforming story of our public libraries

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to approve the Marketing Strategy**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

# YPRL Marketing Strategy 2018 - 2021

## Introduction

Yarra Plenty Regional Library (YPRL)'s Marketing Strategy builds on its Library Plan and reflects its ambition to create welcoming and safe spaces as well as equitable access to collections, technology and programs.

## Links to Strategic Direction

YPRL Library Plan 2017 -2021's Vision is informed creative communities: connected and empowered.

YPRL's mission is to be a sector leading library service. We will provide opportunities for our diverse communities to read, learn, create and connect. We aim to be the "third space" after home and work or education, and to be regarded as the community lounge room.

YPRL's Marketing Strategy links to the Library Plan by addressing the following goals:

Knowledge & Information: *Provide free access to dynamic collections which inform and delight*

Supporting strategies:

- Support the creation and sharing of local content and stories
- Provide collections and resources which encourage and promote life-long learning and a love of reading for all ages

Public Participation: *Inspire our diverse communities to participate in empowering activities and learning opportunities*

Supporting strategies:

- Promote libraries as the community hub for learning, creating and connecting
- Deliver Maker Spaces that empower the creative and entrepreneurial aspirations of our communities

Advocacy: *Advocate for greater awareness of and investment in the powerful and transforming story of our public libraries*

Supporting strategies:

- Seize opportunities to tell the story of our sector leading services at state, national and international conferences
- Advocate the role of public libraries in creating sustainable cities, towns and communities
- Promote our library service as a partner of choice, contributing to the regions social, cultural and economic growth

## Review

A review of YPRL's marketing activities was undertaken in 2018.

The review consisted of multiple consultations with branch staff, Coordinators and LSS departments; a staff survey to assess perceived impact of marketing collateral; assessment of current YPRL marketing activities; and research into social and industry trends including social media marketing activities in the library industry.

## Marketing Overview

YPRL's current suite of marketing activity includes:

### Print marketing collateral

Collateral	Frequency	Quantity	External Distribution
What's On @YPRL	bi-monthly	6,000	~1,000
Storytimes (DL)	x2 yearly (6 month content)	12,000	~3,000
Storytime A3 Posters	x2 yearly (6 month content)	8x18=144	
School Holiday Program	x3 per year	2500	658
Special event program collateral – Booklovers, Summer Reading Club	Once a year	3,000-5,000 (2017)	
Library information collateral – opening hours bookmark, membership conditions, home and mobile library brochures etc.	As needed	3,000-10,000 as required	
Annual Report	Once a year	200	~20
In-library printed collateral – banners, posters etc.	As needed		

The total cost allocated towards printed marketing collateral is approximately \$70k. This figure does not include staff time.

### Digital marketing platforms

Platform	Reach	Frequency
Customer eNewsletter	3,500	Monthly (since May 2018; previously infrequent)
Website – General	838,350 (annual figure 16/17)	
Facebook – YPRL	2,109	Twice daily

Facebook – Branch Facebook pages	271 – 2,641	Varies - multiple postings weekly
Facebook – Special interest pages	12 – 465	Monthly
Instagram	2,019	Twice weekly
Twitter	1,625	Daily – pulls info from FB posts
LinkedIn	422 (73 employees)	Monthly
Youtube	7	Not active
Pinterest	589	Not active

The total cost being allocated towards digital marketing platforms is currently \$1,000. This figure does not include website development costs, or staff time.

