

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 21 May 2025

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 21 May 2025 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

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)
Julie Lawes (Manager Finance)
Pat Wickramage (Manager Technology and Risk)

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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

Recommendation

That the Board adopts the minutes of the extra ordinary meeting held on 14 May 2025.

Attachments

Attachment 1 – Minutes of the extra ordinary Board Meeting 14 May 2025.

5. REPORTS

5.1 GENDER EQUALITY ACT 2020

Dr Niki Vincent, Commissioner, Commission for Gender Equality in the Public Sector will present an overview of the Corporation's obligations under the Gender Equality Act 2020.

5.2 LOCAL GOVERNMENT ACT 2020

Colin Morrison, Director Sector Investment, Local Government Victoria will brief the Board on the impacts of the Local Government Act 2020 section 330 on existing regional library corporations.

5.3 WHITEHORSE COMMUNITY REPRESENTATIVE APPOINTMENT (for noting)

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

Whitehorse Council representatives have advised that the appointment of Nicola Nye to the role of Whitehorse Community Representative on the Library Board has been extended for a further two years until 24 July 2027.

Recommendation:**That the Board:**

- a) notes the extension of Nicola Nye's appointment as Whitehorse Representative on the Library Board for a further two-year period until 24 July 2027, and
 - b) thanks Ms Nye for her contribution over the past two years.
-

Discussion

Nicola Nye was appointed to the role of Whitehorse Community Representative on the Library Board in July 2023. The term of appointment was for an initial two years, with a possible further two-year term. Whitehorse Council representatives have confirmed the extension of Ms Nye's appointment for a further two years until 24 July 2027.

Nicola has made a valuable contribution to the Board over the past two years by bringing a library user perspective to meeting discussions. Ms Nye has demonstrated herself to be committed to the role of Community Representative, and has an excellent record of attendance and participation at Board meetings.

Regulatory

Membership of the Library Board is in accordance with Clause 3.1 of the *Whitehorse Manningham Regional Library Agreement*.

Appointment of the Community Representatives are in accordance with the *Community Representative Guidelines for Appointment*.

Financial Impacts

Remuneration does not apply to community representative position.

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 GUIDELINES FOR APPOINTMENT OF COMMUNITY REPRESENTATIVES TO THE BOARD (for decision)

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

The *Guidelines for Appointment of Community Representatives to the Board* are intended to assist in the appointment of community representatives to the Library Board. The Guidelines have been reviewed as part of WML's ongoing governance review process to reflect current practices.

Recommendation:

That the Board revokes the *Guidelines for Appointment of Community Representatives to the Board 2022* and adopts the *Guidelines for Appointment of Community Representatives to the Board 2025*.

Discussion

The *Guidelines for Appointment of Community Representatives to the Board* were last reviewed and endorsed by the Board in May 2022, with a review date set for 2025. The Guidelines have been reviewed. No major changes are proposed. Table 1 summarises the minor adjustments required to reflect current practice.

Table1: Proposed changes to Community Representative Guidelines for Appointment

Clause	2022 Guidelines	2025 Guidelines	Commentary
2.3	The Audit Committee	The Audit and Risk Committee	To reflect a change to name of the committee
3.7	Section 76A of the Act requires that Public Liability and Professional Indemnity Insurances be in place, to prescribed amounts of indemnity (currently \$30mill and \$5mill respectively).	Section 76A of the Act requires that Public Liability and Professional Indemnity Insurances be in place, to prescribed amounts of indemnity (currently \$600mill and \$600mill respectively).	To reflect current limit of indemnity
3.8	Board meetings are usually held at Box Hill Library	Meetings are usually in person and held at Box Hill Library or the Manningham Civic Centre	To reflect current practice
3.10	WMRLC also attend the Board meetings.		Removed as it repeats 3.9

Regulatory

In accordance with the *Whitehorse Manningham Regional Library Agreement*, the membership of the Board includes a community representative for each member council.

Financial Impacts

Remuneration does not apply to the Community Representative role; however, expenses may be reimbursed in accordance with WML policies.

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: Guidelines for Appointment of Community Representatives to the Board 2025

5.5 SUPPLY OF LIBRARY COLLECTIONS, FURNITURE, EQUIPMENT & ASSOCIATED REQUIREMENTS (for decision)

Report prepared by: Katie Norton, Manager Collections and Information Services

Executive Summary

The purpose of this report is to seek the Library Board's endorsement of Whitehorse Manningham Libraries (WML's) participation in *Procurement Australia Contract # 2706/0848 – Library Collections, Furniture, Equipment & Associated Requirements* commencing 1 July 2025 and ending 30 June 2027 with two (2) x one (1) year options to extend. The panel of suppliers included in contract meets WML's procurement needs across thirteen categories. Categories include Library Collections which represents WML's largest annual capital expenditure area (\$1.87 million in FY 2025/26).

Recommendation:

That the Board endorse WML's participation in *Procurement Australia Contract # 2706/0848 - Supply of Library Collections, Furniture, and Equipment & Associated Requirements* commencing on 1 July 2025 and ending on 30 June 2027 with two (2) x one (1) years options to extend.

Background

Whitehorse Manningham Libraries (WML) procures collection resources across a range of media formats throughout the year to ensure the continued provision of a library collection that responds to the life-long learning and recreational needs of the community. Library Management Systems (LMS) and Radio Frequency Identification (RFID) systems support the effective and efficient circulation and management of library collections.

WML currently utilises *Procurement Australia Contract # 2306/0843* for the procurement of library collections, furniture, shelving, Library Management System (LMS), Radio Frequency Identification (RFID) and associated requirements. This contract ends on 30 June 2025.

A new public tender was conducted by Procurement Australia (PA) on behalf of the 72 Councils/Library Corporations using the current contract. Tenders were evaluated by PA against the following criteria:

- Compliance with specifications;
- Professional competence;
- Corporate governance & Social responsibility; and
- Price

Discussion

The new *PA Contract # 2706/0848* is for the provision of Library Collections, Furniture, Equipment & Associated Requirements and includes a comprehensive panel of suppliers across thirteen categories.

Category 1 Printed Material – English

Category 2 Printed Material – Community Languages

Category 3 Printed Magazines and Newspapers – English & Community Languages

Category 4 Digital Collections – English & Community Languages
Category 5 Audio-Visual Materials – English & Community Languages
Category 6 Full Shelf Ready Services - (a) Cataloguing (b) Processing (c) Consumables
Category 7 Physical Collection Support Services
Category 8 Digital Support Deliverables
Category 9 Library Management Systems
Category 10 RFID and Unstaffed Library Access Systems
Category 11 Library Furniture and Shelving
Category 12 Non-traditional Library Collection Deliverables
Category 13 Library Removalists

The range and number of suppliers on the panel awarded under the contract ensures WML will have access to the most appropriate suppliers for its needs in relation to the thirteen categories listed above.

