

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 13 March 2024

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 13 March 2024 at 4.00pm in the Bert Lewis Room, Level 1, Box Hill Library, 1040 Whitehorse Road, Box Hill 3128.**

Sally Both

Chief Executive Officer

Required Attendance

Cr Michelle Kleinert OAM (Manningham Council)

Cr Trudy Skilbeck (Whitehorse Council)

Cr Andrew Davenport (Deputy Mayor, Whitehorse Council)

Cr Andrew Conlon (Manningham Council)

Lisa Letic (Whitehorse Council)

Kerryn Patterson (Manningham Council)

Nicola Nye (Whitehorse Community Representative)

Dionne Dearman (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)

Stuart Penrose (Manager ICT and Enterprise Risk)

CONTENTS

	<i>Page No.</i>
1. Welcome and Apologies	4
2. Statement of Acknowledgement	4
3 Disclosures of Interests and Conflicts of Interests	4
4. Confirmation of Minutes of Previous Meeting	4
5. Reports	
5.1 Library Community Survey	4
5.2 Draft Budget FY 2024/25	9
5.3 FY23/24 Q2 Financial	10
5.4 FY23/24 Q2 CEO Report	11
6 Confidential Reports	
7 Next Meeting Date	15
8 Closure	15
Attachment 1: Minutes of Ordinary Meeting 13 December 2023	16
Attachment 2: Draft Budget 2024/25	Published separately
Attachment 3: FY23/24 Q2 Financial Report	20
Attachment 4: Q2 Individual Library Activity	28
Attachment 5: Q2 Service Performance Report Card	31

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. DISCLOSURES OF INTEREST/CONFLICTS OF INTEREST

4. MINUTES OF PREVIOUS MEETING

Recommendation

That the Board adopts the minutes of the ordinary meeting held on 13 December 2023.

Attachments

Attachment 1 – Minutes of the Ordinary Board Meeting 13 December 2023.

5. REPORTS

5.1 LIBRARY COMMUNITY SURVEY 2023 – SUMMARY REPORT

Report prepared by: Tracey Olive, Manager Corporate Services

Executive Summary

Whitehorse Manningham Libraries undertook a Community Survey in October 2023. There were 4,620 respondents to the survey with results demonstrating some positive trends. 96% of library users rating the library service as very important or important. The overall satisfaction rate increased to 89.1% from 85.1% in 2018. The positive impact the library service has on user's life was highly rated with a score of 4.46 out of a positive 5. This report provides the Board with a summary of the survey results.

Recommendation:

That the Board notes the Library Community Survey 2023 Summary Report .

Background

Whitehorse Manningham Libraries (WML) first conducted an independent community survey in 2016, with follow up surveys undertaken in 2018, 2021 and 2023. Where possible questions have been kept consistent across the surveys to assist in the identification of trends.

The survey was made available in English and Chinese, online and in hardcopy. For those wanting to respond in another language not offered, the google translate function was available on the online version. A number of exit interviews were also conducted at all library branches to assist those who had difficulty in completing the survey themselves.

The total respondent sample size of 4,620 provides a total sampling error of +/-1.44 at a 95% confidence level.

Of those who responded to the survey:

- 91.9% were regular library users (used the library at least once in the last 12 months)
- 1.8% were inactive users (not used library services in the last 12 months)
- 5% were exclusive online users
- 1.3% were non-users (never visited a WML branch)

The reasons for inactive and non-users not using library services remain the same as in previous surveys and include no need to use the service, lack of time, user of another library service or lack of awareness about what the library has to offer.

This report focuses on results provided by those respondents who identified as regular library users.

Key findings

How important is the library service to our community?

- 96% of users rated the library service as very important or important
- The biggest impact the library had on respondents was to impact their life in a positive way, with a mean importance score of 4.46 out of 5.
- 89.1% overall satisfaction rating

Results remained fairly consistent with previous years, with increases in some areas. (refer to Table 1).

Table 1: Summary of key result trends 2016 to 2023. Variance of at least 1% required for a change in trend.

Question	2016	2018	2021	2023	Trend
Overall satisfaction	n/a	85.1% satisfaction rating	86.5%	89.1%	^
Overall library importance of library to respondent	96% responded that the library was important or very important to them	96% responded that the library was important or very important to them	94%	96%	^
Visited a library at least once a week	22.1%	27.5%	25.3%	20.1%	v
Accessed the library website or online services within the last 12 months	84%	84%	82%	85.6%	^
Primary reason for visiting the library	77.5% visited the library to borrow books or other resources	72.9% visited the library to borrow books or other resources	80.3% visited the library to borrow books or other resources	82.3%	^
Importance of library items for loan	93.4% responded that the availability of physical resources to borrow was Very Important or Important to them.	91%	92.2%	94%	^
Importance of Helpful Library Staff	92.4% of respondents stated that helpful staff were very important or important to them	91.2%	90.2%	91.8%	^
Satisfaction with early literacy programs	n/a	79% of respondents were very satisfied or satisfied with early literacy programs	81.3% were very satisfied or satisfied with early literacy programs	85%	^
Library impacts on lives in a positive way	85% of respondents stated that the library impacted them in a positive way	86%	86.6%	89.2%	^
Library encourages you to read more.	82% of respondents stated that the library encouraged them to read more	83%	84.4%	86%	^

What are the four most important things to library users?

- Items available for loan
- Helpful staff
- Library website and online resources
- Consistent opening hours

Results were reasonably consistent with previous years but there were some encouraging signs. The highest levels of dissatisfaction were in relation to opening hours of the Blackburn Library while there was a decrease in the dissatisfaction level in Warrandyte opening hours. The latter may reflect the introduction of the Open Library model at Warrandyte which commenced in August 2023.

What are the primary reasons why our members visit a library?

- To borrow hardcopy books or other hardcopy resources 82.3%
- To borrow e-books or e-audio 19.2%
- To find information 18%
- For a place to read 18.2%
- For children's or youth activities 15.2%

The dominant reason for visiting the library continues to be to borrow hardcopy books or other hardcopy resources. This has increased from 80.3% in 2021, 72.9% in 2018 and 77.5% in 2016. There continues to be a decrease in users coming to the library to access computers, wi-fi or equipment – 2018 (20.1%), 2021 (12%), 2023 (9.7%).