## Marketing analysis

### Strengths

- YPRL is highlighting its book collection and events well and there is a significant opportunity for growth in taking a strategic approach to marketing other aspects of the library experience – such as e-Library resources, programs, and the library as the third space;
- YPRL customer survey feedback finds that the most common methods of finding out about events are through the What’s On guide (45%), in-branch collateral (20%) and website (18%), showing that our key marketing channels are reaching an interested audience;
- Staff are engaged and enthusiastic about marketing and have fantastic ideas for promoting YPRL – possible to leverage their energy and interest with a clear strategy and guidelines;
- Clearer and fuller marketing processes and guidelines will help direct the work of Public Participation and branch staff to ensure consistent branding and messaging for YPRL. A streamlined and coordinated approach to marketing will ensure that different audience segments can be reached effectively and appropriately;
- Opportunity for significant and rapid growth across digital platforms with the implementation of a coordinated regional approach. Due to limited distribution of print collateral and its associated costs, digital platforms represent YPRL’s biggest opportunity to engage with new audiences;
- YPRL’s marketing platforms and market reach are significant and growing, which is an organisational asset in developing partnerships and undertaking advocacy and lobbying activities;
- Within the library sector, YPRL can leverage its large platform to lead vital industry conversations and encourage staff networking;
- A Marketing Strategy can articulate what success looks like and embed evaluation methods so that higher-impact activities are prioritised moving forward.

## Weaknesses

- Library members and the diverse communities who access the library are a much segmented market (in terms of age, geography, socio-economic status and cultural background) which can be challenging to undertake media and marketing planning for;
- Staff perception of the importance of printed collateral, and allocation of staff time and budget to development of printed materials, means that digital platforms have not been prioritised and are under-performing;
- The current marketing focus is on collections and events, meaning some library services are not well promoted. There is room to grow how the library tells the story about the importance and role of libraries, its own services and case studies about the impact of YPRL;
- Some collateral has a regional focus (What's On Guide, website, e-news) but other marketing platforms are very segmented by branch (Facebook, in-house flyers etc.), leading to inconsistent and sometimes confusing messaging and branding for YPRL;
- Staff lack clarity around marketing procedures (particularly social media and media), such as lines of responsibility and user guides, leading to a lack of understanding about how they can contribute to the development and presentation of content for YPRL. Some staff reported being unaware of YPRL marketing channels, such as the e-news;
- Many staff reported that the YPRL website can be hard to navigate, time consuming to develop content for and that the online bookings system could be improved. (That said, the website is seen as a key asset);
- Lack of planning around public relations and media release opportunities means that the library is being reactive not proactive in how it manages its public image and messaging. Additionally, staff lack clarity around media contact protocols;
- Limited strategy and evaluation in marketing has led to uneven roll-out of marketing and PR, and there has been some confusion about where best to focus attention.

## Opportunities

- Respondents to the 2017 Library User Survey gave YPRL an overall satisfaction rating of 4.51 out of 5. YPRL's value was described in different ways by library users – as a cultural centre, a learning place, part of the civic fabric, and a safe haven in a sometimes challenging world. YPRL can leverage the patron's enjoyment of the library, and their perceptions of its role, to tell the story of YPRL and increase its presence and role within its communities;
- YPRL's Member Councils have audience and media engagement strategies whose interests align with those of YPRL, offering all organisations a significant opportunity to collaborate for shared outcomes;
- The 2018 Yellow Social Media Report (Sensis, June 2018) notes that 8 in 10 people in Australia use social media, indicating a high opportunity for engagement across digital platforms;
- The *Value of Public Libraries in Victoria* report (SGS Economics and Planning, 2018) shows that Victoria's public libraries receive five visits per capita per year. A previous economic report (*Dollars, Sense and Public Libraries*, 2011) noted that library membership in Victoria is estimated to be 48% - over 3 million people. The library as a product is therefore known, highly used and an integral part of civic life in Victoria, which may indicate that people would be open to hearing messages from and about the library;

- State Library of Victoria has made a significant investment in a 2018 Statewide Public Libraries Advocacy project, offering teaching and support for libraries to undertake advocacy and tell their stories, which is an opportunity to extend the voice and message of YPRL's digital marketing efforts beyond its local community.