The contract commences on 1 July 2025 and ends 30 June 2027 with two (2) x one (1) year options to extend.

Financial Impacts

Participation in *PA Contract # 2706/0848* provides greater purchasing power for participating Councils/Library Corporations.

PA has established a standing offer contract for use by its members at their discretion at any point throughout the duration of the contract. WML also has the discretion to utilise PA's online Request for Quotation (RFQ) facility to seek quotations under the resulting PA standing offer contract with the successful contractors or to employ other quote sourcing options.

WML's annual budget incorporates the anticipated expenditure under *PA contract # 2706/0848*. The anticipated expenditure in FY 2025/26 for Contract Categories 1 to 8 is \$2.1 million, of which \$1.87 million relates to Library Collections capital expenditure. Requests for quotations will be sought from the relevant panel of suppliers for Categories 9 to 13 when the need arises.

Library Plan Link

The recommendation supports the achievement of Library Plan Goal 2: Learning and Engagement - *to enable an informed and engaged community*.

PA contract # 2706/0848 meets the requirements of WML's Procurement, Contract and Risk Management Policies and regulatory requirements.

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

5.6 FINANCIAL REPORT FY24/25 QUARTER 3 (for decision)

Report prepared by: Julie Lawes, Finance Manager

Executive Summary

The Financial Report for FY24/25 Quarter 3 (Attachment 3) is presented for the Board's endorsement.

The year to date (YTD) financial result is \$1,780,020 favourable to budget, primarily due to the early payment by Manningham Council of their fourth quarter contributions and the receipt of the annual State Government funding in full. Other key variances are detailed in the Quarter 3 report attachment.

The Board adopted the 2024/25 Budget at its Ordinary Meeting held on 22 May 2024, as at 31 March 2025 the forecast year end result is an overall net negative result. The forecast is reviewed at the end of each month.

Recommendation:

That the Board adopts the FY24/25 Quarter 3 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: FY24/25 Quarter 3 Financial Report

5.7 CEO REPORT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

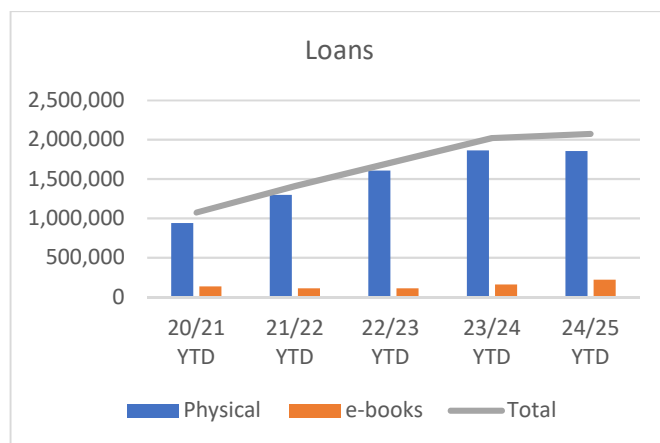
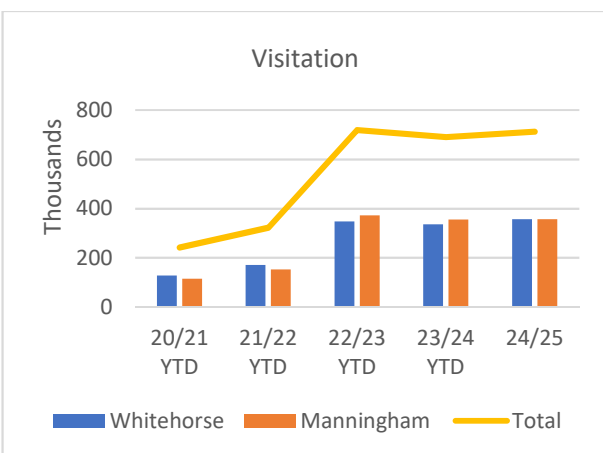
This report provides an overview of WML's performance in the third quarter of the 2024/25 FY. The organisation's performance dashboard provides key performance indicators with five-year trends where available. Detail on individual library activity trends has been provided in Attachment 4. Also provided is the YTD health and safety report and service performance report card.

