

## **Whitehorse Manningham Regional Library Corporation**

# **AGENDA**

### **Extra Ordinary Meeting of the Board**

**Wednesday 15 October 2025**

#### **Notice of meeting**

Notice is hereby given that an Extra Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on Wednesday 15 October 2025 at 4.00pm in the Bert Lewis Room, Box Hill Library.

Sally Both

**Chief Executive Officer**

**Required Attendance**

Cr Hayley Weller (Whitehorse Council)

Cr Peter Allan (Whitehorse Council)

Cr Jim Grivas (Manningham Council)

Cr Andrew Conlon (Manningham Council)

Lisa Letic (Whitehorse Council)

Lee Robson (Manningham Council)

Nicola Nye (Whitehorse Community Representative)

Alison Low (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)

Pooja Sareen (Manager Finance)

Pat Wickramage (Manager Technology and Risk)

Karena Ly (Coordinator Marketing and Communications)

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## **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**

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### **Recommendation**

**That the Board adopts the minutes of the ordinary meeting held on 20 August 2025.**

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### **Attachments**

Attachment 1 – Minutes of the Ordinary Board Meeting 20 August 2025.

## **5. Reports**

### **5.1 Library Impact Video**

Karena Ly, Coordinator Marketing and Communications, will present a short video highlighting the impact of our library services.

### **5.2 Annual Report 2024 -2025 (for decision)**

Report Prepared by: Manager Corporate Services

#### **Executive Summary**

This report seeks the Board's endorsement of the Whitehorse Manningham Libraries Annual Report 2024 - 2025. The Report outlines the Corporation's achievements during the year towards the strategic goals identified in the Library Plan 2021 – 2025, and the implementation of the Strategic Resource Plan.

The Corporation has given public notice of discussion of the Annual Report at this meeting and sought submissions. No submissions had been received at the time this agenda was published. Following endorsement by the Board, the Annual report will be published on the Corporation's website and a copy forwarded to the Minister of Local Government.

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### **Recommendation**

**That the Board adopts the Annual Report 2024 – 2025 as contained in Attachment 2.**

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## **Background**

The Annual Report highlights the achievements in FY 2024 /25 towards the Library Plan 2021 -2025 strategic goals. Key service achievements included the implementation of the Boobook consortium, expansion of the Library of Things available for loan, introduction of strategy board games and role play programs for young adults and upgrade of the reading and quiet study areas at Doncaster Library.

Included in the Annual Report is the Financial Report for the FY 2024/25 approved by the Library Board at its meeting on 20 August 2025. The Corporation received the Auditor General's report dated 21 August 2025 with a signed, unqualified opinion on the Financial Statements and Performance Statement.

## **Regulatory**

The Annual Report has been prepared in accordance Sections 131 of the *Local Government Act (Vic) 1989*. For clarity, regional library corporations are required to comply with the 1989 Act. Following endorsement by the Board, the Annual Report will be published on the library website and a copy forwarded to the Minister of Local Government.

## **Engagement**

In accordance with Section 134 of the *Local Government Act 1989*, a public notice was published on 26 September 2025 in *The Age* and the Draft Annual Report was made available for public inspection on the library website, at the library branches or on request.

## **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: Annual Report 2024 – 2025

### **5.3 Library Plan 2025 – 2029 and Library Plan Action Plan 2025/26 (for decision)**

Report Prepared by: Chief Executive Officer

#### **Executive Summary**

This report seeks the Board's endorsement of the Whitehorse Manningham Libraries Library Plan 2025 – 2029, and Library Plan Action Plan 2025/26.

The Corporation has given public notice of discussion of the Library Plan at this meeting and sought submissions. No submissions were received. Following endorsement by the Board, the Library Plan will be published on the Corporation's website and a copy forwarded to the Minister of Local Government.

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## **Recommendation**

**That the Board adopts the Library Plan 2025 – 2029 and Library Plan Action Plan 2025/26 as contained in Attachments 3 and 4.**

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### **Background**

The Library Plan 2025 – 2029 identifies WML’s strategic goals and priorities for the next four-year period (or until the library corporation ceases to operate). The Library Plan responds to the changing needs of the local community with a focus on digital inclusion, life-long learning, social connection and climate resilience.

The Library Plan – Action Plan identifies the key actions to be undertaken in 2025/26 to support the achievement of the Library Plan strategic goals.

### **Regulatory**

The Library Plan has been prepared in accordance with Sections 125 and 197D of the *Local Government Act (Vic) 1989*. For clarity, regional library corporations are required to comply with the 1989 Act. Following endorsement by the Board, the Library Plan will be published on the library website and a copy forwarded to the Minister of Local Government.

