# AGENDA PAPER

and
accompanying documents
for the


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


Thursday 6 September, 2018
at
6.00pm


Griffin Room
Banyule City Council offices
1 Flintoff Street, Greensborough

| TO BOARD MEMBER | AGENDA PAPER |
|---|---|
| **Yarra Plenty Regional Library Board**<br>The next meeting will be held | Thursday 6 September, 2018<br>6pm |

## DATE AND TIME:

Thursday 6 September, 2018

6pm

## LOCATION:

Griffin Room
Banyule City Council offices
1 Flintoff Street, Greensborough

## REFRESHMENTS:

Will be available from 5.30pm

## APOLOGIES:

If you cannot attend the meeting, please phone Library Support Services on
9088 3471 by Monday 3 September, 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 21 June 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 21 June 2018

# MINUTES

Ordinary Meeting of the

Yarra Plenty Regional Library Service Board

held on
Thursday 21 June 2018

in

Council Chambers
Nillumbik Shire Council offices
Civic Drive, Greensborough

## Present

**MEMBERS**

| | |
|---|---|
| Cr Sam Alessi | City of Whittlesea |
| Cr Peter Clarke | Nillumbik Shire Council |
| Cr Karen Egan | Nillumbik Shire Council |
| Cr Tom Melican | Banyule City 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 |
| Anita Catoggio | Yarra Plenty Regional Library Service |
| Lisa Dempster | Yarra Plenty Regional Library Service |
| Kate Karrasch | Yarra Plenty Regional Library Service |

**APOLOGIES**

| | |
|---|---|
| Cr Stevan Kozmevski | City of Whittlesea |
| Linda MacRae | Yarra Plenty Regional Library Service |

## A.    Apologies

Apologies received from Cr Stevan Kozmevski and Ms Linda MacRae

### BOARD RESOLUTION

**That the apologies be received**

MOVED          Cr Peter Clarke

SECONDED      Cr Karen Egan                                    CARRIED

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

There were no disclosures.

## C.    Confirmation of Minutes

### BOARD RESOLUTION

**That the Board resolves to confirm the following Minutes of the preceding Ordinary meeting of 3 May 2018**

MOVED          Cr Peter Clarke

SECONDED      Cr Karen Egan                                    CARRIED

## D.      Presentation of General Reports

### ITEM 1        CEO REPORT

The CEO Report included an update on Board and Governance, each Focus Area of the Strategic Plan and Future Proofing, highlighting the key priorities in the coming months including YPRL Finance and Payroll Service review; development of a Strategic Risk Register; LSS accommodation and a review of the Strategic Plan.

### BOARD RESOLUTION

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

MOVED          Cr Tom Melican

SECONDED       Cr Mark Di Pasquale                          CARRIED

### ITEM 2        FORMAL ADOPTION OF BUDGET 2018/19 AND STRATEGIC RESOURCE PLAN 2018/19 TO 2021/22

The Board is required to give formal approval to the Regional Library Corporation 2018/19 Budget, following a period of notice to the public under Section 129 (1) and (3) of the Local Government Act 1989.

The 2018/19 Annual Budget,  which has been considered by the Board at the past two meetings, was advertised on 7 May 2018 and was available for public perusal  and submissions from 7 May 2018 until 4 June 2018.  No comments or submissions have been received.  A copy of the 2018/19 Annual Budget was included in the Agenda papers.

The 2018/19 Budget was referred to Member Councils following the Board Meeting of 22 February 2018.

At its Meeting on 3 May 2018 the Board authorised the CEO to advertise the 2018/19 Budget and call for submissions in accordance with the Local government Act.

No submissions were received within the specified time period.

### BOARD RESOLUTION

**That the Board resolve to formally adopt the 2018/19 Budget and Strategic Resource Plan 2018/19 to 2021/22 as included in the Agenda**

MOVED          Cr Peter Clarke

SECONDED       Cr Karen Egan                               CARRIED

**ITEM 3          CEO DELEGATION**

In accordance with section 197B of the *Local Government Act* 1989 (**the Act**) and all other powers enabling it, the Board of Yarra Plenty Regional Library Corporation delegates to the member of the Corporation's staff holding, acting in or performing the position of Chief Executive Officer, the powers, duties and functions set out in the Schedule to the attached Instrument of Delegation.

Following the appointment of the new CEO in May 2018, section 2.2.4 of the Instrument of Delegation requires that the Board revoke the document issued on 22 February 2018 and authorises by Resolution of the Board the Instrument of Delegation dated 21 June 2018.

**BOARD RESOLUTION**

**That the Board resolves to:**

1.       **Revoke the Instrument of Delegation issued on 22 February 2018;**
2.       **Issue the Instrument of Delegation to the Chief Executive Officer on 21 June 2018;**
3.       **Approve the use of the Yarra Plenty Regional Library Common Seal on the Instrument of Delegation**

MOVED          Cr Peter Clarke

SECONDED      Russell Hopkins                                          CARRIED

**ITEM 4          PROCUREMENT POLICY REVIEW**

This Procurement Policy is made under Section 186A of the Local Government Act 1989.  This section of the Act requires the Library to prepare, approve and comply with a procurement policy encompassing the principles, processes and procedures applied to all purchases of goods, services and works by the Library.

The process of review has included discussion by members of the Board and consideration by the Audit Committee.  The Audit Committee endorsed the updated Procurement Policy at the 26 April 2018 meeting.  In this forum there was discussion about the inclusion of the role titles for Executive Team members, delegated expenditure limits for senior staff ($10,000 for ELT and $150,000 for the CEO), credit card limits for ELT and the CEO ($5,000) and a review of the approval processes for credit card expenditure including the Chair of the Board signing off on the credit card expenditure of the CEO.

**BOARD RESOLUTION**

**That the Board resolves to:**

1.       **Include 2.4.2.2 – Delegation to the Chair of the Board to sign off on the CEO credit card**

2.       **Adopt the revised Procurement Policy 2018**

MOVED          Cr Karen Egan

SECONDED      Cr Peter Clarke                                          CARRIED

## ITEM 5        INFORMATION & COMMUNICATIONS TECHNOLOGY UPDATE

The ICT Preparedness Report continues to drive the implementation of a number of ICT improvement projects and initiatives.

A number of new projects and initiatives have also been identified and are either underway or in the planning phase.
In total, there are thirty seven completed projects, with a number of other projects now active and progressing well.  These projects are outlined in the ICT status spreadsheet as included in the Agenda papers.

### BOARD RESOLUTION

**That the Board resolves to receive the Report**

MOVED          Russell Hopkins

SECONDED       Cr Mark Di Pasquale                          CARRIED

## ITEM 6        AUDIT COMMITTEE REPORT

The Audit Committee met on Thursday 21 June, 2018, immediately prior to the Board meeting.

A verbal report was made to the Board by the CEO.

### BOARD RESOLUTION

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

MOVED          Cr Karen Egan

SECONDED       Cr Tom Melican                               CARRIED

## ITEM 7        IVANHOE LIBRARY AND CULTURAL HUB PRESENTATION

Allison Beckwith, Director Community Programs at Banyule City Council, presented an update on the Ivanhoe Library and Cultural Hub.

The Board thanks the Branch Manager at Ivanhoe Library, who has provided significant support to the planning phases.

### BOARD RESOLUTION

**That the Board resolves to receive the Report**

MOVED          Cr Karen Egan

SECONDED       Cr Tom Melican                               CARRIED

## ITEM 8          AUDIT COMMITTEE INDEPENDENT MEMBERS

This report is for the Board's consideration and resolution to approve the development of best practice in the appointment of independent members to YPRL's Audit Committee.

In recognition of the spirit of the good practice guidelines 'The Victorian State Government publication entitled Audit Committees - A Guide to Good Practice for Local Government (2011)', and considering the fact that the current Independent member of YPRL's Audit Committee has served in that position continually for fourteen years without formal review, it is proposed that YPRL should:

1.      Develop a Terms of Reference Document which will outline the mechanism for compliance with the good practice guidelines, including a maximum term length for an appointee and also how many terms may be served.

2.      Initiate a process to ensure that in future YPRL complies with the published Audit Committee good practice guidelines.

In the interests of good governance, it is now timely to advertise for the position of the independent member of YPRL's Audit Committee.

### BOARD RESOLUTION

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

MOVED          Cr Peter Clarke

SECONDED        Cr Tom Melican                                        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 6.45pm

### BOARD RESOLUTION

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

MOVED          Cr Mark Di Pasquale

SECONDED     Cr Peter Clarke                                              CARRIED

### BOARD RESOLUTION

**That the Board meeting be opened to the public at 6.57pm**

MOVED          Cr Peter Clarke

SECONDED     Cr Karen Egan                                                CARRIED

**THERE BEING NO FURTHER BUSINESS,**
**THE CHAIRPERSON DECLARED THE MEETING CLOSED AT 6.58PM**

**ORDINARY BOARD MEETINGS 2018**

| DATE OF MEETING | ITEM | ACTION | ACCOUNTABLE | START DATE | STATUS |
|---|---|---|---|---|---|
| **21 June** | CEO Report: Action Register attached to Minutes Dashboard Reporting | Present at each Board Meeting Present quarterly | CEO | 21 June | Completed |
| **21 June** | All Staff Development Day | Proposed date following Strategic Planning with Member Councils Strategic Plan Workshops Dates set for October 2018 | CEO | 21 June | Not started |
| **21 June** | Security Audit Report | Send SAR for each Library to Member Councils CSD On September 6 Agenda for noting | MI&I | 21 June | Completed |
| **21 June** | Audit Committee Independent Member | Advertise for the position of independent member of YPRL's Audit Committee; Draft advertisement ready for advertising; recruitment process will take 6 weeks. | CEO | 21 June | Started |
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# SECTION D

## Presentation of General Reports

## Contents:

## Agenda Item 1:    CEO Report

Responsible Officer:        Chief Executive Officer

Author:                     Jane Cowell, CEO

Attachment:                 Dashboard Reporting

### REPORT

**Board and Governance**

The new reporting Dashboard has been included in the Agenda.  Please provide any feedback.

Two governance projects are progressing with expected end dates at the end of September 2018. Mr Peter Elliott, Consultant, with a background of Corporate Services Director positions in Local Government, has been hired to assess the YPRL Policy requirements and recommend a 3 year Prioritised Policy review plan.  Mr Elliott will also develop with the Executive Leadership team an YPRL strategic risk register for reporting to the audit committee.

Audit Committee Chair: This position has been advertised.

**Knowledge and Information**

The draft Operations manual will be active by the end of September 2018.  This will be the culmination of significant work to amalgamate two existing manuals.  These updated procedures will inform all Branch staff in their daily branch work.  Staff have been consulted and their feedback integrated throughout the review process.

The final draft of the Collection Development Policy is currently with staff for their feedback.  This Policy was reviewed through the lens of current industry trends and will be informed by staff and community feedback.  The policy will be presented to the October Board meeting.

**Public Participation**

*Event reporting requirements:*  YPRL events have been reviewed and a definition of events and standard measures has been introduced to ensure consistent counting of event attendances across all YPRL events and programs going forward.

*Community partnerships:*  Across the previous months our libraries have been working closely with community groups and industry partners to present some exciting events at the library, including:

• Wednesday 27 June.  Lalor Library hosted Emerge in the North Intercultural Night in partnership with Whittlesea Multicultural Community Council showcasing local cultural groups. 105 people attended.

• Saturday 4 August.  Thomastown Library with Thomastown Neighbourhood House hosted Taste of Thomo.  1200 people attended to discover locally made foods.

• Saturday 11 August.  Watsonia Library presented a heat of the Australian Poetry Slam in partnership with State Library of Victoria.  32 people attended and the winner will go on to take part in the state final.

• Thursday 19 July.  Diamond Valley Library hosted the "Better Together" exhibition launch, a travelling art show being displayed in community spaces and businesses around Nillumbik to raise awareness of the Council's community consultation on its Disability Action Plan. Artwork was provided by Araluen and St John of God Accord.  50 people attended.

• Saturday 18 August 2018.  Rosanna Library presented a family performance of Opera Australia's 'By the Light of the Moon'; 250 people enjoyed the spectacular show.

*Successful school holidays:*  Across the June-July school holidays, YPRL hosted free events everyday with the theme of "Going Green".  The program attracted 2480 attendances across two weeks.

**People and Culture**

Our staffing level is currently 91.97 EFT compared to the budgeted figure of 91.78 EFT.  This increase is due to the restructuring of vacant staff hours to lower Band levels.  During this period:

• Two staff member resignations were received, with one staff member retiring and the other moving to a role at Banyule Council;

• One full-time role has been identified by combining vacant hours across two Branches. This role has been advertised internally attracting 4 applicants.  This permanent position will work across two Branches providing a significant change in approach to recruitment going forward.

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

• A Flexible Working Arrangement Procedure and Application Form was developed, approved and implemented;

• Conflict of Interest procedures and documentation were reviewed, simplified and communicated to all staff;

• A review of our Employee Assistance Program was completed and a new one year contract was entered into with our current supplier after consulting with staff through an online survey to seek information about what they identified as the most important EAP features.

Professional Integrity training has been delivered to the YPRL senior leadership team.

**Advocacy**

While attending APLIC18 I was asked to do a radio interview on ABC Gold Coast radio Drive program with Christine Mackenzie to discuss public libraries.  YPRL was featured as an innovative library as I discussed how libraries have changed.  I was also asked to co-facilitate the Sustainable Development Goals Unconference on Monday 29 July, 9am – 1pm.

I have attended 2 Project LUCI meetings, Monday 29 July at the Gold Coast and Monday 5 August in Melbourne as part of my role on the State's Project LUCI working party.

I have been invited as a Keynote Speaker at the 10th ALIA Top End Symposium 2018 to be held in Darwin, Northern Territory (NT) on 12 and 13 of October 2018. This year's symposium theme is: Enabling Universal Literacy in the Digital Age.

### Libraries After Dark program

Libraries After Dark initiative continues to prosper with well attended events across the cold winter months. Mill Park Library is open late every Thursday for Libraries After Dark, offering a community lounge as an alternative to the pokies lounge, with free tea, coffee and events. The program continues to evolve in order to support the aims of the Victorian Responsible Gambling Foundation (VRGF) and also the new City of Whittlesea gambling awareness campaign. Since its inception in November 2017 Libraries After Dark has held 31 events with 1208 attendees.

The VRGF grant has enabled YPRL to undertake a dedicated marketing campaign which has included: banners and posters in branch; postcard campaign distributed to local businesses and YPRL libraries; direct mail campaign delivered in City of Whittlesea; real estate board; external lighting and projections at Mill Park library; media releases; and social media boosting. Libraries After Dark has attracted significant media attention including:

- Shelter from the storm, *Inside Gambling* 16 May 2018;
- The libraries opening late as a pokies alternative, *The Age*, 17 June 2018;
- Melbourne libraries sign up for Libraries After Dark campaign, *Bookseller & Publisher* 20 June 2018.

The Consortium of library services who deliver the Libraries After Dark program is in discussions regarding seeking future funding to extend the program. Evaluations of all the programs will be undertaken before a decision is made.

### Media mentions

YPRL events have attracted newspaper articles in the Whittlesea leader, Northern Star Weekly and the Heidelberg Leader. Articles have also been published in Your Child Banyule & Nillumbik, Your Child Whittlesea and the ABC.

_Review of the Strategic Plan_: The staff working party has been formed to review the current Plan. The dates and venues for the consultation workshops has been set with 17 October in Nillumbik, 23 October in Banyule, October 22 and 24 in Whittlesea. Individual Councils' staff have been invited to present on the Council's future plans at the appropriate date. The staff working party continues to work through the planning for these consultation workshops with the final program set by 14 September.

**Infrastructure and Innovation**

_LSS Accommodation:_ Colliers have been contracted to negotiate on YPRL behalf for new Headquarters accommodation. A brief to the Commercial Real Estate market was developed and sent out with 4 properties returned for review. Colliers are chasing up with their contacts for further information and to gather more options. A meeting and viewing of Danaher's premises was undertaken on August 16. Further information is being requested regarding the addition of toilet and kitchen amenities to the preferred option in this complex. A Board report will be prepared for the October Board meeting.

*Mobile Library Service:* The Mobile Library Prime Mover has broken down and a replacement rental Prime Mover has been hired to ensure the Mobile Library Service is operational.  We are awaiting the report from the mechanic at this time.  The Service is valued by the community with loan figures indicating a 36% increase for the quarter in comparison with the same quarter in 2017.

**Finance and Governance**

The *revised Local Government Bill 2018* has been introduced into the Victorian Parliament and has passed the Lower House.  It is now bogged down in the Upper House with MAV not expecting any decision to be made before the State election.  It also may not be a priority to push through with any incoming State Government so expectations of commencement of Section 148 being implemented by 1 July 2019 are being revised.  The Board will be updated as further information comes to hand.

*YPRL Finance & Payroll Service review***:** Three Library Corporations with different Financial & payroll structures have been chosen to review.

• West Gippsland Regional Libraries: Meeting held at Warragul with Leanne Williams, CEO West Gippsland Regional Libraries on 16 July to go through her financial team structure and the systems she has put in place.  Leanne also shared with the team the change process she undertook to achieve this;
• Whitehorse-Manningham Library Corporation: Telephone meeting held with Sally Both CEO Whitehorse Manningham Regional Library Corporation on 16 August;
• Geelong Regional Library Corporation: TBA.

*Cleaning and Maintenance contract:* This contract is up for review.  Maintenance cleaning specifications for eight branch libraries has been reviewed.  The Board should note that the impact of two private cafes at the Eltham Cultural precinct has had an impact on the public toilets in the library as they now need twice cleaning daily, and the inclusion of the Maternal Child Health Centre at Thomastown library has required a higher standard of cleaning of the public toilets and baby change facilities due to the increase in use.  The tender has been advertised with a recommended company to come to the Board at the October Board meeting.

## RECOMMENDATION

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

**M:** _____

**S:** _____

# MEMBERSHIP

**Total Members: 130,712**

*Banyule*     39,517

*Nillumbik*   32,310

*Whittlesea*  58,885
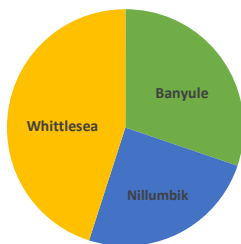
Active Members (Q4): 39,100



**New Members: 4,404**
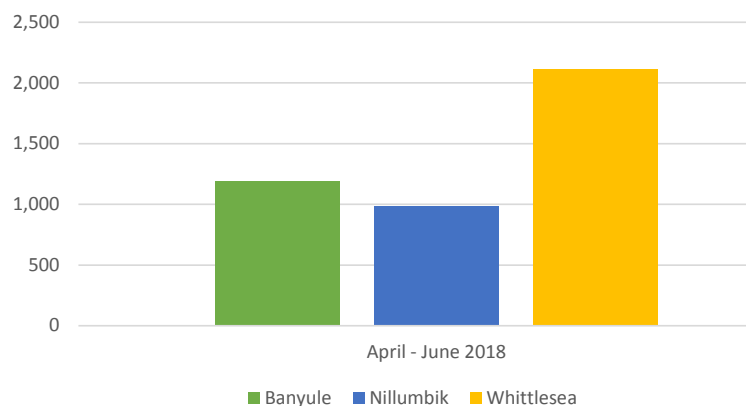


**Branch Visits**: 400,257
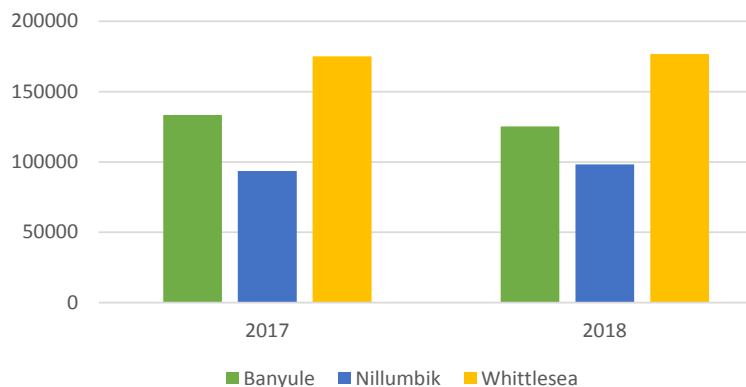


# OUR BUSINESS

## Quarter 4: 1 APRIL – 30 JUNE

## EVENTS

**Total number of Events:** 1,737[1]



**Event Attendance Total:** 48,955



## USAGE

**Website Hits:** 256,767



**PC Usage:** 50,720 (estimate)

**Wifi Total Sessions:** 63,785

*Banyule:* 20,880

*Nillumbik:* 14,954

*Whittlesea:* 27,951

# COLLECTION

**Total Items:** 345,688

**Total Physical & Digital Collection:** 464,670

**New Items:** 23,381 (April 1 – June 30)

**Website Catalogue Hits 2018:** 85,233
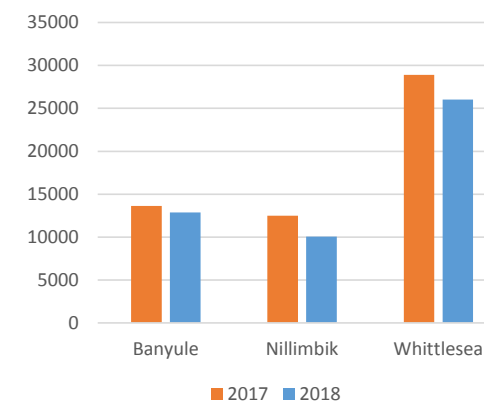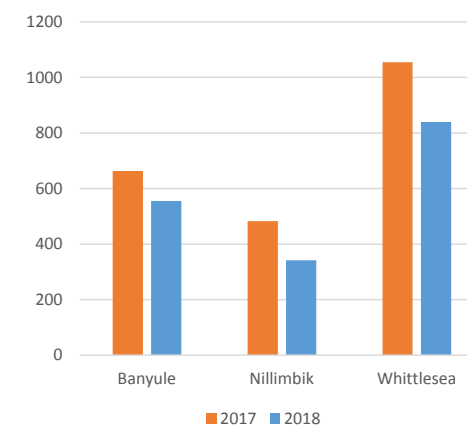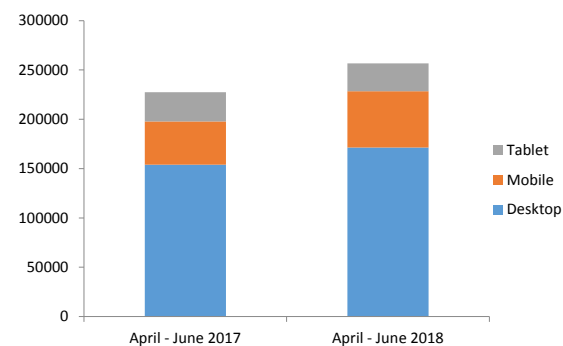
## Total Physical Items[2]



Bar chart legend: ■ Banyule ■ Nillumbik ■ Whittlesea

| | 2017 | 2018 |
|---|---|---|
| Banyule | 125,930 | 116,757 |
| Nillumbik | 83,756 | 75,507 |
| Whittlesea | 160,900 | 153,424 |
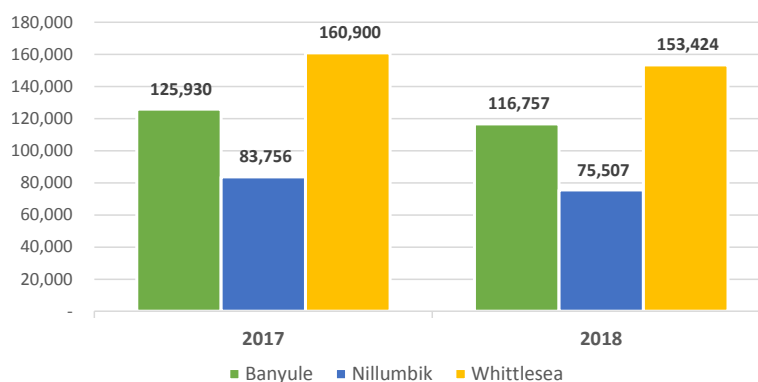
# LOANS

**Loans Total:** 756,767

-1% decrease (on Q4 2017)
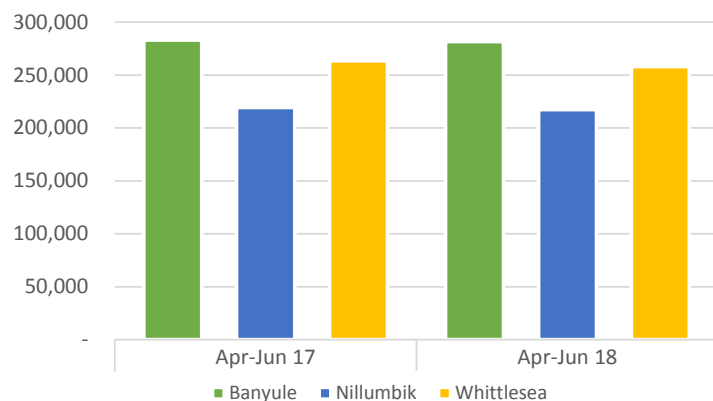


Bar chart legend: ■ Banyule ■ Nillumbik ■ Whittlesea (Apr-Jun 17, Apr-Jun 18)

## Collection Turnover



| | 2018 | 2017 |
|---|---|---|
| Whittlesea | 5.56 | 5.39 |
| Nillumbik | 10.14 | 9.52 |
| Banyule | 9.43 | 8.76 |

## Total: Digital Items



Pie chart: eBooks 86,294 · eAudiobooks 13,863
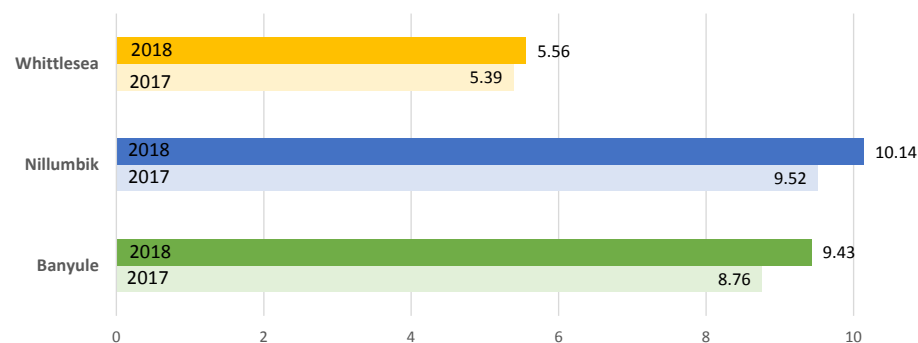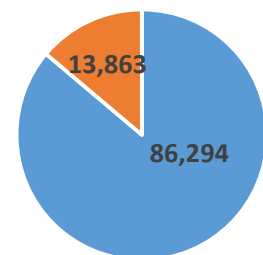
Legend: ■ eBooks ■ eAudiobooks

## Total Digital Items Loans



| | 2017 eBooks | 2017 eAudio | 2018 eBooks | 2018 eAudio |
|---|---|---|---|---|
| Total | 27,429 | 14,241 | 33,175 | 19,063 |
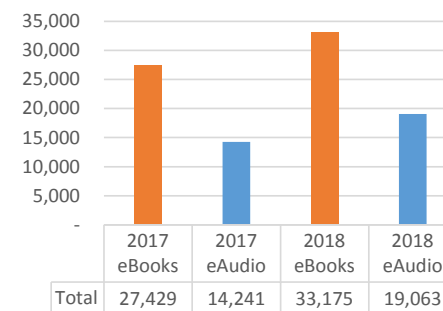
# FOOTNOTES

1. Events continue to see our event numbers/attendance fluctuate as we introduce a coordinatoed streamlined approach to programming.

