



# ANNUAL REPORT

2022/2023

The Geelong Regional Library Corporation acknowledges the Wadawurrung People of the Kulin nation, and the Gulidjan and Gadubanud Peoples of the Maar nations as the Original Owners of the lands on which our library services operate. We pay respect to 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

The Geelong Regional Library Corporation Annual Report 2022/23 documents and celebrates our work and achievements over the past 12 months. We continue to work in line with our 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.

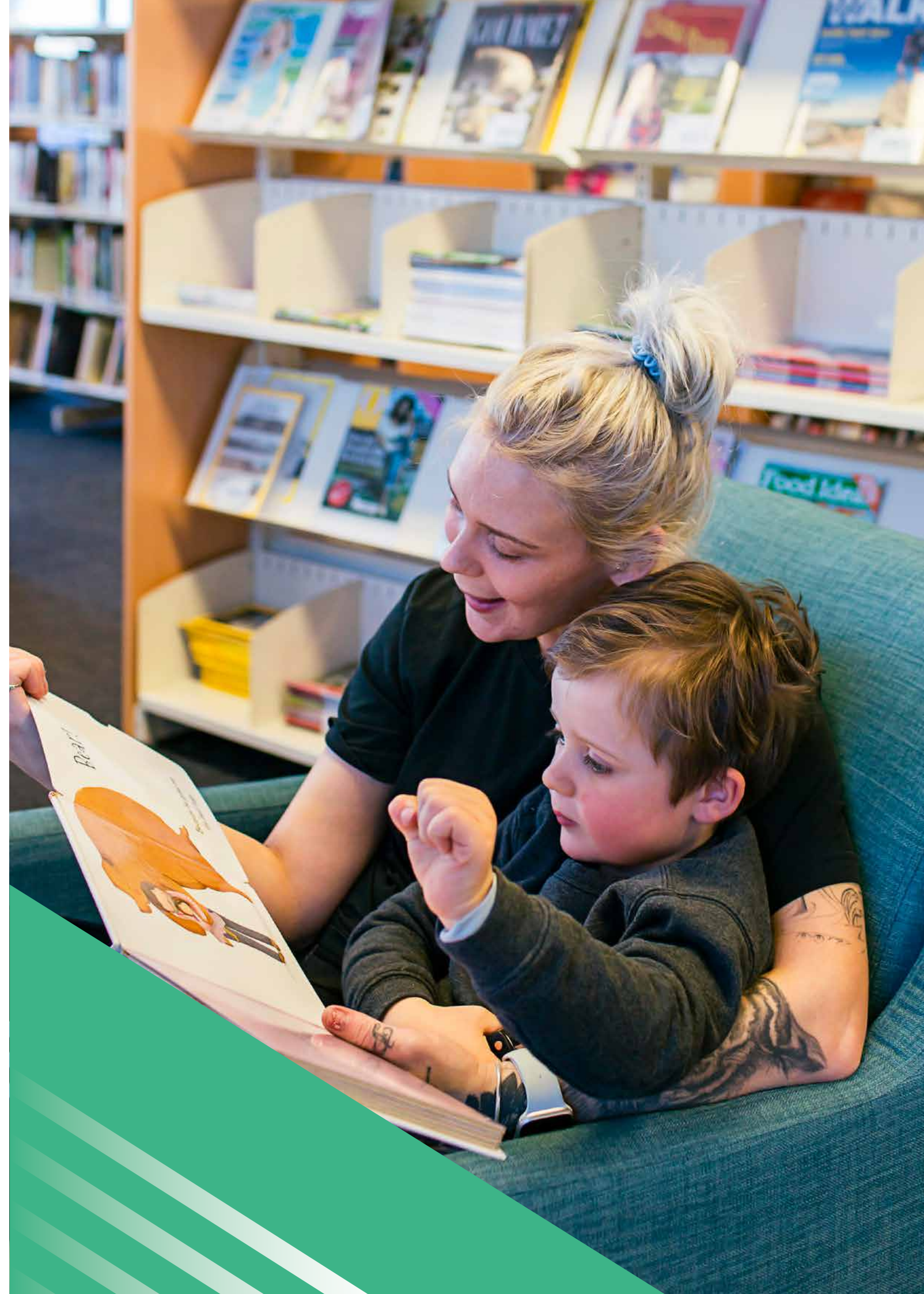
### REGIONAL LEADERSHIP

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



### CONNECTING AND THRIVING: LIBRARY PLAN 2021-2025 61 ACTIONS

On track	21%
Partially complete	10%
Complete and ongoing	69%





# MESSAGE FROM OUR CHAIR & CEO

We acknowledge the Traditional Owners of the land on which we live and work, and pay respect to Elders, past, present and emerging. It is a privilege to share in the knowledge and stories from the oldest living culture in the world.

Our annual report outlines how we are continuing to implement *Connecting and Thriving*, our Library Plan for 2021-25. This is our road map to deliver our purpose: *To be a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.*

Public libraries play a critical role in our communities' health and wellbeing, and this year particularly highlighted this role, with our libraries making a difference to the daily lives of so many. We saw the impact of the increased cost of living, and continued challenges adapting to changes to our work and life routines post pandemic.

*"Every time I visit one of our libraries, I am reminded that we provide an absolutely essential service. The fact that 10,000 people visited the new Boronggook Drysdale Library in the first two weeks is a clear sign of the value of our libraries to the local community. I always enjoy reading a story at the annual National Simultaneous Story Time, alongside Mayors and Councillors from all five member councils, and most of all I enjoy seeing our diverse and growing community reflected in our libraries – everyone can access programs and services in our safe and welcoming libraries."*

– Councillor Liz Pattison, Board Chair

We continued our commitment to customer experience excellence, disciplined financial management, and planning for our region's future public library services and programs. We continued to focus on services that improve the wellbeing of our communities: bridging the digital divide; offering valuable social connection, especially 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. And, of course, where else can you browse and enjoy over 400,000 collection items – for free?

This year saw us complete year two of *Connecting and Thriving*, and it is great to see that the strategy is delivering tangible and meaningful results. Independent analysis of the 2021-22 Public Libraries Victoria Annual Survey of Victorian Public Libraries showed that we are once again ranked as the overall leading public library service in Victoria, thanks to the combination of high quality, high efficiency and high use.\*

*"Our libraries are thriving: visitation is up, borrowing is up, event attendance is up, new youth members are up 70%. We continue to work with our communities to ensure our spaces, collections and programs reflect what they want and need – and these numbers speak volumes."*

– Councillor Liz Pattison, Board Chair

We reimaged our events and programs to encourage and support our regional creatives, emerging leaders, and showcase significant and different voices. We hosted the inaugural *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.

We hosted our second 'Talk it up' event, focussing on the topic of "Have we reached peak working from home?", an opportunity to hear from regional community members and leaders directly impacted by this global issue, coming together to find local solutions.

We celebrated the opening of two wonderful new libraries: in April 2023, Boronggook Drysdale Library in the City of Greater Geelong, opened by Local Member for Bellarine Allison Marchant, and in the Borough of Queenscliffe, Queenscliff Library at Wirring Wirring (Queenscliffe Hub), which was opened in November 2022 by former Local Member the Hon. Lisa Neville and Federal Member for Corangamite, Libby Coker.

Thank you to our partners with whom we share community focussed goals to improve health, wellbeing and liveability.

Our Board members from our five member councils have modelled a collegial approach, working together to ensure each of our communities enjoy the best public library services and programs. The strategic board workshop held in November was testament to the goodwill in the room; we think collectively with the shared intent to ensure our exceptional public library services and programs are sustained for the future.

A focus on strategic leadership, led by a highly capable and high performing executive continues to build an effective organisation that puts people first. Our diverse and highly skilled workforce, reflect this growing region in which we live, work and play.

A special thanks to all our people who make a difference to our customers every single day - this year has exemplified how much your communities appreciate your professional, caring and dedicated work.



*"I am so proud of our people who deliver exceptional library services every day whilst also experimenting and trying out new programs and services, that attract new audiences and visitors alongside our loyal and highly valued customers."*

– CEO, Vanessa Schernickau

We would also like to acknowledge our dedicated and valued volunteers.

We exist to serve our library customers, members, and our communities, so we thank you for providing our reason to come to work each day and continuing to improve and evolve.

It is with pleasure that we commend to you Geelong Regional Library Corporation's 2022-23 Annual Report.

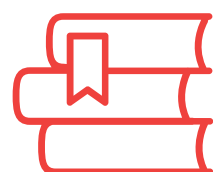
**Councillor Liz Pattison**  
(Mayor, Surf Coast Shire)  
Geelong Regional Library Corporation Board Chair

**Vanessa Schernickau**  
Chief Executive Officer

\* [I & J Management Services who have conducted the annual Public Libraries Victoria (PLV) Statistical Benchmarking Survey for all public libraries across Victoria since 2013-14.]

## THE YEAR IN NUMBERS

80,754



ITEMS ADDED TO  
THE COLLECTION  
INCLUDING eCOLLECTION

2,198,823



LOANS  
INCLUDING eCOLLECTION

1,304,721

PHYSICAL LIBRARY VISITS



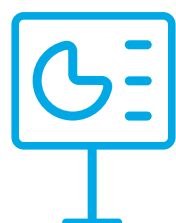
5,289

APP DOWNLOADS

340



HOME LIBRARY  
SERVICE MEMBERS



1,004

MEETING ROOM BOOKINGS

25



25 MOBILE LIBRARY STOPS  
ACROSS THE REGION

1,595

ADULT EVENTS

32,992 ATTENDEES



121,428



LIBRARY  
MEMBERS

40%

INCREASE  
IN NEW CHILD  
MEMBERSHIPS

73%

INCREASE  
IN NEW YOUTH  
MEMBERSHIPS



64,877



ATTENDED EARLY  
LITERACY PROGRAMS

296



CHILDREN & YOUTH SERVICES  
OUTREACH SESSIONS

8,056 ATTENDEES



956

VISITS FROM  
SCHOOL GROUPS

27,288 ATTENDEES



# SO MUCH MORE THAN BOOKS

## WE WELCOME EVERYONE THROUGH OUR DOORS

We made it easier for young people, those with no fixed address and those fleeing domestic violence to join the library – because we're here for everyone.

## WE LOVE OUR COMMUNITIES – AND YOU LOVE US!

**1.3 million** people walked through our doors last year. Library members, community members, tourists, visitors, newborns and seniors, **up 36%** from last year.

## BORROWING IS GOING UP!

Across all collections and formats, loans are **up 10%** on the previous year, with over **2.19 million** loans across our network.

## WE'RE A SPACE FOR MODERN AND EVOLVING LIFE

A place to work? A place to connect, or sit in peace? We upgraded many of our spaces to ensure plenty of room to work remotely and charge devices, start a new business, or study for exams.

## WE'RE HERE FOR TODAY, AND FOR THE FUTURE

New youth members went **up 70%** and new child members **up 40%**. We're working with and listening to young people creating spaces and collections that reflect what they want and need – we're here for the future.

## WE'RE ABOUT NEW RESOURCES AND TECHNOLOGY

Sure, you can borrow the classics – you can also borrow a laptop, a talking book, a thermal imaging camera and a negative scanner. You can learn to podcast, print a 3D project, or explore new tools and platforms with expert help.

Librarie Change

## KEEPING HISTORY ALIVE

Our team of heritage specialists help keep the region's history alive, at Kim barne thaliyu and beyond, working with First Nations groups and local history groups.

## ACCESS TO INFORMATION FOR ALL

We removed barriers to accessing WiFi – anyone can now logon to our network with a few clicks – because everyone deserves access to information, whether you are a member or not. We run hundreds of classes to help people learn the technology needed to navigate modern life.

## OUR EVENTS INFORM, ENTERTAIN, EDUCATE, INSPIRE, CONNECT

We had **50% more** people at our adult focussed events and programs this year – tech classes, regional leaders, bestselling authors, beekeepers, sustainability experts, TV presenters, surfers, cheesemakers and more.







# 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 365,000 people and covers a geographical area spanning 8,953km<sup>2</sup>.



# OUR CORPORATION

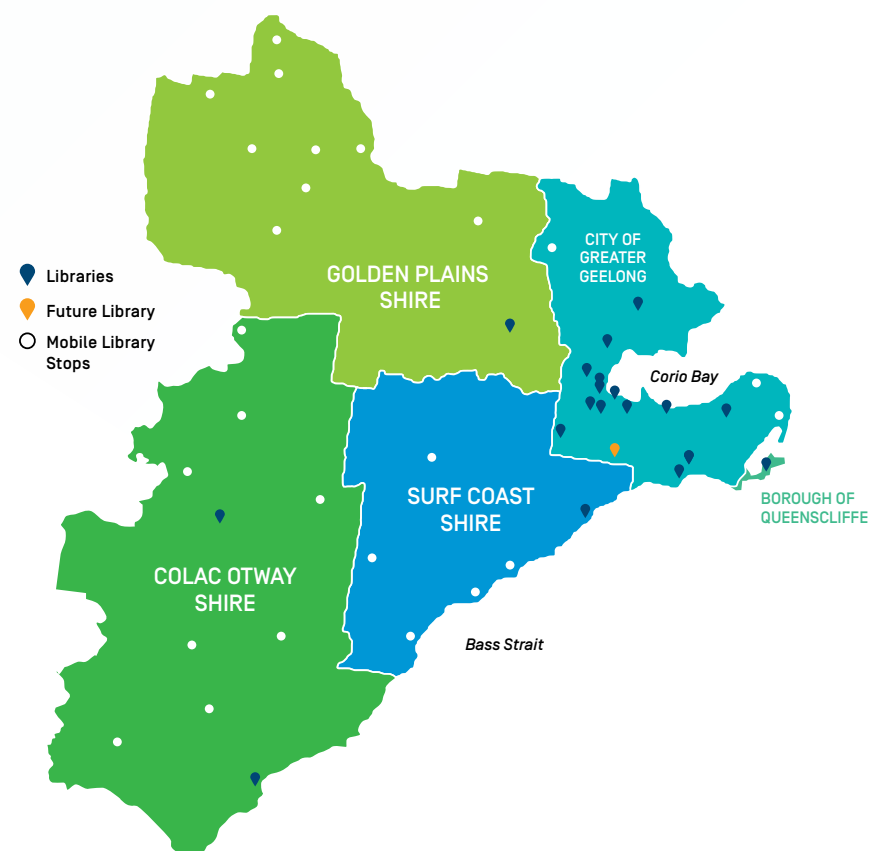
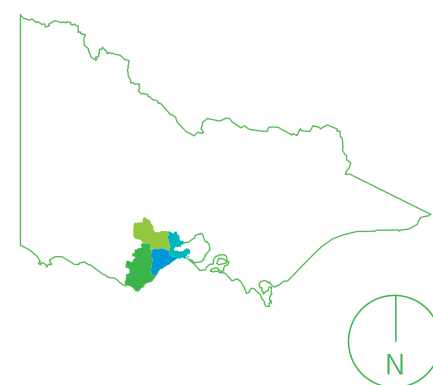
Our Corporation – formed in 1997 – represents a successful collaboration between our five Member Councils: The Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire.

## 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 brand new library currently in development (Biyal-a Armstrong Creek), 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 popular destination for locals and visitors. As the world we live in changes and adapts to emerging challenges, GRLC will continue to play an important leadership role in the region and within the public library sector in Victoria.





# 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. Meeting dates are advertised and the agenda for each meeting appears on the GRLC's website.

During 2022/23, the following Board initiatives, strategic planning and projects were undertaken by the GRLC.

## OUR SUCCESSES

### Governance

- / Adopted annual priorities and implemented Year Two actions from our Library Plan 2021-25: Connecting and Thriving
- / Adopted Annual Budget 2023/24 and Strategic Resource Plan 2023-27
- / Adopted Annual Report 2021/22
- / Board Strategic Planning Day held in November
- / Implementing Enterprise Agreement 2020-2024

### Library operations, programs and services

- / Commenced implementation of new Library Management System
- / Delivered the inaugural Local Word Regional Showcase event
- / Developed a Heritage Strategy
- / Delivered key actions as part of the Outreach Strategy - reviewing our Home Library Service
- / Launched Over 50s digital mentoring program
- / Launched Sprout Time prenatal literacy program
- / Launched GRLC's Library of Things including the Seed Library, laptops and digital tools including thermal cameras and devices to save photographic negatives and slides.
- / Ongoing implementation of Reader Engagement Advocacy Strategy (READS) and year two of Youth Engagement Strategy (YES)
- / Contributed to planning, engagement and operational readiness for the new Queenscliffe Hub, Boronggook Drysdale Library, Bial-a Armstrong Creek Library

### People and Culture

- / Implementing year two of People and Culture Strategy
- / Implementation of Human Resources information system
- / Implementation of incident reporting and compliance training system
- / Completed Impact 2022 leadership program
- / Implementation of Child Safety and Wellbeing policy and training
- / Commenced audit of HR policies and procedures to ensure adherence to GRLC's Enterprise Agreement and legislation including Secure Jobs, Better Pay bill
- / Commenced roll out of workplace culture program with implementation of culture experience platform

### Communications

- / Developed library flyers in ten languages to expand our reach with CALD communities
- / Increased collaborations with precinct and local partners to reach new audiences
- / Successful Virtual Writer in Residence program with internationally based poet
- / Increased and more targeted social media activity reaching new audiences

### Digital innovation

- / Replacement and modernisation of aging PC infrastructure and equipment
- / Research into and preparation work for transition to new Library Management System
- / Migrated Microsoft Outlook to a Cloud based version
- / Made WiFi easier to access for all
- / Developed new Digital Strategy
- / Replaced our public printing and cost recovery system
- / Acquired new technology for a creator space at GLHC
- / Development of a Digital Experience Activator role to further develop our libraries as they become digitally innovative spaces

# OUR BOARD

**Cr Liz Pattison (Chair)**  
Surf Coast Shire



**Cr Melissa Cadwell (Deputy Chair)**  
City of Greater Geelong



**Cr Anthony Aitken**  
City of Greater Geelong



**Cr Ross Ebbels**  
Borough of Queenscliffe



**Cr Belinda Moloney**  
City of Greater Geelong



**Cr Owen Sharkey**  
Golden Plains Shire



**Cr Trent Sullivan**  
City of Greater Geelong



**Cr Marg White**  
Colac Otway Shire



BOARD MEMBER	MAX. POSSIBLE NUMBER OF BOARD MEETINGS TO ATTEND	MEETINGS ATTENDED
Cr Ron Nelson (Chair)*	5	5
Cr Ross Ebbels (Deputy Chair)*	7	4
Cr Liz Pattison, Mayor (Chair)***	7	7
Cr Melissa Cadwell (Deputy Chair)****	3	3
Cr Jim Mason, AM	4	4
Cr Sarah Mansfield	3	2
Cr Owen Sharkey	7	6
Cr Trent Sullivan	5	4
Cr Stephen Hart	4	3
Cr Marg White	3	2
Cr Belinda Moloney	3	1
Cr Anthony Aitken	1	1
Cr Eddy Kontelj	2	1

\* Chair until 12/05/23 \*\* Deputy Chair until 18/05/23 \*\*\* Chair from 18/05/23 \*\*\*\* Deputy Chair from 18/05/23

# FINANCES

The financial result for 2022/23 is a surplus of \$522,541, compared to a \$100,199 deficit in the previous year 2021/2022.

The result is mainly due to:

- / Additional contributions from City of Greater Geelong for the new Drysdale branch: \$290.9k for operations and \$498.0k to provide new collection items, furniture and equipment.
- / Increase in interest income due to a rise in term deposit interest rates from 0.50% to 4.25%.