### Threats

- Potential library patrons represent a highly segmented market and YPRL must appeal to a broad range existing and potential audiences. With small budget it is hard to reach "all segments" of the market so YPRL must prioritise the communities it most wants to reach and develop targeted communication channels to address them;
- A significant number of constituents in YPRL's local Council areas speak languages other than English at home (Banyule 17%; Whittlesea 39%; Nillumbik 6%) and/or have low proficiency in English (Banyule 2.7%; Nillumbik 1%; Whittlesea 17%). Strategies are needed to ensure these potentially vulnerable communities understand the services the library can offer them;
- The Australian Digital Inclusion Index 2017 (Roy Morgan Research, 2018) demonstrates that, while overall digital inclusion is growing in Australia, the gaps between digitally included and excluded Australians are substantial and widening. Social groups who have the lowest digital inclusion rates include seniors aged 65+; women, particularly older women; people with a disability; Aboriginal people and households on low incomes. YPRL should take care that marketing and PR activities include access strategies to ensure these groups are not left out;
- The Australian Digital Inclusion Index 2017 (Roy Morgan Research, 2018) shows that the growing number of mobile-only internet users (those with no fixed broadband) raises the possibility of an increasingly stratified internet. Mobile-only use is linked to socioeconomic factors, with people in low income households (29.8%), not employed (24.0%), and with low education levels (27.6%) more likely to be mobile-only. YPRL should therefore ensure that digital strategies take mobile use into account, which may impact how vital services such as its website are developed;
- The Deloitte Australian Privacy Index (2018) reports that trust and transparency play a vital role in determining the strength of relationship between a brand and its consumers. For companies that have information processing at their core, clear and transparent notices regarding data use are vital, as consumers lose trust in companies which use their personal information in ways not explicitly agreed to, such as marketing. (Brands are more likely to lose consumer trust and damage their reputation if customer data is used for direct sales (68%), inappropriate marketing (58%) and cross-selling of personal information (54%).) YPRL should have robust privacy practices that align with legislation and are well signposted to their users.

## Marketing Strategy

YPRL's Marketing Strategy will ensure that communication and marketing is a well-planned and integral part of library services. Library staff from all areas of the organisation will play a pivotal role in telling the story of the library.

Through effective and coordinated marketing we aim to offer an excellent customer experience in branch and online. We want to increase membership, borrowing and attendances by ensuring that our local communities know about the diverse services available at our libraries.

The strategy also aims create a sense of community through storytelling and demonstrate our value to our patrons and stakeholders.

YPRL's Marketing Strategy aims to:

- Increase meaningful connection of the local community to their libraries
- Broadcast the opportunities offered by the library for the community to read, learn, create and connect
- Promote the library as a sector leading library service that the community can take great pride in
- Identify YPRL's goals for using social media, and streamline our profiles for both current and emerging social media platforms through a focused online presence
- Develop a skilled library staff workforce confident in engaging online for YPRL

## Goals

### **Promote the breadth and diversity of the services and collections on offer at the library**

- Deliver campaigns that promote all library services and programs, including those that sit outside of the "traditional" library offer of books and events;
- Develop annual marketing and PR plans to publicise key initiatives and events, linking marketing messages into moments of local and national importance;
- Maximise in-branch marketing opportunities including integrating digital and physical marketing messages, reviewing current suite of display items and briefing staff to confidently share key messages about the library;
- Embed a coordinated regional approach to marketing and PR to ensure a consistent voice, brand and message for YPRL.

### **Tell the story of the library through its people**

- Promote the library as a welcoming and inclusive place by profiling patrons, partners and presenters, and sharing community-generated content;
- Encourage staff and volunteers to create content (such as photos, stories and videos) that captures the breadth and vibrancy of YPRL services;
- Invite Board members, Councillors and other stakeholders to regularly attend and speak at library events;
- Empower staff to take part in industry conversations about librarianship through social media and YPRL website, conference presentations, and other channels.

