

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 8 December 2021

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on Wednesday 8 December 2021 at 4.00pm in the Bert Lewis Room, Box Hill Library, 1040 Whitehorse Road, Box Hill 3128.

Sally Both

Chief Executive Officer

Required Attendance

Cr Trudy Skilbeck (Whitehorse Council)

Cr Michelle Kleinert, Mayor (Manningham Council)

Cr Mark Lane (Whitehorse Council)

Cr Stephen Mayne (Manningham Council)

Lisa Letic (Whitehorse Council)

Lee Robson (Manningham Council)

Carole Jean (Whitehorse Community Representative)

Ian Keese (Manningham Community Representative)

WMRLC Officers

Sally Both (Chief Executive Officer)

Tracey Olive (Manager Corporate Services)

Jonathan Gosden (Manager Library Operations)

Katie Norton (Manager Collections and Information Services)

Julie Lawes (Manager Finance)

Neville Butler (Manager ICT)

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CHAIRPERSON (PRO TEMPORE)

In accordance with Part C: Clauses 13.1 and 13.2 of the *WMRLC Local Law No 3 – Meeting Procedures and Use of the Common Seal*, the Chief Executive Officer shall open the meeting and preside until the election of the Library Board Chairperson has taken place at item 5.1.

1. Welcome and Apologies

2. Statement of Acknowledgement

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land we are meeting on and we pay our respects to their Elders past, present and emerging and Aboriginal and Torres Strait Islanders from communities who may be present today.

3. Declarations of interest/conflict of interest

4. Minutes of Previous Meeting

Recommendation

That the Board adopts the minutes of the ordinary meeting held on 21 October 2021.

Attachments

Attachment 1 – Minutes of the Ordinary Board Meeting 21 October 2021.

5. Election of Officer Bearers

The *WMRLC Local Law 1 – Meeting Procedures and Use of the Common Seal*, Part 3, Election of Chairperson and Deputy Chairperson, requires the Board to elect a Chairperson and Deputy Chairperson on an annual basis. The Chairperson and Deputy Chairperson are not to be members of the same Council. Two members of the Board, a Councillor Representative from each of the member Councils, are also to be elected to the Audit Committee.

5.1 Election of the Chairperson

The CEO will call for nominations for the office of Chairperson for a 12 month term.

Recommendation:

That the Board elects a Councillor Representative as Chairperson for a 12 month term.

The elected Chairperson will now relieve the CEO.

5.2 Election of the Deputy Chairperson

The Chairperson will call for nominations for the office of Deputy Chairperson for a 12 month term.

Recommendation:

That the Board elects a Councillor Representative as Deputy Chairperson for a 12 month term.

5.3 Election of the Audit Committee Members

The Chairperson will call for nominations for one Councillor Representative from each member Council to the Audit Committee for a 12 month term.

Recommendation:

That the Board elects one Councillor Representative from each member Council to the Audit Committee for a 12 month term.

6. Reports

6.1 Quarter 1 Finance Report - 30 September 2021

Report Prepared by Finance Manager

For decision

Purpose

This report presents to the Board the Finance Report for the quarter ending 30 September 2021. The report summarises how the Corporation has performed against budget for the quarter. It includes an Income Statement and Capital Works expenditure, a Balance Sheet and Cash Flow Statement.

Income is over YTD budget due to the State Government Subsidy and Grant being above budget. Some areas of expenditure are over YTD budget due to timing of annual subscriptions

Recommendation

That the Board adopts the Quarter 1 Finance Report, for the quarter ending 30 September 2021.

Policy Implications

The Budget 2021 -2022 was endorsed by the Library Board on 26 May 2021.

Attachments

Attachment 2 21/22 FY Quarter 1 Finance Report

6.2 CEO Report

Report prepared by Chief Executive Officer

For noting

Summary

The purpose of this report is to provide the Board with a summary of the Corporation's performance for the first quarter of the 2021/22 FY ending 30 September and to report on any significant current issues.

Recommendation

That the Board notes the CEO Report.

Discussion

The first quarter of the 2021/22 FY was significantly impacted by government mandated lockdowns and restrictions due to the health emergency. Libraries were closed to visitors for all but 3 weeks during this period. Throughout the closures Home Delivery, Click and Collect, telephone and online services were delivered.

Box Hill, Nunawading, Doncaster and The Pines Libraries re-opened for fully vaccinated visitors on Wednesday 3 November, with the remaining four libraries opening on Monday 15 November. In accordance with the government directions, COVID Check in Marshalls are in place and visitors, staff and contractors must comply with the fully vaccinated requirements. Click and Collect services continue to be provided for patrons who don't meet the vaccination requirement. Library staff have been assisting community members to access their COVID immunisation certificate both in-person and via over 5,000 views of the library's online guide.

An overview of WML's performance 1 July – 30 September 2021 is provided Table 1. It should be noted that YTD comparisons are also impacted by the restrictions placed on library services in the 20/21 FY.