Due to reclassifying, cash and cash equivalents have decreased to \$1,257,423 in 2022/23 (2021/22: \$3,034,378), whereas other financial assets (comprising term deposits greater than 90 days) and accrued interest has increased from \$500,000 in 2021/22, to \$4,011,486 in 2022/23.

Net cash provided by operating activities has increased to \$4,236,906 (2021/22: net cash provided by operating activities \$2,585,639). This is mainly due to \$2.1m payable to City of Greater Geelong, which was settled in early July 2023, compared to \$2.3k at the end of the prior year. This timing difference reduced cash outflows for employee costs and materials and services by \$2.1m. It will be recognised as a \$2.1m increase in cash outflows in 2023/24.

In 2022/23 total income of \$17,860,232 (2021/22: \$16,418,636) was derived from the following sources:

Member Council contributions	83% (2021/22: 83%)
State Government grants	13% (2021/22: 15%)
Fees, charges, interest, asset disposals	4% (2021/22: 2%)

In 2022/23 total expenditure of \$17,337,691 (2021/22: \$16,518,835) was comprised as follows:

Employee costs	69% (2021/22: 69%)
Materials and services	18% (2021/22: 16%)
Depreciation, amortisation & asset write-downs	12% (2021/22: 14%)
Other expenses	1% (2021/22: 1%)

# GRANTS

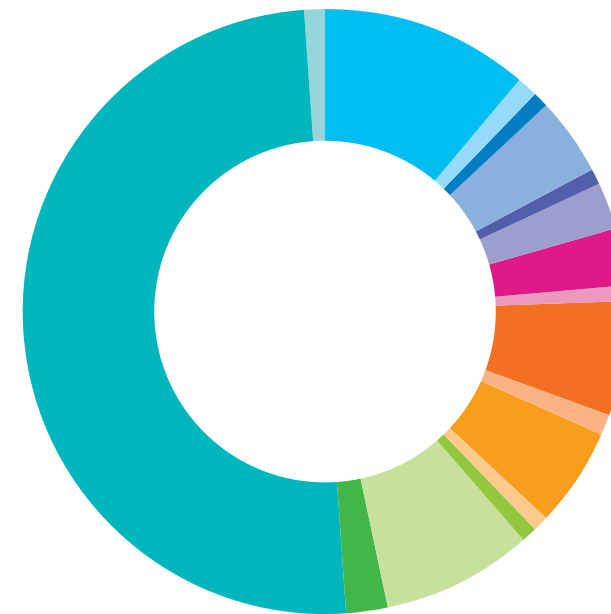
The Geelong Regional Library Corporation received the majority of our funding from the five Member Councils: Borough of Queenscliffe, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. This year they contributed \$14,754,997 (2021/22: \$13,652,932).

The State Government provides recurrent and capital funding under the Public Library Funding Program and the Premier's Reading Challenge Program. In 2022/23 the State Government contributed a total of \$2,430,637 (2021/22: \$2,435,706). A further \$121,699 was received as a Grant from the Department of Jobs, Precincts and Regions for the Digital Literacy for Seniors Program 2022-2023.

We are also grateful for the following grants received in 2022/23:

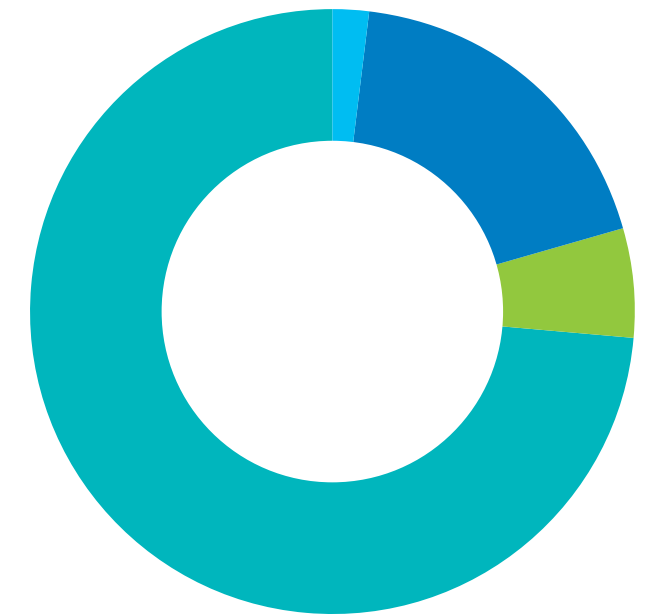
- / **Public Records Office of Victoria**  
Inviting First Nations People to Explore \$15,000
- / **Surf Coast Shire**  
Small Equipment Quick Response \$2,354
- / **Give Where You Live Foundation**  
Sprout Program Support \$13,200
- / **City of Greater Geelong**  
Community Investment & Support Fund \$1,710
- / **Public Libraries Victoria**  
Social Seniors Grant \$2,000
- / **Good Things Foundation**  
Be Connected Building Digital Skills \$20,000
- / **Good Things Foundation**  
Be Connected Digital Devices \$5,000
- / **Friends of Libraries Australia LBW Trust**  
National Backyard Cricket Grant \$2,666.

GRLC 2023 ADDITIONAL INCOME



Council Support	\$27,208.79
In Kind	\$2,665.91
Local Word	\$2,293.64
Shelf Love	\$10,138.00
Sponsorships	\$1,850.00
Ticketed Events	\$6,265.67
Wage Subsidies	\$7,419.58
CoGG Seed Library Grant	\$2,300.00
PROV Grant - Inviting First Nations	\$15,000.00
SCS - Small Equip Grant	\$2,354.00
GWYL - Sprout Time	\$13,200.00
CoGG - Investment & Support Fund	\$1,710.00
PLV - Social Seniors	\$2,000.00
Be Connected - Building Digital Skills	\$20,000.00
Be Connected - Digital Devices	\$5,000.00
Digital Literacy for Seniors	\$121,699.00
National Backyard Cricket Grants	\$2,666.36
<b>Total</b>	<b>\$243,770.96</b>

ADDITIONAL INCOME: COUNCIL SUPPORT



GPS - Get Online Grant	\$549.00
GPS - Bannockburn Art Workshops	\$5,100.00
GPS - Reconciliation Week	\$1,560.00
CoGG - RAT Tests	\$20,000.00
<b>Total</b>	<b>\$27,209.00</b>





# 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.



# OUT AND ABOUT

## HOME LIBRARY SERVICE

Our highly valued Home Library Service continues to grow as our communities grow, across all local government areas that we service. The Community Outreach team specialise in looking after the needs of our customers experiencing ill health or mobility challenges, and are supported by the dedicated work of volunteers. This year we streamlined client registrations for both people living independently and aged care facilities, making the sign up process smoother for all involved.

In 2023, we ran a volunteer recruitment drive around Colac and Apollo Bay and as a result welcomed six new volunteers. These volunteers now help isolated community members to continue to enjoy their love of reading by delivering items.

### HOME LIBRARY SERVICE AT A GLANCE



320

CLIENTS

67

VOLUNTEERS

20

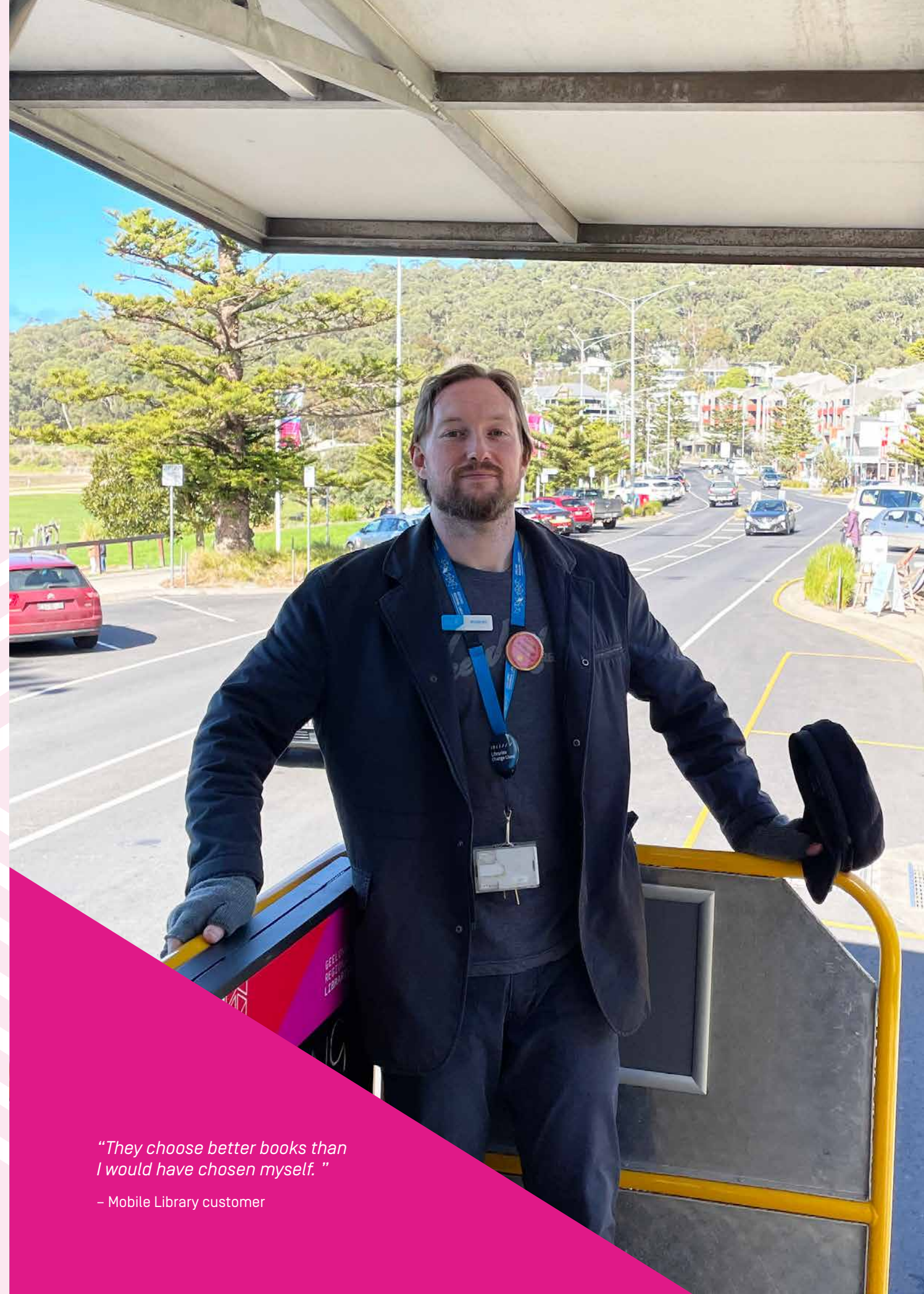
AGED CARE FACILITIES

## MOBILE LIBRARY SERVICE

GRLC operates three mobile libraries:

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

Rain, hail or shine, our mobile library team enjoy greeting customers at the 25 stops across the region. The mobile libraries continue to be an invaluable and integral part of our regional and rural communities and subject to emergency management and safety protocols, will often work around Mother Nature. Mobile libraries are more than a library; they are a hub for locals to meet and share connection and conversation. Throughout the year, the team continued to provide a high-quality and personalised service (the mobile library teams know almost every community member by name!), demonstrating extensive collection and digital knowledge.



*"They choose better books than I would have chosen myself."*

- Mobile Library customer





### POP UP LIBRARIES

This year, we continued our work engaging with the community and removing barriers by creating pop-up libraries. Pop-up libraries extend the library's reach by allowing staff to connect directly with people within their own communities and highlight the free resources and programming the library has to offer. Staff value the opportunity to talk directly to the community and have reflected on the importance of being able to promote services to the people who most need it but might not be aware of resources available. Most pop-up libraries consist of a small collection of books, information flyers and booklets.

During the 2022/23, we ran pop-up sessions at the following locations:

- / Leopold Gateway Plaza (monthly)
- / Corio Village (September, two sessions)
- / Waurin Ponds Shopping Centre (September)
- / Belmont Traders Family Fun Day (November)
- / Eastern Hub Christmas Market (December)
- / Lara Village Shopping Centre (June)
- / Colac Kana Festival - (March)
- / Bannockburn Twilight Christmas Market - (December)
- / Bannockburn Market (October)

We also provide books for two street libraries in the Geelong CBD, at St John of God Hospital and at Geelong Train Station. We also donate books for a library at Anam Cara House, a not-for-profit organisation providing support and care for people living with a life-limiting diagnosis.

### SHELF LOVE

Shelf Love, a curated range of quirky, quality unique gifts and apparel for library and book lovers of all ages, launched on in August 2022 with a physical shop located at Geelong Library and an online shop. In November we expanded to Belmont, Geelong West, Torquay and Waurin Ponds libraries, and in 2023 to Apollo Bay and Colac libraries as well as expanding our online shop for international shipping to 17 countries.

In just over 12 months, Shelf Love is available globally and has sold 220 library tote bags, 133 pins & socks, 119 t-shirts and just recently added hoodies as part of the winter collection. Shelf Love purchases help support Geelong Regional Libraries' literacy and library programs.

### SEED LIBRARY

The Seed Library's success has continued to grow as it facilitates connection between community members over a shared interest in gardening and healthy living. Customers of all ages have enjoyed learning to grow from seed.

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. We are seeing increasing donations of seeds, including from novice gardeners who had never grown from seed before.

We've hosted more than 20 Seed Library events over the year, many of these events were booked out.

### CREATE & CONNECT

The Create and Connect project was a collaborative venture between GRLC and Golden Plains Shire, supported by a State Library of Victoria grant. Our aims included reducing isolation in rural communities, offering support to age well local communities and increase positive health and wellbeing in a safe fun and positive space.

In partnership we delivered a series of interactive storytelling and art sessions, with 24 sessions offered, attended by 89 participants in total.

### ARTS AND CRAFT MARKET DAY

Our inaugural Arts and Craft Market Day was held on Saturday, 3 December.

The market day's purpose, in line with our library plan, was to support our creative communities through showcasing emerging and local talent and to promote our libraries as places of community wellbeing, creativity and community connections.

We hosted 48 local creatives, artists and makers, while community members browsed and shopped.

*"I sold six pieces of my artwork, which is amazing as I just hoped to sell at least one! It's the first place I've sold my art and it gave me a lot of confidence to continue making."*

- local artist



# PROMOTING READING, LITERACY AND LEARNING

## OUR COLLECTIONS

Physical and digital loans are steadily increasing across our library network, telling a story of a community that loves reading across all formats, ages and activities, and a library service that provides for our communities reading and learning needs, whether in person or online.

Members are returning to borrowing items in droves, the continuation of a positive trend in post covid recovery. Across all collections and formats, loans are up 10% on the previous year, with over 2.19 million loans across our network. To support increased borrowing, we added 80,754 items to our collections.

### Digital Collections

Following previous years' trends, eCollections continue to provide great value for money for our communities – titles are popular and in high rotation. eBook and eAudio loans have increased 18%, with the addition of 11,095 titles. With 390,820 loans on BorrowBox, we had some of the highest usage of any library service across Victoria. The successful implementation of the eNewspaper platform *Newsbank* continues to provide great value to our local communities, with an average of 69,008 views per month, and our eMagazines loans have increased 67%.

### Library of Things

We continued to work towards the implementation of our Library of Things; a collection of non-book items available for loan, in addition to the laptops and iPads already available through specific digital programs. Photo negative scanners were added with support from King's Funerals as part of the Saving Family Stories initiative. Thermal imaging cameras were added with the support of grants from City of Greater Geelong and Surf Coast Shire.

Photo negative scanners turn an old negative into a digital image, allowing you to save precious family memories. Infrared cameras help detect energy loss through air leaks, insufficient insulation and water damage that mean a building is not as energy efficient as it could be. Thermal imaging cameras and inspections can be quite expensive, now the local community has access to sturdy, reliable and easy-to-use cameras to complete thermal imaging inspection of their own homes – for free! This can help property owners and renters to be more energy efficient and sustainable in daily life; impacting their hip pocket too.

We assess new potential collection items by looking at community needs, and where we can provide the best value.

## Making our collections work hard for our communities

We continue to use an evidence-based stock management system to move our collection (books, magazines, DVDs, CDs and more) between our libraries. This clever technology, as well as the knowledge of our specialist staff, helps us to figure out where we should move collections items – identifying if a certain author is loved and borrowed at one library more than another for example. This contributes to an efficient collection, maximising the borrowing rate for each item and increases the chance of the right book being there when you want to borrow it.

We have also instituted new practices and staff training that enable our teams to move collections across our network more strategically and efficiently, allowing our libraries to respond to and pre-empt customer need.

### Responding to community needs

Young Adult Non-Fiction was reorganised into two genre areas – Study and Life, and young people are borrowing these enthusiastically. As well as invigorating the existing Young Adult Non-Fiction at the Geelong Library, we have introduced this collection at four additional locations – Drysdale, Colac, Newcomb and Waurin Ponds.

Our communities include culturally and linguistically diverse populations, and census data has helped us identify needs for resources in specific languages.

Languages other than English (LOTE) magazine subscriptions and Bilingual Picture Books have been reviewed resulting in an increase in people borrowing these items

We refreshed the *World Movies* collections at several libraries, and have seen an increase in borrowing.

### Interlibrary Loans

In late 2022, Public Libraries Victoria announced a temporary suspension to the Interlibrary Loans system across the state, whilst they negotiated a new courier contract for the delivery of items between library services. During this time we reviewed the service and how we can provide best value for the community.

Interlibrary Loans resumed in May. Our communities missed the service; since resuming we have seen a steady increase in customers using this service.

*“It's so great to live in a small town – my local library just purchased copies of my book. Definitely boosts confidence to approach others.”*

– Author Mel Formica

## Book club kit consultation

Each year, we purchase new book club kits. This year, we worked closely with our popular and passionate community run book clubs to seek their input. We invited all our book clubs to vote on a researched and curated list of titles, we then purchased their top 20 titles. We now have 350 kits and this year we introduced the inclusion of reading notes and book group questions to each kit.

The book clubs were happy to be involved and choose the titles they want to read.

### READS update

Our Reader Engagement Advocacy and Development Strategy (READS) continues to guide the development of reader services and adult community programming across our library network.

We successfully secured both state and federal government grants to further support digital engagement for seniors. These grants allow us to offer additional programs, staff time and personalised support to community members with digital skills, from basic to more complex.

Older Australians face greater risks of being unable to access essential services when they are not digitally engaged, and technologies provide opportunities for social connection and learning that benefit community members' wellbeing.

A Good Things Foundations grant was used to purchase six laptops with prepaid data, which are available for loan for digitally disengaged community members who have limited access to technology and data. The program provides supported learning, with sessions with specialist library staff, as well as extended opportunity for participants to practice skills at home.

Part of the READS actions for year two is to encourage and promote customer driven purchases – buying the books and items you want to read. This year, we purchased 3,812 purchase requests.

We were proud to participate in the statewide reading initiatives run by Public Libraries Victoria, including the Big Summer Read and Warm Winter Read. These programs provide participants incentives and goals for their reading activities, as well as celebrating our communities' culture of reading for learning and enjoyment.

## Information Services – partnerships

Our Information Services Librarians run a wide variety of programs throughout the year for adult community members. These programs focus on improving digital literacy, introduce creative technologies and promote and supporting a reading culture. We partner with community organisations, government agencies and local businesses to deliver programs in our libraries and in the community.

