



# ANNUAL REPORT

2021/2022

The Geelong Regional Library Corporation acknowledges the Wadawurrung Peoples and Eastern Maar Peoples as Traditional Owners of the distinct lands on which our library services operate. We pay respect to Wadawurrung and Eastern Maar Elders past, present and emerging. We acknowledge and celebrate First Nations Peoples of this land as the custodians of learning, literacy, knowledge and story.



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# CONNECTING AND THRIVING

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The Geelong Regional Library Corporation Annual Report 2021/22 documents and celebrates our work and achievements over the past 12 months.

In 2021, we proudly launched our new four-year Library Plan 2021-25: *Connecting and Thriving*, which sets out our Purpose and our Vision under four pillars.

This year, we have delivered on many of the objectives set out in *Connecting and Thriving*. We will continue to report back to our communities and stakeholders on our progress against the remaining objectives, throughout the period of the plan.

## OUR PURPOSE

To be a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.

## OUR VISION

### COMMUNITY

Geelong Regional Library Corporation is an innovative partner. We are addressing local needs with local solutions. You see us out and about in the region, focusing on vulnerable and hard to reach communities.

### PLACES AND SPACES

Our spaces are adaptable and democratic; uplifting and sustainable.

### OUR PEOPLE

Our team is curious, caring and skilled. We exhibit a spirit of experimentation that matches transformative times.

### REGIONAL LEADERSHIP

Geelong Regional Library Corporation is known for leading regional recovery. We use our core strength for community good.



# MESSAGE FROM OUR CHAIR



## It is my pleasure to present the Geelong Regional Library Corporation (GRLC) Annual Report 2021/22.

Few of us would have imagined this time a year ago that we would still be so heavily impacted by COVID-19. Yet 2021/22 was a year in which the Pandemic continued to have a profound impact on our communities, the organisation and the team.

Public libraries play a critical role in community health and wellbeing and this year our communities experienced this more than ever as we made a difference to their daily lives. Throughout the Pandemic, like libraries around the world, GRLC has provided services that are improving the wellbeing of our communities: bridging the digital divide; offering valuable social connection to those who are vulnerable, isolated or simply in need; and providing access to reputable information, learning and entertainment at the time when people require it most.

One such example of this was the support provided by the GRLC team to library customers – particularly those with low digital literacy and the elderly – in navigating COVID-19 rules and mandates, such as vaccine certificate requirements. This simple yet highly appreciated service is an example of how responsive and agile the organisation has been in responding to the continuous change and challenges that COVID has thrown at us. The State Government recognised this by declaring public libraries an essential service during the Pandemic restrictions.

This year saw the GRLC commence year one of *Connecting and Thriving*, the new Library Plan for 2021-25. Taking a leadership role in the region's COVID-19 recovery is front and centre in this plan, and I believe the GRLC is well positioned to make a strong impact for our communities in the coming years.

It has been very positive to see our Member Councils' continued investment in libraries in our region, and there are many exciting major infrastructure projects in the pipeline. The new Drysdale Library is now under construction and due to be completed in 2023, and the sod has been turned for the new Armstrong Creek Library and Community Hub. In the Borough of Queenscliffe, we are eagerly awaiting the opening of the new Queenscliffe Hub: Wirring Wirring, and this year Surf Coast Shire endorsed plans for a new Surf Coast Cultural Centre that will house the expanded Torquay Library.

In July 2022, we will celebrate the first anniversary of Colac Otway Shire joining the GRLC and us welcoming the teams from Apollo Bay and Colac Libraries and the Colac Otway Shire Mobile Library, who continue to provide a great library service that is much-loved by everyone.

This year GRLC joined a global movement of public libraries that have permanently abolished overdue fines. The Board was very pleased to endorse this recommendation, and in doing so help remove financial barriers to participation for the most vulnerable in our communities. Ultimately, fines are contrary to the core purpose of public libraries – to provide free and universal access to information.

With communities and businesses reopening after lockdowns, GRLC's outreach activities were reactivated this year. Initiatives such as Story Time on Wheels sessions, pop-up community libraries, mobile vaccine ambassador service and school visits have ensured that we are visible out and about in the community – a key objective in our library plan.

Through the lens of *Connecting and Thriving*, and COVID-19, the team had an opportunity this year to review the format of the annual Word for Word National Non-Fiction Festival. The festival has been reimagined as the Local Word: Regional Showcase, a celebration of reading and writing with a decidedly local focus. Thank you to our event partners, the City of Greater Geelong and Deakin University. I very much look forward to the event, which will take place during November 2022.

The team at GRLC has risen to the challenge again this year, and I would like to acknowledge all the staff for their outstanding customer service delivered throughout the Pandemic. In her first full year at the helm of the organisation, Vanessa has achieved so much, and I commend her for leading the team to success under some difficult circumstances.

As always, thanks to my fellow Board members from our five Member Councils for your contribution and collegiate approach this year. I look forward to seeing where the next year takes us.

**Councillor Ron Nelson**  
Board Chair

# MESSAGE FROM OUR CEO

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I'm pleased to report on the 'year that was' for Geelong Regional Library Corporation (GRLC) and reflect on all that we have achieved during a time of continued challenges for the region.

*Connecting and Thriving*, our Library Plan 2021–25, is our roadmap and states our Purpose: *to provide a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging*. More than 4,000 people provided feedback into the development of the plan that truly represents our communities' needs and vision for their public library service. The plan integrates with our Member Councils' strategic plans to ensure that we are delivering shared community outcomes. I'm pleased to report that we are tracking very well against our first-year actions.

Our most important asset will always be our people and this year I was in awe of their dedication to our customers and each other as they delivered valued library services during the continued pandemic restrictions and disruptions.

Our Strategic Leadership Team is central to building a culture that is curious and caring. This year we launched *Impact 2022*, a leadership development program focussed on their personal development, building a psychologically safe workplace and leader as coach. This investment in our experienced and emerging leaders is already evident in their collegial approaches to whole of organisation complexities and I am proud of their care for their teams and each other.

When I joined GRLC in June 2021, it was evident that our people were worried about delays to our Enterprise Bargaining Agreement negotiations. To understand this better I commissioned a staff culture survey, held in August. The results were a clear benchmark and a mandate to build a caring culture where everyone enjoys coming to work. Staff focus groups allowed a 'deeper dive' into key survey themes and agreed actions. These included a focus on internal communications, celebration of achievements, the introduction of weekly CEO updates, quarterly all staff online meetings and local activities within each library; all of which have had a positive impact on team culture.

Enterprise Agreement negotiations recommenced in July 2021 and we reached agreement with the Australian Services Union (ASU) in December. Our staff vote on the proposed Enterprise Agreement was held in early 2022 with a 97% 'yes' vote. This was made possible by the constructive relationships on the Bargaining Committee, and I would like to acknowledge the representatives who were entirely committed to a positive result and ensuring a great outcome for current and future employees of the GRLC.

The health and wellbeing of our people, library customers and broader communities remained a key focus for us. Throughout lockdown periods we were committed to providing a continuous service to our customers – particularly vulnerable or isolated people – through programs such as Click & Collect, Click & Deliver and our online events and programming.

In early 2022, as libraries reopened and life appeared to be returning to a 'new normal', we were faced with fresh challenges. The dual impact of COVID-19 and the winter 'flu season resulted in considerable staff shortages. We developed a business continuity plan for each of our libraries, which included adjusting our operating hours whilst ensuring we were providing a consistent, safe and high-quality service to our customers.

As we began to focus on recovery, we continued to play a regional leadership role by activating local spaces. We launched initiatives such as the **Creative Collective Memory Arts** and Community Music programs, a **Seed Library** and a new event series, **Talk It Up**. All of these initiatives aimed to re-engage, re-energise and bring people together following months of disruption.

My sincere thanks to our Library Board for your support to me personally and most importantly your valuable advocacy as champions of the Library. A big thanks also to our Member Councils for your unwavering support of our public library service, and for your future-focussed investment with wonderful new and refurbished libraries on the horizon.

To our partners, donors and collaborators – your support is invaluable, and I look forward to seeing where the future takes us.

Of course, we are nothing without our library members and customers, so thank you for providing our reason to come to work each day.

Finally, to the team and our volunteers – your contribution, professionalism and resilience this year has been inspiring. Thanks for making our workplace fun and a great place to be.

**Vanessa Schernickau**  
Chief Executive Officer

## THE YEAR IN NUMBERS

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**13,302**   
CLICK & COLLECT ORDERS


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 **5,568**  
APP DOWNLOADS

---

**401,865**  
 COLLECTION  
ITEMS

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**1,275,336**  
 WEBSITE AND ONLINE  
CATALOGUE VISITS

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**58,000+**  
ITEMS ADDED TO THE COLLECTION

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**323**   
HOME LIBRARY  
SERVICE MEMBERS

---

**1,997,286**  
 LOANS

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 **4,461**  
LOTE COLLECTION ITEMS

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**208** MEETING ROOM BOOKINGS,  
COMMUNITY LIBRARIES

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25 

25 MOBILE LIBRARY STOPS  
ACROSS THE REGION

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124,203



LIBRARY  
MEMBERS

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OVER 16,700  
ADULT EVENT ATTENDEES



92% RATED OUR MAJOR ADULT  
EVENTS AS "VERY GOOD" OR  
"EXCELLENT"

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959,451

PHYSICAL LIBRARY VISITS

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13,715 

VIEWS OF OUR EVENTS  
ON YOUTUBE

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410 BIG SUMMER READ  
PARTICIPANTS (SECOND  
MOST IN STATE)

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1,648

EARLY LITERACY PROGRAMS  
(29,479 IN ATTENDANCE)

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269 

CHILDREN & YOUTH SERVICES  
OUTREACH SESSIONS

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382 VISITS FROM  
SCHOOL GROUPS

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# ABOUT US

Geelong Regional Library Corporation proudly delivers public library services to people living, working in and visiting the G21 region. This dynamic and diverse region is home to around 350,000 people and covers a geographical area spanning 5,500km<sup>2</sup>.





FAIR WAGES FOR  
KEEPING  
REGIONAL  
LIBRARIES STAFFY



# OUR CORPORATION

Our Corporation – formed in 1997 – represents a successful collaboration between our five Member Councils: The Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire.

## OUR HISTORY

The GRLC network is situated on the lands of the Wadawurrung Peoples and the Eastern Maar Peoples.

The history of GRLC can be traced back to the mid-1800s, when the first public libraries began operating in our region: in Corio in 1841, Colac in 1871, Geelong in 1876, Geelong West in 1884 and Queenscliff in 1887.

In March 1997, following local government amalgamations, the GRLC was formed under the provisions of sections 196 and 197 of the *Local Government Act 1989* to provide library services within the local government areas of Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

In July 2021, Colac Otway Shire was incorporated as the GRLC's fifth Member Council.

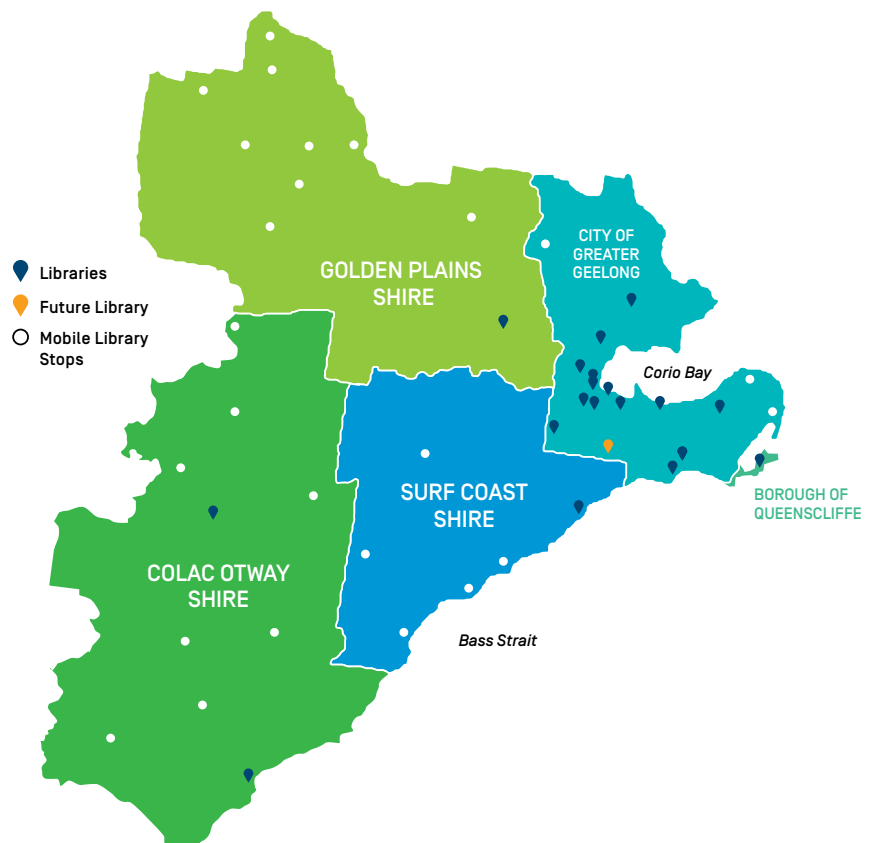
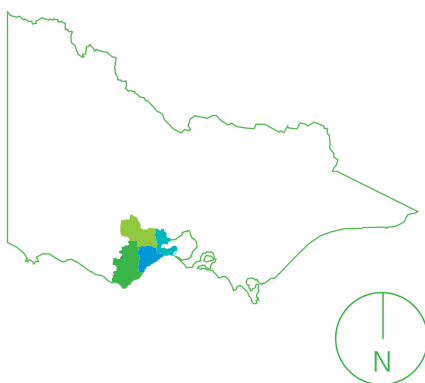
## OUR CORPORATION TODAY

Today, GRLC is Victoria's largest public library service, operating a network of 19 libraries, three mobile library services, community outreach activities and extensive digital platforms. Our service is consistently recognised as one of the best in the State, and we work hard to ensure that everyone in our diverse – and rapidly growing – region has access to a high-quality community facing service.

The success of the collaboration between our five Member Councils endures, providing financial and operational efficiencies, advocacy and a shared vision, to the benefit of all in our communities.

With a number of new libraries currently in planning and development, we look forward to the further growth of our network in the coming years.

GRLC is a lead employer in the G21 region, and is proud to be a part of Geelong's Cultural Precinct where the Geelong Library & Heritage Centre is a known destination for locals and visitor. In the post-COVID environment, GRLC will continue to play an important leadership role in the region and within the public library sector in Victoria.





Written by  
**KATIE LYNN**

"When you're a Katie Lynn book, it's going to be a success for you and all the readers who love you and Anthony Bell!"

# GOVERNANCE

GRLC is governed by the Geelong Regional Library Board. Representation on the Board, and the selection of delegates, is determined by the Regional Library Agreement between our five Member Councils.

The responsibilities and authorities of the Board are similar to those of local government councils and include policy determination, strategic planning and service evaluation. Board meetings are held regularly and are open to the public. Meeting dates are advertised and the agenda for each meeting appears on the GRLC's website.

## OUR SUCCESSES

During 2021/22, the following Board initiatives, strategic planning and projects were undertaken by the GRLC.

### Governance

- / Completed our Library Plan 2021-25: *Connecting and Thriving*
- / Adopted annual priorities and implemented Year One actions from our Library Plan 2021-25: *Connecting and Thriving*
- / Smooth integration of libraries in the Colac Otway Shire from 1 July 2021
- / Adopted Annual Budget 2022/23 and Strategic Resource Plan 2022-26
- / Adopted Annual Report 2020/21
- / Board Strategic Planning Day held in November
- / Finalised and implemented new Enterprise Agreement 2021-2024.

### Library operations, programs and services

- / Developed Events Strategy; launched new Talk It Up event series and announced the Local Word Regional Showcase event
- / Launched new Impact Investor program
- / Removed overdue fines for library members
- / Invested in GRLC's Library of Things (Seed Library)
- / Implemented Reader Engagement Advocacy Strategy (READS) and Youth Engagement Strategy (YES)
- / Contributed to planning, engagement and operational readiness for the new Queenscliffe Hub, Drysdale Library, Armstrong Creek Library and Torquay Library.

### People and Culture

- / Developed People and Culture Strategy
- / Launched staff mentoring pilot program
- / Launched Impact 2022 leadership program.

### Communications

- / Launched internal communication platforms, Yammer and Sharepoint
- / Introduced simplified internal communication flow process

### Digital innovation

- / Windows 10/Office 365 rolled out for all staff
- / Replaced RFID technology at Geelong Library & Heritage Centre
- / Major Audio-Visual technology upgrades completed at multiple libraries
- / Automation of all library notification processes
- / Replacement and modernisation of aging infrastructure and equipment.

# OUR BOARD

**Cr Ron Nelson (Chair)**  
City of Greater Geelong



**Mayor Ross Ebbels  
(Deputy Chair)**  
Borough of Queenscliffe



**Cr Stephen Hart**  
Colac Otway Shire



**Cr Sarah Mansfield**  
City of Greater Geelong



**Cr Jim Mason, AM**  
City of Greater Geelong



**Cr Liz Pattison**  
Surf Coast Shire



**Cr Owen Sharkey**  
Golden Plains Shire



**Cr Trent Sullivan**  
City of Greater Geelong



BOARD MEMBER	MAX. POSSIBLE NUMBER OF BOARD MEETINGS TO ATTEND	MEETINGS ATTENDED
Cr Ron Nelson (Chair)	6	5
Mayor Cr Ross Ebbels (Deputy Chair)	6	5
Cr Stephen Hart	6	6
Cr Sarah Mansfield	6	4
Cr Jim Mason	6	6
Cr Liz Pattison	6	5
Cr Owen Sharkey	6	6
Cr Trent Sullivan	6	6

# FINANCES

The financial result for 2021/22 is a deficit of \$100,199, compared to a \$2,985,579 deficit in the previous year 2020/21.

The result is due to:

- / Colac Otway Shire became a member of the Geelong Regional Library Corporation from 1 July 2021. The contribution for their first year was \$1m. A further \$206,000 was received from the State Government under the Public Libraries Funding Program for Colac Otway Shire.
- / Venue Hire income increased by 101% compared to the prior year.
- / Contributions from Member Councils were restricted by rate capping, and are therefore not sufficient to cover the entire depreciation expense and book value of items written off [\$2.3m]. These are non-cash items that have not impacted the movement in the cash balance during the financial year.
- / Prior year deficit was larger due to a contribution of \$2.7m received in advance for the first quarter of the 2020/21 financial year from City of Greater Geelong. This was recognised in the 2019/20 accounts.

Cash and cash equivalents have increased to \$3,034,378 in 2021/22 [2020/21: \$2,512,936], with net cash provided by operating activities at \$2,585,639 [2020/21: net cash used in operating activities \$22,582].

In 2021/22 total income of \$16,418,636 [2020/21: \$12,272,124] was derived from the following sources:

Member Council contributions	83% [2020/21: 79%]
State Government grants	15% [2020/21: 17%]
Fees, charges, interest, asset disposals	2% [2020/21: 4%]

In 2021/22 total expenditure of \$16,508,835 [2020/21: \$15,257,703] was comprised as follows:

Employee costs	69% [2020/21: 67%]
Materials and services	16% [2020/21: 17%]
Depreciation, amortisation & asset write-downs	14% [2020/21: 15%]
Other expenses	1% [2020/21: 1%]

# GRANTS

The GRLC received the majority of its funding from the five Member Councils: Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. This year they contributed \$13,652,932 [2020/21: \$9,671,323].

The State Government provides recurrent and capital funding under the Public Library Funding Program and the Premier's Reading Challenge Program. In 2021/22 the State Government contributed a total of \$2,435,706 [2020/21: \$2,140,888].

GRLC is also grateful for the following Grants received in 2021/22:

- / State Library of Victoria – Health and Wellbeing Program Creative Collective Memory Arts Project \$33,100
- / Public Libraries Victoria – Vaccination Ambassador Program Community Engagement sessions \$3,500
- / Kings Funerals – Library Impact Investment \$2,830
- / Public Libraries Victoria – Vaccine Ambassador Program Promotions \$2,700
- / City of Greater Geelong – Healthy & Connected Communities \$2,300
- / Public Libraries Victoria – Social Seniors Grant \$2,000
- / State Library of Victoria – Community Campaign Social Connectedness \$1,364
- / Wellways Australia Limited – Seed Library \$1,332
- / Write Results Pty Ltd – Seed Library \$1,200 donation
- / Public Libraries Victoria – Vaccination Ambassador Program staff training \$1,120.



# CHALLENGES THIS YEAR

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Our primary challenge during 2021/22 was COVID-19, with the Pandemic continuing to require us to adjust our resources, planning and operations this year, as we prioritised the health and wellbeing of our staff and communities.

The second half of 2021 saw our team continuing to navigate Government COVID-19 directions, that necessitated – at various times – library closures, the enforcement of mask and vaccination mandates, density limits and physical distancing requirements in our spaces, and other service limitations. Many of these requirements put a great deal of pressure on our team, but everyone responded with the professionalism, customer-focus and flexibility which has been a hallmark of the organisation's response since the beginning of the Pandemic.

In 2022, despite the lifting of most COVID-19 restrictions, the dual impact on our people and communities of a surge in cases of COVID-19 and the winter 'flu season, saw new challenges to contend with. Responding to staffing shortages caused by illness, COVID-19 isolation requirements and caring responsibilities, was a particular challenge and necessitated the implementation of temporary reduced operating hours across our network as part of our Business Continuity Planning. We looked carefully at the way communities are using our libraries to ensure we limited the impact of the changes on our customers, before making these adjustments to our opening hours. The changes successfully enabled us to support the health and wellbeing of our staff and communities; minimise the need for short-notice library closures; and provide a more consistent service to our communities.

Our library events continued to be impacted by changes in the way people are supporting public events, visiting public spaces and consuming entertainment. Throughout the year we continued to provide online event options, but staff relished the opportunity to return to in-person programming when libraries re-opened. Attendance figures for Children & Youth events, and in particular, early literacy programs, rebounded strongly in 2022, but many author talk events continued to see much lower-than-average attendance, indicating that it may be some time before we see a return to pre-COVID attendance levels.

Similarly, visitation to our libraries has been slow to return to pre-COVID levels.

A key focus for GRLC – as we embed the learnings from the past two years and move ahead with the objectives set out in *Connecting and Thriving* – is to increasingly expand our service beyond the four walls of our libraries. Community outreach will be more important than ever as we adjust our services to meet the needs of local people – particularly our vulnerable, remote or isolated communities – as we eventually move into a post-Pandemic era. This was demonstrated during 2021/22 with our new relationship with Marngoneet Correctional Centre, as well as pop-up libraries in the community, Story Time on Wheels sessions and our Home Library Service [see Chapter 2, Out and About].





# LOOKING FORWARD

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The challenges of COVID-19 were tempered this year by many exciting opportunities, projects and initiatives as we deliver the actions in *Connecting and Thriving*, our new Library Plan 2021-25.

*Connecting and Thriving* provides our roadmap for 2021-2025, laying out the work we will do to deliver outcomes across four key pillars: Community, Places and Spaces, Our People and Regional Leadership.

The important role that public libraries will play during this period – as our communities recover from the social, health, economic and environmental impacts of the Pandemic – cannot be underestimated.

During the year we were pleased to continue our support of State Library Victoria and Public Libraries Victoria's *Libraries Change Lives* campaign, which has focused on the role that libraries play in community health and wellbeing. We will continue to play our part in supporting this campaign, as well as other initiatives, in partnership with our State-wide library network and colleagues.

Embracing a spirit of experimentation and innovation, we have explored new ideas and partnerships this year. In early 2022, a Community Music program was established at Geelong Library & Heritage Centre (GLHC) to encourage a new audience into the space, and to support local creatives and musicians who were heavily impacted by Pandemic lockdowns. Through the program, music makers are encouraged to apply to perform or rehearse in the Library space. We look forward to further expanding this program to other libraries in the network.