2. Collection size has decreased in each LGA due to the continued implementation of CollectionHQ which has resulted in a catalogue purge and cleanup.

3. Annual leave balances: This is under active case management and is being addressed

# STAFF



**Staff Total:** 160
*Full time:* 31
*Part time:* 102
*Casual:* 27
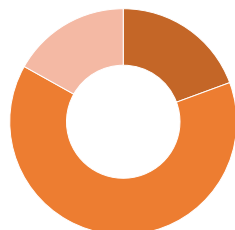
**EFT** Budget: 92.53 Current: 89.96

**Volunteer Total:** 200

**17** Employees
have excess annual leave[3]
*(more than 8 weeks accrued)*

**Turnover:** 1%
*(previously 2%)*

■ Full Time  ■ Part Time  ■ Casual

**Absenteeism:** 4.4% *(previously 3.8%)*

KPI:
under 4%

5.0%
4.0%
3.0%
2.0%
1.0%
0.0%
2017    2018
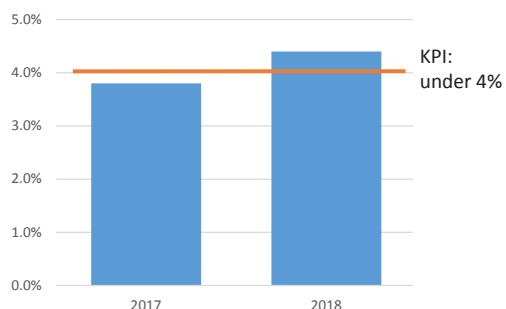
# TRAINING

|  | **Last Year** 1/4/17 – 30/6/17 | **This Year** 1/4/18 – 1/3/18 |
|---|---|---|
| Hours Delivered | 330 | 875 |
| Average Hours per employee | 2 | 5.5 |

# OUR PEOPLE & CULTURE

## Quarter 4: 1 APRIL – 30 JUNE

## PROJECTS

| | |
|---|---|
| Enterprise Bargain Agreement | 🟢 |
| Strategic 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?**

Operations — 98.36%
Salaries — 100.20%
Capital — 103.16%

■ Actual  ■ Budget
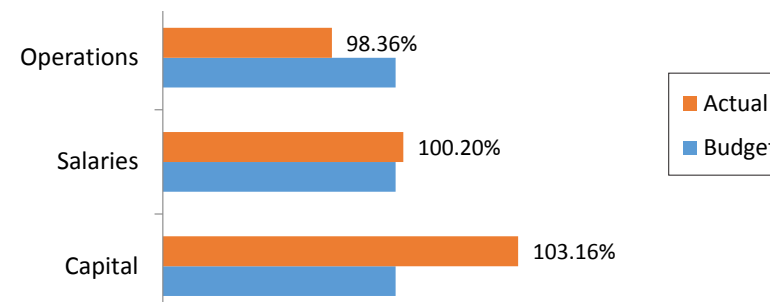
Note: excludes depreciation.

**Table 1: External Meetings attended**

| Date | Meeting | Topic |
|---|---|---|
| 25 June<br>PRACC North | Kim Stadtmiller<br>Executive Officer - Whittlesea<br>Hume Whittlesea Local Learning & Employment Network<br>Lisa Dempster, Manager Public Programming | Finding My Place grant ($6,000 annually)<br>Discuss revised project plan and ongoing support. |
| 5 July<br>Mill Park Library | Andre Stephenson, Sales Manager, Civica<br>Tony Morgan, Civica<br>Alan Butters, Manager Infrastructure & Innovation | Introduction to Civica Library Management System |
| 16 July<br>WGRL Head office<br>Warragul | Leanne Williams, CEO West Gippsland Regional Libraries<br>Kate Karrasch, Manager People & Culture<br>Alan Butters, Manager Infrastructure & Innovation | Financial Team and Systems Review undertaken by Leanne Williams recently. |
| 23 July<br>Murrindindi Library | Craig Lloyd, CEO Murrindindi Shire Council<br>Michael Chesworth, General Manager Corporate and Community Services<br>Jacqui Rabel, Manager Communications, Library & Customer Services<br>Libby Kotschet, Coordinator Murrindindi Library Service<br>Anita Catoggio, Manager Knowledge & Information | Current Library Agreement with Murrindindi Shire Council |
| 6 August<br>MAV offices<br>Melbourne | Project Working Group: Chairperson: Karyn Seigmann, Manager Libraries, Bayside City Council<br>State Government representative: Colin Morrison<br>Solus Company representatives<br>Other Library Manager representatives | Project LUCI working group meeting |
| 13 August<br>Bendigo Branch Library | Mark Hands, CEO of Goldfields Library | Victorian Library scene |

| Date | Meeting | Topic |
| --- | --- | --- |
| 14 August<br>CoW Offices | Neelangi Konara, Community Planning and Projects Officer, CoW | CoW 2040 plan and discussion on presentation requirements for the YPRL Strategic Plan workshops |
| 16 August<br>Telephone meeting | Sally Both, CEO, Whitehorse Manningham Regional Library Corporation<br>Alan Butters, Manager Infrastructure & Innovation<br>Kate Karrasch, Manager People & Culture | Financial Team and Systems Review |
| 17 August<br>PRACC North | Debra Rosenfeldt | Manager Public Libraries & Community Engagement | Public Libraries & Community Engagement State Library Victoria | Victorian Library scene |
| 20 August<br>Civic Centre CoW | WCF Full Partnership Meeting - Third Quarter 2018 | Planning Meeting |
| 20 August<br>Doncaster Branch Library | Sally Both, CEO Whitehorse Manningham Regional Library Corporation | Victorian Library scene |

## Agenda Item 2:    Draft Financial Statements 2017/2018

Responsible Officer:    Chief Executive Officer

Author:    Linda MacRae, Financial Advisor

Attachment:    Draft Financial Statements 2017/2018

### REPORT

SUMMARY

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

INTRODUCTION

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.

REPORT

The Board's 2017/2018 General Purpose Financial Statements are attached.

The 2017/18 financial year accounting operating result is a deficit of $1.061M compared to the budgeted surplus of $134K which is a variance of $1.195M.  This primarily results from a $1.208M 'net loss on the disposal of assets – bookstock collection'.  During the 2017/18 financial year, in response to a VAGO audit recommendation, YPRL adopted new useful lives standards for its bookstock/collection and revalued its collection assets accordingly. The result of this work has impacted the Income Statement as the 'write down' in the value of the assets is treated as an operating expense (Note that this is not a cash transaction). Refer to Note 1 (Page 7) of the Financial Statements for further information regarding the budget comparison and to Agenda Item 3 for the June 2018 Budget Progress Report.

Income Variances

| | | |
|---|---|---|
| • | State Government Operating Grant | $29K |
| • | Specific Government Grants & Contributions | $56K |
| • | Library Fees | ($102K) |
| • | Various Other Income | ($33K) |

Total Income Variances                                              ($50K) Unfavourable

Expenditure Variances:

| | | |
|---|---|---|
| • | Expenditure Programs net savings | $158K |
| • | Specific Government Grant Projects | ($95K) |
| • | Net loss on disposal of assets | ($1.208M) |

Total Expenditure Variances                                       ($1.144) Unfavourable

**Net Variance**                                                        **($1.195M) Unfavourable**

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.

## CONSULTATION

Consultation was held with the External Auditors and the CEO during the preparation of this report.

## CRITICAL DATES

The 2017/2018 General Purpose Financial Statements are required to be submitted to the Minister for Local Government by 30 September 2017.

## FINANCIAL IMPLICATIONS

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

## POLICY STRATEGY AND LEGISLATION

The following sections of the Local Government Act (1989) as amended apply:

- Section 132 (2) states that the Board must pass a resolution giving its approval 'in principle' to the Financial Statements for submission to the Auditor and the Minister for Local Government
- Section 132 (5) states that two Board Members must be authorised to certify the Financial Statements
- Section 133 (1) states that the Board must submit the Annual Report (which includes the certified Financial Statements) to the Minister for Local Government within 3 months after the end of the financial year. (i.e. by 30 September)

## LINKS TO STRATEGIC PLAN

Focus 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

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

**RECOMMENDATION**

**THAT the Board resolves to:**

1.   **Adopt the 2017/2018 General Purpose Financial Statements 'in principle' for submission to the Minister for Local Government**

2.   **Authorise Cr ……………………….. and Cr ………………………………. to sign the Board's 2017/2018 General Purpose Financial Statements**

| | |
|---|---|
| **M:** | |
| **S:** | |

# YARRA PLENTY REGIONAL

# LIBRARY SERVICE

*General Purpose Financial Report*

*For the Year Ended 30 June 2018*

# Yarra Plenty Regional Library Service

**Certification of Financial Statements**

In my opinion the accompanying Financial Statements have been prepared in accordance with the Local Government Act 1989,and the Local Government (Planning and Reporting) Regulations 2014, Australian Accounting Standards and other mandatory professional reporting requirements.

**Linda MacRae**
**Principal Accounting Officer**

Dated :                              September 2018
South Morang

In our opinion the accompanying Financial Statements present fairly the financial transactions of the Yarra Plenty Regional Library Corporation for the year ended 30 June 2018 and the financial position of the Library as of that date.

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

We have been authorised by the Library Board on 6 September 2018 to certify the Financial Statements in their final form.

**Councillor: XXXX**

Dated :                              September 2018
South Morang

**Councillor: XXXX**

Dated :                              September 2018
South Morang

**Jane Cowell**
**Chief Executive Officer**

Dated :                              September 2018
South Morang

**Yarra Plenty Regional Library Service**

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VAGO REPORT

**Yarra Plenty Regional Library Service**

2nd page for VAGO Report

# Index

**Yarra Plenty Regional Library Service**

## Comprehensive Income Statement
### For the Year Ended 30 June 2018

| | Note | 2018 $ | 2017 $ |
|---|---|---|---|
| **Income** | | | |
| Contributions to Regional Library Service - Member Councils | 2.1 | 11,840,832 | 12,095,384 |
| Contributions to Regional Library Service - State Government | 2.2 | 2,344,258 | 2,269,749 |
| Grants | 2.2 | 180,579 | 192,431 |
| Other Contributions | 2.3 | 66,718 | 33,446 |
| Library Fees | | 384,278 | 337,669 |
| Interest | | 69,946 | 93,767 |
| Other Revenue | 2.4 | 150,120 | 147,168 |
| **Total Income** | | 15,036,731 | 15,169,614 |
| | | | |
| **Expenses** | | | |
| Employee Costs | 3.1 | 9,286,353 | 8,821,671 |
| Library Support Centre Lease Costs | | 84,000 | 89,206 |
| Depreciation | 3.2 | 1,699,364 | 1,973,322 |
| Administration Costs | | 417,346 | 367,388 |
| Branch Costs | | 837,031 | 761,910 |
| Computer Services | | 1,061,337 | 989,414 |
| Collection Services | | 937,137 | 929,716 |
| Net Loss on Disposal of Assets ( Bookstock/Collection) | 3.3 | 1,208,128 | 0 |
| Other Expenses | 3.4 | 567,394 | 863,992 |
| **Total Expenses** | | 16,098,090 | 14,796,619 |
| | | | |
| **Surplus (Deficit) for the year** | | (1,061,359) | 372,995 |
| | | | |
| **Other Comprehensive Income** | | 0 | 0 |
| | | | |
| **Comprehensive Result** | | (1,061,359) | 372,995 |

**The above comprehensive income statement should be read in conjunction with the accompanying notes**

# Yarra Plenty Regional Library Service

**Balance Sheet**
**as at 30 June 2018**

| Assets | Note | 2018 $ | 2017 $ |
|---|---|---|---|
| **Current Assets** | | | |
| Cash and cash equivalents | 4.1 | 3,654,981 | 3,844,506 |
| Other Financial assets | 4.1 | 1,046,964 | 1,023,734 |
| Trade and other receivables | 4.1 | 21,367 | 19,060 |
| Other Assets | 4.2 | 35,788 | 28,664 |
| **Total Current Assets** | | 4,759,100 | 4,915,964 |
| **Non-Current Assets** | | | |
| Bookstock, plant and equipment | 5.1 | 4,306,648 | 5,285,142 |
| **Total Non-Current Assets** | | 4,306,648 | 5,285,142 |
| **Total Assets** | | 9,065,748 | 10,201,106 |
| **Liabilities** | | | |
| **Current Liabilities** | | | |
| Trade and other payables | 4.3 | 678,035 | 712,670 |
| Provisions | 4.4 | 2,001,836 | 2,002,248 |
| **Total Current Liabilities** | | 2,679,871 | 2,714,918 |
| **Non-Current Liabilities** | | | |
| Provisions | 4.4 | 25,511 | 64,463 |
| **Total Non-Current Liabilities** | | 25,511 | 64,463 |
| **Total Liabilities** | | 2,705,382 | 2,779,381 |
| **Net Assets** | | 6,360,366 | 7,421,725 |
| **Equity** | | | |
| Members Contributions | 8.4 | 3,770,080 | 3,770,080 |
| Accumulated Surplus | | 2,590,286 | 3,651,645 |
| **Total Equity** | | 6,360,366 | 7,421,725 |

**The above balance sheet should be read in conjunction with the accompanying notes**

**Yarra Plenty Regional Library Service**

**Statement of Changes In Equity**
**For the Year Ended 30 June 2018**

| | Total | Members Contribution | Accumulated Surplus |
|---|---|---|---|
| | $ | $ | $ |
| **2018** | | | |
| Balance at beginning of the financial year | 7,421,725 | 3,770,080 | 3,651,645 |
| Surplus (Deficit) for the year | (1,061,359) | 0 | (1,061,359) |
| Balance at end of the financial year | 6,360,366 | 3,770,080 | 2,590,286 |
| | Total | Members Contribution | Accumulated Surplus |
| | $ | $ | $ |
| **2017** | | | |
| Balance at beginning of the financial year | 7,048,730 | 3,770,080 | 3,278,650 |
| Surplus (Deficit) for the year | 372,995 | 0 | 372,995 |
| Balance at end of the financial year | 7,421,725 | 3,770,080 | 3,651,645 |

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

# Yarra Plenty Regional Library Service

## Cash Flow Statement
## For the Year Ended 30 June 2018

| | Note | 2018 Inflows/ (Outflows) $ | 2017 Inflows/ (Outflows) $ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Contributions | | 13,024,915 | 13,298,750 |
| Grants and contributions received | | 2,344,258 | 2,495,626 |
| Payments to suppliers | | (4,429,119) | (4,476,231) |
| Payments to employees | | (9,238,126) | (8,796,697) |
| Interest received | | 72,286 | 93,767 |
| Library fees | | 379,631 | 490,912 |
| Other receipts | | 157,297 | 134,231 |
| Net GST payment | | (548,439) | (814,250) |
| Net cash provided by operating activities | 8.1 | 1,762,703 | 2,426,108 |
| **Cash flows from investing activities** | | | |
| Payments for library books, plant and equipment | 5.1 | (1,928,999) | (2,002,062) |
| Proceeds from redemption of financial assets | | 1,023,734 | 999,471 |
| Payments for financial assets | | (1,046,964) | (1,023,734) |
| Net cash used in investing activities | | (1,952,229) | (2,026,325) |
| Net increase/(decrease) in cash and cash equivalents | | (189,526) | 399,783 |
| Cash and cash equivalents at the beginning of the financial year | | 3,844,506 | 3,444,723 |
| Cash and cash equivalents at the end of the financial year | 4.1 | 3,654,981 | 3,844,506 |

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

**Yarra Plenty Regional Library Service**

Statement of Capital Works
For the Year Ended 30 June 2018

| | 2018 $ | 2017 $ |
|---|---|---|
| **Plant and Equipment** | | |
| Bookstock | 1,769,360 | 1,839,986 |
| Plant and Equipment | 159,639 | 162,074 |
| **Total Plant and Equipmemt** | 1,928,999 | 2,002,060 |
| **Total Capital Works Expenditure** | 1,928,999 | 2,002,060 |
| **Represented By:** | | |
| Renewal | 1,928,999 | 2,002,060 |
| **Total Capital Works** | 1,928,999 | 2,002,060 |

**The above statement of capital works should be read in conjunction with the accompanying notes**

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

## OVERVIEW

### Introduction

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

### Statement of Compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AAS), the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

### Significant Accounting Policies

#### (a) Basis of Accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the determination of depreciation for the collection and plant and equipment (refer to note 3.2 and
- the determination of employee provisions (refer to note 4.4)

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

#### (b) Change in Accounting Policies

YPRL has reviewed and adopted new useful lives of its Bookstock /Collection categories of items.

The review of useful lives resulted from an analysis of usage and disposal practices as well as the condition of items in individual categories to ascertain their economic benefit to YPRL (ie their useful life).

The review also concluded that in prior years the calculation of depreciation had been too high due to an overstatement in the value of the assets. This has impacted the 2017/2018 depreciation expense being $286K less that the 2016/2017 financial year. (refer to notes 3.2; 3.3 and 5.1 for additional information regarding the effect of this accounting policy change).

**Yarra Plenty Regional Library Service**

Notes to the Financial Report
For the Year Ended 30 June 2018

## Note 1   Performance against budget

The budget comparison notes compare YPRL's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. YPRL has adopted a materiality threshold of $30,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by YPRL on 15 June 2017. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. YPRL sets guidelines and parameters for revenue and expense targets in this budget in order to meet its planning and financial performance targets for both the short and long-term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

### 1.1  Income Statement

| Income | Budget 2017/18 $ | Actuals 2017/18 $ | Variance $ | Variance Reference |
|---|---|---|---|---|
| Contributions to Regional Library Service - Member Councils' | 11,840,828 | 11,840,832 | 4 | |
| Contributions to Regional Library Service - State Government | 2,315,144 | 2,344,258 | 29,114 | |
| Grants and Contributions | 177,850 | 247,297 | 69,447 | 1 |
| Library Fees | 493,833 | 384,278 | (109,555) | 2 |
| Interest | 110,000 | 69,946 | (40,054) | 3 |
| Other | 149,300 | 150,120 | 820 | |
| **Total Income** | 15,086,955 | 15,036,731 | (50,224) | |
| **Expenses** | | | | |
| Employee Costs | 9,283,738 | 9,286,353 | (2,615) | |
| Administration | 630,455 | 618,098 | 12,357 | |
| Branch Costs | 854,928 | 837,031 | 17,897 | |
| I T Resources | 1,140,204 | 1,061,337 | 78,867 | 4 |
| Organisation | 202,200 | 187,949 | 14,251 | |
| Community | 189,400 | 167,428 | 21,972 | |
| Collection Non Capital | 952,307 | 937,137 | 15,170 | |
| Depreciation | 1,700,000 | 1,699,364 | 636 | |
| Grant Funds - Specific Projects | 0 | 95,265 | (95,265) | 5 |
| Net Loss on Disposal of Assets ( Bookstock/Collection) | 0 | 1,208,128 | (1,208,128) | 6 |
| Other Expenses | | | | |
| **Total Expenses** | 14,953,232 | 16,098,090 | (1,144,858) | |
| **Surplus (Deficit) Deficit for the year** | 133,722 | (1,061,359) | (1,195,082) | |

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**Note 1    Performance against budget (con't)**

**Variance Reference**

1    Specific 'one off' Government Grants and Other Contributions are unknown
     when the budget is determined. Unbudgeted Grants and Contributions of $66K
     for various programs were received  during the financial year.(refer Note 2.3
     for additional information regarding YPRL's Other Contributions)

2    Photocopy fees were down by $28K and Overdues Fees were down by $72K
     These fees were increased in the 2017/18 Budget but the increased income was not realised

3    The Interest on Investment budget was set too high therefore the budget was not met

4    Capitalisation of IT Equipment of $53K (this was not budgeted as Capital Expenditure)
     and savings across several IT program areas

5    Specific Grants are not known when the budget is adopted.

6    YPRL adopted new useful lives for its bookstock/collection items.  This has impacted
     the loss on disposal of assets (treated as an operating expense) as the assets were
     brought into line with their useful lives. (refer to Overview (b) and notes 3.3 and
     5.1 for more information regarding this item.

**1.2    Capital Works**

|  | Budget 2017/18 | Actuals 2017/18 | Variance | Variance Reference |
|---|---|---|---|---|
|  | $ | $ | $ |  |
| Collections - Bookstock | 1,777,966 | 1,769,360 | 8,606 |  |
| Plant and Equipment | 91,849 | 159,639 | (67,790) | 1 |
| **Total Capital Works** | 1,869,815 | 1,928,999 | (59,184) |  |
| **Represented By:** |  |  |  |  |
| Renewal | 1,869,815 | 1,928,999 | (59,184) | 1 |
| **Total Capital Works** | 1,869,815 | 1,928,999 | (59,184) |  |

**Variance Reference**

1    Although a budget is set for the annual purchase of Plant and Equipment, the total
     capitalisation is not known when the budget is determined as capitalisation is
     dependant on expenditure reaching asset threshold levels.
     There was also $45K of Capital Expenditure (After Hours Chutes) carried forward
     forward from the prior year.

# Yarra Plenty Regional Library Service

**Note 2**    **Funding for the delivery of our services**

**2.1**    **Contributions to Regional Library Service**

The following Member Council contributions were received during the year.

|  | 2018 $ | 2017 $ |
|---|---|---|
| Shire of Nillumbik | 2,693,888 | 2,690,044 |
| City of Banyule | 4,513,736 | 4,559,352 |
| City of Whittlesea | 4,633,208 | 4,845,988 |
|  | 11,840,832 | 12,095,384 |

Monetary contributions are recognised as revenue when YPRL obtains control over the contributed asset.

**Aggregate Contributions of Member Councils**

The percentage aggregate contributions of Member Councils making up the Yarra Plenty Regional Library Service is as follows:

|  | 2018 % | 2017 % |
|---|---|---|
| Shire of Nillumbik | 21.07% | 20.95% |
| City of Banyule | 41.48% | 41.71% |
| City of Whittlesea | 37.45% | 37.34% |
|  | 100.00% | 100.00% |

# Yarra Plenty Regional Library Service

## Notes to the Financial Report
## For the Year Ended 30 June 2018

| 2.2 Grants | 2018 $ | 2017 $ |
|---|---|---|
| Grants were received in respect of the following: | | |
| | | |
| **Summary of Grants** | | |
| State Library Grant (i) | 2,344,258 | 2,269,749 |
| Other Grants | 180,579 | 192,431 |
| | | |
| **Total Grants Received** | 2,524,837 | 2,462,180 |
| | | |
| **Operating Grants** | | |
| Recurrent State Government | | |
| State Library Grant (i) | 2,344,258 | 2,269,749 |
| Local Priorities Grant | 123,983 | 119,460 |
| *Total Recurrent Operating Grants* | 2,468,241 | 2,389,209 |
| | | |
| Non recurrent Commonwealth Grants | | |
| Victoria Tech Savvy Seniors Grant | 0 | 16,000 |
| *Total Non-Recurrent Commonwealth Grants* | 0 | 16,000 |
| | | |
| Non recurrent State Grants | | |
| Writing The War Grant | 0 | 900 |
| Premiers Reading Fund | 56,596 | 56,071 |
| *Total Non-Recurrent State Grants* | 56,596 | 56,971 |
| | | |
| *Total non recurrent grants* | 56,596 | 72,971 |
| | | |
| **Total Grants Received** | 2,524,837 | 2,462,180 |
| | | |
| **Funding Source:** | | |
| Commonwealth funded grants | 0 | 16,000 |
| State funded grants | 2,524,837 | 2,446,180 |
| | | |
| **Total Grants Received** | 2,524,837 | 2,462,180 |

**(i) The State Library Grant was apportioned on the following basis:**

**As per Regional Library Agreement:**

| | | |
|---|---|---|
| Shire of Nillumbik | 398,524 | 391,591 |
| City of Banyule | 750,162 | 746,096 |
| City of Whittlesea | 1,195,572 | 1,132,062 |
| | 2,344,258 | 2,269,749 |

**Yarra Plenty Regional Library Service**

### 2.2 Grants (con't)

**Unspent Grants received on condition that they be spent is a specific manner**

|  | 2018 $ | 2017 $ |
|---|---|---|
| Balance at start of year |  |  |
| Received during the financial year and remained unspent | 0 | 0 |
| at balance date | 29,217 | 0 |
| Received in prior years and spend during the financial year | 0 | 0 |
| Balance at year end | 29,217 | 0 |

Grant income is recognised when YPRL obtains control of the contribution. Control is normally obtained upon receipt (or acquittal) or upon earlier notification that a grant has been secured.

### 2.3 Other Contributions

Monetary :

| | | |
|---|---|---|
| Toy Library Lalor | 5,400 | 5,400 |
| Book Club Contributions | 7,683 | 6,736 |
| Sensitive Santa Grant | 1,000 | 9,420 |
| Finding My Place | 10,909 | 0 |
| Cultural Heritage | 500 | 0 |
| Whittlesea Dark Past | 3,375 | 0 |
| Libraries After Dark | 32,500 | 0 |
| Comic Con at Mill Park | 3,351 | 0 |
| Womens History | 500 | 0 |
| Be Connected | 1,500 | 0 |
| Various | 0 | 11,890 |
| Total Monetary Contributions | 66,718 | 33,446 |

Monetary contributions are recognised as revenue when YPRL obtains control over the contributed asset.

### 2.4 Other Revenue

| | | |
|---|---|---|
| Fundraising | 19,017 | 11,885 |
| Murrindindi Sale of Service | 62,500 | 62,500 |
| Miscellaneous | 68,603 | 72,783 |
| Total | 150,120 | 147,168 |

Other Revenue is measured at the fair value of the consideration received or receivable and is recognised when YPRL gains control over the right to receive the income.