### **Engagement**

In accordance with Section 223 of the *Local Government Act (Vic) 1989*, a public notice was published on 1 September 2025 in *The Age* and the Library Plan was made available for public inspection on the library website, at the library branches or on request

### **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: Library Plan 2025 - 2029

Attachment 4: Library Plan Action Plan 2025/26

## **5.4 Christmas to New Year Opening Hours (for noting)**

Report Prepared by: Chief Executive Officer and Manager Library Operations

### **Executive Summary**

Whitehorse Manningham Libraries will operate with some modification to opening hours between Christmas Eve and New Years Day. A high level of service availability will be maintained while supporting efficient deployment of staffing resources.

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### **Recommendation**

**That the Board note the Christmas to New Year opening hours.**

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### **Discussion**

Whitehorse Manningham Libraries will operate with modified opening hours between Christmas Eve and New Years Day (Table 1). Library visitation rates are expected to be lower than usual over this period especially with two public holidays adjacent to a weekend.

Table 1: Opening Hours Christmas - New Year

Wednesday 24 December	All libraries close at 1pm
Thursday 25 December	All libraries closed
Friday 26 December	All libraries closed
Saturday 27 to Wednesday 31 December	Box Hill, Nunawading, Vermont South, Doncaster, The Pines and Warrandyte: normal opening hours until 5pm on 31 December  Blackburn and Bulleen: closed
Thursday 1 January	All libraries closed
Friday 2 January	All libraries resume normal opening hours

Warrandyte Open Library will continue to be available to registered Open Library members from 8am to 10pm throughout the Christmas/New Year period.

External Return Chutes will be available when libraries are closed. Due dates will be adjusted so that loans don't fall due on days when libraries are closed. Electronic resources will continue to be available. Modified hours will be communicated via WML's usual communication channels.

The closure of Blackburn and Bulleen libraries from 27 to 31 December will support continuity of service at larger libraries over a period of reduced casual relief staff availability. Staff not on leave will be rostered according to operational requirements.

### **Strategic Link**

Library Plan 2025 – 2029 Goal 2. Inspiring Places: Priority 2.3 *Ensure library spaces and services are accessible and inclusive*

### **Regulatory**

WMRLC Enterprise Agreement 2024: Clause 45.14 Christmas Eve Closure and Clause 45.15 New Years Eve Closure.

### **Financial Impact**

Forecast savings of \$8,500 associated with modified hours will assist in reducing the forecast FY25/26 deficit.

### **Declaration of Interests**

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

### **Attachments**

Nil

## **5.4 Acknowledgement**

Lee Robson has advised the Board of her resignation as Director Connected Communities at Manningham Council effective 7 November 2025. Ms Robson was appointed to the Library Board in October 2020, under delegation by the Chief Executive Officer, Manningham Council.

The Board thanks Ms Robson for her participation as a member of the Library Board, acknowledges her contribution over the past five years and wishes her well for the future.

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## Recommendation

That the Board acknowledges Lee Robson's contribution as a Board member over the past five years, and thanks Ms Robson for her support for the enhancement of library service benefit to the community.

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## 6 Confidential Reports

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### Recommendation

That the Board resolve to go into camera and close the meeting to the public due to items containing matters that relate to contractual personnel matters.

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Confidential Reports are published under a separate cover.

## 7 Next Meeting Dates

	Proposed date	
2025	10 December	Ordinary meeting
2026	18 February	Briefing
	18 March	Ordinary meeting
	1 April	Audit & Risk Committee
	22 April	Briefing
	13 May	Ordinary meeting
	17 June	Extra Ordinary meeting – Budget Adoption
	22 July	Briefing
	19 August	Audit & Risk Committee
	26 August	Ordinary meeting
	16 September	Briefing
	14 October	Extra Ordinary meeting – Annual Report Adoption
	16 December	Ordinary meeting

## 8 Closure



## **Attachment 1 - Minutes of Ordinary Meeting of the Board 20 August 2025**

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### **Meeting of the Board of the Whitehorse Manningham Regional Library Corporation**

#### **Minutes of Meeting No.169**

**Held on Wednesday 20 August 2025**

#### **PRESENT: Board members**

Cr Hayley Weller (Whitehorse Council) Chairperson  
Cr Peter Allan (Whitehorse Council)  
Cr Andrew Conlon (Manningham Council)  
Lisa Letic (Whitehorse Council)  
Nicola Nye (Whitehorse Community Representative)  
Alison Low (Manningham Community Representative)  
Vanessa Bove (Manningham Council) Proxy for Lee Robson

#### **In attendance: WMRLC**

Sally Both (Chief Executive Officer)  
Tracey Olive (Manager Corporate Services)  
Jonathan Gosden (Manager Library Operations)  
Katie Norton (Manager Collections and Information Services)  
Pat Wickramage (Manager Technology and Risk)  
Julie Lawes (Finance Manager)  
Pooja Sareen (Finance Manager)

#### **1. Welcome and Apologies**

Apologies: Cr Jim Grivas, Lee Robson

#### **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**

No disclosures of interests or conflicts of interest.