Other explorative ventures this year have seen us expand our exhibition space at the GLHC, develop a range of merchandise for sale in libraries and begin exploring options for podcasting studios. We are excited to further explore and build on these ventures, and more, in the coming years.

It is always exciting to see new libraries in development, and there are a number on the horizon and due for completion within the life of *Connecting and Thriving*. We have been working closely with our Member Councils on engagement and planning for the Queenscliffe Hub: Wirring Wirring (due to open this month), Drysdale Library (due for completion in mid-2023), Armstrong Creek Library and Community Hub (due for completion early 2024) and Surf Coast Cultural Centre, to include the new Torquay Library (concept plans and a business case were endorsed by Surf Coast Shire Council in February 2022). There is also a major refurbishment planned for Chilwell Library in late 2022 and a new library at Lara is in planning. This is great news for our growing communities, and a major investment by our Member Councils who continue to be great supporters of public libraries.

Following a lengthy Enterprise Bargaining Agreement process undertaken during 2020 and 2021, GRLC collaborated closely with the Australian Services Union to reach agreement in December 2021, resulting in a 97% yes vote by our staff in January 2022. With a new Enterprise Agreement in place, we are pleased to be implementing new conditions to the benefit of our current and future employees.

Recruitment is a key focus for our People and Culture Team, with our new Culture Strategy set to ensure our recruitment processes are robust and representing a best practice approach.







# COMMUNITY

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Geelong Regional Library Corporation is an innovative partner. We are addressing local needs with local solutions. You see us out and about in the region, focusing on vulnerable and hard to reach communities.

# OUT AND ABOUT

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## HOME LIBRARY SERVICE

Our Home Library Service enables the delivery of curated library materials to members of the community who are unable to access their local library due to ill health or mobility challenges.

The Home Library Service delivers library collection items – books, magazines, CDs and more – to 323 people, living independently or in aged care facilities. This year, our Home Library Service clients borrowed more than 20,000 collection items.

The Home Library Service also makes available iPads with sim cards, enabling customers to access the Library's eCollection and connect with loved ones. This was of particular value during repeated COVID-19 lockdowns this year.

The Home Library Service benefits from a team of volunteers, who get to know the customers, select items that match their interests and preferences, and personally deliver them. This provides our customers with additional social connection with people from their own community.

### Home Library Service volunteers

Currently more than 70 volunteers deliver over 1,000 items per month to Home Library Service clients. Volunteers offer an invaluable service to the community and in return value the one-on-one connections they make.

We are grateful for the contribution of our volunteers who made a difference to all our Home Library Service customers and during 2022, GRLC hosted a number of activities for them, including two online trivia sessions, and a morning tea and poetry reading. The morning tea event was the first opportunity for volunteers to meet face-to-face in two years due to the Pandemic.

## MOBILE LIBRARY SERVICE

GRLC operates three mobile libraries:

- / Bellarine & Surf Coast Mobile Library
- / Colac Otway Mobile Library
- / Golden Plains Mobile Library

Following periods of COVID-19 restrictions, our mobile library team enjoyed greeting customers back onto the mobiles at the 25 stops across the region.

The mobile libraries continue to be an invaluable and integral part of our regional and rural communities. Mobile libraries are seen as more than a library to their customers; they are a hub for locals to meet and share connection and conversation.

Throughout the year, the team was kept busy offering customers a high-quality and personalised service, demonstrating extensive collection and digital knowledge.

## STORY TIME ON WHEELS

This year we launched Story Time on Wheels, recognising there are often accessibility challenges for rural and coastal communities. Engaging local kindergartens and schools, community and childcare centres and maternal child health services, these sessions provided an opportunity to expand the library beyond four walls and deliver on our commitment to be visible out and about in the community whilst increasing accessibility for our communities.

Residents along the Golden Plains, Surf Coast and Colac Otway Shire mobile library routes had several opportunities to be part of the Story Time on Wheels sessions, with themed and regular Story Time sessions delivered to appreciative families in their hometowns.

- / Golden Plains Mobile offered Story Time sessions at eight stops, connecting with 112 children, and 25 adults.
- / Surf Coast & Bellarine Mobile (Surf Coast Shire only) offered four Story Time sessions held at Deans Marsh, Anglesea and Winchelsea, connecting with 32 children and 21 adults.
- / Colac Otway Mobile offered four Story Time sessions at Birregurra, connecting with 19 children and 10 adults.

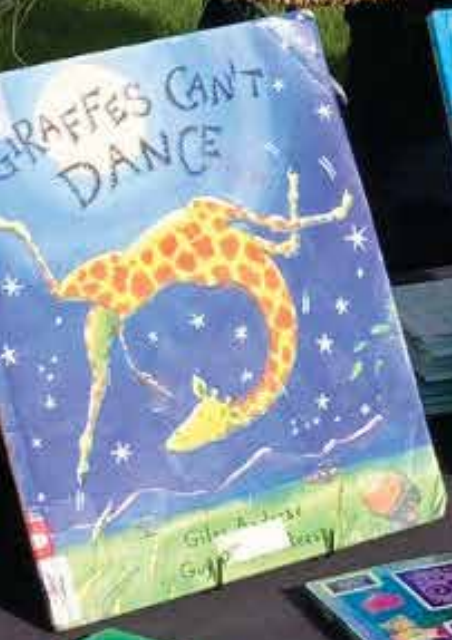


*" We love how easy it is to use the catalogue and order books to pick up here on the mobile bus in Lorne. Great access to 100's of titles and the service is great too! "*

- Mobile Library customer



SIGN UP  
FOR OUR  
eNEWSLETTER





## POP-UP LIBRARIES

To help remove barriers to accessing our library services, and to reach a broader audience, GRLC delivered 'pop-up library' sessions in public spaces and at community events throughout the year. Pop-up libraries provide opportunities for people to sign up for a library membership and hear about the library service and collection. Often, the pop-up will include a small browsing and borrowing collection, and staff will run activities or Story Time sessions.

During 2021/22, we ran pop-up sessions at the following locations:

- / Humans in Geelong Expo (December 2021)
- / Colac Kana Festival (March 2022)
- / Circular Living Show (April 2022)
- / Corio Village Shopping Centre (April/May 2022)
- / Armstrong Creek East Community Centre (May and June 2022)
- / Waurm Ponds Shopping Centre (June 2022).

## SEED LIBRARY

The GRLC's Seed Library was created this year to help foster community connections and enhance wellbeing in recognition of the challenges faced by people during multiple lockdowns. The project also acknowledges the role gardening can play in wellbeing and aims to encourage people to grow their own food.

The Seed Library provides free seeds – including flowers, herbs and vegetables – and encourages donation of seeds in a community-based swap system. Whether people are novice or avid gardeners this project provides a platform that supports lifelong learning, healthy eating, and engaged living. The ability to grow one's own food assists in addressing food security issues and supports social and economic vulnerability.

GRLC has hosted more than 20 gardening and 'Seed Library' events around the library network since the Seed Library's inception. The Seed Library was also invited to take part in Geelong Sustainability's Circular Living Show and was included in the Tastes of Central Geelong program.

More than 200 people have subscribed to our bi-monthly Seed Library Update e-newsletter which launched in June 2022, providing tips, books reviews, upcoming programs and other Seed Library related information.

The Seed Library has provided hundreds of packets of seeds to our community, and donations have flooded into our libraries.

The Seed Library is available at Bannockburn, Colac, Drysdale, Newcomb, Torquay and Waurm Ponds Libraries, with a roving Seed Library box that moves around our network.

The project is possible thanks to support from the City of Greater Geelong through its Healthy and Connected Communities' Grants Program as well as through support from Wellways, PHN Western Victoria and Corporate Sponsor, Write Results.



# PROMOTING READING, LITERACY AND LEARNING

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## OUR COLLECTIONS

The growing GRLC eCollection continues to expand and provide access to fiction and non-fiction, including learning resources, for all our customers regardless of location.

The GRLC's ongoing commitment to providing the best titles available on our Bolinda Borrowbox platform resulted in another jump in loans, with a 14% increase in eBook loans and 32% increase in eAudiobook loans over the past year. Initial increases in loans were apparent at the onset of COVID-19 restrictions; the last year has demonstrated that eBooks and eAudiobooks have firmly become part of our customer's regular borrowing habits and that loans will continue to increase.

This year, we added a new eNewspaper offering, Newsbank, to our eCollection. In addition to providing daily access to over 700 Australian and international news sources, including *The Age*, Newsbank also allows our members access to digital versions of *Geelong Advertiser* and *Herald Sun* for the first time. Providing information services in response to the requests and needs of our communities is a central tenant to our commitment to community learning. The *Geelong Advertiser* has been particularly popular, demonstrating the value of this new offering to our customers.

Library collections across all formats continued to provide our community members with high quality, relevant and inspiring materials. During 2021/22, we added 58,223 new items to our collections.

Our Collections team has worked hard behind the scenes, analysing usage statistics as well as feedback from the community to improve our collection and the way it works. Our existing collection management software packages have been used to their full capacity to ensure specific items are directed to the community libraries and communities that most appreciate them. This has resulted in our collection 'working harder' with collection items that are relevant circulated more across the network and being borrowed more often. This creates best value for our Member Councils and their communities.

These efforts, along with the removal of overdue fines and increased access to our libraries (in comparison with periods under COVID-19 lockdown in 2020/21) resulted in a 16% increase in physical loans compared to previous financial year.

Successful onboarding of new Inter-Library Loan (ILL) systems, as well as a reduction in fees for ILL, resulted in an impressive 141% (compared with 2020/21) increase in ILL requests from GRLC borrowers, as this service continues to provide specialist and hard-to-find items to our communities from our library partners across the State.

This year we participated in the State-wide Big Summer Read and Warm Winter Reads initiatives, helping to meet health and wellbeing objectives of our Reader Engagement Advocacy & Development Strategy (READS), as well as facilitating a love of reading.

## INFORMATION SERVICES AND PROGRAMS

READS identifies community programming and collection access as a key to GRLC facilitating health and wellbeing outcomes for our communities and we continued to deliver a wide range of adult programming this year. In total, 480 programs in skill-based training were run by our Information Service Librarians, across broad subject areas:

- / computer and technology use
- / 3D printing
- / podcasting
- / life and reading skill development (including gardening, organisation, book clubs, trivia) and
- / knowledge building (including psychology, philosophy, history).

The library continued to maintain a balance of in-person programming with online events, to ensure community members have opportunities to access programming, particularly those in remote or rural areas.

As identified in the READS action plan, the library plays a key role in fostering a love of reading to enhance health and wellbeing outcomes, both for the individual and society. A lifelong love of reading contributes to these outcomes, which are particularly valuable in this period of COVID-19 recovery. Two key reader advisory services were offered this year: the ongoing facilitation of Book Buzz, our Facebook page with reviews and book discussion, and the Book Advisor service, where customers let us know their interests and needs and library staff curate a bespoke selection of items just for them.

*“ Fantastic introduction to 3D Modelling. Librarian was very patient and helpful. Learned so much!”*

– 3D Printing Workshop participant

## COMMUNITY PARTNERSHIPS

The Information Services Team has established new collaborative opportunities with local community groups to provide opportunities for lifelong learning and wellbeing outcomes. The team at Newcomb Library partnered with Bellarine Living and Learning Centre to re-establish beginner computer classes, ensuring that vulnerable community members have access to develop these essential life skills. Corio Library has been working closely with partners, including Our Place (Northern Bay College), Rosewall Community Centre and Northerly Aspects, not only delivering information services and training, but also creating collaborative opportunities to ensure community needs are met.

## YOUTH ENGAGEMENT STRATEGY

Our Youth Engagement Strategy 2021-2025 (YES) affirms our commitment to contribute to positive outcomes for young people aged 12-18 years who live, work and study in our communities. Young people have been disproportionately affected by COVID-19 with inequities to accessing support and information, which impacts mental health and social connectedness, particularly for those in already vulnerable populations. Recognising barriers to access and engagement, we have made it our priority to provide outreach to deliver services to young people, especially those experiencing disadvantage.

This year, we delivered 31 in-person outreach sessions for around 600 children and youth, including at regular sessions with our long-standing partners the fOrT Youth Centre in Corio. There was also a focus on targeted outreach with secondary education providers and youth hubs, with GRLC staff attending student engagement meetings or drop-in sessions to promote inclusivity and co-design with young people for our program delivery.

An increased focus to further engage young people led to the establishment of a YES Working Group, implementing strategies to underpin youth program delivery and building partnerships with youth service providers such as Barwon Child, Youth and Family (BCYF), City of Greater Geelong Youth Development Team and youth drop-in centres across our municipalities.



### GMHBA Healthy Heroes Story Time with Geelong Cats

In April 2022, 65 excited children attended the GMHBA Healthy Heroes Story Time with Geelong Cats AFL and AFLW players at the Geelong Library & Heritage Centre. This special partnership event focussed on 'Healthy Heroes' and included badge making, autographs and time spent mingling with players. This was followed by an Acknowledgement of Country sung and signed in AUSLAN by Children & Youth Services Librarians, Geelong Cats players and children. AFL player Shaun Higgins read *Back to Sleep* by Zoe Foster-Blake to a very attentive audience of football fans and avid readers.

This event was a great opportunity to reach new audiences with attendees signing up for library membership and borrowing an array of books immediately after the session, fostering a passion for reading and connecting with stories while promoting lifelong learning amongst our youngest community members.

# CELEBRATING HISTORY & CULTURE

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## KIM BARNE THALIYU / GEELONG HERITAGE CENTRE

For many years, Kim barne thaliyu, meaning 'here yesterday' in Wadawurrung, has been displayed at the entrance of the Geelong Heritage Centre. During the year, we started to use Kim barne thaliyu in our public communications including on our website, email signature, social media posts, exhibitions and public programs.

This year we also updated the Heritage section of our website to be more-user friendly and to include First Nations' heritage in our story. Each Thursday we have shared stories from our Heritage collection via GRLC social media and, as part of improving community access to our collections, we have commenced a digital transformation of our catalogue.

A key digital infrastructure project to support this work was completed during the year – the migration of the digital archive (**find out more**) from servers located at the Geelong Library & Heritage Centre to an Australian-based cloud solution. This new environment is more robust and is maintained by experts in this software with best practice backup and system upgrade schedules in place.

This year, we continued to build relationships with community groups and planned new ways to make our heritage collection and space more welcoming and culturally safe for First Nations people.

As a recipient of a 2019/20 Public Record Office Victoria Local History Grant, 2021 saw us complete a Significance Assessment of the Geelong Heritage Centre's collection from a First Nations' perspective. In 2022, MURRI: YUL consultants, who undertook the assessment, along with Heritage Centre staff who supported this important work, reflected on the assessment process and its recommendations during a panel for the Australian Historical Association Conference held at Geelong Library & Heritage Centre.

Other community engagement activities have included a display of items from the Geelong-based Australian Orphanage Museum, a visit from the local Polish Community Association, who added their recent publication *Establishing Our Roots in a New Land: A Collection of Personal Stories of Polish Migrants in Geelong (1950 – 2020)* to our reference collection, and Family History sessions held at libraries across our network for the Australian Heritage Festival.

## CARE FOR OUR CUSTOMERS AND COLLECTION

Specialist heritage staff support customer access to the collection, providing expert advice and research support in-person, online and over the phone. The team have also been busy working behind-the-scenes in collection preservation and management.

This work was supported by our indispensable team of volunteers, who continued to help by working from home during COVID-19 restrictions, with many now returning to volunteer on site.

## DONATIONS

We continue to receive donations from the community, which are assessed according to our Collection and Acquisition Policy and reviewed by our Collection Advisory Committee. Thank you to community members who made donations to our collection during 2021/22.

This year, a stand-out donation was an artwork and print by Australian artist James Northfield. Northfield trained at the Gordon Technical College in Geelong and his works are also held by the National Gallery of Australia and State Library of Victoria.

We also received a donation of meeting minute books and other memorabilia from the Geelong Ladies Reading Circle, a local group who was formed over 120 years ago. In addition to historical minute books dating back to 1907, we also hold a collection of contemporary minutes that document how community groups have adapted during COVID-19 times, which adds hugely to this important social history.

## KIM BARNE THALIYU / GEELONG HERITAGE CENTRE COLLECTION ADVISORY COMMITTEE

The Kim barne thaliyu / Geelong Heritage Centre Collection Advisory Committee is made up of the following representatives:

- / Cr Garry Allen, Surf Coast Shire
- / Cr Ross Ebbels, Borough of Queenscliffe
- / Mayor Peter Murrehy, City of Greater Geelong
- / Cr Les Rowe, Golden Plains Shire
- / Jillian Adams, community representative
- / Mark Beasley, Manager Kim barne thaliyu / Geelong Heritage Centre Collection & Services
- / Lana Capon, Secretary Geelong Historical Society
- / Charlie Farrugia, Public Record Office Victoria
- / Ann Horn, community representative
- / Jan Kinloch, National Council of Women – Geelong Branch
- / Jennifer Lehman, community representative
- / Martin Paten, Manager Arts & Culture City of Greater Geelong Council
- / Dr. John Wallace, community representative

We thank all our Committee representatives for their contribution this year.

## VOLUNTEER PROGRAM

Kim barne thaliyu / Geelong Heritage Centre is grateful to a group of wonderful volunteers who assist with our many projects. There are currently 11 volunteers who regularly work on site, with around 15 volunteers working from home.

Our team members continue to oversee volunteers and volunteer projects, ensuring they are engaged with meaningful work and feel supported.

Tasks undertaken by our volunteers this year included:

- / Indexing the rate book records for Geelong, Geelong West and Newtown from scanned versions in PDF files.
- / Compiling and finalising old format indexes and catalogues created by former Geelong Heritage Centre volunteers and staff.



# COMMUNITY NETWORKS & PARTNERSHIPS

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Throughout the year, we worked with the following organisations and groups:

Alan David Lodge, Barwon Health	Calvary Roccoco Residential Aged Care	Galapagos Bookstore, Apollo Bay
Anakie Community House	City of Greater Geelong – Community Inclusion	Gateway Support Services
Anglesea Art House	City of Greater Geelong, Community Life	Geelong Arts Centre
Anglican Church of the Transfiguration	City of Greater Geelong, Family Services	Geelong Camera Club
Arcare Point Lonsdale	City of Greater Geelong, fOrT Youth Centre	Geelong Connected Communities
Arcare Portarlington	City of Greater Geelong, GASP Geelong	Geelong Day VIEW Club
Armstrong Creek East Community Hub	City of Greater Geelong, Maternal & Child Health Services	Geelong Family History Group
Australian Orphanage Museum	City of Greater Geelong, My Story	Geelong Food Relief Centre
Aveo Freedom Aged Care Geelong	City of Greater Geelong, Youth Development Unit	Geelong Gallery
Back to Back Theatre	Clan Destine Press	Geelong Ladies Reading Circle
Baptcare Coasthaven Community	Cloverdale Community Centre	Geelong One Fire Reconciliation Group
Barwon Child Youth & Family	Colac Camera Club	Geelong Region Cancerians
Barwon Elder Abuse Primary Prevention Network	Colac Makers' Space	Geelong Regional Parents Group, Corio
Barwon Health	Colac Neighbourhood House	Geelong Sustainability's Circular Living
Bella Wiyon Birralee Family Centre [City of Greater Geelong]	Colac Otway Shire, Healthy Active Communities	Geelong Tech School – The Gordon
Bellarine Community Health	Colac Secondary College	Geelong West Neighbourhood House
Bellarine Community Support Register	Cook & Young Booksellers, Geelong	Geelong Women's Unionists Network
Bellarine Living and Learning Centre	Corio Village Shopping Centre	Geelong Writers
Belmont Toy Library	Costa House Residential Aged Care – genU	Ginger Monkey
Bethany Group	Cow Lick Bookshop, Colac	Global Learning Festival
Black Inc.	Deakin University	GMHBA and Geelong Football Club – Healthy Heroes
Book Bird, Geelong West	Deans Marsh Community Cottage	Golden Plains Shire, Community Development
Book Grove, Ocean Grove	Deans Marsh Spark	Great Escape Books, Aireys Inlet
Brentwood Aged Care	Diversitat Northern Community Hub [Cultura]	Grovedale Toy Library
Bupa Aged Care Bellarine Lakes	Dymocks, Waurn Ponds	Hachette Publishing
Calvary Balmoral Grove Residential Aged Care, Grovedale	Eden Park by Luson	Harper Collins
Calvary Cordelia Grove Residential Aged Care, Anglesea	Estia Health, Grovedale	headspace Ocean Grove
Calvary Elouera Residential Aged Care, Torquay	Fremantle Press	Helen Mary Kininmonth Kindergarten Winchelsea

Homestyle Aged Care Kensington Grange	Penguin Random House	Residential Aged Care
Homestyle Aged Care Sea Views Manor	Percy Baxter Lodges, Barwon Health	TLC The Belmont Residential Aged Care
Hoop Gallery	PHN Western Victoria	TLC Warralily Gardens Residential Aged Care
Humans in Geelong Expo	Polish Community Association	Torquay Books
Inverleigh Seniors	QBD Books Geelong	Torquay Community House
Jobs Victoria	Queenscliffe Historical Museum	Torquay Surf Museum
Kana Festival	Queenscliffe Literary Festival	U3A Network Victoria
Korayn Birralelee Family Centre, Corio	Queenscliffe Maritime Museum	Uniting AgeWell Kalkee Community, Murray
Kurrabee Myaring Kindergarten	Queenscliffe Town Hall (Borough of Queenscliffe)	Vines Road Community Centre
Lara Community Network	Queenscliffe Visitor Information Centre	VMCH Star of the Sea Aged Care Residence
Lara Heritage & Historical Museum	Rosewell Community Centre	Wadawurrung Traditional Owners Aboriginal Corporation
lowercase poetry	Scribe Publications	Wathaurong Aboriginal Co-Operative
Luson Aged Care (The Vue)	Simon & Schuster	Waurn Ponds Shopping Centre
MAPgroup	Sisters in Crime	Wellways
Marine and Freshwater Discovery Centre	Southern Cross Montessori Kindergarten	WILD – Women in Local Democracy
Marngoneet Correctional Centre (Karreenga)	Springdale Felters and Textile Artists	Winchelsea Community House
Melbourne University Publishing	Sticking Together Project	Write Results
Melbourne Writers Festival	Surf Coast Celebration of Sunflowers	
Mercy Place Rice Village, Geelong	Surf Coast Shire, Early Years	
Meredith Community Centre	Surf Coast Shire, Youth Team	
National Maritime Museum	Surfing Victoria	
National Science Week	Surround Sounds Festival (City of Greater Geelong)	
National Wool Museum	Sydney Writers Festival	
NBN Co.	Tannoch Brae Aged Care (Allity)	
NewSouth Books	Tastes of Central Geelong	
Northerly Aspects	Text Publishing	
Northern Futures	The Bellarine Living and Learning Centre	
One Agency Surf Coast	The Bookshop at Queenscliff	
OneCare Geelong	The Embroiderers Guild, Victoria – Geelong Branch	
Open Table	The Kiosk	
Operation Newstart, Geelong	The MAC Multi Arts Centre	
Our Place, Northern Bay College	TLC Homestead Estate	
Pan Macmillan Australia		



# PLACES AND SPACES

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Our spaces are adaptable and democratic;  
uplifting and sustainable.





# LIBRARIES FOR COMMUNITIES

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## ADAPTING OUR SERVICE DURING COVID-19

Like organisations around the world, GRLC has been required to continually adapt the way we work, and the services we provide, as COVID-19 changes the way we live. Our libraries and team play an important role in enabling community connection, providing access to reputable information, contributing to the social and economic recovery of our region and boosting health and wellbeing during this difficult time.