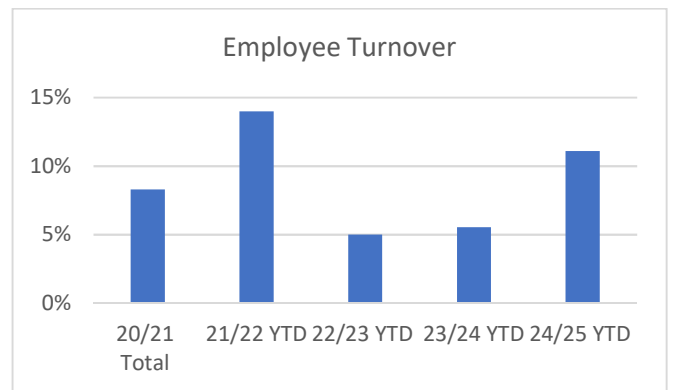
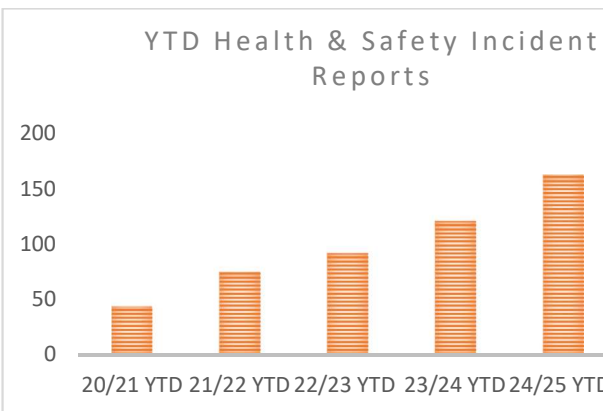
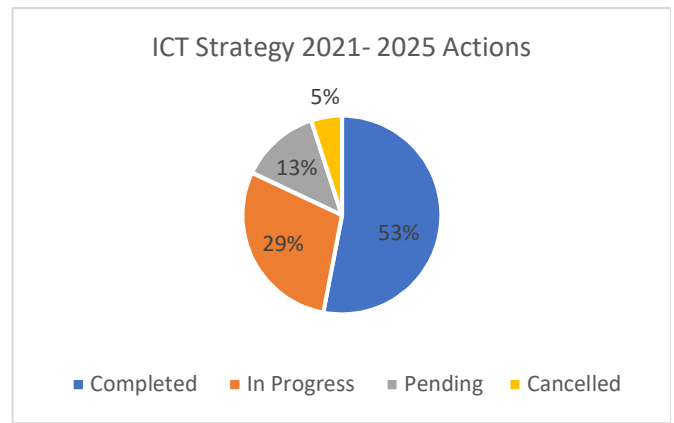
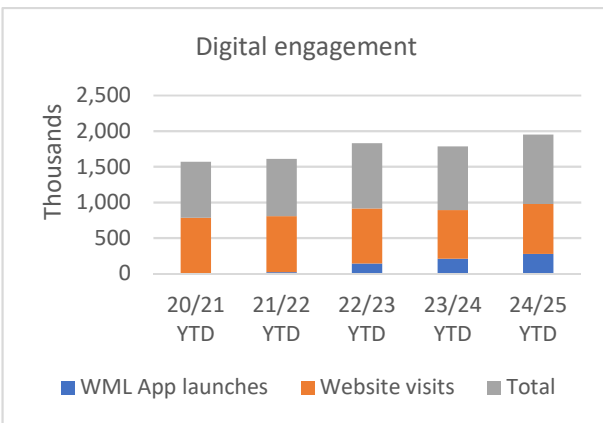
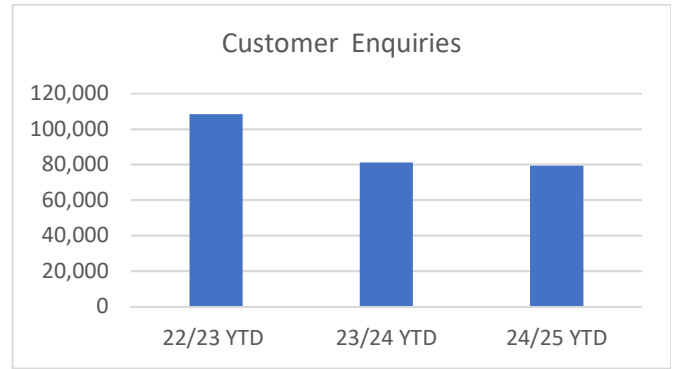
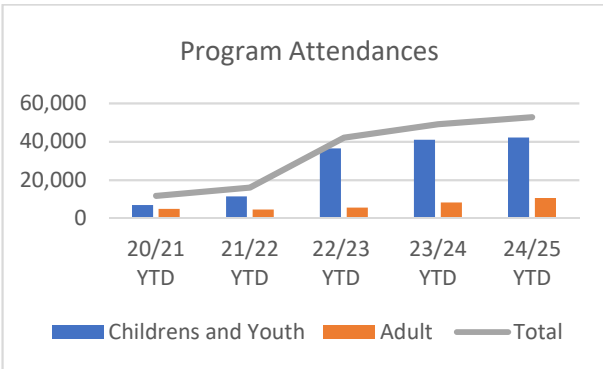
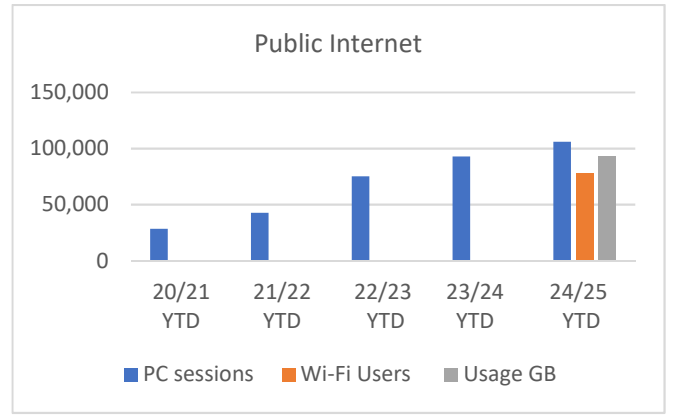
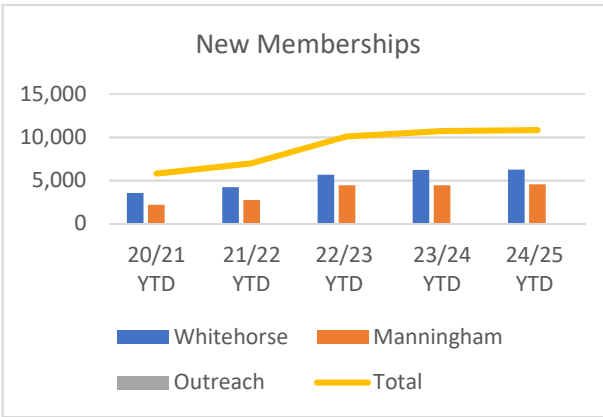
Recommendation

That the Board notes the FY24/24 Quarter 3 CEO Report.

5.7.1 Quarter 3 Key Performance Indicators Dashboard

- Community engagement in library services continues to grow with visitations, use of collection resources, public internet, library app, new memberships and attendance at programs all experiencing increases when compared to the same period in the previous year.
- YTD staff turnover rate is 50% higher than the same period in the previous year, and has included the retirement of a number of long-term employees and employees taking up career opportunities at other libraries/councils.
- ICT Strategy actions completed include replacement of the Helpdesk and Telephony systems, both will reduce ongoing operating costs. Measures to strengthen cyber security controls included implementing multifactor authentication and internal user phishing simulation with follow up training.
- New partnership library program initiatives included:
 - Monthly Auslan storytime - with Expression Australia and DHS grant support
 - Partnership programs with Bunnings
 - NGV Kids on Tour events throughout the Summer School Holidays
 - Climate emergency and energy drop in sessions with Manningham Council
 - Body scan demonstration in collaboration with Aquarena – Active Manningham
 - Navigating the Aged Care System in collaboration with Care Finder
 - Positive Ageing transport session in collaboration with Whitehorse Council
 - Career help sessions delivered by Box Hill TAFE Skills and Jobs