**Yarra Plenty Regional Library Service**

**Note 3  The cost of delivering services**

|  |  | 2018 $ | 2017 $ |
|---|---|---|---|

**3.1    Employee Costs**

The following items are included as employee costs:

| | 2018 | 2017 |
|---|---|---|
| Salaries | 8,287,765 | 7,837,082 |
| Superannuation | 743,818 | 736,680 |
| Workcover Levy | 36,813 | 39,618 |
| Annual Leave/Long Service Leave Provision | 217,957 | 208,291 |
| | 9,286,353 | 8,821,671 |

**Superannuation Contributions**

Contributions by YPRL to the following superannuation plans are detailed below:

| Scheme | Type of scheme | Rate | | 2018 $'000 | | 2017 $'000 |
|---|---|---|---|---|---|---|
| Vision Super | Defined benefits | 9.5% | | 166 | | 180 |
| Vision Super | Accumulation | 9.5% | | 577 | | 556 |
| Total Employer Contributions | | | | 743 | | 736 |

*Defined Benefit Fund:*

| | 2018 | 2017 |
|---|---|---|
| Employer Contributions payable at the reporting date (Vision Super) | 0 | 0 |

*Accumulation Funds:*

| | | |
|---|---|---|
| Employer Contributions payable at the reporting date | 0 | 0 |

Refer to Note 8.3 for further information relating to YPRL's superannuation obligations

**3.2    Depreciation Expense**

Depreciation expense for the year was charged in respect of:

| | 2018 | 2017 |
|---|---|---|
| Plant and equipment and motor vehicles | 221,680 | 210,365 |
| Library books and audio visuals | 1,477,684 | 1,762,957 |
| | 1,699,364 | 1,973,322 |

YPRL has reviewed and adopted new useful lives of its Bookstock /Collection  categories of items.
(Refer to Overview (b) to Notes 5.1 and 5.3  for more details relating to depreciation and changes in accounting policy).

**3.3    Net Loss on Disposal of Assets (Bookstock/Collection)**

| | 2018 | 2017 |
|---|---|---|
| Written Down Value of Assets Disposed | 1,050,042 | 0 |
| Accumulation Depreciation Adjustment | 158,086 | 0 |
| Total Net Loss on Disposal of Assets (Bookstock/Collection) | 1,208,128 | 0 |

The adoption of new useful lives of its Bookstock /Collection categories of items impacted the loss on disposal of assets (treated as an operating expense) as the assets fair value were brought into line with their useful lives (Refer to Overview (b) and notes 3.2; 3.3 and 5.3 for more information regarding this item).

**3.4    Other Expenses**

| | 2018 | 2017 |
|---|---|---|
| Document copy | 72,913 | 93,492 |
| Transport costs | 8,520 | 14,338 |
| Community engagement * | 167,428 | 263,817 |
| Organisation development ** | 187,949 | 380,479 |
| Grant expenditure | 95,265 | 100,911 |
| Auditors Remuneration- VAGO audit of the Financial Statements | 8,900 | 8,700 |
| Auditor's Remuneration  - Internal | 23,850 | 0 |
| Audit Costs - Other | 2,569 | 2,255 |
| | 567,394 | 863,992 |

*  Community engagement provides for various community programs, marketing and promotional materials.
** Organisation development provides for recruitment, training and organisational development activities

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**Note 4   Our financial position**

| | 2018 $ | 2017 $ |
|---|---|---|
| **4.1** | **Financial Assets** | | |
| **(a) Cash and Cash Equivalent Assets** | | |
| Cash on Hand and at Bank | 1,135,377 | 1,764,849 |
| Interest bearing deposits - Current | 2,519,604 | 2,079,657 |
| | 3,654,981 | 3,844,506 |
| **(b) Other Financial Assets** | | |
| Term deposits | 1,046,964 | 1,023,734 |

This Interest bearing term deposit relates to a term deposit with
a maturity of more than 90 days.

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with
original maturities of 90 days or less, net of outstanding bank overdrafts.

Other financial assets are valued at fair value, being market value, at balance date.  Term deposits are
measured at amortised cost.  Any unrealised gains and losses on holdings at balance date are recognised
as either a revenue or expense.

YPRL's cash and cash equivalents are subject to a number
external restrictions that limit amounts available for discretionaly
use.  These include:

| | 2018 | 2017 |
|---|---|---|
| Unspent Government Grants (refer Note2.2) | 29,217 | 0 |
| Unspent Monetary Contributions | 42,027 | 12,438 |
| Trust Deposits (refer Note 4.3) | 2,932 | 2,604 |
| | 74,176 | 15,042 |

*Intended Allocations*

Although not externally restricted the following amounts have
been allocated for specific purposes by YPRL:

| | 2018 | 2017 |
|---|---|---|
| Long Service Leave | 1,394,501 | 1,359,792 |
| Asset Replacement Funds - Future Bookmobile replacement | 1,423,991 | 1,450,500 |
| | 2,818,492 | 2,810,292 |

Users of the financial report should refer to Notes 4.6 (a) and 4.6 (b) for details
of existing library commitments

**(c) Trade and Other Receivables**

**Current**
*Non-Statutory Receivables*

| | 2018 | 2017 |
|---|---|---|
| Community organisations | 19,547 | 18,860 |
| Total current trade and other receivables | 19,547 | 18,860 |

**Non Current**
*Non-Statutory Receivables*

| | 2018 | 2017 |
|---|---|---|
| Community organisations | 1,820 | 200 |
| Total non current trade and other receivables | 1,820 | 200 |
| **Total Trade and Other Receivables** | 21,367  0 | 19,060 |

**Ageing of Receivables**

At balance date other debtors representing financial assets were past due
but not impaired.  The ageing of the Library's receivables (excluding
statutory receivables) was:

| | 2018 | 2017 |
|---|---|---|
| Current | 19,547 | 18,860 |
| Past due by 30 days | 1,820 | 200 |
| | 21,367 | 19,060 |

Receivables are carried at invoice amount.   A provision for doubtful debts is recognised when there is
objective evidence that an impairment has occurred.

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

|  |  | 2018 $ | 2017 $ |
|---|---|---|---|
| **4.2** | **Non Financial Assets** |  |  |
|  | *Other Assets* |  |  |
|  | Prepayments | 35,788 | 28,664 |
| **4.3** | **Trade and Other Payables** |  |  |
|  | Current |  |  |
|  | Payables and Accruals | 534,019 | 531,609 |
|  | Trust Deposits | 2,932 | 2,604 |
|  | Net GST | 141,084 | 178,457 |
|  |  | 678,035 | 712,670 |

Amounts received as deposits controlled by YPRL are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited. Trust funds that are forfeited, resulting in YPRL gaining control of the funds, are to be recognised as revenue at the time of forfeit.

**4.4    Employee Provisions**

| 2018 | Annual Leave $ | Long Service Leave $ | Total $ |
|---|---|---|---|
| Balance at beginning of financial year | 642,456 | 1,424,255 | 2,066,711 |
| Additional provisions | 500,238 | 266,731 | 766,969 |
| Amounts Used | (535,359) | (270,974) | (806,333) |
| Balance at the end of the financial year | 607,335 | 1,420,012 | 2,027,347 |

| 2017 | Annual Leave $ | Long Service Leave $ | Total $ |
|---|---|---|---|
| Balance at beginning of financial year | 648,710 | 1,410,880 | 2,059,589 |
| Additional provisions | 542,451 | 143,028 | 685,480 |
| Amounts Used | (548,705) | (129,653) | (678,358) |
| Balance at the end of the financial year | 642,456 | 1,424,255 | 2,066,711 |

**Current provisions expected to be wholly settled within 12 months**

|  | 2018 $ | 2017 $ |
|---|---|---|
| Annual Leave | 537,830 | 513,060 |
| Long Service Leave | 423,661 | 336,173 |
|  | 961,491 | 849,233 |

**Current provisions expected to be wholly settled after 12 months**

|  | 2018 $ | 2017 $ |
|---|---|---|
| Annual Leave | 69,505 | 129,396 |
| Long Service Leave | 970,840 | 1,023,619 |
|  | 1,040,345 | 1,153,015 |
| Total current provisions | 2,001,836 | 2,002,248 |
| **Non Current** |  |  |
| Long Service Leave | 25,511 | 64,463 |
| Total non current provisions | 25,511 | 64,463 |
| **Total aggregate carrying amount of employee provisions** | 2,027,347 | 2,066,711 |

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**4.4 Employee Provisions (con't)**

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date

*Wages and salaries and annual leave*

Liabilities for wages and salaries, including non-monetary benefits and annual leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

*Long service leave*

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non - current liability.

Key assumptions:

- discount rate (1.91%)
- inflation rate (2.25%)

**4.5    Financing Facilities**

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

The Yarra Plenty Regional Library Service does have credit card facilities with an unused credit limit of $35,000 at 30 June 2018

YPRL has no borrowings.

# Yarra Plenty Regional Library Service

## Notes to the Financial Report
## For the Year Ended 30 June 2018

### 4.6 Commitments

At the reporting date, YPRL had the following obligations under non-cancellable operating leases for the lease of equipment and land and buildings for use within YPRL's activities (these obligations are not recognised as liabilities):

| (a) Operating Lease Commitments | 2018<br>$ | 2017<br>$ |
|---|---|---|
| **Motor Vehicles** | | |
| Payable: | | |
| -Not later than one year | 10,142 | 7,704 |
| -Greater than one year but not later than five years | 23,050 | 0 |
| | 33,192 | 7,704 |

Term of the Lease: Commencing on March 2015 and ending March 2018

| | 2018 | 2017 |
|---|---|---|
| **Library Support Services Accommodation Rental** | | |
| Payable: | | |
| -Not later than one year | 85,000 | 63,750 |
| -Greater than one year but not later than five years | 21,250 | 0 |
| | 106,250 | 63,750 |

Term of the Lease: Commencing September 2017 and ending September 2018

| | 2018 | 2017 |
|---|---|---|
| **Photocopier Lease** | | |
| Payable: | | |
| -Not later than one year | 33,636 | 33,636 |
| -Greater than one year but not later than five years | 33,636 | 64,469 |
| | 67,272 | 98,105 |

Note: The current lease is on a month by month basis

| | 2018 | 2017 |
|---|---|---|
| **Computer Lease** | | |
| Payable: | | |
| -Not later than one year | 105,736 | 167,006 |
| -Greater than one year but not later than five years | 37,918 | 93,298 |
| | 143,654 | 260,304 |

Term of the Leases: Commencing October 2011 and ending September 2020

### (b) Commitments for Expenditure

The Council has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

| | 2018 | 2017 |
|---|---|---|
| Bookstock | 112,610 | 158,092 |
| Courier and Cleaning Contract Expenditure | 226,912 | 363,129 |
| | 339,522 | 521,221 |

The periods expected to elapse from the reporting date to the expected date of payment are as follows :

| | 2018 | 2017 |
|---|---|---|
| -Not later than one year | 236,380 | 521,221 |
| -Greater than one year but not later than five years | 103,142 | 0 |
| | 339,522 | 521,221 |

# Yarra Plenty Regional Library Service

## Note 5  Assets we manage

### 5.1 Bookstock (Collection); Plant and Equipment

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

| 2018 | Bookstock | Plant and Equipment | Total |
|---|---|---|---|
| | $ | $ | $ |
| At Fair Value 1 July 2017 | 7,165,105 | 3,030,063 | 10,195,168 |
| Accumulated Depreciation 1 July 2017 | (2,920,239) | (1,989,787) | (4,910,026) |
| | 4,244,866 | 1,040,276 | 5,285,142 |
| **Movements in Fair Value** | | | |
| Aquisition of assets at fair value | 1,769,360 | 159,639 | 1,928,999 |
| Fair value of assets disposed (i) | (1,050,042) | 0 | (1,050,042) |
| | 719,318 | 159,639 | 878,957 |
| **Movements in accumulated depreciation** | | | |
| Depreciation Expense | (1,477,684) | (221,680) | (1,699,364) |
| Accumulated depreciation of assets disposed (i) | (158,086) | 0 | (158,086) |
| | (1,635,770) | (221,680) | (1,857,450) |
| At fair value 30 June 2018 | 7,884,423 | 3,189,702 | 11,074,125 |
| Accumulated depreciation at 30 June 2018 | (4,556,009) | (2,211,468) | (6,767,477) |
| **Carrying amount at 30 June 2018** | **3,328,414** | **978,234** | **4,306,648** |

| 2017 | Bookstock | Plant and Equipment | Total |
|---|---|---|---|
| | $ | $ | $ |
| At Fair Value 1 July 2016 | 7,190,970 | 2,867,989 | 10,058,959 |
| Accumulated Depreciation 1 July 2016 | (3,023,132) | (1,779,423) | (4,802,555) |
| | 4,167,838 | 1,088,566 | 5,256,404 |
| **Movements in Fair Value** | | | |
| Aquisition of assets at fair value | 1,839,986 | 162,074 | 2,002,060 |
| Fair value of assets disposed | (1,865,851) | 0 | (1,865,851) |
| | (25,865) | 162,074 | 136,209 |
| **Movements in accumulated depreciation** | | | |
| Depreciation Expense | (1,762,957) | (210,365) | (1,973,322) |
| Accumulated depreciation of assets disposed | 1,865,851 | 0 | 1,865,851 |
| | 102,894 | (210,365) | (107,471) |
| At fair value 30 June 2017 | 7,165,105 | 3,030,063 | 10,195,168 |
| Accumulated depreciation at 30 June 2017 | (2,920,239) | (1,989,787) | (4,910,026) |
| **Carrying amount at 30 June 2017** | **4,244,866** | **1,040,276** | **5,285,142** |

(i) Refer Note 3.3

**Notes to the Financvial Report**
**For the Year Ended 30 June 2018**

**5.2    Recognition and measurement of property, plant and equipment, infrastructure, intangibles**

*Acquisition*
The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition.  Fair value is the amount that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement value

In accordance with YPRL's policy, the threshold limits detailed in Note 5.3 have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

**5.3    Depreciation and amortisation of Bookstock ( Collection) and plant and equipment**

Collection assets and  plant and equipment, and other assets having limited useful lives are systematically depreciated over their useful lives to YPRL in a manner which reflects consumption of the service potential embodied in those assets.  Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually.  Depreciation rates and methods are reviewed annually.

Where  assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

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

Depreciation periods used are listed below and are consistent with the prior year unless otherwise stated.

| Depreciation periods | 2018 | 2017 | Threshold Limits |
|---|---|---|---|
| Plant and equipment | 3 to 15 years | 3 to 15 years | $500 |
| Library Collection | 3 to 5 years | 5 to 6 years | $0 |

YPRL has reviewed and adopted new useful lives of its Bookstock /Collection  categories of items.The depreciation priod has changed from 5 to 6 years as 30 June 2017 to 3 to 5 years in the current financial year.
The review of useful lives resulted from an analysis of usage and disposal practices as well as the condition of items in individual categories to ascertain their economic benefit to  YPRL (ie their useful life).

**Repairs and maintenance**

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred.  Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated.  The carrying value of the replaced asset is expensed.

**5.4** **Impairment of Assets**

At each reporting date, YPRL reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**Note 6  People and relationships**

### 6.1  Related party disclosures

(i)  **Associated Entities**

*Parent entities*
City of Whittlesea
Banyule City Council
Nillumbik Shire Council

(ii)  **Key Management Personnel**

Details of persons holding the position of key management personnel, at any
time during the year are:

| | 2018 No. | 2017 No. |
|---|---|---|
| **Board Members** | | |

Tom Melican (Banyule City Council) -  Appointed 15 December 2016
Mark Di Pasquale (Banyule City Council) - Appointed 15 December 2016
Peter Clarke (Nillumbik Shire Council)  -  Appointed 15 December 2016
Karen Egan (Nillumbik Shire Council)  -  Appointed 15 December 2016
Sam Alessi ( City of Whittlesea) - Appointed 1 February 2018
Stevan Kozmwvski (City of Whittlesea) - Appointed 1 February 2018
Mary Lallos (City of Whittlesea) Resigned  27 Novemebr 2017
Alahna Desiato (City of Whittlesea) -  Resigned 27 November 2017

**Council Delegates**

| | |
|---|---|
| Russell Hopkins | Appointed 1 February 2018 |
| Allison Beckwith | Appointed 1 February 2018 |
| Adrian Cully | Appointed 27 November 2017 |
| Pauline Gordon | Resigned 6 October 2017 |

| | 2018 | 2017 |
|---|---|---|
| **Total Number of Board members** | 12 | 14 |
| Chief Executive Officer - J Cowell (Commenced 28 May 2018) | 1 | 1 |
| Chief Executive Officer - D Shaw (Resigned 6 December 2017) | 1 | 1 |
| Acting Chief Executive Officer - S Howard (Commenced 4 January 2018; Resigned 28 May 2018) | 1 | 1 |
| Executive Manager - Infrastructure & Innovation - Alan Butters | 1 | 1 |
| Executive Manager - People & Culture - Kate Karrasch | 1 | |
| Executive Manager – Knowledge & Information - Anita Catoggio | 1 | |
| Executive Manager - Public Participation -  Lisa Dempster | 1 | |
| **Total Key Management Personnel** | 19 | 18 |

(iii)  **Remuneration of Key Management Personnel**

| | 2018 $ | 2017 $ |
|---|---|---|
| Total remuneration of key management personnel was as follows: | | |
| Short-term benefits | 839,222 | 587,694 |
| Long-term benefits | 15,284 | 9,564 |
| Post employment benefits | - | - |
| Total | 854,506 | 597,258 |

The numbers of key management personnel whose total remuneration from
the YPRL, fall within the following bands:

| | 2018 No. | 2017 No. |
|---|---|---|
| NIL | 12 | 14 |
| $10,001 - $19,999 | 1 | 0 |
| $50,000 -$59,999 | 0 | 1 |
| $70,001 - $79,999 | 1 | 1 |
| $80,000 - $99,999 | 1 | 0 |
| $130,001 - $139,999 | 2 | 1 |
| $160,001 - $169,999 | 2 | 0 |
| $210,001 - $220,000 | 0 | 1 |
| | 19 | 18 |

**Note 6   People and relationships (con't)**

|  |  | 2018<br>$ | 2017<br>$ |
|---|---|---|---|
| **(iv)** | **Transactions with related parties** | | |
| | During the period the Library entered into the following transactions (Excl GST) with related parties. | | |
| | *Expenditure* | | |
| | Rental for the premises paid to City of Whittlesea | 84,000 | 89,206 |
| | Fuel and motor vehicle repairs paid to City of Whittlesea | 14,590 | 21,930 |
| | Training paid to the City of Whittlesea | 481 | - |
| | Vehicle running cost paid to Banyule City Council | 10,764 | 5,650 |
| | Community Activities paid to the Banyule City Council | 501 | - |
| | Room Hire paid to the Nillumbik Shire Couincil | 240 | - |
| | Volunteer activity paid to the Nillumbik Shire Council | 71 | |
| | *Revenue* | | |
| | Community Room hire received from City of Whittlesea | 3,268 | 3,757 |
| | Council Library Contribution received from City of Whittlesea | 4,633,208 | 4,845,988 |
| | Lalor Community Room contribution received from City of Whittlesea | 12,000 | 12,000 |
| | Lalor Toy Library contribution received from City of Whittlesea | 5,400 | 5,400 |
| | Council Library Contribution received from Banyule City Council | 4,513,736 | 4,559,352 |
| | Contribution towards Rosanna Library Furniture and Fittings received form Banyule City Council | 9,545 | - |
| | Council Library Contribution received from Nillumbuk Shire Council | 2,693,888 | 2,690,044 |
| | Contribution towards Thomastown Library Refurbishment received from City of Whittlesea | - | 134,052 |
| | Contribution towards library programs received from City of Whittlesea | - | 3,875 |
| | Contribution towards library programs received from Banyule City Council | - | 6,590 |
| | Contribution towards Rosanna Library shelving received from Banyule City Council | - | 10,000 |
| | Contribution towards Diamond Valley Library furniture received from Nillumbuk Shire Council | - | 10,000 |
| | Contribution towards library programs received from Nillumbuk Shire Council | - | 2,000 |
| | | 11,981,692 | 12,399,844 |
| **(v)** | **Outstanding balances with related parties** | | |
| | Vehicle running cost owed to Banyule City Council | 1,296 | 1,231 |
| | Fuel supplies owed to City of Whittlesea | - | 3,416 |
| | | 1,296 | 4,647 |

**(vi)   Loans to/from related parties**

There are no outstanding loans to/from related parties

**(vii)   Commitments to/from related parties**

There are no outstanding commitments to/from related parties

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**Note 7    Managing uncertainities**

**7.1    Contingent liabilities and contingent assets**

*Superannuation*

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

*Future Superannuation Contributions*

The expected employee contributions to be paid to the Defined Benefits category of Vision Super for the year ending 30 June 2019 are $177K

**Contingent Assets**

YPRL has no known contingent assets as at 30 June 2018

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

### 7.2 Change in Accounting Standards

The following new AAS's have been issued that are not mandatory for the 30 June 2018 reporting period. YPRL has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

*Financial Instruments - Disclosures (AASB 7) (applies 2018/19)*

This Standard requires entities to provide disclosures in their financial statements that enable users to evaluate: (a) the significance of financial instruments for the entity's financial position and performance; and (b) the nature and extent of risks arising from financial instruments to which the entity is exposed.

*Financial Instruments (AASB 9) (applies 2018/19)*

The key changes include the simplified requirements for the classification and measurement of financial assets, a new hedging accounting model and a revised impairment loss model to recognise impairment losses earlier, as opposed to the current approach that recognises impairment only when incurred.

*Revenue from contracts with customers (AASB 15) (applies 2019/20 for LG sector)*

The standard shifts the focus from the transaction-level to a contract-based approach. Recognition is determined based on what the customer expects to be entitled to (rights and obligations), while measurement encompasses estimation by the entity of the amount expected to be entitled for performing under the contract. The full impact of this standard is not known however it is most likely to impact where contracts extend over time, where there are rights and obligations that may vary the timing or amount of the consideration, or where there are multiple performance elements. This has the potential to impact on the recognition of certain grant income.

*Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) (applies 2019/20)*

This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**7.2     Change in Accounting Standards (con't)**

*Leases (AASB 16) (applies 2019/20)*

The classification of leases as either finance leases or operating leases is eliminated for lessees. Leases will be recognised in the Balance Sheet by capitalising the present value of the minimum lease payments and showing a 'right-of-use' asset, while future lease payments will be recognised as a financial liability. The nature of the expense recognised in the profit or loss will change. Rather than being shown as rent, or as leasing costs, it will be recognised as depreciation on the 'right-of-use' asset, and an interest charge on the lease liability. The interest charge will be calculated using the effective interest method, which will result in a gradual reduction of interest expense over the lease term.

*Income of Not-for-Profit Entities (AASB 1058 ) (applies 2019/20)*

This standard replaces AASB 1004 Contributions and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable to not-for-profit entity to further its objectives.

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**7.3    Financial Instruments**

**(a) Objectives and policies**

The Library's principal financial instruments comprise cash assets, term deposits, other financial assets; receivables (excluding statutory receivables), and payables (excluding statutory payables). Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in the notes of the financial statements.  Risk management is carried out by senior management under policies approved by the Library Board. These policies include identification and analysis of the risk exposure to the Library and appropriate procedures, controls and risk minimisation.

**(b) Market risk**

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices.  The Library's exposures to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

*Interest rate risk*

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Our interest rate liability risk arises primarily from other financial investments which exposes us to fair value interest rate risk. The Library does not have any borrowings.  Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Library  has exposure to cash flow interest rate risk through its cash and deposits that are at floating rate.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989* . We manage interest rate risk by adopting an investment policy that ensures:

- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

There has been no significant change in the Library's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Library's year end result.

**(c) Credit risk**

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our
  investment policy.

Receivables consist of a small number of customers, primarily the contributing Member Councils.

There are no material financial assets which are individually determined to be impaired.

Details of YPRL's Contingent Liabilities are disclosed in Note 7,1

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The Library does not hold any collateral.

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**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

7.3    **Fianncial Instruments (con't)**

**(d) Liquidity risk**

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or we will not have sufficient funds to
To help reduce these risks the Library:

- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and
- monitor budget to actual performance on a regular basis.

There has been no significant change in the Library's exposure, or its objectives, policies and processes for managing liquidity risk or
the methods used to measure this risk from the previous reporting period.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value

**Fair value**

Unless otherwise stated, the carrying amount of financial instruments reflect their fair value

*Fair value hierarchy*
YPRL's financial assets and liabilities are not valued in accordance with the fair value hierarchy . YPRL's financial assets
and liabilities are measured at amortised cost.

**(f) Sensitivity disclosure analysis**

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and
experience of the financial markets, YPRL believes the following movements are 'reasonably possible' over the next 12
months:
 - A parallel shift of + 1% and -1% in market interest rates (AUD) from year-end rates of 2.55%.

These movements will not have a material impact on the valuation of YPRL's financial assests and liabilities, nor will they
have a material impact on the results of YPRL's operations.

7.4    **Events Occurring After Balance Date**

There have been no events occurring subsequent to balance date.

**Notes to the Financial Report
For the Year Ended 30 June 2018**

**Note 8   Other matters**

**8.1   Reconciliation of Cash Flows from Operating Activities to surplus (deficit)**

|  | 2018 $ | 2017 $ |
|---|---|---|
| Net Result For the Reporting Period - Surplus (Deficit) | (1,061,359) | 372,995 |
| Cash flows in operating surplus attributable to non-operating activities : |  |  |
| Depreciation | 1,699,364 | 1,973,322 |
| Net Loss on Disposal of Assets ( Bookstock/Collection) | 1,208,128 | 0 |
| Changes in assets and liabilities : |  |  |
| (Increase)/Decrease in prepayments | (2,307) | (25,140) |
| (Increase)/Decrease in receivables | (7,124) | 153,244 |
| Increase/(Decrease) in payables | (34,635) | (55,435) |
| Increase/(Decrease) in provision for employee entitlements | (39,366) | 7,122 |
| Net cash provided by operating activities | 1,762,703 | 2,426,108 |

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**Note 8.2**       **Relevant Financial Ratios**

| **(i)  Working Capital** | **2018**<br>**$**<br>000's | | **2017**<br>**$**<br>000's | | **2016**<br>**$**<br>000's | |
|---|---|---|---|---|---|---|
| To assess the corporation's ability to meet current commitments | | | | | | |
| | 4,759 | 1.78 | 4,916 | 1.81 | 4,620 | 1.66 |
| Current Assets/Current Liabilities | 2,680 | | 2,715 | | 2,780 | |
| **(ii)  Investment Gap** | | | | | | |
| To assess Library's capital expenditure against depreciation | | | | | | |
| | 1,929 | 1.14 | 2,002 | 1.01 | 1,908 | 1.14 |
| Capital Spend/Depreciation | 1,699 | | 1,973 | | 1,675 | |

**Notes to the Financial Report**
**For the Year Ended 30 June 2018**

**8.3** **Superannuation**

YPRL makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

**Accumulation**

The Fund's accumulation categories, Vision MySuper; Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2018, this was 9.5% as required under Superannuation Guarantee legislation (for 2016/17, this was 9.5%)).