A strong focus of our efforts this year was on ensuring safe but continual access for library customers to our collection and services, even during times of lockdown. We honed and adapted new services introduced during 2020, to best meet the needs of our communities. Our initiatives supporting this objective have included:

### Click & Collect

This year, GRLC customers collected 13,302 orders using the Click & Collect service, during periods of library closures as a result of COVID-19 restrictions. Through Click & Collect, customers can request specific items online or take advantage of the book bundle service, a selection of collection items on specified topics or genres specially curated by our team.

### Click & Deliver

We continued to offer a Click & Deliver service this year, enabling vulnerable community members access to our collection without the need to visit a library. This year, 52 deliveries were made to library members. This number has reduced significantly from the previous year due to changes in Government rules which meant all our customers could access our collection through our Click & Collect service, even during strict lockdowns.

### Extended loan and hold collection periods

During COVID-19 restrictions and library closures, we supported our customers by extending loan periods for collection items and temporarily freezing fines (before overdue fines were removed permanently in December 2021).

This year, we also extended the time customers have to retrieve their holds, in recognition that altered opening hours can make it harder for some people to attend a library during operating hours.

## Online and in-person programming

We offered additional online programming to ensure broad access to literacy, engagement, entertainment and information sessions, noting that our communities had less access to libraries and in-person programming.

### Business Continuity Plan: Opening hours

During the first half of 2022, the GRLC was significantly impacted by a surge in COVID-19 and 'flu cases. Unplanned staff shortages meant that we often needed to close libraries at short notice or reduce operating hours. Business Continuity Plans were developed for each of our libraries. Library hours were temporarily altered to ensure libraries could be staffed appropriately and to support those who were unable to work, whilst reducing the need for last-minute library closures. These changes resulted in a more consistent service and helped everyone feel more supported as they continued to deliver library services with reduced staff availability.

In making these changes, we looked at the way communities are using our libraries to ensure we limited the impact of the changes on our customers.

## FLEXIBLE, CREATIVE & WELCOMING SPACES

As we continued to welcome the community back into our libraries following lockdowns, we focussed on providing more flexible, creative and welcoming spaces – for a variety of uses and users – across our network.

### Transforming spaces

Underpinned by a spirit of experimentation and continual improvement, this year we looked at how we can transform our library spaces to ensure they are best meeting the needs of our diverse communities.

Geelong Library & Heritage Centre's Ki-kirri-ngitj (Ground Floor) has undergone a transformation in 2022, to encourage the community to re-engage with their central library and to provide adaptable spaces for different uses. A flexible furniture configuration was implemented, to encourage and facilitate co-working opportunities. A new, adaptable collection offer better meets community expectations, provides opportunities for new discoveries and ensures a sense of freshness.

Ki-kirri-ngitj is also the 'centre stage' for our annual program of exhibitions (with a new dedicated exhibition space created on the mezzanine level, our new Community Music program [\[find out more\]](#) as well as other events and programs.

### Venue hire at the library

A number of libraries in our network have venue spaces and meeting rooms which can be booked by the public.

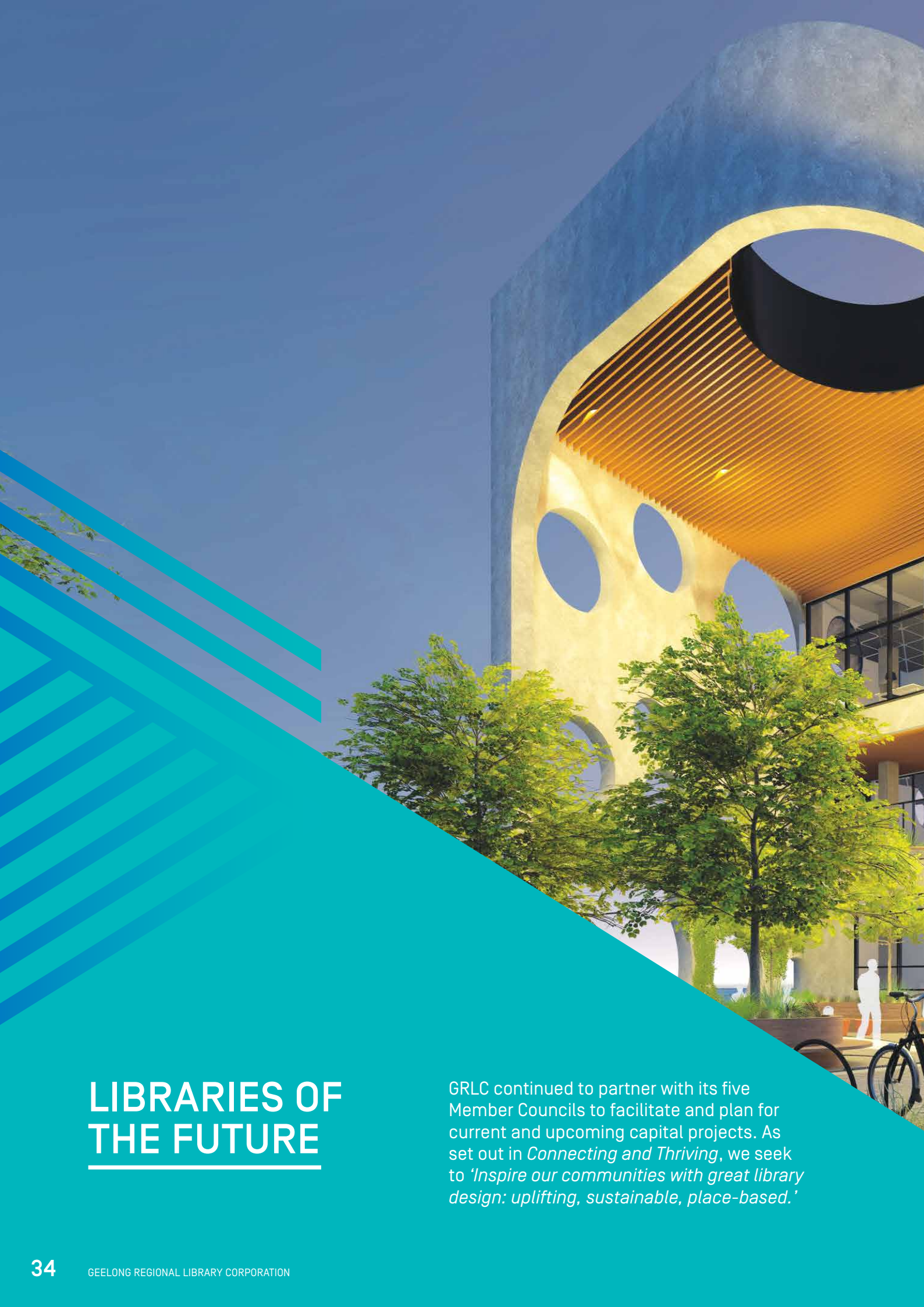
During 2021/22, GRLC embarked on a targeted marketing campaign to promote library venue hire in our community branches, with a 'local solutions for local needs' focus. This year, our community library meeting rooms hosted 208 meetings for corporate, not-for-profit and community groups in spaces located at Bannockburn, Belmont, Colac, Corio, Leopold, Newcomb and Waurin Ponds Libraries.

Geelong Library & Heritage Centre (GLHC) received 337 external event and meeting room bookings during the year, considerably less than the previous financial year period. This figure is indicative of the impact of COVID-19 lockdowns and density quota restrictions on in-person meetings and events.

In early 2022, as community confidence grew following lockdowns, enquiries from corporate, government, not-for-profit and community groups about our premiere event and function space, Wurdi Youang (Level 5), increased significantly. Wurdi Youang was this year featured in Business Events Geelong's Meet Geelong campaign [\[find out more\]](#).

GLHC's Nyaal (Level 2) meeting and discussion rooms continued to be well used by our community. To help meet demand for this type of meeting room, we introduced a new premiere meeting room, Kim barne murrk (Level 4), for external hire.





## LIBRARIES OF THE FUTURE

GRLC continued to partner with its five Member Councils to facilitate and plan for current and upcoming capital projects. As set out in *Connecting and Thriving*, we seek to 'Inspire our communities with great library design: uplifting, sustainable, place-based.'





### QUEENSLIFFE HUB: WIRNG WIRNG

Major construction of the new Queenscliffe Hub: Wirrng Wirrng (meaning “listen with both ears” in Wadawurrung language) began in April 2021 with the first sod turning. The Hub will be a multi-use community facility which will house the redeveloped Queenscliff Library, the Queenscliffe Visitor Information Centre and the Queenscliffe Historical Museum.

The facility will include a flexible auditorium for presentations, events or smaller group activities, as well as outdoor learning and courtyard spaces.

The heritage façade of the original Queenscliff Library building has been preserved, along with the Field Park green area at the front of the site.

Queenscliffe Hub: Wirrng Wirrng is schedule to open this month.



### DRYSDALE LIBRARY

Site work commenced in late 2021 on the new Drysdale Library, part of the redeveloped Drysdale Town Centre, which will feature public meeting spaces, an outdoor amphitheatre, impressive green roof, activity spaces and a City of Greater Geelong customer service point.

The library will be spread over two levels, with a large meeting room and children’s area on the lower ground level. The upper ground level will feature meeting pods, City of Greater Geelong customer service point and enclosed outdoor/internal courtyard. In addition, communal spaces, quiet study areas and an adult changing places facility will provide for the needs of all community members.

Construction of the new Drysdale Library is due for completion in mid-2023.

*“ ...[the] design respects and celebrates the significance of the McLeod’s Waterholes and its watercourses to generations of Wadawurrung People.”*

– Wadawurrung Traditional Owner, Stephanie Skinner



### ARMSTRONG CREEK LIBRARY AND COMMUNITY HUB

Construction of a new library for the growing Armstrong Creek community is due to commence in late 2022. The ultra-modern, tri-level, environmentally sensitive and technology enabled library facility is due to be completed by early 2024.

It will feature three levels, a large children's and program space on the ground floor, meeting rooms and large events space, co-working space, quiet study area, games room, makerspace, media room and creative studio. Outdoor balconies on level one and an outdoor winter garden on level two will help bring the outside in.

The building has been designed in consultation with Wadawurrung Traditional Owners Aboriginal Corporation and reflects and celebrates Wadawurrung culture.

The new Armstrong Creek Library will have a five-star Green Star rating and incorporate best-practice environmental design principles, use of sustainable, environmentally friendly and robust materials, and energy efficient low maintenance fixtures.

*“ Living Water symbolises the rich values and spirit that weaves through and surrounds Armstrong Creek and which celebrates its fluidity of inspiration and sustenance to our communities.”*

– Wadawurrung Traditional Owner, Stephanie Skinner

### CHILWELL LIBRARY REDEVELOPMENT

During the year, community consultation and concept planning was undertaken for a major redevelopment of the existing Chilwell Library, with construction set to commence in late 2022.

The redevelopment will ensure the much-loved library remains an intimate community-focused facility, which will benefit from improved integration with the park and additional spaces for community use.

The design includes a large deck area that links the Library with the park, public toilet facilities and a large meeting room which can be accessed out of hours.

### LIBRARY REFURBISHMENTS

During the year, refurbishments were undertaken at a number of our existing libraries, ensuring that they provide flexible, adaptable, comfortable and welcoming spaces for our customers:

- / Belmont Library: major refurbishment
- / Waurm Ponds Library: minor refurbishment
- / Ocean Grove Library: recarpeted (planning underway for a minor refurbishment).

Planning is also underway for a minor refurbishment of the Colac Library as well as the customer service desk at Corio.

### PLANNING FOR THE FUTURE

During 2021/22, GRCL continued work with its Member Councils to facilitate and plan for current and upcoming capital projects:

- / Planning and community consultation has been undertaken for the new Surf Coast Cultural Centre incorporating the Torquay Library, Visitor Information Centre, Australian National Surfing Museum and Surfing Victoria. Concept plans and a business case were endorsed by Surf Coast Shire Council in February 2022, prior to the launch of the Council's advocacy campaign – supported by GRCL – to secure funding for the new facility.
- / Planning is underway for a new library at Lara.

# OUR LIBRARY NETWORK

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GRLC delivers services via a network of 19 libraries, three mobile libraries and outreach services.

We provide library services to everyone who works, plays and lives in the five local government areas that are part of the G21 region: Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. This growing region, spanning more than 8,950km<sup>2</sup>, is home to around 350,000 people.

In July 2021, we welcomed Colac Otway Shire as our fifth Member Council and proudly incorporated Apollo Bay and Colac Libraries – as well as an additional mobile library service – into our network.

Our other suburban, township and rural libraries are located at Bannockburn, Barwon Heads, Belmont, Chilwell, Corio, Drysdale, Geelong West, Highton, Lara, Leopold, Newcomb, Ocean Grove, Waurin Ponds, Torquay, Queenscliff and at Western Heights College in Hamlyn Heights.

The Geelong Library & Heritage Centre is a community hub in the heart of Geelong's Cultural Precinct, and the site of GRLC's administrative headquarters.

The Colac Otway, Golden Plains and Bellarine Surf Coast Mobile Libraries visit 25 weekly or fortnightly stops across our region, ensuring people in remote or isolated communities, or those who are unable to get a static library, can access our services and collections.

Our people have worked tirelessly during a difficult year, to continue to deliver high quality library services, supporting our communities through COVID-19.

*“ Thanks so much for all the work you do getting the books we request available to us! The service you offer with the ‘hold’ system is fantastic and we really appreciate it! Especially during COVID shutdowns with the delivery service and then the click & Collect, it was one of the highlights to be able to get more books during that time, so thank-you all! ”*

– Waurin Ponds customer





### APOLLO BAY

Apollo Bay Library has undergone some huge changes in organisation and structures over the last twelve months following our transition to Geelong Regional Libraries. The team has navigated these changes and successfully maintained a wonderful community service here in The Bay. It's a great place to work and wonderful customers help us to always strive for greater things in the future.

One of the first events held was an event with author Isobelle Carmody launching the final book in *The Kingdom of the Lost* series, *The Velvet City*.

After a long hiatus we recommenced a weekly Story Time session in July, with attendance increasing especially towards the end of the year. Due to the age group regularly attending, this session has recently changed to Toddler Time with mums, dads and bubs enjoying Leon's ukulele accompaniment in the session.

Vox Books for children have been a popular new addition to the Library's collection, and new and increased magazine titles have been well received.

Apollo Bay Library Bookclub, formed in January, and has 10 members engaging in lively discussions.

The self-checkout has been a welcome addition for both customers and staff.



### BANNOCKBURN

There have been many staff changes throughout the year, as we farewelled some friendly faces and welcomed new ones.

The team is enthusiastically offering opportunities for the community to re-connect with the Library, both in the Library space and out in the community, whether to work, learn, relax or play.

Bannockburn welcomes more than one hundred children each week from local schools, kinders and early learning centres, as well as those attending our regular children's programming. Baby Time continues to flourish – partly thanks to our community's growing population – as does the ever-popular Lego Club.

The community has been embracing the return of in-person events including The Biggest Morning Tea, a hands-on plant propagating session, a workshop on teas from around the world, our regular book club and author talks. In partnership with the Golden Plains Shire, the Library hosted Reconciliation Week events and welcomed the local Mayor to read to 70 children for National Simultaneous Storytime.



### BARWON HEADS

The team at Barwon Heads has focused on promoting its collections, with relevant displays that draw on community needs and feedback. This has assisted our customers explore new interests and increase borrowing. We have worked to customise the collection and make it more inviting and relevant to our community.

Staff have focused on reconnecting with customers since lockdowns have eased. Preschool Story Time has helped to bring families back into the space and school holiday programs have reinforced the importance of the library as a meeting place for families.



### BELMONT

The Belmont team has done a stellar job managing COVID-19 related impacts on our service and our customers. The team has focussed on providing a friendly and helpful service, which was especially apparent when it was a requirement to have a COVID-19 concierge. Many customers were unsure of the process and a bit anxious about being out in the community. We helped many people to load their vaccination certificates on their phones, which was greatly appreciated. We have also welcomed a lot of new customers who have moved to Geelong from Melbourne.

We were thankful for the refurbishment completed in our library last year, which has created a lot more spaces – we saw many people using these new spaces to bring their own device and work remotely.

Program highlights for the year have been children's programs, especially Baby Time due to a baby boom in Belmont! Literary Trivia has also proved very popular with customers keen to test their trivia knowledge.

A meeting room located within the Library continues to be well used by the local community.



### CHILWELL

Chilwell Library has had a busy year with a number of significant changes. We developed changes to the collection, implementing a junior graphic novel collection in response to increased demand from the local community. Preschool Story Time at Chilwell has seen increased demand this year, so we introduced an additional session each week to meet demand. Chilwell Library's Biggest Morning Tea was a great community event, raising funds for a valuable cause.

The Library also prepared for its upcoming redevelopment, hosting several community consultation sessions, with construction expected to start later in 2022.



### COLAC

In July 2021, Colac transitioned from Corangamite Regional Library Corporation to become part of the GRLC. This exciting change required a huge effort in tagging and re-labelling thousands of items to come online with the GRLC collection, so that all customers can access and enjoy these items.

Kris from Cowlick Bookshop commented how "the patrons of his bookshop have noticed and enjoyed the benefits of accessing the much larger collection since Colac Library has joined GRLC."

Colac Library continues to work very closely with the community at Colac Secondary College as we are a co-located space.

During the year, we hosted some photographic exhibitions including the History of the Dairying Industry in the Colac District and welcomed local Geelong author Fiona Lowe to present her new book.

The Children & Youth Services team has been busy running children's programs and providing outreach to local communities such as Birregurra, the Colac Neighbourhood House, and delivered a very successful National Simultaneous Storytime event with Colac Otway Shire Mayor, Kate Hanson.

In March we held a pop-up library as part of the Colac Kana Festival, which was a great success.



## CORIO

Corio Library continues to be a vital community asset for people in Geelong's northern suburbs. As we move into the new, post-lockdown normal the Library has come back to life with new computer and tech programs and revitalised Children & Youth activities. Visitors are also enjoying attending author talks, using the computers, printing and scanning services, reading newspapers, or meeting socially.

We had the pleasure of facilitating some wonderful community programs, including author talks, the 'Eat Well, Live Well' program, and hosting a workshop for the Creative Collective Memory Arts project, that is charting peoples' COVID-19 experiences through art.

In April and May 2022, we held pop-up libraries at the Corio Village Shopping Centre, a great way to build a new audience for the Library.

Our team has seen a few changes in the last twelve months with a new Library Coordinator starting in December 2021, and many new team members. They have all brought with them a wealth of creative experience and a dedication to delivering excellent library services to all.



## DRYSDALE

During the many lockdowns over the year, Drysdale Library supplied hundreds of items to our Click & Collect customers. When we returned to normal programming, we were finally able to meet all of the many new babies and toddlers that had come along during the Pandemic. The team has enjoyed visits from, and to, children at kindergartens, childcare centres and the local primary school. This has brought life back into the Library and we have heard customers say, "it's lovely to hear the children in here again."

The new Drysdale Library build is progressing and is definitely creating a buzz in the community as everyone waits to see the finished product.

We are busy planning our collection for the new library, and seeking community input. We are excited that we will be able to offer more programs and a bigger collection to our community once we move into the new building.



### GEELONG LIBRARY & HERITAGE CENTRE

Over the year we have focused on welcoming people back into our library and Heritage Centre and getting back to running our high-demand programs in-person and online. It has been wonderful to see more people returning to the Library again and interacting with our spaces, facilities and programs in a safe and collaborative way. We have seen the return of school groups visiting for tours and activities, and our staff have led library tours for local organisations and clubs. Our Book a Librarian and new Book Advisor Service, providing curated book recommendations, have been popular.

In June, we partnered with the Gordon Tech School to run a series of workshops showcasing 3D print technology, modelling and prototyping applications.

We have worked on re-activating Ki-kirri-ngitj (Ground Floor) of the Library with spaces for co-working, study, displays, activities and workshops, and launched our Community Music Program this year. We also revamped and refreshed our book collections and featured a number of inspiring exhibitions.

*"A big thank you to the lovely library staff who helped me & welcomed me back to the library after many months."* - Geelong Library & Heritage Centre customer



### GEELONG WEST

Geelong West has had an exciting year with customers starting to return themselves to our library. We have seen a significant increase in people attending our children's programs, and an overall increase in numbers over the course of the year—one Wednesday in May recording 739 people through the door.

Geelong West Library developed partnerships with OneCare Geelong and the Geelong West Neighbourhood House to collaborate on activities including a reading group, art installation and an 'All about the Library' session.

April 2022 saw the return of school and childcare centre visits to our library, with children from Ashby Primary School, Ariston and Headstart Early Learning Centres all making visits.



## HIGHTON

Highton Library is a much-loved part of the local community and it's great to see our customers returning regularly to spend time catching up with the daily newspapers or using our WiFi with their own devices.

We have a regular group who attend Preschool Story Time sessions each week, and school holiday programs continue to be popular.

A new offer at Highton is Book a Librarian and it's nice to be able to help guide customers with their eBooks and help develop their digital literacy.

Highton Library shares a strong relationship with the neighbouring Belmont Library, with staff working shifts at both libraries on a regular basis, providing professional development opportunities and shared knowledge.



## LARA

Lara Library is an integral part of the local community, and staff have enjoyed being able to welcome our customers back to the Library post-lockdowns. The team were particularly busy helping customers with their COVID-19 vaccination requirements, which was greatly appreciated.

We have moved some of our collections around to make the spaces more browsable and user-friendly, and to allow for more dedicated display space for community information. We displayed some historic items from the Lara Museum which also helped promote a heritage event held at the Library.

Outreach continues to be a crucial and enjoyable part of what we do, with staff visiting local schools, kindergartens and other venues regularly, as well as running programs within the Library which have been well attended.



### LEOPOLD

The Leopold Library team has continued to provide excellent service throughout the global Pandemic. Our team has done a great job of dealing with the issues which are affecting many in our community – staff shortages, supply chain issues, mental and physical fatigue.

Throughout the year we have held a number of author talks and other events, along with regular programming, when we have been able to. It's been pleasing to see good attendance at these events and positive feedback from the community.

The team at Leopold organised a Biggest Morning Tea in May to help raise funds for the Cancer Council. We were grateful to people from the local community who came along and helped us raise over \$200 for this great cause.

The Leopold Library is very connected to its local community and is a thriving community hub.



### NEWCOMB

The Newcomb team has continued to be agile within a constantly evolving landscape with COVID-19 and the associated challenges for our community. Our team adapted to assisting customers to set up and manage technologies to 'check in' and helping with vaccination certificates. Increasingly our programs were delivered online and access to our collections meant navigating 'Click & Collect' appointments. Book Bundles, a bundle of books chosen by our library staff and grouped by genre, were so popular that we have continued to provide this service.

We welcomed the easing of restrictions in early 2022 and have been overjoyed to deliver programs in-person again. Highlights have included hosting a Creative Collective Memory Arts session with local artist Liz McGrath, a wonderful National Simultaneous Storytime with 96 excited Christ the King Primary School students, and a very successful partnership with Bellarine Living and Learning Centre, working to increase digital literacy within our local community.



### OCEAN GROVE

This financial year started with lockdowns and Click & Collect being offered to our community. Since reopening, our community has embraced the Library anew and there has been a steady increase in our regular program attendance, including Book Chat, children's programs like Story Time, Toddler Time and Baby Time, author events and regular school visits. The team is feeling energised and is offering a high level of customer service that has engaged our communities.

During the year our library space was revitalised, with new carpet, a fresh coat of paint and repositioning of the shelving. The collection has also been 'weeded' – removing outdated items to make sure the collections remains useful and attractive to our community. With these changes there has been a visible increase in people using the Library as a social space to meet others, to work remotely, or to simply sit and read.



