



Annual Report – DRAFT

2017 – 2018

The journey from good to great!



Casey
Cardinia
Libraries

Inspiring spaces

Where everyone is free
to discover possibilities

Executive Summary

2017–18 was a year of growth for Casey Cardinia Libraries (CCL):

- Our [Library Plan 2018 – 22](#) was adopted at the June Board meeting. It reaffirms CCL's commitment to meeting the growing needs of our diverse community
- More than 2.2 million visitors used CCL services
- Library membership grew from 117,239 to 120,615 in the 12 months to 30 June 2018
- CCL loaned 2,382,414 physical items and made 141,440 eLoans
- Attendance for our 3,000 youth and adult programs and events was over 84,400
- CCL utilisation of technology, including Internet, Wi-Fi and specialist PC's reached over 338,000
- Bunjil Place Library opened in late October. It has created a new level of interest in library services across the region. We welcomed 342,237 visitors in the first 8 months of operation
- The Forgiving Tree Campaign captured the hearts and minds of community across the Casey Cardinia region in the lead up to Christmas. CCL forgave people's overdue fines in return for gifts for people in need
- In January CCL announced a 12-month trial removal of overdue fines to encourage people to borrow items without fear of financial hardship
- We joined the community campaign to help prevent family violence in the Casey Cardinia region
- CCL actively sought partnerships across the region and entered formal arrangements with Federation University, Metro Trains and the YMCA
- CCL received its first bequest
- CCL became the first library in Victoria to commit to Take 2 – Victoria's Climate Change Pledge
- Long serving Operations Manager Marika Szendroe left CCL after a sustained contribution of 44 years in public libraries
- We launched and delivered the first iteration of the CCL Living Leadership Program and made it available to all staff
- City of Casey and Cardinia Shire's long-standing CEO's announced their retirement
- In a year of significant change CCL remains in a stable financial position
- VAGO issued an unqualified audit report

Contents

Executive Summary	2
Contents	3
Inspiration and Growth	4
Our Vision	5
Our Mission	5
Our Values and Guiding Behaviours	5
Our Approach	5
Governance	5
The Board	6
The Executive Team	6
Our Community – A Snapshot	7
Our Performance	10
1. The Knowledge Well	10
2. Leadership & Innovation	15
Our Volunteers	21
Our Friends	22
We are Grateful	24
3. Resilience	25
4. Literacies	28
5. Organisational Performance	38
Our Key Measures	41
Statewide Measures	41
We Love Hearing From You	42

Inspiration and Growth

In our 2017 – 21 Library Plan we identified the key challenges and opportunities that come with serving a rapidly growing region during a time of innovation and disruption. Encouraging reading will always be core business for CCL, but the way people consume information is changing and different communities have different needs.

While there are overarching principles that underpin a public library service, a one size fits all approach will sell our diverse communities short. The CCL 2017 – 18 Annual Report provides a summary of the progress we have made against the commitments made in our Library Plan.

CCL is optimistic about the ongoing role of public libraries in our region. We are inspired by the way our staff encourage people to read each and every day. We are also proud that CCL is making a stronger contribution to social inclusion and community resilience.

One of the standout projects for CCL this year was opening our new flagship library at Bunjil Place. We have seen a serious uplift in visitation as people flocked to experience one of the best public libraries in Australia. It has been particularly pleasing to see young people from all over the region use Bunjil Place Library as a safe place to meet and study.

CCL has actively participated in local community campaigns to help prevent family violence, support people experiencing hardship and improve our environmental performance.

There is increasing awareness in the community about the vital role public libraries play providing safe and welcoming spaces for all. There are very few places where large numbers of people from all walks of life can congregate without having to pay.

Public libraries are the last bastion of the free. In a user pays society we understand the importance of demonstrating value. A recent report statewide showed that on average Victorian public libraries return more than \$4.30 for every dollar invested. In the Casey Cardinia region the return is \$5 for every dollar invested. ([Libraries Work!: SGS Economics 2018](#)).