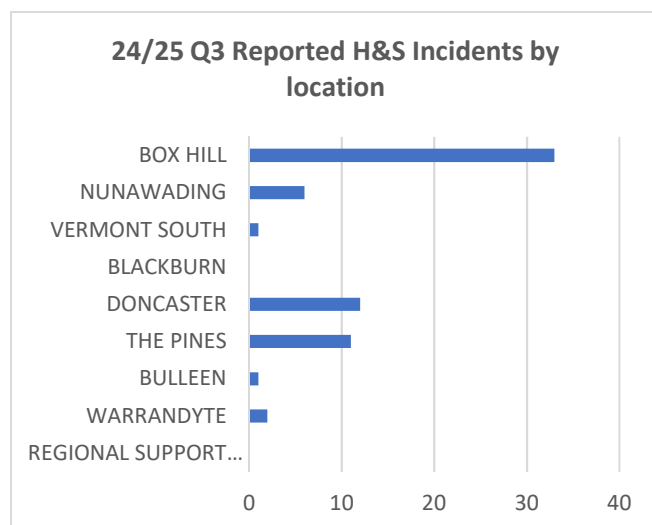
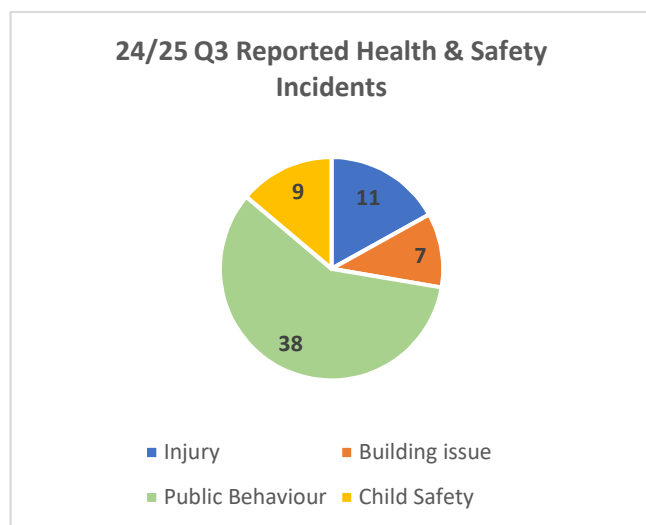
Performance dashboard notes:

- Covid-19 pandemic impacted service from Jan 2020
- Customer enquiry methodology changed from July 2023
- Some activity data impacted by Protected Industrial Action in 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
- Doncaster Library closed for building works in August 2024
- Activity includes Warrandyte and additional Manningham hours
- Wi-Fi usage methodology changed from July 2024

5.7.2 Q3 Health and Safety Report

- A total of 66 health and safety incidents (hazards, injuries, near miss and incidents) were reported in FY 24/25 Quarter 3 (January to March 2025) compared to 51 in Quarter 2, and 39 in the same period in the previous year (January to March 2024)
- The YTD July 2024 to March 2025 total is 163, representing an increase in incident reports compared to 122 for the same period in the previous year.
- Box Hill experienced the highest rate of incidents in Quarter 3, with 21 out of a total 33 incidents relating to repeat behavior by 5 patrons.
- 4 patrons were issued with temporary access suspensions

FY 24/25 Quarter 3 (January to March 2025) Incidents



Type of incident	Number	Comments – Primary areas of concern
Patron behaviour	38	Intoxication, disrespectful behaviour and mental health issues.
Child Safety	9	Unattended children
Injury / Illness	11	Minor bruising, cuts and scrapes
Building issue	7	Water intrusion
Workplace hazard	1	Insect infested returned book stock
TOTAL	66	

Controls enacted to support incident management:

- Local Law 4 – Access and Conduct
- Unattended Children Policy
- Child Safe Policy
- Escalation steps for inappropriate behaviour
- Public Access Technology Conditions of Use
- Occupational Health and Safety Policy & Safe Operating Procedures
- Employee Assistance Program

OHS Training in Q3:

- Neurodiversity at work – 6 staff in attendance
- Initial emergency response with fire extinguisher training- 16 staff in attendance
- Manual handling training – 15 staff in attendance
- Chief Fire Warden Training MC2 – 2 staff in attendance
- Conflict resolution training for frontline staff – 9 in attendance

Looking towards the fourth quarter, the following has been scheduled:

- Basic Conflict Resolution training for frontline staff
- Mental Health First Aid
- OHS Law for Managers and Supervisors

Library Plan / Strategy

Activities reported 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: Q3 Library Activity

Attachment 5: Q3 Service Performance Review Report Card

6. 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 due to reports containing confidential matters relating to contractual and personnel matters.

7. NEXT MEETING

4pm 18 June 2025	Box Hill Library	Extra Ordinary Meeting	Adoption of 2025/26 Budget
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8. CLOSURE

ATTACHMENT 1: MINUTES OF PREVIOUS MEETING

Meeting of the Board of Whitehorse Manningham Regional Library Corporation Minutes of Meeting 166 Held on Wednesday 14 May 2025 at 4.00pm (online meeting)

PRESENT: Board members

Cr Hayley Weller (Whitehorse Council) Chairperson
Cr Peter Allan (Whitehorse Council)
Cr Jim Grivas (Manningham Council) Deputy Chairperson
Cr Andrew Conlon (Manningham Council)
Lisa Letic (Whitehorse Council)
Lee Robson (Manningham Council)
Nicola Nye (Whitehorse Community Representative)
Alison Low (Manningham Community Representative)

In attendance:

Sally Both (Chief Executive Officer)
Julie Lawes (Manager Finance)

In attendance:

For Items 1 - 5.1

Jon Gorst (Manningham)
Callista Clarke (Whitehorse)

For item 5.2

Richie Feder, Ensemble Strategy

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. 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 ordinary meeting held on 12 March 2025, noting that:

- a) adjustments to the Draft 2025/26 Budget exceed those discussed at the meeting on 12 March (item 52),
- b) an extra ordinary meeting of the Board is required to endorse the Draft 2025/26 Budget for community consultation,
- c) the public inspection period has been adjusted, and
- d) the Board will consider the 2025/26 Budget for adoption at the Board meeting on 18 June 2025.

Moved: Cr Allan
Seconded: Cr Grivas
Carried

Julie Lawes, Callista Clarke and Jon Gorst left the meeting

Richie Feder joined the meeting

5. REPORTS

5.1 Draft 2025/26 Budget

Motion

That the Board:

- a) Notes the Draft 2025/26 Budget and Strategic Resource Plan have been developed for the purposes of Section 127 of the *Local Government Act 1989*,
- b) Endorses the Draft 2025/26 Budget and Strategic Resource Plan (with correction to minor errors on pages 7, 14, 18 and 19) for the purposes of community feedback in accordance with Section 129 of the *Local Government Act 1989*, and
- c) Considers for adoption the Draft 2025/26 Budget and Strategic Resource Plan at the Board meeting on Wednesday 18 June 2025.