Table 1 21/22 FY Q1 Summary Performance

<p>Library visits +638%</p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Whitehorse</td> <td>4,472</td> <td>28,785</td> </tr> <tr> <td>Manningham</td> <td>3,003</td> <td>26,361</td> </tr> <tr> <td>Total</td> <td>7,475</td> <td>55,146</td> </tr> </tbody> </table> <p>Loans +128%</p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Physical</td> <td>91,283</td> <td>234,232</td> </tr> <tr> <td>Virtual</td> <td>151,948</td> <td>321,393</td> </tr> <tr> <td>Total</td> <td>243,231</td> <td>555,625</td> </tr> </tbody> </table>		20/21 YTD	21/22 YTD	Whitehorse	4,472	28,785	Manningham	3,003	26,361	Total	7,475	55,146		20/21 YTD	21/22 YTD	Physical	91,283	234,232	Virtual	151,948	321,393	Total	243,231	555,625	<p>Information Enquiries +52% <i>(includes suggested purchases)</i></p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>9,928</td> <td>15,133</td> </tr> </tbody> </table> <p>Web catalogue searches</p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>761,947</td> <td>1,539,947</td> </tr> </tbody> </table>		20/21 YTD	21/22 YTD	Total	9,928	15,133		20/21 YTD	21/22 YTD	Total	761,947	1,539,947	<p>New Members +55%</p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>1,122</td> <td>1,739</td> </tr> </tbody> </table> <p>New Outreach Members</p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>17</td> <td>20</td> </tr> </tbody> </table> <p>Public computer & WiFi +468%</p> <table border="1"> <thead> <tr> <th></th> <th>20/21 YTD</th> <th>21/22 YTD</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>3,846</td> <td>21,835</td> </tr> </tbody> </table>		20/21 YTD	21/22 YTD	Total	1,122	1,739		20/21 YTD	21/22 YTD	Total	17	20		20/21 YTD	21/22 YTD	Total	3,846	21,835
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Policy Implications

The Library Plan 2021 -2025 and Action Plan outline the key actions and priorities for the organisation along with the key performance measures.

Attachments

Nil

6.3 Quarter 1 Library Plan Performance Report – 30 September 2021

Report prepared by Manager Corporate Services

For noting

Summary

This report outlines the key achievements towards the Library Plan goals and actions for the period 1 July – 30 September 2021.

Recommendation

That the Board notes the quarterly Library Plan Performance Report 30 June 2021 as contained in Attachment 3

Background

The Library Plan 2021 – 2025 and action plan identifies the strategic goals and key priority actions over the four year period. This report provides a summary of the achievements towards the Library Plan goals for the first quarter of the 21/22 FY.

Policy Implications

The Library Plan 2021 – 2025 was prepared in accordance with Sections 196 and 125 of the *Local Government Act 1989*.

Attachments

Attachment 3 21/22 FY Quarter 1 Library Plan Performance Report

6.4 Quarter 1 Health and Safety Report – 30 September 2021

Report prepared by Manager Corporate Services

For noting

Summary

This report provides a summary of health and safety incidents for the period 1 July – 30 September 2021. No incidents with a High risk rating occurred.

Recommendation

That the Board notes the quarterly Health and Safety Report 30 September 2021.

There have been no serious or major incidents in this quarter. All but one incident report has been closed. The highest number of incidents relate to minor physical infrastructure issues and hazards.

Near Miss	Incidents	Injuries	Hazards
0	8	2	3

Location	Number of incidents reported	Number of incidents closed	Number of incidents open
Box Hill & Administration	4	4	0
Blackburn	1	1	0
Nunawading & Tech Services	2	1	1
Vermont South	0	0	0
Bulleen	3	3	0
Doncaster	1	1	0
The Pines	2	2	0
Warrandyte	0	0	0
Off site	0	0	0
Total	13	12	1

	Number of incidents reported related to:
Public - Adult	1
Public – Child (under 18)	0
Employee	4
Volunteer	0
Contractor	0
Building – no person involved	7
Property	1

Type of incident	Total number of incidents reported
Physical injury / incident/ near miss	3
Inappropriate Behaviour	0
Psychological / Verbal Abuse / Threatening	2
Environmental / Building	5
Child Safety	0
Theft	1
Manual Handling	0
Vehicle	0
Act of Nature (Earthquake)	1
Other (Phone scam)	1

Key Actions	Summary outcomes
OHS Policy & Procedures reviewed	<ul style="list-style-type: none"> Review communication methods between Bulleen Shopping Centre and WML regarding current and proposed building works. COVIDsafe plans and procedures reviewed and implemented in line with government directions.
Training	<ul style="list-style-type: none"> 69 hours of OHS training completed in July – September 2021, including Emergency Response and Evacuation training, Fire Warden training and Beating Burnout Wellbeing training.
Workcover Claims	<ul style="list-style-type: none"> 0 new claims 2 ongoing minor claims for physiotherapy treatment due to muscular/skeletal injuries.

Policy Implications

This report relates to the achievement of the Library Plan 21/25 Key Priority 1.1:

Provide safe and accessible services to all

Risk Management

At the end of Q1 there is no change to the enterprise risk ratings associated with Public and Staff Safety.

Risk cause	Risk Rating @ 30 Sept 2021
Behaviour	Low
Environmental Events	Medium
Equipment and/or facility	Low
Policy and procedures	Low

Conclusion

The health and safety of library staff and visitors is managed through the effective implementation of policies, procedures and practices. The Corporation continues to monitor the health emergency directions and reviews its COVID safe plans and practices in line with mandated requirements.