#### **4. Minutes of Previous Meeting**

Motion:

That the Board adopts the minutes of the Extra Ordinary Meeting held on 18 June 2025.

Moved: Cr Allan

Seconded: Lisa Letic

Carried

#### **5. REPORTS**

##### **5.1 Public library service trends**

Jonathan Gosden, Manager Library Operations provided an overview of current public library service trends.

*Nicola Nye joined the meeting at 4.09pm  
Cr Conlon joined the meeting at 4.15pm*

## **5.2 Draft Library Plan 2025 -2029 and Action Plan 2025/26**

Motion:

That the Board endorses the Draft Library Plan 2025 – 2029 and Draft Library Plan Action Plan 2025/26 for the purposes of public inspection in accordance with the requirements of the Local Government Act 1989 (Vic).

Moved: Cr Allan  
Seconded: Cr Conlon  
Carried

## **5.3 Financial Statements 2024/25**

Motion:

That the Board:

- a) gives approval for the Financial Statements to be submitted to the Auditor General; and
- b) authorises Crs Conlon and Allan, to certify the Financial Statements on behalf of the Board.

Moved: Alison Low  
Seconded: Vanessa Bove  
Carried

## **5.4 FY 24/25 Quarter 4 Financial Report**

Motion:

That the Board adopts the FY 24/25 Quarter 4 Financial Report.

Moved: Cr Allan  
Seconded: Cr Conlon  
Carried

## **5.5 Instrument of Delegation**

Motion:

That the Board adopts the new *Instrument of Delegation to the Chief Executive Officer and Schedule of Authorisation* and revokes the Instrument dated 19 March 2025.

Moved: Nicola Nye  
Seconded: Cr Conlon  
Carried

## **5.6 CEO Quarter 4 Report**

Motion:

That the Board notes the CEO Quarter 4 Report

Moved: Nicola Nye  
Seconded: Alison Low  
Carried

*Pat Wickramage, Julie Lawes, Pooja Sareen and Jonathan Gosden left the meeting.*

## **6. Confidential Reports**

Motion

That the Board resolve to go into camera and close the meeting to the public due to items containing matters that relate to contractual personnel matters.

Moved: Cr Allan

Seconded: Cr Conlon

Carried

Minutes of confidential items published separately

## **7.Next Meeting**

- 15 October Extraordinary meeting
- 10 December ordinary meeting

## **8. Meeting closed 6.20pm**

Signed as a true and correct record

Chairperson

Date

## **Attachment 2 – Annual Report 2025**

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Published separately

### **Attachment 3 – Library Plan 2025 - 2029**

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Published separately



## Whitehorse Manningham Libraries Library Plan 2025 – 2029

# Library Plan Action Plan 2025/26

### Introduction

The Library Plan 2025 -2029 sets our direction for the next four years. It responds to a changing world and growing community needs - digital inclusion, lifelong learning, climate resilience, and social connection.

Each year Whitehorse Manningham Libraries will also create a Library Plan Action Plan which identifies the key initiatives we will deliver to achieve our strategic objectives. Action Plans are delivered within the resourcing articulated in the Annual Budgets.

The Library Plan Action Plan 2025/26 should be read together with the Library Plan 2025 - 2029.

The Library Plan 2025 – 2029 and Action Plan 2025/26 meet the requirements of the *Local Government Act 1989 (Vic)* which requires regional library corporations to develop a Library Plan every four years following Council elections.

# Library Plan Action Plan 2025/26

## Goal 1: Value for community

We've expanded outreach, built stronger partnerships, and shaped services around life stages —reaching people where they live, learn, work and gather, and delivering value through connection, opportunity and belonging.

This means our libraries are not just places people visit, but trusted public services that reach into the community especially where people might otherwise miss out. We will focus on being where people are, building local partnerships, and designing programs that help people feel they belong. Whether it's a young parent at home, a newly arrived migrant, or someone navigating a major life transition, our library will feel open, supportive, and genuinely connected to them.