### QUEENSLIFF

Last year, Queenscliff Library moved into a temporary space at 'The Tavern', during the building of the Queenscliffe Hub: Wirrng Wirrng.

We have worked with the Borough of Queenscliffe to hold school holiday programs and we also hosted two author talks – with Bob Marmion discussing *The Price We Pay* and Bob Menzies discussing *Benito's Gold*. We also hosted an incredible dance workshop as part of the Creative Collective Memory Arts project: *After the Before Times: A Dance Exploration of Lockdown* with local choreographer Xavier McGettigan from Attitude Dance Company.

We are excited to be moving back into the rebuilt 1887 library in the near future, as part of the Queenscliff Hub: Wirrng Wirrng, along with our neighbours the Queenscliffe Historical Museum and the Visitor Information Centre.





### TORQUAY

The Torquay Library team is thankful for the support and understanding they have garnered from the community during the difficult time of COVID-19 restrictions, including several temporary closures.

Despite these challenges, the team has worked to support the more vulnerable and remote in the community by helping them make use of the Library resources – we have had a number of successes here that remind us of the importance of public libraries, particularly to our vulnerable community members.

Staff have undertaken a huge amount of engagement with local children and young adults from around the Surf Coast Shire – both in the Library and in towns, schools, kinders and childcare centres around the Shire.

It has been a difficult but rewarding year.



### WAURN PONDS

The team at Waurm Ponds has shown great resilience throughout these difficult times and has continued to support our community. We held sessions on how to upload vaccination certificates, book chat sessions, where customers could discuss their latest reads, and hosted an extremely popular event with local author Fiona Lowe. Recently, we ran a very popular Gothic Fiction session which was well attended.

It's been wonderful to see families returning in droves to our Children & Youth programs. There have been lots of visits to local schools and kinders, and outreach sessions at the Armstrong Creek East Community Centre.

Waurm Ponds has undergone a collection layout change, to better reflect the needs of the community.





# OUR PEOPLE

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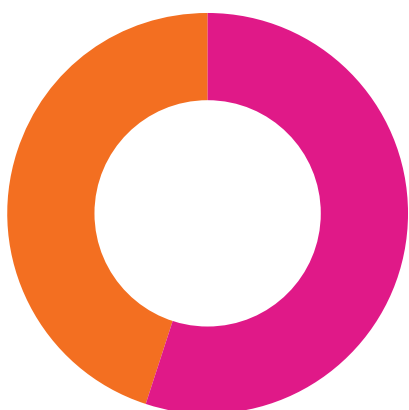
Our team is curious, caring and skilled. We focus on developing and supporting our people, so they are ready to apply their skill and leadership ability to the task of providing exemplary and innovative library services to our communities at a transformative time.

# SPOTLIGHT ON OUR PEOPLE

GRLC employed a total of 202 staff compared to 184 in 2020/21. Our ongoing Effective Full Time (EFT) is 119.7.

## STAFF EFT

As at 30 June 2022 [2021]



■ Ongoing staff full-time	66	[63]
■ Ongoing staff part-time	53.7	[46.3]
<b>Total</b>	<b>119.7</b>	<b>[109.3]</b>

## AGE BREAKDOWN

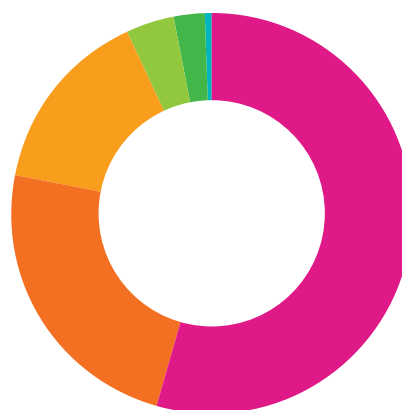
As at 30 June 2022 [2021]



■ Under 25	12%	[13%]
■ 25-34	15%	[15%]
■ 35-44	27%	[29%]
■ 45-54	25%	[23%]
■ 55-64	15%	[17%]
■ Over 65	6%	[3%]

## YEARS OF SERVICE

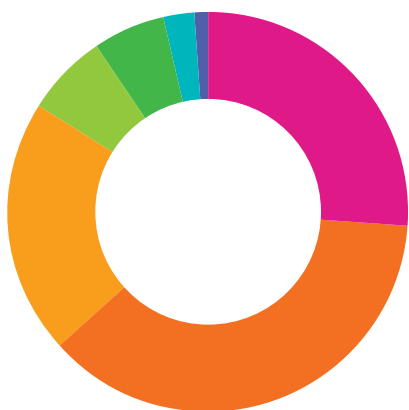
As at 30 June 2022 [2021]



■ Under 5	110	[96]
■ 5-10	48	[44]
■ 10-20	30	[29]
■ 20-30	8	[9]
■ 30-40	5	[5]
■ Over 40	1	[1]
<b>Total</b>	<b>202</b>	<b>[184]</b>

## GENDER BREAKDOWN

As at 30 June 2022 [2021]



■ Female full-time	66	[63]
■ Female part-time	53.7	[46.3]
■ Female fixed term & casual	119.7	[109.3]
<b>Female total</b>	<b>170</b>	<b>[151]</b>
■ Male full-time	13	[11]
■ Male part-time	12	[11]
■ Male fixed term & casual	5	[10]
<b>Male total</b>	<b>30</b>	<b>[32]</b>

■ Non-binary full-time	0	[0]
■ Non-binary part-time	0	[0]
■ Non-binary fixed term & casual	2	[1]
<b>Non-binary total</b>	<b>2</b>	<b>[1]</b>

# ORGANISATIONAL MEMBERSHIPS

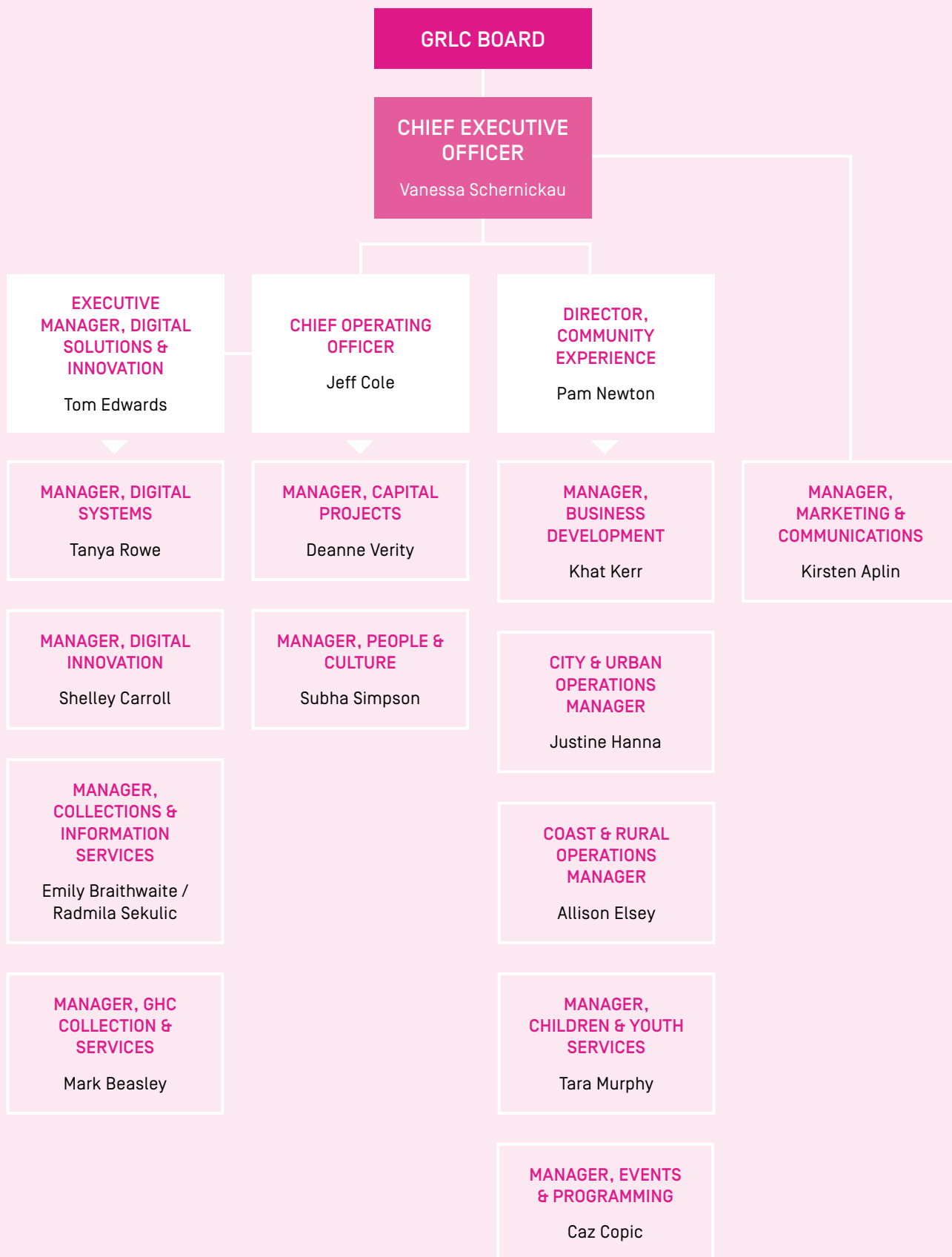
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- / Australian Library and Information Association
- / ArtsHub Australia
- / Australian HR Institute (AHRI)
- / Australian Society of Archivists
- / Children's Book Council of Australia (Victoria)
- / Copyright Agency
- / Customers of SirsiDynix Australasia (COSA)
- / FE Technologies Smart Library User Group Inc.
- / G21 Geelong Regional Alliance
- / Geelong Chamber of Commerce
- / Tourism Greater Geelong & the Bellarine
- / International Federation of Library Associations (IFLA)
- / Local Government Professionals (LGPro)
- / Nautical Association of Australia
- / Public Libraries Victoria (PLV)
- / Roadshow Public Performing Licencing
- / VALA Libraries Technology and the Future Inc.
- / Victorian Chamber of Commerce and Industry
- / Victorian Association of Family History Organisations
- / Volunteering Geelong Inc.



# ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2022





Eric and the ANIMALS Matt H.  
SAMANTHA SPINNER Sarah J. Maas  
PRINCESS of Thorns Sarah J. Maas  
SPINE OF THE WORLD Sarah J. Maas  
AZZA NICCO Sarah J. Maas





# CURIOUS, CARING AND SKILLED

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A healthy and happy workforce is fundamental to the success of our organisation, and our ability to deliver an outstanding service to our communities. This year, we focused on supporting the physical and mental wellbeing of our people during a period of ongoing challenges. Our new Culture Strategy sets out a plan to ensure we are a future-fit team, supported by robust processes and demonstrating kindness, trust and customer focus.

## CULTURE STRATEGY

In early 2022, GRLC's first Culture Strategy was endorsed. The Strategy has been developed following comprehensive consultation with staff and other stakeholders, gathering feedback and insights through channels including our staff survey, annual discussions, Enterprise Bargaining Agreement process, meetings and informal feedback.

Employing a staged process across three years, the Strategy aims to guarantee that GRLC can effectively support and manage its people function along with ensuring that a diverse, happy, healthy and future-fit workforce is created through robust processes.

## RECRUITMENT

This year, we adapted and refined our recruitment practices to ensure we are building a future-fit team to deliver an excellent service to our community. We have:

- / worked with local organisations like Diversitat and MatchWorks to ensure our team mirrors the diversity of the communities we serve
- / adapted our recruitment advertising to the current employment market
- / ensured robust, transparent recruitment processes
- / worked to build capability within our recruitment panels.

## HEALTH, SAFETY AND WELLBEING

The health and wellbeing of our people has been the priority focus of the GRLC throughout the COVID-19 Pandemic. The establishment of a COVID-19 Working Group has enabled us to be proactive, consultative and supportive in the way we meet and respond to the demands of the Pandemic. This group met fortnightly (and more regularly as required) to discuss current COVID-19 developments and requirements as they impact the organisation, our people and our customers. Following the meetings, regular updates are communicated to the GRLC team via our internal communication channels, Yammer and SharePoint.

To increase the sophistication of our health and safety mechanisms, this year we introduced incident reporting instructions that showcase appropriate reporting requirements, while managing privacy obligations. We proactively provide feedback to staff on incident reporting, to ensure high standards.

## STAFF CONSULTATIVE COMMITTEE

The Staff Consultative Committee (SCC) provides an extremely important function for the organisation. The Committee is committed to creating a work environment that embraces staff participation, quality service, innovation and continuous improvement. The focus of the SCC during the past year has been on supporting teams through COVID-19; encouraging high staff participation and cross-team collaboration; and ensuring rigorous policy processes.

## INTERNAL COMMUNICATIONS

With a dispersed and growing workforce, good internal communication is recognised as a priority area of focus for the organisation. Effective and consistent internal communication has never been more important than during COVID-19. In the past year, the introduction of Yammer and Sharepoint as our key internal communication channels, the rollout of a new, streamlined model for internal corporate communications, and the establishment of a People and Culture Team have all contributed to improvements in the way we share information at the GRLC. A weekly CEO Update email has successfully ensured important news and updates are shared regularly with the team.

# LEADERS ARE LEARNERS

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Throughout the year, we invested in training and development opportunities for our people, and sought to embed a collaborative way of working across our teams. We sought to develop a workforce of leaders, both for our organisation and for our region more broadly.

## DEVELOPING OUR LEADERS

GRLC has invested in the capacity and development of its strategic leaders and managers with the launch of *Impact 2022: Inspire, Connect and Sustain* – a program designed to enhance the growth, development and performance of our leadership team. The program, which runs over the course of the 2022 calendar year, includes coaching sessions, workshops and e-learning activities for both our Executive Leadership and Strategic Leadership Teams.

Leaders across the organisation are also participating in the GRLC's pilot mentoring program, *Unlocking Potential*. The pilot was open to all GRLC staff and has been well received. Through the scheme, mentees are paired up with another member of staff who provides mentorship, aiding both parties to develop personally and professionally through regular mentoring conversations, helping to build knowledge, resilience and understanding.

## ANNUAL STAFF DAY

Each year, libraries across the GRLC network are closed to the public to enable all our people to gather together to share information and news, and celebrate our successes. In 2021, GRLC's annual staff morning was held online due to COVID-19 restrictions. The morning featured lightning talks from staff who shared information about the following projects and activities:

- / Kim Edgar (Seed Library)
- / Kirsten Aplin (Return Yourself to the Library campaign)
- / Ann-Maree Hannon (Big Summer Read)
- / Deanne Verity (Capital projects update)

In addition, the agenda featured presentations from:

- / Melinda Kennedy & Dr Heather Threadgold (MURRI: YUL: Heritage Centre Archive Assessment and First Nations' perspective), and
- / Giulia Baggio, CEO G21 (Priorities and opportunities for the G21 region).

This was followed by a Library Plan 'blue skies' workshop, our Staff Years of Service Awards and a team building activity.

## KNOWLEDGE ACQUISITION

Throughout 2022, many of our staff have undertaken scholarships, training and development opportunities:

- / Ann-Maree Hannon (Library Coordinator, Drysdale) completed the Shared Leadership Program through the State Library Victoria. This challenging program is focused on increasing the leadership capabilities of participants, now and for the future, through theoretical, practical and experiential learning opportunities.
- / Kirsten Aplin (Manager, Marketing and Communications) obtained a place on the highly competitive State Library Victoria residential training program, Managing Self, Managing Others (MSMO). MSMO presents a unique opportunity for 20 people leaders from regional and metropolitan libraries to take a deep dive into who they are and how they lead their teams, whilst meeting and sharing their journey with others in the greater state-wide network.
- / Vanessa Schernickau (CEO) and Subha Simpson (Manager, People and Culture), are both participating in CAVAL's multi-faceted mentoring program – Vanessa as a mentor and Subha as a mentee. The program, which incorporates training, facilitated networking and presentations from industry leaders, was established in 1978. CAVAL is a consortium owned by some of the most prestigious Australian Universities and its mission is to help Australian libraries and add value to the teaching learning environment.

## COMPLIANCE TRAINING

GRLC is committed to providing staff, stakeholders and visitors with a healthy and safe environment, and integrates health and safety into all aspects of its operations.

The compliance area was very busy during the year, with many changes and updates to laws across OHS, HR and more. GRLC is consolidating all of its compliance training and working towards a clear training calendar.

## EQUAL OPPORTUNITY

GRLC is committed to providing a safe and inclusive environment for its staff and volunteers, while continuing to advocate for the right of all people who work or engage with our organisation to be treated with dignity and respect. Not only are we committed to meeting our legal obligations and responsibilities in regards to educating and seeking to prevent discrimination and harassment, we strongly believe that we also play a role in educating and modelling appropriate behaviours in our community.

During the year, GRLC partnered with SBS to provide an exciting training package for staff as we continue to build our capabilities in the diversity and inclusion space. The training, which is compulsory for all staff, includes the following training modules:

- / Aboriginal and Torres Strait Islander
- / Age
- / Core Inclusion
- / Culture
- / Disability
- / Gender
- / LGBTQI+

In addition to the above, new employees at GRLC undertake the following modules as part of our online on-boarding process:

- / Equal Employment Opportunity
- / Workplace Bullying
- / Sexual Harassment.

## AWARDS AND RECOGNITION

Throughout the year, a number of our people reached significant employment milestones. Congratulations to the following staff, and thank you for your service to the GRLC and our communities.

### 30 years of service

- / Amelia Dew

### 20 years of service

- / Robert Cavalieri
- / Kerry Couacaud
- / Ben Johnson
- / Maureen Lee

### 10 years of service

- / Vesela Antonova-Gogova
- / Georgia Carter
- / Trudy Griggs
- / Sharon Hall
- / Joanne Hannon
- / Amelia Hatherell
- / Frances Healey
- / George Houlder
- / Scott Kirby
- / Simone Levelt
- / Sheridan McLeavy
- / Sandi McNeilly
- / Tanya Rowe

## CROSS-TEAM COLLABORATION

GRLC staff participated in the following working groups and committees, supporting cross-team collaboration, information sharing and transparent, robust processes:

- / Building Capacity Working Group
- / COVID-19 Working Group
- / Green Team
- / Health Safety and Wellbeing Committee
- / LGBTQIA+ Working Group
- / Staff Consultative Committee.

GEE LONG  
REGIONAL  
LIBRARIES



# REGIONAL LEADERSHIP

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Geelong Regional Library Corporation is known for leading regional recovery. We use our core strength for community good.



# DIGITAL INNOVATION

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As customers returned to our library buildings following periods of lockdown, our Digital teams focused on reactivating interactive technology programs such as 3D printers and gaming programs, to provide opportunities for meaningful social and creative re-connection with our spaces. This commitment to providing free universal access to technology was also demonstrated through upgrading the Colac and Apollo Bay Libraries to best-in-class fibre internet.

A key technology focus for GRLC this year has been on providing our people with the digital tools and platforms they need to be agile and flexible in their support of our communities, regardless of where they are located. This has included replacing our office communication software, phone system and a widespread laptop rollout to support our team to work flexibly and remotely.

## MICROSOFT 365

During the year, the organisation migrated to Microsoft 365 to take advantage of best practice office productivity applications and services, including improved web forms for community use and tools for better project management. This work also included replacing our previous staff intranet with the platforms Sharepoint and Yammer, enabling an improved ability to share our stories, successes and important information across our dispersed workforce, both formally and informally.

## CUSTOMER RELATIONSHIP MANAGEMENT

The Digital Innovation team developed and implemented a Customer Relationship Management [CRM] system to enable our people to better manage contacts, activities and partnerships with other organisations and individuals in the region.

## 3D PRINTING TECHNOLOGY

3D printer technology was re-activated across the network this year, with more printers available in public spaces within our libraries and a new support agreement in place with our supplier, to ensure greater access to this technology. A new program of learning events was launched to coincide with this activity, including partnerships with other regional STEM programming institutions. A partnership with the Geelong Tech School [The Gordon] allowed us to showcase high-tech 3D printers and scanners at the Geelong Library & Heritage Centre, plus host a series of demonstration sessions.

## LEARNING MANAGEMENT SYSTEM

A new Learning Management System was launched this year, allowing the development of custom learning programs for our people, in addition to the hosting of award-winning diversity and compliance training packages.

## NEW HARDWARE IN LIBRARIES

A program of new hardware rollouts was completed successfully throughout the year, including:

- / Installation of new Audio-Visual technology, including digital signs at Belmont and Newcomb Libraries and interactive mobile display panels at Bannockburn and Waurin Ponds Libraries, with video conferencing capability
- / Replacement of all self-service technology for loaning of materials (self-check out terminals) at the Geelong Library & Heritage Centre
- / A fleet of new laptops for staff use, supporting greater mobility and work flexibility in the changed work environment
- / New laptops for community use at Torquay Library
- / Upgraded gaming consoles across the network
- / New microform scanners in the kim barne thaliyu / Geelong Heritage Centre reading room and at Belmont Library.

# SUPPORTING COVID RECOVERY

## SUPPORTING COMMUNITY HEALTH AND WELLBEING

### Vaccination Ambassador Program

In November 2021, GRLC partnered with Golden Plains Shire on an initiative to provide a 'Vaccine Ambassador' at the Bannockburn Library and on the Golden Plains Mobile Library. The initiative – made possible by a Victorian Government grant – enabled a staff member to act as a dedicated Vaccine Ambassador, helping people in the Golden Plains Shire community to link their vaccination certificate to the Services Victoria app, create a MyGov account and link their Medicare account.

More than 20 community members in Golden Plains Shire were assisted through this specific program.

*“ One lady at Linton declared “It was Magical!” when she finally got her Vaccination Record linked to the Services Victoria app. Others quite proudly showed us the big green ticks on their phones as they entered the branch. So all up, I think the program was quite the success story. ”*

– Jocelyn, Geelong Regional Libraries

GRLC has supported the Public Libraries Victoria Vaccine Ambassador Program, sending staff to online training sessions to develop their knowledge on vaccinations, and developing an educational program for our communities which was offered both online and in libraries, as well as placing information packs and posters at libraries. The focus of these programs was on helping people find and access reputable information about vaccinations, and therefore make more informed decisions.

## IMPACT INVESTMENT WITH GRLC

Our Impact Investor program was launched in January 2022 to offer a variety of educational and cultural sponsorship opportunities with the GRLC, that ultimately enrich the lives of people residing in and visiting our region.

**Find out more.**

## COMMUNITY MUSIC AT THE LIBRARY

Our Community Music program was launched in January 2022 in response to strategic objectives set out in *Connecting and Thriving*.

Through the program, local musicians are invited to submit an application to practice or perform their music at the Geelong Library & Heritage Centre, providing a public stage and dedicated space for them to share and hone their craft.

Since launching the program, the GRLC has received several applications from emerging artists and community music makers keen to perform or rehearse in the space. These musicians represent the broad diversity of our creative communities in age, gender, experience, and musical genres.

**Find out more.**



CREATIVE COLLECTIVE  
**Memory Arts Project**



**GEELONG REGIONAL LIBRARIES**

Workshops and exhibitions funded through the Librarians for Health and Wellbeing Program; an initiative of State Library Victoria (for the Library Board of Victoria) and Public Libraries Victoria under the banner of the Statewide Public Library Development Projects 2020 – 2023.

**STATE LIBRARY VICTORIA** **Public Libraries Victoria**







### CREATIVE COLLECTIVE MEMORY ARTS

The Creative Collective Memory Arts (CCMA) is a new initiative of the GRLC which seeks to capture the collective community experience of COVID-19 through artmaking. CCMA brings people together to connect, create, learn new skills, and share stories after experiencing isolation and a sense of social disconnection during the Pandemic.

