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Whitehorse Manningham Regional Library Corporation

AGENDA Attachments

Ordinary Meeting of the Board

Wednesday 26 August 2026

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Attachment 1: Minutes of previous meeting

Meeting of the Board of the Whitehorse Manningham Regional Library Corporation

Minutes of Meeting No.174

Held 6pm on Wednesday 17 June 2026

PRESENT: Board members

Cr Andrew Conlon (Manningham Council), Chair
Cr Hayley Weller (Whitehorse Council), Deputy Chair
Cr Jim Grivas (Mayor, Manningham Council)
Cr Andrew Davenport (Whitehorse Council)
Andrew McMaster (Manningham Council)
Lisa Letic (Whitehorse Council)
Nicola Nye (Whitehorse Community Representative)
Alison Low (Manningham Community Representative)

In attendance: WMRLC

Sally Both (Chief Executive Officer)
Katie Norton (Manager Community Participation)
Pooja Sareen (Manager Finance)

1. Welcome and Apologies

Apologies: Nil

2. Statement of Acknowledgement

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi-Wurrung people's 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.

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 13 May 2026.

Moved: Cr Weller

Seconded: Cr Grivas

Carried

5. REPORTS

5.1 Community Cohesion Project

Katie Norton, Manager Community Participation delivered a presentation summarising the outcomes of the suite of Community Cohesion programs delivered February to April 2026. The initiative was enabled by a \$9,900 grant through a partnership between The Australian Library and Information Association (ALIA) and the Federal Department of Home Affairs - Office for Social Cohesion. 327 people directly participated in activities aimed at building and growing community cohesion, in addition others engaged with the exhibitions.

5.2 Budget 2026/27

Motion:

That the Board adopts the 2026/27 Budget as contained in Attachment 2.

Moved: Cr Weller

Seconded: Cr Grivas

Carried

6. CONFIDENTIAL REPORTS

Motion:

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

Moved: Andrew McMaster

Seconded: Lisa Letic

Carried

WMRLC Officers left the meeting

6.1 Late Notice Item – CEO Contract

The CEO Performance Sub Committee provided a verbal update on the CEO contract.

7. Next Meeting

6pm Wednesday 26 August 2026 Ordinary Meeting

8. Meeting closed 6.42pm

Signed as a true and correct record

Chair:

Date:

Attachment 2: Financial Statements 2025/26

Published separately

Attachment 3: Nunawading Open Library Special Project Agreement



Regional Library Agreement Special Project – Nunawading Open Library

The Whitehorse Manningham Regional Library Corporation (WMRLC) will provide Whitehorse City Council with a "Special Project" in accordance with the provisions under Clauses 9.7, 9.8 and 9.9 of the Whitehorse Manningham Regional Library Agreement 2017.

The Board of the Whitehorse Manningham Regional Library, on 26 August 2026, resolved that the provision of extended access hours at the Nunawading Library through the implementation of the Open Library model on an ongoing basis be designated as a Special Project.

"Open Library" is a service that allows public access outside of standard library operating hours via membership and in-person induction enabling users to enter the building and use core facilities independently. Services during these times include self-service borrowing and returns, use of study spaces, public computers, and Wi-Fi, with no staff presence on site. Safety and risk management are addressed through a combination of CCTV, security systems, duress alarm and clearly defined conditions of use.

The terms of the Nunawading Open Library Special Project will be as outlined below:

1. COMMENCEMENT

WMRLC will provide up to 43.5 hours per week of extended access over 7 days to the Nunawading Library through the Open Library (unstaffed) service model on an ongoing basis commencing in the 2026/27 financial year.

2. HOURS OF OPERATION

2.1 Staffed Opening Hours

Staffed opening hours will remain unchanged at a total of 54.5 hours over 7 days:

Monday	10am -8pm
Tuesday	10am - 8pm
Wednesday	1pm – 8pm
Thursday	10am - 8pm
Friday	10am – 5pm
Saturday	9.30am - 5pm
Sunday	2pm - 5pm

2.2 Open Library Hours

Up to 43.5 hours of Open Library extended access over 7 days will be provided:

- Monday to Sunday 8am -10pm (outside of staffed opening hours listed at 2.1)
- Access shall be subject to the Open Library application process and Conditions of Use

3. REPORTING

3.1 Activity data and community feedback in relation to the Nunawading Open Library usage is to be provided by WMRLC on request by the Library Board or Whitehorse City Council.

3.2 WMRLC will provide Whitehorse City Council with quarterly financial reports on operating costs associated with the Special Project

4. FINANCIAL

4.1 WMRLC will invoice Whitehorse City Council monthly for all expenditure incurred by WMRLC in the provision of the Special Project.

4.2 WMRLC will allocate indirect costs associated with the provision of the Special Project in accordance with the *Cost Apportioning Rules* (adopted by the Library Board May 2022), including a proportion of Regional Support Services costs.

4.3 Whitehorse City Council shall pay such costs within 30 days of the Council receiving an invoice from WMRLC.

4.4 WMRLC will provide Whitehorse City Council with a forecast of the anticipated expenditure required for the provision of the Special Project on an annual basis.

5. REVIEW

5.1 The provision of Open Library services at Nunawading Library will be reviewed annually.

5.2 Material changes to the Special Project Agreement shall require endorsement by the Library Board.

Signed

Date

Lisa Letic

Whitehorse City Council - Director Community Life

Signed

Date

Andrew McMaster

Manningham City Council - Director City Planning and Liveability

Attachment 4: Quarter 4 Financial Performance Report

Income Statement 30 June 2026

Whitehorse Mannigham Libraries Income statement (in \$000)		YTD June2026				
		Actual	Budget	Variance	var %	Notes
Operating Income						
	Council contributions	\$8,171	\$8,171	\$	0.0%	
	State Funding	\$1,914	\$1,914	\$	0.0%	
	Other grants	\$187	\$137	\$50	36.4%	1
	Manningham special projects	\$557	\$502	\$55	11.0%	2
	Users fees and charges	\$160	\$131	\$29	21.8%	3
Total Operating Income		\$10,989	\$10,855	\$134	1.2%	
Operating Expenses						
	IT and Telco	\$224	\$299	\$75	25.0%	4
	Library resources(non-capital)	\$395	\$402	\$7	1.8%	
	Other Overheads	\$479	\$531	\$52	9.8%	5
	Salary and Wage related	\$8,697	\$8,811	\$113	1.3%	
	Property Plant & Equipment & Vehicle	\$553	\$564	\$10	1.8%	
	Other grants	\$204	\$137	(\$67)	(48.7%)	6
	Manningham special projects	\$557	\$502	(\$55)	(11.0%)	2
Total Operating Expenses		\$11,109	\$11,245	\$136	1.2%	
Operating Surplus/(Deficiency)		(\$121)	(\$390)	\$269	69.1%	
Total Non Trading Income (Interest)		\$211	\$100	\$111	111.0%	7
Non Trading Surplus/(Deficiency)		\$211	\$100	\$111	111.0%	
Total Surplus / (Deficiency)		\$90	(\$290)	\$380	131.2%	
	Margin	-1.1%	-3.6%			
Council contributions(capital allocation)		\$2,171	\$2,171	\$	0.0%	
Total Non Trading Expenses (Depreciation)		\$1,656	\$1,720	\$65	3.8%	
(Loss)/gain on disposl of property/ plant & equipment		\$516	\$517	\$1	0.2%	
Total underlying Results after Depreciation/Disposal		\$90	(\$357)	\$446	(125.2%)	