Library Impact Statements

The impact of libraries on the community's lives continues to be significant, with 92% of respondents agreeing that the library impacts their life in a positive way. The majority of respondents also agreed or strongly agreed that the library:

- Encourages them to read more
- Helps them find information that they need
- Increases their knowledge
- Helped their children develop literacy skills

Contrasting the results over time (from 2018 to 2023) reveals the mean scores for nearly all of the assessed statements have increased. The impact of the libraries continues to be significant.

General Comments

Over 36% of survey respondents took the opportunity to provide further comments at the end of the survey (1,690 comments). There were an overwhelming number of positive comments, with many taking the time to thank library staff and the member Councils for a service they clearly value and highly regard. Many mentioned the service they gratefully received throughout Covid closures.

A preliminary review of the comment data trends indicates the community feels strongly about the following key areas:

- Demand for an increased collection of digital resources, particularly eBooks and eAudio books.
- Need for improved marketing to increase awareness of the library's full service offering and changes in policy.

- Over 1,200 complimentary messages, generally in relation to library staff but many also expressed their gratitude to the two councils for providing a valuable community service.
- Requests for council to continue funding the library service at adequate levels.
- Demand for upgraded larger library facilities with increased seating and quiet study areas. The majority of negative comments were in relation to noise, lack of quiet spaces and ageing facilities.

In addition to the general comments section, two opened questions were included in the survey on behalf of the member councils. The 6,000 responses to the questions have been forwarded to the member councils for analysis:

- *The most important thing for libraries to change is.....?*
- *In twenty years' time I would like libraries to be.....?*

Online Exclusive Users

Proportionally, the number of exclusive online users remained steady at 5%. This cohort of users rated the three most important online resources to be:

- Adult fiction eBooks (mean score of 4.4 out of 5)
- Adult non-fiction eBooks (mean score of 3.9)
- eAudio books (mean score of 3.7)

83.5% of exclusive online users indicated that the library service was very important to them. They also returned a mean satisfaction score of 8.75 out of ten, slightly lower than that of general active users (8.91).

Conclusion

The high survey participation rate reflects the passion that our community has for their library service. The needs of our community and the responses they have given are varied and demonstrate the challenge of providing spaces suitable for a diverse range of needs. Some of those needs are conflicting, with requests for quiet spaces versus more programs and collaborative working areas.

The survey also highlights the challenges that we face when providing a service to the community that is diverse in age, ethnicity, gender, values, social-economic and educational background.

The results of the survey will help inform the development of the next Library Plan and have been shared with the member councils to inform council strategic planning.

Library Plan / Strategy

The Library Community Survey 2023 supports the delivery of Library Plan 2021 -2025 Goal 4: Performance: Key Action 4.6 Employ evidence-based practices to deliver and review services.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

No attachments

5.2 DRAFT FY 2024/25 BUDGET

Report prepared by: Sally Both, Chief Executive Officer and Julie Lawes, Manager Finance

Executive Summary

This report seeks the Board's endorsement of Draft 2024/2025 Budget and Strategic Resource Plan, and authorisation for the Chief Executive Officer to give public notice of the Draft Budget in accordance with the Local Government Regulations.

Recommendation:

That the Board:

- a) Endorse the Draft 2024/25 Budget and Strategic Resource Plan contained in Attachment 2 for the purposes of Section 127 (1) of the Local Government Act 1989 (The Act);**
- b) Authorises the Chief Executive Officer to:**
 - (i) give public notice of the preparation of the Draft Budget 2024/25 in accordance with Section 129 (1) of The Act; and**
 - (ii) make available for public inspection the Draft Budget 2024/25 in accordance with the Local Government (Planning and Reporting) Regulations 2014; and**
- (c) Considers submissions received on any proposal contained in the Draft Budget 2024/25 at its ordinary meeting on 22 May 2024.**

Discussion

The Draft FY 2024/25 Budget has been developed to maintain existing levels of service and contain expenditure within a constricted funding environment. It is anticipated that accumulated cash reserves will need to be utilised to offset a forecast deficit. Revenue and expenditure assumptions are outlined in the draft budget document (Attachment 2).

The document is presented in a format which demonstrates the proposed FY24/25 Cash Budget, the FY24/25 Budget and anticipated results for the FY23/24. A Budgeted Income Statement, Budgeted Statement of Capital Works, Budgeted Balance Sheet and Budgeted Cash Flow Statement are provided. The Corporation's five year budgeted financial plan is also presented for the Board's information.

User Charges

The Corporation reviews its user charges annually in-line with the budget process. A 2.75% increase has been applied across all charges, rounded to the nearest 5 cents. There will be no increase to some charges due to the low base value. A table outlining the proposed charges is provided on page 27 of Attachment 2.

Regulatory/Strategy

The Draft FY2024/25 Budget and Strategic Resource Plan is presented for the Board's consideration in accordance with Section 127(1) of the Local Government Act 1989.

The Draft Budget supports the delivery of the Library Plan 2021 – 2025 strategic goals.

Consultation

In accordance with Section 129 (1) of the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014, the Corporation must give public notice of the preparation of the Draft Budget FY 2024/25 and the Board must consider any public submissions received on any proposal contained in the Draft Budget FY2024/25 at its ordinary meeting on 22 May 2024.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 2: Draft FY2024/25 Budget

5.3 FY23/24 Q2 FINANCIAL REPORT

Report prepared by: Julie Lawes, Manager Finance

Executive Summary

The Financial Report for FY23/24 Quarter 2 (Attachment 3) is presented for the Board's endorsement. Income from the State Government grant and user charges is unfavourable to budget, while YTD income from interest on investments is favourable to budget. A small operating surplus is forecast for 30 June 2024.

Recommendation:

That the Board adopts the FY23/24 Q2 Financial Report.

Library Plan / Strategy

Quarterly financial reporting to the Board supports the delivery of the Library Plan 2021 - 2025 Goal 4: Performance: Key Strategy 4.2 employ sound financial management practices

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 3: FY23/24 Q2 Financial Report

5.4 CEO REPORT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

This report provides an overview of WML's performance for the second quarter of FY 2023/24. The organisation's performance dashboard provides ten key performance indicators with five-year trends where available. Detail on individual library activity trends has been provided in Attachment 4. Also provided is a summary of Q2 health and safety incidents and YTD progress towards the CEO key performance areas for 2023 - 2024.