## **Harness the power of digital**

- Meet our community where they are online, connecting authentically on appropriate social media platforms;
- Resource a digital-first approach to marketing including news sharing and campaigns, ensuring strategies for amplification are embedded into all activities;
- Embrace innovation by showcasing YPRL news, events and services through emerging medias such as livestreaming, video, podcasting and data journalism;
- Explore opportunities to extend library learning and literacy programs online.

## **Position YPRL as an essential and valued service within our communities**

- Understand our existing and potential audience in order to connect with them where they are;
- Prioritise clear and accessible communications, and develop tactics to ensure the vulnerable in our communities are able to learn about the library offer;
- Demonstrate YPRL's value to its communities by sharing news and stories about its reach and impact;
- Play an integrated role in telling the story of its member Councils and how YPRL services and collections deliver on Council plans;
- Share YPRL's vision and mission to ensure its library services are understood and valued.

## **Measuring success**

YPRL's marketing strategy contributes to the goals of the Library Plan 2017–2021 by ensuring that its libraries are promoted as hubs of learning, creating and connecting.

Indicators of success will be demonstrated through the achievement of the measures of success of the Library Plan, and include:

- Increased awareness of library service and its value
- Increased library membership and borrowing figures
- Increased visitation to the library and its events
- Increased digital engagement
- Increased profile in the media

These successes will be assessed through a variety of qualitative and quantitative measures including:

- Attendance statistics at library programs and events, and visits to the library (door count);
- Analysis of marketing and PR impact through distribution numbers, follower figures and media mentions;
- Customer feedback through evaluation forms and library user survey;
- Staff appraisal and feedback processes

Measure	Benchmark figures – 2017/2018 statistics		
User satisfaction	4.51/5 (user survey)	8.65/10 (Nexus)	
Library membership	137,983		
% of population library members	34.07%		
Borrowing figures	3,151,270	Physical: 2,955,465	Digital: 2,955,465
Library visitation (door count)	1,585,093		
Program attendees	197,511		
e-news subscribers	3,547		
Social media engagement	6,232		
Website visits	1,031,026		
Media mentions	175		

### Priority Actions 2018/2019

- Develop annual marketing/PR calendar linked to significant moments and library events.
- Invite every YPRL staff member to create content that helps to tell the library story and offer the training and support that may be needed to do so.
- Build YPRL's online engagement by:
  - Targeting audience segments via key social media platforms;
  - Developing social media user guides and training staff in how to post targeted content to our social media platforms;
  - Developing content that is shared not only on YPRL's pages but with appropriate community platforms such as blogs, Facebook pages, newsletters etc.;
  - Displaying information about our social media platforms prominently in marketing collateral and via in-branch displays.
- Participate in PLVN's Libraries Change Lives advocacy campaign.
- Undertake first evaluation of strategy in July 2018 to create second year action plan.

## Agenda Item 11: Audit Committee Independent Member Appointment

Responsible Officer: Chief Executive Officer

Author: Jane Cowell

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### REPORT

#### SUMMARY

YPRL has undertaken a recruitment exercise for the position of Independent Audit Committee Chair. This paper summarises the process and asks the Board to appoint the recommended applicant.

#### REPORT

YPRL placed an advertisement in 'The Age' newspaper on September 1 with a closing date of 10 September. One application was received substantially after the due date (October 4). Member Councils and other Library Corporations were also contacted for suitable nominations and in all 6 people were contacted regarding the position. Of these, two were not able to take up the position which included the previous Chair; one was deemed to have a conflict of interest, and three applications were received. Of the applications one was deemed not suitable as the applicant did not have relevant local government experience and had just returned to Australia after 10 years abroad. Below is a summary of the remaining applications and costs involved.

Geoff Harry presents as having extensive experience in financial management and reporting, risk management, governance and audit. His past Executive roles were with PwC, Jemena and Fortescue Metals Group and all incorporated a high risk, audit and financial component. He is currently the Chairperson of the City of Whittlesea Audit Committee and 3 other Local Government Audit Committees. Geoff is a current CPA and has a Bachelor of Economics. His per meeting fee is \$2,450.00 (this includes travel time and preparation time) with an hourly rate of \$350.00.