Income Statement Notes:

Income

1. Grant income was above budget due to additional grant funding received for community programs and service delivery during the year that was not anticipated at the time the budget was prepared.
2. The Manningham Special Projects contribution offsets the operating expenses incurred in delivering the Council-funded special projects.
4. User fees and charges included the recovery of a software subscription overcharge.

Expenses

5. ICT expenditure was below budget due to lower than anticipated software licensing and support costs.
6. Other overheads are below budget mainly due to the underspent professional fees.
7. Grant expenditure exceeded budget due to the expenditure of grant funding carried forward from the previous financial year, which had not been fully reflected in the current year budget. Interest is slightly above budget.
8. Interest on Investments includes the interest earned on both short term and at call accounts and also interest earned on the Long Service Reserve. The interest on LSL is not included in the budget figures.

Balance Sheet

Whitehorse Manningham Libraries BS (in \$000)

	Jun-26	Jun-25	Variance	Var %	Notes
ASSETS					
Cash and Cash Equivalents	\$1,579	\$1,674	(\$95)	-5.7%	
Money Market Restricted LSL	\$1,353	\$1,484	(\$132)	-8.9%	
Other receivables	\$397	\$184	\$213	115.5%	
Prepayments	\$204	\$137	\$67	48.5%	1
Total Current Assets	\$3,533	\$3,480	\$52	1.5%	
Property and Equipment	\$8,174	\$8,084	\$91	1.1%	
Total Non Current Assets	\$8,174	\$8,084	\$91	1.1%	
Total Assets	\$11,707	\$11,564	\$143	1.2%	
LIABILITIES					
			0		
Total Current Liabilities	\$2,619	\$2,760	\$141	5.1%	
Total Non Current Liabilities	\$354	\$160	(\$194)	-121.4%	2
Total Liabilities	\$2,973	\$2,920	\$53	10.1%	
Net Assets	\$8,733	\$8,644	\$90	-20.3%	
EQUITY					
			0		
Members Contribution	\$3,922	\$3,922	\$	0.0%	
Current Year Surplus/Deficit	\$90	\$	\$90		
Accumulated funds	\$4,722	\$4,722	\$	0.0%	
Total Equity	\$8,733	\$8,644	\$90	1.0%	

Notes:

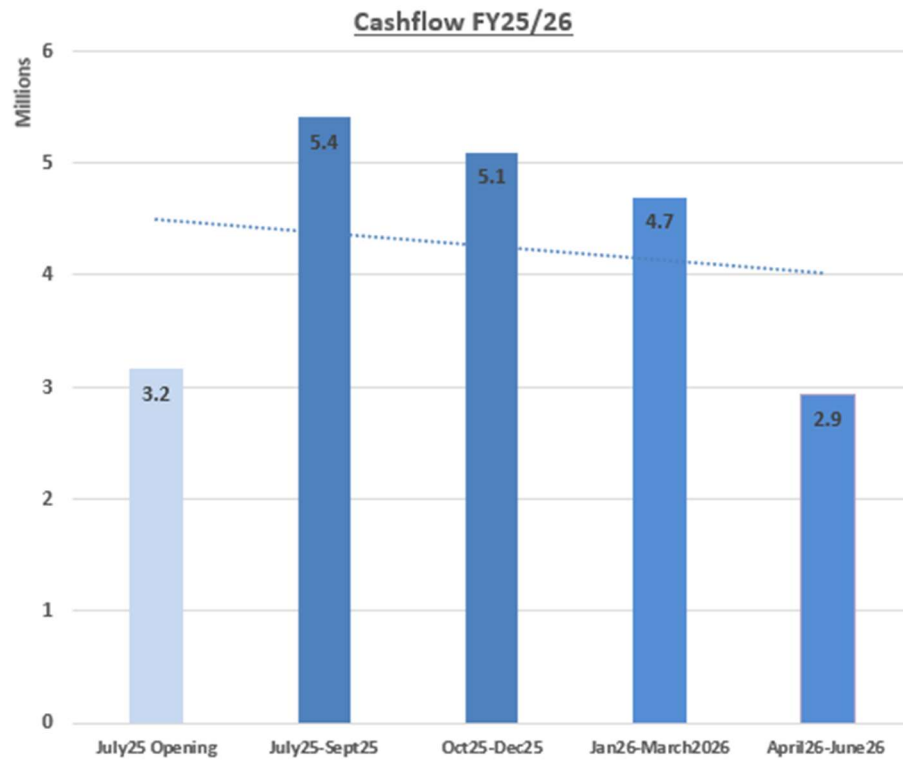
1. Prepayments include the advance payments for the future periods expenses. These amounts will be expensed progressively as the related benefits are received in subsequent quarters, in accordance with accounting standards.
2. Total non-current liabilities are higher compared to the previous year due to an increase in leave provisions and the reclassification of leave provisions from current to non-current.

Capital Investment Expenditure

Assets type (in \$000)	Ytd June26(Actuals)	Budget FY25/26*	Brought forward FY24/25*	Remaining Budget
Media Resource Purchases	\$1,971	\$1,897	\$56	(\$18)
Furniture and Office Equipment	\$115	\$73	\$20	(\$22)
IT Replacement Budget	\$198	\$201	\$7	\$10
	\$2,284	\$2,171	\$83	(\$30)

* The capital budget (includes Warrandyte capital) for FY25/26 is fully funded from council contributions, reflecting the council's commitment to support asset renewal and service delivery improvements, the additional purchases associated with grant-funded projects, with the expenditure fully funded through corresponding grant income received.