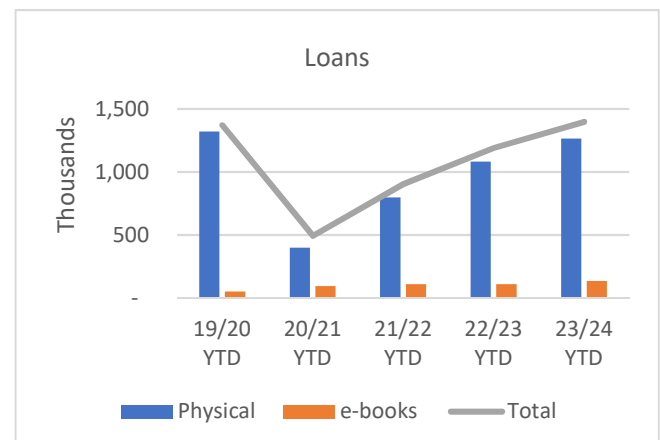
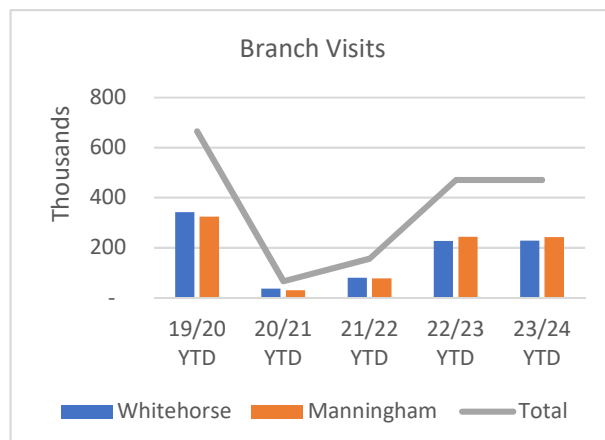
Recommendation

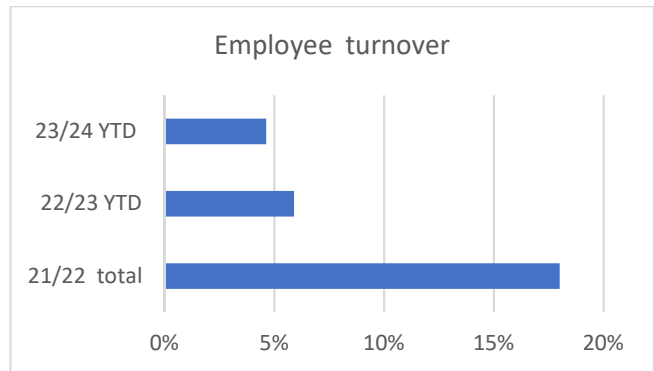
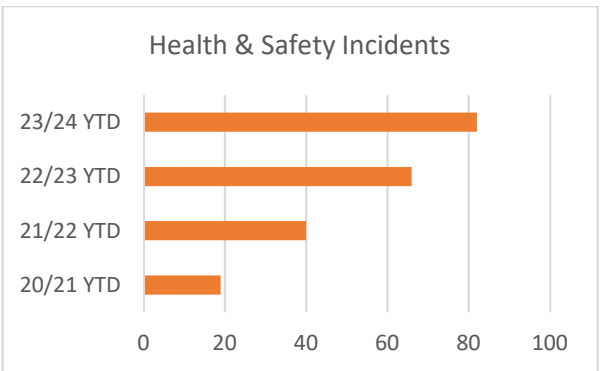
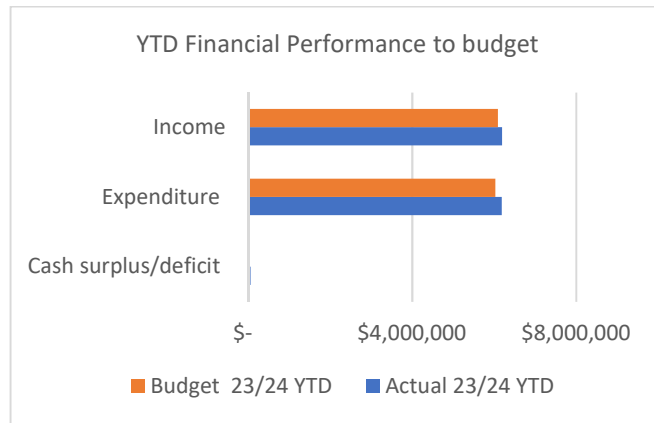
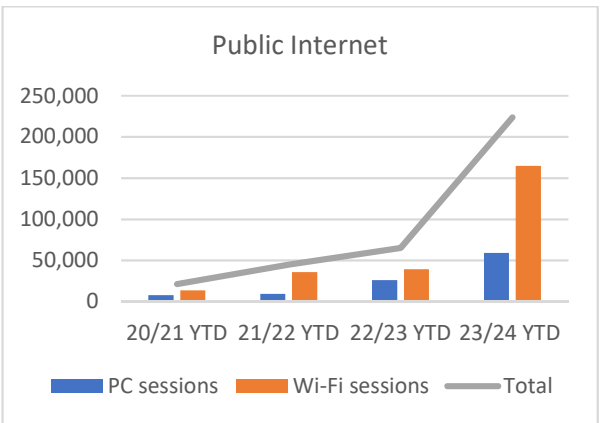
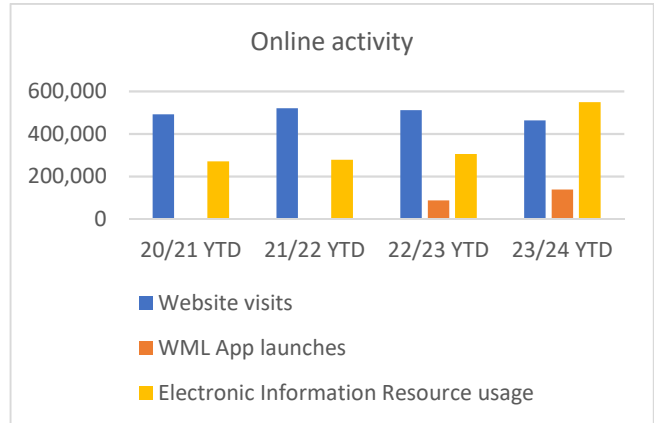
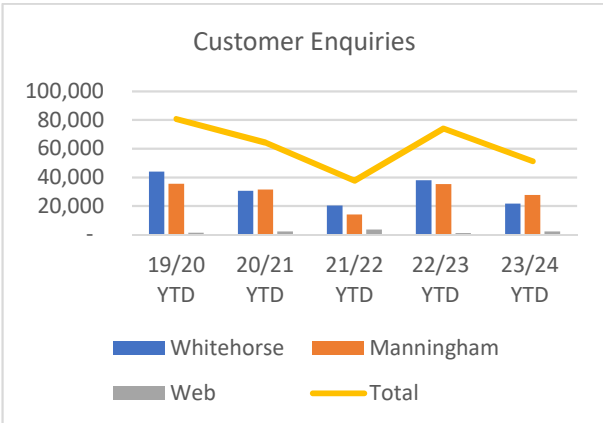
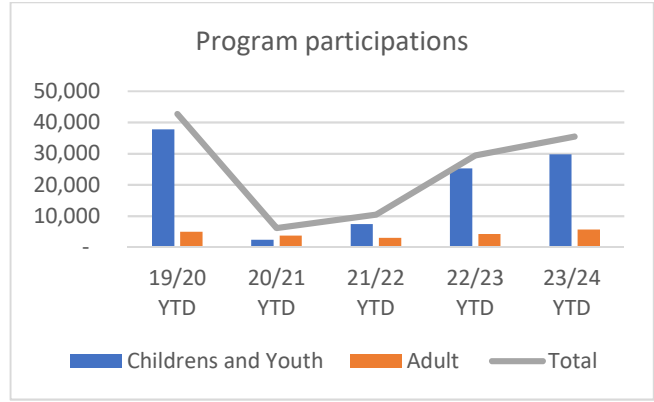
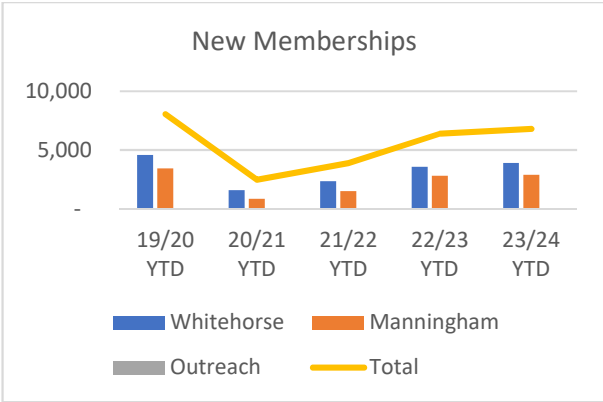
That the Board notes the CEO FY23/24 Q2 Report.