### ***The strategic priorities we will focus on:***

#### **1.1 Target partnerships that reduce duplication and increase reach**

Work with local community organisations to co-design and deliver joint initiatives that meet shared goals and extend our reach into the community. Strengthening partnerships with community organisations, service providers and councils to co-design joint initiatives. These partnerships will help us avoid duplication and extend our presence into new parts of the community particularly where there are gaps. Together, we'll create more targeted and impactful services that respond to shared goals.

##### 2025/26 Actions:

- Deliver *Libraries After Dark* programs at Box Hill and Doncaster Libraries aimed at reducing loneliness and isolation – key risk factors for gambling harm.
- In partnership with other library services create collaborative communities of practice and learning opportunities to enhance staff skills and knowledge.

#### **1.2 Expand outreach to underrepresented and isolated groups**

Focus on people who are less likely to walk through the library doors - those who may be socially isolated, digitally excluded, or disconnected from local services. By testing different outreach approaches, including pop-ups and programs delivered in community settings, we will meet people where they are. These flexible models will help reduce access barriers and connect more people with library services, while balancing the need to manage resources effectively.

##### 2025/26 Actions:

- Develop an outreach plan identifying targeted groups and outreach format options

#### **1.3 Design services that create connection**

Continue to design and deliver services that support community connection and belonging. This includes prioritising initiatives that respond to key life stages such as early years, retirement, settlement or job transitions - and offering support in locations that are familiar, trusted, and easy to access. By working in and with other community spaces, we help people feel included, seen, and supported in ways that reflect their real lives

##### 2025/26 Actions:

- In collaboration with community partners co-design and deliver *Community Cohesion* initiatives.

# Library Plan Action Plan 2025/26

## Goal 2: Inspiring places

Our libraries aren't just buildings. They're safe, trusted public spaces where people come to learn, connect, get support, and find inspiration. They can adapt and change to deliver value to our community.

Many of our libraries are ageing and under pressure. To stay relevant and useful, we need spaces that are flexible, accessible, and designed for the way people live, work, and learn today. That means working closely with our Council partners to invest in upgrades, improve accessibility, and make sure our buildings support a wide mix of uses - from quiet study and digital access to community gatherings and cultural programs.

We're focused on making our libraries fit for purpose - welcoming and inspiring spaces that support real community needs now and in the future.

### *The strategic priorities we will focus on:*

#### **2.1 Advocate for long-term investment in library infrastructure**

Work alongside our partner Councils to ensure our library infrastructure remains excellent, adaptable, and resilient into the future. This includes ongoing maintenance as well as upgrades and redesigns that reflect changes in how our community uses libraries. This includes demonstrating and showcasing the role libraries play in health, learning, resilience, and connection, and why sustained investment matters.

##### 2025/26 Actions:

- Partner with member Councils in lead up to state government elections to advocate for increased investment in Living Libraries Infrastructure grant program.
- Celebrate 75 years of Box Hill Library showcasing its enduring relevance as a hub of learning, creativity, and connection — a place where generations have gathered, grown, and imagined the future together.

#### **2.2 Evolve library spaces to support diverse community uses**

Listen and respond to community through offering multi-purpose spaces that cater to different community needs. We will listen to what our community needs and adapt our spaces to support a wide range of uses. This includes flexible layouts, spaces for group and quiet activities, and multipurpose rooms that can support everything from cultural events to job support drop-ins.

##### 2025/26 Actions:

- In partnership with Manningham Council, implement improvements to Bulleen Library
- Box Hill training room upgrade – installation of interactive screen & camera setup for online training sessions
- Review physical collection proportions and footprint at each library branch

#### **2.3 Ensure library spaces and services are accessible and inclusive**

Respond to the changing shape, needs, and demographics of our communities through thoughtful, inclusive design. This includes review and redesign with inclusion in mind, considering physical access, sensory needs, cultural safety, and changing demographics. This means making sure every person can enter, feel welcome, and use the space in ways that meet their needs.



2025/26 Actions:

- Develop proposal to improve safe and efficient systems for return of physical collection items at Nunawading Library
- Identify opportunities to reduce accessibility barriers to services, spaces and technology

# Library Plan Action Plan 2025/26

## Goal 3: Services shaped by community

Our services and collections are shaped by what our communities need and value. They support learning literacy and wellbeing, with a focus on reaching those facing barriers and responding to what matters most.

Libraries play a vital role in helping people thrive across all stages of life and enriching the cultural fabric of communities. From early childhood literacy to adult learning, health literacy to community wellbeing, our services help generate ideas, support skills, build confidence, and nurture connection. The most effective services are those that listen - responding to lived experience and local knowledge. That's why community voices are central to how we plan, deliver, and evolve what we offer.