Highlights included:

- / The Social Seniors program where library staff facilitate online module learnings for community members over 50 years
- / Training sessions for Digital Mentors; volunteers and staff that are supporting community members to complete Be Connected training
- / Partnership with Geelong Tech School to deliver 'Introduction to 3D Printing' a four day holiday program
- / The launch of Saving Family Stories initiative in partnership with Kings Funerals, linking in with the Geelong Family History Group
- / 'Try one thing' at Smythesdale Digital Hub for Get Online Week, delivered in collaboration with Golden Plains Shire. Social Seniors workshops were offered across the network aiming to build technology and social media skills in people aged 60+.



**10%** INCREASE IN LOANS (INCLUDING eCOLLECTIONS)

**18%** INCREASE IN eBook AND eAUDIO BOOK LOANS



# CELEBRATING HISTORY & CULTURE

## KIM BARNE THALIYU / GEELONG HERITAGE CENTRE

This year, Kim barne thaliyu / Geelong Heritage Centre (GHC) worked on our strategy, ensuring we are aligned closely with the Library Plan *Connecting and Thriving* 2021-25.

Stories about the region's past are captured in the GHC collection and reflected in the contemporary community who access our services including First Nations people, care leavers and culturally and linguistically diverse communities (people who have grown up in orphanages, children's homes, missions, foster care and other child welfare institutions). We continue to strive to make our collection and services more accessible to all.

## BOOK A SPECIALIST

In September 2022, we launched 'Book a Specialist'. This free service is designed to equip customers with the knowledge and skills to undertake research at Kim barne thaliyu. These 45-minute sessions have been popular and well received.

*"I was thoroughly impressed when undertaking family research at the heritage centre, I needed to see where, why and how to access materials and records. I booked a session which was personable and informative."*

– Book a specialist customer

## HERITAGE ROADSHOW

To celebrate the opening of Boronggook Drysdale Library, specialist GHC staff visited to deliver a workshop and pop-up heritage research service. Twenty people dropped by in just one day, a great result.

## COMMUNITY COLLECTION WORKSHOPS

We have been supporting volunteers from heritage groups across our region to better care for and digitise their community heritage collections through a series of workshops. A TAC sponsorship funded workshops about caring for collections, improving collection access and digitisation. Facilitated by the Australian Museums and Galleries Association, these workshops were held at Bannockburn, Belmont, Geelong and Waurin Ponds libraries.

## COMMUNITY OUTREACH AND TOURS

The team has delivered presentations about the heritage collection and services to local community groups including Anam Cara House, Aveo Retirement Village and Geelong East Combined Probus Club. Along with our usual school group tours, we had visitors from The Gordon, Bellarine Historical Society and National Council of Women (Geelong Branch).

## GEELONG LADIES READING CIRCLE

From July to November 2022 a Deakin University PhD Xtra student researched a Kim barne thaliyu collection of materials from the Geelong Ladies Reading Circle. This significant collection includes minute books, correspondence and memorabilia from the Reading Circle from over a 100+ year period. The project included interviews with past and present members, an exhibition and an historical narrative for the GHC catalogue.

## STUDENT PLACEMENT

For two months we had a student placement working on describing, cataloguing, and digitising the Woodward Family photographic collection.

## PUBLIC RECORDS

In 2023, the Centre renewed its Memorandum of Understanding with Public Record Office Victoria, re-affirming its status as a Class A Place of Deposit for public records. Public records, such as rate books, are some of our most popular collection items for those undertaking family history and property research.

Over the last year, the Heritage team retrieved 229 public records from the repository along with an additional 528 items from the archive.

## VOLUNTEERS

Our volunteers continue to work busily behind the scenes transcribing records and digitising images. Just in time for Volunteers Week, one Heritage volunteer finished transcribing a rate book with 5,000 entries!

## FIRST NATIONS REFERENCE COLLECTION

The First Nations GHC reference collection has been updated to reflect current trends and include First Nations voices and perspectives. We are working with Wathaurong Aboriginal Co-operative to co-design a First Nations research support service and continue development of its First Nations reference collection to better meet community needs.

## ARCHIVE MANAGEMENT SYSTEM

The Archive Management System project has enhanced collection access and preservation. We have been developing staff and volunteer workflows, manuals and undertaking training to ensure consistent metadata standards and streamline recordkeeping processes.

## DONATIONS

The GHC Collection Advisory Committee continues to meet quarterly to review donation offers. We assess collection against criteria laid out in the Heritage Services strategy. This strategy defines the role of GHC as a research centre, with a collecting focus on paper materials including images. Collaboration with local collecting institutions is underway to better enable community access and sustainable collection management.

## SEAM

Artists from Deakin University used the collection and support from staff to develop textile works based on stories from the collection. Artist Shelley Hannigan's work *The Women of Boronggoop* depicted the story of Anne Drysdale and Caroline Newcomb who lived and managed farms together in the Geelong region.

## "MY SPECIAL PLACE"

Miles visited the Centre with Grade 2 students from St. Patrick's Primary School (Geelong West), which made such an impression on them that Miles returned to interview a member of the team for their school project "My Special Place". Miles loves history!

## SHARING OUR STORIES

We continue to share images and stories from the collection via the monthly Picture the Past column in the *Geelong Advertiser*, and a weekly social media post for #ThrowbackThursdays, working closely with the communications team.

The heritage posts are consistently the top performing content on our social media channels, reaching thousands of people each week and generating conversation. Just one post in January reached 6,473 people and attracted 509 engagements (likes, comments, shares), demonstrating community enthusiasm for heritage stories.



# COMMUNITY NETWORKS & PARTNERSHIPS

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

Allen & Unwin Book Publishers  
Anam Cara  
Anglican Church of the Transfiguration, Anglesea  
Arcare Aged Care Point Lonsdale  
Arcare Aged Care Portarlington  
Art of the Minds  
Ashby Primary School  
Australian Poetry Slam (World Travels)  
Aveo Grovedale Place Retirement Village  
Back to Back Theatre  
Baldwin Living Kensington Hill Retirement Village (formerly Kensington Retirement Village)  
Ballarat Community Health  
Bannockburn and District Garden Club  
Bannockburn Inclusive  
Baptcare Coasthaven Community  
Barwon Community Legal  
Barwon Health  
Barwon Health, Alan David Lodge  
Barwon Health, Percy Baxter Lodges  
Barwon Health, Wallace Lodge  
Barwon Water  
Be Connected  
Bella Chara Supported Care  
Bellarine Catchment Network  
Bellarine Community Health  
Bellarine Historical Society  
Bellarine Lakes Retirement Village  
Bellarine Living and Learning Centre  
Bellarine Quilters  
Bellarine Secondary College  
Bellarine Training and Community Hub  
Belmont Grange  
Belmont Traders  
Black Inc. Books  
Bolinda/Borrowbox  
Book Bird  
Boomerang Bags  
Boorai Centre

Bop Bop Karrong, Barwon Heads (Kornoo)  
Borough of Queenscliffe  
Breast Cancer Network of Australia  
BUPA Aged Care Bellarine Lakes  
Calvary Balmoral Grove Residential Aged Care, Grovedale  
Calvary Barongarook Gardens Residential Aged Care, Colac  
Calvary Cordelia Grove Residential Aged Care, Anglesea  
Calvary Elouera Residential Aged Care, Torquay  
Calvary Roccoco Residential Aged Care, St Albans Park  
Centre for Multicultural Youth  
City of Greater Geelong  
Cloverdale Community Centre  
Colac Community Hub Inc.  
Colac Neighbourhood House  
Colac Otway L2P Learner Driver Program  
Colac Otway Performing Arts & Cultural Centre  
Colac Otway Shire  
Combined Probus Club of Torquay Surf Coast  
Corangamarah Residential Aged Care, Colac  
Costa House Residential Aged Care, Lara  
Cultura Geelong  
Deakin Law School  
Deakin University  
Deans Marsh Community Cottage  
Dementia Australia  
Diana Taylor Legal Consulting  
Dumbo Feather  
Eastern Hub Geelong  
Eden Park by Luson  
Epworth Knowledge Services  
Estia Health, Grovedale  
Forrest Primary School & Early Years Centre  
Foster Care Services  
Games Workshop  
Geelong Beekeeping Club  
Geelong Community Nursery  
Geelong Family History group

Geelong One Fire Reconciliation Group  
Geelong Organic Gardeners  
Geelong Parenting Services  
Geelong Region Cancerians  
Geelong Sustainability  
Geelong Volunteering  
Geelong Women's Unionists Network (GWUN)  
Geelong Writers Inc.  
genU  
genU Bellarine Connections  
genU Gamer  
Gifts for the Geek  
Give Where You Live Foundation  
Golden Pens Writers Group  
Golden Plains Shire, Active Ageing and Inclusion  
Golden Plains Shire  
Good Things Foundation Australia  
Grinter Community Garden  
Grovedale Neighbourhood House  
Guardian Childcare & Education  
Guf Geelong  
Hachette Australia  
HarperCollins Australia  
headspace Colac  
headspace Geelong  
headspace Ocean Grove  
Headstart Early Learning Centre, Ocean Grove  
Hearing Australia  
Highton Gardens Respite Care, Geelong  
Home Education Network  
Homestyle Aged Care, Kensington Grange  
Homestyle Aged Care, Sea Views Manor  
Hoop Gallery  
Hunt for the Golden Gumboot, Colac  
Inverleigh Seniors  
Jobs Victoria  
Journey Early Learning Childcare, Ocean Grove  
Kardinia Parkside Care Community  
Killara Indigenous Women's Hub  
Kings Funerals

Kiwanis  
Korayn Birralee Family Centre, Corio  
Kurrabee Myaring Kindergarten  
Labyrinth Australia  
Latrobe Community Health Service  
Leopold Child and Family Centre  
Leopold Combined Probus Club  
Leopold Community and Learning Centre  
Leopold Gateway Probus Club  
Leopold Men's Shed  
Leopold Primary School  
Leopold Toy Library  
Leopold War Memorial Committee  
Life Without Barriers  
Lions Club of Corio Norlane  
Lions Club of Torquay  
Little Growers Portarlington  
Marine and Freshwater Discovery Centre  
Marngoneet Correctional Facility (Karreenga)  
MatchWorks  
mecwacare Elstoft House  
Melbourne City of Literature  
Melbourne Writers Festival  
MELI (formally Bethany and Barwon Child Youth & Family)  
Mercy Place Colac  
Mercy Place Rice Village  
Meredith Community Centre  
Mount Duneed Men's Shed  
Murdoch Children's Research Institute  
nbn  
NewSouth Books  
Nido Early School  
Norlane Community Centre  
Norlane Community Initiatives  
Norlane Neighbourhood News (newsletter)  
Northerly Aspects (magazine)  
Ocean Grove Primary School  
Orchestra Geelong  
Our Lady Star of the Sea Primary School  
Our Place, Northern Bay College  
Parks Victoria  
Penguin Random House

Pets in the Park  
Pirate TV  
Plants Addicts Anonymous  
Portarlington Preschool  
Public Libraries Victoria  
Q-Lit Festival  
Queenscliff Primary School  
Queenscliffe Historical Museum  
Queenscliffe Literary Festival  
Queenscliffe Visitor Information Centre  
Rosewall Community Centre  
Rotary Club of Torquay  
Royal Geelong Show  
Services Australia  
South Geelong Farmers Market  
Splatters Cheese Bar  
St Aloysius Catholic Primary School  
St Brendan's Primary School  
St David's Newtown Uniting Church  
St Leonards Primary School  
St Therese Primary  
State Library Victoria  
Stephanie Alexander Kitchen Garden Foundation  
Surf Coast Celebration of Sunflowers  
Surf Coast Secondary School  
Surf Coast Shire  
Surfing Victoria  
Surfside Primary School  
Sydney Writers Festival  
TAC  
Tannoch Brae Aged Care, St Albans Park  
Text Publishing  
The Australian Ballet  
The Australian National Surfing Museum  
The Aviary  
The Brinary  
The Good Things Foundation (as provider of Digital Devices and Digital Skills grants)  
The Gordon  
The Gordon Skills and Job Centre  
The MAC Multi Art Centre  
The Sexual Assault and Family Violence Centre

The Smith Family  
The Vue by Luson  
The Well - Smythesdale Digital Hub  
Tim Bain - Director of Kangaroo Beach, Ocean Grove Surf Life Saving Club, CoGG Water Safety Officer  
TLC Belmont  
TLC Homestead Estate  
TLC Warralily Gardens  
Torquay College  
Torquay Community House  
Torquay Early Learning Centre  
Torquay Kindergarten  
Torquay Surf Life Saving Club  
Torquay Theatre Troupe  
Trace Balla  
Tulip Bar and Restaurant  
Uniting AgeWell Kalkee Community, Murray  
Uniting Barwon  
Victoria University  
Victorian Aboriginal Community Services Association Ltd (VACSAL)  
Vigex Inc.  
Vines Road Community Centre  
VMCH Star of the Sea Retirement Village  
Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC)  
Wallington Primary School  
Wathaurong Aboriginal Cooperative  
Mingo Waloom Best Start  
Wauron Ponds Probus Club  
Wauron Ponds Shopping Centre  
Werrabee Zoo  
White Night  
Winchelsea & District Combined Probus Club  
Winchelsea Community House  
Writers Victoria  
Wyndham Community & Education Centre Inc.  
Yarns on Pakington  
Youth Affairs Council Victoria





# PLACES AND SPACES

Our spaces are adaptable and democratic;  
uplifting and sustainable.



# 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.'

Geelong Regional Libraries works closely with member councils on all new library buildings. We work closely with and provide advice to Council for the planning, development and building of libraries. This includes the operating model - hours of opening and resourcing.

It has been an exciting year with two new libraries opening, and another well underway.

## QUEENSLIFFE HUB: WIRNNG WIRNNG

The hugely anticipated redeveloped Queenscliff Library located in Wirrng Wirrng opened in September 2022 with over 1000 visitors to the new library and 718 collection items borrowed in the first week.

Wirrng Wirrng means "listen with both ears" in Wadawurrung language. The Hub is a multi-use community facility which houses the library, the Queenscliff Visitor Information Centre and the Queenscliff Historical Museum, and is home to a flexible auditorium as well as outdoor learning and courtyard spaces.

Located in Hesse Street the Queenscliff Library remains a rich resource for all, playing a vital role in the Borough community with a significant proportion of the population currently library members. The project was supported by funding from the Australian Government, Regional Infrastructure Fund and Community Support Fund, the Victorian Government's Living Libraries Program, and the Borough of Queenscliff.

## BORONGGOOK DRYSDALE LIBRARY

The new Boronggook Drysdale Library opened in April 2023 with over 1,000 visitors and 1269 collection items borrowed on the first day of opening.

The library's name, Boronggook (Bo-rong-gook), is the traditional Wadawurrung name for the area and means 'turf'.

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

The new library was jointly funded by City of Greater Geelong and the Victorian Government's Living Libraries Program. The City of Greater Geelong worked with the GRLC, Wadawurrung Traditional Owners Aboriginal Corporation, community stakeholders and residents in the design development.

*"Beautiful building filled with light. Windows everywhere with a central courtyard with a great tree planted in the middle. Lots of great spaces to hang out, browse, work on your laptop and read."*

- Library customer

## BIYAL-A ARMSTRONG CREEK LIBRARY AND COMMUNITY HUB

Major construction of the new Bial-a Armstrong Creek Library began in October 2022.

The building has been designed in consultation with Wadawurrung Traditional Owners Aboriginal Corporation and reflects and celebrates Wadawurrung culture. The Wadawurrung Traditional name for the new library, Bial-a, reflects the overall Armstrong Creek valley-scape and its watercourse as a place of many red gums. 'Bial-a' also expresses that the 'red gums speak lots of stories'.

The new library boasts the latest environmentally sensitive features and will carry a 5-Star Green Star design and construction rating. The 2500sqm facility adjoins the Armstrong Creek Town Square and shopping precinct and showcases clever, creative, coworking, collaboration and outdoor spaces.

The three-level building includes a large multipurpose room, a range of smaller meeting rooms, coworking and quiet study spaces. The creative studio, makerspace, gaming and media rooms provide opportunities for the community to engage in creative and technology rich experiences. In addition, accessible contemporary amenities including an adult changing places facility and parents room provide for the needs of all community members.

*"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

## LIBRARY REFURBISHMENTS

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

- / Geelong Library & Heritage Centre: minor refurbishment
- / Waurnd Ponds Library: minor refurbishment
- / Bannockburn Library: minor refurbishment
- / Colac Library: minor refurbishment
- / Barwon Heads Library: minor refurbishment
- / Apollo Bay Library: minor refurbishment
- / Ocean Grove Library: major refurbishment

Planning is also underway for a minor refurbishment at the Corio Library and upgrades to the Colac Library staff work area.

Dementia Australia was engaged to undertake an environmental audit of Bannockburn Library and the Golden Plains mobile library (the first ever environmental audit on a mobile library!). Improvements identified by Dementia Australia's report are being used to inform specifications for the new GPS mobile library and future library builds. Plans are underway to implement several low-cost improvements to the space at Bannockburn. Training delivered by Dementia Australia offered a range of dementia awareness modules to staff and as a result we are better equipped to support members of the community living with dementia.





# OUR LIBRARY NETWORK

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 365,000 people.

Our suburban, township and rural libraries are located at Apollo Bay, Bannockburn, Barwon Heads, Belmont, Chilwell, Colac, 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 libraries are staffed with a vibrant mix of people who are highly skilled and dedicated to serving our communities.

*"I think you have a fabulous library service and staff. I am so enjoying being able to use it on a near daily basis! This after working in the public library service in Melbourne for the past 19 years, and sadly finding not enough time to actually read as many books as I wanted! Life is bliss in wonderful Geelong with its brilliant library service."*

– Library member



## APOLLO BAY

We had a minor refurbishment, and the community is benefitting from the new layout with more space for the local community and visitors to work from as well as for children to play in. The Purl Jam knitting group also resumed this year, a regular program that fosters community connection and the creation of masterpieces!

The ABAY Acoustic Group runs once a month, with community members coming along to strum along with others: BYO instrument and singing voice, Book Club members chat over their latest read and Lego fans unite with Lego Club. Toddler time is always great fun and everyone attending is encouraged to get up and dance, even the grown-ups. We welcomed some wonderful new volunteers to support the Home Library Service, which is now available in Apollo Bay. We were pleased to have a roaming Seed Library box, which whet the appetite for a well-attended gardening talk by Jodie Lawson from The Green Acre.



## BANNOCKBURN

The team at Bannockburn have had an energetic and rewarding year, sharing our collections and spaces, and thriving as a vibrant community hub in Golden Plains Shire. Our wonderful refurbished outdoor space has been abuzz with families enjoying activities, relaxation and fun. The garden has been lovingly tended by volunteers and wonderful produce snapped up by library visitors.

We continue to welcome many school, kinder and preschool children every week and were heartened by our rousing Intergenerational Story Time. Other terrific events have included: the Create & Connect program taking those at-risk of dementia on a trip down memory lane; the Take Part: Local Art series with local artists sharing their distinctive expressions of art; and an incredibly popular Walk and Talk event Foraging for Edible Weeds led by a local chef in the surrounding neighbourhood.



### BARWON HEADS

Story Time and Toddler Time make for busy Fridays at Barwon Heads Library with dedicated parents and grandparents accompanying their early learners to these sessions. School holiday programs continue to attract attendees keen to tap into the art and craft and story sessions.