5.3.1 Q2 Key Performance Indicators Dashboard

Library activity continued to trend upwards this quarter, key trends include:

- Increased use of the Library App to search the catalogue and to access membership accounts.
- Total loans on track to exceed pre-pandemic level. While physical loans are 4% below FY19/20 YTD numbers, loans of e-books are 165% above.
- Use of Digital Information Resources has also experienced significant growth.
- Visitation rates this quarter were impacted by building maintenance works at The Pines, Vermont South and Box Hill libraries.
- YTD customer enquiry statistics are impacted by protected industrial action work bans in place throughout Q1.





Performance dashboard notes:

- Covid-19 pandemic impacted service commencing Jan 2020
- Some activity data impacted by Protected Industrial Action April – Sept 2023
- Box Hill Library closed for re-carpeting in Dec 2022
- Vermont South closed for switchboard works 2 weeks in Nov 2023
- The Pines closed for air-conditioner replacement 1 week in Nov 2023
- Activity includes Warrandyte and additional Manningham hours

5.3.2 Health and Safety Incidents

There were a total of 40 health and safety incidents (hazards, injuries, near miss and incidents) reported in FY23/24 Q2 (October to December) compared to 42 in Q1. The YTD total is 82, representing an increase compared to the same period in the previous year.

Incidents	Injuries	Near Miss	Workplace Hazards	Hazardous Work Practices
34	5	-	2	-

Of the 34 reported incidents, 15 related to patron behaviour including inappropriate use of the internet and abusive or aggressive behaviour, noting some incidents involved the same patrons on multiple occasions.

Injuries to patrons included trips and falls outside the library entrances. Injuries to staff included Muscular Skeletal injuries from trips, falls, equipment hazards and psychological injury risk due to abuse from customers.

Workplace hazards included air conditioning failure during switchboard replacement at Box Hill Library, resulting in high temperatures in the building.

5.3.3 CEO Key Performance Indicators

Agreed by the Board as key focus areas for the Chief Executive, Sally Both to achieve by February 2024

● completed ● on track ● monitor

KPA 1 Leadership and Culture	
Provide strong leadership and strategic direction within the organisation with an emphasis on innovation, cultural change, learning and continuous improvement to achieve quality customer focused services and outcomes.	
Priority Deliverables	
Development of a Gender Equality Action Plan: Requirements for regional libraries commence July 2024. Preparatory work completed includes training, procurement and planning for staff survey.	● on track
Completion of Collective Agreement/EA negotiations. Staff Consultative Committee reconvened.	● completed
Planning in progress for all staff development day and survey to be conducted Q3 FY23/24	● completed

KPA 2 Engagement & Communication Deliver consistently high-quality engagement and communication with the Board, Councils, community and other key stakeholders.	
Priority Deliverables	
Documentation of current service model currently in progress to inform the development of a draft service level and outcomes framework.	
Marketing Plan Actions: <ul style="list-style-type: none"> Library website refresh went live on 28 November 2023 to improve customer experience Increased engagement with library social media and eNewsletter 	
Library Community Survey completed October 2023	
Orientation for new board members completed.	
WML joined the Together For Equality and Respect Partnership with Women's Health East	

KPA 3 Governance Ensure good governance practices to fulfil legislative obligations, improve decision making and promote Board, Council and community confidence in WML	
Priority Deliverables	
Review and revise WML's Business Continuity Plan (BCP): <ul style="list-style-type: none"> Business Continuity Policy, Pandemic Response Plan, Risk Management Policy and Framework reviewed. Contact details in BCP updated, full review delayed due to resource constraints. 	
Annual Report 2023 submitted to Minister Local Government October 2023.	
Internal audit of budget processes completed.	

KPA 4. Delivery and Performance Deliver continuous improvement of customer experience and community outcomes	
Priority Deliverables	
Identify improvement opportunities for at least two library facilities: <ul style="list-style-type: none"> Proposals for minor improvements to Bulleen and Doncaster developed in collaboration with Manningham Council. Exploration of options to extend service reach commenced. 	
Deliver actions identified in the Service Performance Review Action Plan: <ul style="list-style-type: none"> Q2 highlights are provided in Attachment 5: Service Performance Review Report Card 	
The Give the Gift of Reading (GTGOR) Christmas Appeal raised over \$3,000 to provide early literacy support for 300 local families experiencing increased need. GTGOR is delivered by WML in partnership with FVREE and the member council enhanced material health programs.	