Cash Flow



Cash Movement:

Cash decreased during the year as cash was utilised to fund operating activities and capital expenditure

Attachment 5: AI Governance Policy



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(PH) 9896 4333
www.wml.vic.gov.au

AI Governance Policy

Policy Number	
Effective date	Draft
Last review date	
Next review date	
Responsibility	Manager, Technology & Risk

Purpose

This policy establishes the governance framework for the responsible, ethical, secure, and transparent use of Artificial Intelligence (AI) within Whitehorse Manningham Libraries (WML). It ensures AI technologies are used to enhance service delivery, improve operational efficiency, and support innovation across the library network while maintaining public trust, protecting privacy, and upholding the values of equity, accessibility, and intellectual freedom that reinforce public library services.

Scope

This policy applies to all staff, contractors, volunteers, and third parties using AI on behalf of WML. It covers all forms of AI use, including informal experimentation, structured pilots, procurement of AI-enabled solutions, and operational deployment. The scope includes both organisation-approved systems and externally hosted tools used in a work context.

Guiding Principles

AI use within WML is governed by core principles that ensure its responsible application. AI must be used in a human-centred manner, supporting staff capability and decision-making rather than replacing professional judgement. Staff remain accountable for all outputs generated using AI and must ensure accuracy and appropriateness prior to use. Outputs must be assessed for fairness to avoid bias or discrimination, particularly in relation to diverse community groups. Transparency is expected where AI contributes to decision-making or public-facing content. Privacy and security are critical, and all AI use must safeguard personal and organisational data. Staff must also recognise that AI outputs may be inaccurate or incomplete and require verification.

Acceptable Use

AI tools may be used to support low-risk, productivity-enhancing activities such as drafting documents, summarising information, generating ideas, and creating templates. These uses are intended to improve efficiency and support creativity. However, AI must not be relied upon as the sole source of truth or used in place of professional judgement. All outputs must be reviewed and validated before use. AI must not be used to process confidential or personal information within public or unsupported tools.

Do's and Don'ts of AI Use

The following table provides practical guidance to support safe, ethical, and responsible use of AI tools within WML.

Do's	Don'ts
Use AI to enhance productivity, support drafting, and generate ideas AI should be used as a tool to improve efficiency and creativity, not replace core work.	Do not rely on AI as the sole source of truth AI output may be incomplete or incorrect and must not be used without validation.
Verify outputs using trusted sources before use Always cross-check facts and information against reliable and authoritative sources.	Do not assume AI outputs are accurate or complete AI can generate misleading or outdated information and requires critical review.
Use supported, approved tools wherever possible Approved tools provide appropriate security, privacy, and governance controls.	Do not use unsupported tools with organisational data External tools may expose sensitive information outside WML's control.
Protect privacy and only use non-sensitive information Ensure compliance with privacy obligations by avoiding confidential data inputs.	Do not input confidential, personal, or internal data into public tools Such data may be stored or reused by external providers and lead to breaches.
Apply professional judgement and remain accountable for outputs Staff are responsible for final decisions and must review AI-generated content.	Do not delegate decision-making responsibility to AI AI must not replace human judgement, particularly in high-impact decisions.
Assess outputs for bias, fairness, and inclusivity Review for potential discrimination or unintended bias in generated content.	Do not use AI in ways that could reinforce discrimination or bias Improper use may harm individuals or communities and damage public trust.
Follow organisational policies and security controls Ensure AI use aligns with existing governance frameworks and procedures.	Do not bypass established governance or approval processes All AI use must adhere to defined approval and risk management workflows.
Report risks, incidents, or inappropriate outputs promptly Early reporting supports mitigation and continuous improvement.	Do not ignore potential risks or security concerns Unreported issues may escalate into significant organisational risks.

Data Privacy & Security

Data privacy and information security are critical considerations in all AI use. Staff must not enter confidential, sensitive, or personal information into public AI platforms, as such data may be stored, processed, or reused outside the organisation's control. All AI interactions should be treated as potentially public.

Staff must comply with all relevant WML policies and applicable privacy legislation when using AI tools.

Any Personally Identifiable Information (PII) of patrons or staff should not be associated with any AI platforms under any circumstances.

Approved vs Unapproved Tools

AI tools are categorised based on their approval status within WML. Approved tools are those formally approved, authenticated and integrated into organisational systems and operate within established security, privacy, and access control frameworks. These tools are the preferred option for all work involving organisational data. Unapproved tools are external platforms not governed by WML's controls.

Approved tools:

- Microsoft Copilot – M365 Signed in only
- Adobe AI – Adobe Pro Licensed users only

Unapproved tools: (examples only)

- | | |
|-----------|--------------|
| • ChatGPT | • Gemini |
| • Claude | • Perplexity |
| • Grok | • Zapier |

Risk Management

AI introduces risks such as inaccuracies, bias, and inappropriate use. Staff are responsible for identifying and managing these risks by verifying outputs against reliable sources, assessing potential bias, and considering ethical and community impacts. AI must not be used in isolation for complex, policy-driven, or community-sensitive decisions without appropriate oversight and expert input.

Roles & Responsibilities

All staff are responsible for using AI in accordance with this policy, ensuring outputs are reviewed and validated, and protecting confidentiality. Staff are only allowed to use the 'approved tools' listed above. Managers are responsible for overseeing AI use within their teams, approving use cases, and ensuring staff awareness and compliance. Manager Technology & Risk is responsible for maintaining guidance on approved tools, conducting risk assessments, and monitoring developments in AI-related risks and regulation.

AI Due Diligence Checklist

Before using AI-generated outputs, staff must apply due diligence by confirming that no sensitive data has been used, verifying accuracy, assessing bias, and considering potential harm or misinterpretation. Human judgement must always be applied to the final outcome or finished product.

Training & Awareness

WML is committed to building staff capability in the safe and effective use of AI through ongoing training, guidance, and learning opportunities. Staff are expected to remain

informed about best practices and emerging risks. ICT department will assign relevant training as and when needed. All staff are responsible for completing assigned training within the prescribed time periods.

Compliance

Compliance with this policy is mandatory. Failure to adhere may result in disciplinary action and/or restriction of system access.

Review

This policy will be reviewed regularly to ensure alignment with technological developments, legislative requirements, and organisational needs.

Exceptions

WML ICT team is permitted to test AI platforms when the 'AI approval workflow' in Appendix is triggered to introduce new products/functions. The test outcomes and any further findings should be documented as part of the approval process.