**Defined Benefit**

YPRL does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of YPRL in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

**Funding arrangements**

YPRL makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary.

As at 30 June 2017, a full triennial acturial investigation was completed. The vested benefit index (VBI) of the Defined Benefit category of which YPRL is a contributing employer was 103.1%. To determine the VBI, the Fund Actuary used the following long-term assumptions:

|                          |          |
|--------------------------|----------|
| Net investment returns   | 6.5% pa  |
| Salary information       | 3.5% pa  |
| Price inflation (CPI)    | 2.5% pa. |

Vision Super has advised that the estimated VBI at the June 2018 quarter end was 106.00%

The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2017 actuarial investigation determined the defined benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

**Employer contributions**

**Regular contributions**

On the basis of the results of the 2017 triennial actuarial investigation conducted by YPRL makes employer contributions to the Funds' Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2018, this rate was 9.5% of members' salaries (9.5% in 2016/2017).

This rate will increase in line with any increase to the Superannuation Guarantee (SG) contribution rate. In addition, YRL reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

Notes to the Financial Report
For the Year Ended 30 June 2018

8.3      Superannuation (con't)

*Funding calls*

If the Defined Benefit category is in an unsatisfactory financial position at actuarial investigation or the defined benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the defined benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers, (including YPRL) are required to make an employer contribution to cover the shortfall.
Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's defined benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up.

If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

**2017 triennial actuarial investigation surplus amounts**

The Fund's triennial actuarial investigation as at 30 June 2017 identified the following in the defined benefit category of which YPRL is a contributing employer:

> A VBI surplus of $69.8 million; and
> A total service liability surplus of $193.5million.
> A discounted accrued benefits surplus of $228,8 million

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2017.

**2018 interim actuarial investigation**

An interim actuarial investigation will be conducted for the Fund's position as at 30 June 2018. It is anticipated that this interim actuarial investigation will be completed in December 2018.

|        |                          | Balance at Beginning of Reporting Period | Increment (Decrement) | Balance at End of Reporting Period |
|--------|--------------------------|------------------------------------------|-----------------------|------------------------------------|
| 8.4    | Reserves                 |                                          |                       |                                    |
|        |                          | $                                        | $                     | $                                  |
|        | Members Contributions (i) | 3,770,080                               | 0                     | 3,770,080                          |
|        | **Total Reserves**       | **3,770,080**                            | **0**                 | **3,770,080**                      |

(i) This represents the  value of the initial contributuion of net assets made by the Member Councils when it was established in 1996.

## Agenda Item 3:       Budget Progress Report

|  |  |
|---|---|
| Responsible Officer: | Chief Executive Officer |
| Author: | Linda MacRae, Financial Advisor |
|  |  |
| Attachment: | Budget Progress Report |

### REPORT

SUMMARY

This report is for the Board's information.

INTRODUCTION

Section 138 of the Local Government Act (1989) as amended states that a quarterly finance report is to be presented to the Board.  This is the fourth and final budget report for the 2017/18 financial year.

REPORT

The attached reports for the July 2017 to June 2018 period are attached. These reports include:

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

Variance commentary is provided regarding operating income and expenditure and capital expenditure budget variations.

The 2017/18 financial year accounting operating result is a deficit of $1.061M compared to the budgeted surplus of $134K which is a variance of $1.195M.  This primarily results from a $1.208M 'net loss on the disposal of assets – bookstock collection'.  During the 2017/18 financial year, in response to a VAGO audit recommendation, YPRL adopted new useful lives standards for its bookstock/collection and revalued its collection assets accordingly. The result of this work has impacted the Income Statement as the 'write down' in the value of the assets is treated as an operating expense (Note that this is not a cash transaction).

The table below provides a reconciliation from the Operating Result (deficit) of $1.061M to the Cash Result of a $56K deficit.  The Board sets its annual budget on a cash budget basis with this cash budget being a 'break even' position.

| Reconciliation of Operating Result to Cash Result | 2017/18 Budget $ | 2017/18 Actual $ | Variance $ |
|---|---|---|---|
| | | | |
| **2017/2018 Surplus (Deficit) for the year** | **171,815** | **(1,061,358)** | **(1,233,173)** |
| | | | |
| **Reconciliation to Cash Result** | | | |
| Add back: Depreciation | | | |
| Add back Net loss on Disposal of Assets (Bookstock Collection) | 1,700,000 | 1,699,364 | 636 |
| | 0 | 1,208,128 | (1,208,128) |
| Less: Capital Bookstock Expenditure | | | |
| Less: Capital Expend Plant and Equipment | (1,777,966) | (1,769,360) | (8,606) |
| Add Net Trans to\From Reserves - Plant & Equipment and IT Project funding | (91,849) | (159,639) | 67,790 |
| | (2,000) | 26,509 | (28,509) |
| | | | |
| **30 June 2018 Cash Result (Unfavourable)** | **0** | **(56,357)** | **(1,176,817)** |

The major variances contributing to the cash result are as follows:

Income Variances

- State Government Operating Grant                    $29K
- Specific Government Grants & Contributions          $56K
- Library Fees                                       ($102K)
- Various Other Income                                ($33K)

Total Income Variances                               ($50K) Unfavourable

Expenditure Variances:

- Expenditure Programs net savings                    $175K
- Specific Government Grant Projects                  ($95K)
- Capital Collection Expenditure                      $9K
- Capital Plant and Equipment Expenditure             ($67K)
- Reserve Transfers                                   ($28K)

Total Expenditure Variances                          ($6K) Unfavourable

Total Combined Capital and Operating Variances       ($56K) Unfavourable

Plus net adjustment for grants and contributions received during 2017/18
and carried forward to 2018/19                       ($71K)

Overall adjusted cash deficit                        $127K Unfavourable

The 2016/2017 cash result was a cash surplus of $226K; therefore there are sufficient accumulated surplus funds from prior years to fund this adjusted cash deficit.

CONSULTATION

Consultation was held with the CEO during the preparation of this report.

## CRITICAL DATES

This is the fourth quarterly budget progress report.

## 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 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 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.

**RECOMMENDATION**

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

|     |     |
| --- | --- |
| **M:** |     |
| **S:** |     |

**YARRA PLENTY**
**REGIONAL LIBRARY**

Board Reports

For the Quarter Ending June 30 2018

# Yarra Plenty Regional Library Corporation

## 2017/2018 Income Statement

| | 2017/18 Budget $ | 2017/18 Actual $ | Variance $ | Variance Commentary |
|---|---|---|---|---|
| **Revenue** | | | | |
| Council Contributions - Banyule | 4,513,734 | 4,513,736 | 2 | On Budget |
| Council Contributions - Nillumbik | 2,693,887 | 2,693,888 | 1 | On Budget |
| Council Contributions - Whittlesea | 4,633,207 | 4,633,208 | 1 | On Budget |
| State Government Funding | 2,315,144 | 2,344,258 | 29,114 | Favourable State Governement funding allocation than budgeted |
| Grant - Local Priorities | 121,850 | 123,983 | 2,133 | Favourable State Governement funding allocation than budgeted |
| Grant - Premiers Reading Fund | 56,000 | 56,595 | 595 | On Budget |
| Library Fees | 486,633 | 384,278 | (102,355) | Unfavourable Photocopy income variance of $28.3K, Damaged Books $2.3K unfavourable and unfavourable overdue fines of $71.7K |
| Fundraising Income | 14,300 | 19,017 | 4,717 | Favourable book sales income of $4.7K higher than budget |
| Interest | 110,000 | 69,946 | (40,054) | Lower interest rates received from financial institutions than budgeted |
| Specific Grant Funding | - | 53,635 | 53,635 | Additional funding received that was not budgeted, offset by additional project expenditure below |
| Miscellaneous Income | 142,200 | 144,187 | 1,987 | Immaterial variance across several progarm areas |
| **Total Revenue** | 15,086,955 | 15,036,731 | (50,224) | |
| **Expenses** | | | | |
| Administration | 630,456 | 618,098 | 12,358 | Minor savings across several administration programs |
| Employee Costs | 9,283,739 | 9,286,353 | (2,614) | Immaterial variance |
| Public Participation | 189,400 | 167,427 | 21,973 | Savings in Publications and printing $13K; Regional Events $19K off set by over expenditure in Reading Rover |
| Mobile Library Services | 42,000 | 86,673 | (44,673) | Over expenditure in Mobile Vehicle livery $28K and Vehicle Maintenance $18K - off set by Transfer from Asset Replacement Reserve of $28K as per the Board decision of November 2017 |
| Specific Grant Funded Projects | - | 95,265 | (95,265) | Expenditure on grant projects not budgeted, offset by unbudgeted grant income received and 2016/17 funded projects not fully spent and included in the accumulated surplus carried forward- Includes Local Priorities expenditure of $70K that is not Capital |
| Collection Non- Capital | 914,212 | 937,137 | (22,925) | Increased costs in Downloadable Media $40K and Supplier Processing $18K offset by net savings of $43K across several program areas |
| People and Culture | 202,200 | 187,949 | 14,251 | Savings in Training |
| Technology Systems | 1,140,205 | 1,061,337 | 78,868 | Capitalisation of Equipment of $53K and savings across several program areas |
| Branch Cost | 812,928 | 750,358 | 62,570 | Capitalisation of Equipment of $53K and savings across several program areas |
| Depreciation Expense | 1,700,000 | 1,699,364 | 636 | On Budget |
| Net loss on Disposal of Assets ( Bookstock Collection) | - | 1,208,128 | (1,208,128) | YPRL adopted new useful lives standards for its bookstock/collection items. This has impacted the loss on disposal of assets (treated as an operating expense) as the assets were brought into line with their useful lives. |
| **Total Operating Expenses** | 14,915,140 | 16,098,089 | (1,182,949) | |
| **Surplus (Deficit) for the year** | 171,815 | (1,061,358) | (1,233,173) | |

| Reconciliation to Cash Result | | | |
|---|---|---|---|
| Add back: Depreciation | 1,700,000 | 1,699,364 | 636 |
| Add back Net loss on Disposal of Assets | 0 | 1,208,128 | (1,208,128) |
| Less: Capital Bookstock (BookStock Collection) | (1,777,966) | (1,769,360) | (8,606) |
| Less: Capital Expend Plant and Equipmen | (91,849) | (159,639) | 67,790 |
| AddNet Trans to/From Reserves - Plant & Equipment and IT Project funding | (2,000) | 26,509 | (28,509) |
| **30 June 2018 Cash Result (Unfavourabl)** | 0 | (56,356) | (1,176,817) |

YARRA PLENTY REGIONAL LIBRARY

# Yarra Plenty Regional Library Corporation

## 2017/2018 Balance Sheet

| | 2016/2017 Actual | 2017/2018 ActualActual $ |
|---|---|---|
| **Current Assets** | | |
| Cash and cash equivalents | 3,844,506 | 3,654,981 |
| Financial Assets | 1,023,734 | 1,046,964 |
| Trade and other receivables | 19,060 | 21,367 |
| Other Assets | 28,664 | 35,788 |
| **Total Current Assets** | 4,915,964 | 4,759,100 |
| **Non-Current Assets** | | |
| Bookstock, Plant and Equipment | 5,285,142 | 4,306,648 |
| **Total Non-Current Assets** | 5,285,142 | 4,306,648 |
| **Total Assets** | 10,201,106 | 9,065,748 |
| **Current Liabilities** | | |
| Trade and other payables | 712,670 | 678,035 |
| Provisions | 2,002,248 | 2,001,836 |
| **Total Current Liabilities** | 2,714,918 | 2,679,871 |
| **Non Current Liabilities** | | |
| Provisions | 64,463 | 25,511 |
| **Total Non Current Liabilities** | 64,463 | 25,511 |
| **Total Liabilities** | 2,779,381 | 2,705,382 |
| **Net Assets** | 7,421,725 | 6,360,366 |
| **Equity** | | |
| Members Contributions | 3,770,080 | 3,770,079 |
| Accumulated Surplus | 3,651,645 | 2,590,287 |
| **Total Equity** | 7,421,725 | 6,360,366 |
| **Current Ratio** | 1.81 | 1.78 |

# Yarra Plenty Regional Library Group
## 2017/2018 Cash Flow Statement

| | 2016/2017 Actual | 2017/2018 Actual |
|---|---|---|
| **CASH INFLOWS/(OUTFLOWS) FROM OPERATING ACTIVITIES** | | |
| **Receipts** | | |
| Council Contributions | 13,298,750 | 13,024,915 |
| State Government Funding | 2,495,626 | 2,344,258 |
| Interest received | 93,767 | 72,286 |
| Other * | 625,143 | 536,928 |
| **Payments** | | |
| Payments to suppliers | (4,476,231) | (4,429,119) |
| Payments to employees | (8,796,697) | (9,238,126) |
| Collection Non Capital* | - | - |
| Net GST payment | (814,250) | (548,439) |
| **Net Cash Provided by Operating Activities** | **2,426,108** | **1,762,703** |
| **CASH INFLOWS/(OUTFLOWS) FROM INVESTING ACTIVITIES** | | |
| (Payments) Receipts for Bookstock, plant and equipment | (2,002,062) | (1,928,999) |
| Proceeds from redemption of financial assets | 999,471 | 1,023,734 |
| Payments for financial aaets | (1,023,734) | (1,046,964) |
| **Net Cash Used in Investing Activities **** | **(2,026,325)** | **(1,952,229)** |
| Net increase/(decrease) in cash held | 399,783 | (189,526) |
| Cash at beginning of the financial year | 3,444,723 | 3,844,506 |
| **Cash at end** | **3,844,506** | **3,654,980** |

# Yarra Plenty Regional Library Group
## 2017/2018 Capital Works Statement

| | 2017/2018 Budget | 2017/2018 Actual | Variance $ | | Comments |
|---|---|---|---|---|---|
| Book Stock | 1,777,966 | 1,769,360 | 8,606 🟢 | | Minor Saving |
| Plant & Equipment | 91,849 | 159,639 | (67,790) 🔴 | | Plant and Equipment capitalisation not known when the budget is determined. Capitalisation is dependant on expenditure reaching asset threshold levels. |
| **Total Capital Expenditure** | **1,869,815** | **1,928,999** | **(59,184)** | | |

## Agenda Item 4:    Draft Annual Report

Responsible Officer:       Chief Executive Officer

Author:                    Lisa Dempster, Manager Public Participation

Attachment:                Draft Annual Report 2017 - 2018

### REPORT

INTRODUCTION

This report is for the Board's approval

BACKGROUND

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

REPORT

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

SUMMARY

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.

It is acknowledged that there are some downward trends in this report which YPRL will assess as part of the Library Plan review in the coming year.

As technology changes the traditional revenue streams of the library has reduced which has impacted on its bottom line.

Please note the YPRL user satisfaction survey will be undertaken in 2019.  YPRL's staff survey is due in October 2018.

CRITICAL DATES

- Draft approved by Board 6 September 2018
- Design and print September 2018
- Sent to Minister by 27 September 2018

FINANCIAL IMPLICATIONS

Nil

POLICY STRATEGY AND LEGISLATION

This report is developed in accordance with the Local Government Act 1989 (as amended) Section 131.

LINKS TO STRATEGIC PLAN

Focus 6    Finance & Governance

Optimise public value through sustainable financial management and governance

We will:

1.       Responsibly manage our budget to deliver best value to our community
2.       Continually monitor and optimise our processes for efficiency
3.       Commit to good governance practices in all 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.

**RECOMMENDATION**

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

**M:** _____

**S:** _____

Yarra Plenty Regional Library

Annual Report

2017/2018

# Table of Contents

## About Us

Yarra Plenty Regional Library (YPRL) is a library service comprising nine branch libraries located across the three member Councils of Banyule, Nillumbik and Whittlesea. YPRL supports all three Councils in their aims for connected and resilient communities and supports these strategies through our curated collections, public programs and welcoming spaces.

Yarra Plenty Regional Library enjoys a reputation as an innovative, progressive and effective library service. There are nine branch libraries located at Greensborough, Eltham, Ivanhoe, Lalor, Mill Park, Rosanna, Thomastown, Watsonia and Whittlesea, as well as two mobile libraries - the Mobile Library and Outreach Vehicle – and a home library service.

## Our Vision

Informed creative communities: connected and empowered

## Our Mission

We will provide opportunities for our diverse communities to read, learn, create and connect, supported by equitable access to collections, technology, programs and welcoming and safe spaces.

We aim to be the 'third space' after home and work or education, and to be regarded as the community lounge room.

## Map

# Chairperson's Report

On behalf of the Yarra Plenty Regional Library Board, I am delighted to present the library's 2017–2018 Annual report.

I would like to welcome to the organisation new Board Member Cr Stevan Kozmevski. After an exhaustive selection process the Board are thrilled to also welcome Jane Cowell as our new CEO. Jane commenced in the role 28 May 2018 and we look forward to seeing her apply her transformational leadership at YPRL to ensure the library service continues to meet the diverse needs of our communities. I also acknowledge the work of previous CEO Di Shaw and Interim CEO Sue Howard across this financial year. Departing Board Members Cr Alanha Desiato and Cr Mary Lalios are also thanked for their contributions.

Across 2017-2018 YPRL has undertaken several major projects to ensure it continues to grow and evolve as our communities do. A suite of policies were developed to support a positive working culture and effective human resources. A Collections Strategic Framework and Plan 2018-2022 was adopted to ensure YPRL's community-focussed collection continues to evolve.

YRPL's Mobile Library underwent significant repairs and refurbishments to ensure safety and comfort while its outer shell was updated with an eye-catching and fresh design. This investment has resulted in a significant increase in mobile library usage, which the board is gratified to see. Future refurbishments were planned with Mill Park Library and Ivanhoe Library announced as the recipients of State Government Living Libraries Infrastructure program with works on both to begin soon.

I would like to thank all members of the Library Board, member Council Directors and staff, and our dedicated and hardworking library staff for their support and contribution. We are very fortunate to have such an engaged and collaborative team.


Cr Sam Alessi

Chair

## CEO Report

Across the past year YPRL has been through some significant changes including adopting a new Library Plan and my own appointment as CEO. Throughout this transitional period YPRL has continued to offer an innovative library service to the rapidly-growing communities in Melbourne's northeast.

YPRL serves the large and diverse community of our three member Councils through provision of current collections, growing digital resources, relevant events and spaces to meet and connect. We are constantly adapting to meet the changing needs of our community.

In the past financial year we have been pleased to see significant increases to our digital borrowing and an increase in attendance at our Maker Space activities. We were also pleased to increase our grants and sponsorship incoming, demonstrating that our programs are resonating within our communities. We will continue to focus on providing a responsive and relevant library service that contributes to building a community of confident learners.

YPRL's significant community impact is the result of much hard work and dedication. I would like to take this opportunity to thank the Board for its vision and dedication to providing forward focused library services, all YPRL staff and volunteers for their passion and hard work, and our many community partners for their trust and dedication.

Libraries have a vital role to play in civic life as accessible institutions that encourage learning, literacy and social connection. I am looking forward to working with YPRL's Board, staff, partners and communities in the coming years. Together we can achieve great things.

Jane Cowell
Chief Executive Officer

## Our Board Members

**For 2017–2018**

| Library Board July 2017 – November 2017 |
|---|
| **Banyule City Council** |
| Cr Tom Melican; Chair |
| Cr Mark Di Pasquale |
| Ms Allison Beckwith (ex officio) Director Community Programs |

| Library Board February 2018 – June 2018 |
|---|
| **Banyule City Council** |
| Cr Tom Melican |
| Cr Mark Di Pasquale |
| Ms Allison Beckwith (ex officio) Director Community Programs |

| Nillumbik Shire Council |
|---|
| Cr Peter Clarke |
| Cr Karen Egan |
| There was no appointed ex officio |

| Nillumbik Shire Council |
|---|
| Cr Peter Clarke; Deputy Chair |
| Cr Karen Egan |
| Mr Adrian Cully (ex officio) Director Business & Strategy |

| City of Whittlesea |
|---|
| Cr Mary Lalios; Deputy Chair |
| Cr Alahna Desiato |
| Mr Russell Hopkins (ex officio) Director Community Services |

| City of Whittlesea |
|---|
| Cr Sam Alessi; Chair |
| Cr Stevan Kozmevski |
| Mr Russell Hopkins (ex officio) Director Community Services |

| Attendance at Scheduled and Special Board Meetings | |
|---|---|
| Cr Tom Melican | 8/8 |
| Cr Mark Di Pasquale | 5/8 |
| Cr Peter Clarke | 8/8 |
| Cr Karen Egan | 7/8 |
| Cr Mary Lalios | 4/4 |
| Cr Alahna Desiato | 1/4 |
| Cr Sam Alessi | 4/4 |
| Cr Stevan Kozmevski | 3/4 |

**Information Privacy Act**

The *Privacy and Data Protection Act 2014* is designed to protect the private information of individuals. The Corporation has a Privacy Policy available on the library website. No complaints were received during 2017-2018.

**Freedom of Information**

The *Freedom of Information Act 1982* provides people with the opportunity to obtain information held by State and Local Government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. YPRL did not receive any requests during 2017-2018.

**Protected Disclosures**

In accordance with the provisions of s58 of the *Protected Disclosure Act 2012*, the Corporation has a procedure for dealing with disclosures made under the Act. The Manager People & Culture is the Corporation's Protected Disclosure Coordinator. YPRL has not received any disclosures directly nor has it received any referrals from the Ombudsman during 2017-2018.

## Statistical Overview

### Overall Progress Table

| Indicator | Measure | Target | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/2018 | % difference since last year | |
|---|---|---|---|---|---|---|---|---|---|
| **Loans** | Number of items borrowed | Maintain circulation figures | 3,456,836 | 3,481,907 | 3,359,187 | 3,223,381 | 3,237,186 | 0.43% | ↑ |
| **Program Attendance** | Number of participants in programs and activities | 10% increase of previous year | 138,308 | 139,787 | 188,043 | 207,759 | 197,511 | -4.93% | ↓ |
| **Visitation Total** | Door count | Increase 3% per annum | 1,357,588 | 1,414,211 | 1,636,886 | 1,678,885 | 1,585,093 | -5.59% | ↓ |
| **Opening Hours** | | | 485.25 | 530.25 | 534.5 | 536 | 537.5 | 0.37% | ↑ |

## Statistical Overview

| Indicator | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | % difference since last year | |
|---|---|---|---|---|---|---|---|
| **Population – Regional (ABS ERP)** | 366,460 | 375,381 | 384,231 | 395,592 | 405,016 | 2.38% | ↑ |
| **Total Members** | 141,444 | 114,668 | 126,992 | 132,892 | 137,983 | 3.83% | ↑ |
| **Members as % of Population** | 38.59% | 30.55% | 33.05% | 33.6% | 34.068% | 1.39% | ↑ |
| **Membership (active* users)** | 64,685 | 70,495 | 70,067 | 73,080 | 66,847 | -8.53% | ↓ |
| **Mobile Library Locations** | 14 | 13 | 14 | 14 | 13 | - | - |
| **Collection Total (Items)** | 449,300 | 461,545 | 469,399 | 460,425 | 464,670 | 0.92% | ↑ |
| **Collection (New items)** | 113,264 | 124,097 | 104,789 | 97,544 | 106,152 | 8.8% | ↑ |
| **InterLibrary Loan Requests** | 1,069 | 1,250 | 1,603 | 1,894 | 2,097 | 10.7% | ↑ |
| **eCollection Usage** | 363,154 | 322,248 | 357,656 | 462,186 | 409,748 | -11.34 | ↓ |
| **Wifi Sessions** | 36,022 | 88,797 | 119,351 | 128,936 | 197,707 | 53.34% | ↑ |
| **Public Access Internet Sessions** | 360,086 | 320,749 | 295,562 | 223,133 | 242,710 | 8.77% | ↑ |
| **Total eAccess** | 1,587,131 | 1,498,437 | 1,573,315 | 1,621,853 | 2,422,132 | 49.3% | ↑ |
| **Learning Programs** | 2,391 | 2,655 | 3,146 | 3,012 | 2,990 | -0.73% | ↓ |
| **Learning Attendance** | 7,958 | 29,170 | 24,086 | 23,209 | 30,992 | 33.53% | ↑ |
| **Programs Total** | 5,699 | 5,469 | 8,149 | 8,834 | 7377 | -16.49% | ↓ |
| **Staff (EFT)** | 91.44 | 92.02 | 92.64 | 92.3 | 92.48 | 0.2% | ↑ |

## Total Membership

| | BANYULE | MURRINDINDI | NILLUMBIK | OUT-AREA | WHITTLESEA | TOTAL |
|---|---|---|---|---|---|---|
| **Diamond Valley** | 1,781 | 16 | 7,808 | 215 | 337 | 10,157 |
| **Eltham** | 1,649 | 17 | 19,821 | 487 | 188 | 22,162 |
| **Ivanhoe** | 14,534 | 8 | 105 | 1,013 | 119 | 15,779 |
| **Lalor** | 83 | 2 | 57 | 920 | 18,503 | 19,565 |
| **Mill Park** | 461 | 46 | 258 | 463 | 26,842 | 28,070 |
| **Rosanna** | 10,877 | 3 | 83 | 323 | 75 | 11,361 |
| **Thomastown** | 40 | 0 | 14 | 432 | 8,036 | 8,522 |
| **Watsonia** | 11,583 | 6 | 179 | 362 | 255 | 12,385 |
| **Whittlesea** | 141 | 8 | 16 | 7 | 2,485 | 2,657 |
| **Mobile Library** | 168 | 2 | 366 | 11 | 1,459 | 2,006 |
| **Home Library** | 53 | 0 | 19 | 0 | 48 | 120 |
| **Outreach** | 303 | 0 | 141 | 1 | 462 | 907 |
| **Reading Rover** | 12 | 0 | 0 | 0 | 40 | 52 |
| **YPRL-HQ** | 332 | 7 | 281 | 836 | 2,784 | 4,240 |
| **TOTAL** | **42,017** | **115** | **29,148** | **5070** | **61,633** | **137,983** |

## Visitation

| | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | % Change since last year |
|---|---|---|---|---|---|---|
| **Diamond Valley** | 88,404 | 82,044 | 136,357 | 117,030 | 104,881 | -10.38% |
| **Eltham** | 225,803 | 250,024 | 257,072 | 275,586 | 268,591 | -2.54% |
| **Ivanhoe** | 168,427 | 169,103 | 172,403 | 204,835 | 176,522 | -13.82% |
| **Lalor** | 232,489 | 211,219 | 249,437 | 274,173 | 293,281 | 6.97% |
| **Mill Park** | 213,071 | 218,674 | 233,732 | 212,406 | 203,325 | -4.28% |
| **Rosanna** | 132,220 | 135,293 | 193,088 | 181,350 | 131,419 | -27.53% |
| **Thomastown** | 139,716 | 151,981 | 157,214 | 141,354 | 141,387 | 0.02% |
| **Watsonia** | 139,595 | 145,276 | 167,777 | 206,182 | 193,244 | -6.28% |
| **Whittlesea** | - | 35,887 | 44,159 | 50,470 | 51,312 | 1.67% |
| **Mobile Library** | 27,142 | 17,865 | 14,710 | 16,647 | 21,131 | 26.94% |
| **Total Library Visits** | **1,399,513** | **1,357,590** | **1,414,211** | **1,636,886** | **1,585,093** | **-3.16%** |

## Usage Statistics

| Library | Members | Visits | Loans | Holds | Public Access Internet sessions |
|---|---|---|---|---|---|
| **Diamond Valley** | 10,157 | 104,881 | 262,602 | 36,348 | 11,039 |
| **Eltham** | 22,162 | 268,591 | 575,683 | 67,383 | 45,475 |
| **Ivanhoe** | 15,779 | 176,522 | 403,918 | 52,235 | 29,585 |
| **Lalor** | 19,565 | 293,281 | 264,437 | 24,438 | 42,138 |
| **Mill Park** | 28,070 | 203,325 | 541,535 | 50,121 | 32,278 |
| **Rosanna** | 11,361 | 131,419 | 335,354 | 39,102 | 15,762 |
| **Thomastown** | 8,522 | 141,387 | 127,423 | 10,376 | 19,637 |
| **Watsonia** | 12,385 | 193,244 | 374,585 | 33,791 | 41,716 |
| **Whittlesea** | 2,657 | 51,312 | 69,928 | 5,193 | 5,080 |
| **Library Support Services** | 4,240 | - | - | 16,947 | - |
| **Home Library** | 120 | - | - | - | - |
| **Mobile Library** | 2006 | 21,131 | 63,236 | 5,113 | - |
| **Outreach Vehicle** | 907 | - | 22,143 | 3,458 | - |
| **Reading Rover** | - | - | 537 | - | - |
| **Website visits** | - | 1,031,026 | - | - | - |
| **eLibrary loans** | - | - | 195,805 | - | - |
| **Online holds** | - | - | - | 16,947 | - |
| **YPRL App total sessions** | - | 181,798 | - | - | - |
| **Total Usage** | **137,931** | **2,797,917** | **3,237,186** | **361,452** | **242,710** |

# Knowledge & Information

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

We will:

1.  ensure the collection meets the needs and demands of our diverse communities
2.  curate and tailor collections to each branch or service point's communities
3.  support the creation and sharing of local content and stories
4.  provide 24/7 access to collections by growing the eLibrary digital offerings
5.  provide collections and resources which encourage and promote life-long learning and a love of reading for all ages

| Measure of success: | Achieved |
|---|---|
| % of new items loaned in first year of purchase – keep at or above 96% | Yes – 96.6% |
| Maintain or improve patron satisfaction rating for Collections which patrons need or want – Survey Rating 8.28 | To be measured 2018/2019 |
| Maintain or improve patron the satisfaction of prompt turnaround of requests – survey rating 8.70 | To be measured 2018/2019 |
| Increase in % of loans of eBooks, eAudiobooks and eMagazines as a % of total loans | Yes – increased 6.15% |
| Maintaining age of collection standard of 85% | Yes – 88.25% |
| Grow the number of local authors supported by acquiring their works for YPRL collections | Yes – 36 titles added |

**Key Initiatives**

## 1.  Development of YPRL's Collections Strategic Framework and Plan 2018-2022

The Yarra Plenty Regional Library *Collections Strategic Framework and Plan 2018-2022* was developed based on feedback and suggestions from the YPRL Library User survey 2017; the YPRL Staff Collections survey 2017; consultation with staff and patrons and the exploration of local and international trends within the library and associated industry sectors. The Framework and Plan was adopted by the Board in May 2018.