From January to July 2022, talented local artists facilitated creative workshops across our library region, both in our libraries and in venues of partnering organisations.

Artists representing diverse mediums were chosen, including mixed media, weaving, painting, sketching, drawing, book making and dance. The workshops have been inspiring, inclusive and have contributed to a sense of community connectedness, wellbeing and belonging.

Photographers from local camera clubs were engaged to photograph each workshop in process as well as the final finished artworks. A digital library of images will be available through our website creating a memory bank of the local lived experience and a record of this moment in time for future generations. The project will conclude with a travelling exhibition, featuring a selection of works from the different workshops.

We are grateful for funding received through the Libraries for Health and Wellbeing Program; an initiative of State Library Victoria and Public Libraries Victoria under the banner of the Statewide Public Library Development Projects 2020 – 2023, which has made this project possible.

*“ Lots of cool art produced and conversations had. The Dome was such a cool place to run an art workshop and loved the libraries as art activation spaces, worked so well.”*

– Creative Collective Memory Arts participant



### TALK IT UP

In November 2021 we introduced *Talk It Up* – a new event series featuring thought-provoking and real conversations with different voices, aimed at taking a fresh look at global issues and coming together to find local solutions.

Participants were invited to join us to hear from regional community members and leaders directly impacted by global issues, with the inaugural event aimed at examining the topic of ‘The Impacts of COVID-19 on Working Women’.

The discussion was led by Christine Couzens MP, Member for Geelong, and the panel featured Lynda McAlary-Smith, Victorian Small Business Commissioner; Adele Bruechert, Aboriginal Community Coordinator gforce; and Lyn Morgan, Executive Officer Northern Futures Ltd. Around 50 regional leaders from all sectors came together to discuss how the COVID-19 recession has hit young people, those in insecure work and women particularly hard, with women more likely to lose their jobs, more likely to do a lot more unpaid work, and less likely to receive government support.



# PROGRAMS, EXHIBITIONS AND EVENTS

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## PROGRAMS AND EVENTS FOR ADULTS

During the year, we adapted our diverse program of events for adult audiences to meet the needs of our communities and COVID-19 restrictions in place. We have continued to deliver online programs, but have relished the opportunity to offer in-person events when we can.

The new financial year began with a series of events at Colac and Apollo Bay Libraries, to commemorate the transition of Colac Otway Shire libraries into the GRLC network. A Family Fun Day at Colac Library with family-friendly activities and sausage sizzle was followed by local author Neal Drinnan presenting on How People's Stories Become Books. Another local celebration morning was held at Apollo Bay Library, including local children's author Isobelle Carmody presenting a Story Time with her book, *The Velvet City*.

In August, we celebrated Science Week with an online event featuring Sara Phillips, editor of *The Best Australian Science Writing 2020*.

During 2021/22, we continued our pandemic-adapted approach, presenting both fiction and non-fiction author events online, with the majority of major adult events during the second half of 2021 delivered as Zoom Webinars. These events featured audience questions and answers and links to local booksellers for online book purchases.

One such online event was a conversation with 'Coronacaster' and national pandemic expert, Dr Norman Swan, author of *So You Think You Know What's Good For You*. More than 70 people enjoyed the opportunity to listen to his free general and pandemic-related health advice.

After a period of rolling lockdowns and last-minute cancellations caused by the Pandemic, it was exciting to be able to return to in-person events from mid-November onwards.

Our excitement was mirrored by strong audience attendance at events such as our Looby Film Screening, presented in partnership with Geelong Gallery, and our women's health event with author Cassandra Szoeki [*Secrets of Women's Healthy Ageing*], who appeared in conversation with Barwon Health's Geraldine Masson, Director of Women's Services.

Even once we returned to presenting events mainly in-person in 2022, we continued to offer an online component in the program to make our events accessible for those unable to attend in-person. In addition, this year we have begun to record many of our in-person events and upload them to our YouTube Channel ([find out more](#)), to enable people to view them in their own time. This means that almost all the events we present within the program are now available to view on demand.

Our YouTube Channel continued to grow in popularity, with views of author events increasing by 34% in the period from July to December 2021. Our most popular YouTube recordings include Kathy Lette, *Till Death or a Little Light Maiming Do Us Part* (over 220 views) Fiona McInstosh, *The Spy's Wife* (over 230 views) and Wiradjuri woman, Dr Anita Heiss discussing *Bila Yarrudhanggalangdhuray*, featuring Wiradjuri language throughout (over 280 views).

It was satisfying to be able to support the community with such important events as an online panel discussion around the book *We've Got This: Stories by Disabled Parents*, featuring Editor Eliza Hull, family violence survivor and disability activist, Nicole Lee, and the ABC's disability affairs reporter, Nas Campanella, as panel host.

In November, Waurm Ponds Library presented Shauna Wilson: *You Say Different: I Say Individual*, an examination of Shauna's complex life journey as a transgender woman.

Supporting local artists and authors during the Pandemic was a key component of the program, with events such as comedian/historian David Hunt's *Girt Nation*, a comedic look at the Australia's transformation from aspiration to nation, and Tim Richards' *Heading South: Far North Queensland to Western Australia by Rail*, presented as part of the Seniors Festival.

Similarly, we continued to support our local bookstores which experienced strong sales when attending our author in-person events and providing post-event sales and author signings.

Poetry featured highly in our adult event program, with the launch of Maria Takolander's book *Trigger Warning* in July, a Spoken Word Poetry Night with lowercase poetry in December and John Bartlett's Poetry Writers Workshop in April. In March, we were thrilled to present our 10<sup>th</sup> annual World Poetry Day event to celebrate local poets.

In this post-Pandemic and financially challenging environment, we are exploring ways to ensure our major events program remains financially sustainable, including through grants, corporate sponsorships, partnerships and in some cases, paid ticketed events. In the first half of 2022 we introduced a small ticket price for some major adult events, including higher profile and popular authors.

Paid events will continue to be heavily subsidised and ticket prices will always be low, with concessions offered where possible and the opportunity for GRLC members to attend at a reduced price or free of charge. In addition, paid events will be recorded where possible and shared free of charge and on-demand indefinitely via our YouTube channel.

Partnership events also provided an opportunity to broaden the program offering and diversify our audience. In 2021/22 our partnership events included Strength and Positivity when Facing Cancer information evening with Geelong Region Cancerians; Justice for Women – Challenging our Current Rule of Law in Rape Cases presented in partnership with Geelong Women's Union Network; and the Djillong Short Story Competition – Prize Award Evening, in partnership with Geelong Writers.

A series of monthly writers' workshops continued throughout 2021/22 and covered topics such as Writing Gripping Plots with author Jock Serong, Developing Character Relationships with local author Alli Sinclair, Playwriting with Janet Brown, and more. Andy McNeilly also presented a parenting workshop at Torquay – Connecting Through Stories to Build Resilience in our Kids.

We continued to deliver on our important partnerships with writers' and literary festivals, bringing some of Australia's most important literary events to Geelong. Although our Melbourne Writers Festival event with Larissa Behrendt (After Story) had to be cancelled due to a snap lockdown, we did deliver on the Sydney Writers Festival which was livestreamed to the Geelong Library & Heritage Centre over three days in May, and our sponsorship of the Queenscliff Literary Festival's session, Poetry Alive to Its Time featuring Maria Takolander (*Trigger Warning*) and Lisa Gorton (*Empirical*) in conversation with Sarah L'Estrange.

We were pleased to host the ABC who filmed an episode of popular television show, *The Drum*, at the Geelong Library & Heritage Centre in April.

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13,715

YOUTUBE VIEWS  
FOR THE YEAR

1,704

ONLINE AND  
IN-PERSON ADULTS  
EVENTS PROGRAMMED



## EXHIBITIONS

Our exhibition program seeks to develop new audiences and support our creative communities by providing a space for exhibitions that showcase or interpret our collections, act as a platform for creative community dialogue and which encourage curiosity, debate and discussion.

This year there were nine exhibitions on show at Geelong Library & Heritage Centre:

- / GALS (Girls as Leaders in STEM) exhibition - presented in partnership with Deakin University
- / Untitled.Showa exhibition – presented by independent artist Mayu Kanamori
- / Beyond Borders Exhibition – presented by the MAP Group
- / Still Growing Exhibition - Presented by Barwon Elder Abuse Primary Prevention Network
- / "I Wonder" Exhibition to commemorate International Day for People with Disability – presented in partnership with Nelson Park School and My Story, City of Greater Geelong
- / Remarkable Exhibition – Stories of Australians and Their Boats – presented by the National Maritime Museum
- / Paper Women - Collaborative Artwork Exhibition – presented by independent artist, Amanda Firenze
- / Nyoora Djilang/Hello Geelong Machines
- / Resilience - A Year in Pictures – presented by independent artist, Sam Tench.

The Kim barne thaliyu / Geelong Heritage Centre held the following exhibitions, produced by the Heritage Centre team:

- / A Geelong Japanese Story – insights into the recorded history of Japanese families in Geelong
- / Bay and Beyond – Boats, beaches & more exhibition – stories from around Geelong
- / Geelong's Hidden Children – Orphanages and Children's Homes

In addition, we hosted the following exhibitions at our community libraries:

- / Bethany Superhero Exhibition at Waurm Ponds Library – presented by Bethany Group in partnership with Bendigo Bank and GRLC
- / The Dairying Industry of Colac and District Historical Exhibition – presented by Adriana Stewart.

### Hello Geelong

The Nyoora Djilang/Hello Geelong Machines (interactive vintage telephones) were exhibited in a number of our libraries (Geelong Library, Kim barne thaliyu / Geelong Heritage Centre, Belmont Library and Leopold Library) during the Heritage Festival in April. They were displayed with accompanying furniture, such as telephone seats, as if the telephones were within a private home. The community were invited to use the Hello Machine as a mechanism to share their personal memories of Geelong recorded, to be saved for future generations.

Upon picking up the receiver, participants spoke to an 'Interactive Voice Response Chat Bot', who prompted them with questions about their memories of Geelong. These memories were then added to a repository, accessible through using the 'Hello Geelong' payphone booth, which was located on Ki-kirri-ngitj (Ground Floor) of Geelong Library & Heritage Centre.



Hello Geelong

## PROGRAMS AND EVENTS FOR CHILDREN AND FAMILIES

Our programs and events for children, young adults and families are a key part of our offer to our communities. Despite the challenges posed by COVID-19 this year, we were still able to remain engaged with children through our programs, whether online or in-person.

Intermittent lockdowns during 2021 required us to offer programs and events both online and in-person. Public Libraries Victoria noted that lockdowns had significantly impacted program delivery at libraries across the State, with early literacy programs the hardest hit. As we progressed into a COVID-19 recovery phase in 2022, programs and events moved back to being held in-person in our libraries and we saw a renewed commitment from families to return to the library and especially to our early literacy programs.

**When libraries were closed due to restrictions, we delivered online:**



46

BABY TIME SESSIONS  
(WITH 202 ATTENDEES)

44

TODDLER TIME SESSIONS  
(WITH 248 ATTENDEES)

37

PRESCHOOL STORY TIME  
SESSIONS (WITH 237 ATTENDEES)

199

ATTENDEES FOR CHILDREN'S  
BOOK WEEK, WHICH WENT  
VIRTUAL IN AUGUST

Our ever-popular early literacy programs saw record numbers of participants return following the resumption of in-person sessions. Many libraries hosted additional weekly programs to accommodate the rising demand.

There was a total of 1,648 early literacy programs conducted during 2021/22, with 15,715 children (plus 13,764 accompanying adults) attending our Baby Time, Story Time and Toddler Time sessions.

School visits to our libraries resumed, with 382 school visits over the last year, seeing more than 9,668 children and 311 youth visiting our libraries with their schools.

Our Children & Youth Services Librarians attended 269 outreach sessions to local childcare centres, kinders, primary and secondary schools as well as youth hubs, drop-in centres and community houses.

This year we supported the state-wide Big Summer Read program, which encourages children to read over the summer holidays, with evidence that promoting continued reading over school breaks maintains literacy levels. Participants in the program earn badges through a combination of borrowing and reading a broad range of books/audiobooks and participating in a variety of simple STEAM activities.

GRLC had 410 children sign up to the program, who collectively logged 4,128 books, wrote 162 book reviews and earned 2,091 badges. We had the second most participants in Victoria for this program.

The Wangala Balit Ngarrwa-Building Young People Reconciliation Leadership: Reconciliation Event was an important occasion for children across the region to come together to experience and learn about Aboriginal Culture and importantly, local Wadawurrung Culture. This event was delivered in partnership with Geelong One Fire Reconciliation Group, Wadawurrung Traditional Owners Aboriginal Corporation and the Koorie Education Team.

*“ Geelong One Fire hugely appreciates the library service support for this project.”*

– Vicky Grosser, President of Geelong One Fire Reconciliation Group

The event, *Create a Comic* with Renee Treml, for children aged six to 12 was booked out despite capacity restrictions.

This year's National Simultaneous Story Time event saw 811 children from local childcare centres, kinders and primary schools around our regions attend our libraries, where they heard a reading of *Family Tree* by Josh Pyke and illustrated by Ronojoy Ghosh, at the same time as children and students from all over Australia and New Zealand. Local government representatives from our Member Councils, as well as GRLC staff, read to the children and enjoyed the opportunity to be involved in this fun and engaging event.

Recognising the importance of connecting community during a period of COVID-19 recovery and focussing on hard-to-reach communities, a Home School Program was launched in May. Targeting families with home schooled children and youth, the program allows participants to connect and engage in targeted programs within our library spaces. This has been a wonderful way for families across all our regions to meet and connect on a regular basis in our dedicated children's spaces in Ngawarring ngiyt / Kanyul karrungat (Level One) of the Geelong Library & Heritage Centre.

*" Thank you for organising the homeschooling afternoon. I left feeling inspired and armed with amazing tips to take away and make our home schooling experience an even better one. See you at the next meeting."*

- Home School Session Participant





Memory Arts Project





# OUR PERFORMANCE

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# OUR PERFORMANCE

INDICATOR	MEASURE	TARGET/STANDARD	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Membership</b>	Library members as % of population	60%	41%	42%	40%	39%	35%
<b>Collection</b>	Number of collection items per capita	2.2	1.4	1.4	1.3	1.3	1.1
<b>Library use</b>	Number of annual library visits (virtual) per capita	Equal to or above average for Victorian Public Library Services					
		- GRLC	4.5	4.8	4.2	3.8	3.6
	- State Average	2.0	2.1	2.9	2.4	*	
	Number of annual library visits (physical) per capita	Equal to or above average for Victorian Public Library Services					
- GRLC		6.2	6.1	4.3	2.2	2.7	
- State Average	4.9	4.8	3.3	1.4	*		
<b>Access to information technology</b>	Number of public access Internet computers per 2,500	1 computer per 2,500 population(from 2020/21)					
		- Number of computers required to meet standard	151	155	160	131	82
		- Number of computers held	208	215	215	215	224
		- (Shortfall)/excess	57	60	57	84	-142
<b>Program participation</b>	Number of participants in library programs and activities	Increased number of participants	152,251	157,625	113,378	33,909	74,593
		% increase on previous year	2%	4%	-28%	-70%	120%
<b>User satisfaction</b>	Library user satisfaction	Overall satisfaction rating of 4.5 or higher out of 5 (to 16/17)	◆	9.30	◆	◆	◆
		Overall satisfaction rating of 9 or higher out of 10 (from 18/19)"					

\* The annual survey of public libraries 2020/21 will be available early 2022

◆ Survey conducted on a biennial basis. Survey not run in 2020/21

■ From 2020/21 the measure changed from one computer per 2,000 to one computer per 2,500 in line with National Public Library Standards

● From 2018/19 the overall satisfaction measure changed to a rating out of 10 in line with statewide survey practices

INDICATOR	MEASURE	TARGET/STANDARD	2017/18	2018/19	2019/20	2020/21	2021/22	
Community strengthening	% of library users that believe the library:	User rating of 4.2 or higher out of 5						
	- is a hub for community activities and connections		◆	4.5	◆	◆	◆	
	- encourages reading		◆	4.2	◆	◆	◆	
	- helps to develop literacy skills		◆	4.1	◆	◆	◆	
Social Inclusion	New library members in targeted areas	Increased membership of 'hard to reach' groups						
		- New members in Colac					534	
		- New members in Corio	1,172	1,398	1,057	507	565	
	- New members in Newcomb	838	746	574	363	402		
	Participation in library programs in targeted areas	Increased participation of 'hard to reach' groups in library programs						
		- Participants in Colac						3,385
- Participants in Corio		7,949	9,728	6,331	1,678	3,276		
	- Participants in Newcomb	13,449	13,986	10,510	4,251	4,130		
Partnerships	Scope and level of engagement of community organisations and groups in library service planning and delivery	Measured by involvement of community organisations and groups						
		- Number of program and service partners	134	199	225	138	168	
Funding	Library funding per capita from Member Councils	Equal to or above the average level per capita for Victorian Public Library Services						
		- GRLC	35.28	36.32	36.10	36.27	37.17	
		- State Average	32.00	32.58	31.60	30.31	*	
Facilities	Floor area per capita	39m2 per 1,000 population	43.2 m2	44.5m2	43.3m2	42.3m2	42.5m2	

# STATISTICAL OVERVIEW

INDICATOR	2017/18	2018/19	2019/20	2020/21	2021/22	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Population - Regional (ABS ERP)	301,536	310,570	319,052	326,894	355,137	9%	18%
Members <sup>1</sup>	123,520	130,003	128,998	126,734	124,203	-2%	1%
Visits	1,875,228	1,886,452	1,378,493	702,914	959,451	36%	-49%
Loans <sup>2</sup>	2,558,039	2,529,943	2,068,626	1,715,510	1,997,286	16%	-22%
eCollection loans <sup>3</sup>	139,435	200,378	312,321	319,358	374,916	17%	169%
Collection (items)	421,670	423,593	413,170	410,309	401,865	-2%	-5%
Opening hours (weekly)	755	795	795	805	877	9%	16%
Mobile library locations <sup>4</sup>	18	17	17	17	25	47%	39%
Library floor space (m2)	13,027	13,827	13,827	13,827	15,092	9%	16%
Total operating expenses (\$)	14,316,809	15,592,146	15,679,404	15,257,703	16,518,835	8%	15%
Total operating expenses per capita (\$)	47.48	50.20	49.14	46.67	46.51	0%	-2%
Total capital expenses (\$)	1,547,863	2,027,295	1,650,584	1,717,610	1,510,994	-12.0%	-2%
Lending materials (\$) capital expenditure	1,157,949	1,588,228	1,063,214	1,154,864	1,057,087	-8%	-9%
Staff (EFT) <sup>5</sup>	98.6	108.1	109.3	109.3	119.7	10%	21%
Lifelong learning and cultural programs	6,613	6,886	5,437	1,812	5,057	179%	-24%
Lifelong learning and cultural program attendances	152,251	157,625	113,378	33,909	74,593	120%	-51%
Website and catalogue visits	1,348,924	1,478,126	1,334,994	1,235,127	1,275,336	3%	-5%

1 Membership reflects total membership plus new members of 12,022 less removal of 18,541 inactive members

2 Physical and eCollection loans

3 eCollection loans include eAudiobook, eBook, streaming video and digital magazine loans

4 Leopold mobile library stop ceased Mon 3 Dec 2018 following the opening of the new Leopold Library

5 Increase in staff EFT due to the opening of the Leopold Library in 2018 and the addition of Colac Otway Shire libraries in 2021

# MEMBERSHIP

LIBRARY MEMBERSHIP BY PLACE OF RESIDENCE	2017/18	2018/19	2019/20	2020/21	2021/22	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Borough of Queenscliffe	1,709	1,706	1,664	1,624	1,503	-7%	-12%
City of Greater Geelong	97,065	101,898	100,810	99,023	93,386	-6%	-4%
Colac Otway Shire					5,340		
Golden Plains Shire	5,587	5,609	5,514	5,361	4,934	-8%	-12%
Surf Coast Shire	11,896	12,485	12,597	12,544	12,003	-4%	1%
Other Local Government Areas	7,263	8,305	8,413	8,182	7,037	-14%	-3%
<b>Total Members</b>	<b>123,520</b>	<b>130,003</b>	<b>128,998</b>	<b>126,734</b>	<b>124,203</b>	<b>-2%</b>	<b>1%</b>
Population	301,536	310,570	319,052	326,894	355,137	9%	18%

MEMBERS BY PREFERRED BRANCH	LIBRARY MEMBERS BY PLACE OF RESIDENCE (2021/22)						
	BOROUGH OF QUEENSCLIFFE	CITY OF GREATER GEELONG	COLAC OTWAY SHIRE	GOLDEN PLAINS SHIRE	SURF COAST SHIRE	NON RESIDENTS	TOTAL MEMBERS
Borough of Queenscliffe	1,097	569	1	1	4	413	2,085
City of Greater Geelong	403	91,873	235	1,207	3,280	5,520	102,518
Colac Otway Shire	1	17	5,045	0	38	126	5,227
Golden Plains Shire	1	292	18	3,716	22	152	4,201
Surf Coast Shire	1	635	41	10	8,659	826	10,172
<b>Totals</b>	<b>1,503</b>	<b>93,386</b>	<b>5,340</b>	<b>4,934</b>	<b>12,003</b>	<b>7,037</b>	<b>124,203</b>
Members by place of residence as a % of total members	1%	75%	4%	4%	10%	6%	100%

Members do not necessarily belong to a library within the local government area in which they reside

LIBRARY MEMBERSHIP AS A PERCENTAGE OF LOCAL GOVERNMENT AREA POPULATION			
PLACE OF RESIDENCE	POPULATION	MEMBERS	% MEMBERS
Borough of Queenscliffe	3,054	1,916	63%
City of Greater Geelong	269,508	98,906	37%
Colac Otway Shire	21,532	5,466	25%
Golden Plains Shire	24,765	5,086	21%
Surf Coast Shire	36,278	12,829	35%
<b>Totals</b>	<b>355,137</b>	<b>124,203</b>	<b>35%</b>

In line with Local Government Reporting methodology, 7,037 non-resident members have been assigned to the local government area of their preferred branch

# LIBRARY USAGE

LIBRARY	MEMBERS	VISITS	LOANS	RESERVATIONS	INFORMATION ENQUIRIES	PUBLIC ACCESS INTERNET SESSIONS	WIRELESS SESSIONS
Apollo Bay	715	5,914	9,426	2,245	260	244	1,257
Bannockburn	3,648	28,385	42,258	12,369	1,521	755	2,984
Barwon Heads	1,765	6,511	38,950	8,015	832	88	274
Belmont	10,435	95,824	187,656	37,827	8,580	6,687	4,478
Chilwell	1,462	16,867	40,354	10,788	1,144	519	3,272
Colac	4,378	40,509	82,195	11,245	1,443	2,762	2,755
Corio	8,051	57,338	78,854	16,167	3,757	6,271	9,849
Drysdale	7,391	62,948	108,597	29,219	4,953	3,451	2,822
Geelong	25,756	170,229	143,678	53,823	10,023	10,994	21,003
Geelong West	9,571	103,073	140,452	39,365	4,706	4,603	12,459
Highton	2,453	20,423	39,962	15,000	1,989	509	8,063
Home Library Service	209	0	8,773	2,303	0	0	0
Lara	5,180	32,461	49,593	15,686	2,548	2,361	2,528
Leopold	2,751	40,088	69,046	11,846	3,380	1,834	2,139
Newcomb	6,130	37,321	63,282	16,899	3,679	3,623	5,016
Ocean Grove	9,031	62,805	125,429	30,423	7,644	2,617	5,214
Queenscliff	2,085	15,243	24,163	9,951	2,158	305	1,574
Torquay	8,768	66,029	135,850	33,057	5,356	3,069	4,648
Waurin Ponds	11,190	76,832	173,441	33,689	6,305	3,157	5,706
Western Heights College	578	2,902	3,988	1,441	156	0	0
<b>All Static Libraries</b>	<b>121,547</b>	<b>941,702</b>	<b>1,565,947</b>	<b>391,358</b>	<b>70,434</b>	<b>53,849</b>	<b>96,041</b>
City of Greater Geelong Mobile Library stops	621	3,626	10,634	3,334	974	0	14
Colac Otway Shire Mobile Library stops	78	899	2,876	655	182	0	0
Golden Plains Shire Mobile Library stops	553	2,338	13,436	3,738	409	0	0
Surf Coast Shire Mobile Library stops	1,404	10,886	29,477	9,771	2,959	0	44
<b>All Mobile Libraries</b>	<b>2,656</b>	<b>17,749</b>	<b>56,423</b>	<b>17,498</b>	<b>4,524</b>	<b>0</b>	<b>58</b>
<b>Total Static and Mobile libraries</b>	<b>124,203</b>	<b>959,451</b>	<b>1,622,370</b>	<b>408,856</b>	<b>74,958</b>	<b>53,849</b>	<b>96,099</b>
Website visits, eCollection loans		717,814	374,916	-	-	-	-
<b>Total usage</b>	<b>124,203</b>	<b>1,677,265</b>	<b>1,997,286</b>	<b>408,856</b>	<b>74,958</b>	<b>53,849</b>	<b>96,099</b>