Moved: Cr Allan
Seconded: Cr Grivas
Carried

5.2 Library Plan 2025 – 2029 – Draft Strategic Goals

The Board were briefed on the proposed Library Plan 2025 – 2029 vision and strategic goals.

Cr Grivas left the meeting at 5pm

6. Confidential Reports

Nil reports

7. Next Meeting

Wednesday 21 May 2025

8. Meeting closed 5.14pm

Signed as a true and correct record

Chairperson

Date

ATTACHMENT 2: Guidelines for appointment of Community Representatives to the Board 2025



1040 Whitehorse Road, Box Hill, 3128
(PH) 9896 4333 (Fax) 9896 4348
www.wml.vic.gov.au

Guidelines for appointment of Community Representatives to the Board

Policy Number	POL/18/46 v3 Draft
Effective date	May 2025
Date to be Reviewed	May 2029
Responsibility	Chief Executive Officer

1. PURPOSE

This document provides context and guidance to support the achievement of the objectives of the Whitehorse Manningham Regional Library Corporation (“WMRLC”) by providing guidance in the selection of community representatives to the Board.

2. CONTEXT

The Whitehorse Manningham Regional Library Corporation

2.1. WMRLC is a body corporate established under section 196 of the *Local Government Act* 1989 (“the Act”).

To avoid confusion, it should be noted that the impact of s330 of the *Local Government Act* 2020 is that those sections of the *Local Government Act* 1989 that were applicable to an existing regional library corporation, continue to apply to that library as if all of those sections had not been repealed until 2031.

- 2.2. WMRLC was established in 1995 and operates subject to a Regional Library Agreement (“the Agreement”) between the Manningham City Council (“Manningham”) and the Whitehorse City Council (“Whitehorse”).

The WMRLC Governance Structure

- 2.3. A tripartite governance structure is in place comprising the following:

The Library Board (“the Board”)

Responsible for the overall governance, management oversight and strategic direction of WMRLC.

Chief Executive Officer and appointed staff

Responsible for the management of WMRLC operations and delivery of services.

The Audit Committee

Appointed by the Board to provide oversight and advice in relation to financial reporting, internal control systems, risk management systems and internal and external audits.

- 2.4. The activities of WMRLC and its personnel are subject to legislation and a Code of Conduct. They are also guided by comprehensive plans and policies.

3. THE LIBRARY BOARD

Board membership

- 3.1. The Board comprises:

- two councillors appointed by each member council;
- the Chief Executive Officer (or their nominee) of each member council; and
- a community representative appointed by each member council.

- 3.2. The Agreement prescribes that the Board Chairperson must be a councillor. The position of Chairperson may rotate between a Manningham councillor and a Whitehorse councillor.

The Community Representative

- 3.3. The community representative must be

- a) a resident or ratepayer of the City of Whitehorse or Manningham; or be enrolled to vote at elections held by those councils;
- b) a member of the library; and

- c) have a demonstrated interest and commitment to the enhancement of public library services to the local community.

3.4. The community representative on the Board is appointed following a process calling for expressions of interest. Council representatives on the Board are responsible for the appointment of the community representative for their council.

3.5. The appointment of each community representative is for an initial two-year term, with an extension of a further two years. As a guide, appointments to a position of community representative should not exceed four years. However, circumstances may dictate that the interests of WMRLC are best served by enabling an appointee to occupy the position for a longer period.

3.6. Remuneration does not apply to this position however expenses may be reimbursed in accordance with WMRLC policies.

Indemnity and Insurance

3.7. Pursuant to the section 76 of the Act, WMRLC is required to indemnify all Board members, including the community members against all actions or claims in respect of any act or thing done or omitted to be done in good faith in the exercise or purported exercise of any function or power conferred on the WMRLC.

Section 76A of the Act requires that Public Liability and Professional Indemnity Insurances be in place, to prescribed amounts of indemnity (currently \$600 million for each).

As a result of the above, community members of the Board are afforded protection by the following insurance policies:

- Voluntary workers
- Directors and Officers Liability
- Public Liability
- Professional Indemnity

Indemnity provisions as described above are not exhaustive and prospective community representatives should be aware of the associated risks for personal liability.

Board meetings

3.8. Ordinary meetings of the Board are held quarterly. Meetings are usually in person and held at Box Hill Library or the Manningham Civic Centre. Additional meetings are held as required.

3.9. Senior officers of WMRLC support the operation of the Board, including through production and distribution of agendas and minutes and attendance at Board meetings. The agenda and minutes of each meeting of the Board are publicly available.

4. KEY SELECTION CRITERIA

4.1. A community representative must be a resident, ratepayer or voter of the City of Whitehorse or City of Manningham.

4.2. In considering applications for community representative positions, the representatives of the member councils should have regard to the following selection criteria:

- 4.2.1. appropriate experience and knowledge of the roles and responsibilities of a director as are relevant to community representation on a Board or similar committee;
- 4.2.2. strong interpersonal and oral communication skills, including ability to work effectively as part of a small team;
- 4.2.3. awareness of contemporary trends and influences around public policy and service delivery;
- 4.2.4. understanding of the role of a library and its services within the broader public sector context;
- 4.2.5. the ability to contribute to the ongoing development of the Board's strategic vision, planning and policy development; and
- 4.2.6. the scope to complement the performance of the Board through provision of additional relevant experience, skills or qualifications.

QUARTERLY FINANCIAL REPORT

QUARTER ENDING: 31 March 2025

1 OVERVIEW

The Board adopted the 2024/25 Budget at its Ordinary Meeting held on 22 May 2024. This quarterly financial status report covers the period commencing on 1 July 2024 and ending on 31 March 2025 representing three quarters of the 2024/2025 Financial Year.

The report summarises the Corporation's financial performance, it includes a:

- Statement of Capital Works
- Income Statement
- Conversion to Cash
- Balance Sheet
- Cash Flow Statement

2 STATEMENT OF CAPITAL WORKS

Statement of Capital Works	2024/25 Budget \$	2024/25 Forecast Actual \$	Forecast Variance \$	YTD Budget \$	YTD Actual \$	Variance \$
Collection Resources	1,820,250	1,820,250	0	1,365,188	1,181,562	183,626
Furniture & Equipment	69,615	95,288	(25,673)	52,211	16,513	35,698
IT Assets	190,000	257,921	(67,921)	142,500	36,860	105,640
Motor Vehicles	0	26,133	(26,133)	0	0	0
Total Capital Works	2,079,865	2,199,592	(119,727)	1,559,899	1,234,935	(324,964)
Represented by:						
Asset Renewal	2,079,865	2,199,592				
Source of Funding						
Council Contributions	2,079,865	2,079,865				
Capital Funds carried forward		119,727				
Total Funding	2,079,865	2,199,592				

YTD Variances

- \$119,727 unexpended Capital was carried forward from the previous year and relates to projects in progress.
- YTD Capital expenditure variances to budget are related to timing of orders and IT projects.