Related Documents

- ICT User Access Control Policy
- ICT Security Policy
- Risk Management Strategy and Framework
- Employee Disciplinary Policy
- Information Privacy Policy
- Electronic Communications Policy

Reference

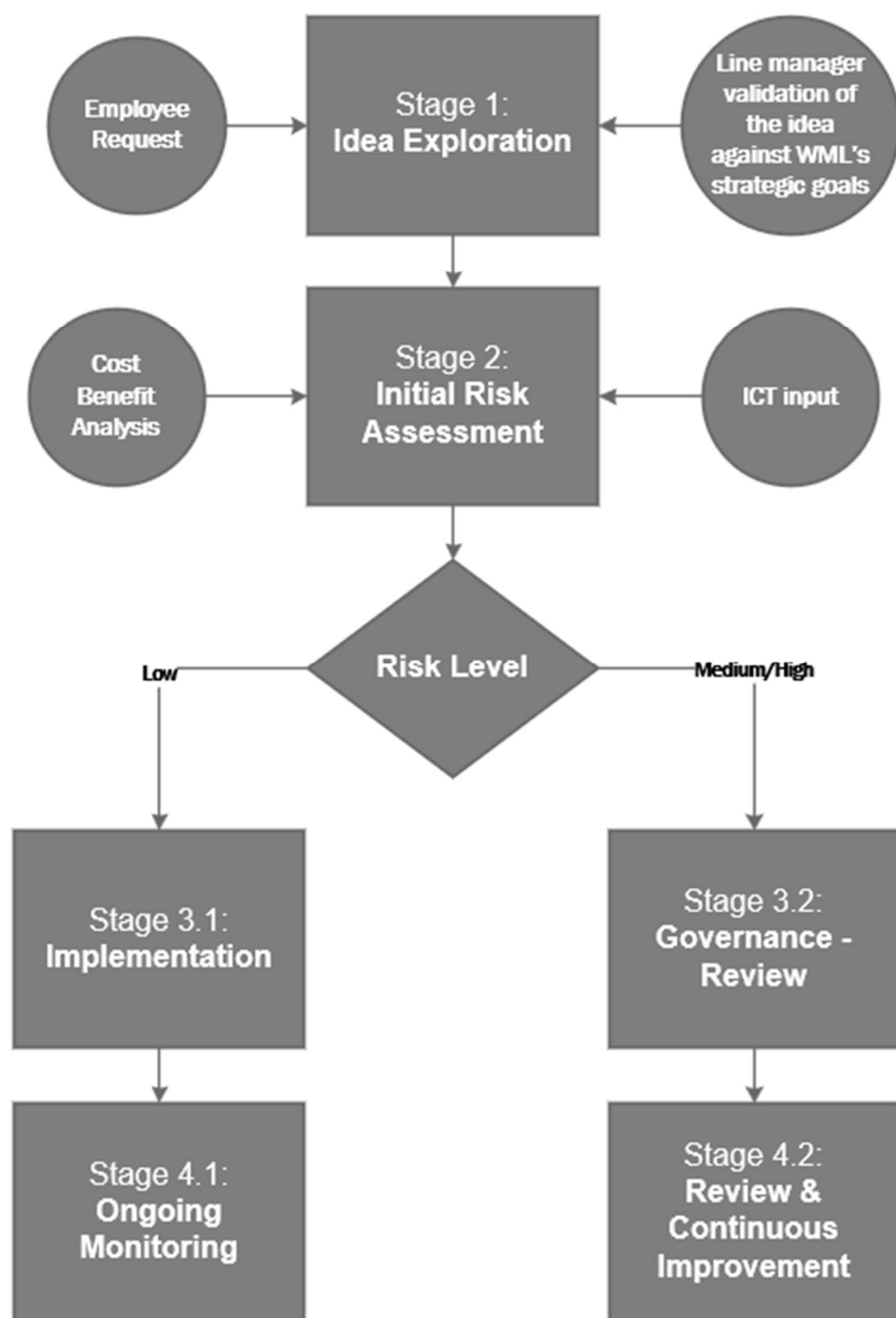
[Implementing Australia's AI Ethics Principles in government | Department of Finance](#)

[Engaging with artificial intelligence | Cyber.gov.au](#)

[Policy for the responsible use of AI in government - Version 2.0 | digital.gov.au](#)

Appendix – AI Approval Workflow

The following workflow outlines the structured process that must be followed for AI use cases beyond basic personal productivity tasks. It ensures consistent risk assessment, appropriate approval, and ongoing governance oversight.



Attachment 6: Library Program and Event Speakers



PROCEDURE

Library Programs & Events – Speakers

Purpose

To provide staff with guidelines and procedures associated with engaging speakers for library programs and events.

Objective

To provide a consistent framework for engaging speakers at library programs and events, ensuring activities are participant-focused, support community learning and engagement and meet Whitehorse Manningham Libraries' compliance, governance and risk management obligations.

Guidelines

Standard Library Programs <i>Definition: Programs that form part of Whitehorse Manningham Libraries' regular service delivery</i>	
Program Type	Speakers
Storytimes, School Holiday Programs, Youth Programs, Writing and Literature programs (such as Author Talks and Book discussion groups), Lifestyle and Learning Programs, Makerspace and eLearning and Technology Programs.	The presenter, facilitator, author, performer or other individual engaged to deliver program content.

Ceremonial and Official Events <i>Definition: Events hosted by Whitehorse Manningham Libraries that involve official acknowledgements, funding agreements, civic representation, ceremonial activities or other formal obligations.</i>	
Program Type	Speakers
Recognition and Acknowledgment: <i>Example: Annual Volunteer Acknowledgement</i>	WML CEO and Chair of the Library Board

Ceremonial and Official Events	
<i>Definition: Events hosted by Whitehorse Manningham Libraries that involve official acknowledgements, funding agreements, civic representation, ceremonial activities or other formal obligations.</i>	
Program Type	Speakers
Grant and Funding-Related Events: <i>Examples: Announcements associated with grant-funded projects, project completion celebrations.</i>	Speakers may include the Mayor, Council CEO, Chair of the Library Board, representative of the funding body, and/or a State or Federal Minister where participation is consistent with the terms of the funding agreement.
Civic and Ceremonial Events: <i>Examples: Official openings of library facilities or refurbished spaces, milestone anniversaries, commemorative events.</i>	WML CEO and Chair of the Library Board. Other speakers may be approved where there is a demonstrated connection between the speaker's official role and the purpose of the event.
Strategic and Governance Events: <i>Examples: Launches of significant WML strategies, plans, initiatives or major service developments.</i>	WML CEO and Chair of the Library Board.
Sector and Professional Events: <i>Examples: Regional library sector events, professional forums, conferences or networking events hosted by WML.</i>	WML CEO and representatives of relevant sector, professional, government or peak organisations whose participation reflects their role and the purpose of the event.
High-Profile Community Engagement Events <i>Examples: National Simultaneous Storytime, major festivals, events attracting substantial community, media or stakeholder interest.</i>	WML CEO The Chair of the Library Board and/or other speakers may be approved where there is a demonstrated connection between the speaker's official role and the purpose of the event.
Other ceremonial and official library events	WML CEO The Chair of the Library Board and/or other speakers may be approved where there is a demonstrated connection between the speaker's official role and the purpose of the event.