# VISITS

## VISITS OVER THE LAST FIVE YEARS BY LOCAL GOVERNMENT AREA

LIBRARY	2017/18	2018/19	2019/20	2020/21	2021/22	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Barwon Heads	11,046	13,569	9,623	4,745	6,511	37%	-41%
Belmont <sup>2</sup>	250,395	238,934	169,940	73,780	95,824	30%	-62%
Chilwell <sup>3</sup>	31,828	32,196	28,397	12,412	16,867	36%	-47%
Corio <sup>4,5</sup>	115,326	107,743	86,421	45,682	57,338	26%	-50%
Drysdale	135,067	130,756	97,236	55,429	62,948	14%	-53%
Geelong	456,934	470,420	320,813	138,922	170,229	23%	-63%
Geelong West <sup>6</sup>	155,322	157,192	104,511	68,208	103,073	51%	-34%
Highton <sup>7</sup>	39,056	38,899	28,466	16,949	20,423	20%	-48%
Lara	71,281	68,009	50,552	26,104	32,461	24%	-54%
Leopold <sup>8</sup>	-	37,691	49,183	23,243	40,088	72%	-
Newcomb	98,973	95,484	69,080	34,616	37,321	8%	-62%
Ocean Grove <sup>9</sup>	127,524	126,843	88,255	51,145	62,805	23%	-51%
Waurin Ponds	155,850	157,325	117,634	59,805	76,832	28%	-51%
Western Heights College <sup>10,11</sup>	9,590	11,055	6,582	2,170	2,902	34%	-70%
City of Greater Geelong Mobile Library stops <sup>15,16,17,18,19</sup>	7,620	5,710	3,707	3,358	3,626	8%	-52%
<b>All City of Greater Geelong visits</b>	<b>1,665,812</b>	<b>1,691,826</b>	<b>1,230,400</b>	<b>616,568</b>	<b>789,248</b>	<b>28%</b>	<b>-53%</b>
Apollo Bay	-	-	-	-	5,914	-	-
Colac	-	-	-	-	40,509	-	-
Colac Otway Shire Mobile Library Stops	-	-	-	-	899	-	-
<b>All Colac Otway Shire visits</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>47,322</b>	<b>-</b>	<b>-</b>
Bannockburn	58,551	52,044	38,306	19,249	28,385	47%	-52%
Golden Plains Shire Mobile Library stops <sup>15,16,17</sup>	6,022	5,212	3,658	2,529	2,338	-8%	-61%
<b>All Golden Plains Shire visits</b>	<b>64,573</b>	<b>57,256</b>	<b>41,964</b>	<b>21,778</b>	<b>30,723</b>	<b>41%</b>	<b>-52%</b>
Torquay <sup>12</sup>	104,792	98,399	75,353	43,077	66,029	53%	-37%
Surf Coast Shire Mobile Library stops <sup>15,18,19</sup>	12,697	12,313	10,009	8,964	10,886	21%	-14%
<b>All Surf Coast Shire visits</b>	<b>117,489</b>	<b>110,712</b>	<b>85,362</b>	<b>52,041</b>	<b>76,915</b>	<b>48%</b>	<b>-35%</b>
Queenscliff <sup>13,14</sup>	27,354	26,658	20,767	12,527	15,243	22%	-44%
<b>All Borough of Queenscliffe visits</b>	<b>27,354</b>	<b>26,658</b>	<b>20,767</b>	<b>12,527</b>	<b>15,243</b>	<b>22%</b>	<b>-44%</b>
<b>Total Library Visits<sup>1</sup></b>	<b>1,875,228</b>	<b>1,886,452</b>	<b>1,378,493</b>	<b>702,914</b>	<b>959,451</b>	<b>36%</b>	<b>-49%</b>
Website visits	804,927	897,693	806,480	692,104	717,814	4%	-11%
<b>Total visits</b>	<b>2,680,155</b>	<b>2,784,145</b>	<b>2,184,973</b>	<b>1,395,018</b>	<b>1,677,265</b>	<b>20%</b>	<b>-37%</b>

See footnotes on page 79

# LOANS

## LOANS OVER THE LAST FIVE YEARS BY LOCAL GOVERNMENT AREA

LIBRARY	2017/18	2018/19	2019/20	2020/21	2021/22	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Barwon Heads	54,278	53,225	39,767	39,142	38,950	0%	-28%
Belmont <sup>2</sup>	327,346	294,771	230,716	170,542	187,656	10%	-43%
Chilwell <sup>3</sup>	47,588	43,512	42,107	34,263	40,354	18%	-15%
Corio <sup>4,5</sup>	149,924	139,407	103,504	75,859	78,854	4%	-47%
Drysdale	180,734	173,357	131,690	103,441	108,597	5%	-40%
Geelong	335,373	303,602	216,134	147,030	143,678	-2%	-57%
Geelong West <sup>6</sup>	219,613	213,186	142,649	129,903	140,452	8%	-36%
Highton <sup>7</sup>	49,406	50,162	35,784	35,238	39,962	13%	-19%
Home Library Service	23,447	17,759	7,668	15,170	8,773	-42%	-63%
Lara	72,851	67,010	50,952	43,921	49,593	13%	-32%
Leopold <sup>8</sup>	-	68,942	76,724	47,673	69,046	45%	-
Newcomb	136,875	117,615	81,881	61,699	63,282	3%	-54%
Ocean Grove <sup>9</sup>	207,069	191,788	138,396	114,653	125,429	9%	-39%
Waurin Ponds	237,869	241,610	185,048	154,638	173,441	12%	-27%
Western Heights College <sup>10,11</sup>	12,317	12,266	8,589	2,986	3,988	34%	-68%
City of Greater Geelong Mobile Library stops <sup>15,16,17,18,19</sup>	24,822	17,819	10,496	10,493	10,634	1%	-57%
<b>All City of Greater Geelong loans</b>	<b>2,079,512</b>	<b>2,006,031</b>	<b>1,502,105</b>	<b>1,186,651</b>	<b>1,282,689</b>	<b>8%</b>	<b>-38%</b>
Apollo Bay	-	-	-	-	9,426	-	-
Colac	-	-	-	-	82,195	-	-
Colac Otway Shire Mobile Library Stops	-	-	-	-	2,876	-	-
<b>All Colac Otway Shire loans</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>94,497</b>	<b>-</b>	<b>-</b>
Bannockburn	69,866	63,015	50,453	36,570	42,258	16%	-40%
Golden Plains Shire Mobile Library stops <sup>15,16,17</sup>	19,546	18,540	14,975	9,989	13,436	35%	-31%
<b>All Golden Plains Shire loans</b>	<b>89,412</b>	<b>81,555</b>	<b>65,428</b>	<b>46,559</b>	<b>55,694</b>	<b>20%</b>	<b>-38%</b>
Torquay <sup>12</sup>	167,931	165,135	130,776	114,579	135,850	19%	-19%
Surf Coast Shire Mobile Library stops <sup>15,18,19</sup>	33,027	32,389	24,330	26,992	29,477	9%	-11%
<b>All Surf Coast Shire loans</b>	<b>200,958</b>	<b>197,524</b>	<b>155,106</b>	<b>141,571</b>	<b>165,327</b>	<b>17%</b>	<b>-18%</b>
Queenscliff <sup>13,14</sup>	48,722	44,455	33,666	21,371	24,163	13%	-50%
<b>All Borough of Queenscliffe loans</b>	<b>48,722</b>	<b>44,455</b>	<b>33,666</b>	<b>21,371</b>	<b>24,163</b>	<b>13%</b>	<b>-50%</b>
<b>Total Static and Mobile Libraries Loans<sup>1</sup></b>	<b>2,418,604</b>	<b>2,329,565</b>	<b>1,756,305</b>	<b>1,396,152</b>	<b>1,622,370</b>	<b>16%</b>	<b>-33%</b>
eCollection loans <sup>20,21</sup>	139,435	200,378	312,321	319,358	374,916	17%	169%
<b>Total loans</b>	<b>2,558,039</b>	<b>2,529,943</b>	<b>2,068,626</b>	<b>1,715,510</b>	<b>1,997,286</b>	<b>16%</b>	<b>-22%</b>



# NOTES

## 1 ALL LIBRARY BRANCHES AND MOBILE LIBRARIES

All library branches and mobile libraries closed due to COVID-19 from 19 Mar 2020. Reopened Tue 09 Jun 2020 with shorter opening hours. [except Western Heights College]

Temporary post-COVID opening hours in effect Tue 02 Jun 2020 - Sun 05 July 2020. Barwon Heads Library remained on these hours until Mon 27 Jul 2020.

Following the Opening Hours Review, revised opening hours commenced Mon 06 Jul 2020.

All library branches and mobile libraries closed due to COVID-19 from Thu 06 Aug 2020. Reopened Mon 26 Oct 2020 with reduced hours. [except Western Heights College]

Click & Deliver service offered to all patrons within local LGAs from Wed 12 Aug 2020. Limited to vulnerable members only effective Fri 18 Sep 2020.

Click & Collect service offered from Mon 21 Sep 2020.

All library branches returned to normal opening hours from Sat 02 Jan 2021. [except Western Heights College] Mobile libraries returned to normal opening hours from Mon 04 Jan 2021.

All library branches and mobile libraries closed due to COVID-19 from Sat 13 Feb 2021 - Wed 17 Feb 2021. Reopened Thu 18 Feb 2021.

All library branches and mobile libraries closed due to COVID-19 from Fri 28 May 2021 to Sun 06 Jun 2021. Reopened Mon 07 Jun 2021.

All library branches and mobile libraries closed due to COVID-19 from Fri 16 Jul 2021 - Tue 27 Jul 2021. Click & Collect offered during this time. Reopened Wed 28 Jul 2021.

All library branches and mobile libraries closed due to COVID-19 from 08:00pm on Thu 05 Aug 2021 - Mon 09 Aug 2021. Click & Collect offered during this time. Reopened Tue 10 Aug 2021.

All library branches and mobile libraries closed due to COVID-19 from 01:00pm on Sat 21 Aug 2021 - Thu 09 Sep 2021. Click & Collect offered during this time. Reopened Fri 10 Sep 2021.

All library branches located within CoGG and Surf Coast Shire closed due to COVID-19 from Tue 21 Sep 2021 - Sun 26 Sep 2021. Click & Collect offered during this time.

All library branches located closed for Annual Staff Training Day on Wed 10 Nov 2021. Reopened Thu 11 Nov 2021.

All library branches removed overdue fines from Sat 11 Dec 2021. Fees still apply for damaged/lost items.

All library branches closed for Xmas/NY from Sat 25 Dec 2021 - Mon 03 Jan 2022. Reopening scheduled for Tue 04 Jan 2022.

- / with the exception of Bannockburn, Corio, Geelong, Ocean Grove & Torquay branches scheduled to remain open on the non-public holidays during this period.

In response to COVID19 impacting staffing levels, temporary reduced opening hours in effect from Wed 30 Mar 2022 to Fri 01 Jul 2022 across all branches.

- / with the exception of Barwon Heads, Chilwell, Corio, Highton, Queenscliff, Western Heights and the Mobile Libraries which will remain on normal operating hours during this period.

Further to temporary reduced operating hours, revised seasonal opening hours introduced Mon 27 Jun 2022 to Fri 30 Sep 2022 across all branches to further support staffing levels.

- / no changes to Queenscliff, Western Heights and the Mobile Libraries which will remain on normal operating hours during this period.

All library branches significantly impacted by the surge in COVID-19 cases throughout the 2021-22 financial year. Some libraries have closed at short notice or reduced operating hours to accommodate for unplanned staff shortages.

2 **Belmont Library** closed due to planned refurbishment from Sat 22 May 2021 to Sun 06 Jun 2021. Reopened Mon 07 Jun 2021.

3 **Chilwell Library** closed for refurbishment Mon 18 Mar 2019 - Wed 03 Apr 2019. Reopened Thu 04 Apr 2019.

4 **Corio Library** 2017/2018 visits adjusted due to equipment failure.

5 **Corio Library** closed due to planned electrical works from Sun 23 May 2021 to Fri 28 May 2021. Reopening postponed until Mon 07 Jun 2021 due to COVID-19.

6 **Geelong West Library** closed for unplanned maintenance Thu 05 Sep 2019 - Sun 22 Sep 2019. Reopened Mon 23 Sep 2019.

7 **Highton Library** closed for refurbishment Mon 25 Nov 2019 - Sun 22 Dec 2019. Reopened Mon 23 Dec 2019.

8 **Leopold Library** opened Mon 03 Dec 2018.

9 **Ocean Grove Library** closed for refurbishment from Mon 02 May 2022 to Sun 07 May 2022. Reopened Mon 31 Jan 2022.

10 **Western Heights College Library** reduced opening hours from Tue 29 Jan 2019

11 **Western Heights College Library** closed due to COVID19 from Thu 18 Mar 2020. Reopened Wed 28 Oct 2020 with reduced hours.

12 **Torquay Library** closed for refurbishment Mon 08 Oct 2018 - Fri 12 Oct 2018. Reopened Sat 13 Oct 2018

13 **Queenscliff Library** closed from Wed 21 Oct 2020 due to construction of the Queenscliff Hub project. Services made available at temporary location from Wed 02 Dec 2020 until Tue 21 Jun 2022.

14 **Queenscliff Library** closed for transition to the new Queenscliff Hub from Wed 22 Jun 2022. Due to reopen later in 2022.

## 15 MOBILE LIBRARIES

Mobile Libraries offering contactless pickup/return of items from usual stops effective Mon 28 Sep 2020 with small reduction in weekend hours.

Mobile Libraries returned to normal opening hours from Mon 04 Jan 2021.

16 **Golden Plains Mobile Library** out of service for repairs from Tue 30 Oct 2018 - Mon 10 Dec 2018. Run made using smaller HLS van from Mon 05 Nov 2018 - Fri 08 Dec 2018

17 **Golden Plains Mobile Library** not operating on a Saturday due to closure of Smythesdale market from Mon 26 Oct 2020 to Fri 19 Feb 2021. Normal Saturday hours resumed Sat 20 Feb 2021.

18 **Bellarine/Surf Coast Mobile Library** Leopold mobile library stop ceased Mon 3 Dec 2018 following the opening of the new Leopold Library

19 **Bellarine/Surf Coast Mobile Library** reduced Saturday hours to fortnightly (instead of weekly) effective Mon 26 Oct 2020 to Fri 08 Jan 2021. Normal Saturday hours resumed Sat 09 Jan 2021.

20 **ECOLLECTION LOANS** include eAudiobook, eBook, Streaming Video and Digital Magazine loans

21 Increased limit to no. of loans per borrower from 4 to 8 effective Tue 17 Mar 2020 across all eBook/eAudio platforms.

# COLLECTIONS

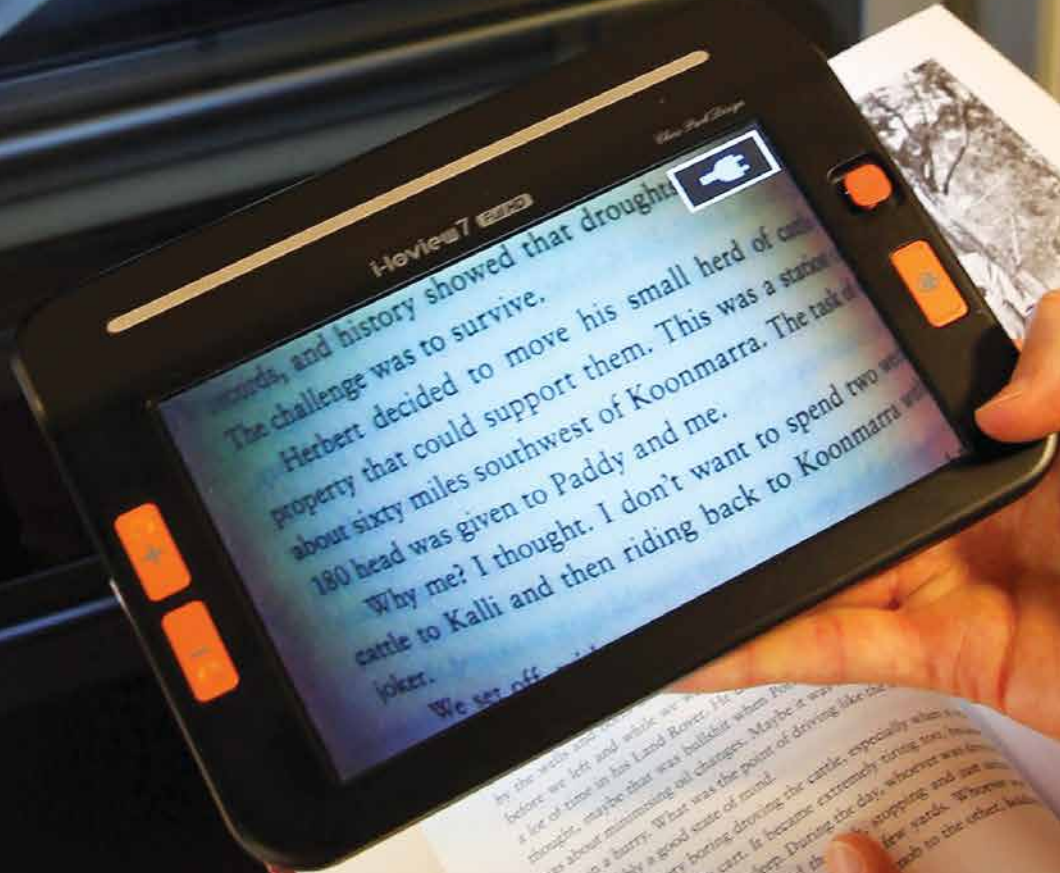
## COLLECTION SIZE BY LOCATION

LIBRARY	TOTAL
Apollo Bay	5,527
Bannockburn	13,744
Barwon Heads	5,666
Belmont	32,673
Chilwell	10,584
Colac	27,083
Corio	26,239
Drysdale	16,993
Geelong	63,787
Geelong West	25,839
Highton	8,495
Lara	15,147
Leopold	15,345
Mobile Libraries	10,339
Newcomb	17,379
Ocean Grove	20,823
Queenscliff	6,425
Torquay	20,115
Waurin Ponds	27,119
Western Heights College	4,527
Online eCollections	28,016
<b>Totals</b>	<b>401,865</b>

## COLLECTION BY TYPE

LIBRARY	TOTAL	
Junior	123,443	30.7%
Adult Fiction	76,438	19.0%
Adult Non-Fiction	71,504	17.8%
DVDs	28,512	7.1%
eCollections	28,016	7.0%
Young Adult	19,529	4.9%
Large Print	16,934	4.2%
Magazines	12,365	3.1%
Music CDs	9,455	2.4%
AudioBooks	8,630	2.1%
LOTE	4,461	1.1%
Reference	1,399	0.3%
Geelong Local Area Collection	1,179	0.3%
<b>Total</b>	<b>401,865</b>	<b>100.0%</b>





Hoview7

The challenge was to survive.  
Herbert decided to move his small herd of cattle  
property that could support them. This was a stark  
about sixty miles southwest of Koonmarra. The task of  
180 head was given to Paddy and me.  
Why me? I thought. I don't want to spend two weeks  
cattle to Kalli and then riding back to Koonmarra  
joker.  
We set off...

by the water and...  
before we left and while we...  
a lot of time in his Land Rover. He...  
thought, maybe that was built-in when...  
was about maintaining oil changes. Maybe it was...  
never in a hurry. What was the point of driving like...  
was probably a good case of rural...  
It became very boring driving the cattle, especially when...  
my turn to drive the cart. It became extremely tiring too, because...  
we weren't getting much sleep. During the day, whoever was...  
the cart plodded along behind the...  
and waiting for the cattle to move...  
on horseback rode from one side...

# LEGISLATIVE COMPLIANCE

## CHILD SAFE STANDARDS

GRLC takes seriously its obligations in relation to child safety. GRLC seeks to actively create a child safe and child friendly environment, where children and young people with whom we have contact are safe and feel safe, and able to actively participate in decisions that affect them. We have zero tolerance of all forms of child abuse and behaviour that may pose a risk to the safety and wellbeing of children and young people. With new Child Safe Standards coming into force from 1 July 2022, GRLC has undertaken the following steps:

- / Reviewed and updated our current policy
- / Undertaken an audit of all staff and determined their level of interaction with children and young people
- / Assigned each staff member with a designated risk and training level – with those working closely with children being ranked higher to ensure they receive more training than those with incidental contact.
- / Staff have undertaken updated basic training (online) via new Compliance training platform
- / Ensured all staff maintain a valid Working with Children Check
- / Executive level staff have taken refresher training to comply with Reportable Conduct obligations.

## DISABILITY ACCESS AND INCLUSION PLAN

GRLC's *Disability and Access Inclusion Plan 2018-2022* (DAIP) describes actions to improve the equitable access to opportunities and support for people with a disability accessing our services.

We recognise the value of diversity in our community and that the talents that people with a disability offer are a vital part of the fabric of our society. Recognising this diversity and supporting participation and inclusion for all creates a richer community life.

Accessibility and inclusion goes beyond accessible buildings, facilities and services. GRLC commits to forming networks and partnerships that facilitate inclusion and to ensuring our diverse community is reflected in our workforce.

## ENVIRONMENTAL RESPONSIBILITY

Our teams remain committed to supporting sustainability, and with COVID-19 restrictions relaxing, we aim to make decisions which, while assuring the safety of our staff, are also environmentally conscious.

Seeking opportunities to reuse, replace, or recycle are always at the forefront of our decision-making. Actions this year included utilising Yammer and Sharepoint for increased staff communications, environmentally responsible purchases, collating deliveries of materials to reduce carbon footprint, and the introduction of organisation-wide 'Green Team' emails to encourage sustainable actions in everyday life.

## EQUAL OPPORTUNITY

GRLC is committed to providing a safe and inclusive environment for its staff and volunteers, while continuing to advocate for the right of all people who work or engage with our organisation to be treated with dignity and respect. Not only are we committed to continuing to meet our legal obligations and responsibilities with regards to educating and seeking to prevent discrimination and harassment, we strongly believe that we also play a role in educating and modelling appropriate behaviours in our community.

All new employees at GRLC undertake the following modules as part of our online on-boarding process: Equal Employment Opportunity, Workplace Bullying and Sexual Harassment.