It is a roadmap for acquisition and service provision, as well as a guide to the maintenance of the Collection as a key asset of the library service.  It also describes where we are now, what internal and external influences are impacting on the service, where we should be and what success looks like. The four focus areas which underpin the Framework are:

*   Current and relevant collections
*   Optimised access
*   Curated collections
*   Ensured sustainability

## 2. YPRL's historical digital collection has grown

YPRL's historical digital collection has grown through initiatives such as:

- Added approx. 130 assets (images and documents) to Portfolio – including updating old links from Picture Victoria and catalogue records without images attached.  This included some WW1 related photos.
- Added approx. 650 photos to YPRL Local History Flickr including Fay Thomas Collection (ongoing), Fairfield Paper Mill, Fairfield Boat house and Black Saturday Dickinson collection albums.
- Added new stories to Local Stories App at Diamond Valley and Eltham libraries including Greensborough Shopping Centre (40th anniversary for 2018), Yarra River, Shillinglaw Cottage, Eltham Shire Council Offices.

## 3. Increase in digital borrowing trends

YPRL's eLibrary offerings are reviewed annually to determine usage, popularity and relevance to our communities. Usage, in particular of reading materials in digital formats, continues to increase. Community interest in pursuing life long learning opportunities is highlighted with increasing usage of resources such as Lynda.com and the continued perennial interest in Genealogy resources.

Digital trends across the last year include:

- Age Newspaper Online usage increased by 65%
- Choice Online increased by 23.6%
- eAudiobook loans have increased by 43.4%
- eBook loans have increased by 21.8%
- eMagazine loans have increased by 15%
- Lynda.com increased by 24%

## Collection trends

- Total Loans have increased by 0.43% from 2016-2017
- Loans of the physical collection have decreased by 1.1%
- eBook and eAudiobook loans have increased by 33%
- Picture books, Easy starters, Junior Fiction and Junior Non Fiction loans continue to increase by 1.1%, 5.6%, 0.5% and 1.3% respectively.
- CDs and DVDs continue their downward trend with decreases of 3% and 3.1%
- Print magazines also continue to decrease in usage by 4.19% compared to the digital magazines increasing by 15%

| Collection Statistics | 2016/2017 | 2017/2018 |
|---|---|---|
| **Total physical items** | | |
| Banyule | 125,930 | 118,395 |
| Whittlesea | 160,900 | 153,651 |
| Nillumbik | 83,756 | 76,926 |
| | | |
| **Total loans of physical items** | | |
| Banyule | 1,128,845 | 1,113,857 |
| Whittlesea | 1,003,755 | 1,003,323 |
| Nillumbik | 858,888 | 838,285 |
| | | |
| **Total digital items** | | |
| eBooks | 63,078 | 86,294 |
| eAudiobooks | 12,511 | 13,863 |
| Total no. digital items | 75,589 | 100,157 |
| | | |
| **Total loans of digital items** | | |
| eBooks | 101,492 | 126,623 |
| eAudiobooks | 45,696 | 69,182 |
| Total no. digital loans | 147,188 | 195,805 |
| | | |
| **Total collection** | | |
| Physical and digital | 446,175 | 464,670 |
| | | |
| **Total loans** | | |
| Physical and digital | 3,223,381 | 3,237,186 |
| | | |
| **New items** | | |
| Banyule | 30,628 | 30,613 |
| Whittlesea | 36,175 | 37,000 |
| Nillumbik | 21,337 | 20,674 |
| | | |
| **Turnover** | | |
| Banyule | 8.76 | 9.43 |
| Whittlesea | 5.39 | 5.56 |
| Nillumbik | 9.52 | 10.14 |

## Public Participation

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

We will:

1. Deliver programs and activities to foster reading and literacy
2. Deliver learning programs that respond to evolving community needs
3. Be the partner of choice for the other learning providers in the region
4. Promote libraries as the community hub for learning, creating and connecting
5. Deliver Maker Spaces that empower the creative and entrepreneurial aspirations of our communities

| Measure of success: | Achieved  Yes/No |
|---|---|
| Maintain or grow attendance at all programs (benchmark for 2016/17: 207,759) | No – decreased 4.93% to 197,511 |
| Maintain or grow visits to libraries (benchmark for 2016/17: 1,678,885) | No – decreased 5.59% to 1,585,093 |
| Events and activities for children are valued (benchmark: survey rating average 95.5% of respondents) | To be measured 2018/2019 |
| Events and activities for adults are valued (benchmark: survey rating average 94.4% of respondents) | To be measured 2018/2019 |
| Increase the engagement with Maker Spaces from the current level of 12% (benchmark for 2016/2017: 5,569) | Yes – increased 25% to 6,994 |

**Key Initiatives**

### 1. Delivered significant public programs

A comprehensive suite of events (7300+) was delivered across all library branches, ensuring reading, learning and meeting outcomes for our communities:

Reading programs increased our capacity for literacy, encouraging a love of reading across all age groups. For example, YPRL participated in the development of Inclusive Storytimes, a multi-library initiative to present events suitable for children with social/sensory issues.

Learning programs cultivated social opportunities to learn new technology in a relaxed, encouraging setting, designed to build a community of confident learners. For example, Whittlesea Library's "Be Connected group" is for seniors to develop skills and confidence with their digital device in a social environment.

Community programs provided a catalyst for people to come together, designed to create inclusive and informed communities. For example, Libraries After Dark responded to an identified community need by creating a late night library as an alternative to gambling lounges.

## 2. Maker Space investment

Following a review of its Maker Space program, YPRL made a significant investment in upgrading its Maker Spaces including:

- Upgrades to fittings and furnishings and investment in technology at Watsonia and Eltham Libraries.
- Establishment of a Garden Maker Space at Diamond Valley Library.
- Purchased portable Robotics Maker Space to share between regional libraries.
- Purchased portable Crafts Maker Space kits to share between YPRL and for use in outreach programs.
- Undertook staff training in coding and programming of the Nao Robot.

## 3. Developed our social media presence

YPRL continues to build its audience engagement through use of social media. At year end, YPRL had 9,717 online followers across five platforms.

**Social Media Statistics**

| Platform | Followers 2016/2017 | Followers 2017/2018 |
|---|---|---|
| **Customer eNewsletter** | 1,775 | 3,547 |
| **Facebook – YRPL** | 1,756 | 2,125 |
| **Instagram** | Not measured | 2,061 |
| **Twitter** | Not measured | 1,625 |
| **LinkedIn** | 358 | 421 |

**Total Event Statistics July 2017 – June 2018**

| Branch location | No. of events held | No. of attendees |
|---|---|---|
| **Banyule** | | |
| Ivanhoe | 1,020 | 19,765 |
| Rosanna | 584 | 14,030 |
| Watsonia | 848 | 15,707 |
| **Subtotal** | 2,452 | 49,502 |
| **Whittlesea** | | |
| Lalor | 858 | 22,708 |
| Mill Park | 1,074 | 38,786 |
| Thomastown | 674 | 24,211 |
| Whittlesea | 549 | 19,082 |
| **Subtotal** | 3,155 | 104,787 |
| **Nillumbik** | | |
| Diamond Valley | 440 | 16,858 |
| Eltham | 1,330 | 26,364 |
| **Subtotal** | 1,770 | 43,222 |
| **Mobile Library** | N/A | N/A |
| **Total 2017-2018** | **7,377** | **197,511** |
| Benchmark Total 2016-2017 | 8,834 | 207,759 |

## People & Culture

*Invest in our people and culture because they are at the heart of everything we do*

We will:

1. Create a culture which inspires, supports and develops our people
2. Ensure policies and practices support workplace health, safety and wellbeing
3. Continue to build and deliver excellence in customer service
4. Promote equal opportunity for all

| Measure of success: | Achieved Yes/No |
| --- | --- |
| Satisfaction of library users with library staff service as measured by library surveys (benchmark 2017 – 9.32) | To be measured 2018/2019 |
| Satisfaction of library users with library staff knowledge as measured by library surveys (benchmark 2017 – 9.2) | To be measured 2018/2019 |
| Staff engagement and satisfaction as measured by staff surveys (benchmark 85%) | To be measured 2018/2019 |

**Key Initiatives**

**1. Delivered significant training & development outcomes for YPRL staff**

In response to its 2016 Organisational Health Check, YPRL continues to invest in its staff through offering targeted learning and development opportunities, including:

- Introduction of an online learning portal to deliver a range of compliance training (100% of employees completed Occupational Health and Safety, Bullying & Harassment, Equal Opportunity, and Social Media in the Workplace Training).
- Delivery of an internal six-month Branch Manager pilot mentoring opportunity.
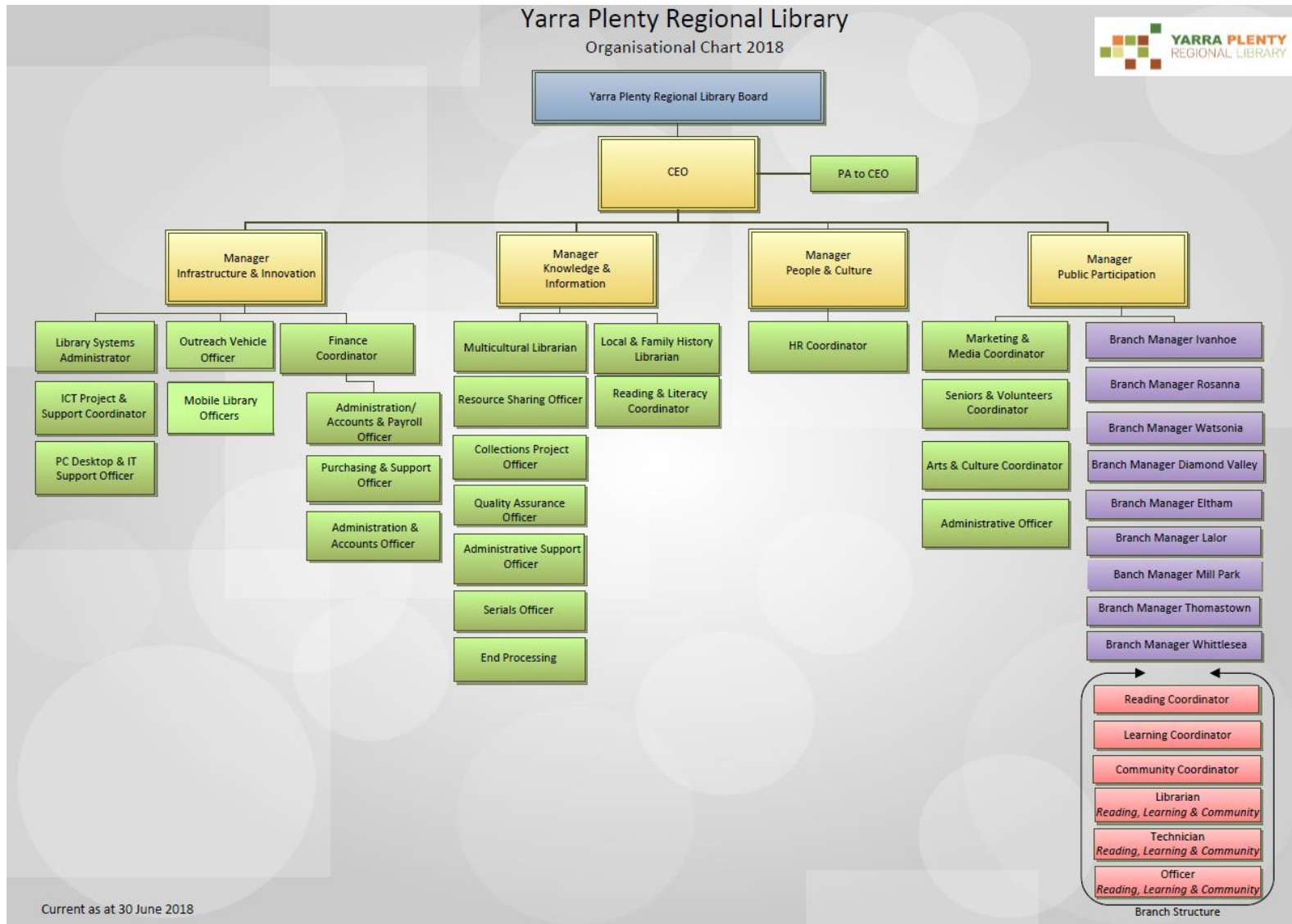- Rollout of Leadership Training Calendar for senior staff.

**2. Continued to improve recruitment processes for permanent and casual staff**

YPRL implemented a contemporary large-scale selection process to recruit employees for its casual staff bank. Additionally an enhanced centralised induction program was developed.

**3. Policies & procedures**

Implementation of YPRL's Child Safe Policy and Procedure continued in a range of areas, including an enhanced security check process with 100% of employees obtaining a Working with Children Check and Police Check. Other People & Culture Policy reviews included Bullying and Workplace Violence Prevention; Equal Opportunity; Sexual Harassment Prevention; and Flexible Working Arrangements.

**Organisational Chart**



Yarra Plenty Regional Library
Organisational Chart 2018

YARRA PLENTY
REGIONAL LIBRARY

Yarra Plenty Regional Library Board

CEO — PA to CEO

**Manager Infrastructure & Innovation**
- Library Systems Administrator
  - ICT Project & Support Coordinator
  - PC Desktop & IT Support Officer
- Outreach Vehicle Officer
  - Mobile Library Officers
- Finance Coordinator
  - Administration/ Accounts & Payroll Officer
  - Purchasing & Support Officer
  - Administration & Accounts Officer

**Manager Knowledge & Information**
- Multicultural Librarian
  - Resource Sharing Officer
  - Collections Project Officer
  - Quality Assurance Officer
  - Administrative Support Officer
  - Serials Officer
  - End Processing
- Local & Family History Librarian
  - Reading & Literacy Coordinator

**Manager People & Culture**
- HR Coordinator

**Manager Public Participation**
- Marketing & Media Coordinator
- Seniors & Volunteers Coordinator
- Arts & Culture Coordinator
- Administrative Officer
- Branch Manager Ivanhoe
- Branch Manager Rosanna
- Branch Manager Watsonia
- Branch Manager Diamond Valley
- Branch Manager Eltham
- Branch Manager Lalor
- Banch Manager Mill Park
- Branch Manager Thomastown
- Branch Manager Whittlesea

Branch Structure:
- Reading Coordinator
- Learning Coordinator
- Community Coordinator
- Librarian *Reading, Learning & Community*
- Technician *Reading, Learning & Community*
- Officer *Reading, Learning & Community*

Current as at 30 June 2018

19

**Staff EFT (Equivalent to Full Time)**

| Staff Totals | Number of Staff | % of YPRL Workforce |
|---|---|---|
| Full Time | 31 | 19.5% |
| Part Time | 101 | 63.5% |
| Casuals | 27 | 17% |
| Total | **159** | **100%** |

| Female/Male Breakdown | | |
|---|---|---|
| **Female Staff Totals** | **Number of Staff** | **% of YPRL Workforce** |
| Full Time | 24 | 15% |
| Part Time | 91 | 57.5% |
| Casuals | 22 | 14% |
| **Subtotal** | **137** | **86.5%** |

| **Male Staff Totals** | | |
|---|---|---|
| Full Time | 7 | 4.5% |
| Part Time | 10 | 6% |
| Casuals | 5 | 3% |
| **Subtotal** | **22** | **13.5%** |

**Conferences and Seminars attended**

- Abecedarian Approach seminar, State Library of Victoria
- AFFHO Congress 2018: Bridging the Past and Future
- CAPOW Creative Conversations, City of Whittlesea (TT)
- Creative Libraries Workshop, State Library of Victoria
- Creative State Summit: Creativity in a Post-Truth World
- FinPro Conference
- FinPro Professional Development
- Fringe Benefits Tax Seminar
- Future Library Congress, EduTECH Australia, Sydney
- Growing Audiences: Engaging Children and Families Summit
- National FutureSchools Expo, Melbourne
- PLVN: Writing Our Story – creating a new history, LibMark Conference,
- PLVN: Stories Matter Conference
- Radical Libraries, State Library of Victoria
- SirsiDynix COSA Conference
- VALA2018 (Victorian Applied Learning Association) Conference

**Professional Memberships**

- ALIA (Australian Library & Information Association)
- Australian Human Resources Institute
- Institute of Electrical and Electronics Engineers
- International Federation of Library Associations and Institutions (IFLA)
- PLVN Collections Special Interest Group
- PLVN Home Library Special Interest Group
- PLVN ICT Special Interest Group
- PLVN Local Studies Special Interest Group
- PLVN LibMark Special Interest Group
- Stephanie Alexander Kitchen Garden
- VALA (Victorian Applied Learning Association)

**Professional Development**

External Training Programs attended:

Building Literacy Before School, presented by Raising Literacy Australia

Child Safety: Train the Trainer program, presented by Child Wise

Code Club Australia training

Conflict Resolution Made Easy workshop

Creative Libraries Workshop, State Library of Victoria

Early Learning Development and Education, State Library of Victoria

Emotional Intelligence workshop, presented by Prime Solutions

Growing Audiences: Engaging Children and Families Summit

Impact of Trauma on Learning workshop, VET Development Centre

Keep a Lookout: libraries supporting vulnerable communities

Working with Aggressive and Challenging Behaviours training

Managing Self, Managing Others program

Understanding Mental Illnesses and the Impacts Upon Learners, VET Development Centre

Occupational Health & Safety Refresher training

Putting People First: Collaborative Social Planning on the Urban Fringe

Early Literacy Training for Hard to Reach Audiences

STEM (Science, Technology, Engineering and Mathematics) in Context With 3D Printers

VALA (Victorian Applied Learning Association) Tech Camp

Building Stronger, More Positive and Effective Teams

Using Arts with Children to Foster Cultural Sharing

Infographics 101

Know your Award and National Employment Standards

Return to Work

So You've Made it to Manager – How to Survive and Thrive

Digital Access to Collections

Taxation and Payroll

Responding to Mental Ill Health in the Workplace

How to manage a successful workplace investigation

Strengthening Seniors Inclusion and Participation

The Next Steps with RoboCup Junior

How to Write Media Releases

Internal Training Programs included:

Mental Health in the workplace

The Future is NAO – Robotics

Health and Safety Representative Refresher

Equal Opportunity Contact Officer Refresher

Introduction to Diversity and Inclusion

Manual Handling

Managing Stress and building resilience

Storytime for beginners/children with special needs

Intermediate Storytime

Mad, Bad, Sad, Tears, Abuse and Threats

First Aid Training and CPR Refresher , presented by Premium Health

Frontline Staff Safety

Staying Well at Work for Managers

Emotional Intelligence for Managers

Dealing with Drug and Alcohol affected people

## Advocacy

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

We will:

1. Inform and respond to government policy
2. Seize opportunities to tell the story of our sector leading services at state, national and international conferences
3. Collaborate with member councils to advocate for the resources to provide sector leading library services
4. Advocate the role of public libraries in creating sustainable cities, towns and communities
5. Promote our library service as a partner of choice, contributing to the regions social, cultural and economic growth

| Measure of success: | Achieved Yes/No |
|---|---|
| Maintain or increase the number of partnerships to deliver sector leading services and programs | 136 partnerships |
| Maintain or increase grants and sponsorship of services and programs (benchmark 2016/17: 9 grants to the value of $213,241) | Yes – increase 12% to 12 grants valued at $239,614 |
| Deliver at least six presentations at key forums and conferences | Yes |

**Key Initiatives**

### 1. Libraries After Dark

Libraries After Dark is a unique gambling harm prevention initiative delivered by a consortium of local government library services in Melbourne's north supported by the Victorian Responsible Gambling Foundation (VRGF). The initiative is a pilot project funded by VRGFs Prevention Partnership Program, led by Moreland City Council and delivered in partnership with the Councils of Darebin, Hume and Whittlesea, Yarra Plenty Library and the VLGA. Mill Park Library is open late every Thursday for Libraries After Dark, offering a community lounge as an alternative to the pokies lounge, with free tea, coffee and events. Since Thursday 2 November 2017 to Saturday 30 June 2018, YPRL's Libraries After Dark has held 31 events and had 1208 attendees.

### 2. Strategic Partnerships to enhance community development outcomes

YPRL entered into significant partnerships designed to co-deliver training and education services within its library branches, including:

- Establishment of Chancez Café at Mill Park Library, a program of Araluen designed to reduce the sense of isolation experienced by people with disabilities and dispel the stigma of disability in the community. The development of Chancez Café was facilitated through the Whittlesea Community Futures Partnership Prospectus. The WCF Partnership is an

innovative initiative that aims to bring together philanthropists, community service organisations, government departments, businesses and local communities to address some of the social disadvantage issues faced by the City of Whittlesea community. Chancez Cafe at Mill Park Library was the first initiative to get off the ground since the Prospectus was launched.

- Establishment of This Thomo Coffee Cart. This Thomo Coffee Cart is an initiative of Thomastown Neighbourhood House which is co-located at Thomastown Library. The coffee cart offers cafe operations experience for volunteers and is an employment education pathway.
- Made in Thomastown social enterprises at Thomastown Library. Made in Thomastown is a federally-funded (Scullin Stronger Communities Grant – Andrew Giles MP) joint initiative with Thomastown Library and Thomastown Neighbourhood House which makes use of the Maker Space and its community users to create soft toys from recycled materials, which are sold in the branch.

All initiatives build on the partnership between the organisations and create a sense of pride of place and belonging, empowering individuals to build skills and explore employment pathways.

## 3. GRANTS

**Grants received in 2017/2018:**

| Name of Grant | Type | Value in AUD |
|---|---|---|
| Local Priorities – operating | State | 123,983 |
| Premiers Reading Fund Capital | State | 56,596 |
| Toy Library Lalor | Other | 5,400 |
| Finding My Place Grant | Other | 10,909 |
| Cultural Heritage Grant | Local | 500 |
| Sensitive Santa Grant | Community | 1,000 |
| Whittlesea Dark Past Grant | Local | 3,375 |
| Libraries After Dark | State/Local | 32,500 |
| Comic Con | Local | 3,351 |
| Women's History Month | Other | 500 |
| Be Connected Grant | Local | 1,500 |
| **Total:** | | **239,614** |

4. **Industry advocacy through delivery of presentations in the library sector.**
   - Adam Cooper, Manager Lalor Library, presented *The Rough Guide to Starting Your Library Career* seminar at the Box Hill Institute.
   - Serena Bellotti, Manager Mill Park Library, and Kylie Carlson, Coordinator Community, Learning and Partnerships, City of Yarra Libraries, presented on *Chancez Café at Mill Park Library: A partnership born of community, passion and heart*, at the Libraries as Radical Institutions Conference, State Library of Victoria
   - Joyce Dickson, Manager Whittlesea Library, presented an introduction session at a Probus General Meeting, highlighting the events, services and resources that Yarra Plenty Regional Library has on offer.
   - Karen Seligman, Learning Coordinator Thomastown Library, chaired a conference session at *VALA2018* (Victorian Applied Learning Association) Conference
   - Kate Hansen, Arts and Culture Coordinator, and Carolyn Jury, Seniors and Volunteers Coordinator, presented *The Benefits of Hindsight: a reflective exhibition with a view to the future* at the Stories Matter seminar hosted by Multicultural Services and Programs and the Local Studies PLVN SIGs (Public Libraries Victoria Network, Special Interest Group).
   - Liz Pidgeon, Local and Family History Librarian, co-facilitated the *Stories Matter* seminar hosted by PLVN Local Studies and Multicultural Special Interest Groups.
   - Helen Lightbody, Reading Coordinator Mill Park Library, Kylie Carlson, Coordinator Community, Learning and Partnerships, City of Yarra Libraries, Cory Greenwood, Team Leader Marketing and Online Development, City of Yarra Libraries, and Joanne Sinclair of Amaze presented *Sensitive Storytimes: Inclusive practise in public libraries* at the launch of Amaze's Sensitive Storytime training resource for librarians.