Library Plan / Strategy

The CEO key performance areas support the delivery of the Library Plan 2021- 2025 strategic goals.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 4: Q2 Library Activity

Attachment 5: Q2 Service Performance Review Report Card

6. CONFIDENTIAL REPORTS

Recommendation:

In accordance with Section 89(2) of the Local Government Act 1989, the Board resolves to go into camera and close the meeting to the public as the matter to be discussed relates to contractual and personnel matters.

7. NEXT MEETING

Date & Time	Location		Key Agenda Items
4pm 22 May 2024	Box Hill Library	Ordinary meeting	Adoption of Budget FY24/25
4pm 21 Aug 2024	MC2 Doncaster	Ordinary meeting	Adoption of Financial Statements
4pm 16 Oct 2024	Box Hill Library	Extra Ordinary meeting	Adoption of Annual Report
4pm 11 Dec 2024	MC2 Doncaster	Ordinary meeting	Election of Officer Bearers

8. CLOSURE

ATTACHMENT 1

Meeting of the Board of the Whitehorse Manningham Regional Library Corporation

Minutes of Meeting No. 159
Held on Wednesday 13 December 2023 at 4.00 pm

PRESENT: Board Members:

Cr Michelle Kleinert	OAM	Manningham City Council (Chair)
Cr Trudy Skilbeck		Whitehorse City Council (Deputy Chair)
Cr Andrew Davenport		Deputy Mayor, Whitehorse City Council
Cr Stephen Mayne		Manningham Council
Lisa Letic		Director Community Services, Whitehorse
Lee Robson		Director Connected Communities, Manningham
Nicole Nye		Community Representative, Whitehorse

In Attendance:

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

The Chief Executive Officer chaired the meeting until the election of the Chairperson at 5.1.

1. WELCOME AND APOLOGIES.

Apologies:

Dionne Dearman	Community Representative, Manningham
Katie Norton	Manager Collections and Information Services, WMRLC
Stuart Penrose	Manager ICT and Enterprise Risk, WMRLC

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 of interests or conflicts of interest.

4. CONFIRMATION OF MINUTES

Motion:

That the Board confirms the Minutes of the Extra Ordinary Meeting held on 18 October 2023 as a true and correct record, with the following amendment:

- Cr Michelle Kleinert OAM, attended the meeting online.

Moved: Cr Skilbeck
 Seconded: Cr Mayne
 Carried

5. ELECTION OF OFFICER BEARERS

5.1 Election of Chairperson

Nominations were called for the position of the Chair of the Library Board.

Motion:

That Cr Kleinert be appointed to the position of Chair of the Whitehorse Manningham Regional Library Corporation Board.

Moved: Cr Skilbeck
 Seconded: Cr Mayne
 Carried

Cr Kleinert assumed the position of Chair for the remainder of the meeting.

The Board acknowledged Cr Skilbeck and expressed their thanks for her contribution in the role of Chair over the previous three years.

5.2 Election of Deputy Chairperson

Nominations were called for the position of the Deputy Chair of the Library Board.

Motion:

That Cr Skilbeck be appointed to the position of Deputy Chair of the Whitehorse Manningham Regional Library Corporation Board.

Moved: Cr Mayne
 Seconded: Lee Robson
 Carried

5.3 Election of Audit and Risk Committee members

Nominations were called for one Councillor representative on the Audit and Risk Committee from each member council.

Motion:

That Cr Skilbeck be appointed as the Whitehorse representative on the Audit and Risk Committee.

Moved: Cr Davenport

Seconded: Cr Mayne
Carried

Motion:

That Cr Mayne be appointed as the Manningham representative on the Audit and Risk Committee, with Cr Andrew Conlon to assume the position when Cr Mayne ceases to be a member of the Library Board on 31 December 2023.

The Board noted that Cr Mayne's term on the Board will end on 31 December 2023. Cr Mayne was thanked for his contribution to Whitehorse Manningham Libraries through his role as a Library Board and Audit and Risk Committee member over the last three years.

Moved: Cr Skilbeck
Seconded: Lee Robson
Carried

6. REPORTS

6.1 Victorian Public Libraries Benchmarking Report 2022/23

Motion:

That the Board note the Victorian Public Libraries Benchmarking Report 2022/23.

Moved: Cr Skilbeck
Seconded: Lisa Letic
Carried

6.2 CEO Report

Motion:

That the Board:

- a) adopts the 2023/24 Quarter 1 Financial Report, and
- b) notes the CEO Report and Quarter 1 Service Performance Review Report.

Moved: Cr Skilbeck
Seconded: Cr Mayne
Carried

7. CONFIDENTIAL REPORTS

In accordance with Section 89(2) of the Local Government Act 1989, the Board resolved to go into camera and close the meeting to the public as the matter to be discussed relates to contractual and personnel matters.

Minutes of confidential items are published separately.

8. Next meeting dates

Date & time		Key Agenda Items
4pm Wednesday 14 Feb 2024 Box Hill Library	Briefing	Pre-Budget 24/25 discussion
TBA February 2024	CEO Performance Review Sub-Committee	CEO Annual Performance Review
4pm Wednesday 13 March 2024 MC2 Doncaster	Ordinary meeting	Draft Budget 24/25 CEO Performance Review
4pm Wednesday 22 May 2024 Box Hill Library	Ordinary meeting	Adoption of Budget 24/25
4pm Wednesday 21 August 2024 MC2 Doncaster	Ordinary meeting	Adoption of Financial Statements
4pm Wednesday 16 October 2024 Box Hill Library	Extra Ordinary meeting	Adoption of Annual Report

9. Meeting closed at 5.50pm

Signed as a true and correct record

Chairperson / / 2024

QUARTERLY FINANCIAL BOARD REPORT

QUARTER ENDING: 31 December 2023

1. Overview

The Board adopted the FY2023/24 Budget at its meeting on 24 May 2023.

This quarterly financial status report covers the period commencing on 1 July 2023 and ending on December 2023 representing the first half of the 2023/2024 Financial Year.

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

- Cash Budget which will include capital and grant income and expenditure.
- Income Statement
- Balance Sheet
- Cash Flow Statement

Depreciation

The Corporation's assets include Library Collections, IT Equipment, Furniture and Equipment and Motor Vehicles.

These monetary values of these assets decrease over a period of time based on their use, wear and tear and their currency. This decrease is measured as depreciation. The depreciable amount of an asset is the amount which must be allocated on a methodical basis over the asset's estimated useful life. It is a non-cash expense and is recognised in the profit and loss statement.