3 INCOME STATEMENT

Income Statement to 31 March 2025	2024/25 Budget \$	2024/25 Forecast Actual \$	Forecast Variance \$	YTD Budget \$	YTD Actual \$	Variance \$
INCOME						
Council Contributions	9,991,482	9,991,482	0	7,493,612	8,490,647	997,035
Manningham Special Projects	0	461,859	461,859	0	416,682	416,682
State Government Funding	1,961,879	1,914,028	(47,851)	1,471,409	1,914,028	442,619
User Fees & Charges	124,140	120,517	(3,623)	93,105	91,053	(2,052)
Interest from Investments	120,000	143,061	23,061	90,000	114,796	24,796
Other Grants	139,451	150,689	11,238	104,588	150,689	46,100
TOTAL INCOME	12,336,952	12,781,636	444,684	9,252,714	11,177,894	1,925,180
EXPENSES						
Employee Expenses	8,534,834	8,592,379	(57,545)	6,401,126	6,396,110	5,016
Operating Expenses	1,827,614	1,713,813	113,801	1,370,711	1,352,114	18,597
Manningham Special Projects	0	461,859	(461,859)	0	366,528	(366,528)
Grant Expenditure	139,451	150,689	(11,238)	104,588	55,264	49,324
Depreciation	1,401,447	1,681,351	(279,904)	1,051,085	1,261,013	(209,928)
Net loss on disposal of property, plant & equipment	483,183	483,183	0	362,387	4,028	358,359
TOTAL EXPENSES	12,386,529	13,083,274	(696,745)	9,289,897	9,435,057	(145,160)
Surplus (Deficit) for the period	(49,577)	(301,638)	(252,061)	(37,183)	1,742,837	1,780,020

KEY YTD VARIANCES

Income

- Manningham Council fourth quarter contributions were received in March
- Manningham Special Projects (Warrandyte Library and additional hours at Doncaster and The Pines Library) are not included in the budget.
- 2024/25 State Government Public Libraries Funding was received in full and is \$47,581 unfavourable to Budget \$.
- YTD Interests from Investments is \$24,796 favourable to budget.
- YTD Other Grant Income is \$46,100 favourable to budget and relates to unexpended Grant Income carried forward from the previous year for projects in progress, and unbudgeted program grants.

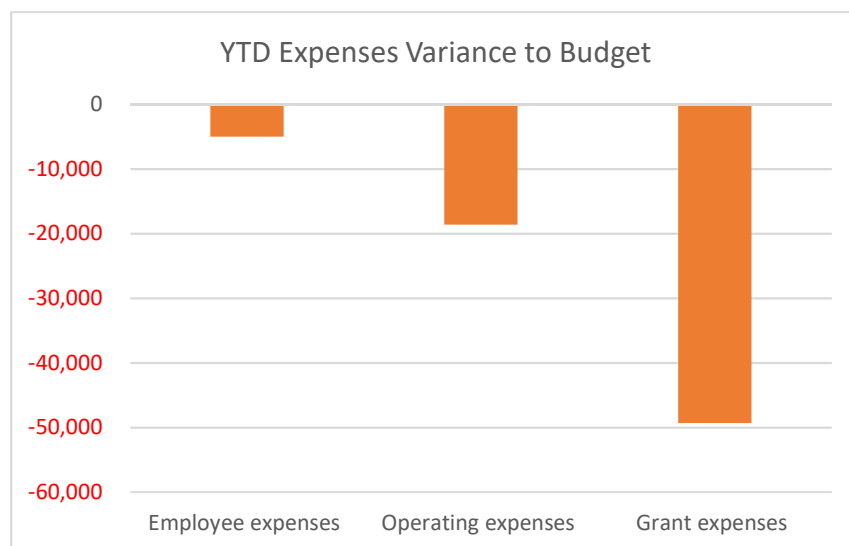
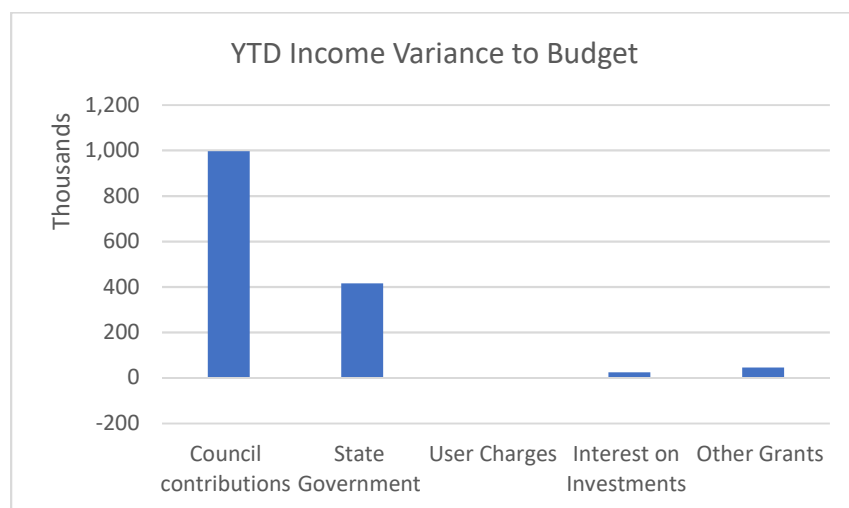
\$119,727 unexpended Capital was carried forward from the previous year and relates to projects in progress

Operating Expenses

- YTD Employee expenses \$5,016 favourable to budget.
- YTD Operating expenses are \$18,597 favourable to budget and relates to savings in utilities resulting from the upgrade in air conditioning at some libraries including the removal of gas at Vermont South Library, and savings in Communications expenses.
- YTD Library Collection Resources (excluding capital collections) are \$35,271 unfavourable to budget and relates to timing of Electronic Resource subscriptions and increases to the cost of Newspaper and Magazine subscriptions.
- Depreciation relates to Library Collections, IT Equipment, Furniture and Equipment and Motor Vehicle assets, and is a non-cash expense recognised in the Income statement.