## FREEDOM OF INFORMATION ACT 1982

Under the *Freedom of Information Act 1982*, the community has the right to access certain documents from the GRLC. This general right of access is only limited by exceptions and exemptions which have been prescribed to protect essential public interests and the private and business affairs of people about whom the library holds information. No applications were received during the 2021/22 year.

## INSURANCE POLICY STATEMENT

GRLC insurance cover protects our organisation, library collection and other assets, Board members, officers, employees and volunteers against claims arising from our activities or from natural occurrences such as storm damage, vehicle impact, etc. We also maintained the following insurances for 2021/22 as required by law:

- / Public and Products Liability and Professional Indemnity Insurance, which protects the organisation against claims for negligence arising out of its operations and out of errors or omissions in professional advice. This cover is provided through the Municipal Association of Victoria.
- / Directors and Officers Liability Insurance, which protects Board members and officers against any civil claims arising out of their normal functions as an officer or Board member. The policy also covers the organisation for any employment law claims from its employees. This cover is provided by Jardine Lloyd Thompson Pty Ltd.
- / Commercial Crime Insurance is provided through the Municipal Association of Victoria.
- / A WorkCover Insurance Policy is maintained in accordance with the requirements of the Victorian WorkCover Insurance legislation with Gallagher Bassett Services Workers' Compensation Pty Ltd.
- / Library contents, such as furniture, IT equipment, shelving and other equipment is insured by an Industrial Special Risks Policy provided by Jardine Lloyd Thompson Pty Ltd.
- / The City of Greater Geelong maintains insurance policies for the Library collection, some Heritage items, volunteer staff, motor vehicles and mobile libraries.

## OCCUPATIONAL HEALTH AND SAFETY

Under the *Occupational Health and Safety Act 2004* (Vic), GRLC is required to notify certain serious incidents to the Victorian health and safety regulator, WorkSafe Victoria. During 2021-22, GRLC was not required to notify any incident to WorkSafe Victoria and no calls were made to WorkSafe Victoria.

## PRIVACY AND DATA PROTECTION ACT 2014

GRLC has adopted policies and processes that meet the requirements of the *Privacy and Data Protection Act 2014*. This includes privacy principles that relate to the collection of information, along with use and disclosure of information. Our Privacy Statement can be **downloaded** from our website. No complaints were received during the 2021/22 year.

In December 2021, GRLC conducted a thorough review and risk analysis of our Microsoft 365 environment to ensure best practice configuration for security and privacy.

## PUBLIC INTEREST DISCLOSURES ACT 2012

In accordance with the provisions of s58 of the *Public Interest Disclosures Act 2012*, the GRLC has a procedure for dealing with disclosures made under the Act. This procedure was most recently reviewed in February 2021, and is scheduled for regular review or as legislation is amended. The GRLC Coordinator Finance and Payroll is the Corporation's Protected Disclosure Coordinator. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman.

## RISK MANAGEMENT

GRLC has a Strategic Risk Management Framework and Register that sits alongside the *Connecting and Thriving Library Plan 2021-2025* as a key risk management tool. Business as Usual risks are reported on and managed through the Operational Risk Register. Business Governance risks are reported on a consistent basis to the GRLC Board where each risk is identified and discussed with control measures put in place to mitigate the risk rating.

# FINANCIAL REPORT

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For the year ended 30 June 2022

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# CERTIFICATION OF THE FINANCIAL STATEMENTS

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In my opinion the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, (as per the transitional provisions of the *Local Government Act 2020*), and the *Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



**Mrs Gayatri Baskaran CPA**  
Principal Accounting Officer

Date: 20/10/22  
Geelong

In our opinion the accompanying financial statements present fairly the financial transactions of the Geelong Regional Library Corporation for the year ended 30 June 2022 and the financial position of the Corporation as at 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 Geelong Regional Library Corporation and by the Local Government (Planning and Reporting) Regulations 2014 to certify the financial statements in their final form.



**Cr Ron Nelson**  
Board Member

Date: 20/10/22  
Geelong



**Cr Ross Ebbels**  
Board Member

Date: 20/10/22  
Geelong



**Ms Vanessa Schernickau**  
Chief Executive Officer

Date: 20/10/22  
Geelong



# Independent Auditor's Report

## To the Board members of Geelong Regional Library Corporation

<b>Opinion</b>	<p>I have audited the financial report of Geelong Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> <li>• balance sheet as at 30 June 2022</li> <li>• comprehensive income statement for the year then ended</li> <li>• statement of changes in equity for the year then ended</li> <li>• statement of cash flows for the year then ended</li> <li>• statement of capital works</li> <li>• notes to the financial statements, including significant accounting policies</li> <li>• certification of the financial statements.</li> </ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2022 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Local Government Act 1989</i>, the <i>Local Government (Planning and Reporting) Regulations 2014</i> and applicable Australian Accounting Standards.</p>
<b>Basis for Opinion</b>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<b>Board members' responsibilities for the financial report</b>	<p>The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, the <i>Local Government (Planning and Reporting) Regulations 2014</i> and for such internal control as the Board members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

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**Auditor's responsibilities for the audit of the financial report**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board members
- conclude on the appropriateness of the Board members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

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MELBOURNE  
24 October 2022



Travis Derricott  
*as delegate for the Auditor-General of Victoria*

# COMPREHENSIVE INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2022

	NOTE	2022 \$	2021 \$
<b>Income</b>			
Contributions	2.1	13,652,932	9,671,323
Grants - operating	2.2	2,379,289	2,091,511
User fees	2.3	217,227	130,546
Other income	2.4	95,565	250,452
Rent concessions	2.5	-	63,333
Grants - capital	2.2	56,417	49,377
Net gain (or loss) on disposal of plant and equipment	2.6	17,206	15,582
<b>Total income</b>		<b>16,418,636</b>	<b>12,272,124</b>
<b>Expenses</b>			
Employee costs	3.1	11,468,598	10,350,245
Materials and services	3.2	2,667,092	2,596,116
Depreciation	3.3	1,870,237	1,909,346
Book value of assets written off	3.3	414,195	299,456
Amortisation - right of use assets	3.4	75,285	90,694
Finance costs - leases	3.5	8,428	1,346
Other expenses	3.6	15,000	10,500
<b>Total expenses</b>		<b>16,518,835</b>	<b>15,257,703</b>
<b>Surplus/(deficit) for the year</b>		<b>(100,199)</b>	<b>(2,985,579)</b>
<b>Total comprehensive result</b>		<b>(100,199)</b>	<b>(2,985,579)</b>

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

# BALANCE SHEET

AS AT 30 JUNE 2022

	NOTE	2022 \$	2021 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4.1	3,034,378	2,512,936
Other financial assets	4.1	500,000	-
Trade and other receivables	4.1	-	686
Other assets	4.2	228,018	139,811
<b>Total current assets</b>		<b>3,762,396</b>	<b>2,653,433</b>
<b>Non-current assets</b>			
Plant and equipment	5	9,546,077	10,329,106
Right-of-use assets	4.6	301,140	376,425
<b>Total non-current assets</b>		<b>9,847,217</b>	<b>10,705,531</b>
<b>Total assets</b>		<b>13,609,613</b>	<b>13,358,964</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	4.3	881,267	646,238
Provisions	4.4	1,926,647	1,777,453
Lease liabilities	4.6	73,382	71,572
<b>Total current liabilities</b>		<b>2,881,296</b>	<b>2,495,263</b>
<b>Non-current liabilities</b>			
Provisions	4.4	179,846	141,649
Lease liabilities	4.6	231,470	304,853
<b>Total non-current liabilities</b>		<b>411,316</b>	<b>446,502</b>
<b>Total liabilities</b>		<b>3,292,612</b>	<b>2,941,765</b>
<b>Net assets</b>		<b>10,317,000</b>	<b>10,417,199</b>
<b>Equity</b>			
Members contributions		3,886,011	3,886,011
Accumulated surplus		6,430,989	6,531,188
<b>Total Equity</b>		<b>10,317,000</b>	<b>10,417,199</b>

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

# STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2022

	TOTAL \$	ACCUMULATED SURPLUS \$	MEMBERS CONTRIBUTIONS \$
<b>2022</b>			
Balance at beginning of the financial year	10,417,199	6,531,188	3,886,011
Surplus/(deficit) for the year	(100,199)	(100,199)	-
<b>Balance at end of the financial year</b>	<b>10,317,000</b>	<b>6,430,989</b>	<b>3,886,011</b>

	TOTAL \$	ACCUMULATED SURPLUS \$	MEMBERS CONTRIBUTIONS \$
<b>2021</b>			
Balance at beginning of the financial year	13,402,778	9,516,767	3,886,011
Surplus/(deficit) for the year	(2,985,579)	(2,985,579)	-
<b>Balance at end of the financial year</b>	<b>10,417,199</b>	<b>6,531,188</b>	<b>3,886,011</b>

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

# STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2022

	NOTE	2022 INFLOWS/ (OUTFLOWS) \$	2021 INFLOWS/ (OUTFLOWS) \$
<b>Cash flows from operating activities</b>			
User fees		238,950	143,601
Grants - operating		2,379,289	2,091,511
Grants - capital		56,417	49,377
Contributions - monetary		13,891,797	9,794,429
Interest received		15,305	11,251
Other receipts		88,286	303,454
Net GST refund/(payment)		146,109	219,894
Employee costs		(11,195,274)	(10,130,081)
Materials and services		(3,016,902)	(2,496,650)
Other payments		(18,337)	(9,367)
<b>Net cash provided by/(used in) operating activities</b>	4.7	<b>2,585,639</b>	<b>[22,582]</b>
<b>Cash flows from investing activities</b>			
Payments for plant and equipment		(1,501,403)	(1,840,246)
Proceeds from sale of plant and equipment		17,206	15,582
Payments for investments		(500,000)	-
<b>Net cash provided by/(used in) investing activities</b>		<b>[1,984,197]</b>	<b>[1,824,664]</b>
<b>Cash flows from financing activities</b>			
Interest paid - lease liability		[8,428]	[1,346]
Repayment of lease liabilities		[71,572]	[78,654]
<b>Net cash provided by/(used in) financing activities</b>		<b>[80,000]</b>	<b>[80,000]</b>
Net increase (decrease) in cash and cash equivalents		521,441	(1,927,246)
Cash and cash equivalents at the beginning of the financial year		2,512,936	4,440,182
<b>Cash and cash equivalents at the end of the financial year</b>	4.1(a)	<b>3,034,377</b>	<b>2,512,936</b>

The above statement of cash flows should be read in conjunction with the accompanying notes.

# STATEMENT OF CAPITAL WORKS

FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
<b>Plant and equipment</b>		
Plant, machinery and equipment	433,360	427,388
Fixtures, fittings and furniture	20,547	135,359
Lending materials	1,057,087	1,154,864
<b>Total plant and equipment</b>	<b>1,510,994</b>	<b>1,717,610</b>
<b>Total capital works expenditure</b>	<b>1,510,994</b>	<b>1,717,610</b>
<b>Represented by:</b>		
New asset expenditure	46,865	-
Asset renewal expenditure	1,464,129	1,712,860
Asset upgrade expenditure	-	4,750
<b>Total capital works expenditure</b>	<b>1,510,994</b>	<b>1,717,610</b>

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 2022

## OVERVIEW

### Introduction

The Geelong Regional Library Corporation was established by the member Councils to provide library services in the member's municipalities on 4th March 1997 and is a body corporate. The member Councils are the City of Greater Geelong, Surf Coast Shire, Borough of Queenscliff, Golden Plains Shire and Colac Otway Shire (joined 2nd April 2021).

The Geelong Regional Library Corporation's main office is located at 51 Little Malop Street, Geelong.

### 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 the Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989* (as per the transitional provisions of the *Local Government Act 2020*), and the *Local Government (Planning and Reporting) Regulations 2014*.

The Geelong Regional Library Corporation is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

### SIGNIFICANT ACCOUNTING POLICIES

#### Basis of accounting

The accrual basis of accounting has been used in the preparation of these financial statements, except for the cash flow information, 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.

The financial statements are based on the historical cost convention unless a different measurement basis is specifically disclosed in the notes to the financial statements.

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.

The financial statements have been prepared on a going concern basis. The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest dollar unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

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 plant and equipment (refer to Note 5)
- / the determination of employee provisions (refer to Note 4.4)
- / the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of *AASB 15 Revenue from Contracts with Customers* or *AASB 1058 Income of Not-for-Profit Entities* (refer to Note 2)
- / the determination, in accordance with *AASB 16 Leases*, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 4.6)
- / other areas requiring judgments

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.



## NOTE 1 / PERFORMANCE AGAINST BUDGET

The performance against budget notes compare the Corporation'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. The Corporation has adopted a materiality threshold of the lower of 10 percent or \$250k 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 the Corporation on 17th June 2021. The budget was based on assumptions that were relevant at the time of adoption of the budget. The Corporation sets guidelines and parameters for income and expense targets in this budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term.

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 AND EXPENDITURE

	BUDGET 2022 \$	ACTUAL 2022 \$	VARIANCE \$	VARIANCE %	REF
<b>Income</b>					
Contributions	13,475,185	13,652,932	177,747	1%	1
Grants - operating	2,296,932	2,379,289	82,357	4%	
User fees	301,872	217,227	(84,645)	-28%	2
Other income	485,464	95,565	(389,899)	-80%	3
Grants - capital	66,409	56,417	(9,992)	-15%	4
Net gain/(loss) on disposal of plant and equipment	-	17,206	17,206	100%	5
<b>Total income</b>	<b>16,625,862</b>	<b>16,418,636</b>	<b>(207,226)</b>	<b>-1%</b>	
<b>Expenses</b>					
Employee costs	11,990,563	11,468,598	521,965	4%	6
Materials and services	2,934,057	2,667,092	266,965	9%	
Depreciation	2,547,421	1,870,237	677,184	27%	7
Book value of assets written off	-	414,195	(414,195)	100%	8
Amortisation - right of use assets	97,725	75,285	22,440	23%	9
Finance costs - leases	2,850	8,428	(5,578)	-196%	
Other expenses	-	15,000	(15,000)	100%	10
<b>Total expenses</b>	<b>17,572,616</b>	<b>16,518,835</b>	<b>1,053,781</b>	<b>6%</b>	
<b>Surplus/(deficit) for the year</b>	<b>(946,754)</b>	<b>(100,199)</b>	<b>846,555</b>	<b>-89%</b>	

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Contributions	Colac Otway Shire contributed an additional \$163.7k for capital expenditure and transition costs. Golden Plains Shire contributed an additional \$4.0k for their Vaccination Ambassador Program and children's programming.  \$10.0k capital contribution from City of Greater Geelong for the Western Heights Library was budgeted under 'Grants - capital'.
2	User Fees	Income from Venue Hire was (\$55.7k) unfavourable to Budget. The Word for Word Festival 2021 was cancelled with ticket sales budgeted at [\$30.0k].
3	Other income	Cancellation of the 2021 Word for Word Festival reduced the budgeted sponsorship income from \$102.5k to nil.  Other unfavourable items are: <ul style="list-style-type: none"> <li>- GRLC ceased charging fines for overdue collection items (\$42.6k)</li> <li>- Corporate sponsorships of Friends of the Library (\$13.4k).</li> <li>- Vehicle contribution income (\$11k) as the fleet has been reduced by 1 vehicle and 1 vehicle is now a dedicated pool vehicle.</li> <li>- Donations (\$28.7k)</li> <li>- All other income (\$199.5k) unfavourable</li> </ul> This is offset by: <ul style="list-style-type: none"> <li>- Interest income \$2.7k</li> </ul>
4	Grants - capital	Variance is due to the \$10k that was budgeted as a capital grant. The actual amount is included in the contributions line.
5	Net gain/(loss) on disposal of plant and equipment	Unbudgeted income from vehicle disposal and sales of withdrawn books.
6	Employee Costs	Enterprise Agreement increases were applied from 1 January 2022 at a minimum of 2.75%. <ul style="list-style-type: none"> <li>- Branch network lockdown, Christmas closure and reduced opening hours \$215.5k.</li> <li>- Vacant positions across the network \$260.1k.</li> <li>- Discontinued positions \$106.8k.</li> <li>- Revaluation of the long service leave and annual leave provisions \$85.7k.</li> <li>- Unbudgeted positions (\$178.4k).</li> </ul>
7	Depreciation	The Depreciation budget includes Amortisation and the Book value of assets written off. The net variance is \$285.4k or 10.8%.  Depreciation of Furniture, fittings and equipment is \$80.0k or favourable to budget. Furniture and equipment still in use after being fully depreciated.  Depreciation of Lending materials and Book value of assets written off are net favourable to budget by \$163k or 9.9%.
8	Book value of assets written off	The \$414.2k unfavourable variance is offset by the \$774.9k favourable variance in Depreciation and amortisation. Refer to Note 7.
9	Amortisation - right of use assets and Finance costs - leases	The budget of \$97.7k is disclosed under Depreciation expense. The variance to actual is \$22.4k or 23%. Refer to Note 7.  The budget of \$2.9k is disclosed under Material and services.
10	Other expenses	Variance is due to Audit fee charges which was classified as Materials and services in the budget.

## 1.2 CAPITAL WORKS

	BUDGET 2022 \$	ACTUAL 2022 \$	VARIANCE \$	VARIANCE %	REF
<b>Plant and equipment</b>					
Plant, machinery and equipment	943,750	433,360	(510,390)	-54%	1
Fixtures, fittings and furniture	40,000	20,547	(19,453)	-49%	2
Lending materials	1,207,345	1,057,087	(150,258)	-12%	3
<b>Total plant and equipment</b>	<b>2,191,095</b>	<b>1,510,994</b>	<b>(680,101)</b>	<b>-31%</b>	
<b>Total capital works expenditure</b>					
	<b>2,191,095</b>	<b>1,510,994</b>	<b>(680,101)</b>	<b>-31%</b>	
<b>Represented by:</b>					
Asset renewal expenditure	2,086,095	1,464,129	(621,966)	-30%	
New asset expenditure	105,000	46,865	(58,135)	-55%	4
<b>Total capital works expenditure</b>	<b>2,191,095</b>	<b>1,510,994</b>	<b>(680,101)</b>	<b>-31%</b>	

### (i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Plant, machinery and equipment	A \$500.0k investment in a new Library Management System has been delayed until the 2022-2023 financial year.
2	Fixtures, fittings and furniture	Furniture and fittings at the Geelong Library & Heritage Centre are still in use after being fully depreciated. Renewal of these assets are not yet required.
3	Lending materials	A small amount of the capital budget was re-directed to increase the offering of eCollection items. The eCollection is classed as 'Office Administration' under the Materials and services expense.
4	New asset expenditure	The Adopted Budget is based on the pre-existing Library network only. New and upgraded branches are excluded.

## NOTE 2 / FUNDING FOR THE DELIVERY OF OUR SERVICES

### 2.1 CONTRIBUTIONS

	2022 \$	2021 \$
City of Greater Geelong	11,287,287	8,325,527
Surf Coast Shire	732,767	721,318
Golden Plains Shire	415,522	406,389
Borough of Queenscliffe	220,709	218,089
Colac Otway Shire	996,647	-
<b>Total contributions</b>	<b>13,652,932</b>	<b>9,671,323</b>

Contributions are recognised as revenue when the Corporation obtains control over the contributed asset.

### 2.2 GRANTS

	2022 \$	2021 \$
Grants were received in respect of the following:		
<b>Summary of grants</b>		
State funded grants	2,435,706	2,140,888
<b>Total grants received</b>	<b>2,435,706</b>	<b>2,140,888</b>
<b>[a] Operating grants</b>		
<i>Recurrent - State Government</i>		
Libraries	2,379,289	2,091,511
<b>Total operating grants</b>	<b>2,379,289</b>	<b>2,091,511</b>
<b>[b] Capital grants</b>		
<i>Recurrent - State Government</i>		
<i>Premiers Reading Challenge</i>	56,417	49,377
<b>Total recurrent capital grants</b>	<b>56,417</b>	<b>49,377</b>
<b>Total capital grants</b>	<b>56,417</b>	<b>49,377</b>

Grant income is recognised at the point in time when the Corporation satisfies its performance obligations as specified in the underlying agreements.

## 2.3 USER FEES

	2022 \$	2021 \$
Venue hire	99,953	49,784
Business service fees	94,798	67,454
Photocopying revenue	13,826	10,320
Other user fees	8,650	2,988
<b>Total user fees</b>	<b>217,227</b>	<b>130,546</b>

User fees are recognised as revenue at a point in time, or over time, when (or as) the performance obligation is satisfied. Recognition is based on the underlying contractual terms.

## 2.4 OTHER INCOME

	2022 \$	2021 \$
Fines	10,906	29,935
Literary Festival and other event income	5,287	80,271
Interest	15,305	11,251
Other	64,067	128,995
<b>Total other income</b>	<b>95,565</b>	<b>250,452</b>

Interest is recognised as it is earned.

Other income is recognised when the Corporation gains control over the right to receive the income.

## 2.5 RENT CONCESSIONS

	2022 \$	2021 \$
Covid-19 rent relief	-	63,333
<b>Total rent concessions</b>	<b>-</b>	<b>63,333</b>

AASB 2020-4 - *Covid-19-Related Rent Concessions* practical expedient has been applied for Covid-19 rent relief received on the Corporations lease of office.

## 2.6 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

	2022 \$	2021 \$
Proceeds of sale	18,183	15,582
Written down value of assets disposed	(977)	-
<b>Total net gain/(loss) on disposal of property, infrastructure, plant and equipment</b>	<b>17,206</b>	<b>15,582</b>

The profit or loss on sale of an asset is determined when control of the asset has passed to the buyer.

## NOTE 3 / THE COST OF DELIVERING SERVICES

### 3.1 EMPLOYEE COSTS

	2022 \$	2021 \$
<b>[a] Employee costs</b>		
Wages and salaries	10,368,217	9,385,146
WorkCover	55,426	46,823
Casual staff/supplementary labour	34,063	8,679
Superannuation	978,359	872,509
Fringe benefits tax	32,533	37,088
<b>Total employee costs</b>	<b>11,468,598</b>	<b>10,350,245</b>
<b>[b] Superannuation</b>		
The Corporation made contributions to the following funds:		
<b>Defined benefit fund</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	23,523	63,363
	<b>23,523</b>	<b>63,363</b>
Employer contributions payable at reporting date.	[1,310]	[3,374]
<b>Accumulation funds</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	559,460	455,571
Employer contributions - other funds	395,376	353,575
	<b>954,836</b>	<b>809,146</b>
Employer contributions payable at reporting date.		

Refer to note 10 for further information relating to the Corporation's superannuation obligations.

### 3.2 MATERIALS AND SERVICES

	2022 \$	2021 \$
Contract payments	794,459	667,055
Building maintenance	35,690	9,568
General maintenance	54,833	57,771
Utilities	229,068	284,186
Office administration	916,785	883,488
Information technology	443,451	522,589
Insurance	36,526	14,577
Consultants	156,280	156,882
<b>Total materials and services</b>	<b>2,667,092</b>	<b>2,596,116</b>

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

### 3.3 DEPRECIATION

	2022 \$	2021 \$
Heavy vehicles and plant	95,425	95,196
Light vehicles	25,519	33,716
Furniture and equipment	682,319	642,922
Lending materials	1,066,974	1,137,512
<b>Total depreciation</b>	<b>1,870,237</b>	<b>1,909,346</b>
Book value of assets written off	414,195	299,456
	<b>414,195</b>	<b>299,456</b>

Refer to Note 4.2 and 5 for a more detailed breakdown of depreciation and amortisation charges and accounting policy.