Kerrie Jordan presents as having extensive experience in finance and business with a focus on community development, local government and private education. She has over 20 years finance and corporate management experience directly from Local Government Corporate roles. She operated as the Chief Financial Officer for Darebin City Council for over 5 years, and Acting Director of Corporate & Business for 1 year from 2009 – 2015. Since these roles her focus has been with private schools as Chief Financial Officer. Kerrie also is the current Independent member on the Whitehorse Manningham Library Corporation Audit Committee. Kerrie is a current CPA, has a Master's of Business Administration, Bachelor of Commerce and a Graduate Diploma in Business. Her meeting fee is \$550 (this incorporates travel time and preparation time) and her hourly rate is \$250.

Both applicants indicated they would be willing to take on the task of reviewing the Audit Committee Charter and make recommendations to the Board for the future of the YPRL Audit Committee.

After speaking with both applicants it was Kerrie who showed a real interest in Libraries and the work that they do in the community. Geoff would provide high level advice to the Corporation and indicated he has limited ongoing availability. I also spoke with a nominated referee for Kerrie who confirmed that Kerrie gives honest and fearless advice in matters of financial risk and has a big picture focus with the ability to find and highlight anomalies. Kerrie has the background required, is familiar with working within a strategic risk framework, and has indicated she has the time to take on the role. Her quotation falls within the current budgeted cost for this function.

My recommendation is for the Board to appoint Kerrie Jordan to the position of Independent Chair of the YPRL Audit Committee.

#### LINKS TO STRATEGIC PLAN

Focus Area 6 Finance and Governance

Optimise public value through sustainable financial management and governance.

- Commit to good governance practices in all that we do

#### DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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#### RECOMMENDATION

**THAT the Board resolves to appoint Kerrie Jordan to the position of Independent Chair of the YPRL Audit Committee**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

## Agenda Item 12: Proposed Board Meeting Dates and Calendar for 2019

Responsible Officer: Chief Executive Officer

Author: Jane Cowell

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### REPORT

#### SUMMARY

The proposed Board meeting schedule for 2019 is presented for decision.

#### REPORT

It is proposed that the Regional Library Board meet on the following dates in 2019. It is also proposed that all meetings be rotated between the City of Banyule, the City of Whittlesea and the Shire of Nillumbik either in the Council or Shire offices. The meetings will commence at 6pm.

February 21	Banyule
April 18	Whittlesea
June 20	Nillumbik
August 15	Banyule
October 17	Whittlesea
December 19	Nillumbik

Consultation has been undertaken with Member Councils, MAV and Regional Waste Council and there are no clashes of timing currently.

The following timetable highlights the major work to be done in 2019. It is presented to assist the Board in their forward planning and as an opportunity to include any other items of interest to the Board

<b>February</b>	Draft Budget 2019/20 Draft Business Plan 2019/20 Draft Strategic Resource Plan 2019/23
<b>April</b>	Draft Budget 19/20 approved for advertising Draft Business Plan 2019/20 approved for advertising Draft Strategic Resource Plan 2019/23 approved for advertising
<b>June</b>	Budget 2019/20 formally adopted Business Plan 2019/20 formally adopted Strategic Resource Plan 2019/23 formally adopted
<b>August</b>	Draft Annual Report approved Draft Financial Statements approved
<b>October</b>	Annual Report formally adopted
<b>December</b>	

LINKS TO STRATEGIC PLAN

Focus Area 6 Finance and Governance

Optimise public value through sustainable financial management and governance.