An upgrade to our shelving and layout has been received enthusiastically by library customers commenting about how new and bright everything looks.



### BELLARINE SURF COAST MOBILE

It has been a busy and enjoyable year on the road. The mobile held a pop-up session in Lorne in collaboration with Barwon Water, chatting to many community members. Classes from St Leonards Primary school regularly visit us when the mobile is at St Leonards and eagerly borrow books. We had two Story Time Goes Mobile sessions at Portarlington over summer.

*A school aged child from Canberra visited us. They were passionate about libraries and used libraries at school, Libraries ACT and the National Library of Australia and it was their first time on a mobile library. It provides a different perspective talking to someone who has never seen a mobile library and seeing the wonder and amazement they get from such a service being available.*

- Bellarine Surf Coast Mobile



### BELMONT

It has been a great year with a variety of programs for all ages, assisting customers to improve their digital literacy, borrow great books and make connections. Changing demographics in Belmont are being reflected in the library with more children and families attending events. We had lots of fun at the Belmont Traders Family Fun Day and loved seeing so many families in the library and outside enjoying the activities.

Saving Family Stories, a service to digitise your photos and videos has continued to be very popular with customers, who can now share old slides and videos with family and friends.



### CHILWELL

The team at Chilwell has had a wonderful year connecting and creating with our community. Our weekly Purl Jam sessions have donated a mammoth amount of winter woollies to KOGO (Knit One Give One). Our voracious local readers continue to thoroughly enjoy sharing their recommendations with each other at our monthly Book Chat, and our Preschool Story Time engages a group of dedicated local families.

Community members have returned to our adult programs in full force with a focus on bridging the digital divide across a range of topics such as iPad basics, understanding, cloud-based services, scam awareness and password management.





### COLAC

Colac Library is a vibrant and busy community library co-located within Colac Secondary College. The library has a Seed Library, which is a great resource to promote when we are out and about attending community groups and chatting about our vast range of resources and programs. We hosted wonderful author events including Maya Linnell (*Kookaburra Cottage*), Sean O'Leary in conversation with Neal Drinnan (*How Writing Saved my Life*) and Lorraine Smith (*The Lost Manuscript*). During Law Week the Barwon Legal Safe Warm Home project saw the community creating craft houses which were displayed in the library to help raise awareness of Elder Abuse. There was a full house for the Vivid Art Therapy session where attendees tapped into their creativity with Apollo Bay artist Caroline Williams.



### COLAC OTWAY SHIRE MOBILE

Regular Colac Otway Shire Mobile borrowers continued to enjoy access to the full range of library resources. An NBN vehicle joined us in July, providing free Wi-Fi and offering advice to locals about NBN connection options.

Our local Colac Children's and Youth Services librarian joined us in Birregurra for Story Time Goes Mobile, which local families loved, and we enjoyed our regular outreach visits to the Early learning Centre at Forrest Primary School for Storytimes too. A highlight of the year was the Storytime with puppets and bush crafts at the Gellibrand Golden Gumboot festival.



### CORIO

Corio Library is a vital community resource for Geelong's northern suburbs. It's been wonderful to see visitor numbers continue to rise, with significantly more people attending our early years programs, school holiday activities, and regular programs including First Monday Book Club, Purl Jam Knitting Circle and Conversation Club. There has been a steady stream of customers accessing the Book a Librarian service, as well as using printing, scanning and photocopying services.

The Childrens and Youth Services team has made great connections with local schools including Northern Bay College, early learning centres, home schooling groups and the fOrT. Creative programs - painting, sewing and garden-based programs have been very popular with adults. Highlights include the 'How Does Your Garden Grow' painting workshop run by local artist Justine Martin, and Kylie Ladd's author talk.

The Corio team has been involved in planning for the changes to parking and access during the construction of the Northern Community Hub and Aquatic Centre to minimise community disruption. We have been very appreciative of our customers' support during this disruption.



### DRYSDALE (BORONGGOOK DRYSDALE LIBRARY)

This year, we moved from a small shopfront with a team of five to a large, purpose-built building with a team of 11. Our collection has doubled in size. We moved our entire collection, and also checked in 15,000 new items for our shelves, before opening in the Easter School Holidays.

Our first day saw over 1000 people through our doors, and in the first fortnight we saw more than 10,000 faces, new and old. We are all excited to be working in such a vibrant and busy library and are happy that so many of the local community are spending time with us at their local library.





### GEELONG LIBRARY & HERITAGE CENTRE

Innovative programs and initiatives over the last year include: Native edibles on your plate, monthly Poetry Slam sessions, Tamsin Paige - exploring social perceptions of law through contemporary popular fiction, World Labyrinth Day, *Kangaroo Beach* - meet the kids TV director Tim Bain and World Water Day in partnership with Barwon Water.

We have also hosted a number of exhibitions including Australian of the Year and the Barwon Warm Safe Home project. This was a collaboration with Barwon Legal Service to increase awareness around elder abuse in the community.

We're reactivating our spaces with 3D printing and podcasting workshops and continuing to support local musicians with our Community Music program. We have hosted a number of tours, school groups and seen an increasing number of families returning to our children's programs. Our study and work spaces continue to be well used, especially supporting secondary school students by providing VCE study spaces.



### GEELONG WEST

The Geelong West team has had a spectacular year embracing new and emerging technology with the addition of a 3D printer and Cricut Maker 3. Our regular children's programs have continued to be popular with an additional toddler time added to meet demand, and our community appreciate the wide range of support and services we offer. In collaboration with Chilwell Library and Splatters, a local Cheese bar, we held a very successful event 'Brie-lliant Reads: A Book and Cheese Pairing'. We look forward to exploring new partnerships in the future.



### GOLDEN PLAINS MOBILE

The Mobile Library worked collaboratively with Golden Plains Shire to support a wide range of events throughout the year including

- / Super Veggie 4Challenge a 30 day program (children)
- / nbn attended mobile stops and consulted with locals in the area
- / Wellbeing Support Card's promoted on mobile (accessing health services across the shire)
- / Get Online Week - Saving Family History event at Smythesdale Hub
- / Dementia Australia conducted first ever Environmental Audit on a Mobile Library
- / Partnership for National Reconciliation Week Storytime programs delivered across two days from the mobile or in adjacent school/kinders
- / Create & Connect program: Inclusion & access for people with dementia.



### HIGHTON

Highton Library is a much-loved part of the local community. The free wi-fi is well used by customers who enjoy the quieter ambience to study or work on their own devices, or spend time catching up with current affairs with the daily papers from the comfort of our armchairs.

Our weekly Story Time sessions continue to be very popular, with regular loyal community members attending. Highton's collection is continually refreshed through the many returned items we receive - a small library with access to a large collection!





### LARA

Lara Library has had a busy year providing a wide variety of programs and events for the community. Highlights include a Parks Victoria talk on the You Yangs, multiple author talks and a variety of craft sessions such as Christmas Crafts, watercolour painting, paper craft and a monthly crotchet and knit session. The team at Lara is a creative crew creating dynamic monthly displays reflecting current events, culturally significant dates and community interests.



### LEOPOLD

The Leopold Library offers something for everyone and we love helping our community. We provide lots of warmth, knowledge and compassion. We are about the people, not the processes. The library really does foster a sense of connectedness and belonging.

We have developed and nurtured relationships with local community members, and local author and illustrator Caz Carter launched two books, *Get out Ya Pluggers* and *The Adventures of Fish Fingers* in the library. The team has worked hard to establish a presence in the community that provides a safe, welcoming and inclusive haven.



### NEWCOMB

We continue to provide welcoming and vital library services for our community, and our customers have embraced new offers such as free 3D printing in addition to our regular services. We run regular events, tech help, children's and youth programs, and a wide range of Seed Library events on gardening and edible plants. Our team regularly visited and ran programs at community centres, Newcomb Secondary College, local primary schools and playgroups throughout the year.

Highlights included: a Creative Collective Memory Arts session with award-winning artist Jacklyn Foster, and a successful Australian Heritage Festival event presented by local history researcher Ann Hodgkinson from the Bellarine Historical Society. We were thrilled when author Juliet Sampson visited to read her book *Grace's Mystery Seed* to local school children as part of a Libraries Change Lives project; and 80 children joined in this year's National Simultaneous Storytime to read *The Speedy Sloth* with Cr Melissa Cadwell.

We successfully obtained grants from Be Connected Digital Devices and Digital Skills programs, allowing us to purchase a set of laptops with data to run computer courses, and deliver tech training and digital mentoring for people over 50+ to build their digital skills and confidence.



### OCEAN GROVE

Increased demand for places and spaces to work and study within the library was the catalyst for an Ocean Grove refurbishment and reorganisation which created more places to sit, plug in and log on. We now have a cosy corner to relax in a comfy chair, enjoy magazines and newspapers and chat.

Bellarine Catchment Network gave a well-attended presentation on working in and for the local environment, including a display of the Birds of the Bellarine Peninsula.

Team members attended a statewide broadcasting with community partners Bellarine Connections, a great networking opportunity with the local community.

We partnered with Bellarine Community Health to run Little Growers, with Storytime sessions in local community gardens.

The library continues to develop strong ties with local schools and students and has worked collaboratively with youth development teams, a highlight being a Friday night Tech Fest.





### QUEENSCLIFF

In late 2022 Queenscliff Library moved back into the renovated building which is now part of the Queenscliffe Hub: Wirring Wirring. It is lovely to see visitors to the Hub dropping in to explore the library space and the quiet area is a great place for people needing a space to plug in and work.

Over the year the library hosted an exhibition of the Memory Arts Project and also the Seed Library. There have been two well attended author talks that were held in the new auditorium. Local author Denise Main spoke about her book *Mission: Angela* and drinks and nibbles with author Toni Jordan. We have continued to partner with the Marine and Freshwater Discovery Centre to present Fishy Tales in school holidays.



### TORQUAY

We had a number of high-profile professionals heading up our Career in Profile programs. This included Alfred Deakin Professor Catherine Bennett and Joanna Werner from Werner Film Productions, creator of *Dance Academy the Newsreader* and the locally produced *Surviving Summer*.

The community had a great time at our Make Noise in the Library family fun day - African Drums played, science experiments exploded, young local musicians entertained, stories were read, faces were painted, and market stall were erected. Along with perfect weather, the day saw five times the average attendance, a dozen new members, and numerous connections made.

We also hosted: Buff Diss a local street artist who inspired some young would be creators; and a panel discussion on the culture of surfing, Women of the Ocean. Unsurprisingly, the panel consisting of Gillian Hutchison, Ula Majewski and Dr Rebecca Olive drew a standing room only crowd. It just goes to show that the Torquay Library does more than loan books. We strive to be part of the community, to reflect local interest and contribute in a positive and inclusive way.



### WAURN PONDS

The library layout was enhanced to create a collaborative space for programs, quiet study areas, and cosy nooks for reading and catching up with friends, as well as a specialised collection and a new dedicated gaming area for young people. There is a relaxing lounge area for adults to browse newspapers, magazines, and attend events. Staff are knowledgeable and patient and offer sessions to build the literacy and digital skills of the local community.

Besides hosting two very popular book clubs, the library offers make-and-create and book a librarian sessions, and a digital mentoring program. We've hosted a number of events and author talks including Helping Kids with Strong Emotions, Dr Steven Sommer - *A Doctor's Journey Back to Health*, and Creating Comics & Graphic Novels.



### WESTERN HEIGHTS COLLEGE

The library at Western Heights College includes two separate collections, one belonging to the college and one belonging to GRLC. The Library is run by the school and receives collections support from GRLC. We work collaboratively with all stakeholders at the centre and attend regular monthly meetings to maximise opportunities for collaboration and the sharing of knowledge.





# OUR PEOPLE

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

The Geelong Regional Library Corporation employed a total of 210 staff compared to 202 in 2021/22. Our ongoing Full Time Effective (FTE) is 122.3.

## STAFF FTE

As at 30 June 2023 (2022)



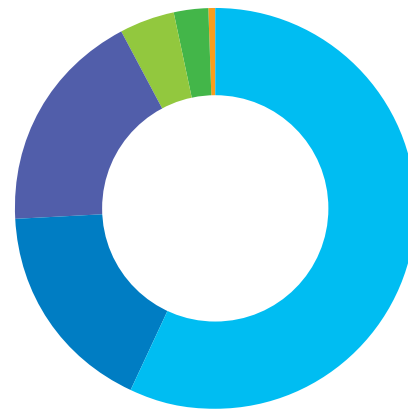
## AGE BREAKDOWN

As at 30 June 2023 (2022)



## YEARS OF SERVICE

As at 30 June 2023 (2022)



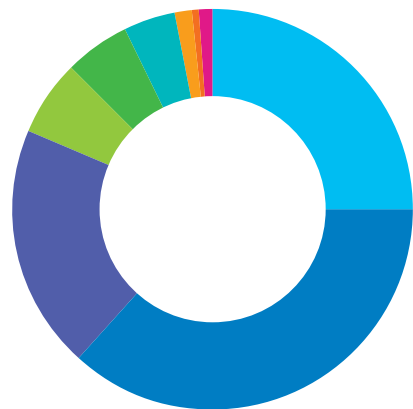
Ongoing staff full-time	68.0	(66.0)
Ongoing staff part-time	54.3	(53.7)
<b>Total</b>	<b>122.3</b>	<b>(119.7)</b>

Under 25	17%	(12%)
25-34	13%	(15%)
35-44	26%	(27%)
45-54	23%	(25%)
55-64	16%	(15%)
Over 65	5%	(6%)

Under 5	120	(110)
5-10	36	(48)
10-20	38	(30)
20-30	9	(8)
30-40	6	(5)
Over 40	1	(1)
<b>Total</b>	<b>210</b>	<b>(202)</b>

## GENDER BREAKDOWN

As at 30 June 2023 (2022)



Female full-time	53	(53)
Female part-time	77	(75)
Female fixed term & casual	41	(42)
<b>Female total</b>	<b>171</b>	<b>(170)</b>
Male full-time	13	(13)
Male part-time	11	(12)
Male fixed term & casual	9	(5)
<b>Male total</b>	<b>33</b>	<b>(30)</b>

Non-binary full-time	3	-
Non-binary part-time	1	-
Non-binary fixed term & casual	2	(2)
<b>Non-binary total</b>	<b>6</b>	<b>(2)</b>

# ORGANISATIONAL MEMBERSHIPS

- / 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.
- / FinPro
- / G21 Geelong Regional Alliance
- / Geelong Chamber of Commerce
- / Tourism Greater Geelong & the Bellarine
- / International Federation of Library Associations (IFLA)
- / Local Government Professionals (LGPro)
- / Public Libraries Victoria (PLV)
- / Roadshow Public Performing Licencing
- / VALA Libraries Technology and the Future Inc.
- / Victorian Chamber of Commerce and Industry
- / Volunteering Geelong Inc.





# ORGANISATIONAL STRUCTURE

AS AT 30 JUNE 2023





# CURIOUS, CARING AND SKILLED

In 2022/23, we've prioritised employee growth and development in our organisation, nurturing a culture that is receptive to change while ensuring our services align with member and customer needs.

Through targeted skill and mindset development, we've empowered our team to effectively lead and adapt to change. Our people have been critical players in the early phases of introducing a new Library Management System (LMS), driving change with a dual focus on member and customer needs and employee experience. We have initiated this through training facilitation, engagement, and standout leadership, enabling change to be responded to positively and harnessing the promising opportunities it brings.

Highlights include:

- Implementation of a new Human Resources information system, BambooHR, which saw a move from spreadsheets and manual processes to an automated and accessible platform for our human resource needs.
- Commenced roll out of workplace culture program with implementation of culture experience platform, CultureAmp. Each year we invited our people to participate in the All Staff Survey to answer a series of questions about working at GRLC. One of our key measurement categories is Engagement and, in November 2022, our Engagement score was 63% which is below the Australian norm. Through this latest survey we've gained valuable insight into the experience of our people at work. This will help us pinpoint where we can keep improving our people's experience in the coming years.
- Audit of Human Resources policies and procedures to ensure adherence to GRLC's Enterprise Agreement and legislation including Secure Jobs, Better Pay bill.
- Development, consultation and implementation of Child Safety and Wellbeing policy, procedures and related training.

## WORKPLACE DATA

	2021	2022
Total number of employee (HC)	202	210
Total number of employee (FTE)	119.7	122.3
Males (HC)	30	33
Females (HC)	170	171
Non-Binary (HC)	2	6
Full time (HC)	79	69
Part time (HC)	65.7	89
Fixed-term & Casual (HC)	126.7	52

## INCLUSION AND ACCESSIBILITY

We're committed to driving a culture of inclusion, where people of all backgrounds, identities and lived experiences are safe, respected, feel a sense of belonging and are empowered to contribute their opinions, ideas and skills to fulfill our purpose.

We have commenced our journey to be an inclusive organisation that truly represents the diversity of the community we serve. We believe that together, our differences make us stronger. They enrich us all, as both professionals and as people, so we can make even sounder decisions and provide even more relevant services to our community.

Over the past year, we've been steadfast in providing an inclusive and accessible environment to all groups who may experience barriers to inclusion (people with disability, carers, first nations, CALD communities, LGBTIQ+, people with mental health needs, ageing, young people, those who live remotely, etc.) within our workplaces, and for the community.

We reduced barriers to accessing goods, services and facilities by:

- working in partnership with stakeholders when reviewing our sites to make sure our new and existing libraries and workplaces are accessible to everyone
- conducting many tailored programs to reduce unconscious bias and build our skills to ensure a positive experience for any person in our community accessing library services
- prioritising accessibility when deciding which suppliers to use.

- developing flexible memberships
- reviewing material categories to remove gender bias and promote inclusivity.

We reduced barriers to access and inclusion by:

- commencing a review of the Disability Action Plan, with commitment secured to undertake external benchmarking via the Australian Network on Disability Access and Inclusion Index in 2022
- ongoing membership with Australian Network on Disability
- ensuring our Outreach Strategy supports access and inclusion
- developing flexible work arrangements policy
- continuing to provide reasonable adjustments for customers and staff
- commencing a review of cultural protocols
- ongoing support from the internal LGBTIQ+ Working Group

We promoted inclusion and participation in the community by:

- Conducting internal and external stakeholder engagement activities (surveys and focus groups) to understand how staff, volunteers and customers experience access and inclusion at GRLC updating our processes to make sure complaint, and feedback channels, as well as all services, are accessible to people with disability

- reviewing each site for accessibility needs to make sure we only host events that are accessible and inclusive for everyone
- maintaining collections, programming and services that reflect the diversity of our community.

## HEALTH SAFETY AND WELLBEING

The health, safety and wellbeing of our people is a top priority. With the impact of the COVID-19 pandemic still being felt through the last year, we continued to prioritise the mental and physical health, safety and wellbeing of our people.

Highlights include:

- GRLC's Employee Assistance Program, which provides confidential 24/7 support to our people to help them deal with challenging times in their personal and/or professional life, continued to be well utilised. Immediate family members can also access this support service.
- Introduction and implementation of a new Health and Safety Incident reporting system, Sentries. The increased ease in reporting facilitated by the new system has contributed towards our growing safety culture at GRLC.
- Procurement and installation of nine automatic defibrillators for our libraries, increasing the coverage of these life-saving devices for staff and community.





# LEADERS ARE LEARNERS

We continued to deliver programs through the year to meet the needs of our people and support them to deliver outcomes for the community. Areas of development included orientation and induction; health, safety and wellbeing; leadership development; role-based learning; professional development and compliance training, with programs being well received and highly rated.