Attachments

Nil

6.5 ICT Strategy Progress Report Quarter 1 - 30 September 2021

Report prepared by Manager ICT

For noting

The purpose of this report is to update the Board on the progress towards the ICT Strategy 2021 - 2025 key performance indicators in relation to the 21/22 FY actions.

Recommendation

That the Board notes the 21/22 FY Quarter ICT Strategy Progress Report.

An overview of the progress towards the goals articulated in the ICT Strategy is provided in Table 1.

Table 1: 21/22 FY Q1 ICT Actions

GOAL 1 SECURITY & BUSINESS CONTINUITY	Progress Summary
Projects	<ul style="list-style-type: none">Order placed for equipment for Core update to complete Disaster Recovery network changes at Box Hill and Nunawading.
Policy and procedure review	<ul style="list-style-type: none">Managing Outlook Distribution Lists Procedure
Security incidents	<ul style="list-style-type: none">No security incidentsCybersecurity awareness notifications distributed to staff
BCP and DR activity	<ul style="list-style-type: none">Testing of phone systems failover successfully completedAutomated updates and patches released for staff and public access systemsFull server restore from tape successfully completed.
GOAL 2 INNOVATION & ACCESSIBILITY	
Projects	<ul style="list-style-type: none">Development, testing and successful automated deployment of Windows 10 LTSC SOE using SCCM. All machines will use this going forward.
Policy and procedure review	<ul style="list-style-type: none">Accessing Corporate Resources from outside using Corporate VPNReview and development of the ICT Strategy and Action Plan 2021 – 2025.WML Domain user login accounts review
Professional development and training	<ul style="list-style-type: none">Public Libraries Victoria: Digital Inclusion & Innovation seminarCOVID-19 Business Webinar

GOAL 3 - COLLABORATION & CUSTOMER EXPERIENCE	
Projects	<ul style="list-style-type: none"> • PLV ICT Special Interest Group meetings • FE User Group annual conference
Policy and procedure review	
Helpdesk activity	<ul style="list-style-type: none"> • 203 Help Desk Incidents received, 3 open, 200 closed
Customer satisfaction	
GOAL 4 - VALUE & ASSET MANAGEMENT	
Projects	<ul style="list-style-type: none"> • Workstation Refresh Project RFQ completed, Purchase Order submitted. Delivery delayed due to COVID-19 lockdown • All systems changes have been recorded using the WML Change Management process
Policy and procedure review	
Asset replacement	<ul style="list-style-type: none"> • Nunawading UPS's replaced for new • Other branch UPSs' were retained with battery refresh completed to contain costs • Doncaster and Warrandyte projectors refreshed
Audits	<ul style="list-style-type: none"> • All new equipment asset tagged and details forwarded to Finance Manager

Policy

This report relates to the achievement of the ICT Strategy and Action Plan 2021-2025 endorsed by the Board on 21 October 2021.

Attachments

Nil

6.6 Quarter 1 Library Activity Report – 30 September 2021

Report prepared by Manager Library Operations

For noting

Summary

This report provides an overview of service activity trends for the period 1 July 2021 to 30 September 2021. Most key activity results have increased compared with the same period last year which was also heavily impacted by the pandemic. The Click & Collect service has continued to be very popular and kept branch staff very busy throughout the lockdown.

Recommendation

That the Board notes the Library Activity quarterly report 30 September 2021.

Loans

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	4,042	15,361	11,319	+280
Box Hill	24,855	41,455	16,600	+67
Nunawading	17,227	52,668	35,441	+206
Vermont South	9,710	31,038	21,328	+220
Bulleen	4,209	15,663	11,454	+272
Doncaster	21,971	43,840	21,869	+100
The Pines	7,648	29,930	22,282	+291
Warrandyte	1,621	4,277	2,656	+164
Virtual Loans - Renewals	4,406	173,333	168,927	+3,834
Virtual Loans -e- resources	147,542	148,060	518	0
TOTAL	243,231	555,625	312,394	+128
Loans to Home Library Service Members	6,828	9,491	2,663	+39

Branch Library Visits

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	776	3,152	2,376	+306
Box Hill	1,125	9,533	8,408	+747
Nunawading	1,589	10,092	8,503	+535
Vermont South	982	6,008	5,026	+512
Bulleen	529	3,721	3,192	+603
Doncaster	1,233	14,142	12,909	+1,047
The Pines	970	7,000	6,030	+622
Warrandyte	271	1,498	1,227	+453
TOTAL	7,475	55,146	47,671	+638

Information Enquires responded to by library staff

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	251	560	309	+123
Box Hill	1,720	1,525	-195	-11
Nunawading	2,430	2,031	-399	-16
Vermont South	771	2,399	1,628	+211
Bulleen	634	2,023	1,389	+219
Doncaster	929	1,769	840	+90
The Pines	1,336	1,959	623	+47
Warrandyte	260	468	208	+80
Via Web	235	126	-109	-46
Phone calls answered off site	965	1,326	361	+37
Suggested Purchases - Internal	81	0	-81	-100
Suggested Purchases - via website	316	947	631	+200
TOTAL	9,928	15,133	5,205	+52

Children's and Youth Services Program Attendances

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	0	22	22	
Box Hill	0	37	37	
Nunawading	0	66	66	
Vermont South	0	51	51	
Bulleen	0	62	62	
Doncaster	0	118	118	
The Pines	0	95	95	
Warrandyte	0	10	10	
Online	1,594	4,103	2,509	+157
TOTAL	1,594	4,564	2,970	+186