One of the biggest challenges we face over the next couple of years will be meeting community demand for our services. Our population is growing at 4.5% per annum and there is a pressing need for new libraries in Officer and Cranbourne/Clyde.

We are committed to listening, learning and responding to community needs. It is really important that our busy libraries continue to provide a positive experience for everyone.

Our community told us that they want our libraries open for longer (Tell Us What You Really Think Community Survey: February 2018). From September 2018, CCL will trial extended opening hours at all our existing branches to make our libraries available to more people at different times of the day.

Please read on and enjoy the inspirational stories of growth and renewal.

Regards,


Cr. Wayne Smith
Chairperson


CEO

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Mission

To encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey Cardinia region.

Our Values and Guiding Behaviours

Teamwork

We excel when we all contribute. We are loyal and dedicated to each other. We always do our fair share.

Love of Learning

We love new things. We believe there is an opportunity to learn anywhere and everywhere.

Fairness

We treat all people fairly. We do not let our personal feelings bias our decisions about others. We give everyone a chance.

Creativity

Thinking of new ways to do things is crucial to our success. We are never content doing things the conventional way if we believe a better way is available.

Social Intelligence

We are aware of the motives and feelings of other people. We know what to do to fit into different situations and we know what to do to put others at ease.

Humour

We like to laugh, bringing smiles to other people. We try to see the light side of all situations.

Our Approach

- Great customer service
- Embrace new thinking
- Quick little steps
- Momentum not perfection
- Encourage people to take calculated risks
- Fail early, fail often
- A culture of collaboration and innovation
- Pay it forward
- Look after the neighbours
- Build confidence and resilience
- Share our story

Governance

Our governance structure reflects our commitment to achieving a genuine model of community participation. CCL is committed to transparent reporting and accountability to the community.

The Board

City of Casey	Cardinia Shire
<p>Cr Wayne Smith BJ, JP (Chairperson – November 2017 – current)</p> <p>Cr Susan Serey (until November 2017)* **</p> <p>Cr Damien Rosario</p> <p>Cr Rosalie Crestani (from February 2018) *</p> <p>Ms Colette McMahon-Hoskinson</p> <p>Ms Sally Curtain (until April 2018)**</p> <p>Mr Andrew Davis*</p>	<p>Cr Collin Ross (until November 2017) * **</p> <p>Cr Jodie Owen (Chairperson until November 2017)</p> <p>Cr Ray Brown (from February 2018)*</p> <p>Ms Jenny Scicluna</p> <p>Ms Pamela Martin*</p>

* Alternate delegate

** Retired

CCL acknowledge the contributions of Cr Collin Ross, Cr Susan Serey and Ms Sally Curtain who retired from the Board in 2017 – 18.

The Executive Team



Chief Executive Officer
Chris Buckingham



Customer Experience Manager
Beth Luppino



Acting Finance Manager
Marjorie Crompton



Information Services and Technology Manager
Daniel Lewis



Manager, Organisational Development
Melissa Martin

Marika Szendroe (Operations Manager) retired in December 2017.
Pam Vickers (Finance Manager) on leave from December 2017.

Our Community – A Snapshot

In 1996, the region had a population of 188,488. The latest Australian Bureau of Statistics report shows the population has increased to 429,896 with significant residential development across the region's 1,690 square kilometres. (*Regional Population Growth, Australia – 3218.0 Australian Bureau of Statistics, July 2017*). Cranbourne East and Beaconsfield-Officer are the areas that are and have experienced significant growth; both are in the top 10 largest and fastest growth areas in Victoria.

Population



Residents aged
between 0-14
years



Lower number
of residents 65
years+



Median Age

34
years

Families

High number of couples
with children households



Casey Cardinia lies in the traditional lands of the Wurundjeri and Boon Wurrung peoples. Indigenous people from many different places live in the region.

Our Libraries and Area

1. Endeavour Hills
2. Doveton
3. Bunjil Place
4. Hampton Park
5. Cranbourne
6. Emerald
7. Pakenham

Mobile Library to
Beaconsfield, Bunyip,
Cockatoo, Garfield,
Gembrook, KooWeeRup,
Lang Lang, Maryknoll,
NarNarGoon, Tynong and
Upper Beaconsfield



Casey Cardinia region has more couples-with-children households (43%) and single-parent households (11.8%) than the Melbourne average. Nearly 55% of residents are families with children.