## NEW EMPLOYEES

Forty six new employees were welcomed via our online onboarding program. To support people in learning their new roles 209 induction training courses were also completed.

## PROFESSIONAL DEVELOPMENT

Two highly engaging and impactful contemporary development programs were conducted incorporating multiple learning methods focussing on senior leaders with the goal of increasing employee morale and retention, improving productivity, promoting better decision making, building better teams, and training future leaders who have a management style that is conducive to a positive working atmosphere. The programs were tailored to align and embed the GRLC people values of curious, caring and skilled people who are reliable and imaginative as set out in our *Connecting and Thriving Library Plan 2021-2025*. The programs were designed to crossover through the year, providing an opportunity for leaders to come together, build relationships and share leadership practice.

## COMPLIANCE

Compliance continued to be a priority with over 545 course completions relating to varying risk areas.

## KNOWLEDGE ACQUISITION AND STUDY

Chairperson's Scholarship recipient studied Bachelor of Computer Science at Deakin University.

GRLC supported four staff with study leave in the 2022-23 financial year in the following courses:

Master of Information Studies at Charles Sturt University	Charles Sturt University
Master of Information Studies (Children's Librarianship)	Charles Sturt University
Bachelor of Information Studies	Charles Sturt University
Master of Information Studies (Children's Librarianship)	RMIT

## AWARDS AND RECOGNITION

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

### 20 years of service

/ Yvonne Correlje

### 10 years of service

/ Victoria Maher

/ Laura Farrington

/ Elizabeth Shatford.



### VALE LUISA D'ALLESANDRO

Luisa D'Allesandro passed away peacefully in 2022.

Luisa started as a Library Officer at the Geelong Library & Heritage Centre in 2015 and quickly became an active and passionate library advocate volunteering with the Green Team and the Staff Consultative Committee.

She formed many lasting friendships within the library team and is greatly missed.

### VALE PETER MANSFIELD

Dr Peter Mansfield OAM was a historian, author and librarian. Peter served as CEO of GRLC from 2001 - 2006. Peter died in May 2023.

In January 2018 he was awarded an Order of Australia Medal (OAM). Peter has provided more than 35 years' service to historical societies including fifteen years in Geelong. Peter has also given decades of voluntary service to Boards and committees including Sovereign Hill Historical Park Association, the Public Record Office Victoria, Mechanics Institutes of Victoria and the Geelong and District Historical Association. He served as a member of the Geelong Cemeteries Trust.

For many years Peter was the CEO of public libraries in Adelaide, Ballarat and Geelong and Corangamite.





# REGIONAL LEADERSHIP

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



# DIGITAL INNOVATION

As the digital world evolves at rapid pace, our libraries focus on bridging the digital divide, and increasing the ease of access to technology for all our communities. This commitment to providing free universal access to technology was also demonstrated through removing of barriers to access Wifi at most of our libraries – you no longer need to be a member, accessing our WiFi is simple and straightforward.

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.

We also developed our Digital Strategy 2023-27, a roadmap to guide the organisation's digital transformation.

## NEW HARDWARE & SYSTEMS IN LIBRARIES

We made several system and hardware improvements over the year, including:

- / 200 new public PCs delivered to most libraries, upgrading computers to provide a modern customer experience
- / New children's PCs at Lara, Bannockburn, Geelong West, GLHC, Waurm Ponds, Belmont, Leopold, Ocean Grove, Torquay, Newcomb and Boronggook Drysdale libraries
- / Extended WiFi printing to all libraries
- / Removed login requirements to access free WiFi at most libraries, increasing access for all our communities not just members
- / Undertook project to improve customer experience for printing, photocopying and scanning at our libraries, and piloting new system at GLHC

- / Video conferencing capabilities added to Leopold, Drysdale, Belmont & Corio libraries
- / Meeting room upgrades to Corio and Belmont.

## IMPROVED SYSTEMS

- / New and improved imaging process for PCs, creating efficiencies for the team and speeding up the process for implementation and replacement of equipment
- / Procured laptops for customers in line with digital devices grant
- / Security audit and firewalls: implemented a review of our cybersecurity and improved safety measures including upgrading firewalls
- / New AV in GLHC boardroom to improve video conferencing functionalities
- / Expanded the IT helpdesk to rebrand as 'GRLC Helpdesk' and include other teams (collections) to create efficiencies and centralise reporting and tracking of issues
- / New central rostering software rolled out to all libraries to centralise and create efficiencies in managing staffing across the library network.

## LIBRARY MANAGEMENT SYSTEM

We began our LMS replacement project, undertaking a comprehensive review of systems available, assessing the best customer experience. We selected Spydus, which delivers a more modern and efficient experience for customers and staff and began a thorough process to train staff in the new system. It will be easier and quicker to: create and link memberships for multiple family members (and keep track of items loaned!), look up borrowing history, join online and more. The system will launch in August 2023.

# PROGRAMS, EXHIBITIONS AND EVENTS

## PROGRAMS AND EVENTS FOR ADULTS

The year saw the planning and delivery of no less than fifty major adult events, primarily author talks and panel discussions featuring local, national and international authors and writers, held at libraries across the network, to a combined audience of more than 9,000 people.

The strategic focus of the program was to involve the community in public conversation on contemporary issues of importance to them, promoting the library as a place of innovative thinking and robust discussion and contributing to an emphasis on lifelong learning and community engagement.

Key in achieving this was the continuation of the *Talk It Up* event series, with our second event in November 2022 focussing on the topic of "Have we reached peak working from home?". This keynote presentation and panel discussion, proudly presented in partnership with nbnco and Pirate TV, provided an opportunity to hear from regional community members and leaders directly impacted by this global issue, coming together to find local solutions.

The trend towards returning to mostly in-person events in our major adult events program continued throughout the year, with library customers indicating a strong desire to meet with others and share ideas in the same space.

Perhaps nowhere was this sentiment better illustrated than with the return of White Night Geelong in October. An estimated crowd of 93,000 people visited Geelong to enjoy the music, lights, sounds and atmosphere, and we welcomed many of them to the Geelong Library. Our offering included Susie Loch's "Waves" inflatable art installation.

By far the most exciting initiative on our program this year was the introduction of a new, two-day, local festival for writers and readers, The Local Word. Initially planned for August 2022 but then postponed to November due to pandemic-related issues, this inaugural event allowed us to shine the spotlight on some of our region's amazing local authors, and to provide an opportunity for aspiring, emerging and established writers to come together to collaborate and share their knowledge.

The 13-event program originally consisted of eight writers' workshops held at libraries across each of the five local government areas serviced by Geelong Regional Libraries (Leopold, Bannockburn, Colac, Queenscliff, Corio, Waurm Ponds and Torquay), as well as one online workshop, held on Friday 18 and Saturday 19 November.

On Saturday 19 November, the program aimed to bring everyone together at the central hub of Geelong Library. The program offered panel discussions, author in-conversations and a social networking event. While the writers workshops had obvious appeal for writers and other creatives (songwriters, playwrights, etc), the second day's program was designed to broaden the appeal to readers as well, offering a chance to hear from some of the region's best-known and published authors and to meet and greet afterwards in book signing sessions.

The Local Word Writers Festival also gave rise to two exciting new literature prize opportunities. In partnership with Deakin University, Geelong Regional Libraries launched the "Local Word Writing Prize" and the "Local Word Poetry Prize", each offering a first prize of \$2000, a one-hour mentoring session with a Deakin University writing practitioner and publication on our, while commended writers received a prize of \$250 and publication on our website.

The inaugural Local Word Writing Prize attracted in excess of 500 entries from all over Australia, while the inaugural Poetry Prize generated more than 340 entries – a significant and positive response to both prizes.

The establishment of the Local Word Poetry Prize and the Local Word Writing Prize allows us to cater for emerging and established writers in both longform and poetry and continues our strong association with Deakin University's Creative Writing division. The prizes, together with our focus on providing opportunities and events for local creatives, help to cement our role in supporting the development and promotion of the local writing community.

We were excited to be part of Melbourne City of Literature's Virtual Writer in Residence program for the first-time last year, which welcomes ten writers from across the UNESCO City of Literature network to work with various Victorian literary organisations. Our Virtual Writer in Residence was poet and emerging author Louis Glazzard, who joined us from fellow City of Literature Manchester, United Kingdom to deliver a variety of exciting projects, including a social media takeover and a digital workshops presented as part of Local Word 2023.

Louis also joined us online to share a poem and an accompanying video that he created especially for our annual World Poetry Day celebrations in March 2023, where a line-up of six acclaimed local poets shared some of their best work with our audience of 55 people at Geelong Library.

Throughout the year we continued our emphasis on leading the development of community growth, arts, literature, and culture initiatives across the region, through existing and new strategic partnerships.



Our second Melbourne Writers Festival partnership event for the year, held on Friday 5 May, 2023, was an overwhelming success. It was great to see Wurdie Youang on Level 5 of Geelong Library & Heritage Centre once again filled to capacity with a crowd of 195 eager readers and fans of Pip Williams, in conversation with local author Rhett Davis about her new best-selling novel, *The Bookbinder of Jericho*.

Also in May, we were delighted to sponsor the unique event, *Hello, Queenscliffe!*, held on Saturday 13 May as part of Queenscliffe Literary Festival. Produced by creative duo Hannie Rayson and Michael Cathcart, this live show featured twenty local people sharing their true stories of life in Queenscliff including funny stories, tragic stories, stories of romance and tales of courage. Both the opening and encore events, held at the Queenscliff Town Hall, were sold out, with a combined crowd of over 600 people.

For the third year in a row, we partnered with the Sydney Writers Festival to present their 'Live and Local' program to our audience, free of charge. Featuring some of Australia and the world's most popular authors, including Richard Fidler, Geraldine Brooks, Jane Harper, George Monbiot (UK), Peter Frankopan (UK), Colson Whitehead (USA), Helen Garner, Hedley Thomas and Richard Flanagan, we offered four sessions each day from 25-28 May for viewing communally at Geelong Library & Heritage Centre. Attendance numbers for this event have steadily increased each year, as more people recognise this as a great opportunity to participate in a world-class literary event from afar.

In this post-pandemic, financially challenging environment, we have continued to explore various ways of ensuring that our major events program remains financially sustainable, including grants, corporate sponsorships, partnerships and in some cases, paid ticketing events. In 2022 we introduced a small ticket price for some major adult events, including those for some higher profile and more popular authors and celebrities. Over the last financial year, we programmed six paid ticketing events, plus our regular, moderately priced writers workshops, bringing in a small income to support the annual program.

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

Providing an opportunity to broaden the program offering and diversify our audience, our partnership events continued to address important issues for our community. In 2022/23 these included "Cancer: Beyond the Diagnosis" with Geelong Region Cancerians; "Patriarchy, Power and Privilege", a panel discussion presented in partnership with Geelong Women's Union Network; and a launch event for the "16 Days of Activism" exhibition with Barwon Area Integrated Family Violence Committee.

Our monthly writers' workshops continued and covered topics such as Self Publishing, Developing Your Writers Voice, Kickstart Your Novel, Writing for Awards, and more. These quality development opportunities are offered at a tiny fraction of the cost of comparable workshops.

**10,938** YOUTUBE VIEWS FOR THE YEAR

**1,595** ONLINE AND IN-PERSON ADULTS EVENTS PROGRAMMED



"Lovely to listen to an author explain about the whole process of writing and publishing a book. Good to see event well attended and talk to new people."

- Event attendee



## EXHIBITIONS

We provide public exhibition spaces to promote artworks of local, regional and national relevance, providing our community with responsive, vibrant and challenging cultural experiences. Geelong Library & Heritage Centre, Colac Library and now the new Boronggook Drysdale Library all have exhibition spaces available for scheduling community exhibitions.

During 2022-23 the following shows were exhibited at Geelong Library & Heritage Centre:

- / City Art Collection - Geelong Art and Artefact Collection
- / The Great Knitted Bowl - A Cancer Council Victoria Experience
- / State of Change: Rural & Regional Stories of 2020 - A State Library Victoria Photo Exhibition (also exhibited at Colac Library)
- / Australian of the Year 2022 Exhibition - Presented by National Museum of Australia
- / VIGEX International Photo Exhibition 2022
- / Blended Reflections - Art Exhibition presented by The Geelong Clinic
- / The Two of Us Exhibition - presented by the City of Greater Geelong
- / Respect Women: Call it out (Respect is) - the United Nation's campaign '16 Days of Activism 2022'
- / Barwon Warm Safe Home Community Art Project - Everyone has the right to a warm safe home

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

- / Kim barne thaliyu - here yesterday - An exhibition celebrating NAIDOC Week 2022
- / Geelong Hospital in the 1960s and 1970s - A new name, a new building
- / Geelong Ladies Reading Circle - An Oral History Project
- / Nyoora Djilang - Hello Geelong! - Be part of an oral collection of Geelong's stories

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

- / State of Change: Rural & Regional Stories of 2020 - A State Library Victoria Photo Exhibition - at Colac Library
- / Annual Awards Exhibition - Colac Camera Club - at Colac Library
- / Art Exhibition - Karljin Sas - at Colac Library
- / Nyoora Djilang - Hello Geelong! - at Leopold, Drysdale and Belmont Libraries

*"It was excellent. Well done to all involved. My first event at the library and I thought it was wonderful. Thoughtful, intelligent, interesting."*

- Event attendee



### Australian of the Year (AOTY) exhibition

From 12 October to 13 November 2022, the Geelong Library & Heritage Centre hosted the AOTY exhibition on loan from the National Museum of Australia in Canberra.

Each year, the AOTY state and territory finalists select an object of personal significance to them that tells us something unique about their lives, careers, aspirations and achievements. These objects, the finalists' trophies and the story behind their remarkable achievements form the unique content of this exhibition.

The prime attraction: a tennis racket belonging to Dylan Alcott, Victorian finalist and the 2022 AOTY.

## PROGRAMS AND EVENTS FOR CHILDREN AND FAMILIES

Our team of Childrens and Youth Services (CYS) librarians play an influential role in engaging and supporting families to promote early literacy skills as well as supporting young adult learning, health initiatives, social connection and designing and delivering programs and services, particularly for those experiencing vulnerabilities.

We delivered 3,266 evidence-based sessions across the G21 region in 2022-23. We delivered 2,380 early literacy programs for pre-schoolers providing equitable access to resources and promoting a lifelong love of learning. The remaining sessions included after school and school holiday programs that focussed on STEM, social connection, art and community engagement. In addition we run Outreach sessions in the community, such as at kindergarten, schools, community centres and early learning centres.

The outcomes of CYS librarians developing and facilitating children and youth programs includes:

- / Positive experiences for literacy development therefore increasing the likelihood of improvements to health and wellbeing of children and their families
- / Supports early literacy development, key in cognitive development, school readiness and improved educational outcomes
- / Promotes social connections to community, focussing on those experiencing disengagement, vulnerabilities, or barriers to resources
- / Influences intergenerational literacy skills.

### Early Literacy

In 2022-23, the early literacy program attendance significantly increased as families and children actively sought opportunities for face-to-face social interactions and fostering social connection within their community. Across G21, early literacy programs successfully engaged families and young children aged 0-5 with attendance numbers steadily growing throughout the year. We do see lower numbers attending throughout the winter period with increased rates of illness.

Our programs are underpinned by the Early Years Framework and Strategies for Australian Public Libraries. We consistently meet and exceed the quality indicators for early years literacy programs that build a lifelong love of reading and promotes building early literacy skills for children and their families.



# 750

BABY TIME SESSIONS  
(WITH 17,176 ATTENDEES)

# 870

TODDLER TIME SESSIONS  
(WITH 33,483 ATTENDEES)

# 760

PRESCHOOL STORY TIME  
SESSIONS (WITH 14,218  
ATTENDEES)

### School holiday programs

School holiday programs are designed around themes that are important to children and youth including climate change, sustainability, improved work opportunities and social connection. Themes included: *A better world-today, A better world-tomorrow, Escape the ordinary, Learn a summer skill* and *Our people our world*.

Children's programs are consistently well attended, while youth programs have lower attendance, particularly over summer school holidays.

### After school programs

The CYS team design and facilitate after-school programs for children and youth such including STEM based programs; coding club and Lego Clubs as well as book chats, study breaks and co-designed programs that may include art, craft, board games and digital technologies.

### Home school program

The home school program provides children, youth and their families opportunities for engagement to ensure access and equity for those studying outside of the standard educational providers. These programs include monthly *Home School Hangouts*, allowing children and youth to access library resources including STEM, writing groups, art-based sessions and an array of technologies whilst promoting social connection for both children and their families. Programs are now offered more equitably across our G21 libraries for primary and secondary aged children and youth.





*“ Thank you so much for your wonderful hospitality and atmosphere at Leopold. What a super vibe and location. It was a pleasure to story time with such energetic and engaged children in your lovely space. Thanks for letting me launch my library talks with my new book Sunday Skating in release week!”*

– Andrea Rowe, author

### **National Simultaneous Storytime**

National Simultaneous Storytime is an annual event held this year May 25 at 11am across Australia and New Zealand, with more than 1000 people participating across our library services, as well as outreach sessions for education providers who were not able to access libraries on the day. Local councillors from our five member councils, and library executives and managers read *The Speedy Sloth* by Rebecca Young.

### **Partnerships in the community**

#### ***Bellarine Community Health***

In partnership with Bellarine Community Health, a suite of programs and events were developed and delivered in 2022 including Nature Journaling for Children with author and artist Trace Balla, Nature Journaling and Zine writing for youth, and the Little Growers program, a nature-based storytelling program, hands-on garden activities and learning where to source local, free, sustainable food.

#### ***Hear My Voice***

Hear My Voice launched in 2022 and was funded by TAC. We hosted a number of workshops for young people across G21 with Victorian artist, where participants created pieces of work that will be curated for an exhibition highlighting the voices of young people. Workshops included local Geelong artist Jill Green and portrait prints, writing workshop with slam-poet champion and author Shivaun Plozza and street art workshops with Buff Diss.

#### ***Kids Culture Fest at Korayn Biralee, Our Place.***

Corio Library CYS took part in this Children’s Week event providing an activity for attendees decorate a GRLC branded sticker saying “hello” in different languages with templates for Persian, Punjabi and English, plus customisable options to accommodate other languages. More than 50 people attended, and loved this activity.

#### ***Andrea Rowe Sunday Skating at Leopold Library***

Leopold library hosted award-winning author, Andrea Rowe for her new book, *Sunday Skating*. Andrea was a successful applicant of the recent CYS expression of interest for events and programs for children and youth across our library services. There were 70 children and 10 adults in attendance and it was thoroughly enjoyed by lots of Grade 1 students who seemed inspired to become authors by the end of it!

#### ***Sprout Time***

We successfully applied for an Education and Employment grant from Give Where You Live Foundation to pilot ‘Sprout Time’, an early intervention outreach program that aims to increase community connection and education for expectant or new parents who may be experiencing vulnerabilities, disengagement from education or challenges with literacy.

A recognised gap in program delivery was for those who may be experiencing barriers to literacy, particularly parents who may also be disengaged or experiencing any vulnerabilities. This included, but not limited to, parents from backgrounds of disadvantage, CALD communities, young parents aged under 18 years, and people with limited literacy skills. Evidence suggested that literacy can start at the earliest possible stage in life with benefits from using a parent’s voice to speak and sing to baby in utero. The Sprout Time program was designed by CYS as a pre-birth literacy program targeting parents experiencing barriers to literacy to address intergenerational barriers. Sprout Time was piloted in 2022-23.