Adult Program Attendances

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	0	6	6	
Box Hill	0	5	5	
Nunawading	0	72	72	
Vermont South	0	8	8	
Bulleen	0	20	20	
Doncaster	0	27	27	
The Pines	0	7	7	
Warrandyte	0	9	9	
Online	2,758	1,604	-1,154	-42
TOTAL	2,758	1,758	-1,000	-36

Program Highlights

- Most events were online during this period
- Over 50 people attended four Manningham Placemaking events
- Two events as part of Whitehorse Heritage Week, including 87 people attending a session about 1950's fashion
- Over 120 people attended a Trivia Night as part of our Pierre Gorman grant program
- New reading program called Reading Olympics to keep kids reading through the winter months
- A number of well attend children's author talks throughout Book Week
- Over 50 young people attended YA Lit Fest Online

Website & Catalogue Activity

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Library Website visits	324,990	281,721	-43,269	-13
Catalogue Searches	761,947	1,539,947	778,000	+102
Virtual Loans (Internet Renewals)	4,406	173,333	168,927	+3,834
Virtual Loans (Database Usage)	147,542	148,060	518	0
TOTAL	1,238,885	2,143,061	904,176	+73

Public Computer and Internet Use

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	77	195	118	+153
Box Hill	251	1,682	1,431	+570
Nunawading	229	1,052	823	+359
Vermont South	60	263	203	+338
Bulleen	71	309	238	+335
Doncaster	162	827	665	+410
The Pines	83	458	375	+452
Warrandyte	13	37	24	+185
Nintendo Wii sessions	0	0	0	0
WiFi sessions	2,900	17,012	14,112	+487
TOTAL	3,846	21,835	17,989	+468

New Members

	Jul – Sept 2020	Jul – Sept 2021	Change	%Change
Blackburn	241	277	36	+15
Box Hill	232	392	160	+69
Nunawading	183	248	65	+36
Vermont South	96	151	55	+57
Bulleen	58	100	42	+72
Doncaster	172	358	186	+108
The Pines	78	136	58	+74
Warrandyte	45	57	12	+27
Home Library	17	20	3	+18
TOTAL	1,122	1,739	617	+55

Attachments

Nil

7 Confidential Reports

Recommendation

That the Board resolves to go into camera and close the meeting to the public in accordance with Section 89(2) of the *Local Government Act 1989*.

7 Next Meeting

Proposed Board meeting calendar for 2022

Proposed date & time		Key Agenda Items
4pm Wednesday 9 February 2022	Briefing	Budget 22/23 discussion
TBA Feb 2022	CEO Performance Review Committee	CEO Performance review
4pm Wednesday 16 March 2022	Ordinary meeting	Draft Budget 22/23 CEO Performance Review
4pm Wednesday 25 May 2022	Ordinary meeting	Adoption of Budget and Library Action Plan 22/23
4pm Wednesday 24 August 2022	Ordinary meeting	Adoption of Financial Statements Risk Status Report
4pm Wednesday 19 October 2022	Extra Ordinary meeting	Adoption of Annual Report

8 Closure

**Attachment 1 - Draft Minutes of extra ordinary meeting of the Board 21
October 2021**

Minutes of Meeting No. 148

on Thursday 21 October 2021 at 4.00 pm via zoom

PRESENT: Board Members:

Cr Trudy Skilbeck	City of Whitehorse (Chair)
Cr Michelle Kleinert	Manningham Council (Deputy Chair)
Cr Mark Lane	City of Whitehorse
Cr Stephen Mayne	Manningham Council
Ms Lisa Letic	Director Community Services, City of Whitehorse
Ms Lee Robson	Group Manager, Community Programs, Manningham Council
Ms Carole Jean	Community Representative, City of Whitehorse
Mr Ian Keese	Community Representative, Manningham Council

In Attendance:

Ms Sally Both	Chief Executive Officer, WMRLC
Ms Tracey Olive	Manager Corporate Services, WMRLC
Mr Jonathan Gosden	Manager Library Operations, WMRLC
Ms Katie Norton	Manager Collections and Information Services, WMRLC
Ms Julie Lawes	Manager Finance, WMRLC
Mr Neville Butler	Manager ICT, WMRLC

1. WELCOME AND APOLOGIES

No apologies

2. STATEMENT OF ACKNOWLEDGEMENT

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land we are meeting on and we pay our respects to their Elders past, present and emerging and Aboriginal and Torres Strait Islanders from communities who may be present today.

3. DISCLOSURE OF INTERESTS AND CONFLICTS OF INTERESTS

No disclosures

4. CONFIRMATION OF MINUTES

Motion:

That the Minutes of the Ordinary Board Meeting held 25 August 2021 be adopted as a true and correct record, subject to the following adjustment: Cr Lane joined the meeting at 4.05pm

Moved: Ms Robson
Seconded: Cr Lane
Carried

5. REPORTS

5.1 Annual Report 2020/21

Motion:

That the Board adopts the Annual Report 2020 – 2021 as contained in Attachment 2, subject to the inclusion on page 18 of the Chair of the Audit Committee and words to state that Independent Audit Committee members are paid an attendance fee.