Accountability

Position	Responsibility
Program and Partnerships	Ensuring speakers are approved and confirmed at the program/event planning stage. Ensuring speaking roles are agreed and documented in partnership agreements. Confirming speaking roles are approved by the CEO Preparing event running sheets and draft speeches for approval by the WML CEO

Position	Responsibility
WML CEO	Ensuring speaking roles are associated with official duties relating to the event (for example: a condition of a funding agreement) Liaising with the Chair of the Library Board, member Council, government department, and/or other key stakeholder representative to confirm speaking arrangements. Ensuring compliance with any formal procedures required by Council and/or Government for the event. Ensuring compliance with the Election Period Policy

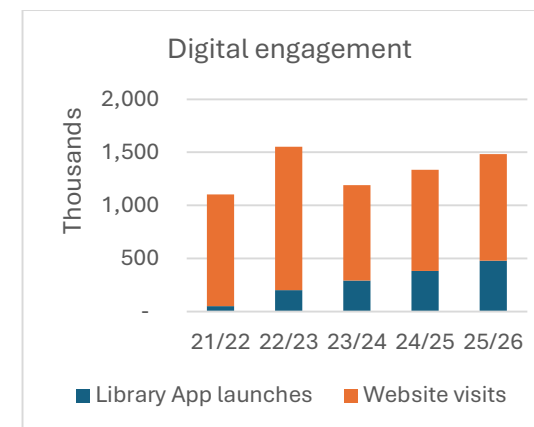
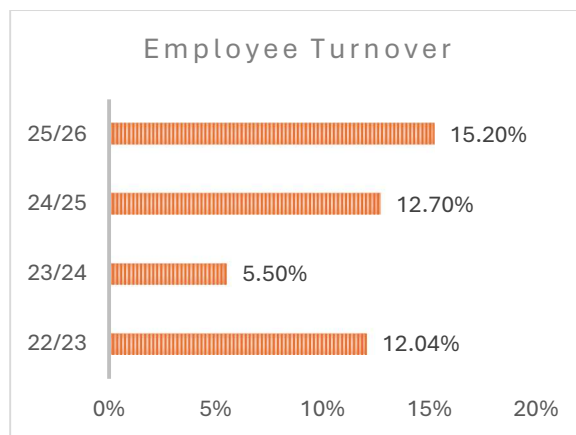
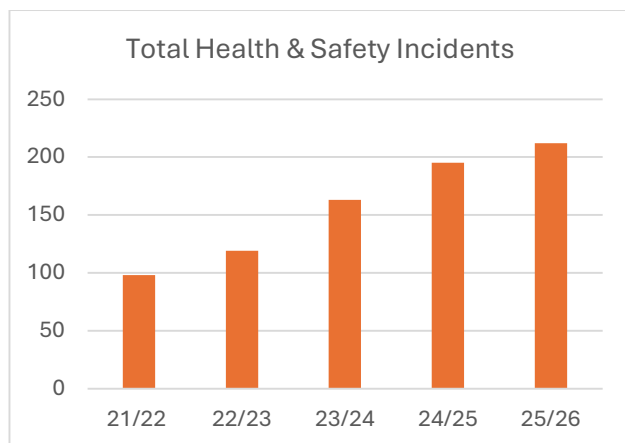
Related Documents

Local Government Act 1989	
Board Member Code of Conduct	POL/18/62[v3]
Staff Code of Conduct POL/18/19[v4]	POL/18/19[v4]
Election Period Policy	POL/18/53[v4]
Funding and Partnership Agreements	

Attachment 7: WML Quarter 4 Performance Report

YTD PERFORMANCE DASHBOARD July 2025 to June 2026





Q4 Customer Feedback Report

Feedback Type	Total	Subjects Included
Compliments	52	Bulleen renovations, Staff, Story Circle
Complaints	27	Noise, scanning fees
Suggestions	21	Study pods, furniture, more cleaning, signage

Q4 Marketing

- eNewsletter Events subscribers as at end of June 2026: 20,805
- Open rate of eNewsletter 48.4%,
- Total Facebook followers 4,909 (+ 51 followers on previous quarter)
- Total Instagram followers 1,847 (+ 115 followers on previous quarter)
- Facebook: post reach +195%, content interactions +139%
- Instagram: post reach +224%, content interactions +220%
- Now hitting 3-5k views for some of our reels (vs average of 500-1k views)

STRATEGIC RISK PROFILE AT 30 JUNE 2026

Overview

There has been no change in the Strategic Risk profile at 30 June compared to Quarter 3 at 31 March 2026.

Emerging Operational Risks:

There are no new emerging risks identified at this stage. Previously identified potential impacts and consequences of the (then) emerging fuel crisis on library operations, are now minimal. Officers will continue to monitor and assess the impacts of this as needed.

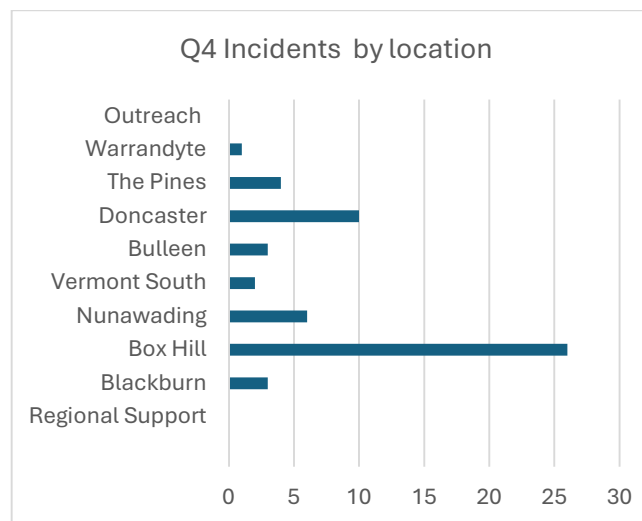
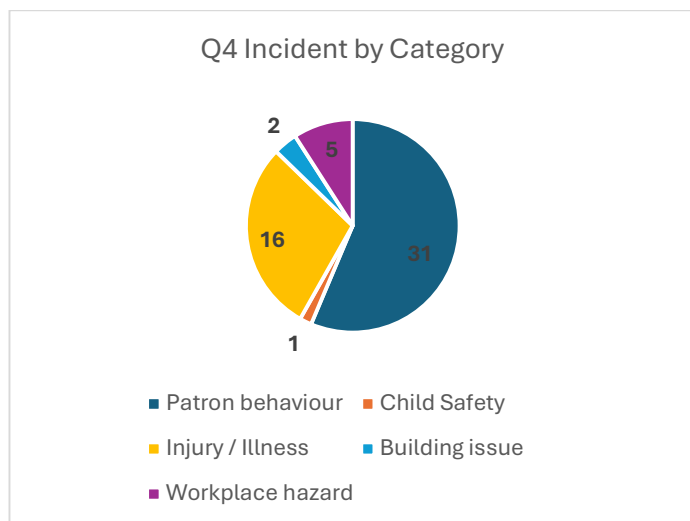
Summary Report