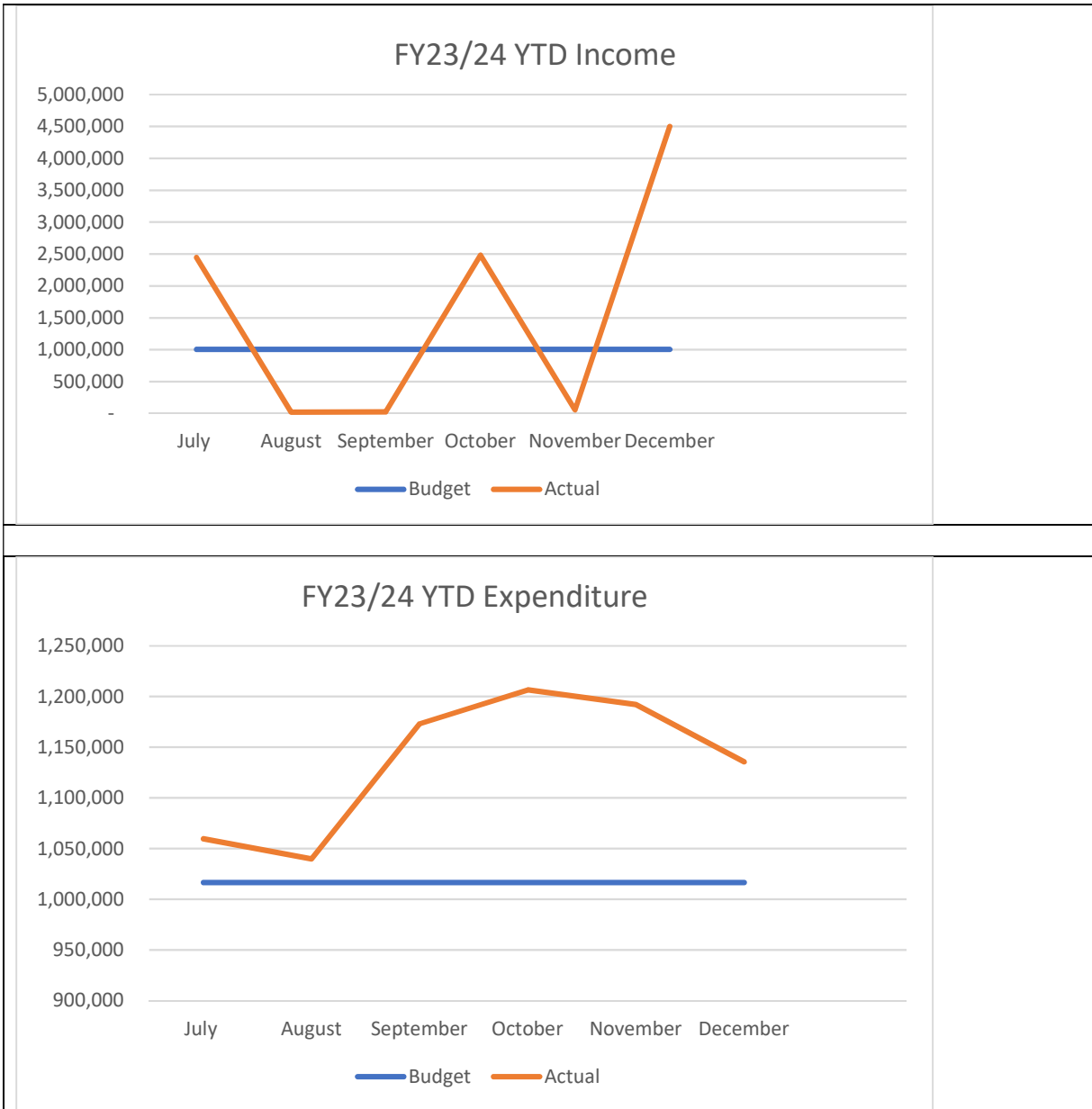
2. Cash Budget

The cash budget compares the annual budget with actual performance. This report notes the cash movement of all activities ignoring all accounting adjustments.

Variance Indicator Thresholds



Cash Statement to 31 December 2023	2023-2024 Budget	Forecast Actual	Forecast Variance	YTD Budget	YTD Actual	YTD Variance Fav (unfav)		
	\$	\$	\$	\$	\$	\$	%	
INCOME								
Council Contributions	9,724,070	9,724,070	0	4,862,035	7,293,052	2,431,017	0%	•
State Government	1,971,449	1,914,028	(57,421)	985,725	1,914,028	928,304	94%	•
User Fees & Charges	122,156	98,530	(23,626)	61,078	49,265	(11,813)	-19%	•
Interest	90,000	117,536	27,536	45,000	58,768	13,768	31%	•
Other Grants	139,956	303,900	163,944	69,978	104,380	34,402	49%	•
Transfer from Cash Reserve	40,320	0	(40,320)	0	0	0	0%	
Surplus(Deficit) c/fwd	111,381	235,159	123,778	0	0	0	0%	
Surplus(Deficit) c/fwd - Capital	0	255,957	255,957	0	0	0	0%	
Total Income	12,199,332	12,731,019	531,687	6,023,816	9,419,493	3,395,678	56%	
EXPENDITURE								
Employee Benefits	8,243,153	8,251,903	(8,750)	4,121,577	4,167,823	(46,247)	-1%	•
Operating Expenses	742,382	748,647	(6,265)	371,191	334,323	36,868	10%	•
Utilities	253,899	199,165	54,734	126,950	94,583	32,367	25%	•
ICT & Information Serv	426,761	422,139	4,622	213,381	181,070	32,311	15%	•
Library Resources	299,361	284,690	14,671	149,681	136,845	12,836	9%	•
Finance Costs	43,500	46,163	(2,663)	21,750	23,082	(1,332)	-6%	•
Capital Expenditure	2,050,320	2,306,277	(255,957)	1,025,160	1,192,860	(167,700)	-16%	•
Grant Expenditure	139,956	303,900	(163,944)	69,978	156,107	(86,129)	-123%	•
Total Expenditure	12,199,332	12,763,933	(564,601)	3,049,833	3,149,274	(99,441)	-3%	
	0	86,297	86,297	(75,851)	3,132,801	3,582,704	0	



Commentary

(i) Income

- **Council Contributions** - Due to late receipt in State Government Funding, the Corporation requested member councils pay their third contribution early to assist with cashflow.
- **State Government Public Libraries Funding** – The State Government funding was received in late December.
- **Interest Income** - The income from interest continue to improve while the rates remain high. Interest Income is forecast to be \$10,000 more budgeted.
- **Income from User charges** – below budget due to decline in printing and other charges.