Moved: Cr Kleinert
Seconded: Cr Mayne
Carried

5.2 Library Plan 2021 - 2025

Motion:

That the Board adopts the Library Plan 2021 -2025 as contained in Attachment 3.

Moved: Ms Jean
Seconded: Ms Robson
Carried

5.3 Draft ICT Strategy 2021 – 2025

Motion:

That the Board endorses the ICT Strategy and Action Plan 2021 – 2025 as contained in Attachment 4.

Moved: Cr Kleinert
Seconded: Mr Keese
Carried

5.4 Library Strategy 2021 -2031 Progress Report

Motion:

That the Board notes the report.

Moved: Cr Lane
Seconded: Cr Mayne
Carried

6. CONFIDENTIAL REPORTS

No reports

7. NEXT MEETING

TBA

8. CLOSURE

The meeting closed at 5.15pm.

Signed as a true and correct record

Chairperson __/__/2021

Attachment 2 – Quarter 1 Finance Report – 30 September 2021

1. Overview

The Board adopted the 21/22 FY Budget at its meeting on May 26 2021.

This quarterly financial status report covers the period commencing on 1 July 2021 and ending on 30 September 2021 representing the first quarter of the 2021/2022 Financial year.

The report summarises the Corporation's financial performance. It includes an

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

2. Operating Performance

The Corporation's overall operating performance for the first half of the financial year is presented in the following table:

Income Statement to 30 Sept 2021	YTD Budget	YTD Actual	Variance	2021/2022 Budget	2021/2022 Projected	Projected Variance
	\$	\$	\$	\$	\$	\$
INCOME						
Council Contributions	2,308,412	2,308,412	(0)	9,233,648	9,233,648	0
State Government Subsidy	462,506	471,620	9,114	1,850,025	1,886,468	36,443
User Fees & Charges	45,883	5,636	(40,247)	183,530	71,543	(111,987)
Interest	2,500	863	(1,637)	10,000	5,454	(4,546)
Other Grants	33,317	99,288	65,971	133,269	153,900	20,631
Surplus c/fwd	0	0	0	0	287,313	287,313
TOTAL INCOME	2,852,618	2,885,819	33,201	11,410,472	11,638,326	227,854
EXPENSES						
Employee Benefits	1,942,775	1,969,487	(26,712)	7,771,100	7,877,948	(106,848)
Operating Expenses	240,142	215,301	24,841	960,568	827,094	133,474
ICT & Information Services	94,568	69,632	24,936	378,272	269,423	108,849
Library Resources	66,590	80,004	(13,413)	266,361	306,870	(40,509)
Finance Costs	8,695	1,818	6,877	34,780	30,272	4,508
IS-COVID-19 Expenses	13,750	21,092	(7,342)	55,000	84,368	(29,368)
Depreciation	286,162	349,603	(63,442)	1,144,647	1,398,413	(253,766)
Grant Expenditure	33,317	12,471	20,847	133,269	153,900	(20,631)
Net loss on disposal	116,249	0	116,249	464,997	464,997	0
TOTAL EXPENSES	2,685,999	2,719,408	(33,409)	11,208,994	11,413,285	(204,291)
Surplus/Deficit	166,619	166,411	(208)	201,478	225,041	23,563

Commentary

(i) Income

- **State Government Public Libraries Funding** – The State Government funding was received in full in September. The funding is \$36,443 above budget.
- **Council Contributions** – Received in full for the quarter.

- **User Fees and Charges** - Very little income from user fees and charges has been received this quarter as the library branches were closed to the public for the majority of the quarter.
- **Interest Income** - Interest earned on investments is anticipated to remain below budget due to the current interest rates and WML's ability to invest restricted to very short term bills.
- **Other Grants** includes grants and donations. The Budget figure only includes the grants known at the time of budget preparation, i.e. Local Priorities and Premiers reading challenge both from State government. The Local Priorities funding received was above budget.

(ii) Expenses

- **Employee Expenses** - Employee costs are currently over YTD budget due to 7 pays periods falling in this quarter.
- **COVID -19 Expenses** – COVID response expenditure is above YTD budget and is anticipated to be overspent at the end of the year. Expenses include courier costs for home library services, additional cleaning, PPE equipment and supplies.
- **Operating Expenses** – Insurance costs are slightly more than anticipated, Utilities, Printing, Cleaning and Couriers are under YTD budget, while Professional Services, Advertising and Building Security are over YTD budget.
- **ICT & Information Services** is currently below YTD budget due to timing of projects and invoicing but is anticipated to be full expended by the end of the FY.
- **Library Resources** (non-capital) is slightly over YTD budget due to timing of annual subscriptions.
- **Finance Costs** will be fully spent by June 2022. Only 2 internal audits will be completed this year.
- **Depreciation calculation** in the budget is based on the full amount capital being added to asset base. Increases in purchases from grant expenditure last year was not identified in the budget resulting in depreciation being a little higher than

expected. Depreciation to date is higher than the budgeted amount due to purchases of Collections and Furniture being made in the first quarter.

(iii) Summary

The Corporation's overall operating performance is favourable as at 30 September 2021.

The Corporation carried over \$287K from last financial year which will assist in helping with the shortfall in income.