# Infrastructure & Innovation

*Create innovative digital and physical infrastructure to deliver sector leading services*

We will:

1. Nurture and support innovation using technology and creative spaces
2. Provide robust and flexible network infrastructure, sustaining our service delivery
3. Adopt a leading role within public libraries to facilitate the collaboration generation and development of ideas
4. Respond and evolve as the technology needs of our community change
5. Provide or adapt flexible spaces that serve the changing needs of our community

| Measure of success: | Achieved Yes/No |
|---|---|
| Ensure that the provision of public PCs exceeds the demand for 95% of library opening hours | Yes – 99% |
| Ensure that access to the internet via Wi-Fi and fixed PCs is available for 99% of library opening hours | Yes – 99.2% |
| Maintain or exceed our 8.9 customer satisfaction rating with opening hours | To be measured 2018/2019 |
| Maintain or exceed our 9.3 Customer satisfaction score relating to our libraries being safe and 9.1 customer satisfaction score relating to our welcoming spaces | To be measured 2018/2019 |

## Key Initiatives

### 1. Mobile Library refurbishment

YRPL's mobile library underwent significant repairs and refurbishments including panel beating, repairing a leaking roof, installing new carpet and lights, improving the hydraulics system, and general maintenance. The outer shell of the mobile library, which was also in poor condition, has been repaired and the graphics replaced with an updated modern design to ensure the vehicle is eye-catching and fresh. YPRL has spent in the order of $50,000 refurbishing the mobile library.

### 2. Mobile Device Management rollout

ICT project saw a rollout of 100 new iPads across the region to replace the existing fleet. A complete review of all apps used by YPRL was undertaken, and a Mobile Device Management platform selected and implemented to allow for more efficient remote management.

### 3. Replace after hours returns chutes

Rollout of new returns chutes to eight branches locations. Project included market search for products that will provide improved user experience, and evaluation and testing of available options.

4. **Network Review**

YPRL appointed an external party to review internal networks against current best practice. A region wide project to implement the recommendations is now underway.

5. **Office 365**

Migrate all YPRL mailboxes to Office 365 and begin exploring how the service might make use of some of the new tools which are now available.

# Finance & Governance

*Optimise public value through sustainable financial management and governance*

We will:

1. Responsibly manage our budget to deliver best value to our community
2. Continually monitor and optimise our processes for efficiency
3. Commit to good governance practices in all we do
4. Proactively advocate on behalf of the library service to ensure a financially sustainable future
5. Collaborate with our member councils to deliver environmentally sustainable facilities

| Measure of success: | Achieved  Yes/No |
|---|---|
| Maintain a positive adjusted underlying  surplus (within approved local government target guidelines) | Yes: $146,769 |
| Maintain  sound liquidity (within approved local government target guidelines) | Yes: 1.78 |
| Maintain a sound asset renewal indicator  (within approved local government target guidelines) | Yes: 1.14 |
| Successful completion of annual audit program | Yes |
| Maintain our cost per loan metric at or below the Victorian State average | Yes: $3.93 (Victorian average is $4.63) |

## Key Initiatives

### 1. Asset Management

YPRL undertook a major project to consolidate all assets into a single management portal, permitting increased visibility of assets and cost savings through better management of leases.

## Financial Reports

## Independent Auditor's Report

END

## Agenda Item 5:    Revised Budget 2018 – 2019

| | |
|---|---|
| Responsible Officer: | Chief Executive Officer |
| Author: | CEO |
| | |
| Attachment: | Revised Budget 2018 - 2019 |

### REPORT

SUMMARY

This report is for the Board to adopt amendments to its adopted 2018/2019 Budget.

INTRODUCTION

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.

REPORT

The 2017/2018 Budget included a significant increase in the estimated amount of Library Fees and Fines to be collected.  The photocopy income budget was set at $175K with actual income being $147K ($28K reduction).  The overdue charges budget was set at $285K with the actual income being $213K ($72K reduction).  The combined income reduction was $100K.

The adopted 2018/2019 Budget reduced the 2017/2018 Budgeted income for these items by only $15K.  Given the 2017/2018 actual income results it is recommended that a revised budget of $403K be set for the total Library Fees budget which is a reduction of $83K.

Savings have been identified in casual salaries; administration; branch costs and public participation to offset this estimated income reduction.

Attached is a table outlining the 2018/2019 Adopted Budget and the 2018/2019 Revised Budget.

**2018/2019 Combined Operating and Capital ( Cash) Budget**

| | 2018/19<br><br>Budget | 2018/19<br>Revised<br>Budget | Variance<br>Adopted Budget<br>/ Revised Budget |
|---|---|---|---|
| **REVENUE** | $ | $ | |
| | | | |
| **Council Contributions** | 12,003,030 | 12,003,030 | 0 |
| **State Government Funding** | 2,391,143 | 2,391,143 | 0 |
| **Local Priorities** | 125,850 | 125,850 | 0 |
| **Premiers Reading Challenge Fund** | 56,595 | 56,595 | 0 |
| **Library Fees** | 486,486 | 403,532 | 82,954 |
| **Interest** | 80,000 | 80,000 | 0 |
| **Other (Includes'one off Grants' )** | 146,150 | 146,150 | 0 |
| | | | |
| **TOTAL REVENUE** | 15,289,254 | 15,206,300 | 82,954 |
| | | | |
| **EXPENSES** | | | |
| | | | |
| **Employee Costs** | 9,476,489 | 9,430,746 | 45,743 |
| **Administration Costs** | 626,059 | 609,259 | 16,800 |
| **Branch Costs (Incl Mobile Library Service)** | 844,400 | 831,990 | 12,410 |
| **Infrastructure and Innovation ( IT)** | 1,080,204 | 1,080,204 | 0 |
| **People and Culture** | 214,580 | 214,580 | 0 |
| **Public Participation** | 175,650 | 167,650 | 8,000 |
| **Collection Non Capital** | 932,496 | 932,496 | 0 |
| **Capital Expenditure - Collection** | 1,813,525 | 1,813,525 | 0 |
| **Capital Expenditure - Other** | 125,850 | 125,850 | 0 |
| | | | |
| **TOTAL EXPENSES** | 15,289,254 | 15,206,300 | 82,954 |
| | | | |
| **CASH RESULT -  PROFIT (LOSS)** | 0 | 0 | 0 |

CONSULTATION

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

CRITICAL DATES

It is important that any changes to the adopted budget be made early in the financial year.

FINANCIAL IMPLICATIONS

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

POLICY STRATEGY AND LEGISLATION

Section 128 (1) of the Local Government Act (1989) as amended, states that a revised budget (i.e. a formal budget process) must be prepared if the circumstances of such a revision causes a material change to the budget that will affect the financial operations and position of the Board.  As the revised budget amendments that are proposed are 'immaterial' a formal revised budget process is not necessary.

LINKS TO STRATEGIC PLAN

Focus 6    Finance and Governance

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

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.

CONCLUSION

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

**RECOMMENDATION**

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

|  | |
|---:|---|
| **M:** | |
| **S:** | |

## Agenda Item 6:    Audit Committee Report

Responsible Officer:     Chief Executive Officer

Author:                  Jane Cowell

### REPORT

SUMMARY

This report is for the Board's information.

The Audit Committee meeting will be held immediately prior to the Board meeting.  The draft Financial Statements 2017/2018 and the Budget Progress Report were the two Audit Committee Agenda Items.

A verbal report will be given to the Board.

LINKS TO STRATEGIC PLAN

Focus  6   Finance and Governance

*Optimise public value through sustainable financial management and governance*

- *Committing to good governance practices in all 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.

### RECOMMENDATION

**THAT the Board resolves to receive the Report**

**M:** _____

**S:** _____

## Agenda Item 7:     Policy Change: Remove Fines on Children's Collection Items

| | |
|---|---|
| Responsible Officer: | Chief Executive Officer |
| Author: | Jane Cowell |

### REPORT

INTRODUCTION

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.

SUMMARY

Children and their wellbeing have been identified as key strategic outcomes for YPRL's three member Councils.  YPRL has a core strategic aim to encourage and promote life-long learning and a love of reading for all ages.  The Library Service invests both staff resources and budget in early literacy programs, children and young people activities and learning, to encourage all young people to become literate, informed citizens.  Part of this encouragement is for children and young people to become members of the library and use all of our resources on offer.  Our current overdue fine policy actively counters this aim with local anecdotal evidence proving it is a significant deterrent for parents in allowing their children to join the library, especially for those families from a low socio-economic background.  Removing fines from all children's items will eliminate this barrier, and has the potential to result in higher numbers of children joining the library and a subsequent increase in borrowing, both key measures for the YPRL Library Plan.

BACKGROUND

Globally public libraries are rethinking the purpose and efficacy of charging overdue fines as a deterrent to overdue books.  Major public library systems such as the New York Public Library removed fines from children's items after they discovered that 1 in 5 children in New York were banned from using the library because of unpaid fines with over half of these members concentrated in the poorer suburbs1.  Research studies for academic libraries have shown that fines are a deterrent for overdue books but only in the short term and are related to the wealth of the user2.  Other research studies show that library fines punish the poorer library members harder.  Further research into the economic basis for

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[1] The case against library fines – according to the head of the New York Public Library, Anthony W. Marx December 18, 2017 https://qz.com/1158839/the-case-against-library-fines-according-to-the-head-of-the-new-york-public-library/ accessed 12/07/2018

[2] Effects of monetary sanctions on behaviour:  Evidence from Library Fines, Matheus Albergaria https://cef.fgv.br/sites/cef.fgv.br/files/5_effects_of_monetary_sanctions_on_behavior_evidence_from_library_fines.pdf accessed 17/07/2018

library fines has shown that the loss of trust in the library as a welcoming community place willing to mount literacy programs as a benefit for families is a far greater cost to the library service than the revenue gained from the fines on overdue children's items[3].

In Australia, the City of Sydney ran an 8 month trial of no fines in 2017.  They reported that three times as many overdue books were returned to the library over this period.  People reported that they had been afraid to return the books that were past their due date because of a fear they would be 'punished' by staff.  Staff morale also rose as they no longer spent time on confronting exchanges with members who were angry, distraught, or indignant about overdue fines.  And the fear that removing fines would result in all books being seriously overdue was unfounded as 95 percent of all materials were returned within a week of their due date.[4]

REPORT

As part of my listening tour to all Branch team meetings the number one request from staff is to remove fines from children's items.  Staff reported that the result of these fines is that children, especially from low socio-economic backgrounds, are barred from using the library by their parents.

Anecdotally they also report that when they undertake outreach to communities from low socio-economic areas that parents refuse to join their children up to the library, citing the fear of fines as the main reason.

Currently there are 30,106 children and young adult members (who are under 18) barred from using the library due to unpaid fees.  Often this means that these borrowers never return to the library which is counter to why the library exists: to encourage life-long learning, literacy and to contribute to building strong, resilient communities.

According to the Library Management System report, in the 2017/18 financial year $30,000 of overdue fines was allocated to all children's collection items (Under 18 collections).  $10,000 worth of fines was waived by library staff under policy guidelines and $20,000 worth of fines was collected.  An efficiency dividend has been run over non fixed costs within the budget and $95,000 of savings has been identified.  This will be offset against the expected shortfall in revenue from overdue fines as evidenced from the 2017/18 EOY position and from this proposed policy change.  A revised budget will be put to the Board at

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[3] Long Overdue: Why public libraries are finally eliminating the late-return fine. Ruth Graham, February 6, 2017
http://www.slate.com/articles/arts/culturebox/2017/02/librarians_are_realizing_that_overdue_fines_undercut_libraries_missions.html accessed 12/07/2018

[4] City of Sydney is axing fines for overdue library books because they don't work, Benedict Brook July 5, 2017     https://www.news.com.au/finance/money/costs/city-of-sydney-is-axing-fines-for-overdue-library-books-because-they-dont-work/news-story/9499de2a9a6b76be408b34177867ec4c
Accessed 18/07/2017

the September meeting for approval reflecting this decrease in expenditure and a decrease in expected revenue.  As a result there is no negative impact from the proposed policy change on the 2018/19 budget position.

The following criteria was used in determining a possible solution:

- Library Management System capability;
- Greater use of children's resources;
- Increase in children library membership; and
- Ensuring that those children in lower socio-economic communities face fewer barriers to using the library.

From these specifications, the solution identified is to remove fines from all children's items rather than from children's cards as operationally and with the self-check options, parents generally issue all their items on the first card to hand.

Therefore, it is proposed that YPRL remove overdue fines on all children and teen collection items from the date of announcement which is proposed to be August 17 2018.

CONSULTATION

- Executive Leadership team, Branch Managers, Branch staff teams, IT staff;
- External consultation with other Corporation CEOs.

CRITICAL DATES

Approval of the Policy change is required by Friday 3 August 2018.  A media release from the Board Chair and communication plan will be developed for rollout in Children's Book Week 17 – 24 August, 2018.

FINANCIAL IMPLICATIONS

As per the revised budget position which will be put to the Board at the September Board meeting there are nil financial implications.

POLICY STRATEGY AND LEGISLATION

Nil

LINKS TO STRATEGIC PLAN

Focus 1     Knowledge and Information

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

Focus 2     Public Participation

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

Focus 4     Advocacy

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

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.

CONCLUSION

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.

**RECOMMENDATION**

**THAT 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.**

| | |
|---|---|
| **M:** | |
| **S:** | |

## Agenda Item 8:      Responsible Conduct Policy

Responsible Officer:        Chief Executive Officer

Author:                     Jane Cowell

Attachment:                 Responsible Conduct Policy

### REPORT

INTRODUCTION

This report is for the Board's decision.

BACKGROUND

The Library Policy was adopted by the Board in 2014 and set out the terms and conditions of membership and loans;  the conduct of persons in the library; unattended children in the library; volunteers in the library;  meeting rooms; notice boards, displays and exhibitions; and outlines the complaints procedure.  Other policies to be developed that will ultimately replace the Library Policy are Membership Policy, Unattended Children in the Library Policy, Meeting Rooms and Community Noticeboards, Displays and Exhibitions Policy.

REPORT

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 purpose of the Responsible Conduct Policy (the Policy) is to contribute to Yarra Plenty Regional Library Service being:

• a safe place
• a welcoming place
• a respectful place, where
    -   needs and interests can be pursued freely;
    -   people show due regard to the needs, sensitivities and rights of others.

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 Policy is implemented through the Responsible Conduct Procedures.  In-house training is being developed to ensure that staff are aware of their responsibilities under this policy and to give guidance in the appropriate staff response.

## CONSULTATION

Consultation has been through Branch Managers to their teams and the Executive Leadership Team has had significant input to ensure that the Policy reflects best practice and is supported by the appropriate procedures and practices

## CRITICAL DATES

The policy will be reviewed every three years

## FINANCIAL IMPLICATIONS

There are no financial implications

## POLICY STRATEGY AND LEGISLATION

Not applicable

## LINKS TO STRATEGIC PLAN

Focus 6    Finance and Governance

Strategy:  Committing to good governance practices in all 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.

## CONCLUSION

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.

## RECOMMENDATION

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

**M:** _____

**S:** _____

# Responsible Conduct Policy
# Public

Release No:      2.0
Status:          Draft
Version Date:    September 2018

Approved:        YPRL Board
Next Review:     September 2021

| Policy Name | **Responsible Conduct Policy - Public** |
|---|---|
| Version number | 2.0 |
| Policy date | September 2018 |
| Date to be reviewed | September 2021 |
| Responsibility | CEO with delegation to Manager Public Participation |
| Related policies and procedures | Employee Code of Conduct<br>Responsible Conduct Procedures<br>Internet Access Policy |

- **Authority**

Yarra Plenty Regional Library Board

- **Purpose**

The purpose of the Responsible Conduct Policy (the Policy) is to contribute to Yarra Plenty Regional Library Service being:

- a safe place
- a welcoming place
- a respectful place, where
  - needs and interests can be pursued freely;
  - people show due regard to the needs, sensitivities and rights of others.

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.

- **Scope**

The Policy applies to:

- YPRL premises and anybody occupying those premises
- Communication with YPRL staff conducted from outside YPRL premises, by mail, telephone, email, other Internet service or any other means.

- **Related Procedures**

The Policy is implemented through the Responsible Conduct Procedures.

- **References**

The Policy is supported by:

- Internet Access Policy
- *Information Privacy Act 2000*
- Employee Code of Conduct

- **Definitions**

| Term | Definition |
|---|---|
| **Inconsiderate or offensive behaviour** | Includes but is not necessarily limited to<br>• communication that causes offense or disturbance to others;<br>• displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred, and representations of violence;<br>• being noisy in designated quiet areas (including receiving and conducting mobile telephone calls);<br>• personal hygiene or dress contrary to minimum community norms;<br>• canvassing or hawking;<br>• interference with personal property;<br>• abuse of YPRL property, or behaviour that puts YPRL property at risk, including misuse of furniture and eating or drinking in non-designated areas;<br>• abuse of YPRL systems and processes (e.g. deliberately misfiling library material, circumventing booking systems). |
| **Infringement of security and safety** | • events, actions or behaviours that harm, or threaten or create risk of harm (including intimidation and harassment);<br>• theft or malicious damage of property, including personal property and the property of the YPRL;<br>• trespass, including unauthorised entry to non-public areas and unauthorised access to YPRL information systems. |
| Incident Report | A report that is prepared following an infringement of security or when a client refuses to cooperate with staff enforcing the Policy. |
| The Policy | The Responsible Conduct Policy |
| VPS | Victoria Police Service |
| Yarra Plenty Regional Library premises | Branch libraries at Greensborough, Eltham, Ivanhoe, Rosanna, Watsonia, Lalor, Mill Park, Thomastown and Whittlesea; any transport service operated by the YPRL and any other premises or areas that YPRL has leased, hired, or otherwise contracted to use. Surrounding common areas are subject to the Policy only if the YPRL has contracted the use of those areas. |

## 8.  Policy Statement

### 8.1  Standards of behaviour

Yarra Plenty Regional Library welcomes everybody subject only to observance of two commonplace standards of behaviour:

- that the security and safety of people or property is not infringed;
- that due regard is shown for the needs, interests and rights of others.

Failure to observe these standards is considered unacceptable.

## 8.2    Unacceptable behaviour

**Unacceptable behaviour** includes:

- behaviour that is otherwise inconsiderate or offensive, including but not necessarily limited to:
    - communication that causes offense or disturbance to others;
    - displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred, and representations of violence;
    - being noisy in designated quiet areas (including receiving and conducting mobile telephone calls);
    - personal hygiene or dress contrary to minimum community norms;
    - canvassing or hawking;
    - interference with personal property;
    - abuse of YPRL property, or behaviour that puts YPRL property at risk, including misuse of furniture and eating or drinking in non-designated areas;
    - abuse of YPRL systems and processes (e.g. deliberately misfiling library material, circumventing booking systems).
- **infringing the security and safety** of people or property includes:
    - events, actions or behaviours that harm, create risk of harm or threaten harm, including intimidation and harassment;
    - theft or malicious damage of property;
    - trespass, including unauthorised entry to non-public areas and unauthorised access to YPRL information systems.

YPRL staff are empowered to determine whether or not behaviour is unacceptable for the purposes of the policy.

## 8.3    Response to infringements of security and safety

Role of Yarra Plenty Regional Library staff

YPRL staff are required to refer all apparent infringements of security to their Manager and then complete an incident report.

## 8.4    Response to inconsiderate or offensive behaviour

The initial response to inconsiderate or offensive behaviour is to encourage the person responsible to behave in a more considerate manner.  Ejecting a person from YPRL premises or terminating communication with YPRL staff conducted from outside YPRL premises is a last resort, only ever warranted after conciliatory approaches have failed, or in response to infringements of security.

Initial response

With reference to the detailed description in the Responsible Conduct Procedures document, the response of YPRL staff to inconsiderate or offensive behaviour is to:

- point out the possible adverse impacts of the client's behaviour on others;
- support the person in using the YPRL effectively.

### Second response and ejection

A person on YPRL premises whose behaviour is unacceptable, and who fails to heed initial approaches by YPRL staff, will be informed by the Branch Manager or most senior officer available that under the Policy they will be ejected from the premises.

When a person is being ejected from YPRL, the person is told (by the Branch Manager) why they are being ejected, that the ejection is occurring under the Policy and that they will not be permitted to re-enter YPRL premises until the next day.

### Termination of communication with YPRL staff conducted from outside YPRL premises

A person who behaves unacceptably in communicating with YPRL staff from outside YPRL premises (by being abusive, for example) will be informed that communication will be terminated unless the behaviour ceases.  Communication will be immediately terminated unless the person complies.

### Incident Report

An Incident Report should be completed following any of the circumstances described above.

In the case of a client leaving the premises prior to Branch Manager's involvement and ejection, staff should complete an Incident Report.

### Authority

The authority to initiate the ejection of a person from YPRL premises under the Policy is delegated to the Branch Manager or most senior officer available.

Authority to terminate communication by person any person from outside YPRL premises under the Policy is delegated to all staff.

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**8.5      Bans**

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### Grounds

A person may be banned from entering YPRL premises or communicating with YPRL staff from outside YPRL premises ('banned'), on the following grounds:

- infringements of security or safety;
- they have been the subject of multiple Incident Reports or had communication with YPRL staff from outside YPRL premises terminated three times within a 6 month period;
- A person may be banned only on condition that their identity can be positively established.

Note that Branch Manager Reports with reference to YPRL clients may be taken into consideration by the CEO regarding the issuing of a ban.

### Authority

The CEO has the authority to issue bans for any period.

YPRL Executive Leadership Team (ELT) has delegated authority to issue a ban and to determine the duration of a ban up to a maximum of six months.

Consequences

A person who has been banned may be issued with a letter on the premises or may be informed by registered letter of the ban.  The letter will include a summary of incidents leading to the ban, the basis of the ban in policy, the duration of the ban and appeal rights and procedures.

The duration of a ban is at the discretion of the CEO or ELT member and is determined by circumstances leading to the ban and whether the banned person has been previously banned.

A banned person who is seen on YPRL premises will be immediately asked to leave by the Branch Manager or most senior officer available.

Entering or attempting to enter YPRL premises during the term of a ban is grounds for extending the ban.

Appeals

A person who has been banned may appeal to the CEO to reduce the duration of the ban.  The CEO may delegate consideration of the appeal of the ban to an ELT member but not to the ELT who originally issued the ban.

The determination of the appeal will be made by consideration of the available Incident Reports and records, and any case put forward by the person seeking the review.

The appeal should be settled within 1 week of its receipt and client informed of the outcome as soon as is practicable.

Register of bans

A register of current bans is maintained and kept at YPRL Library Support Services (LSS) offices.  It may be viewed on request by library service staff.  The Register may include a copy of the ban notice and other information identifying banned people, including photographs.

## 8.6 Protection of Yarra Plenty Regional Library Property

YPRL may seek restitution for serious damage to, or theft of YPRL property resulting from apparently intentional or reckless actions.

## 8.7 Information privacy

Under the State Government's *Information Privacy Act 2000* and its own *Intellectual Freedom Policy* YPRL is committed to protecting the privacy of clients.

Formal records are made of infringements of security or a clients' refusal to cooperate with staff enforcing the Policy.  These records serve the enforcement of the Policy, and inform improvement of the Policy, related Procedures and staff training.

A record made in the enforcement of the Policy is treated as confidential and subject to strict controls:

- Records are registered in YPRL's central files
- Records are made available within YPRL only for purposes related to the enforcement of the Policy and only with the sanction of the CEO or an ELT.  Incident Reports are routinely distributed to:
  - Executive Leadership Team members
  - Branch Managers
  - OH&S Committee

- Records are made available outside the Yarra Plenty Regional Library only with the specific permission of the Yarra Plenty Regional Library CEO and only if this is required under law, is reasonably necessary for the enforcement of the criminal law, or there are reasonable grounds for believing that any person's life or health would be put at risk by not disclosing the information.
- Members of the public have access to their personal records created in the enforcement of the Policy in accordance with the Information Privacy Act 2000.

YPRL staff will discuss and disclose information about individual's conduct only when reporting incidents or debriefing with supervisors or managers.

## 8.8    Training and Development

The Policy will form part of the welcome pack supplied to YPRL staff upon commencement. Managers will ensure staff training is offered each year with customer service staff required to attend every two years.  Training includes:

- the legal and ethical framework underlying the Policy;
- developing a shared sense of acceptable and unacceptable behaviour;
- engaging with clients behaving unacceptably;
- threat assessment and appropriate action;
- responding to the display of potentially offensive or objectionable material;
- strategies for de-escalating conflict and withdrawing from unsafe situations;
- incident reports and administration of the Policy;
- debriefing staff who have been involved in upsetting interactions (supervisors and managers).

Staff who have been involved in threatening or upsetting interactions with clients will be personally debriefed by a supervisor or manager and will be encouraged to access the Employee Assistance Provider.

Managers will ensure orientation to the policy and procedures will be delivered by each Branch or Department implementing the policy and procedures.

## 8.9    Administration of the Policy and Procedures

The Responsible Conduct Policy and Procedures will be reviewed every three years, to ensure a shared understanding of the policy and procedures and to ensure most effective application of the policy at YPRL.

## 9.    Approval

Approved by Yarra Plenty Regional Library Board

Date: 6 September 2018

## Agenda Item 9:     YPRL Motor Vehicle Policy

| | |
|---|---|
| Responsible Officer: | Chief Executive Officer |
| Author: | Alan Butter, Manager Infrastructure & Innovation |
| | |
| Attachment: | Draft Motor Vehicle Policy |

### REPORT

SUMMARY

This report is for the Board's consideration and adoption of the YPRL Motor Vehicle Policy.

INTRODUCTION

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.

REPORT

YPRL's two vehicles are commercial Volkswagen Caddy Vans. Both are garaged at the homes of staff members and used in the course of their daily activities within the library service. Up to this point, YPRL has not had a vehicle policy outlining how these vehicles should be operated and managed.

RESULTS

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.