This report includes items with high residual risk rating and/or the three main strategic risk categories identified by the Audit and Risk Committee (ARC). A comprehensive report for all strategic risk categories and planned actions for FY 2026/27 was provided to the ARC.

Risk Category ▾	Risk Description	Residual Likelihood Rating	Residual Consequence Rating	Residual Risk Rating
Inspiring Places	Failure to maintain and plan welcoming spaces that adapt to changing needs	Likely	Major	High
Financial sustainability	Revenue insufficient to deliver strategic objectives and service delivery	Likely	Major	High
Loss of ICT Systems	Failure or loss of ICT systems leading to service disruption or data breach	Possible	Major	Medium
Safety and Wellbeing	Safety and wellbeing of staff and public are compromised	Possible	Moderate	Medium

HEALTH AND SAFETY INCIDENTS 1 JULY 2025 – 30 JUNE 2026

FY25/26 Q4	FY24/25 Q4	FY25/26 YTD	FY24/25 YTD	Comment Q4 FY25/26
55	55	212	195	9% increase in YTD reported incidents compared to YTD FY24/25 2 incidents resulted in police attendance



Treatments included:

- Conflict resolution / De-escalation training
- Health & Safety training
- Enforcement of policy/conditions of use
- Temporary suspension in place

Type of incident	Number	Primary areas of concern
Patron behaviour	31	Alcohol/vaping in library, filming in library, verbal abuse, racist comments, sexual harassment of staff
Child Safety	1	Unattended children
Injury / Illness	16	Drug overdose, cuts and bruises
Building issue	2	Water intrusion
Workplace hazard	5	Tripping hazards
TOTAL	55	