3. Capital Works Program

Capital Works Program to 30 Sept 2021	YTD Budget	YTD Actual	Variance	2021/2022 Budget	2021/2022 Projected	Projected Variance
	\$	\$	\$	\$	\$	\$
Library Resources	437,434	537,727	(100,293)	1,749,737	1,750,553	(816)
Furniture & Equipment	16,321	59,742	(43,421)	65,285	97,243	(31,958)
IT Assets	53,025	2,276	50,749	212,100	235,365	(23,265)
Motor Vehicles	6,313	0	6,313	25,250	51,212	(25,962)
Total Capital Works	513,093	599,745	86,652	2,052,372	2,134,373	(82,001)
Represented by:						
Asset Renewal Expenditure	513,093	599,745	86,652	2,052,372	2,134,373	(82,001)
Source of Funding						
Council Contributions				2,052,372	2,052,372	
Public Libraries Funding				0	0	
Surplus carried forward				0	82,001	
Total Funding				2,052,372	2,134,373	

Commentary

(i) Expenses

- **Library Resource** - YTD are overspent due to prepayment of invoices for the full financial year. Delivery of items was received in July for items ordered in 21/22FY but delayed due to supply chain issues.
- **Furniture and Equipment** - \$32,000 carried from the previous year has been fully spent in the quarter.
- **IT Assets** – \$23,200 was carried over from the previous year. A number of projects are to be completed. The requirements for IT this year have been prioritised and orders will be placed in the next few months.
- **Motor Vehicles** – \$26,000 was carried from last year due to COVID disruptions. Two vehicles are anticipated to be replaced this financial year.

(ii) Summary

A total of \$ 82,000 was carried over to fund projects identified in 2020/2021 but not completed.

4. Balance Sheet

Balance Sheet as at 30 Sept 2021	2021/2022 30 Sept-21	2020/2021 30-Jun-21
Assets		
Current Assets		
Cash and Cash Equivalents	5,261,025	2,794,675
Receivables	130,616	45,327
Prepayments	273,230	115,556
Accrued Income	1,405	1,085
Total Current Assets	5,666,276	2,956,643
Resources and Equipment	8,118,598	7,882,010
Total Non-Current Assets	8,118,598	7,882,010
<i>Total Assets</i>	13,784,874	10,838,653
Liabilities		
Current Liabilities		
Payables	1,060,626	693,116
Revenue Rec in Advance	2,336,271	0
Provisions	1,617,601	1,577,868
Total Current Liabilities	5,014,498	2,270,984
Non-Current liabilities		
Provisions	187,501	187,501
Total Non-Current Liabilities	187,501	187,501
<i>Total Liabilities</i>	5,201,999	2,458,485
Net Assets	8,582,875	8,380,168
Equity		
Members Contribution	3,922,043	3,922,043
Accumulated Surplus (Deficit)	4,458,125	4,458,125
Surplus/Deficit This Year	202,707	-
Total Equity	8,582,875	8,380,168

Commentary

Cash and Investments totalled \$5.2 million at end of September 2021. This includes a restricted investment for the LSL reserve. It also includes Manningham Council's second quarter contribution paid in advance on the last day of September rather than the first of October. It also includes 9 months of the State Government Subsidy.

Resources and Equipment - Library Resources and IT Equipment assets have been updated. Adjustment for withdrawals are only completed at the end of the financial year.

Payables include payment owing to tax office for September BAS.

5. CASH FLOW STATEMENT

Cash Flow as at 30 Sept 2021	2021/2022 30 Sept-21	2020/2021 30-Jun-21
<i>Cash flows from operating activities</i>		
Council Contributions	3,352,856	9,425,564
Government Grants	1,886,479	1,822,685
Interest Income	543	15,247
Other Income	5,636	205,250
Other Grants	99,288	62,083
Payments to Employees / Suppliers	(2,292,261)	(9,475,136)
Net cash provided by operating activities	3,052,541	2,055,693
<i>Cash flows from Investing Activities</i>		
Payments for Resources, IT & Equipment	(586,190)	(2,160,601)
Proceeds from sale of Equipment	0	27,000
Net cash provided by investing activities	(586,190)	(2,133,601)
Net increase (decrease) in cash held	2,466,348	(77,911)
Cash at the beginning of the year	2,794,677	2,872,588
Cash at the end of the year	5,261,025	2,794,677
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 30 Sept 2021		
<i>Net surplus (deficit) from operations</i>	202,707	635,184
Depreciation	349,603	1,156,569
(Profit) Loss on Disposal of Fixed Assets	0	405,756
Net movement in current assets & liabilities	2,500,231	(141,817)
Net cash inflow (outflow) from operating activities	3,052,541	2,055,693
<i>Cash Resourcing</i>		
Cash Assets	5,261,025	2,794,677

Commentary




Cash flow in line with income statement variances.

Conclusion

The 2021/2022 budget is based on a 'break even' cash position (i.e. total cash outlay will equal total cash inflow).



Attachment 3 – Library Plan 2021 – 2025 Year 1 Progress







Quarter 1 21/22FY





	Achieved		In Progress /on track		Not commenced / delayed
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Goal 1: Experience

Objective: To be an inclusive and welcoming people centered service.