### 3.4 AMORTISATION - RIGHT OF USE ASSETS

	2022 \$	2021 \$
Property	75,285	90,694
<b>Total Amortisation - Right of use assets</b>	<b>75,285</b>	<b>90,694</b>

### 3.5 FINANCE COSTS - LEASES

	2022 \$	2021 \$
Interest - Lease Liabilities	8,428	1,346
<b>Total finance costs</b>	<b>8,428</b>	<b>1,346</b>

### 3.6 OTHER EXPENSES

	2022 \$	2021 \$
Auditors' remuneration - VAGO - audit of the financial statements	15,000	10,500
<b>Total other expenses</b>	<b>15,000</b>	<b>10,500</b>

## NOTE 4 / OUR FINANCIAL POSITION

### 4.1 FINANCIAL ASSETS

	2022 \$	2021 \$
<b>[a] Cash and cash equivalents</b>		
Cash on hand	4,470	4,470
Cash at bank	28,431	8,336
Term deposits	3,001,477	2,500,130
<b>Total cash and cash equivalents</b>	<b>3,034,378</b>	<b>2,512,936</b>

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

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

<b>[b] Other financial assets</b>		
Term deposits - current	500,000	-
<b>Total other financial assets</b>	<b>500,000</b>	<b>-</b>
<b>Total financial assets</b>	<b>500,000</b>	<b>-</b>

<b>[c] Trade and other receivables</b>		
Current		
Trade receivables	-	686
<b>Total trade and other receivables</b>	<b>-</b>	<b>686</b>

Short term receivables are carried at invoice amount. A provision for doubtful debts is recognised when there is objective evidence that an impairment has occurred. Long term receivables are carried at amortised cost using the effective interest rate method.

<b>[d] Ageing of Receivables</b>		
The ageing of the Corporation's trade & other receivables (excluding statutory receivables) that are not impaired was:		
Current (not yet due)	-	686
<b>Total trade &amp; other receivables</b>	<b>-</b>	<b>686</b>

### 4.2 NON-FINANCIAL ASSETS

	2022 \$	2021 \$
<b>Other assets</b>		
Prepayments	228,018	139,811
<b>Total other assets</b>	<b>228,018</b>	<b>139,811</b>



#### 4.3 PAYABLES, TRUST FUNDS AND DEPOSITS AND UNEARNED INCOME/REVENUE

	2022 \$	2021 \$
<b>[a] Trade and other payables</b>		
Trade payables	685,664	382,012
Accrued expenses	161,000	20,830
Unearned income	32,300	30,000
Current account - City of Greater Geelong	2,303	213,396
<b>Total trade and other payables</b>	<b>881,267</b>	<b>646,238</b>

Unearned income/revenue represents contract liabilities and reflect consideration received in advance from customers in respect to approved grant applications. Unearned income/revenue are derecognised and recorded as revenue when promised goods and services are transferred to the customer. Refer to Note 2.

#### 4.4 EMPLOYEE PROVISIONS

	2022 \$	2021 \$
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	629,194	637,467
Long service leave	123,580	147,515
Time in lieu	9,684	5,893
	<b>762,458</b>	<b>790,875</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	8,154	4,286
Long service leave	1,156,035	982,292
	1,164,189	986,578
<b>Total current employee provisions</b>	<b>1,926,647</b>	<b>1,777,453</b>
<b>Non-current</b>		
Long service leave	179,846	141,649
<b>Total non-current employee provisions</b>	<b>179,846</b>	<b>141,649</b>
Aggregate carrying amount of employee provisions:		
Current	1,926,647	1,777,453
Non-current	179,846	141,649
<b>Total aggregate carrying amount of employee provisions</b>	<b>2,106,493</b>	<b>1,919,102</b>

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

##### Annual leave

A liability for annual leave is recognised in the provision for employee benefits as a current liability because the Corporation does not have an unconditional right to defer settlement of the liability. Liabilities for annual leave are measured at:

- / nominal value if the Corporation expects to wholly settle the liability within 12 months
- / present value if the Corporation does not expect to wholly settle within 12 months.

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 the 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. Unconditional LSL is disclosed as a current liability as the Corporation does not have an unconditional right to defer settlement. Unconditional LSL is measured at nominal value if expected to be settled within 12 months or at present value if not expected to be settled within 12 months. 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 and measured at present value.

Key assumptions:		
- discount rate	0% - 3.51%	(0.015)% - 1.1%
- index rate	3.55%	1.75%

## 4.5 COMMITMENTS

Commitments are not recognised in the Balance sheet. The Corporation has no commitments to disclose.

## 4.6 LEASES

At inception of a contract, all entities would assess whether a contract is, or contains a lease. A contract is, or contains a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- / The contract involves the use of an identified asset;
- / The customer has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and
- / The customer has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, the Corporation recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- / any lease payments made at or before the commencement date less any lease incentives received; plus
- / any initial direct costs incurred; and
- / an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, the Corporation uses an appropriate incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- / Fixed payments
- / Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- / Amounts expected to be payable under a residual value guarantee; and
- / The exercise price under a purchase option that the Corporation is reasonably certain to exercise, lease payments in an optional renewal period if the Corporation is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Corporation is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

The Corporation has elected to apply the temporary option available under *AASB 16 Leases* which allows not-for-profit entities to not measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

#### 4.6 LEASES continued

	PROPERTY \$	TOTAL \$
<b>Right-of-Use Assets</b>		
Balance at 1 July 2020	65,687	65,687
Additions	401,432	401,432
Amortisation charge	(90,694)	(90,694)
<b>Balance at 30 June 2021</b>	<b>376,425</b>	<b>376,425</b>
Balance at 1 July 2021	376,425	376,425
Additions	-	-
Amortisation charge	(75,285)	(75,285)
<b>Balance at 30 June 2022</b>	<b>301,140</b>	<b>301,140</b>

	2022 \$	2021 \$
<b>Lease Liabilities</b>		
Maturity analysis - contractual undiscounted cash flows		
Less than one year	80,000	80,000
One to five years	240,000	320,000
More than five years	-	-
<b>Total undiscounted lease liabilities as at 30 June:</b>	<b>320,000</b>	<b>400,000</b>
Lease liabilities included in the Balance Sheet at 30 June:		
Current	73,382	71,572
Non-current	231,470	304,853
<b>Total lease liabilities</b>	<b>304,852</b>	<b>376,425</b>

#### 4.7 Reconciliation of cash flows from operating activities to surplus/(deficit)

	2022 \$	2021 \$
Surplus/(deficit) for the year	(100,199)	(2,985,579)
Depreciation	1,870,237	1,909,346
Profit/(loss) on disposal of plant and equipment	(17,206)	(15,582)
Book value of assets written off	414,195	299,456
Amortisation - right of use assets	75,285	64,027
Finance costs - leases	8,428	1,346
Change in assets and liabilities:		
Decrease/(increase) in trade and other receivables	686	302,281
Decrease/(increase) in prepayments	(88,207)	(24,554)
(Decrease)/increase in trade and other payables	235,029	317,208
(Decrease)/increase in provisions	187,391	109,469
<b>Net cash provided by/(used in) operating activities</b>	<b>2,585,639</b>	<b>(22,582)</b>

## NOTE 5 / PLANT AND EQUIPMENT

	AT COST 30 JUNE 2022	ACCUMULATED DEPRECIATION	CARRYING AMOUNT 30 JUNE 2022
Plant and equipment	1,035,339	[830,101]	205,238
Fixtures fittings and furniture	9,890,844	[7,845,105]	2,045,739
Lending materials	12,546,484	[5,324,384]	7,222,100
	<b>23,472,667</b>	<b>[13,999,590]</b>	<b>9,473,077</b>

	OPENING WIP	ADDITIONS	WRITE-OFF	TRANSFERS	CLOSING WIP
<b>Work in progress</b>					
Plant and equipment	-	-	-	-	-
Fixtures fittings and furniture	129,829	73,000	-	[129,829]	73,000
Lending materials	-	-	-	-	-
<b>Total</b>	<b>129,829</b>	<b>73,000</b>	<b>-</b>	<b>[129,829]</b>	<b>73,000</b>
<b>Total plant and equipment</b>					<b>9,546,077</b>

	PLANT AND EQUIPMENT	FIXTURES FITTINGS AND FURNITURE	LENDING MATERIALS	WORK IN PROGRESS	TOTAL PLANT AND EQUIPMENT
<b>Plant, lending materials and equipment</b>					
At cost 1 July 2021	1,071,177	9,639,521	13,218,368	129,829	24,058,895
Accumulated depreciation at 1 July 2021	[735,404]	[7,421,222]	[5,573,163]	-	[13,729,789]
	<b>335,773</b>	<b>2,218,299</b>	<b>7,645,205</b>	<b>129,829</b>	<b>10,329,106</b>

<b>Movements in fair value</b>					
Acquisition of assets	-	381,215	1,057,087	73,000	1,511,302
Transfers	-	129,829	-	[129,829]	-
Assets disposed	[35,838]	[259,721]	[1,728,971]	-	[2,024,530]
	<b>[35,838]</b>	<b>251,323</b>	<b>[671,884]</b>	<b>[56,829]</b>	<b>[513,228]</b>

<b>Movements in accumulated depreciation</b>					
Depreciation	[120,944]	[682,319]	[1,066,974]	-	[1,870,237]
Accumulated depreciation of disposals	26,247	258,436	1,315,753	-	1,600,436
	<b>[94,697]</b>	<b>[423,883]</b>	<b>248,779</b>	<b>-</b>	<b>[269,801]</b>

At cost 30 June 2022	1,035,339	9,890,844	12,546,484	73,000	23,545,667
Accumulated depreciation at 30 June 2022	[830,101]	[7,845,105]	[5,324,384]	-	[13,999,590]
<b>Carrying amount</b>	<b>205,238</b>	<b>2,045,739</b>	<b>7,222,100</b>	<b>73,000</b>	<b>9,546,077</b>

## 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 price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

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

## Depreciation and amortisation

Plant and equipment having limited useful lives are systematically depreciated over their useful lives to the Corporation in a manner which reflects consumption of the service potential embodied in those assets. 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 PERIOD	THRESHOLD LIMIT
<b>Asset recognition thresholds and depreciation periods</b>		
Plant and equipment		
plant and equipment	6.67 - 8 years	No limit
fixtures, fittings and furniture	3 - 10 years	1,000
computers and telecommunications	4 years	1,000
lending materials	2 - 20 years	No limit
Right-of-use asset	5 years	No limit

## NOTE 6 / SHARE OF EQUITY

The percentage of equity held by participating Councils making up the Geelong Regional Library Corporation is based on original contributions made at the time the Corporation came into being on 4th March 1997 plus a percentage of profits based on contributions made for each year. The percentage is as follows:

	2022	2021
City of Greater Geelong	88.31%	89.52%
Surf Coast Shire	2.66%	2.79%
Golden Plains Shire	6.07%	6.11%
Borough of Queenscliffe	1.55%	1.58%
Colac Otway Shire	1.42%	0.00%

## New member Council

Colac Otway Shire joined as a member Council on 2nd April 2021. No contributions were made during the 2020/21 year and as a result the percentage of equity held by Colac Otway Shire remained at 0%. Contributions have been made from 1st July 2021 when the libraries became operational under the Corporation.

## Control of the Geelong Regional Library Corporation

The Geelong Regional Library Corporation is financially dependent on the contributions from the City of Greater Geelong. However, the City of Greater Geelong does not control the Geelong Regional Library Corporation under the guidance of AASB 10. The City of Greater Geelong does not have discretion to direct the activities of the Geelong Regional Library Corporation.

## NOTE 7 / PEOPLE AND RELATIONSHIPS

### 7.1 KEY MANAGEMENT REMUNERATION

#### [a] Key Management Personnel

Key management personnel (KMP) are those people with the authority and responsibility for planning, directing and controlling the activities of the Geelong Regional Library Corporation. The Councillor Board Members, Chief Executive Officer, Chief Operating Officer, Directors and Executive Managers are deemed KMP.

Details of KMP at any time during the year are:

	2022 NO.	2021 NO.
<b>Board Members</b>		
Cr Ron Nelson (City of Greater Geelong)		
Cr Liz Pattison (Surf Coast Shire)		
Cr Ross Ebbels (Borough of Queenscliffe) - from 24 November 2021		
Cr Stephen Hart (Colac Otway Shire)		
Cr Sarah Mansfield (City of Greater Geelong)		
Cr Jim Mason (City of Greater Geelong)		
Cr Susan Salter (Borough of Queenscliffe) - until 24 November 2021		
Cr Owen Sharkey (Golden Plains Shire)		
Cr Trent Sullivan (City of Greater Geelong)		
<b>Total Number of Board Members</b>	<b>9</b>	<b>12</b>
<b>Other Members</b>		
Vanessa Schernickau (Chief Executive Officer)		
Jeff Cole (Chief Operating Officer) - from 26 April 2022		
Tom Edwards (Executive Manager, Digital Solutions & Innovation)		
Pam Newton (Director, Community Experience) - from 6 September 2021		
Marie O'Dell (Executive Manager, Organisational Performance & Development) - until 28 January 2022		
Troy Watson (Executive Manager, Library Services & Customer Experience) - until 1 October 2021		
<b>Total of Chief Executive Officer and other Key Management Personnel</b>	<b>6</b>	<b>7</b>
<b>Total Number of Key Management Personnel</b>	<b>15</b>	<b>19</b>

## 7.1 KEY MANAGEMENT REMUNERATION Continued

	2022 \$	2021 \$
<b>(b) Remuneration of Key Management Personnel</b>		
Total remuneration of key management personnel was as follows:		
Short-term benefits	664,271	724,001
Long-term benefits	16,511	17,655
Post employment benefits	66,389	68,486
Termination benefits	36,452	-
<b>Total</b>	<b>783,623</b>	<b>810,142</b>

The numbers of key management personnel whose total remuneration from the Corporation and any related entities, fall within the following bands:

	2022 NO.	2021 NO.
\$0 - \$9,999	10	12
\$10,000 - \$19,999	-	1
\$30,000 - \$39,999	1	1
\$110,000 - \$119,999	-	2
\$140,000 - \$149,999	2	-
\$150,000 - \$159,999	1	1
\$170,000 - \$179,999	-	1
\$200,000 - \$209,999	-	1
\$290,000 - \$299,999	1	-
	<b>15</b>	<b>19</b>

### (c) Senior Officer Remuneration

A Senior Officer is an officer of the Corporation, other than Key Management Personnel, who:

- a) has management responsibilities and reports directly to the Chief Executive; or
- b) whose total annual remuneration exceeds \$151,000

There were no Senior Officers, other than Key Management Personnel, in 2022 (Nil in 2021).

Board members received no remuneration from the Geelong Regional Library Corporation.

Note: The FY2021 remuneration figures have been restated to exclude annual leave and long service leave paid out on termination and total remuneration bandings have been recalculated to be comparative with FY2022 reporting.

## 7.2 RELATED PARTY DISCLOSURE

### (a) Transactions with related parties

Contributions were paid by the member Councils, as outlined in note 2.1.

A lease exists between the City of Greater Geelong and the GRLC with regard to office space, as outlined in note 4.6.

### (b) Outstanding balances with related parties

There are shared services paid by the City of Greater Geelong on behalf of the library, which is subsequently reimbursed. The outstanding balance as at 30th June 2022 is \$2k payable by the Geelong Regional Library Corporation. The outstanding balance as at 30th June 2021 was \$213k payable by the Corporation.



## NOTE 8 / MANAGING UNCERTAINTIES

### 8.1 CONTINGENT LIABILITIES

Contingent liabilities are not recognised in the Balance Sheet, but are disclosed and if quantifiable, are measured at nominal value. Contingent liabilities are presented inclusive of GST receivable or payable, respectively.

Contingent liabilities are:

- / possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the GRLC; or
- / present obligations that arise from past events but are not recognised because:
- / it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or
- / the amount of the obligation cannot be measured with sufficient reliability.

#### Superannuation

The Corporation 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

In addition to the disclosed contributions, Geelong Regional Library Corporation has not paid unfunded liability payments to Vision Super, has no contributions outstanding and there are no loans issued from or to the above schemes as at 30 June 2022.

### 8.2 CHANGE IN ACCOUNTING STANDARDS

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2022 reporting period. The Corporation assesses the impact of these new standards. As at 30 June 2022 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2023 that are expected to impact the Corporation.

### 8.3 FINANCIAL INSTRUMENTS

#### [a] Objectives and policies

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), 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 Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

#### [b] Market risk

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

#### [c] Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation's interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes the Corporation to fair value interest rate risk. The Corporation does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. 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 Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates.

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

- / diversification of investment product;
- / monitoring of return on investment; and
- / benchmarking of returns and comparison with budget.

There has been no significant change in the Corporation'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 Corporation's year end result.

### 8.3 FINANCIAL INSTRUMENTS continued

#### (d) Credit risk

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

- / the Corporation has a policy for establishing credit limits for the entities the Corporation deal with;
- / the Corporation may require collateral where appropriate; and
- / the Corporation only invest surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

Receivables consist of a small number of customers. Credit risk associated with the Corporation's financial assets is minimal.

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

The Corporation may also be subject to credit risk for transactions which are not included in the balance sheet, such as when the Corporation provide a guarantee for another party. Details of our contingent liabilities are disclosed in Note 8.1.

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 Corporation does not hold any collateral.

#### (e) Liquidity risk

Liquidity risk includes the risk that, as a result of the Corporation's operational liquidity requirements it will not have sufficient funds to settle a transaction when required or will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks the Corporation:

- / have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- / have readily accessible standby facilities and other funding arrangements in place;
- / 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 Corporation'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.

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.

### 8.4 EVENTS OCCURRING AFTER BALANCE DATE

No matters have occurred after balance date that require disclosure in the financial report.

### 8.5 ECONOMIC DEPENDENCE

The Corporation is dependent on contributions from the member Councils for its continued existence and ability to carry out its normal activities.

### NOTE 9 / CHANGE IN ACCOUNTING POLICY

There have been no changes to accounting policies in the 2021-22 year.

### NOTE 10 / SUPERANNUATION

The Corporation 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 Comprehensive Operating Statement when they are made or due.

#### Accumulation

The Fund's accumulation category, 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 2022, this was 10.0% as required under Superannuation Guarantee (SG) legislation [2021: 9.5%]).

#### Defined Benefit

The Corporation 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 the Corporation in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of *AASB 119 Employee Benefits*.

### Funding arrangements

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

As at 30 June 2021, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category.

The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 109.8%. The financial assumptions used to calculate the VBI were:

Net investment returns	4.75% pa
Salary information	2.75% pa
Price inflation (CPI)	2.25% pa

As at 30 June 2022, an interim actuarial investigation is underway as the Fund provides lifetime pensions in the Defined Benefit category. It is expected to be completed by 31 October 2022.

Vision Super has advised that the VBI at 30 June 2022 was 102.2%. Corporation was notified of the 30 June 2022 VBI during August 2022 [2021: August]. The financial assumptions used to calculate this VBI were:

Net investment returns	5.5% pa
Salary information	2.5% pa to 30 June 2023, and 3.5% pa thereafter
Price inflation (CPI)	3.0% pa

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2021 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.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2021 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 2021 interim actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2022, this rate was 10.0% of members' salaries (9.5% in 2020/2021). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

In addition, the Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

### Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an 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 the Corporation) 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.

### The 2021 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2021 and the last full investigation was conducted as at 30 June 2020.

The Fund's actuarial investigation identified the following for the Defined Benefit category of which the Corporation is a contributing employer:

	2021 (INTERIM) \$M	2020 (TRIENNIAL) \$M
A VBI Surplus	214.7	100.0
A total service liability surplus	270.3	200.0
A discounted accrued benefits surplus	285.2	217.8

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 2021.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2021.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2021.

The Corporation was notified of the 30 June 2021 VBI during August 2021 (2020: August 2020).

### The 2022 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2022 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2022. The Corporation was notified of the 30 June 2022 VBI during August 2022 (2021: August 2021).

### Superannuation contributions

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2022 are detailed below:

SCHEME	TYPE OF SCHEME	RATE	2022 \$	2021 \$
Vision Super	Defined benefits	10.0% (2021:9.5%)	23,523	63,363
Vision Super	Accumulation	10.0% (2021:9.5%)	559,460	455,571

### NOTE 11 / IMPACT OF COVID-19

On 16 March 2020 a state of emergency was declared in Victoria due to the global pandemic COVID-19 virus, known as coronavirus. A state of disaster was subsequently declared on 2 August 2020. While the impacts of the pandemic have abated somewhat through the 2021-22 year, GRLC has noted the following significant impacts on its financial operations:

#### Revenue reductions

Rent relief provided by City of Greater Geelong ceased at the end of last financial year.

Venue hire: Income was reduced by \$55.8k or 36% when compared to a 'business as usual' budget. Venue hire facilities continued to have restrictions on capacity up until the end of November 2021.

Branch income: Each library branch earns income through the provision of certain goods and services, such as printing, photocopying, laminating, merchandise and sales of withdrawn collection items. Although branch income slightly increased compared to last financial year, it remained 33.8% below 2018-2019, a pre pandemic trading year.

#### Revenue foregone

Overdue and damaged item fees: Fines are an income stream that, ideally, should be minimal. Late return fines were waived permanently during 2021-22 as a reaction to support the community. This income was 80%, or \$43k, lower than budget and \$19k lower than the prior year.

#### Additional costs

Health & safety, cleaning supplies: The safety and well-being of staff and patrons has been the highest priority during the financial year. All library branches and offices have access to sanitising gels and wipes, gloves, masks and disinfectant at a cost of \$26k for the financial year. Pre-COVID, expenditure was \$10k-\$15k per year.

#### Asset valuations

There has been no significant impact on the value of assets owned by GRLC.

# IMAGE CREDITS

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- Cover** GRLC team member Ilona delivers Story Time on Wheels
- 03** Ocean Grove Library customer  
*(credit: Monika Berry)*
- 08/09** Leopold Library customers *(credit: Monika Berry)*
- 11** GRLC team member Sukhpreet at Waurm Ponds Library *(Credit: Monika Berry)*
- 16** Colac Library customer
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- 21** GRLC team member Ilona delivers Story Time on Wheels
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- 53** GRLC team member Sandi at Waurm Ponds Library  
*(credit: Monika Berry)*
- 54** GRLC team member Andrew at Ocean Grove Library *(credit: Monika Berry)*
- 58/59** Talk It Up event at Geelong Library & Heritage Centre *(credit: Mike Dugdale)*
- 61** 3D printers at Geelong Library & Heritage Centre
- 62** Creative Collective Memory Arts workshop at Deans Marsh SPARK!
- 63** Creative Collective Memory Arts workshop
- 63** L-R: Cr Owen Sharkey, Christine Couzens MP, Vanessa Schernickau at Talk It Up event  
*(credit: Mike Dugdale)*
- 65** Filming ABC's *The Drum*, Geelong Library & Heritage Centre
- 67** Nyooro Djilang/Hello Geelong installation at Leopold Library *(credit: Rachel Hanlon)*
- 69** Cr Trent Sullivan with National Simultaneous Story Time participants *(courtesy of City of Greater Geelong)*
- 70/71** Creative Collective Memory Arts workshop at Geelong Library & Heritage Centre
- 81** Customer uses text magnifying equipment at Geelong Library & Heritage Centre *(credit: Mike Dugdale)*

## **CONTACT**

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### **Ocean Grove**

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(cnr The Avenue)  
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### **Queenscliff**

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### **Torquay**

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230 Pioneer Road  
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### **Western Heights**

Western Heights College,  
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T 5277 1177

### **Mobile**

#### **Library Stops**

Aireys Inlet  
Anakie  
Anglesea  
Beeac  
Beech Forest  
Birregurra  
Cape Clear  
Coragulac  
Cressy  
Deans Marsh  
Dereel  
Enfield  
Forrest  
Gellibrand  
Grenville  
Haddon  
Lavers Hill  
Linton  
Lorne  
Meredith  
Portarlington  
Rokewood  
Smythesdale  
St Leonards  
Winchelsea