The mobile drivers employ their vehicle to transport library materials between the mobile and the Ivanhoe branch. No YPRL branch has facilities that would permit the mobile library to visit the branch, hence the requirement for a shuttle vehicle. The vehicle is also used on Tuesdays and Thursdays where a shift swap is needed to cover the evening stops. The personal use component is any travel between home and the Whittlesea depot where the mobile library is garaged or to a stop to meet the mobile library for a shift change.

The second vehicle is used primarily by ICT staff but while at LSS is available for any staff member's use on YPRL business. The vehicle is garaged at the home of YPRL's PC Desktop and Support Officer. Given the geographical size of YPRL's operational area, it often makes sense to plan for branch support visits within the PC Desktop and Support Officer's commute to or from LSS and this incorporates the personal use component.

The Motor Vehicle Policy provides the basis on which the vehicles can be operated by staff within YPRL while maintaining compliance with applicable legislation.

LINKS TO STRATEGIC PLAN

Focus 6    Finance & Governance

Optimise public value through sustainable financial management and governance

- Committing to good governance practices in all 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.

## CONCLUSION

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

**RECOMMENDATION**

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

|  |  |
|---|---|
| **M:** | |
| **S:** | |

| | |
|---|---|
| Policy Name | **Motor Vehicle Policy** |
| Version number | 2.0 |
| Policy date | September 2018 |
| Date to be reviewed | September 2021 |
| Responsibility | Manager Infrastructure and Innovation |
| Related policies and procedures | Employee Code of Conduct<br>Enterprise Bargain Agreement<br>Smoking, Drug and Alcohol in the Workplace Policy |

**Purpose**

This policy guides the purchase, use, maintenance and disposal of Yarra Plenty Regional Library (YPRL) light fleet vehicles.

**Scope**

This policy applies to YPRL employees that have any form of personal use of a YPRL vehicle.

**Note**

The position of YPRL is that YPRL owned vehicles will not be allocated for Private or Limited Private Use for new employees of YPRL.

**Definitions**

| | |
|---|---|
| Registered Vehicles | means registered with VicRoads for driving or towing on roads; |
| Light Vehicle | all passenger and light commercial motor vehicles under 4.5 tonnes, required by YPRL officers to undertake their normal duties; |
| Commuter Use | applies where a YPRL vehicle is used for commuting to and from work.  The vehicle is to be garaged within the employee's residence and is not to be used for private use.  The decision to recommend an employee for commuter use must be made in consultation with the relevant Executive Manager and approved by the CEO.  Commuter Use is conditionally upon the number of vehicles available in the fleet and may be withdrawn at any time, without compensation being paid provided two weeks' notice is given.  Commuter Use vehicles must be returned to YPRL when the Vehicle Holder is on any type of leave for a period in excess of one day; |
| Vehicle Holder | the YPRL employee whom the vehicle has been allocated for either work and/or commuter use; |

| Reallocation | the assignment of an existing vehicle to a YPRL employee resulting in a change in vehicle usage category or allocation to another YPRL employee; |
| --- | --- |
| Temporary Allocation | the assignment of an existing vehicle to a YPRL employee on a temporary basis (two weeks to three months). |

**Responsibility**

The Chief Executive Officer shall have overall accountability for the review and management of this Policy.  Operational responsibility is delegated to the Manager Infrastructure & Innovation. The Manager Infrastructure & Innovation shall be responsible for the purchase/provision and disposal of vehicles under this policy within delegated expenditure limits.

**Policy**

YPRL light vehicles may be accessed by any appropriately licensed staff members, subject to availability.

Employee responsibilities:

- When driving company vehicles employees must obey road rules at all times
- Must be courteous to other road users
- Under no circumstances must an employee operate a YPRL vehicle while un-licenced or on a suspended licence.

**Vehicles operating parameters**

YPRL will pay for all fuel, electronic toll charges, servicing, repairs, registrations, insurance, Fringe Benefits Tax (FBT) and RACV costs associated with YPRL vehicles.

The Vehicle holder will be issued with a Motorpass card, which is to be used for all fuel purchases (where practical) for the allocated vehicle.  Accurate vehicle odometer readings must be given when the fuel card is used.  A monthly reconciliation of log book and Motorpass fuel dockets will be carried out by the Accounts Officer.  Interstate use of YPRL vehicles must be authorised by the CEO.

Any accident or damage to a vehicle must be reported immediately to the Manager Infrastructure & Innovation to allow appropriate follow up for insurance.  The Finance Manager is required to notify the CEO immediately of any damage to YPRL vehicles.

**All Vehicles**

Vehicle holders are expected to ensure that:

- Required maintenance is carried out as required by the vehicle manufacturers schedule and specifications;
- Basic checks (tyres, oil, etc.) are carried out as required;
- That the vehicle is regularly cleaned.  Cleaning costs (car washes, etc.) are the responsibility of the assigned driver.

YPRL vehicles cannot be used by the Vehicle holder for private purposes.

During periods of leave in excess of three days and all unpaid leave (including primary or secondary carers leave), the vehicle will be returned to YPRL for company use.

YPRL vehicles are not to be used for private commercial purposes.

**Infringement Notices**

All drivers are responsible for the payment and licence consequences of their traffic infringements.

Any infringement notices incurred while using YPRL vehicles, and/or private vehicles used on YPRL business, are the responsibility of the offending driver.

The offending driver will be advised by YPRL of the infringement and further documentation will be required to be completed to finalise the nomination of the infringement.

**Non-employee Drivers**

YPRL vehicles are a valuable asset and YPRL has an obligation to ensure its assets are protected. Non-employee licensed drivers are not permitted to drive a YPRL Vehicle except where there is an urgent and/or special situation where the YPRL employee is incapacitated, injured or driving long distances. The YPRL employee must be a passenger in the car at all times.

**YPRL Light Vehicles**

Light vehicles purchased by YPRL are short wheelbase Volkswagen Caddy Van or similar sized vehicle with:

- Automatic transmission
- Four-cylinder diesel engine
- Air-conditioning
- Barn door style rear opening
- Sliding side door
- Side and rear windows
- Metal Cargo barrier
- Reversing camera

**Written Agreement**

A written agreement for all employees granted Commuter Use of a YPRL Vehicle will be established between YPRL and the employee. The Manager People & Culture is responsible for establishing the agreement that will be signed and placed on personnel files and communicating all appropriate changes to Payroll. The Manager Infrastructure & Innovation is responsible for notifying the Manager People & Culture of new car purchases and/or allocation or reallocations of a Commuter Use Vehicle by email. The vehicles provided under this arrangement have been paid for by YPRL.

**Vehicle Log Book**

A log book of all library mileage is to be maintained by the assigned driver and other YPRL users.

**Breach of this Policy**

If an employee breaches this policy they may be subject to disciplinary action in accordance with YPRL's Disciplinary Procedure.

## Agenda Item 10:   ICT Report

| | |
|---|---|
| Responsible Officer: | Chief Executive Officer |
| Author: | Alan Butters, Manager Infrastructure & Innovation |
| | |
| Attachment: | ICT Projects and Priorities Spreadsheet |

### REPORT

SUMMARY

This report is for the Board's information

INTRODUCTION

The report concerning YPRL's ICT preparedness which was presented to the Board meeting on September 19, 2016 continues to drive a number of related projects and initiatives. Many of these have been completed while others have been progressed. A number of new projects and initiatives have also been identified and are either underway or in the planning phase.

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, which has been included.

RESULTS

New Technology trials

Mill Park branch has been selected to trial two new technologies designed to improve efficiencies within the library materials return activities undertaken by staff. The first of these is Smart Bin technology which is now installed and running. Smart Bins are sensor controlled, self-elevating and lowering returns bins that employ integrated RFID antennae. As library items drop through the returns chutes and into the bins, the built in RFID antennae mark the items as returned in the Library Management System, immediately clearing these from the borrower's account.

Companion Sort Assist software installed on an adjacent PC allows library staff to quickly identify any exception items in the returns bin such as reservations etc. The aim of the Smart Bin system is make the returns workflow more efficient for staff, leading to productivity benefits.

The second technology under discussion and yet to be implemented is Smart Shelf technology. This technology is used extensively by Brisbane City Council Libraries, Australia's largest Public Library service. Workflow efficiencies are again the target for this technology which sees the RFID antennae incorporated into bookshelves onto which library users place their returning items when entering a branch.

The Smart Shelves electronically return all items placed on them in the Library Management System and alert staff to any exception items that might have been detected.

Staff retrieve these items in the course of their normal daily routine. The premise behind the Smart Shelf technology is that the return shelves constitute a desirable browsing collection of popular and recently returned items. If a user finds an appealing item on the returns shelves and borrows it using the branch's self-service system, the item in question has now traversed a complete cycle of borrowing, returning and borrowing again without requiring any staff time whatsoever.

Discussions are underway with two suppliers of this technology to facilitate a real-world trial in the YPRL context.

### Progress on after-hours controlled access chutes

As reported previously, the new chutes are now installed and working at every branch except Rosanna. Discussions with Banyule Council staff have resulted in a decision to wait until building works, planned to follow the railway grade separation project, commence.

### Migration from the microwave network

YPRL's network architecture has for the last decade at least, taken the form of a large private network based on point-to-point microwave links. This topology allowed for the innovative sharing of NBN bandwidth available within the City of Whittlesea, with the rest of the service's branches. Much of the microwave equipment is now at the end of its service life and fixed broadband alternatives now exist that weren't available in the past. Two key outcomes within YPRL's Strategic Plan are:

- *Providing robust and flexible network infrastructure, sustaining our service delivery*
- *Responding and evolving as the technology needs of our community change*

A priority action emerging from these outcomes was to move all branches onto fixed line communications. To this end, fibre cable has now been laid to both the Rosanna and Ivanhoe libraries to support 100 Megabit symmetrical services. Work to cut the branches across to the new services is underway. Once complete, a large part of the microwave network, including the Mitcham and Doncaster repeaters, will be decommissioned and the resultant savings directed toward funding the new higher bandwidth connections.

## LINKS TO STRATEGIC PLAN

Focus 5   Infrastructure & Innovation

- Create innovative digital and physical infrastructure to deliver sector leading services
- Providing robust and flexible network infrastructure, sustaining our service delivery
- Nurturing and supporting innovation using technology and creative spaces

## 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

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

**RECOMMENDATION**

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

**M:** _____

**S:** _____

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

| 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 | Q3 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 release September 24. | Existing | 1/09/16 | Q1 2019 |
| 3 | ✓ | Data Communications | 1 | Migrate all data communications away from point-to-point radio links | Active | Fibre migration for Ivanhoe & Rosanna. Fibre installed - commissioning & switch / firewall upgrade to follow. | $20,.000 | Q4 2017 | Q3 2018 |
| 4 | ✓ | EnvisionWare | 1 | Review, replace or optimise old print management system. User experience poor. | Active | Report and proposal prepared for Board consideration. | $95,000 | Q3 2017 | Q3 2018 |
| 5 | ✓ | Core infrastructure | 1 | Replace branch firewalls and switches | Active | Quotes received and supplier selected. Firewalls received - installation planning underway. | $73,000 | Q2 2018 | Q3 2018 |
| 6 | new | ICT planning | 1 | Develop three-year ICT operational timeline | Active | Multi year internal resource plan for proposed ICT works. | None | Q3 2018 | Q3 2018 |
| 7 | | Robotics | 2 | Review the corporate approach & activity | Active | Region wide, support STEM activities etc. NAO robot received - programs being developed. | $16,000 | 1/07/17 | Q4 2018 |
| 8 | | Staff time management | 2 | Investigate possibility of rostering software implementation. | Active | Visits to other library corporations. Outcome to be part of CEO finance department review | TBD | Q1 2018 | Q3 2018 |
| 9 | | 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 |
| 10 | ✓ | Branch security | 2 | Remedial works resulting from completed security audit | Active | Remedial action meetings with Council staff completed. Internal actions underway. | TBD | Q2 2018 | Q4 2018 |
| 11 | ✓ | 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 |
| 12 | | 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 |
| 13 | ✓ | Server upgrade | 2 | Replacement for current branch & LSS DR servers or similar. | Active | Refresh project for leased equipment that has reached the end of its service life. Specification commenced. | Existing | Q4 2018 | Q1 2019 |
| 14 | | 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 | Q4 2018 | Q1 2019 |
| 15 | new | Network segmentation | 2 | Divide YPRL networks into public and staff segments at all branches | Active | Will be done as part of microwave network decommissioning commencing with Rosanna and Ivanhoe | Low | Q3 2018 | TBD |
| 16 | new | Deep Freeze Cloud | 2 | Migrate all public PCs to Deep Freeze Cloud | Active | Improve management of public PC protection software using Cloud based tools | | Q3 2018 | Q4 2018 |
| 17 | new | 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 |
| 18 | new | Smart Bin trial | 3 | Smart RFID bins and sort assistant trial | Active | Installed at Mill Park together with Sort-Assist software for testing purposes (replacing current end-of-life hardware) | $30,000 | Q3 2018 | |
| 19 | new | 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 |
| 20 | | 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 |
| 21 | | 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 |
| 22 | | 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 |
| 23 | | YPRL Website | 3 | Review / market test for functionality vs cost | Unstarted | Market approach scheduled to commence April 2019 | Low | Q2 2019 | Q3 2019 |
| 24 | | 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 |
| 25 | | Position descriptions | 3 | Review all PDs and reissue | Unstarted | | None | TBD | TBD |
| 26 | | 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 |
| 27 | | 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 |
| 28 | | Revisit KAON policies | 4 | Review / make visible / internal processes | Unstarted | Policies need to reflect YPRL processes & vice versa | None | Q3 2018 | Q4 2018 |
| 29 | | 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 |
| 30 | | RFID system review | 5 | Optimise for utility & productivity | Unstarted | | None | TBD | TBD |
| 31 | | 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 |

## Agenda Item 11:   OH&S Report

Responsible Officer:        Chief Executive Officer

Author:                     Kate Karrasch, Manager People & Culture

### REPORT

SUMMARY

This 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.

REPORT

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

1.       Policies, procedures and planning

The OHS Committee commenced planning for a review of YPRL's OHS Manual, with a revised OHS Policy expected to be tabled for the Board to consider in late 2018.  The OHS Manual currently contains 29 sections and the review process will involve a comprehensive review of each section.

A review of the Incident Management and Reporting Procedure was deferred until July 2018 pending the outcome of an external Security Review (the Security Review is the subject of a separate Board report).

2.       Incident Reporting

Following is a breakdown of incident reports by type for the period 1 January to 30 June 2018:

| Incident Type | No. Incidents 1 Jan to 30 June 2018 | No. Incidents 1 July to 31 Dec 2017 | Total No. Incidents 2017/18 |
|---|---|---|---|
| Inappropriate Behaviour | 31 | 23 | 54 |
| Burglary/Theft | 3 | 5 | 8 |
| Building/Property Damage | 1 | 0 | 1 |
| Near Miss | 1 | 3 | 4 |
| Hazard | 5 | 0 | 5 |
| Patron Injury | 11 | 11 | 22 |
| Staff Injury | 7 | 6 | 13 |
| Other | 4 | 4 | 8 |
| **TOTAL** | **63** | **52** | **115** |

**Summary of Incident Types by Branch (1 Jan to 30 June 2018)**

| Incident Location | Inappropriate Behaviour | Burglary/ Theft | Near Miss | Hazard | Patron Injury | Staff Injury | Building/ Property Damage | Other | Total No. |
|---|---|---|---|---|---|---|---|---|---|
| Diamond Valley | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Eltham | 5 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 8 |
| Ivanhoe | 3 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 9 |
| Lalor | 11 | 0 | 0 | 1 | 2 | 1 | 0 | 3 | 18 |
| LSS | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Mill Park | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Mobile | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rosanna | 3 | 0 | 1 | 2 | 2 | 1 | 0 | 0 | 9 |
| Thomastown | 1 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 5 |
| Watsonia | 4 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 6 |
| Whittlesea | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| **Total** | **31** | **3** | **1** | **5** | **11** | **7** | **1** | **4** | **63** |

Incident Trends:

- 28.5% of incidents were reported by Lalor Library, with an increase of reported incidents related to patron behaviour noted after staff participated in an external security review;
- Over 49% of reported incidents related to a range of inappropriate behaviours exhibited by patrons including verbal abuse, inappropriate use of the internet, harassment and unwanted attention. As a result of these incidents, police attended on four occasions, two patrons received warnings and one patron received a temporary ban. Three training sessions were delivered to staff to provide increased skills for responding to various types of inappropriate behaviour, and development of a Responsible Conduct Policy and Procedure commenced;
- 11 patron injuries were reported of which 5 related to children who were offered and/or received first aid support from branch staff. 2 patrons fell off Library furniture and one patron reported that they cut their finger on a returns chute. One patron fell outside and entered the library requesting first aid support from branch staff;
- 7 staff injuries were reported. Two staff slipped on external stairs, with the relevant Councils adding anti slip marks as a result. One piece of equipment was removed after a splinter was sustained, and one set of shelving was repaired when a wheel snapped resulting in a shelf falling onto a staff member's foot. Additionally, a staff member was requested and has completed manual handling refresher training;
- 5 Hazards were reported relating to workplace equipment (dump bins, lighting) and odours. All hazards were investigated and resolved;
- 4 "Other" incidents were reported relating to distressed or upset patrons;
- 3 thefts were reported; 2 relating to patron property and one relating to Library property.

3.      OHS Committee

There are currently nine appointed Health and Safety Representatives (HSR) across the region and the OHS Committee meets bi-monthly.

The OHS Committee completed a review of the manual handling training provided by YPRL, resulting in the decision to utilise a blended approach with both online and face to face manual handling training to form part of the induction and ongoing training calendar.

The Committee also recently completed a review of emergency evacuation packs to ensure consistency in the contents and ensure regular auditing of packs is undertaken.

4.      Employee Training

All employees were assigned due dates to complete the following OHS online training topics, with current completion rates shown below.  All employees will complete annual refresher training on these four topics during 2018/19.

| Topic | Completion Due Date | Current Completion Rate |
|---|---|---|
| Bullying and Harassment | 5 January 2018 | 100% |
| OHS Duty of Care | 2 March 2018 | 100% |
| Equal Opportunity | 4 May 2018 | 100% |
| Social & Digital Media | 29 June 2018 | 98% |

43 staff attended one or more internal training sessions to develop additional skills to cope with responding to incidents and various types of behaviours:

- Dealing with Drug/Alcohol Affected People (19 staff attended)
- Frontline Staff Safety (Managing Aggressive Behaviours) (22 staff attended)
- Mad, Bad, Sad, Tears Abuse and Threats (22 staff attended)

Additional relevant training topics to be delivered in the last half of 2018 include Staying Well @ Work; Mental Ill Health Awareness; Social Media in Libraries; Health & Wellbeing and Manual Handling Refreshers.  A repeat of the Frontline staff Safety session will also be offered.

Two HSRs completed refresher training in the reporting period, with all other HSR refresher training up to date.

There are 17 First Aid Officers across the region.  All First Aid Officers are up to date with their First Aid Certificates, and completed CPR refresher training in the reporting period.

5.      WorkCover Management

No new claims were received in this period.  Two earlier claims remain open, and both staff have returned to full duties and hours.

POLICY STRATEGY AND LEGISLATION

LINKS TO STRATEGIC PLAN

Focus 3    People & Culture

Goal: Invest in our people and culture because they are at the heart of everything we do
Strategy: Ensure policies and practices support workplace health, safety and wellbeing

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 receive the report**

|       |   |
|-------|---|
| **M:** |   |
| **S:** |   |

## Agenda Item 12:   Maker Space Plan

Responsible Officer:       Chief Executive Officer

Author:                    Lisa Dempster, Manager Public Participation


Attachment:                YPRL Maker Space Plan 2018 - 2021

### REPORT

INTRODUCTION

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.  This report is for the Board's information.

SUMMARY

Maker Spaces at YPRL have been developed in response to individual community needs and our member Council's community strategies.  This plan was developed to bring clarity to the strategic direction of our Maker spaces and to maximise the good programming that is being developed at the individual branch libraries.

BACKGROUND

Across YPRL, Maker Space programs include access to technology, design, 3D printing, laser cutting, brain training, gaming, augmented reality, animation, writing, editing, publishing, art and craft resources, gardening and cooking.  Maker Space groups include LEGO Club, Scrabble Club, Science Club, Code Club and craft groups; special events and projects allow for guest presentations and collective making, learning and sharing.  Continuing to grow this program at the individual branch level is unsustainable and an agreed forward plan was needed to focus our delivery of this important new initiative.  From the review of the status quo four goals have been identified with key strategies developed for each goal.

REPORT

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

Key changes in approach are to introduce resource-sharing practices, develop a flagship annual regional program, embed Maker Space activities into regular programs, introduce regional youth learning opportunities, a regional marketing campaign, and build learning opportunities into the annual training calendar.
Success will be assessed through a variety of qualitative and quantitative measures including:

- Attendance at library programs and events, and visits to the library (door count);
- Analysis of marketing and promotional impact through distribution, follower figures and media mentions;
- Customer feedback through evaluation forms and library user survey;
- Interviews with participants/development of case studies;
- Staff appraisal and feedback processes; and
- Evaluation of strategic goals of Maker Space Plan in line with annual planning activities.

## CONSULTATION

The Maker Space Plan was informed by staff and finalised at an Executive Leadership Team and Branch Manager meeting.

## LINKS TO STRATEGIC PLAN

Focus 2    Public Participation

Deliver Maker Spaces that empower the creative and entrepreneurial aspirations of our 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.

## RECOMMENDATION

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

**M:** _____

**S:** _____

# CREATE, CONNECT, COLLABORATE & LEARN:

# MAKER SPACES AT YPRL

## Definition

YPRL's Maker Spaces present opportunities to create, connect, collaborate and learn in a fun and supported environment.  Our Maker Spaces are equipped with specialist resources and equipment to facilitate hands-on learning and encourage creativity.

## Links to Strategic Direction

Maker Spaces are an evolving part of the YPRL strategic direction as we respond to community need and our member Council's strategies.

YPRL's Library Plan 2017 -2021's Public Participation goal is to:

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

Supporting strategies include:

- Deliver learning programs that respond to evolving community needs;
- Promoting branch libraries as the community hub for learning, creating and connecting ;
- Deliver Maker Spaces that empower the creative and entrepreneurial aspirations of our communities

## Context

YPRL is a regional library service comprising nine branch libraries located across the three Member Councils of Banyule, Nillumbik and Whittlesea.  YPRL supports all three Councils in their aims for connected and resilient communities and supports these strategies in a number of ways, including collections, programs and spaces.  YPRL does not duplicate existing Council offerings but seeks to augment and support Council's strategies and community development programs.

In 2014, Tania Barry's ALIA paper *Library as place, make the space: makerspaces as community development* noted that makerspaces can play an important role in contributing to the library mission of supporting lifelong learning, in particular through STEAM-based activities.  While libraries have traditionally played a significant role in knowledge creation, makerspaces provide facilities for users to become creators themselves.  They can provide interactive, digital learning environments and technologies for content creation such as film making and editing, recording studios, programming/coding and 3D printing.  Libraries have a significant role to play in providing access and information on the use of these new technologies; in some cases, the library may be the only means of obtaining access to these technologies.  Makerspaces in libraries enable users to share their knowledge whilst creating and learning simultaneously because of their public accessibility.

YPRL recognises the importance of our library service's role as centres of informal learning for all ages and for the region to thrive in today's economy our workforces need a strong STEAM (Science, Technology, Engineering, Arts and Mathematics) skills base.  It is vitally important that our

communities are given the opportunity to engage with technical subjects, gain confidence and build a solid understanding so that they can take advantage of new technologies and build creativity so that they can not only use new technologies, but also be the innovators who create the next wave of inventions.

In response to this evidence, YPRL introduced Maker Spaces to its library branches in 2014. The aim of Maker Space was to:

- Create an environment where technology, equipment and software can be showcased, explored and taught;
- Allow community members to experience and play with technology not readily accessible, creating opportunities to learn new skills;
- Build creativity and design into our activities to promote problem solving, design, and imagination.

The aim was to have a themed Maker Space embedded within each of YPRL's branches.

There are currently eight Maker Spaces at Yarra Plenty Regional Library. These are:

- **Brain Health Maker Space** at Rosanna Library
- **Design Maker Space** at Ivanhoe Library
- **Science and Technology Maker Space** at Mill Park Library
- **Textile and Craft Maker Space** at Thomastown Library
- **Write and Publish Maker Space** at Watsonia Library
- **Garden Maker Space** at Diamond Valley Library
- **Robotics Maker Space** (portable)
- **Craft Maker Space** (portable)

Across YPRL, Maker Space programs include access to technology, design, 3D printing, laser cutting, brain training, gaming, augmented reality, animation, writing, editing, publishing, art and craft resources, gardening and cooking. Maker Space groups include LEGO Club, Scrabble Club, Science Club, Code Club and craft groups; special events and projects allow for guest presentations and collective making, learning and sharing.

**Current usage**

- Across 2017-2018, 6944 people attended Maker Space activities across most YPRL branches, a 271% increase since its introduction in 2014;
- Maker Space attendance represents 4% of all library program attendances across the 2017-2018 financial year.

## Maker Space Review

A review of the YPRL's Maker Space program was undertaken across 2017-2018.

The review consisted of multiple consultations with branches; consultation with regional program Coordinators; review of user survey and feedback forms; a planning session for library staff; a call for ideas from program Coordinators; and research into industry trends.

The review identified the following challenges and opportunities for Maker Spaces at YPRL:

**Challenges**

- Broad lack of awareness from patrons and community about library programs and activities including Maker Space.  Limited Maker Space marketing has been undertaken;
- Not all branches have an embedded Maker Space as per initial plan, leading to an imbalance in how Maker Space programs and events have been rolled out across the region;
- The embedded model of the Maker Space program meant that library branches became highly skilled in developing activities and programs within their "speciality", but there has not been a significant drive to share programs and staff skill across the region;
- Insufficient budget available for developing programs and undertaking upgrades, including lack of strategy about how ongoing programs would be funded.  No long term strategy has been in place for funding equipment maintenance and upgrades, which has made it challenging for the tech-focussed Maker Spaces to remain cutting edge;
- Access and inclusivity for Maker Space programs has not been addressed in detail;
- Perception that Maker Space activity was "added on" to existing library programs not integrated into them when introduced; need to address staff capacity;
- Need to address the relationship between Maker Space programs and other YPRL programs (for example, how does Maker Space relate to Summer Reading Club, Booklovers);
- Limited evaluation has been undertaken; evaluation not embedded into programs.