Grant Expenditure

- YTD Grant Expenditure is \$49,324 favourable to budget and relates to timing of projects.



Conversion to Cash

Conversion to Cash	Forecast Actual 2024/25	YTD Actual 2024/25
Net operating result surplus (deficit)	(301,638)	1,742,837
Add (less) cash costs not included in operating result		
Capital expenditure	(2,079,865)	(1,234,935)
Sub total	(2,079,865)	(1,234,935)
Add (less) non-cash costs included in operating result		
Depreciation	1,681,351	1,261,013
Loss on disposal of property, plant & equipment	483,183	4,028
Sub total	2,164,534	1,265,041
Net Surplus (deficit) position	(216,969)	1,772,943
Accumulated surplus brought forward	845,476	628,507
Accumulated surplus brought forward	628,507	2,401,450

Projected Year End Result

- The Board adopted the 2024/25 Budget at its Ordinary Meeting held on 22 May 2024, projecting a net deficit position of \$158,515.
- The forecast year end result as at 30 March 2025 is a net deficit result of \$216,969. The forecast is reviewed at the end of each month.

4 BALANCE SHEET

Balance Sheet as at 31 March 2025 2024	2024/25 31- Mar-25	2023/24 30-Jun-24
Assets		
Current Assets		
Cash and Cash Equivalents	3,364,502	1,426,586
Money Market Restricted LSL	1,468,042	1,416,930
Receivables	140,923	125,574
Prepayments	206,275	75,600
Accrued Income	18,575	26,981
Total Current Assets	5,198,317	3,071,671
Non-Current Assets		
Collection Resources, IT Equipment & Furniture and Equipment	8,332,983	8,363,088
Total Non-Current Assets	8,332,983	8,363,088
Total Assets	13,531,300	11,434,759
Liabilities		
Current Liabilities		
Payables	846,158	494,590
Provisions	1,802,702	1,800,566
Total Current Liabilities	2,796,867	2,295,156
Non-Current Liabilities		
Provisions	148,007	148,007
Total Non-Current Liabilities	148,007	148,007
Total Liabilities	2,796,867	2,443,163
Net Assets	10,734,433	8,991,596
Equity		
Members Contribution on Formation	3,922,043	3,922,043
Accumulated Surplus (Deficit)	5,069,553	5,069,553
Surplus/Deficit This Year	1,742,837	-
Total Equity	10,734,433	8,991,596

Commentary

- Cash and Investments totaled \$4.8 million at 31 March 2025 and includes a restricted investment for the Long Service Leave reserve.
- Resources and Equipment - Library Resources and IT Equipment assets have been updated
- Payables include payment owing for BAS and Employer Superannuation Guarantee

5. CASH FLOW STATEMENT

Cash Flow as at 31 March 2025	2024/25 31- Mar-25	2023/24 30-Jun-24
Cash flows from operating activities		
Council Contributions	8,907,329	10,211,601
State Government Grant	1,914,028	1,914,028
Interest on Investment	123,22	193,475
Other Income	91,052	168,240
Other Grants	150,689	177,962
Payments to Employees/Suppliers	(7,962,336)	(11,435,888)
Net cash provided by operating activities	3,223,964	1,229,418
Cash flows from Investing Activities		
Payments for Library Collection IT Equipment, Furniture & Equipment	(1,234,935)	(2,101,814)
Proceeds from sale of Equipment	0	5,059
Net cash provided by investing activities	(1,234,935)	(2,096,755)
Net increase (decrease) in cash held	1,989,026	(870,339)
Cash at the beginning of the year	2,843,518	3,713,857
Cash at the end of the year	4,832,544	2,843,518
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 31 March 2025		
Net surplus (deficit) from operations	1,742,837	11,138
Depreciation	1,261,013	1,186,719
(Profit) Loss on Disposal of Fixed Assets	4,028	658,953
Net movement in current assets & liabilities	216,086	(627,392)
Net cash inflow (outflow) from operating activities	3,223,964	1,229,418
Cash Resourcing		
Cash Assets	4,832,544	2,843,518

Commentary

- Cash flow in line with income statement variances.

ATTACHMENT 4 Q3 2024/25 YTD Library Activity Trends

Performance Overview	YTD 24/25	Trend compared to same period last year
Total Loans ¹	4,677,955	+72.83%
Home Library Service Loans	39,964	-3.93%
Total Branch Visits	712,635	+3.12%
New Members	10,845	+0.25%
Adult Program Attendance	10,630	+28.72%
Children and Youth Program Attendance	42,187	+3.01%
Customer Enquiries	79,433	-2.09%
Public Computer Use	108,886	+17.22%
Wi-Fi Activity	77,973 users 93,466 GB used	New measure, historic data not available
Catalogue Searches ²	316,922	-90.87%
App Launches	276,487	+31.11%

Notes:

1. Total loans: we are using different metrics for Press Reader and Ancestry to bring us in line with PLV metrics – they account for the large increase in loans.
2. Catalogue searches: from this financial year, we are counting unique visits to the catalogue, not pageviews – this accounts for the dramatic drop.

Loans

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Blackburn	50,490	50,781	+291	+0.58%
Box Hill	168,707	158,702	-10,005	-5.93%
Nunawading	239,321	247,217	+7,896	+3.3%
Vermont South	140,572	126,650	-13,922	-9.9%
Bulleen	61,265	59,520	-1,745	-2.85%
Doncaster	216,286	210,217	-6,069	-2.81%
The Pines	140,702	145,133	+4,431	+3.15%
Warrandyte	17,315	18,661	+1,346	+7.77%
Virtual Loans - Renewals	830,208	838,043	+7,835	+0.94%
Virtual Loans -e- resources	841,830	2,823,031	+1,981,201	+235.34%
TOTAL	2,706,696	4,677,955	1,971,259	+72.83%
Loans to Home Library Service Members	41,599	39,964	-1,635	-3.93%

Branch Library Visits

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Blackburn	30,122	30,319	197	+0.65%
Box Hill	122,305	129,356	7,051	+5.76%
Nunawading	111,792	127,773	15,981	+14.29%
Vermont South	71,192	68,558	-2,634	-3.7%
Bulleen	45,061	47,385	2,324	+5.16%
Doncaster	201,523	190,376	-11,147	-5.53%
The Pines	88,532	96,183	7,651	+8.64%
Warrandyte	20,528	22,685	2,157	+10.51%
TOTAL	691,055	712,635	21,580	+3.12%