Our community is diverse. More than a quarter of residents were born in non-English speaking countries. Almost a third of the Casey Cardinia region's population speak a language other than English at home. Key languages other than English include Persian/Dari, Sinhalese, Punjabi, Mandarin, Hindi Arabic and Spanish. More than 9,800 people with an Afghan ancestry live in Casey; this is nearly half of all Afghan-born people in Victoria.

Both Casey and Cardinia are declared Refugee Welcome Zones, pledging 'commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community.' (*Refugee Council of Australia, Refugee Welcome Zones, November 2015*).



Employment

Over 93% of our residents are employed, over half (59%) are full-time



Education

65%

More residents (15 years+) in our community hold vocational or no qualifications



5% of the Victorian Indigenous population live in our community.



30% of households speak a language other than English in the home.

Compared with other OECD countries, Australian Institute of Health and Welfare (AIHW) reports that Australians are struggling to achieve a work-life balance ranking in the bottom third of the OECD countries. (*Australia's Welfare 2017, AIHW, October 2017*). Despite satisfactory job performance and earnings, Australians spent less time on leisure and personal care than those in other OECD countries. (*How's life in Australia? OECD, November 2017*).



General Social Survey data shows that in 2014, 45% of women and 36% of men were always or often rushed or pressed for time, compared with 21% of women and 28% of men who were rarely or never rushed or pressed for time. (*General Social Survey Summary Results – 4159.0, Australian Bureau Statistics, 2014*).

Time is a precious resource in our community. More than 93% of residents (15 years+) are employed. Approximately 65% of working people from Casey and Cardinia live in the area but work outside the area; and spend time commuting to and from work impacting on their leisure and family time.

Family violence occurs across all social and economic classes, religions, location and cultural backgrounds. Casey Cardinia region has some of the highest recorded number of family violence incidents in Victoria (*Crime Statistics Agency, Family incidents, 2012-2016*).



Our Performance

1. The Knowledge Well

Create safe and welcoming places where everyone can gather, learn, share and grow.

Our Libraries

The successful activation of Bunjil Place Library in October 2017 was a significant achievement for CCL.



Picture: Casey Cardinia Libraries staff at Bunjil Place Library.

Bunjil Place Library replaced our Narre Warren Library that served as CCL's flagship branch for over 20 years. The new library occupies 1,920 square metres across three levels. It features a children's area, quiet study nooks, a reading amphitheatre, a digital games area and a collection over 80,000 library materials to suit all ages, skills, abilities and interests.

Narre Warren Library closed on Friday 13 October with a community celebration to acknowledge the important role the branch has played in community life over many years. Borrowers were given free library bags in September with the slogan '*Moved by Words? I helped move a library!*'. Our members took advantage of extended loan periods and literally moved thousands of items from Narre Warren Library to Bunjil Place Library.



Picture: (left to right) Cr Amanda Stapledon, Cr Wayne Smith, Judith Grayley MP and Chris Buckingham officially opening Bunjil Place Library.

Nearly 15,000 people visited Bunjil Place Library on the opening weekend in late October. The new space was formally opened by Judith Grayley MP, Parliamentary Secretary for Education and Member for Narre Warren South on November 3.

We have been delighted by the way the community has embraced the new library. Approximately 40,000 people visit each month. It has been particularly pleasing to see hundreds of students come from all over the region after school to do homework and catch up with friends.

Bunjil Place Library is the first new library in the Casey Cardinia region since Pakenham opened in 2011. The first 8 months of operations have been challenging but deeply rewarding for the team, who successfully adapted very quickly to a contemporary library space split across three levels.

Staff from across CCL have contributed to the success of Bunjil Place Library. We are now applying the learnings from the activation of the new library to other branches in the network.