Key Strategy	Key Actions Year 1	Comments	Traffic light
1.1 Provide inclusive safe and accessible services for all	1.1.1 Development of an Access and Inclusion Plan	Not yet commenced	
	1.1.2 Review and redesign of services to reduce barriers to access	<p>Click and collect service provide throughout library closure period.</p> <p>Home delivery enabled throughout library closure period for vulnerable and those in isolation.</p> <p>Chat bot enabled throughout library closure period.</p> <p>Continued transition to online events in the first quarter of the year due to lockdown.</p> <p>Extended opening hours trial at Doncaster Library – modified due to lockdowns in first quarter.</p>	











	1.1.3 Develop and implement policies and practices that support safe, accessible and inclusive physical and digital spaces	Covid Safe Plan updated in July 2021. Additional cleaning of high touch points in library buildings when open to the public.	
1.2 Provide exemplary customer first service	1.2.1 Implementation of a customer centric culture and service policies and practices	Removal of overdue fees on junior and teenage items commenced on 1 July 2021. Suspension of all overdue fees throughout lockdown periods.	
	1.2.2 Provide staff with access to training opportunities and customer service tools	Subscription renewal to Niche Academy and Litmos online training tools. Internal training provided to programs staff on using music in multi-media platforms to assist in the delivery of online programs to children. 7 Staff attended induction training.	
	1.2.3 ICT systems and services that support customer needs and expectations	Investigations into purchase of the SOLUS App in September 2021.	
1.3 Work proactively to grow our reach	1.3.1 Implementation of the Marketing and Communications Strategy and Plans	Social media platforms used to inform community of changes to service delivery, in accordance with government directives. Website and intranet used to communicate changes to service delivery – both for staff and the community. Bookings remained high for programs delivered online throughout the first quarter, with 5,707 attendances at online events.	
	1.3.2 Pop-up presence at community festivals and other locations	Not achieved due to Covid restrictions.	

	1.3.3 Identify gaps in service reach and strategies to connect with a broader community	No progress in first quarter due to Covid restrictions.	
	1.3.4 Extend outreach services and programs	Extension of home delivery service to residents in isolation or unable to attend a library for click and collect.	
1.4 Plan for places and spaces that support the delivery of contemporary library services	1.4.1 In collaboration with our member councils, plan for physical infrastructure renewal and improvements	Long term library strategy planning commenced.	
	1.4.2 Maintain our physical library spaces and assets.	Discussion with Manningham Council for the replacement of carpet and aircon at The Pines as both are in extremely poor condition.	

Goal 2: Learning and Engagement










Objective: To enable an informed and engaged community.

Key Strategy	Key Actions	Comment / Progress	
2.1 Support and promote life-long learning and literacy.	2.1.1 Deliver a program of events and activities that provide opportunities for lifelong learning, and economic and civic participation	87 programs and events offered to adults throughout the reporting period, with 1,758 attendees. Programs ranged from writing workshops to gardening and English conversation circles.	
	2.1.2 Provide skilled staff that are equipped to help our community benefit from our collections, technology and services	9 eTech classes held in the reporting period. Subjects included managing passwords, family history and cloud storage. There were 126 attendances at these events.	
	2.1.3 Deliver targeted initiatives that support literacy development	YA Lit festival delivered online on 18 September 2021.	

2.2 Encourage a culture of reading.	2.2.1 Deliver reader development initiatives and services that support reading for recreation, information and education.	Book Chat/Circle groups in action throughout the region when library was open in July and via zoom when library was closed.	
	2.2.2 Implement a Collection Development Strategy that supports community needs across a range of formats and reading abilities	Collection Development Strategy updated to align with 2021 – 2025 Library Plan.	
	2.2.3 Increase the volume and breadth of our digital collection content.	In progress.	
2.3 Foster a sense of belonging, connection and wellbeing.	2.3.1 Host and deliver events and activities that support social inclusion, connection and a sense of belonging.	A range of programs and events have been provided through online formats.	
		Online trivia night hosted by Brian Nankervis as part of the Pierre Gorman Award project. In partnership with Onemda, provided intellectually disabled participants with event management training training. 122 attendees at the online zoom event.	
2.4 Support digital inclusion	2.4.1 Provide access to technology, internet and related facilities.	Technology access provided in this quarter when branches were open in July. Has been difficult to provide this service throughout closure periods.	
	2.4.2 Provide technology learning programs and staff expertise.	12 digital learning programs offered, with 138 attendees. Provided via zoom when libraries were not open.	
	2.4.3 Increase staff capacity to provide appropriate technology support.	Not yet commenced	
2.5 Celebrate our communities' diverse culture and heritage.	2.5.1 Promote local history and culture by supporting access to collections and programs.	Not yet commenced	
	2.5.2 Participate in member council heritage and cultural diversity initiatives.	Participation in Whitehorse Heritage week September 2021.	
	2.5.3 Provide resources relating to First Nations history and culture and activities that support our member councils' Reconciliation Action Plans.	Exploration of acknowledgment signage of First Nations on library buildings has commenced.	