- Commit to good governance practices in all that we do

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**RECOMMENDATION**

**THAT the Board resolves to approve the proposed calendar for 2019**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

## Agenda Item 13: Proposed Christmas/New Year Hours

Responsible Officer: Chief Executive Officer  
 Author: Jane Cowell

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### REPORT

#### SUMMARY

This item is presented for Board approval. A decision is required to approve the Christmas/New Year Library opening hours. A detailed evaluation of key performance indicators will be undertaken in 2019 to inform YPRL's future position with the view to ensure it is operationally and financially prudent to open all Branches over the holiday period.

#### REPORT

Details of the proposed opening hours for all branch libraries:

##### December 2018

24 Monday	All Libraries close at 12 noon
25 Tuesday	Christmas Day: all libraries closed
26 Wednesday	Boxing Day: all libraries closed
27 Thursday	Amended hours: 10am – 5pm
28 Friday	Normal hours: 10am – 5pm
29 Saturday	Normal hours: 10am – 1pm or 5pm
30 Sunday	Normal hours: closed or 1pm – 5pm
31 Monday	Amended hours: 10am – 5pm

##### January 2019

1 Tuesday	New Year's Day: all libraries closed
2 Wednesday	Normal branch hours resume

#### Mobile Library

The Mobile Library service will close for the Christmas/New Year period from Friday 21 December 2018 and resume on Tuesday 29 January 2019.

#### Outreach Vehicle

The Outreach vehicle service will close from Friday 21 December 2018 and return to service on Tuesday 8 January 2019. The Outreach staff will provide a double delivery to clients for this period.

#### LINKS TO STRATEGIC PLAN

Focus Area 6 Finance and Governance

Optimise public value through sustainable financial management and governance.

- Responsibly manage our budget to deliver best value to the community
- Commit to good governance practices in all that we do

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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## RECOMMENDATION

**THAT the Board resolves to approve the Christmas-New Year opening hours**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

## Agenda Item 14: Food for Fines Amnesty

Responsible Officer: Chief Executive Officer  
Author: Manager Public Participation

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### REPORT

#### INTRODUCTION

At the YPRL Board Meeting on 6 September 2018 the Board resolved to:

- remove overdue fines from all children and teen collection items going forward from the date of the announcement proposed to be on August 17 2018; and
- waive all fines on current children's and teen cards that are blocked.

The Food for Fines Amnesty will continue to create opportunities for patrons to re-engage with YPRL by offering an opportunity to return long overdue items and have any outstanding fines wiped and cards unblocked during the campaign.

#### SUMMARY

This paper requests that the Board endorse YPRL to undertake a one month Food for Fines Amnesty to encourage patrons with long overdue books and long outstanding overdue fines to re-engage with the library service.

Removing overdue fines on adult cards will reduce a significant known barrier to families and individuals facing economic pressures and remove a known barrier to access to the libraries across the region and the resources we offer.

It is expected that long overdue items will be returned, active membership and borrowing of collection items will increase following the campaign.

#### REPORT

The goals of the Food for Fines Amnesty project are to:

- Invite patrons who cannot borrow due to outstanding fines to re-engage with the library and become active, borrowing members once again;
- To have "lost" books and overdue items returned to the library;
- For the library to demonstrate its commitment to community by distributing food and donations to people in need.

The Food for Fines Amnesty will invite patrons to donate food and household items to the food drive in lieu of paying their overdue fines. Their fines will be wiped and they will be able to start borrowing again. In the case of lost items, the fine will be wiped but the costs of replacing the items will be sought.

Other libraries that have undertaken this program found that they had a lot of long overdue stock returned once there was an opportunity to do so without attracting fines.

YPRL will partner with Food Bank Victoria who will distribute the donated food and personal items to people in need.

Foodbank Victoria is an independent not-for-profit organisation with almost 90 years' of food relief experience. They are the state's oldest and largest organisation of its kind. Each month, Foodbank Victoria sources and distributes food to over 100,000 Victorians who rely on its food assistance, more than a quarter of whom are children.