LIBRARY PLAN: ACTION PLAN 2025/26 PROGRESS

Completed	In progress	Not commenced
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Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
Goal 1: Value for community			
1.1 Target partnerships that reduce duplication and increase reach	Deliver <i>Libraries After Dark</i> programs at Box Hill and Doncaster Libraries aimed at reducing loneliness and isolation – key risk factors for gambling harm.	Program scheduling for the Libraries After Dark programs at Box Hill and Doncaster Libraries. Sessions for 2025/26 included movies, book club, wellbeing, art classes, cooking demonstrations and other hobbies, with 1,619 participants. WML have partnered with both Whitehorse and Manningham Positive Ageing and Community Strengthening teams to deliver a series of programs including social inclusion programs and community information sessions. Citizen Science initiative strengthened through collaboration with local Field Naturalists Club delivering a school holiday storytime. Whitehorse Youth Connexions held pop up stalls – identified need for marketing and promotion of attendances Whitehorse Positive Ageing held a pop-up information stand at Vermont South Library in February – so well attended that it had to be moved from foyer into the meeting room. Partnered with Melbourne Writer's Festival, hosting Shaun Micallef at Doncaster Library, with 120 attendees Smile Squad (healthAbility) dental van visit	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		Digital Literacy sessions delivered in partnership with Whitehorse Positive Ageing at Forest Hill Community Space and the Whitehorse Activities Club.	
	In partnership with other library services create collaborative communities of practice and learning opportunities to enhance staff skills and knowledge.	Gender Equality community of practice with other regional library corporations. WML hosted two marketing internships for students from Deakin University.	
1.2 Expand outreach to underrepresented and isolated groups	Develop an outreach plan identifying targeted groups and outreach format options.	Digital literacy sessions delivered at retirement villages. Story Circle delivered at a range of aged care facilities via a volunteer program Attendance at Manningham Healthy Ageing Seniors Club Network Meeting to share information on library service (March 2026) Attendance at Whitehorse Positive Ageing Forum to promote services and activities to attendees (March 2026) Dragon Boat Festival Calligraphy workshop delivered in collaboration with Manningham Senior Citizens – drop in session welcomed people of all ages IDAHOBIT outreach at Box Hill Mall in partnership with Whitehorse Youth Issues Network	
1.3 Design services that create connection	In collaboration with community partners co-design and deliver <i>Community Cohesion</i> initiatives.	Introduction of Board Games collections, 2,192 loans to date	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		NGV children's activity table at Blackburn Library provided children with a chance to connect throughout the summer holiday period Launch of the Sunflower Program to support library patrons who may have hidden disabilities Participation in International Day of Women and Girls in Science through a Robogals workshop promoting curiosity and awareness about STEM for girls. Regular programming at all branches. The Read Aloud Shakespeare session provided feedback indicative of patron appreciation - Shakespeare <i>"It was fabulous! Took me right back to high school. One of my few pleasant memories of high school. The young guy that was there (patron attending) did such a great job. It was great to listen to"</i>. Friends of the Library volunteer role expanded to include program/event support.	
Goal 2: Inspiring places			
2.1 Advocate for long-term investment in library infrastructure	Partner with member Councils in lead up to state government elections to advocate for increased investment in Living Libraries Infrastructure grant program.	Letters to State MPs from Board Chair and Council Mayors in support of PLV funding advocacy. Public Libraries advocacy event held at Parliament House 17 March. Participation in Council's SRL and Box Hill Library advocacy.	
	Celebrate 75 years of Box Hill Library showcasing its enduring relevance as a hub of learning, creativity, and connection.	Celebrated Box Hill Library's 75th anniversary in October 2025 with community-focused activities: • Family Fun Day	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		• VIP Stakeholder Event • Membership drive with limited-edition cards and tote bags • Portrait photography and video storytelling campaign • Strong community advocacy highlighted the library's ongoing role as a hub for learning, creativity, and connection	
2.2 Evolve library spaces to support diverse community uses	In partnership with Manningham Council, implement improvements to Bulleen Library.	Replacement of external tiles at Bulleen library entrance completed. Refurbishment works at Bulleen Library 9 February - April; installation of automatic doors, new desk area, study pod, carpet, painting, shelving and signage. Official opening conducted in May	
	Box Hill training room upgrade	Proposal developed. Project paused.	
	Review physical collection proportions and footprint at each library branch	Physical collection proportions reviewed and balanced collection sizes quantified. Data used to monitor capacity of branches and enabled introduction of additional "floating" collections to reduce stock movement via inter branch courier.	
2.3 Ensure library spaces and services are accessible and inclusive	Develop proposal to improve safe and efficient systems for return of physical collection items at Nunawading Library	Successful Living Libraries Infrastructure Program funding application. Upgrade of After-hours return chutes and installation of internal Smart Returns bin.	
	Identify opportunities to reduce accessibility barriers to services, spaces and technology	WML joined Hidden Disability Sunflower network. Exploring options for development of access keys and social stories Staff development included: Indigenous Cultural Awareness, anti-racism training, Dementia Australia session, engaging multicultural communities, Supporting children's sensory needs in libraries. Participation in Naidoc Week.	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		Additional study tables at Blackburn Library have enabled craft programs to be run whilst the branch is open. Sessions have been better attended by the community, with less disruption and reduced staff support. “Table of Fun” introduced at Box Hill Library that has held a range of activities including – paper chain making, origami, colouring, puzzles and chess. Multi-generational groups have been observed participating, new connections have been made. Changes to the children’s space at Doncaster include shelving re-location, new rug, additional downlights and relocation of a screen. Patron commented: “it looks so light and welcoming now, plus it’s much easier to keep an eye on both my kids when they are browsing different areas” Latrobe Community Health completed accessibility audits at all eight library locations, with recommendations and opportunities for improvement provided. Installation of CCTV at all Whitehorse Branches to support staff and community safety. Installation of a new What’s on Display board at Doncaster Library Improved display screens at Doncaster Library, enabling access to evening book chat sessions for those unable to attend in person.	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		Signage developed for electric mobility devices charging stations at Vermont South Library. Located in the external courtyard.	
Goal 3: Services shaped by community			
3.1 Co-design services with community	Development of Collection Management Policy 2025 – 2029	Policy endorsed by Board December 2025	
	Undertake a community survey	Survey conducted Oct - Nov 2025 Results analysed and reported to Board March 2026	
3.2 Strengthen services that build life skills and wellbeing	Participate in Culture Counts public libraries network to evaluate and measure outcomes of library programs	“Love your library in your language” initiative was extremely popular in March. Doncaster Library ran out of space for all of the community comments and notes in different languages that was set up at the front of the library. Community Cohesion project at Nunawading Library in February to April 2026. This program is funded through a grant from ALIA (Australian Library and Information Association) and the Department of Home Affairs. The project kicked off with participants creating Booknooks that capture a moment when they were supported through a challenging time, with finished dioramas being displayed throughout the library shelves. Other events held throughout March included Tea for uniTEA, a Tea Sharing Festival and Steeped in Stories: Tea and Stories exchange in celebration of Harmony Week. Total 327 direct participants in the activities. Gambling awareness training provide to staff by EACH as part of the Libraries After Dark program	
3.3 Continue to champion early literacy as a foundational focus	Undertake a review of our early literacy program offering	Deakin University students attended Preschool Storytime at Doncaster to promote their Daily Growth Application. Daily Growth is a smartphone app developed by Deakin University researchers providing daily, evidence-based strategies to help parents build strong connections with their children and support their	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		emotional and behavioral development. Students participated in the storytime session and talked to parents about the App. Participation in the Big Summer Read and National Simultaneous Storytime New Children's and Youth Services Outreach model implemented. Includes ability for parents to join children to the library via a QR code and a Toy library partnership.	
Goal 4: Digital confidence and inclusion			
4.1 Ensure reliable, inclusive access to digital tools and technology	Continue to upgrade and evolve our information technology systems and equipment across library branches to enhance access, availability and security	Public Catalogues upgraded and Windows 11 rolled out at all libraries. • 5% increase in library website visits compared to previous year • 25% increase in Library App use • 5.5% increase in Wi-Fi users • 23.5% increase in Wi-Fi usage GB A backup internet solution was implemented, strengthening service continuity and reducing the risk of disruptions to digital access and library operations.	
4.2 Deliver tailored digital learning that meets people where they are	Provide services, resources and programs that support digital inclusion and learning	Positive feedback from patrons who have received additional help through one-on-one technology sessions and assistance with everyday tasks such as printing documents. Digital literacy outreach classes delivered throughout both cities, particularly to residents in retirement villages. Whitehorse Activities Club (Computer Group). Visits to their meetings in Forest Hill and sessions on how to scan at Doncaster Library.	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		Youngster IT help for Seniors well attended at Vermont South Library helped by 9 secondary school students. Great intergenerational project. Libraries promoted as services that provide assistance to community members wanting to apply for the Victorian vehicle registration rebate.	
4.3 Foster digital confidence and creativity	Plan for and deliver services and programs that enable access and exploration of new technologies and emerging digital tools and software	23,681 attendances at digital literacy programs Internal Social media team has been created to build internal capabilities to promote library services and programs, with the following results: • Facebook: post reach +195%, content interactions +139% • Insta: post reach +224%, content interactions +220% • We are now hitting 3-5k views for some of our reels (vs average of 500-1k views) • Increased net followers by 500 across both platforms	
Goal 5: Climate resilience			
5.1 Embed climate resilience and sustainable design into planning and operations	Consider the quality standards proposed in the <i>Public Libraries and Sustainability in Victoria</i> report and how they might be applied in our libraries	New sustainable lighting rolled out throughout the Doncaster Library Doncaster Library staff have led their own initiative to participate in the Container Deposit Scheme (CDS). This is an internal initiative and money raised supports workplace wellbeing activities at this location. A FOGO bin has been implemented in the Box Hill staff lunchroom to collect food waste	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
	Implement changes to our information technology infrastructure and hardware to reduce energy consumption	On-premises IT footprint reduced	
5.2 Deliver services that build community capability in sustainability	Introduce Citizen Science Corners at Warrandyte and Blackburn libraries	94 loans of new <i>Citizen Science Bird Observer Field Kits</i> 57 attendances at Science Week programs. Series of programs delivered to support the transitioning to all-electric homes in partnership with Manningham Council's Electrify! program. <i>Grow your own cut flowers</i> presented in partnership with Sustainable Gardening Australia. Supported by North East Link Community Fund Whitehorse Council FOGO Waste and Recycling session at Nunawading Hosted Whitehorse Council Clothing and e-waste hub at Nunawading Recycling hub installed at Vermont South Library. In partnership with the Whitehorse Council Sustainability unit, Vermont South Library hosted an information session on EV cars. There were 51 attendees and 6 EV demonstration vehicles made available. Seed Swap, Craft Swap and Puzzle Swap continue to be popular at Vermont South Library Community partners from CAPE / Nadrasca have assisted with the seed library, packing seeds into envelopes Vermont South have made use of donated potting mix and plant food from Bunnings to create a courtyard potted veggie garden.	