Facilities Development Plan 2018 – 21

CCL has worked together with member Councils to plan for the maintenance and renewal of the Council assets used by CCL. The Facilities Development Plan articulates the immediate, medium and long-term needs of the network. It provides recommendations for new and refurbished library facilities in the region including Cranbourne/Clyde and Officer.

Cardinia Mobile Library

The Cardinia Mobile Library is the busiest in Victoria and receives almost 54,000 visits a year.

Cardinia Shire Council and the State Government made a joint commitment of \$545,000 through the Living Libraries Infrastructure Fund to build a new trailer which will be more accessible and have dedicated space for community activities.

It is anticipated the new Mobile Library vehicle will be ready for operation in early 2019.



Creative Spaces

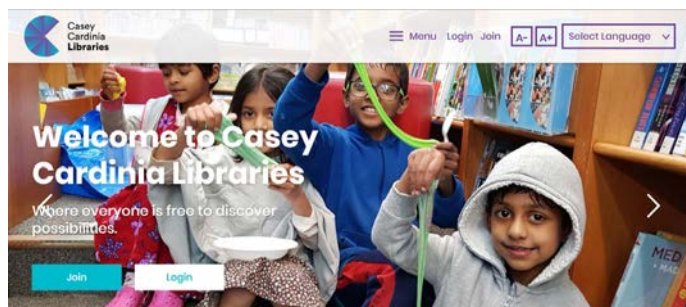
CCL is continuing to refine and improve the sense of welcome across the library network. We have established a Creative Spaces fund to boost the quality of furniture and fittings in each branch. The focus for this year was primarily on renewal of study-space furniture, and soft-furnishings for quiet reading areas.



Case Study: (*Library Plan reference 1.1*) The team at Cranbourne Library are actively working to create more opportunities for gatherings and conversations. They have also developed quieter areas for those who want to work or study. For those who want to work collaboratively there is a newly transformed meeting room, which will also be made available to students during the exam period and after school.

Virtual Spaces and ICT

CCL launched its new website in December. It exceeds W3C (World Wide Web Consortium) standards and is available in 8 different languages. CCL used community profiles informed by the Australian Bureau of Statistics to determine which languages were used.



Visitation to the CCL website has increased since the launch and results from our most recent community survey suggest that it is popular with library users.

"I really love your website & how it appears on my mobile devices - it's intuitive and really clear to use." (Community Survey - Cranbourne library user, 45-54 years).



**510,633
Website
Visits**



**202,044
Wi-Fi
sessions**



**136,678
Internet
Bookings**



Busy Things
102,729 sessions
Educational games
for children aged
3-7 years

CCL offer the fastest free Wi-Fi in the region. It is available at all our branches 24 hours a day, 7 days per week. It is extremely popular and has become an integral part of our service offering.

Endeavour Hills Library has installed a Tech Bar along the front facing windows that improves Wi-Fi accessibility for visitors.



"Always pleased to see so many using the free internet and computers. Often they are recent migrants, so this is a wonderful service for people who often have very few resources of their own. I love seeing kids quietly playing games."
(Community Survey - Hampton Park library user, 75 years and older)

CCL App

CCL now has a free app that makes it easier than ever to access library services. The app can be used to renew items, manage your library account, search the collection, place holds, link family member's cards, and store your membership barcode (this is really handy if you forget your library card). It is available from the App Store and Google Play Store.



Public PC Bookings

Our members now can book a public PC in anyone of our branches, via the website and the app. This provides members with the capacity to book sessions before they arrive at the library.

"I would like to be able to book a computer from home (I use your computers for Ancestry.com) so that I would not have to sit around and wait if all the computers were busy when I got to the library." (Community Survey - Cranbourne Library user, aged 55-64)

Lynda.com

Case Study: (Library Plan reference 1.4) Lynda is a global online training platform which can be accessed for free by CCL members. It provides more than 6,000 high quality online courses in business, technology creative skills development, time management, finance, budgeting and much more.

Lynda.com was launched for CCL members in February through a partnership with the economic development teams from the City of Casey and Cardinia Shire Council. The training programs are ideal for small business owners, job seekers and people wanting to fill 'skill gaps'. We anticipate strong uptake by students and people just keen to learn something new.