New Members

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Blackburn	1,192	1,279	87	+7.3%
Box Hill	2,382	2,321	-61	-2.56%
Nunawading	1,684	1,722	38	+2.26%
Vermont South	965	920	-45	-4.66%
Bulleen	574	473	-101	-17.6%
Doncaster	2,541	2,622	81	+3.19%
The Pines	976	990	14	+1.43%
Warrandyte	452	461	9	+1.99%
Home Library	52	57	5	+9.61%
TOTAL	10,818	10,845	27	+0.25%

Adult Program Attendances

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Blackburn	220	276	56	+25.45%
Box Hill	594	1,124	530	+89.22%
Nunawading	762	1,031	269	+35.3%
Vermont South	1,082	1,564	482	+44.55%
Bulleen	526	536	10	+1.9%
Doncaster	1,974	2,272	298	+15%
The Pines	508	512	4	+0.79%
Warrandyte	666	605	-61	-9.16%
Online	373	210	-163	-43.7%
Off site	1,553	2,500	947	+60.98%
TOTAL	8,258	10,630	2,372	+28.72%

Children's and Youth Services – Program Attendances

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Blackburn	1,351	1,554	203	+15%
Box Hill	5,406	6,269	863	+15.96%
Nunawading	6,714	7,202	488	+7.27%
Vermont South	5,394	4,524	-870	-16.13%
Bulleen	4,063	4,564	501	+12.33%
Doncaster	8,312	7,995	-317	-3.81%
The Pines	4,624	4,841	217	+4.69%
Warrandyte	1,307	1,181	-126	-9.64%
Online	125	180	55	+44%
Off site	3,658	3,877	219	+5.99%
TOTAL	40,954	42,187	1,233	+3.01%

Customer Enquires responded to by library staff

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Blackburn	3,016	3,874	858	+28.45%
Box Hill	10,686	10,270	-416	-3.89%
Nunawading	14,638	12,636	-2,002	-13.68%
Vermont South	8,983	8,060	-923	-10.27%
Bulleen	7,293	7,384	91	+1.25%
Doncaster	19,136	20,527	1,391	+7.27%
The Pines	10,959	10,907	-52	-0.47%
Warrandyte	2,938	2,821	-117	-3.98%
Via Web	350	283	-67	-19.14%
Suggested Purchases	3,127	2,671	-456	-14.58%
TOTAL	81,126	79,433	-1,693	-2.09%

Public Computer Use

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	% Change
Blackburn	3,351	3,081	-270	-8.06%
Box Hill	28,952	32,145	3,193	+11.03%
Nunawading	15,209	21,584	6,375	+41.91%
Vermont South	6,241	6,329	88	+1.41%
Bulleen	6,546	5,503	-1,043	-15.93%
Doncaster	24,212	30,172	5,960	+24.61%
The Pines	7,030	7,795	765	+10.88%
Warrandyte	1,225	2,225	1,000	+81.62%
Nintendo Wii sessions	127	52	-75	-59.05%
TOTAL	92,893	108,886	15,993	+17.22%

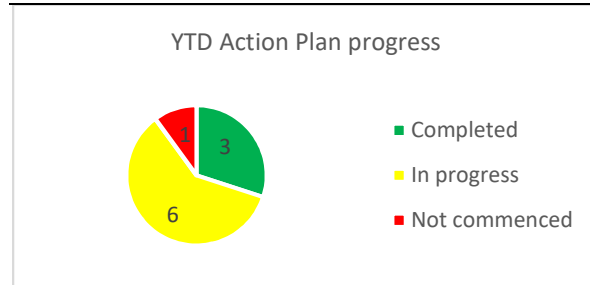
Public Wi-Fi Activity






	Jul 2024 – March 2024 Users	Jul 2024 – March 2024 Usage GB	new measure, historic data not available	
Blackburn	2,499	827		
Box Hill	22,708	31,936		
Nunawading	9,935	11,821		
Vermont South	4,104	5,678		
Bulleen	1,790	1,587		
Doncaster	27,378	34,442		
The Pines	6,601	5,214		
Warrandyte	2,958	1,960		
TOTAL	77,973	93,465		

Website & Catalogue Activity

	Jul 2023 – March 2024	Jul 2024 – March 2025	Change	%Change
Library Website visits	682,230	698,602	16,372	+2.4%
Catalogue Searches	3,470,298	316,922	-3,153,376	-90.87%
App launches	210,874	276,487	65,613	+31.11%
Virtual loans (Internet renewals)	830,208	838,043	7,835	+0.94%
Virtual loans (database usage)	841,830	2,823,031	1,981,201	+235.34%
TOTAL	6,035,440	4,953,085	-1,082,355	-17.93%

ATTACHMENT 5 Q3 2024/25 SERVICE PERFORMANCE REVIEW



	Headline	Q3 Key Performance Indicators at a glance	Q3 Key Story Highlights
	COMMUNITY PARTICIPATION AND ENGAGEMENT	+3% YTD library visitation vs 23/24 ↑ +0.3% YTD new memberships vs 23/24 ↑ +7% YTD program attendances vs 23/24 ↑ 2,841 Open Library visits in Q3 (vs 1,357 23/24) ↑ +17.5% YTD Public Computer use vs 23/24 ↑	Customer feedback submissions in Q3 included 25 compliments (Staff, Open Library, Collections and Programs), 21 complaints (vs 14 in Q2) (Noise, Air conditioning, Debt collection, building issues) and 11 suggestions (Collection items, water fountain).
	MARKETING AND COMMUNICATIONS	+181 eNewsletter Events subscribers ↑ +21 Facebook followers ↑ +7 Instagram followers ↑	Marketing campaigns included The Big Summer Read
	LIBRARY COLLECTIONS AND RESOURCES	YTD physical loans maintained vs 23/24 → +39% YTD e-book loans vs 23/24 ↑ +31% YTD use of Library App vs 23/24 ↑	Library Management System and Public catalogue upgrade completed
	MANAGEMENT AND ADMINISTRATION	11% staff turnover rate vs 5.6% 23/24 EA 2024 Ballot: 86% of employees voted, 70% YES vote \$3,500 annual Microsoft grant	Telephony system replaced – increased functionality and efficiency, reduced handset requirements, ongoing savings anticipated. Enterprise Agreement 2024 lodged with Fair Work Commission Microsoft NFP status achieved
	REPORTING AND GOVERNANCE	1 x internal audit completed	Internal Audit of Risk Management Framework completed Instrument of Delegation and Governance Rules adopted New Community Representative on Board appointed New Independent Member on Audit & Risk Committee appointed