Library Plan key Priorities	2025/26 Key Action	Progress July 2025 – June 2026	
		Participation in the Safe Cat Safe Wildlife program, in partnership with PLV, RSPCA Victoria and Zoos Victoria. Provided WML with an opportunity to promote birding kits as well. Nunawading Library hosted Whitehorse Council clothing and e-waste hub World Environment Day storytime delivered in partnership with Whitehorse City Council Composting education session held at Vermont South Library, presented by a waste education officer from Whitehorse Council. 443 loans of Sustainability Kits	
5.3 Position libraries as safe, supportive spaces during disruption and crisis	Installation of digital signage and systems at libraries to support information updates on local disruptions, emergencies and events	Digital signage installed at Nunawading Library Community Emergency Preparedness sessions delivered in partnership with member Councils this quarter included: <i>Be ready, stay safe- emergency information and warnings, Heat health, Call Push Shock</i> Warrandyte Bushfire Policy updated Water stations set up in libraries during periods of extreme heat throughout January and December. Libraries advertised as a refuge from extreme heat during January and February. Very well received by the community.	

LIBRARY ACTIVITY 1 July 2025 – 30 June 2026

Loans	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	67504	66486	-1018	-2%
Box Hill	207263	185699	-21564	-10%
Nunawading	326505	320677	-5828	-2%
Vermont South	170446	159997	-10449	-6%
Bulleen	78080	54677	-23403	-30%
Doncaster	281383	276392	-4991	-2%
The Pines	192691	190277	-2414	-1%
Warrandyte	25274	25640	366	1%
Virtual loans - renewals	1095417	1007927	-87490	-8%
Virtual Loans - eResources	1296468	1424916	128448	10%
Total loans	3741031	3712688	-28343	-1%
Home Library Services loans	53904	50606	-3298	-6%

Adult program attendance	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	363	182	-181	-50%
Box Hill	1401	1661	260	19%
Nunawading	1412	2178	766	54%
Vermont South	1141	1800	659	58%
Bulleen	700	410	-290	-41%
Doncaster	2951	3813	862	29%
The Pines	680	720	40	6%
Warrandyte	844	982	138	16%
Online	277	265	-12	-4%
External venue	1711	1959	248	14%
Total attendance	11480	13970	2490	22%

Visits	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	41051	42565	1514	4%
Box Hill	177452	185000	7548	4%
Nunawading	170119	176642	6523	4%
Vermont South	96021	93913	-2108	-2%
Bulleen	62520	46052	-16468	-26%
Doncaster	274888	332493	57605	21%
The Pines	128328	132217	3889	3%
Warrandyte	31040	37435	6395	21%
Total visits	981419	1046317	64898	7%

Children's & Youth program attendance	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	2230	1851	-379	-17%
Box Hill	7962	8715	753	9%
Nunawading	9763	11486	1723	18%
Vermont South	6378	6787	409	6%
Bulleen	5561	3981	-1580	-28%
Doncaster	11197	10218	-979	-9%
The Pines	6599	7704	1105	17%
Warrandyte	1658	1566	-92	-6%
Online	225	81	-144	-64%
External venue	5609	5753	144	3%
Total attendance	57182	58142	960	2%

New Members	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	1541	1020	-521	-34%
Box Hill	3079	3171	92	3%
Nunawading	2256	2324	68	3%
Vermont South	1209	1167	-42	-3%
Bulleen	649	618	-31	-5%
Doncaster	3446	2985	-461	-13%
The Pines	1273	1179	-94	-7%
Warrandyte	606	616	10	2%
Total new members	14059	13080	-979	-7%

Public Wifi Users	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	3440	2962	-478	-14%
Box Hill	33392	38401	5009	15%
Nunawading	14100	15662	1562	11%
Vermont South	6016	5644	-372	-6%
Bulleen	2426	1960	-466	-19%
Doncaster	40338	39930	-408	-1%
The Pines	9585	10534	949	10%
Warrandyte	4279	4706	427	10%
Total	113576	119799	6223	5%

Public Computer Use	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	4225	5029	804	19%
Box Hill	42310	36254	-6056	-14%
Nunawading	29249	30418	1169	4%
Vermont South	8867	10034	1167	13%
Bulleen	7263	5156	-2107	-29%
Doncaster	39632	39233	-399	-1%
The Pines	11556	14669	3113	27%
Warrandyte	2849	3117	268	9%
Total	145951	143910	-2041	-1%

Public Wifi GB Usage	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	1184	1776	592	50%
Box Hill	49336	65088	15752	32%
Nunawading	17321	20358	3037	18%
Vermont South	8188	6822	-1366	-17%
Bulleen	2282	3176	894	39%
Doncaster	49732	58584	8852	18%
The Pines	7666	10336	2670	35%
Warrandyte	3436	5731	2295	67%
Total	139145	171871	32726	24%

Website& Catalogue Activity	Q4 24/25	Q4 25/26	Variance	Variance %
Library website visits	952305	1004448	52143	5%
Catalogue searches	430208	391475	-38733	-9%
Library App launches	382782	478395	95613	25%
Total	1765295	1874318	109023	6%

Meeting Room Bookings	Q4 24/25	Q4 25/26	Variance	Variance %
Box Hill	18096	18732	636	4%
Vermont South	2424	1800	-624	-26%
Total	20520	20532	12	0%

Customer enquiries	Q4 24/25	Q4 25/26	Variance	Variance %
Blackburn	5148	6543	1395	27%
Box Hill	15301	16969	1668	11%
Nunawading	16822	20085	3263	19%
Vermont South	10569	11262	693	7%
Bulleen	9815	7312	-2503	-26%
Doncaster	27352	21848	-5504	-20%
The Pines	14508	16215	1707	12%
Warrandyte	3744	3865	121	3%
Total	103259	104099	840	1%

Notes: Bulleen Library closed for building works February – April 2026