The program content and delivery were done in consultation with early years providers at Wathaurong Aboriginal Co-operative to ensure cultural competency, and in partnership with numerous local providers, including Best Start City of Greater Geelong, to best support parents and their children.

Sprout Time has now increased the scope to incorporate parents of young children aged 0-5 years to ensure equity and further promote the intergenerational impact of lifelong learning and the importance of literacy from childhood and throughout life.

*“[I learned] a lot of different things, that babies take in what you say from the get go, you are their first teacher and they learn more from you than anyone.”*

– Participant from Sprout Time

Additionally:

- / Partnership with COGG for Christmas included; storytelling, Santa’s letterbox and Christmas selfie decals as several libraries
- / Juliette Samson – *Grace’s Mystery Seed*: Special Event, held at East Geelong Primary School
- / Tech Fest - Ocean Grove Library partnered with Bellarine Training and Community Hub Youth Drop-In group, to provide access to technologies within the library
- / Grovedale Play Day, a pop up library that resulted in new memberships, giveaways and many borrowed books.

Other events included: Big Summer Read, Science Week, Book Week, Children’s Week, Naidoc Week, IDAHOBIT, movie nights, online story times, TAC Hear My Voice youth events.





# OUR PERFORMANCE



# OUR PERFORMANCE

INDICATOR	MEASURE	TARGET/STANDARD	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Membership</b>	Library members as % of population	60%	42%	40%	39%	35%	33%
<b>Collection</b>	Number of collection items per capita	2.2	1.4	1.3	1.3	1.1	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	4.8	4.2	3.8	3.8	4.7
		- State Average	2.1	2.9	2.4	3.2	*
	Number of annual library visits (physical) per capita	Equal to or above average for Victorian Public Library Services					
	- GRLC	6.1	4.3	2.2	2.7	3.6	
	- State Average	4.8	3.3	1.4	1.8	*	
<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	155	160	131	142	146
		- Number of computers held	215	215	215	224	180
		- (Shortfall)/excess	60	57	84	82	34
<b>Program participation</b>	Number of participants in library programs and activities	Increased number of participants	157,625	113,378	33,909	74,593	151,775
		% increase on previous year	4%	-28%	-70%	120%	103%
<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 2022/23 will be available early 2024

◆ Survey conducted on a biennial basis. Survey not run in since 2018/19

■ 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	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Community strengthening</b>	% 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	◆	◆	◆	◆
<b>Social Inclusion</b>	New library members in targeted areas	Increased membership of 'hard to reach' groups					
		- New members in Colac				534	679
		- New members in Corio	1,398	1,057	507	565	886
	- New members in Newcomb	746	574	363	402	526	
	Participation in library programs in targeted areas	Increased participation of 'hard to reach' groups in library programs					
	- Participants in Colac				3,385	4,914	
	- Participants in Corio	9,728	6,331	1,678	3,276	6,274	
	- Participants in Newcomb	13,986	10,510	4,251	4,130	4,918	
<b>Partnerships</b>	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	199	225	138	168	221
<b>Funding</b>	Library funding per capita from Member Councils	Equal to or above the average level per capita for Victorian Public Library Services					
		- GRLC	36.32	36.10	36.27	37.17	38.40
	- State Average	32.58	31.60	30.06	31.95	*	
<b>Facilities</b>	Floor area per capita	39m <sup>2</sup> per 1,000 population	44.5m <sup>2</sup>	43.3m <sup>2</sup>	42.3m <sup>2</sup>	42.5m <sup>2</sup>	43.7m <sup>2</sup>



# STATISTICAL OVERVIEW

INDICATOR	2018/19	2019/20	2020/21	2021/22	2022/23	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Population - Regional (ABS ERP)	310,570	319,052	326,894	355,137	365,405	3%	18%
Members <sup>1</sup>	130,003	128,998	126,734	124,203	121,428	-2%	-7%
Visits	1,886,452	1,378,493	702,914	959,451	1,304,721	36%	-31%
Loans <sup>2</sup>	2,529,943	2,068,626	1,715,510	1,997,286	2,198,823	10%	-13%
eCollection loans <sup>3</sup>	200,378	312,321	319,358	374,916	441,752	18%	120%
Collection (items)	423,593	413,170	410,309	401,865	415,432	3%	-2%
Opening hours (weekly)	795	795	805	877	839	-4%	6%
Mobile library locations <sup>4</sup>	17	17	17	25	25	0%	47%
Library floor space (m <sup>2</sup> )	13,827	13,827	13,827	15,092	15,973	6%	16%
Total operating expenses (\$)	15,592,146	15,679,404	15,257,703	16,518,835	17,337,691	5%	11%
Total operating expenses per capita (\$)	50.20	49.14	46.67	46.51	47.45	2%	-5%
Total capital expenses (\$)	2,027,295	1,650,584	1,717,610	1,510,994	2,436,630	61%	20%
Lending materials (\$) capital expenditure	1,588,228	1,063,214	1,154,864	1,057,087	1,714,155	62%	8%
Staff (EFT) <sup>5</sup>	108.1	109.3	109.3	119.7	122.3	2%	13%
Lifelong learning and cultural programs	6,886	5,437	1,812	5,057	6,859	36%	0%
Lifelong learning and cultural program attendances	157,625	113,378	33,909	74,593	151,775	103%	-4%
Website and catalogue visits	1,478,126	1,334,994	1,235,127	1,275,336	1,709,997	34%	16%

- Membership reflects total membership plus new members of 17,305 less removal of 19,864 inactive members
- Physical and eCollection loans
- eCollection loans include eAudiobook, eBook, streaming video and digital magazine loans
- Leopold mobile library stop ceased Mon 3 Dec 2018 following the opening of the new Leopold Library
- Increase in staff EFT due to the:
  - opening of the Leopold Library in 2018
  - addition of Colac Otway Shire libraries in 2021
  - opening of the larger Drysdale Library in 2023

# MEMBERSHIP

LIBRARY MEMBERSHIP BY PLACE OF RESIDENCE	2018/19	2019/20	2020/21	2021/22	2022/23	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Borough of Queenscliffe	1,706	1,664	1,624	1,503	1,498	0%	-12%
City of Greater Geelong	101,898	100,810	99,023	93,386	90,496	-3%	-11%
Colac Otway Shire				5,340	6,127	15%	
Golden Plains Shire	5,609	5,514	5,361	4,934	4,784	-3%	-15%
Surf Coast Shire	12,485	12,597	12,544	12,003	11,982	0%	-4%
Other Local Government Areas	8,305	8,413	8,182	7,037	6,541	-7%	-21%
<b>Total Members</b>	<b>130,003</b>	<b>128,998</b>	<b>126,734</b>	<b>124,203</b>	<b>121,428</b>	<b>-2%</b>	<b>-7%</b>
Population	310,570	319,052	326,894	355,137	365,405	3%	18%

MEMBERS BY PREFERRED BRANCH	LIBRARY MEMBERS BY PLACE OF RESIDENCE						TOTAL MEMBERS
	BOROUGH OF QUEENSCLIFFE	CITY OF GREATER GEELONG	COLAC OTWAY SHIRE	GOLDEN PLAINS SHIRE	SURF COAST SHIRE	NON RESIDENTS	
Borough of Queenscliffe	1,090	596	0	0	5	390	2,081
City of Greater Geelong	407	88,895	286	1,164	3,236	5,090	99,078
Colac Otway Shire	0	39	5,782	2	73	207	6,103
Golden Plains Shire	1	276	19	3,605	25	137	4,063
Surf Coast Shire	0	690	40	13	8,643	717	10,103
<b>Totals</b>	<b>1,498</b>	<b>90,496</b>	<b>6,127</b>	<b>4,784</b>	<b>11,982</b>	<b>6,541</b>	<b>121,428</b>
Members by place of residence as a % of total members	1%	75%	5%	4%	10%	5%	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	3,206	1,498	47%
City of Greater Geelong	276,116	90,496	33%
Colac Otway Shire	22,177	6,127	28%
Golden Plains Shire	25,296	4,784	19%
Surf Coast Shire	38,610	11,982	31%
Other Local Government Areas		6,541	
<b>Totals</b>	<b>365,405</b>	<b>121,428</b>	<b>33%</b>

In line with Local Government Reporting methodology, 6,541 non-resident members have been assigned to the local government area of their preferred branch



# LIBRARY USAGE

LIBRARY	MEMBERS	VISITS	LOANS	RESERVATIONS	PUBLIC ACCESS INTERNET SESSIONS	WIRELESS SESSIONS
Apollo Bay	811	7,164	10,425	2,829	318	1,678
Bannockburn	3,555	39,112	51,084	12,378	991	3,099
Barwon Heads	1,720	9,434	39,682	7,522	152	1,017
Belmont	9,566	132,957	201,721	35,222	10,251	8,846
Chilwell	1,414	18,668	35,887	9,857	729	3,876
Colac	5,148	53,867	93,040	15,932	3,807	7,399
Corio	7,014	67,938	80,265	16,003	9,352	13,440
Drysdale	7,734	89,529	133,205	27,537	4,497	5,742
Geelong	25,466	261,631	141,420	48,056	15,831	30,024
Geelong West	9,016	126,276	147,245	36,121	5,454	19,840
Highton	2,319	24,655	40,079	13,585	601	10,094
Home Library Service	214		6,580	1,261	0	0
Lara	4,909	43,793	54,130	15,014	2,939	4,593
Leopold	3,299	64,265	80,749	13,003	2,967	4,135
Newcomb	5,495	50,072	71,714	15,899	5,126	8,015
Ocean Grove	8,660	80,643	133,243	29,452	3,616	8,116
Queenscliff	2,081	23,682	26,448	8,804	726	2,686
Torquay	8,696	78,297	145,036	33,031	10,809	7,900
Waurin Ponds	11,231	109,790	200,997	33,573	4,319	9,303
Western Heights College	472	3,486	3,837	1,243	0	0
<b>All Static Libraries</b>	<b>118,820</b>	<b>1,285,259</b>	<b>1,696,787</b>	<b>376,322</b>	<b>82,485</b>	<b>149,803</b>
City of Greater Geelong Mobile Library stops	602	4,101	10,494	3,422	0	22
Colac Otway Shire Mobile Library stops	91	1,010	2,794	750	0	0
Golden Plains Shire Mobile Library stops	508	2,841	16,551	5,250	0	0
Surf Coast Shire Mobile Library stops	1,407	11,510	30,445	9,094	0	66
<b>All Mobile Libraries</b>	<b>2,608</b>	<b>19,462</b>	<b>60,284</b>	<b>18,516</b>	<b>0</b>	<b>88</b>
<b>Total Static and Mobile libraries</b>	<b>121,428</b>	<b>1,304,721</b>	<b>1,757,071</b>	<b>394,838</b>	<b>82,485</b>	<b>149,891</b>
Website visits, eCollection loans		758,366	441,752	-	-	-
<b>Total usage</b>	<b>121,428</b>	<b>2,063,087</b>	<b>2,198,823</b>	<b>394,838</b>	<b>82,485</b>	<b>149,891</b>

# VISITS

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

LIBRARY	2018/19	2019/20	2020/21	2021/22	2022/23	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Barwon Heads	13,569	9,623	4,745	6,511	9,434	45%	-30%
Belmont <sup>2</sup>	238,934	169,940	73,780	95,824	132,957	39%	-44%
Chilwell <sup>3,4</sup>	32,196	28,397	12,412	16,867	18,668	11%	-42%
Corio <sup>5,6</sup>	107,743	86,421	45,682	57,338	67,938	18%	-37%
Drysdale <sup>7</sup>	130,756	97,236	55,429	62,948	89,529	42%	-32%
Geelong	470,420	320,813	138,922	170,229	261,631	54%	-44%
Geelong West <sup>8,9</sup>	157,192	104,511	68,208	103,073	126,276	23%	-20%
Highton <sup>10,11</sup>	38,899	28,466	16,949	20,423	24,655	21%	-37%
Lara	68,009	50,552	26,104	32,461	43,793	35%	-36%
Leopold <sup>12</sup>	37,691	49,183	23,243	40,088	64,265	60%	-
Newcomb	95,484	69,080	34,616	37,321	50,072	34%	-48%
Ocean Grove <sup>13,14,15</sup>	126,843	88,255	51,145	62,805	80,643	28%	-36%
Waurin Ponds	157,325	117,634	59,805	76,832	109,790	43%	-30%
Western Heights College <sup>16,17,18</sup>	11,055	6,582	2,170	2,902	3,486	20%	-68%
City of Greater Geelong Mobile Library stops <sup>22,26,27,28</sup>	5,710	3,707	3,358	3,626	4,101	13%	-28%
<b>All City of Greater Geelong visits</b>	<b>1,691,826</b>	<b>1,230,400</b>	<b>616,568</b>	<b>789,248</b>	<b>1,087,238</b>	<b>38%</b>	<b>-36%</b>
Apollo Bay	-	-	-	5,914	7,164	21%	-
Colac	-	-	-	40,509	53,867	33%	-
Colac Otway Shire Mobile Library Stops	-	-	-	899	1,010	12%	-
<b>All Colac Otway Shire visits</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>47,322</b>	<b>62,041</b>	<b>31%</b>	<b>-</b>
Bannockburn	52,044	38,306	19,249	28,385	39,112	38%	-25%
Golden Plains Shire Mobile Library stops <sup>22,23,24,25</sup>	5,212	3,658	2,529	2,338	2,841	22%	-45%
<b>All Golden Plains Shire visits</b>	<b>57,256</b>	<b>41,964</b>	<b>21,778</b>	<b>30,723</b>	<b>41,953</b>	<b>37%</b>	<b>-27%</b>
Torquay <sup>19</sup>	98,399	75,353	43,077	66,029	78,297	19%	-20%
Surf Coast Shire Mobile Library stops <sup>22,26,27,28</sup>	12,313	10,009	8,964	10,886	11,510	6%	-7%
<b>All Surf Coast Shire visits</b>	<b>110,712</b>	<b>85,362</b>	<b>52,041</b>	<b>76,915</b>	<b>89,807</b>	<b>17%</b>	<b>-19%</b>
Queenscliff <sup>20,21</sup>	26,658	20,767	12,527	15,243	23,682	55%	-11%
<b>All Borough of Queenscliffe visits</b>	<b>26,658</b>	<b>20,767</b>	<b>12,527</b>	<b>15,243</b>	<b>23,682</b>	<b>55%</b>	<b>-11%</b>
<b>Total Library Visits<sup>1</sup></b>	<b>1,886,452</b>	<b>1,378,493</b>	<b>702,914</b>	<b>959,451</b>	<b>1,304,721</b>	<b>36%</b>	<b>-31%</b>
Website visits	897,693	806,480	692,104	717,814	758,366	6%	-16%
<b>Total visits</b>	<b>2,784,145</b>	<b>2,184,973</b>	<b>1,395,018</b>	<b>1,677,265</b>	<b>2,063,087</b>	<b>23%</b>	<b>-26%</b>

See footnotes on page 75



# LOANS

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

LIBRARY	2018/19	2019/20	2020/21	2021/22	2022/23	% CHANGE SINCE LAST YEAR	% CHANGE OVER LAST 5 YEARS
Barwon Heads	53,225	39,767	39,142	38,950	39,682	2%	-25%
Belmont <sup>2</sup>	294,771	230,716	170,542	187,656	201,721	7%	-32%
Chilwell <sup>3,4</sup>	43,512	42,107	34,263	40,354	35,887	-11%	-18%
Corio <sup>5,6</sup>	139,407	103,504	75,859	78,854	80,265	2%	-42%
Drysdale <sup>7</sup>	173,357	131,690	103,441	108,597	133,205	23%	-23%
Geelong	303,602	216,134	147,030	143,678	141,420	-2%	-53%
Geelong West <sup>8,9</sup>	213,186	142,649	129,903	140,452	147,245	5%	-31%
Highton <sup>10,11</sup>	50,162	35,784	35,238	39,962	40,079	0%	-20%
Home Library Service	17,759	7,668	15,170	8,773	6,580	-25%	-63%
Lara	67,010	50,952	43,921	49,593	54,130	9%	-19%
Leopold <sup>12</sup>	68,942	76,724	47,673	69,046	80,749	17%	-
Newcomb	117,615	81,881	61,699	63,282	71,714	13%	-39%
Ocean Grove <sup>13,14,15</sup>	191,788	138,396	114,653	125,429	133,243	6%	-31%
Wauron Ponds	241,610	185,048	154,638	173,441	200,997	16%	-17%
Western Heights College <sup>16,17,18</sup>	12,266	8,589	2,986	3,988	3,837	-4%	-69%
City of Greater Geelong Mobile Library stops <sup>22,26,27,28</sup>	17,819	10,496	10,493	10,634	10,494	-1%	-41%
<b>All City of Greater Geelong loans</b>	<b>2,006,031</b>	<b>1,502,105</b>	<b>1,186,651</b>	<b>1,282,689</b>	<b>1,381,248</b>	<b>8%</b>	<b>-31%</b>
Apollo Bay	-	-	-	9,426	10,425	11%	-
Colac	-	-	-	82,195	93,040	13%	-
Colac Otway Shire Mobile Library Stops	-	-	-	2,876	2,794	-3%	-
<b>All Colac Otway Shire loans</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>94,497</b>	<b>106,259</b>	<b>12%</b>	<b>-</b>
Bannockburn	63,015	50,453	36,570	42,258	51,084	21%	-19%
Golden Plains Shire Mobile Library stops <sup>22,23,24,25</sup>	18,540	14,975	9,989	13,436	16,551	23%	-11%
<b>All Golden Plains Shire loans</b>	<b>81,555</b>	<b>65,428</b>	<b>46,559</b>	<b>55,694</b>	<b>67,635</b>	<b>21%</b>	<b>-17%</b>
Torquay <sup>19</sup>	165,135	130,776	114,579	135,850	145,036	7%	-12%
Surf Coast Shire Mobile Library stops <sup>22,26,27,28</sup>	32,389	24,330	26,992	29,477	30,445	3%	-6%
<b>All Surf Coast Shire loans</b>	<b>197,524</b>	<b>155,106</b>	<b>141,571</b>	<b>165,327</b>	<b>175,481</b>	<b>6%</b>	<b>-11%</b>
Queenscliff <sup>20,21</sup>	44,455	33,666	21,371	24,163	26,448	9%	-41%
<b>All Borough of Queenscliffe loans</b>	<b>44,455</b>	<b>33,666</b>	<b>21,371</b>	<b>24,163</b>	<b>26,448</b>	<b>9%</b>	<b>-41%</b>
<b>Total Static and Mobile Libraries Loans<sup>1</sup></b>	<b>2,329,565</b>	<b>1,756,305</b>	<b>1,396,152</b>	<b>1,622,370</b>	<b>1,757,071</b>	<b>8%</b>	<b>-25%</b>
eCollection loans <sup>29,30</sup>	200,378	312,321	319,358	374,916	441,752	18%	120%
<b>Total loans</b>	<b>2,529,943</b>	<b>2,068,626</b>	<b>1,715,510</b>	<b>1,997,286</b>	<b>2,198,823</b>	<b>10%</b>	<b>-13%</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.
- / 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 removed overdue fines from Sat 11 Dec 2021. Fees still apply for damaged/lost items.
- / 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.
- / Reintroduction of some evening operating hours effective from Sat 01 Oct 2022 for Belmont Library, Corio Library, Geelong Library, Leopold Library, Wauron Ponds Library & Lara Library.
- / All library branches closed for Annual Staff Training Day on Fri 25 Nov 2022. Reopened Sat 26 Nov 2022.