### ***The strategic priorities we will focus on:***

#### **3.1 Co-design services with community**

Work with and alongside our diverse community members and local partners to shape services that are relevant, inclusive, and meaningful. This means listening well, sharing decision-making, and making space for diverse voices in how programs and collections evolve.

##### 2025/26 Actions:

- Development of Collection Management Strategy 2025 – 2029
- Undertake a community survey in September/October 2025

#### **3.2 Strengthen services that build life skills and wellbeing**

Grow and evaluate services that support health and financial literacy. Through practical programs and collections, we help people build confidence, reduce stress and fully participate in modern life - while also sparking imagination and lifelong learning.

##### 2025/26 Actions:

- Participate in Culture Counts public libraries network to evaluate and measure outcomes of library programs

#### **3.3 Continue to champion early literacy as a foundational focus**

Prioritise early literacy as a strategic strength, recognising its long-term value for children, families, and community futures. This is about keeping early literacy at the heart of what we do, offering programs that support children and families in building strong foundations for learning, connection, and future opportunity.

##### 2025/26 Actions:

- Undertake a review of our early literacy program offering

# Library Plan Action Plan 2025/26

## Goal 4: Digital confidence and inclusion

We empower people to participate fully and safely in the digital world - ensuring no one is left behind, regardless of age, language, or ability.

Technology is central to how we live, learn, and connect but not everyone has equal access or confidence using it. Libraries play a critical role in closing the digital divide by providing tools, support, and a trusted place to build digital skills. Whether someone is getting online for the first time, using government services, or exploring new technologies, libraries have an important role in helping them feel confident and capable.

***The strategic priorities we will focus on:***

### 4.1 Ensure reliable, inclusive access to digital tools and technology

Provide accessible and consistent access to internet, computers, devices, and digital resources in all library branches. Providing opportunity for anyone to get online or access technology resources, no matter their circumstances.

2025/26 Actions:

- Continue to upgrade and evolve our information technology systems and equipment across library branches to enhance access, availability and security

### 4.2 Deliver tailored digital learning that meets people where they are

Ensure everyone has the opportunity to participate in modern life by offering practical, hands-on digital support from basic skills to using essential online services like health, banking and government tools. This priority is about equity, inclusion, and making sure no one is left behind in a digital world.

2025/26 Actions:

- Provide services, resources and programs that support digital inclusion and learning

### 4.3 Foster digital confidence and creativity

Create space for people to explore, experiment and engage with new technologies—building confidence, curiosity and digital literacy. This includes support to try emerging tools like AI, navigate online spaces safely, and think critically about digital content. It's about opening doors to opportunity and helping people actively participate in a connected world.

2025/26 Actions:

- Plan for and deliver services and programs that enable access and exploration of new technologies and emerging digital tools and software

# Library Plan Action Plan 2025/26

## Goal 5: Climate resilience

Our libraries contribute to a sustainable future through environmentally responsible practices, community resilience programs, and safe spaces in times of need.

Libraries are trusted public places where people turn in times of change and disruption. As climate challenges increase, libraries have a growing role in supporting both environmental sustainability and community preparedness. This means not only reducing our own environmental impact but also helping communities adapt and respond – through reliable information, inclusive services, and safe, supportive spaces.

***The strategic priorities we will focus on:***

### 5.1 Embed climate resilience and sustainable design into planning and operations

Integrate energy efficiency, sustainable materials, and climate-adaptive design into the way our libraries are planned, maintained, and upgraded. This includes reducing waste, managing resources wisely, and ensuring our buildings remain safe and functional in extreme weather.

2025/26 Actions:

- Consider the quality standards proposed in the *Public Libraries and Sustainability in Victoria* report and how they might be applied in our libraries
- Implement changes to our information technology infrastructure and hardware to reduce energy consumption

### 5.2 Deliver services that build community capability in sustainability

Offer services and information that help people understand sustainability, prepare for emergencies, and take climate-smart actions in their daily lives. This includes community workshops, resource guides, and partnerships that bring expert knowledge into the library setting.

2025/26 Actions:

- Introduce Citizen Science Corners at Warrandyte and Blackburn libraries

### 5.3 Position libraries as safe, supportive spaces during disruption and crisis

Make sure our libraries can serve as places of safety and connection during emergencies - whether it's heatwaves, storms, or local disruptions. This means planning for infrastructure that supports community use during crisis and preparing staff to respond with care and consistency.

2025/26 Actions:

- Installation of digital signage and systems at libraries to support information updates on local disruptions, emergencies and events