(ii) Expenses

- **Operating Expenditure**

All variances due to timing and/or within the 10% variance threshold with exception of Utilities and Professional Services.

- **Projected Total Income and Expenditure for the 23/24 FY**

Variance within the 10% threshold. A small surplus is anticipated at 30 June 2024.

Please Note: Neither income or expenditure for Warrandyte Library and Doncaster and Pines additional hours are included in the above table, they are however included in the following tables.

Capital Expenditure

A total of \$255,957 was be carried over to fund projects identified in 2022/2023 but not completed.

Grants

\$163,621 was carried over to finalise projects.

3. Income Statement

Income Statement to 31 December 2023	2023/2024 Budget	2023/2024 Actual	Actual Variance	YTD Budget	YTD Actual	Variance
	\$	\$	\$	\$	\$	\$
INCOME						
Council Contributions	9,724,070	9,724,070	0	4,862,035	4,862,035	0
Manningham Additional Projects	0	585,072	585,072	0	276,794	276,794
State Government	1,971,449	1,914,028	(57,421)	985,725	957,014	(28,711)
User Fees & Charges	122,156	98,530	(23,626)	61,078	49,904	(11,174)
Interest	90,000	117,536	27,536	45,000	58,768	13,768
Other Grants	139,956	303,900	163,944	69,978	104,380	34,402
Transfer from Cash Res	40,320	0	(40,320)	0	0	0
Surplus(Deficit) c/fwd	111,381	235,159	123,778	0	0	0
TOTAL INCOME	12,199,332	13,234,252	1,034,920	6,023,816	6,308,895	285,079
EXPENSES						
Employee Benefits	8,243,153	8,251,903	(60,746)	4,121,577	4,167,823	(22,687)
Operating Expenses	996,281	947,812	(112,977)	498,141	518,767	(14,495)
ICT & Information Serv	426,761	422,139	16,405	213,381	182,164	22,851
IS-Library Resources	299,361	284,690	8,299	149,681	148,233	2,075
Finance Costs	43,500	46,163	3,996	21,750	23,082	2,124
Warrandyte Library	0	432,748	(432,748)	0	154,602	(154,602)
Manningham extra hours	0	152,324	(152,324)	0	47,045	(47,045)
Grant Expenditure	139,956	303,900	(163,944)	69,978	156,107	(86,129)
Depreciation	1,205,697	1,205,697	0	602,849	582,774	20,075
Net loss on disposal	477,382	477,382	0	238,691	0	238,691
TOTAL EXPENSES	11,832,091	12,524,757	(894,039)	5,916,046	5,980,597	(39,141)
Surplus/Deficit	367,241	709,495	140,881	107,770	328,298	245,938

4. Balance Sheet

Balance Sheet as at 31 Dec 2023	2023/2024 31 Dec-23	2022/2023 30-Jun-23
Assets		
Current Assets		
Cash and Cash Equivalents	5,000,099	2,362,290
Money Market Restricted LSL	1,382,913	1,351,564
Receivables	122,312	97,631
Prepayments	312,022	53,097
Accrued Income	29,086	26,721
Total Current Assets	6,846,432	3,891,303
Non-Current Assets		
Resources and Equipment	8,663,706	8,109,004
Total Non-Current Assets	8,663,706	8,109,004
Total Assets	15,510,138	12,000,307
Liabilities		
Current Liabilities		
Payables	938,669	1,203,406
Revenue Received in Advance	3,388,032	-
Provisions	1,769,898	1,711,660
Total Current Liabilities	6,096,599	2,915,066
Non-Current liabilities		
Provisions	104,784	104,784
Total Non-Current Liabilities	104,784	104,784
Total Liabilities	6,201,383	3,019,850
Net Assets	9,308,755	8,980,457
Equity		
Members Contribution	3,922,043	3,922,043
Accumulated Surplus (Deficit)	5,058,414	5,058,414
Surplus/Deficit This Year	328,298	-
Total Equity	9,308,755	8,980,457

Commentary

- Cash and Investments totalled \$6.3 million at end of December. This includes a restricted investment for the LSL reserve.

- Resources and Equipment - Library Resources and IT Equipment assets have been updated
- Payables include payment owing for BAS and SG Payments.
- Revenue Received in Advance – Both member Councils paid their 3rd quarters contribution in December. State Government Subsidy received in full in December.

5. Cash Flow Statement

Cash Flow as at 31 December 2023	2023/2024 30 Dec-23	2022/2023 30-Jun-23
<i>Cash flows from operating activities</i>		
Council Contributions	7,569,846	9,900,432
Government Grants	1,914,028	1,914,028
Interest Income	56,402	134,078
Other Income	104,380	140,261
Other Grants	49,904	327,235
Payments to Employees / Suppliers	(5,887,926)	(9,388,019)
Net cash provided by operating activities	3,806,634	3,028,016
<i>Cash flows from Investing Activities</i>		
Payments for Resources, IT & Equipment	(1,137,476)	(2,140,432)
Proceeds from sale of Equipment	0	46,000
Net cash provided by investing activities	(1,137,476)	(2,094,432)
Net increase (decrease) in cash held	2,669,156	933,583
Cash at the beginning of the year	3,713,856	2,780,273
Cash at the end of the year	6,383,012	3,713,856
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 31 Dec 2023		
<i>Net surplus (deficit) from operations</i>	328,298	614,968
Depreciation	582,774	1,384,303
(Profit) Loss on Disposal of Fixed Assets	0	419,579
Net movement in current assets & liabilities	2,895,562	609,166
Net cash inflow (outflow) from operating activities	3,806,634	3,028,016
<i>Cash Resourcing</i>		
Cash Assets	6,383,012	3,713,856

Commentary

Cash flow in line with income statement variances.

Conclusion

The 2023/2024 budget is based on a 'break even' cash position (ie total cash outlay will equal total cash inflow).