- / All library branches closed for Xmas/NY from Sat 24 Dec 2022 - Mon 02 Jan 2023. Reopened Tue 03 Jan 2023.
- / Further changes to evening operating hours:
  - Effective Thu 13 April 2023, Drysdale Library open until 8:00pm on Wednesdays (instead of 6:00pm).
  - Effective Thu 20 April 2023, Leopold Library will close at 5:30pm (instead of 8:00pm).
  - Effective Mon 29 May 2023, Wauron Ponds Library, Belmont Library & Corio Library will close at 5:30pm weekdays.
- 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 **Chilwell Library** extended Friday opening hours to 5:00pm (instead of 1:00pm) effective Fri 11 Nov 2022.
- 5 **Corio Library** impacted by a change to access and parking due to construction work from mid May 2023 ongoing.
- 6 **Corio Library** closed due to construction works and a scheduled power outage on Sun 18 Jun 2023. Reopened Mon 19 Jun 2023.
- 7 **Drysdale Library** closed from Sat 25 Mar 2023 to Wed 12 Apr 2023 for relocation to the new the Borongook Drysdale Library. Reopened Thu 13 Apr 2023.
- 8 **Geelong West Library** closed for unplanned maintenance Thu 05 Sep 2019 - Sun 22 Sep 2019. Reopened Mon 23 Sep 2019.
- 9 **Geelong West Library** closed for safety reasons due to flooding Fri 28 Jan 2022. Reopened Mon 31 Jan 2022.
- 10 **Highton Library** closed for refurbishment Mon 25 Nov 2019 - Sun 22 Dec 2019. Reopened Mon 23 Dec 2019.
- 11 **Highton Library** extended Friday opening hours to 6:00pm (instead of 1:00pm) effective Fri 11 Nov 2022.
- 12 **Leopold Library** opened Mon 03 Dec 2018.
- 13 **Ocean Grove Library** closed for refurbishment from Mon 02 May 2022 to Sun 07 May 2022. Reopened Mon 31 Jan 2022.
- 14 **Ocean Grove Library** closed for safety reasons due to flooding Fri 28 Jan 2022. Reopened Mon 31 Jan 2022.
- 15 **Ocean Grove Library** closed for upgrade on Fri 16 Jun 2023. Reopened Sat 17 Jun 2023.
- 16 **Western Heights College Library** reduced opening hours from Tue 29 Jan 2019
- 17 **Western Heights College Library** closed due to COVID19 from Thu 18 Mar 2020. Reopened Wed 28 Oct 2020 with reduced hours.
- 18 **Western Heights College Library** closed due to flooding from Mon 30 Jan 2023 to Sun 30 Apr 2023. Holds redirected to Geelong West Library during this period. Reopened Mon 01 May 2023.
- 19 **Torquay Library** closed for refurbishment Mon 08 Oct 2018 - Fri 12 Oct 2018. Reopened Sat 13 Oct 2018
- 20 **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.
- 21 **Queenscliff Library** closed for transition to the new Queenscliff Hub from Wed 22 Jun 2022. Reopened Mon 26 Sep 2022.



## 22 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.
- 23 **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
- 24 **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.
- 25 **Golden Plains Mobile Library** vehicle operating as BSCM from Sat 26 Mar 2022 to Mon 11 Apr 2022. COSM serviced GOLD stops on Thu 31 Mar 2022, Fri 01 Apr 2022 & Tue 05 Apr 2022.

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

27 **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.

28 **Bellarine/Surf Coast Mobile Library** out of service for repairs Sat 26 Mar 2022 to Mon 11 Apr 2022. Golden Plains vehicle servicing BSCM stops during this time.

29 **eCOLLECTION LOANS** include eAudiobook, eBook, Streaming Video and Digital Magazine loans

30 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	4,730
Bannockburn	13,276
Barwon Heads	5,335
Belmont	35,039
Chilwell	9,765
Colac	24,869
Corio	23,575
Drysdale	29,023
Geelong	53,485
Geelong West	26,521
Highton	8,783
Lara	15,989
Leopold	16,479
Mobile Libraries	9,405
Newcomb	19,036
Ocean Grove	21,637
Queenscliff	7,320
Torquay	21,802
Wairn Ponds	31,737
Western Heights College	4,534
Online eCollections	33,092
<b>Totals</b>	<b>415,432</b>

## COLLECTION BY TYPE

LIBRARY		
Junior	135,901	32.7%
Adult Fiction	81,240	19.6%
Adult Non-Fiction	68,260	16.4%
eCollections	33,092	8.0%
DVDs	29,392	7.1%
Young Adult	20,067	4.8%
Large Print	17,196	4.1%
Magazines	9,309	2.2%
AudioBooks	7,929	1.9%
Music CDs	5,537	1.3%
LOTE	4,473	1.1%
Reference	1,416	0.3%
Geelong Local Area Collection	1,153	0.3%
Library of Things and Devices	462	0.1%
<b>Total</b>	<b>415,427</b>	<b>100.0%</b>





# LEGISLATIVE COMPLIANCE

## CHILD SAFE STANDARDS

During the 2022/23 financial year we undertook a review of our Child Safe policies and practices to achieve compliance with the updated Victorian Child Safe Standards and to further embed Child Safety principles throughout our operations. As part of this project:

- / Our Child Safety policies and procedures were updated in line with the new standards and Child Safety training was provided to all staff and volunteers as relevant to their roles
- / We publicly articulated our commitment to Child Safety on our website and in our spaces
- / We established channels community members can use to report Child Safety concerns directly to Geelong Regional Libraries
- / We established a designated Child Safe Officer role, principally held by our People and Culture Manager, with a dedicated line to support our responses to child safety concerns and any reporting requirements.

## ACCESS AND INCLUSION

The new Access and Inclusion Plan 2023-2027 is underway. We are engaging with our staff, volunteers, other organisations, and community to inform the new plan. We have been collaborating with Community Capacity Building Coordinators from Latrobe Community Health to review the accessibility of our spaces and services, and to understand how we can improve accessibility. We engaged a disability consultant with lived experience of a disability, to gather and understand feedback from our communities, staff and volunteers. Stakeholder feedback is integral to how we continue to provide library services that are accessible and inclusive for everyone in our communities.

*“It is a breath of fresh air to see disability embraced as part of diversity and inclusion within an organisation.”*

– Consultant

## 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 undertake the following modules as part of our online onboarding 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 2022/23 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 maintained the following insurances for 2022/23 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 AXA XL Insurance Company SE, with broking services provided by JLT Risk Solutions 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 Zurich Australian Insurance Ltd, with broking services provided by JLT Risk Solutions 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 2022/23, 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 2022/23 year.

## PUBLIC INTEREST DISCLOSURES ACT 2012

In accordance with the provisions of s58 of the *Public Interest Disclosures Act 2012*, the Corporation has a procedure for dealing with disclosures made under the Act. 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

For the year ended 30 June 2023

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# CERTIFICATION OF THE FINANCIAL STATEMENTS

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.



**Gayatri Baskaran CPA**  
Principal Accounting Officer

Date: 17/8/23  
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 2023 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 Liz Pattison**  
Board Member

Date: 17/8/23  
Geelong



**Cr Melissa Cadwell**  
Board Member

Date: 17/8/23  
Geelong



**Vanessa Schernickau**  
Chief Executive Officer

Date: 17/8/23  
Geelong

## Independent Auditor's Report

### To the Board members of Geelong Regional Library Corporation

**Opinion** I have audited the financial report of Geelong Regional Library Corporation (the corporation) which comprises the:

- balance sheet as at 30 June 2023
- comprehensive income statement for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- statement of capital works
- notes to the financial statements, including significant accounting policies
- certification of the financial statements.

In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2023 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* and applicable Australian Accounting Standards.

**Basis for Opinion** I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (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.

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

**Board members' responsibilities for the financial report** 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 *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* 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.

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.

**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.



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

MELBOURNE  
25 August 2023

# COMPREHENSIVE INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2023

	NOTE	2023 \$	2022 \$
<b>Income</b>			
Contributions	2.1	14,754,997	13,652,932
Grants - operating	2.2	2,374,220	2,379,289
User fees	2.3	292,262	217,227
Other income	2.4	354,130	95,565
Grants - capital	2.2	65,488	56,417
Net gain (or loss) on disposal of plant and equipment	2.5	19,135	17,206
<b>Total income</b>		<b>17,860,232</b>	<b>16,418,636</b>
<b>Expenses</b>			
Employee costs	3.1	12,060,363	11,468,598
Materials and services	3.2	3,104,222	2,667,092
Depreciation	3.3	1,829,943	1,870,237
Book value of assets written off	3.3	237,965	414,195
Amortisation - right of use assets	3.4	82,540	75,285
Finance costs - leases	3.5	7,480	8,428
Other expenses	3.6	15,178	15,000
<b>Total expenses</b>		<b>17,337,691</b>	<b>16,518,835</b>
<b>Surplus/(deficit) for the year</b>		<b>522,541</b>	<b>(100,199)</b>
<b>Total comprehensive result</b>		<b>522,541</b>	<b>(100,199)</b>

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



# BALANCE SHEET

AS AT 30 JUNE 2023

	NOTE	2023 \$	2022 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4.1	1,257,423	3,034,378
Other financial assets	4.1	4,011,486	500,000
Trade and other receivables	4.1	1,455	-
Other assets	4.2	319,313	228,018
Inventory	4.2	26,447	-
<b>Total current assets</b>		<b>5,616,124</b>	<b>3,762,396</b>
<b>Non-current assets</b>			
Plant and equipment	5	9,914,799	9,546,077
Right-of-use assets	4.6	236,737	301,140
<b>Total non-current assets</b>		<b>10,151,536</b>	<b>9,847,217</b>
<b>Total assets</b>		<b>15,767,660</b>	<b>13,609,613</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	4.3	2,567,759	881,267
Provisions	4.4	1,952,379	1,926,647
Lease liabilities	4.6	79,828	73,382
<b>Total current liabilities</b>		<b>4,599,966</b>	<b>2,881,296</b>
<b>Non-current liabilities</b>			
Provisions	4.4	162,391	179,846
Lease liabilities	4.6	165,763	231,470
<b>Total non-current liabilities</b>		<b>328,154</b>	<b>411,316</b>
<b>Total liabilities</b>		<b>4,928,120</b>	<b>3,292,612</b>
<b>Net assets</b>		<b>10,839,541</b>	<b>10,317,000</b>
<b>Equity</b>			
Members contributions		3,886,011	3,886,011
Accumulated surplus		6,953,530	6,430,989
<b>Total Equity</b>		<b>10,839,541</b>	<b>10,317,000</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 2023

	TOTAL \$	ACCUMULATED SURPLUS \$	MEMBERS CONTRIBUTIONS \$
<b>2023</b>			
Balance at beginning of the financial year	10,317,000	6,430,989	3,886,011
Surplus/(deficit) for the year	522,541	522,541	-
<b>Balance at end of the financial year</b>	<b>10,839,541</b>	<b>6,953,530</b>	<b>3,886,011</b>
<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>

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 2023

	NOTE	2023 INFLOWS/ (OUTFLOWS) \$	2022 INFLOWS/ (OUTFLOWS) \$
<b>Cash flows from operating activities</b>			
User fees		334,832	238,950
Grants - operating		2,495,919	2,379,289
Grants - capital		65,488	56,417
Contributions - monetary		14,977,782	13,891,797
Interest received		218,327	15,305
Other receipts		160,680	88,286
Net GST refund/(payment)		102,118	146,109
Employee costs		(12,485,431)	(11,195,274)
Materials and services		(1,626,862)	(3,016,902)
Other payments		(5,946)	(18,337)
<b>Net cash provided by/(used in) operating activities</b>	4.7	<b>4,236,906</b>	<b>2,585,639</b>
<b>Cash flows from investing activities</b>			
Payments for plant and equipment		(2,436,630)	(1,501,403)
Proceeds from sale of plant and equipment		19,135	17,206
Payments for investments		(4,011,486)	(500,000)
Proceeds from sale of investments		500,000	-
<b>Net cash provided by/(used in) investing activities</b>		<b>(5,928,981)</b>	<b>(1,984,197)</b>
<b>Cash flows from financing activities</b>			
Interest paid - lease liability		(7,480)	(8,428)
Repayment of lease liabilities		(77,397)	(71,572)
<b>Net cash provided by/(used in) financing activities</b>		<b>(84,877)</b>	<b>(80,000)</b>
Net increase (decrease) in cash and cash equivalents		(1,776,953)	521,441
Cash and cash equivalents at the beginning of the financial year		3,034,378	2,512,936
<b>Cash and cash equivalents at the end of the financial year</b>	4.1(a)	<b>1,257,425</b>	<b>3,034,378</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 2023

	2023 \$	2022 \$
<b>Plant and equipment</b>		
Plant, machinery and equipment	570,721	433,360
Fixtures, fittings and furniture	151,754	20,547
Lending materials	1,714,155	1,057,087
<b>Total plant and equipment</b>	<b>2,436,630</b>	<b>1,510,994</b>
<b>Total capital works expenditure</b>	<b>2,436,630</b>	<b>1,510,994</b>
<b>Represented by:</b>		
New asset expenditure	492,767	46,865
Asset renewal expenditure	1,943,863	1,464,129
Asset upgrade expenditure	-	-
<b>Total capital works expenditure</b>	<b>2,436,630</b>	<b>1,510,995</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 2023

## 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 Queenscliffe, Golden Plains Shire and Colac Otway Shire.

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); and,
- / 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 16th June 2022. 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 2023 \$	ACTUAL 2023 \$	VARIANCE \$	VARIANCE %	REF
<b>Income</b>					
Contributions	13,695,248	14,754,997	1,059,749	8%	1
Grants - operating	2,380,659	2,374,220	(6,439)	0%	
User fees	389,844	292,262	(97,582)	-25%	2
Other income	341,650	354,130	12,480	4%	3
Grants - capital	66,417	65,488	(929)	-1%	
Net gain/(loss) on disposal of plant and equipment	-	19,135	19,135	100%	4
<b>Total income</b>	<b>16,873,818</b>	<b>17,860,232</b>	<b>986,414</b>	<b>6%</b>	
<b>Expenses</b>					
Employee costs	12,467,175	12,060,363	406,812	3%	5
Materials and services	3,438,077	3,104,222	333,855	10%	6
Depreciation	1,974,373	1,829,943	144,430	7%	
Book value of assets written off	299,462	237,965	61,497	21%	7
Amortisation - right of use assets	100,288	82,540	17,748	18%	8
Finance costs - leases	2,850	7,480	(4,630)	-162%	9
Other expenses	11,800	15,178	(3,378)	-29%	10
<b>Total expenses</b>	<b>18,294,025</b>	<b>17,337,691</b>	<b>956,334</b>	<b>5%</b>	
<b>Surplus/(deficit) for the year</b>	<b>(1,420,207)</b>	<b>522,541</b>	<b>1,942,748</b>	<b>-137%</b>	

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Contributions	City of Greater Geelong provided additional funding for the new Drysdale branch which was excluded from the Adopted Budget: \$290.9k for operations and \$498.0k for capital which was a reimbursement to GRLC for purchasing the Opening Day Collection for the new Drysdale Library. GRLC also received a slightly higher contribution as the COGG Adopted Budget allowed for a 4% CPI increase. \$10.0k capital contribution from City of Greater Geelong for the Western Heights Library was budgeted under 'Grants - capital'.
2	User Fees	Branch income was \$34.5k favourable to Budget.  Income from Venue Hire was (\$109.6k) unfavourable to Budget. Friends of the Library subscriptions have been discontinued (\$25.0k).
3	Other income	Interest income increased \$205.7k with interest rates rising from 0.50% to 4.25%.  Other favourable items are: - Reimbursements and income to replace lost or damaged Collection items \$19.6k. - Donations \$2.1k. This is offset by: - Retail sales (\$38.5k). - Ticket sales for Local Word and other events (\$21.0k). - Vehicle contribution income (\$14.0K) as two vehicles were dedicated pool vehicles. - All other income (\$133.3k) unfavourable.
4	Net gain/(loss) on disposal of plant and equipment	\$19k represents the sale of withdrawn books which was not included in the budget.
5	Employee Costs	Vacant roles and branch closures due to staff shortages, offset by unbudgeted roles, had a net saving of approximately \$250.0k.  - Annual Literary Festival was a scaled-down event, with a decrease of \$84.9k compared to budget. - \$75.1k of salaries and wages included in the Work In Progress for the new Library Management System. - Favourable revaluation of the long service leave and annual leave provisions \$70.4k. This was a non-cash expense. - Expenses for the new Drysdale branch were unbudgeted, with an estimated cost of (\$178.0k). - Overtime was (\$36.8k) unfavourable to budget due to the return of extended opening hours on weekends. - The branch network experienced high levels of sick leave due to COVID-19 and seasonal illnesses. Wages and on-costs for casual and backfill staff increased in response.
6	Materials and Services	The following Materials and Services were favourable to budget:  - Some of the Health and Safety budget was redirected to capital expenditure for the supply of defibrillators across the network. - \$20k of savings in marketing printing no longer required. - Events hosted by the Library were scaled down reducing costs by \$42k. - Security licensing and network support contracts were renegotiated to \$134k below the 2022-23 budget. - eCollections was favourable \$152k while GRLC works through a review of the Collections Strategy.
7	Book value of assets written off	The budgeted cost is based on the actual written off value for the 2020-21 financial year.

VARIANCE REF	ITEM	EXPLANATION
8	Amortisation - right of use assets and Finance costs - leases	The Budget allowed for a \$25.0k lease of photocopy and printing equipment. After a major project in the last quarter of 2022-23 a new Printing Agreement was entered into which will come into effect in 2023-24.
9	Finance costs - leases	The variance is due to budget assumptions for 2022-23 was completed on previous agreement, however the movement in renewed lease agreement is higher than anticipated due to CPI.
10	Other expenses	The audit fee was \$3.4k higher than budgeted due to annual indexing applied by VAGO.

1.2 CAPITAL WORKS

	BUDGET 2023 \$	ACTUAL 2023 \$	VARIANCE \$	VARIANCE %	REF
<b>Plant and equipment</b>					
Plant, machinery and equipment	443,750	570,721	126,971	29%	1
Fixtures, fittings and furniture	40,000	151,754	111,754	279%	2
Lending materials	1,207,345	1,714,155	506,810	42%	3
<b>Total plant and equipment</b>	<b>1,691,095</b>	<b>2,436,630</b>	<b>745,535</b>	<b>44%</b>	
<b>Total capital works expenditure</b>					
	<b>1,691,095</b>	<b>2,436,630</b>	<b>745,535</b>	<b>44%</b>	
<b>Represented by:</b>					
Asset renewal expenditure	1,691,095	1,943,863	252,768	15%	4
New asset expenditure	-	492,767	492,767	100%	5
<b>Total capital works expenditure</b>	<b>1,691,095</b>	<b>2,436,630</b>	<b>745,535</b>	<b>44%</b>	

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Plant, machinery and equipment	Replacement of public computers, digital equipment, and an investment in a new Library Management System.
2	Fixtures, fittings and furniture	Renewal of library shelving in two branch locations and supplied defibrillators across the library network.
3	Lending materials	The GRLC standard collection was as budgeted. GRLC acquired the Drysdale opening day collection of \$497k on behalf of the City of Greater Geelong project and this was reimbursed through a capital contribution.
4	Asset renewal expenditure	Renewal of digital equipment was undertaken in 2022-23. A portion of the recurrent budget was redirected to capital works to assist with upgrading health and safety equipment (defibrillators), collection activators and renewal of library shelving.
5	New asset expenditure	Increase in the lending collection for the new Drysdale branch. Expenditure was made by GRLC on behalf of the City of Greater Geelong, and reimbursed through a capital contribution.