**Opportunities**

- Existing Maker Space activities are of a high calibre and increased patron participation would be expected through improved marketing and promotional campaigns;
- Developing a regional approach to Maker Space can streamline programs and promote increased sharing of valuable resources such as technology, materials and staff skill;
- YPRL staff are highly skilled in key competencies relating to Maker Spaces including a high digital literacy, and eager to continuously upskill and train as technology evolves;
- A clear plan about the expected nature and scope of Maker Space activities in line with current staff capacity will ensure activity levels are achievable and resources are being allocated appropriately;
- There is significant untapped programming and promotional potential in YPRL's existing approach to Maker Space activity – opportunity to think bigger about the aims of the Maker Space program;
- Possibility to leverage for YPRL to undertake advocacy campaigns and be leaders in this space in the library sector;
- An updated Maker Space Plan can articulate what success looks like and embed evaluation methods.

## Maker Space Plan 2018 – 2021: Aims

**Goal: Adopt regional approach to Maker Space program**

Strategies:

- Develop an integrated library program that includes Maker Space programming as standard, embedding reading, learning and community outcomes within;
- Establish regional programs to engage patrons and showcase Maker Space to the broader community, such as an open studio weekend;
- Initiate partnerships and funding opportunities to ensure ongoing sustainability of Maker Space program;
- Undertake strategic budgeting for ongoing maintenance, upgrades and programs.

Actions:

- Offer a variety of Maker Space programs in all branches;
- Introduce resource-sharing practices, such as:
    - establishing portable Maker Space kits
    - enabling shared use of resources such as Nao Robot;
- Workshops and activities to be co-developed and shared regionally.

**Goal: Develop high-impact programs that invite patrons to create, connect, collaborate & learn**

Strategies:

- Embed Maker Space activities and outcomes into all areas of the library, such as displays of made works in the library; inclusion of Maker Space in regional festivals/events; and developing or presenting related collections where appropriate;
- Undertake consultation with patrons and local community groups to drive programming. decisions, including opportunity to more fully integrate community-led programs;
- Prioritise inclusivity through disability access programs, intergenerational teaching, and culturally inclusive programs;
- Ensure that collection resources are linked to the Maker Space program, connecting all aspects of the library offer.

Actions:

- Identify and promote pathways that assist the community to access further skills as needed, such as into Council small business incubators, arts programs and groups, or tertiary institutions;
- Develop Maker Spaces programs that go beyond workshops and single activations (such as introducing a regional youth learning program in the vein of Summer Reading Club, a geek club with regular geek nights, an app making club that is community led, etc.);
- Display collection items at Maker Space events and develop bibliographies that can be shared with participants.

**Goal: Increase presence through marketing and advocacy**

Strategies:

- Ensure Maker Space activities form a core element in all YPRL marketing collateral to educate communities about the equipment and programs on offer at the library;
- Maximise PR opportunities around programs and partnerships;
- Leverage Maker Space as part of YPRL's broader advocacy activities to ensure library services are understood and valued;
- Link library Maker Space activities to other Council led programs to increase reach.

Actions:

- Develop collateral to promote Maker Spaces across all YPRL marketing channels, including videos for website and social media, flyers, in-library posters, banners etc. ;
- Seek presentation opportunities for YPRL staff to develop and share case studies and success stories at conferences and within the library community;
- Share key Collection lists with other Council-led maker programs to generate wider understanding of the Library offer across a number of like programs.

**Goal:  Support staff through learning opportunities**

Strategies:

- Ensure opportunities for staff skills development in areas relating to Maker Spaces are offered as part of YPRL's annual training calendar;
- Increase peer to peer learning opportunities such as skills sharing sessions and secondments;
- Introduce staff briefings and updates about Maker Space developments so all staff can talk confidently about the program to patrons;
- Embed evaluation into all Maker Space activities to assess impact and improve delivery.

## What does success look like?

YPRL's Maker Space program contributes to the goals of the Library Plan 2017 – 2021 by ensuring that our communities have the opportunities to participate in high-quality creative and learning opportunities.

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

- Attendance at library programs and events, and visits to the library (door count);
- Analysis of marketing and promotional impact through distribution, follower figures and media mentions;
- Customer feedback through evaluation forms and library user survey;
- Interviews with participants/development of case studies;
- Staff appraisal and feedback processes; and
- Evaluation of strategic goals of Maker Space Plan in line with annual planning activities.

There is a need for YPRL to develop an evaluation framework for all programs, which will be applied to Maker Space once introduced.

## Priority Actions 2018 – 2019

- Establish community reference group;
- Build library collections and develop bibliographies to support further learning;
- Establish working model for portable Maker Space kits;
- Review Write & Publish Maker Space;
- Seek partners for collaboration to ensure impact of programs and collections;
- Update marketing collateral – website copy, banners, etc.

Create, Connect, Collaborate & Learn: MakerSpace at YPRL

## Agenda Item 13:   YPRL Branch Security Audit

Responsible Officer:          Chief Executive Officer

Author:                       Alan Butters, Manager Infrastructure & Innovation

Attachment:                   Security Risk Assessment - Actions

### REPORT

SUMMARY

This report is for the Board's information.

INTRODUCTION

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.  As part of YPRL management's response to this, a decision was made to initiate a region wide security audit of facilities and processes.

REPORT

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.

RESULTS

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 included with this report.  The document indicates where responsibility for remedial work rests and includes comments from the management.

Several of the recommendations involve Council maintained premises and so meetings have now been held with responsible officers in each member Council.  Cooperation has been excellent across all three Councils and there are now a number of initiatives underway at both Council and YPRL levels.

**Table 1: Criteria**

| Priority | 1 | 2 | 3 |
|---|---|---|---|
| **Timeline** | Critical – implement immediately | Strongly recommended – implement within 3 – 6 months | Non critical – low priority, nice to have |

The remedial activities are detailed in the following sections but the table below summarises these by responsibility (note, some activities have joint responsibility):

**Table 2: High level progress report**

| Responsibility | Priority 1 actions | Priority 2 actions | Priority 3 actions |
|---|---|---|---|
| **YPRL** | 4<br><br>Completed: 2<br>Underway: 1<br>Under Investigation: 1 | 13<br><br>Completed: 2<br>Underway: 6<br>Under Investigation: 5 | 1<br><br>Under Investigation: 1 |
| **Nillumbik** | 0 | 6<br>Under Investigation: 6 | 1<br>Under Investigation: 1 |
| **Banyule** | 0 | 6<br>Underway: 6 | 0 |
| **Whittlesea** | 1<br>Under investigation: 1 | 4<br>Underway: 4 | 0 |

*Note: Please see Attachment 1 for the detailed actions*


LINKS TO STRATEGIC PLAN

Infrastructure & Innovation

Create innovative digital and physical infrastructure to deliver sector leading services

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

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

**RECOMMENDATION**

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

**M:** _____

**S:** _____

# Security Risk Assessment - Matryx Consulting

## Overview of remedial activities

<u>Introduction</u>

During March 2018, a security risk assessment was completed across all of the service points within Yarra Plenty Regional Library. The resulting report contained a number of recommendations which covered areas such as:

- Physical building security and staff safety
- Electronic security measures and their management
- The local environment
- The handling and transport of cash
- The processes associated with incident reports
- Documented work practices including emergency management etc.

A number of common and often overlapping themes were identified during the assessment which involved interviews with library managers and staff as well as building inspections, staff parking arrangements, policy review and locking and unlocking procedures. The aim of this document is to articulate the identified themes and to present the results in such a way as to facilitate a coordinated response between LSS staff, branch staff and member Councils. Priority of remedial actions is indicated according to the table below.

| Priority | 1 | 2 | 3 |
|---|---|---|---|
| Timeline | Critical – implement immediately | Strongly recommended – implement within 3 – 6 months | Non critical – low priority, nice to have |

The remedial activities are detailed in the following sections but the table below summarises these by responsibility (note, some activities have joint responsibility):

| Responsibility | Priority 1 actions | Priority 2 actions | Priority 3 actions |
|---|---|---|---|
| ELT | 4 | 13 | 1 |
| Nillumbik | 0 | 6 | 1 |
| Banyule | 0 | 6 | 0 |
| Whittlesea | 1 | 4 | 0 |

## Theme one - Staff and public safety

The safety of library staff and the members of the community that they serve is a priority at YPRL.

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Discarded needles | All | Staff PPE to be worn when collecting drug paraphernalia | ELT | 1 | Direct all staff to use PPE when collecting drug paraphernalia; ensure all branches have correct PPE; ensure all branches have Sharps bin; add to BM agenda, to branch staff meeting agenda, to OH&S agenda |

*The above risk applies to all locations but particularly to Eltham branch where needles and other evidence of drug use is collected regularly.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Mobile parking | CoW depot | Review options available | ELT / CoW | 1 | CoW have made arrangements for staff cars to be parked in the Mobile Library bay at the depot; Two staff are rostered for the evening shifts. Management will continue to work with CoW for improved lighting in the area as well. |

*The mobile library returns to the City of Whittlesea depot after 9:00 pm on two days per week. The depot is empty and isolated at this time. The individual staff member driving the vehicle is required to walk some distance through parked vehicles with inadequate lighting and cannot assess whether a threat may exist within the grounds. Temporary arrangements have been put in place but a permanent solution is needed.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Communications | All | Improve lines of communication around alarm events | ELT | 2 | Will need to address this with the Security Company. Investigate possibility of a text message to on call YPRL officer when an incident occurs which then can be forwarded to the Branch Manager who can alert the staff member rostered to open. |

*Currently, a branch manager or other staff member unlocking a library building in the morning may be totally unaware that a building alarm occurred during the night.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Secure areas | All | Investigate the implementation of secure staff areas in branches | ELT | 2 | Audit secure, lockable spaces in each library; |

*Ideally, staff should have a lockable space within the branch where they could take refuge in an emergency. Some branches may have this already and some not.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Car parking | Eltham | Insufficient staff parking spaces | Nillumbik | 2 | Ensure the Buddy system is in place when staff are leaving the branch at night |

*There are dedicated staff parking areas close to the library building but the number is insufficient for library staff. As a consequence, individual staff members leaving the building at night often have a long walk to their vehicles.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Duress alarms | All | Investigate the viability of duress alarms for library staff | ELT | 2 | Personal duress alarms to be investigated. Options to be investigated are: Noise duress alarms; Duress alarms connected to security personnel. |

*Staff are often alone in areas of the library with poor visibility – particularly at night where low staffing numbers are in place. A method of signalling for assistance could be investigated and deployed where required.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| CCTV usage | All | Live monitoring of isolated areas is underused at YPRL | ELT | 2 | Turn on live CCTV in each branch; camera to view outdoor areas where it is an issue with staff leaving the library. |

*YPRL's CCTV system enables the live viewing of all or selected cameras within a library building. Only a limited number of branches currently make use of this capability. Consideration should be given to expanding this to other branches – particularly for use during the evenings. There are also*

## Theme two - Physical security of buildings and mobile libraries

The actions required in this section relate to aspects of building security which include intrusion prevention, detection and management.

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Door switches | All | Inspect externally opening door switches – fit or replace | ELT / Councils | 2 | Individual Councils have been notified of this requirement. Maintenance requests have been made. |

*Externally opening doors should be fitted with recessed reed switches affixed to detect intrusion. Within YPRL branches, many doors either do not have these or they are not adequately aligned or are not functional.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Door sounders | All | Inspect externally opening door sounders – fit or replace | ELT / Councils | 2 | Individual Councils have been notified of this requirement. Maintenance requests have been made. |

*Externally opening doors not designed for general access use should be fitted with sounders to detect their opening by members of the public. Within YPRL branches, many doors either do not have these or they are not functional.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Emergency door | Rosanna | Emergency egress device is required for the rear door | ELT / Banyule | 2 | Individual Council has been notified of this requirement. Maintenance requests have been made. |

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Blocker plates | All | Install blocker plates where required | ELT / Councils | 2 | Individual Councils have been notified of this requirement. Maintenance requests have been made. |

*Externally opening doors should be fitted with blocker plates covering the latch so that this cannot be manipulated to gain entrance. Some branch doors have these and some don't.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Security provider | Nillumbik Banyule | Review contracts and capabilities | ELT / Nillumbik Banyule | 2 | A new tender to be developed and advertised. |

*YPRL takes responsibility for security service providers for libraries within Banyule & Nillumbik. There is some confusion regarding contracts and obligations relating to the service currently being provided and this should be reviewed. Also, the impact on security systems as the NBN rolls out need to be considered and appropriate plans formulated.*

## Theme three - External or environmental threats

The risks in this section relate to threats arising from external factors

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Discarded needles | Eltham | Anti-climbing fence | Nillumbik | 3 | This has been raised with Nillumbik Council |

*At the rear or the building there exists an isolated area where drug sue takes place. Discarded drug paraphernalia has been known to wash down into the children's area below during heavy rain.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Vegetation | All | Trim as required | Councils | 2 | Individual Councils have been notified of this requirement.  Garden Maintenance requests have been made. |

*Undertake a review of foliage and plantings at all libraries and trim and thin vegetation where practical to increase sight lines and spatial awareness.*

## Theme four - YPRL processes and procedures

In this section most of the risks concern internal polices or procedures. In some cases the policy or procedure may not exist and in others it may be a case of raising awareness or ensuring compliance.

| Risk | Location | Action | Responsibility | Priority | Management Action |
|------|----------|--------|----------------|----------|-------------------|
| Cash Handling | All | Ensure cash handling is not done in public view | ELT | 1 | All staff to be reminded that cash is to be done while Branch is closed; and/or out of public view; add to BM agenda; add to staff meeting agenda; communicate in staff |

| | | | | | newsletter |
|---|---|---|---|---|---|

*All cash handling and counting of money is to be done in a secure place out of site of the public. The Executive Leadership Team to ensure that this is incorporated into procedures and complied with.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Key management | All | Conduct an audit of keys across all locations | ELT | 1 | Audit of all keys held by staff; keys in branch and to what; where kept; issued by Council or cut; Audit to be done by September for inclusion in BM agenda |

*The audit of keys should account for all keys and any keys possessed by staff who do not require them should be secured.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Key management | All | Staff to be reminded about appropriate key management | ELT | 2 | Include in Operation Manual; add to BM agenda; add to staff meeting agenda; add to staff newsletter |

*The security assessment revealed unlocked key safes and keys left in unlocked doors. ELT to ensure that this is incorporated into procedures and complied with.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Locking up | Rosanna | Staff to be reminded about using buddy system when moving to and from vehicles | ELT | 2 | Reminder to staff via YPRL in Focus newsletter 'Your safety is our concern' Buddy system to be enacted. |

*The underground car park at Rosanna allows egress at only one side. Staff could become trapped should this exit become blocked. ELT to ensure that this is incorporated into procedures and complied with.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Incident reporting | All | Process to be reviewed and guidelines issued | ELT | 2 | Incident report forms have been updated |

*The security assessment revealed inconsistencies in the area of risk reporting. ELT to develop a more consistent approach to defining and reporting risks region wide. ICT to investigate an electronic system to make incident reporting more efficient for branch staff. Incident reporting should also extend to LSS. The new system should be reviewed three months after implementation.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Alarm codes | All | Alarm codes to be specific to individuals | ELT | 2 | Audit: is alarm code changed when a staff member leaves; do staff have individual codes; add to the BM agenda for discussion on implementation. |

*Currently, alarm codes are shared between individuals within a branch. In some cases alarm codes are not changed when staff leave. ELT to ensure that proper alarm code management practices are put in place to protect Council buildings and corporation assets.*

| Risk | Location | Action | Responsibility | Priority | Management Action |
|---|---|---|---|---|---|
| Security standard | All | Develop a standard for electronic security | ELT | 3 | |

*A documented standard for security should be developed and implemented at all locations. Branch managers can periodically self-assess against the standard and raise any issues with ELT.*

## Agenda Item 14:    Meeting Procedure (Amendment) Local Law 2013 Update

Responsible Officer:        Chief Executive Officer

Author:                     Jane Cowell

### REPORT

SUMMARY

The Meeting Procedure (Amendment) Local Law 2013, No 1 of 2013, was adopted by the YPRL Board in April 2014.

INTRODUCTION

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. This report is for the Board's decision

REPORT

Currently the Board meets five to six times a year. In order for the Corporation to respond to changing circumstances in a timely manner there is an occasional need for the Board to be able to respond with decisions out of session. While there is the ability for a special meeting of the YPRL Board to be called if required this is not always feasible for Board members to attend at short notice. 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.

The proposed wording for the amendment is:

"An out of session resolution may be circulated in writing via mail or email. The resolution is deemed to have passed when a majority of the directors entitled to vote on the resolution respond in favour of the resolution. The date the resolution is deemed to have passed is the date of the last response resulting in a majority vote. The outcome of the resolution will be notified to the Board by the Chief Executive Officer. The result of the resolution will be noted in the minutes at the next Board meeting".

Maddocks will be asked to provide advice on the proposed amendment

CONSULTATION

Chair of the Board has offered key advice in this matter

CRITICAL DATES

Nil

FINANCIAL IMPLICATIONS

Nil

POLICY STRATEGY AND LEGISLATION

Local Government Act

LINKS TO STRATEGIC PLAN

Focus 6    Finance and Governance

Strategy:  Continually monitoring and optimizing our processes for efficiency
           Committing to good governance practices in all 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:**

1.      **Amend the Meeting Procedure (Amendment) Local Law 2013 to include 'out of sessions' resolution**

2.      **Authorise the CEO to contact Maddocks Lawyers for legal advice to amend the Meeting Procedure (Amendment) Local Law 2013**

**M:** _____

**S:** _____

## Agenda Item 15:   ALIA Asia Pacific Library and Information Conference Report, Gold Coast 2018

| | |
|---|---|
| Responsible Officer: | Chief Executive Officer |
| Author: | Jane Cowell |

### REPORT

SUMMARY

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.

A presentation will be made to the Board.

INTRODUCTION

The Chairperson of the Board approved the attendance of the CEO to the APLIC 2018 conference as attendance had previously been self-funded prior to appointment.  YPRL supported the attendance through funding travel and accommodation.  The CEO was also invited to the international ALIA Sustainable Development Summit, held on Sunday July 29.

The CEO co-facilitated the Sustainable Development Goals Unconference, Monday 30 July, 9am 1pm, attended the Project LUCI national partners meeting, 2.30pm – 4.30pm, chaired a concurrent session at the Conference on Tuesday 31 July and was asked by ALIA to appear on the ABC Gold Coast Radio Drive program to discuss the conference and the changing nature of libraries today, which was broadcast on Wednesday 1 August.  I was also asked to fill in at the official table for the Conference Dinner with major sponsor Australian Publishers and looking after the keynote speaker Opeta Alefaio, Director National Archives Fiji.

REPORT

The attendance at the conference provided significant insights into current trends, knowledge and programs occurring in public libraries nationally and internationally.

*Australian Library Information Association (ALIA) Sustainable Development Goals Summit:*

More than 50 library leaders from Australia and the Asia-Pacific gathered at the Gold Coast Convention and Exhibition Centre for the ALIA Asia-Pacific Sustainable Development Goals (SDG) Summit.  Nearly a third of the audience came from overseas, from as far away as Fiji, India, Indonesia, NZ, PNG, Samoa, Sri Lanka and Timor-Leste.  The full day meeting involved eight presentations and two workshops.  It resulted in the development of a shared understanding of what lies ahead for libraries, and a list of 34 actions ranging from including a Sustainable Development Goal in one's email signature block through to including stories about our library programs and its relevance to the SDGs in blogs and social media posts.

Speakers included Christopher Woodthorpe, Director of the United Nations Information Centre for the region; Opeta Alefaio, Director of the National Archives of Fiji; Paula Eskett,

President of LIANZA; Pamela McGowan, Team Leader, Townsville Libraries; Nina Nakaora, Library Assistant, Suva City Carnegie Library; ALIA CEO Sue McKerracher; ALIA immediate past-President, CEO and State Librarian of Queensland Vicki McDonald  and IFLA President-elect Christine Mackenzie.

*ALIA Sustainable Development Goals (SDGs) Unconference 9am – 1pm Monday 31 July:*

There was a desire to continue to workshop Libraries role in delivering on the SDGs and a group of attendees agreed to meet on the Monday morning for an Unconference.  I was asked to co-facilitate this Unconference with Libby Cass, Director Australian Collections Management National Library of Australia.  There are four rules to an Unconference: Rule 1: Whoever shows up are the right people; Rule 2: Whatever happens is fine; Rule 3: Whenever it starts is the right time; Rule 4: It is over when it's over.  14 senior international library leaders were part of the Unconference which divided into 2 groups to workshop ideas and actions regarding a regional Pacific response and to raise a higher awareness of the SDGs within the library industry nationally.  Over 40 actions were identified that ranged from inclusion of the SDGs in the Library Science education courses to leadership mentoring opportunities to ensure our colleagues in the Indo-Pacific are not left behind.

*Attendance at Project LUCI Partners meeting with representatives from State Government of Victoria, State Library of Queensland, State Library of South Australia and Solus UK (the company undertaking the platform development software) 2.30pm – 4.30pm. Monday 31 July.*

*Exhibition Hall:* Over 60 Industry exhibitors were supporting the Conference and I met with 14 exhibitors, including a breakfast meeting with Collection HQ to hear their new services and future directions.  Further meetings with 5 companies have been organised to more fully explore their services.

*Asia Pacific Library and Information Conference – July 31 – August 2:*

Over 600 delegates from the Asia Pacific, New Zealand and Australia gathered at the Gold Coast for APLIC 2018.  There were also an additional 300 Exhibition only delegates who came to see the Industry Exhibitors.

*Attendance: See Table 1 for full details*

- *5 Keynote sessions*
- *6 Concurrent sessions: please note, due to a request from ALIA to pre-record a Radio interview about the Conference one concurrent session was missed*
- *1 Industry Breakfast*
- *1 Conference Dinner*

*Table 1: Attendance*

| Asia Pacific Library Information Conference 2018 | | |
| --- | --- | --- |
| **Date** | **Session** | **Topic** |
| 31 July, 2018 | Keynote: Lucy Bloom | Motivational speaker encouraging Librarians to have a strategic voice, ensure we innovate and to boldly show what we achieve.<br>YPRL Strategic Plan: ***People and Culture***: *Invest in our people and culture because they are at the heart of everything we do*<br>***Advocacy:*** *Advocate for greater awareness of and investment in the powerful and transforming story of our public libraries* |
| | Concurrent Session 1 Cultivating Maori student engagement with libraries | Key strategies for inclusion, participation and holistic learning that can be utilised with other minority community groups.<br>YPRL Strategic Plan**: *Knowledge & Information*** – *Provide free access to dynamic collections which inform and delight (meaningful collections & displays)*<br>***Public Participation*** – *Inspire our diverse communities to participate in empowering activities and learning opportunities (encourage participation & choice by minority community groups to plan & choose programs for their community)* |
| | Concurrent Session 5 5 x Lightening Talks | Community engagement, Developing a Marketing strategy, Library as 3rd Place, School Library engagement, Using Data for evidence based delivery The Developing a Marketing Strategy presentation and paper will be shared with YPRL staff when published on the APLIC website.<br>YPRL Strategic Plan: ***Public Participation****: (inform marketing strategy, evidence decision making)*<br>***Advocacy:*** *(importance of developing and telling impactful stories demonstrating value)* |
| | Keynote: Opeta Alefaio Director National Archives Fiji | Outlining the successful community engagement with the Fiji Archives collection to the community with minimal funding and an unskilled staff.  Strategies included good storytelling, using social media in strategic ways, taking the collection out to the people, focusing on communicating about lost cultural practices and family history.<br>YPRL Strategic plan: ***Knowledge & Information*** *(local history collection where people can access it)*<br>***People and Culture*** *(Invest in staff development through mentoring, secondment opportunities)* |
| 1 August | Industry Breakfast Collection HQ | New Product ESP – evidence software which allows libraries to increasingly analyse their own data. Meeting organised for October to further explore this service. |
| | Keynote: Dave Snowden Chief Scientific Officer | Presentation regarding staff engagement, change management, community engagement, powerful |

| Asia Pacific Library Information Conference 2018 | | |
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| | Cognitive Edge | storytelling and future of work. YPRL Strategic plan: ***People and Culture*** *(change management strategies & language is important)* ***Public Participation*** *(Build opportunities for community to have a voice & choice)* |
| | Pre-recorded ABC Gold Coast Drive program | |
| | Concurrent Session 10 3 x presentations 1: Inclusive programs for Indigenous communities 2 x Libraries and Social Media | Interesting community engagement and social media strategies were presented.  Will be sharing the presentations and written papers when they are published on the APLIC website with YPRL staff. YPRL Strategic Plan: ***Public Participation*** *(Social media strategies will be developed once the Marketing Strategy is approved)* |
| | Keynote: Christine Mackenzie and Alison Dobbie | INELI Program: History and outcomes. While this was interesting it was a fill-in presentation as one keynote speaker was unable to attend at the last minute. |
| | Conference Dinner | Supported ALIA with a major sponsor and looked after a keynote speaker |
| 2 August | Concurrent Session 15 Professional Learning Experiences of Australian public library staff | This was a workshop and presentation.  The research findings of how public library staff view professional development was shared with the audience and then a workshop regarding professional learning and how to excite and engage library staff in learning was conducted.  The research findings have been shared with People and Culture to inform learning opportunities and performance conversations regarding skill development and continual learning. YPRL Strategic plan: ***People and Culture*** *(building a staff learning culture)* |
| | Exhibition Hall – key meetings with YPRL vendors | As this was the last day of the conference I took the opportunity to catch up with key vendors I had not yet had the time to meet. |
| | Concurrent session 16 2 Presentations 1: Augmented Reality 2: Heritage Collections | Interesting presentations regarding Augmented Reality (AR) programs in Wellington Library.  Will share the paper with interested staff member from Ivanhoe who has put in a research grant to explore AR in libraries. YPRL Strategic plan: ***Public Participation*** *(creating public programs that connect communities to the latest in technology and innovative engagement strategies)* |
| | Concurrent session 20 2 Presentations 1: Collection performance using retail strategies 2: Marketing Special Collections | Ipswich City Libraries have created a high turnover collection called the Marketplace. Using retail strategies 70% of this collection is out at any given time.  The presenter has shared all the details of this innovation with me and YPRL will explore if this could be implemented successfully here. YPRL Strategic Plan ***Knowledge & Information*** *(presenting collections that delight)* |

| Asia Pacific Library Information Conference 2018 | | |
|---|---|---|
| | Closing Keynote: Michael Stephens San Jose State University | Upbeat presentation reminding the audience of the remarkable impact libraries have around the world. Reiterating some key themes throughout the conference: innovate, remember to breathe, remember to celebrate successes and to tell impactful stories. |

Sincere thanks to the Board for supporting my attendance at the APLIC conference.

POLICY STRATEGY AND LEGISLATION

LINKS TO STRATEGIC PLAN

Focus 3    People and Culture

Strategy: Invest in our people and culture because they are at the heart of everything 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 receive the report**

**M:** _____

**S:** _____