ATTACHMENT 4 FY23/24 Q2 YTD Library Activity Trends

Performance Overview		Trend compared to same period last year
Total Branch Visits	470,813	→
New Members	6,813	↑
Adult Program Attendance	5,732	↑
Children and Youth Program Attendance	29,808	↑
Customer Enquiries	51,413	↓
Total Loans	1,813,435	↑
Home Library Service Loans	28,298	↑
Public Computer and Wi-Fi Sessions	223,817	↑
Catalogue Searches	2,314,82	↓
Library App Lunches	137,460	↑

Note: Vermont South closed for electrical works for 1 week in November 2023

Loans

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn	40,903	34,477	-6,426	-16
Box Hill	110,212	114,298	4,086	4
Nunawading	179,506	161,866	-17,640	-10
Vermont South	94,879	94,390	-489	-1
Bulleen	45,768	42,320	-3,448	-8
Doncaster	156,818	146,439	-10,379	-7
The Pines	95,034	95,107	73	0
Warrandyte	10,972	11,414	442	4
Virtual Loans - Renewals	347,991	564,516	216,525	62
Virtual Loans -e-resources	305,552	548,608	243,056	80
TOTAL	1,387,635	1,813,435	+425,800	+31
Loans to Home Library Service Members	19,585	28,298	8,713	44

Branch Library Visits

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn	21,663	20,120	-1,543	-7
Box Hill	76,591	85,124	8,533	11
Nunawading	81,544	75,541	-6,003	-7
Vermont South	47,538	47,480	-58	0
Bulleen	32,242	30,611	-1,631	-5
Doncaster	140,600	138,423	-2,177	-2
The Pines	60,550	59,612	-938	-2
Warrandyte	10,075	13,902	3,827	38
TOTAL	470,803	470,813	10	0

Customer Enquires handled by library staff

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn	2,834	1,911	-923	-33
Box Hill	11,557	4,524	-7,033	-61
Nunawading	16,211	9,698	-6,513	-40
Vermont South	7,280	5,421	-1,859	-26
Bulleen	8,428	4,810	-3,618	-43
Doncaster	16,601	13,832	-2,769	-17
The Pines	7,926	7,085	-841	-11
Warrandyte	2,288	1,885	-403	-18
Via Web	114	247	133	117
Suggested Purchases	886	2,000	1,114	126
TOTAL	74,125	51,413	-22,712	-31

Youth Services – Program Attendances

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn	1,004	972	-32	-3
Box Hill	3,858	3644	-214	-6
Nunawading	4,173	4844	671	16
Vermont South	3,314	4052	738	22
Bulleen	1,999	3053	1,054	53
Doncaster	5,735	6001	266	5
The Pines	2,956	3319	363	12
Warrandyte	838	968	130	16
Online	493	87	-406	-82
TOTAL	907	2,868	+1,961	+216

Adult Program Attendances

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn	113	162	49	43
Box Hill	342	426	84	25
Nunawading	424	512	88	21
Vermont South	400	623	223	56
Bulleen	725	384	-341	-47
Doncaster	1,135	1,296	161	14
The Pines	203	342	139	68
Warrandyte	176	478	302	172
Online	606	260	-346	-57
Offsite	107	1,249	1,142	1067
TOTAL	4,231	5,732	+1,501	+35

Website & Catalogue Activity

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Library Website visits	511,238	462,468	-48,770	-10
Catalogue Searches	2,353,489	2,314,822	-38,667	-2
WML App Launches	87,030	137,460	50,430	58
Virtual Loans (Internet Renewals)	347,991	564,516	216,525	62
Virtual Loans (Database usage)	305,552	548,608	243,056	80
TOTAL	3,605,300	4,027,874	+422,574	+12

Public Computer and Internet Use

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn PC	993	2,281	1,288	130
Box Hill PC	7,470	18,789	11,319	152
Nunawading PC	5,413	9,169	3,756	69
Vermont South PC	1,751	4,209	2,458	140
Bulleen PC	1,551	4,488	2,937	189
Doncaster PC	6,083	14,862	8,779	144
The Pines PC	2,453	4,570	2,117	86
Warrandyte PC	192	654	462	241
Nintendo Wii sessions	14	110	96	686
WiFi sessions	39,451	164,685	125,234	317
TOTAL	65,371	223,817	+158,446	+242

New Members

	Jul-Dec 2022	Jul-Dec 2023	Change	% Change
Blackburn	642	730	88	14
Box Hill	1,363	1,555	192	14
Nunawading	1,027	1,036	9	1
Vermont South	530	582	52	10
Bulleen	267	378	111	42
Doncaster	1,657	1,524	-133	-8
The Pines	664	676	12	2
Warrandyte	233	307	74	32
Home Library	18	25	7	39
TOTAL	6,401	6,813	+412	+6

ATTACHMENT 5 Q2 2023/24 SERVICE PERFORMANCE REVIEW

<div> <div>FY23/24 YTD Actions</div> <div> <div> <div>Completed</div> <div>In progress</div> <div>Not commenced</div> </div> </div> </div>			
	Headline	Q2 Key Performance Indicators at a glance	Q2 Key Story Highlights
	COMMUNITY PARTICIPATION AND ENGAGEMENT	98 customer feedback submissions responded to (vs 54 in Q1) ↑ YTD Library visitation maintained at 22/23 level → +6% YTD new memberships vs 22/23 ↑	Complaints Policy reviewed and Customer Service manual updated. Customer feedback submissions in Q2 included 44 complements (vs 9 in Q1), 35 complaints (vs 14 in Q1) and 19 suggestions.
	MARKETING AND COMMUNICATIONS	+446 eNews subscribers ↑ +60 Facebook followers ↑ +55 Instagram followers ↑	Library website upgraded to improve customer experience Community survey conducted October 2023. 4,643 responses, including 132 exit interviews and 167 Chinese language responses.
	LIBRARY COLLECTIONS AND RESOURCES	+17% YTD physical loans vs 22/23 ↑ +22% YTD e-book loans vs 22/23 ↑ +80% YTD use of e-resources vs 22/23 ↑ +58% YTD use of Library App vs 22/23 ↑	Outreach program trial providing digital literacy support to Wattle Hill residents. Continued growth in the demand for digital collection resources. Loans of e-books represents 10% of total loans.
	MANAGEMENT AND ADMINISTRATION	\$7,600 annual savings with new antivirus system + security enhancement ↓	ICT Strategy actions completed included: scheduled replacement of public computers at all libraries along with new features to enhance customer experience and security, and all staff network accounts migrated to O365 cloud infrastructure.
	REPORTING AND GOVERNANCE	1 x internal audit completed 10 x policies reviewed ↑	Pandemic Preparedness Plan and Business Continuity Plan, Policy and Framework reviewed. Child friendly version of Child Safe Policy developed Other policies reviewed and updated include: Security, Equal Opportunity and Warrandyte Bushfire policies