Goal 3: Collaboration









Objective: To extend the reach and benefit of library services




Key Strategy	Key Actions	Comment / Progress	
3.1 Build strong relationships with stakeholders and community partners.	3.1.1 Seek out new potential partnerships	Sponsorship / prizes provided by local businesses for the Healthy Me Healthy Planet initiative.	
	3.1.2 Strengthen the relationship between the library, member councils and other community partners	CEO participation in member council community programs team meetings. Monthly meetings with Group Manager and Director Community Services.	
	3.1.3 Review partnership establishment processes and procedures	Not yet commenced	
3.2 Deliver collaborative services and programs	3.2.1 Develop and deliver beneficial collaborative program and service initiatives	Participation in the Melbourne Writer's Festival – hosted Tony Birch online	
	3.2.2 Encourage the use of library spaces by external partners for the delivery of complementary programs	Not achievable due to covid-19 restrictions.	
3.3 Participate in networks to share knowledge and ideas.	3.3.1 Participate in the development and delivery of statewide public library initiatives.	Participation in the Australia Reading Hour – Bedtime Story time via Zoom on 14 September Participation in the PLV Victoria Reads program – offered via zoom on 14 September	
	3.3.2 Connect with local, national and international counterparts to share insights and best practice.	Library staff attended virtual SIG meetings and PLV meetings.	
3.4 Provide meaningful volunteer engagement and work experience opportunities.	3.4.1 Offer targeted work experience opportunities	Some work experience placements were held in July but had to be paused due to Covid-19 restrictions.	
	3.4.2 Implement the Volunteer Engagement Strategy	Volunteers were engaged in July 2021 but most were suspended when lockdown was imposed in August. Some volunteer programs continued online.	

Goal 4: Performance

Objective: To be a flexible, resilient and high performing organisation.

Key Strategy	Key Actions		
4.1 Implement robust governance practices	4.1.1 Ensure compliance with regulatory and legislated requirements.	<p>Acquittals for state government public library funding and Premiers Reading Challenge Grant completed and submitted July 2021.</p> <p>Commenced development of the Annual Report 2020/21, on schedule to deliver at the October 2021 Board Meeting.</p>	
	4.1.2 Effectively control exposure to risk	<p>COVIDsafe plan reviewed prior to re-opening libraries.</p> <p>Enterprise risk status, policy and risk register reviewed and reported to Audit Committee and Library Board Aug 2021.</p>	
4.2 Employ sound financial management practices	4.2.1 Develop Strategic Resource Plans and annual budgets that support the achievement of library plan strategies within the available funding	To commence in Q2	
	Ensure that new initiatives that require funding are supported by well-developed and costed business cases	Quotations sought for 24 hour library access system and library lockers	
	4.2.2 Reinvest efficiency savings into strategies identified in the Library Plan.	<p>20/21 FY surplus used to support removal of overdue charges for children's and teenage as of 1 July 2021.</p> <p>Savings from removal of redundant landlines will support delivery of ICT Strategy actions</p>	
	4.2.3 Pursue alternative funding opportunities	<p>Preparation for the re-launch of Give the Gift of Reading in November.</p> <p>Consumer Affairs Victoria Fundraiser registration renewed for a further 3-year period.</p>	

4.3 Advocate for investment in public libraries.	4.3.1 Advocate at a local and state level to raise the profile of and investment in public libraries.	CEO participation in the development of the PLV submission to the State Government ahead of the 2022/23 Budget.	
	4.3.2 Collaborate with member Councils in the development of the long- term vision for library services across the two municipalities.	Library Strategy consultant report and recommendations presented to the Library Board on 25 August 2021. Exploration of alternative governance and shared library service models commenced.	
4.4 Build capability and capacity of our people.	4.4.1 Support staff engagement in professional development opportunities.	CEO attendance at Company Directors Course. 89 hours of external training provided to staff in the quarter – predominantly health and safety training. Internal training included inductions, rostering and multi-media support training.	
	4.4.2 Implement a workforce development plan to attract and retain the people and skills needed to deliver library services into the future.	People and Skills Strategy developed to align with new Library Plan. Wellbeing initiatives in Quarter 1: Olivia Newton John Wellness Walk, Breaking Burnout Session with Emma Murray, Fit4Life Program initiation	
	4.4.3 Promote an organisational culture that facilitates the expected standards of work practice and behaviour.	Terms of Reference for the ICT Governance Committee drafted.	
4.5 Create value through efficiencies and innovation	4.5.1 Regular review and audits of strategies policies and practices.	Review of ICT Governance Framework commenced.	
	4.5.2 Identify opportunities to reduce our environmental impact	Introduction of re-fillable dishwashing detergent bottles with environmentally friendly product. Recycling stations installed at Box Hill and Nunawading Libraries Manningham Council investigating the potential to install solar panels at Warrandyte Library.	 

	4.5.3 Explore opportunities for cost savings through collaborative arrangements.	Ongoing options sought through networking contacts and PLV.	
4.6 Employ evidence-based practices to develop and review services.	4.6.1 Seek stakeholder perspectives to inform the development of strategies and service planning.	Public consultation requirements met for the preparation of the Library Plan 2021 – 2025. The Plan is scheduled to be tabled at the Library Board Meeting on 21 October 2021. Review of ICT Strategy 2018 -2021 to inform development of new Strategy. Draft 2021 -2025 ICT Strategy scheduled to be tabled at the Library Board Meeting on 21 October 2021.	 
	4.6.2 Collect and analyse qualitative and quantitative performance and impact data.	Submission of annual PLV survey data in September 2021. Submission of LGPRF data to member councils in July 2021.	