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

### 2.1 CONTRIBUTIONS

	2023 \$	2022 \$
City of Greater Geelong	12,527,149	11,287,287
Surf Coast Shire	748,722	732,767
Golden Plains Shire	433,581	415,522
Borough of Queenscliffe	225,844	220,709
Colac Otway Shire	819,701	996,647
<b>Total contributions</b>	<b>14,754,997</b>	<b>13,652,932</b>

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

### 2.2 GRANTS

	2023 \$	2022 \$
Grants were received in respect of the following:		
<b>Summary of grants</b>		
State funded grants	2,430,637	2,435,706
Other grants	9,071	-
<b>Total grants received</b>	<b>2,439,708</b>	<b>2,435,706</b>
<b>[a] Operating grants</b>		
<i>Recurrent - State Government</i>		
Libraries	2,374,220	2,379,289
<b>Total operating grants</b>	<b>2,374,220</b>	<b>2,379,289</b>
<b>[b] Capital grants</b>		
<i>Recurrent - State Government</i>		
<i>Premiers Reading Challenge</i>	56,417	56,417
<i>Non-recurrent - Other Grant</i>		
Other grants	9,071	-
<b>Total capital grants</b>	<b>65,488</b>	<b>56,417</b>
<b>Total grants</b>	<b>2,439,708</b>	<b>2,435,706</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

	2023 \$	2022 \$
Venue hire	148,186	99,953
Business service fees	111,260	94,798
Photocopying revenue	21,116	13,826
Other user fees	11,700	8,650
<b>Total user fees</b>	<b>292,262</b>	<b>217,227</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

	2023 \$	2022 \$
Fines	13,633	10,906
Literary Festival and other event income	9,037	5,287
Interest	218,327	15,305
Other	113,133	64,067
<b>Total other income</b>	<b>354,130</b>	<b>95,565</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 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

	2023 \$	2022 \$
Proceeds of sale	19,135	18,183
Written down value of assets disposed	-	(977)
<b>Total net gain/(loss) on disposal of property, infrastructure, plant and equipment</b>	<b>19,135</b>	<b>17,206</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

	2023 \$	2022 \$
<b>[a] Employee costs</b>		
Wages and salaries	10,930,187	10,368,217
WorkCover	50,170	55,426
Casual staff/supplementary labour	9,000	34,063
Superannuation	1,041,653	978,359
Fringe benefits tax	29,353	32,533
<b>Total employee costs</b>	<b>12,060,363</b>	<b>11,468,598</b>

### [b] Superannuation

The Corporation made contributions to the following funds:

	2023 \$	2022 \$
<b>Defined benefit fund</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	19,040	23,523
	<b>19,040</b>	<b>23,523</b>
Employer contributions payable at reporting date	8,087	[1,310]
<b>Accumulation funds</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	587,354	559,460
Employer contributions - other funds	473,752	395,376
	<b>1,061,106</b>	<b>954,836</b>

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

### 3.2 MATERIALS AND SERVICES

	2023 \$	2022 \$
Contract payments	921,204	794,459
Building maintenance	9,934	35,690
General maintenance	88,378	54,833
Utilities	290,725	229,068
Office administration	902,552	916,785
Information technology	701,470	443,451
Insurance	42,460	36,526
Consultants	147,499	156,280
<b>Total materials and services</b>	<b>3,104,222</b>	<b>2,667,092</b>

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

### 3.3 DEPRECIATION

	2023 \$	2022 \$
Heavy vehicles and plant	78,841	95,425
Light vehicles	23,988	25,519
Furniture and equipment	665,699	682,319
Lending materials	1,061,415	1,066,974
<b>Total depreciation</b>	<b>1,829,943</b>	<b>1,870,237</b>
Book value of assets written off	237,965	414,195
	<b>237,965</b>	<b>414,195</b>

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

### 3.4 AMORTISATION - RIGHT OF USE ASSETS

	2023 \$	2022 \$
Property	82,540	75,285
<b>Total Amortisation - Right of use assets</b>	<b>82,540</b>	<b>75,285</b>

### 3.5 FINANCE COSTS - LEASES

	2023 \$	2022 \$
Interest - Lease Liabilities	7,480	8,428
<b>Total finance costs</b>	<b>7,480</b>	<b>8,428</b>

### 3.6 OTHER EXPENSES

	2023 \$	2022 \$
Auditors' remuneration - VAGO - audit of the financial statements	15,178	15,000
<b>Total other expenses</b>	<b>15,178</b>	<b>15,000</b>



## NOTE 4 / OUR FINANCIAL POSITION

### 4.1 FINANCIAL ASSETS

	2023 \$	2022 \$
<b>[a] Cash and cash equivalents</b>		
Cash on hand	6,530	4,470
Cash at bank	1,250,893	28,431
Term deposits	-	3,001,477
<b>Total cash and cash equivalents</b>	<b>1,257,423</b>	<b>3,034,378</b>

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of less than 90 days, 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	4,011,486	500,000
<b>Total other financial assets</b>	<b>4,011,486</b>	<b>500,000</b>
<b>Total financial assets</b>	<b>5,268,909</b>	<b>3,534,378</b>

<b>[c] Trade and other receivables</b>		
<b>Current</b>		
Trade receivables	1,455	-
<b>Total trade and other receivables</b>	<b>1,455</b>	<b>-</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)	1,455	-
<b>Total trade &amp; other receivables</b>	<b>1,455</b>	<b>-</b>

### 4.2 NON-FINANCIAL ASSETS

	2023 \$	2022 \$
<b>Other assets</b>		
Prepayments	319,313	228,018
Inventory	26,447	-
<b>Total other assets</b>	<b>345,760</b>	<b>228,018</b>

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

	2023 \$	2022 \$
<b>[a] Trade and other payables</b>		
Trade payables	272,876	685,664
Accrued expenses	15,000	161,000
Unearned income	176,399	32,300
Current account - City of Greater Geelong	2,103,484	2,303
<b>Total trade and other payables</b>	<b>2,567,759</b>	<b>881,267</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

	2023 \$	2022 \$
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	684,105	629,194
Long service leave	134,721	123,580
Time in lieu	5,622	9,684
	<b>824,448</b>	<b>762,458</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	12,232	8,154
Long service leave	1,115,699	1,156,035
	1,127,931	1,164,189
<b>Total current employee provisions</b>	<b>1,952,379</b>	<b>1,926,647</b>
<b>Non-current</b>		
Long service leave	162,391	179,846
<b>Total non-current employee provisions</b>	<b>162,391</b>	<b>179,846</b>
Aggregate carrying amount of employee provisions:		
Current	1,952,379	1,926,647
Non-current	162,391	179,846
<b>Total aggregate carrying amount of employee provisions</b>	<b>2,114,770</b>	<b>2,106,493</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; or,
- / 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	4.37% - 3.98%	2.38% - 3.51%
- index rate	2.00%	2.75%

#### 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 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>
Balance at 1 July 2022	301,140	301,140
Additions	18,137	18,137
Amortisation charge	(82,540)	(82,540)
<b>Balance at 30 June 2023</b>	<b>236,737</b>	<b>236,737</b>
	2023 \$	2022 \$
<b>Lease Liabilities</b>		
Maturity analysis - contractual undiscounted cash flows		
Less than one year	79,828	80,000
One to five years	165,763	240,000
More than five years	-	-
<b>Total undiscounted lease liabilities as at 30 June:</b>	<b>245,591</b>	<b>320,000</b>
Lease liabilities included in the Balance Sheet at 30 June:		
Current	79,828	73,382
Non-current	165,763	231,470
<b>Total lease liabilities</b>	<b>245,591</b>	<b>304,852</b>

#### 4.7 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO SURPLUS/(DEFICIT)

	2023 \$	2022 \$
Surplus/(deficit) for the year	522,541	(100,199)
Depreciation	1,829,943	1,870,237
Profit/(loss) on disposal of plant and equipment	(19,135)	(17,206)
Book value of assets written off	237,965	414,195
Amortisation - right of use assets	82,540	75,285
Finance costs - leases	7,480	8,428
Change in assets and liabilities:		
Decrease/(increase) in trade and other receivables	(1,455)	686
Decrease/(increase) in prepayments	(91,295)	(88,207)
Decrease/(increase) in Inventory	(26,447)	-
(Decrease)/increase in trade and other payables	1,686,492	235,029
(Decrease)/increase in provisions	8,277	187,391
<b>Net cash provided by/(used in) operating activities</b>	<b>4,236,906</b>	<b>2,585,639</b>

#### NOTE 5 / PLANT AND EQUIPMENT

	AT COST 30 JUNE 2023	ACCUMULATED DEPRECIATION	CARRYING AMOUNT 30 JUNE 2023
Plant and equipment	1,035,339	(932,930)	102,409
Fixtures fittings and furniture	9,883,332	(8,048,020)	1,835,312
Lending materials	13,114,590	(5,477,714)	7,636,876
	<b>24,033,262</b>	<b>(14,458,665)</b>	<b>9,574,597</b>

	OPENING WIP	ADDITIONS	WRITE-OFF	TRANSFERS	CLOSING WIP
<b>Work in progress</b>					
Plant and equipment	-	-	-	-	-
Fixtures fittings and furniture	73,000	340,202	-	(73,000)	340,202
Lending materials	-	-	-	-	-
<b>Total</b>	<b>73,000</b>	<b>340,202</b>	<b>-</b>	<b>(73,000)</b>	<b>340,202</b>

**Total plant and equipment** **9,914,799**

	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 2022	1,035,339	9,890,844	12,546,484	73,000	23,545,667
Accumulated depreciation at 1 July 2022	(830,101)	(7,845,105)	(5,324,384)	-	(13,999,590)
	<b>205,238</b>	<b>2,045,739</b>	<b>7,222,100</b>	<b>73,000</b>	<b>9,546,077</b>

<b>Movements in fair value</b>					
Acquisition of assets	-	382,273	1,714,155	340,202	2,436,630
Transfers	-	73,000	-	(73,000)	-
Assets disposed	-	(462,784)	(1,146,049)	-	(1,608,833)
	<b>-</b>	<b>(7,511)</b>	<b>568,106</b>	<b>267,202</b>	<b>827,797</b>

<b>Movements in accumulated depreciation</b>					
Depreciation	(102,829)	(665,699)	(1,061,415)	-	(1,829,943)
Accumulated depreciation of disposals		462,784	908,084	-	1,370,868
	<b>(102,829)</b>	<b>(202,915)</b>	<b>(153,331)</b>	<b>-</b>	<b>(459,075)</b>

At cost 30 June 2023	1,035,339	9,883,332	13,114,590	340,202	24,373,464
Accumulated depreciation at 30 June 2023	(932,930)	(8,048,020)	(5,477,715)	-	(14,458,665)
<b>Carrying amount</b>	<b>102,409</b>	<b>1,835,312</b>	<b>7,636,876</b>	<b>340,202</b>	<b>9,914,799</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 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:

	2023	2022
City of Greater Geelong	88.83%	88.31%
Surf Coast Shire	2.54%	2.66%
Golden Plains Shire	5.78%	6.07%
Borough of Queenscliffe	1.48%	1.55%
Colac Otway Shire	1.36%	1.42%

## 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

Details of persons holding the position of Board Member or other members of key management personnel at the Corporation at any time during the year are:

	2023 NO.	2022 NO.
<b>Board Members</b>		
Cr Liz Pattison (Surf Coast Shire)		
Cr Ross Ebbels (Borough of Queenscliffe)		
Cr Owen Sharkey (Golden Plains Shire)		
Cr Marg White (Colac Otway Shire) - from 27 April 2023		
Cr Melissa Cadwell (City of Greater Geelong) - from 27 April 2023		
Cr Belinda Moloney (City of Greater Geelong) - from 27 April 2023		
Cr Trent Sullivan (City of Greater Geelong) - until 16 February 2023, from 29 June 2023		
Cr Anthony Aitken (City of Greater Geelong) - from 29 June 2023		
Cr Eddy Kontelj (City of Greater Geelong) - from 27 April 2023 until 15 May 2023		
Cr Sarah Mansfield (City of Greater Geelong) - until 14 December 2022		
Cr Stephen Hart (Colac Otway Shire) - until 16 February 2023		
Cr Jim Mason (City of Greater Geelong) - until 16 February 2023		
Cr Ron Nelson (City of Greater Geelong) - until 12 May 2023		
<b>Total Number of Board Members</b>	<b>13</b>	<b>9</b>
<b>Other Members</b>		
Vanessa Schernickau (Chief Executive Officer)		
Jeff Cole (Chief Operating Officer)		
Pam Newton (Director, Community Experience)		
Skye Wilson (Director, People, Culture & Strategic Engagement) - from 6 February 2023		
Tom Edwards (Executive Manager, Digital Solutions & Innovation) - until 24 August 2022		
<b>Total of Chief Executive Officer and other Key Management Personnel</b>	<b>5</b>	<b>6</b>
<b>Total Number of Key Management Personnel</b>	<b>18</b>	<b>15</b>



## 7.1 KEY MANAGEMENT REMUNERATION Continued

	2023 \$	2022 \$
<b>[b] Remuneration of Key Management Personnel</b>		
Total remuneration of key management personnel was as follows:		
Short-term benefits	743,405	664,271
Long-term benefits	17,598	16,511
Post employment benefits	70,607	66,389
Termination benefits	-	36,452
<b>Total</b>	<b>831,610</b>	<b>783,623</b>

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

	2023 NO.	2022 NO.
\$0 - \$9,999	13	10
\$30,000 - \$39,999	1	1
\$80,000 - \$89,999	1	-
\$140,000 - \$149,999	-	2
\$150,000 - \$159,999	-	1
\$200,000 - \$209,999	1	-
\$210,000 - \$219,999	1	-
\$280,000 - \$289,999	-	1
\$300,000 - \$309,999	1	-
	<b>18</b>	<b>15</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 \$160,000.

There were no Senior Officers, other than Key Management Personnel, in 2021-22 or 2022-23.

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

## 7.2 RELATED PARTY DISCLOSURE

### [a] Transactions with related parties

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

The City of Greater Geelong provides accounting and payroll services to the Geelong Regional Library Corporation for an annual administrative fee. The annual service fee for 2022-23 was \$175,275.

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

Library buildings are provided by member Councils free of charge for library facilities.

### [b] Outstanding balances with related parties

There are shared services paid by the City of Greater Geelong on behalf of the Corporation, which is subsequently reimbursed. The outstanding balance as at 30th June 2023 is \$2,103,484 payable by the Geelong Regional Library 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 2023.

### 8.2 CHANGE IN ACCOUNTING STANDARDS

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2023 reporting period. The Corporation assesses the impact of these new standards. As at 30 June 2023 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2024 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 during the year has had a favourable 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 deals with;
- / the Corporation may require collateral where appropriate; and,
- / the Corporation only invests 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 provides 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:

- / uses liquidity ratios which targets a minimum and average level of cash and cash equivalents to be maintained;
- / has readily accessible standby facilities and other funding arrangements in place;
- / has a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and,
- / monitors 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 2022-23 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 2023, this was 10.5% as required under Superannuation Guarantee [SG] legislation [2022: 10%]).

#### 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.

#### 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. A triennial actuarial investigation is currently underway for the Defined Benefit category which is expected to be completed by 31 December 2023.

As at 30 June 2022, 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 Corporation is a contributing employer was 102.2%. The financial assumptions used to calculate the 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 Corporation was notified of the 31 May 2023 VBI during June 2023 (30 June 2022: August 2022). Vision Super has advised that the estimated VBI at 31 May 2023 was 104.9%.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2022 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 arrangement from prior years.

#### Employer contributions

##### (a) Regular contributions

On the basis of the results of the 2022 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 2023, this rate was 10.5% of members' salaries (10% in 2021/2022). 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 2022 interim 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.

##### (b) 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 2022 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 2022 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:

	2022 (INTERIM) \$M	2021 (TRIENNIAL) \$M
A VBI Surplus	45.7	214.7
A total service liability surplus	105.8	270.3
A discounted accrued benefits surplus	112.9	285.2

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 2022.

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 2022.

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 2022.

### Superannuation contributions

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2023 are detailed below:

SCHEME	TYPE OF SCHEME	RATE	2023 \$	2022 \$
Vision Super	Defined benefits	10.5% (2022:10%)	19,040	23,523
Vision Super	Accumulation	10.5% (2021:10%)	587,354	559,460

## IMAGE CREDITS

<b>Cover</b>	Young Boronggook Drysdale Library customer <i>(credit: Monika Berry)</i>	<b>32</b>	Queenscliff Library
<b>03</b>	Corio Library customers <i>(credit: Monika Berry)</i>	<b>46/47</b>	GRLC team celebrating Book Week at Geelong Library & Heritage Centre
<b>05</b>	Vanessa Schernickau, CEO & Cr Liz Pattison Mayor, Surf Coast Shire & Geelong Regional Library Corporation Board Chair	<b>49</b>	L-R: GRLC team members Gill, Vanessa Schernickau & Caz at Local Word Showcase event <i>(credit: Mike Dugdale)</i>
<b>08/09</b>	GRLC team member Hasanah & Kirk at Geelong Library & Heritage Centre	<b>51</b>	GRLC team member Lucas at Boronggook Drysdale Library <i>(credit: Monika Berry)</i>
<b>10/11</b>	Customers at Ocean Grove Library	<b>53</b>	GRLC team members at Pride march, Geelong
<b>13</b>	GRLC team member Helen at Boronggook Drysdale Library customer <i>(credit: Monika Berry)</i>	<b>56/57</b>	Audience member at Local Word Showcase event <i>(credit: Monika Berry)</i>
<b>18/19</b>	Visiting school group at Geelong Library & Heritage Centre <i>(credit: Monika Berry)</i>	<b>63</b>	Signage out front of Geelong Library & Heritage Centre <i>(credit: Monika Berry)</i>
<b>20</b>	Colac Otway Shire Mobile Library	<b>64</b>	Young Newcomb Library customer <i>(credit: Monika Berry)</i>
<b>21</b>	Robert at Lorne stop on the Bellarine and Surf Coast Mobile Library	<b>66</b>	GRLC team members Samantha & Jessica at Geelong Library & Heritage Centre <i>(credit: Monika Berry)</i>
<b>22</b>	Library Lovers' Day display at Bannockburn Library	<b>77</b>	GRLC team member Laura helping a young customer at Newcomb Library <i>(credit: Monika Berry)</i>
<b>27</b>	Items from SEAM exhibition at Geelong Heritage Centre		
<b>30/31</b>	Boronggook Drysdale Library <i>(credit: Monika Berry)</i>		

## CONTACT

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T 4201 0661

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### **Belmont**

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### **Drysdale**

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### **Lara**

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T 4201 0668

### **Leopold**

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T 4201 0675

### **Newcomb**

Bellarine Highway  
(cnr Wilsons Road)  
T 4201 0657

### **Ocean Grove**

Presidents Avenue  
(cnr The Avenue)  
T 4201 0655

### **Queenscliff**

55 Hesse Street  
T 4201 0663

### **Torquay**

Surf City Plaza,  
Beach Road  
T 4201 0667

### **Wauron Ponds**

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

Western Heights College,  
Vines Road, Hamlyn Heights  
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### **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