42% of Foodbank Victoria's resources are distributed within northern Melbourne. Foodbank Victoria will collect and distribute donated items on behalf of YPRL.

## CONSULTATION

- Executive Leadership team, Branch Managers, Branch staff;
- Industry research.

## CRITICAL DATES

27 October	Inform staff of plan and dates
1 November	BM's sign off final project plan, brief staff
2 November	All signage, equipment, information distributed to branches
5 November	Signage in libraries, email to all members, marketing campaign begins
16 November	Food for Fines Amnesty begins – libraries start accepting donations
17 November	Official launch of Food for Fines as part of Watsonia Library birthday celebrations
17 December	Food for Fines Amnesty ends

## FINANCIAL IMPLICATIONS

A reduction of fines revenue is expected. YPRL will adjust its expenditure budget accordingly.

## LINKS TO STRATEGIC PLAN

Focus Area 1 Knowledge and Information -

Goal: Provide free access to dynamic collections which inform and delight

Focus Area 2 Public Participation

Goal: Inspire our diverse communities to participate in empowering activities and learning opportunities

Focus Area 4 Advocacy

Goal: Advocate for greater awareness of and investment in the powerful and transforming story of our public libraries

## DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

YPRL will continue to monitor its borrowing numbers and trends in fines and report to the Board at the end of the 18/19 financial year.

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## RECOMMENDATION

**THAT the Board approves YPRL to run a Food for Fines Amnesty from 16 November – 16 December 2018**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

## Agenda Item 15: ALIA Top End Symposium Report, Darwin 2018

Responsible Officer: Chief Executive Officer

Author: Jane Cowell

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### REPORT

#### SUMMARY

The ALIA Top End Symposium was held in Darwin, 12 – 13 October. The Symposium was attended by the CEO who delivered a keynote presentation *Digital Fluency, A Librarians Toolkit*. The CEO was also a panel member for the topic “*The library and Information Industry in the 21st Century - will it exist?*” moderated by Patrick Gregory, State Librarian, Northern Territory.

#### REPORT

The Chairperson of the Board approved the attendance of the CEO to the ALIA Top End Symposium in response to a formal invitation to be a keynote presenter. Travel was funded by the Corporation and accommodation and Symposium registration was funded by the organisers.

The Symposium was attended by approximately 110 attendees, with 60 attendees on the 12 October and 50 attendees on the 13 October. The attendees were from University, Public, School, Government and special libraries. The keynote speakers included Professor Deb Verhoeven, Associate Dean of Engagement and Innovation at the University of Technology Sydney; Roxanne Missingham, University Librarian, Australian National University; Taj Pabari, Founder and Chief Executive Officer of Fiftysix Creations and I. Other speakers were from Broadband for the Bush Alliance, The Northern Territory Digital Strategy team, Mike Mackinnon, Director of SaaS Innovation, Asia & Oceania, EBSCO and the President of ALIA, Lyndall Osborne, Director AITSIS closed the Symposium.

At this Symposium I was able to renew relationships with staff from Northern Territory State Library and senior staff from the City of Darwin Libraries. Key connections regarding STEAM programming were made and since returning I have ensured key YPRL staff have connected with the City of Darwin Libraries key staff.

Key topics covered were Open Systems and Software, Metadata, Description & trends, Machine Learning trends in Library Systems such as FOLIO, Entrepreneurial thinking essential for young people, NBN roll out to rural and remote areas of Australia, Digital Strategies and Open Data. In my own presentation YPRL featured with a video of a Drone session held at Lalor to highlight innovative library staffs who take opportunities to learn new technology and share this with their communities.

#### LINKS TO STRATEGIC PLAN

Focus Area 4      Advocacy

- Seize opportunities to tell the story of our sector leading services at State, National and International conferences

- Advocate the role of public libraries in creating sustainable cities, towns and communities

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**RECOMMENDATION**

**THAT the Board notes the report**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_