Lynda.com®
FROM LINKEDIN

It's a great time to start learning.

Lynda.com offers more than 6,000 on-demand courses, including social media, photography, web development, graphic design, digital marketing and much more - helping you build a broad portfolio of professional skills.

All you need is a Casey Cardinia Library card and access is free! Visit cclvic.gov.au/online-resources to get started.

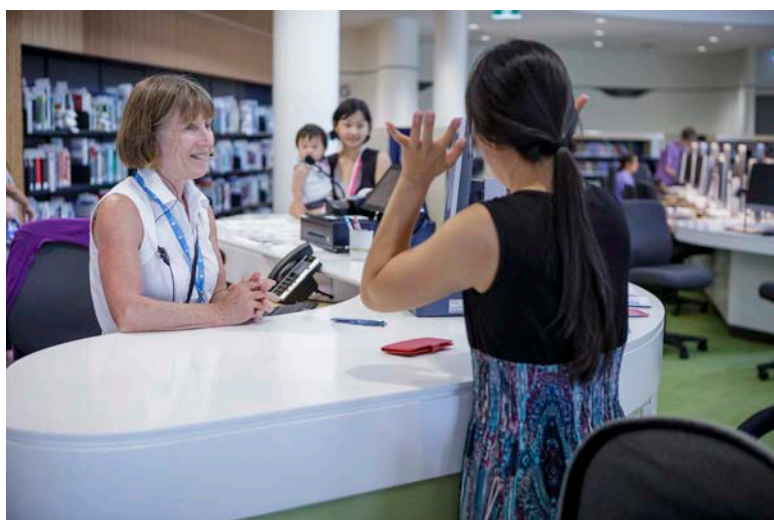
Supported by



City of Casey



Extended Opening Hours



The new opening hours for Bunjil Place Library demonstrated that there is demand for access to our libraries outside the traditional operating hours which have been in place for some time.

In 2017 – 18 CCL undertook a trial extension of operating hours for Bunjil Place, Doveton and Pakenham libraries during the Daylight Savings Period. The trial revealed which of these hours were most valued by customers.

Bunjil Place now opens on Sundays from 10am until 5pm. Doveton now opens on Wednesdays from 1.30pm – 8.00pm. The Pakenham trial extension on Friday evenings and Sunday mornings did not result in increased visitation so the library reverted to normal operating hours.

CCL will continue to look for ways to extend and improve services to the community in 2018 – 19.

*"Open at 9am. There are so many Mum's that would like to arrive straight after school drop off."
(Community Survey – Pakenham library user, 35-44 years)*

2. Leadership & Innovation

Lead positive change through partnerships and teamwork.

Our Partnerships – It's a Team Game

Casey Cardinia Libraries has established new partnerships with Federation University (Berwick Campus), YMCA and Metro. We have also strengthened bonds with existing partners including the Narre Warren Local Family History Group.

Federation University, Berwick Campus

CCL has a Memorandum of Understanding in place with Federation University, Berwick. This ground-breaking agreement will enhance our capacity to support lifelong learning in the community and open the doors to formal tertiary education for people in the region. In practical terms it will deliver dedicated community study spaces in our libraries and a reading lounge and free CCL Wi-Fi for students and CCL members at the Federation University.



Metro Pop-Up Libraries

This year we delivered "pop up" library services at Narre Warren Train and Cardinia stations in partnership with Metro.

Our members are always happy to see library staff at the station, and potential members are delighted with the opportunity to grab a quality read for their journey, while finding out what their local library has to offer.

Narre Warren and District Family History Group and Local History Archives

The Narre Warren and District Family History Group and Local History Archives moved to their new purpose-built location in Cranbourne Library. The official welcome was led by Cr Brett Owen, former Mayor Cardinia Shire who acknowledged the important role historical societies play in our community. Members of the group are happy in their new home.



Picture: (left to right) Heather Arnold, CCL Local History Librarian, Chris Buckingham (CEO) CCL, Lynne Bradley (President of Narre Warren and District Family History Group) and Cr Brett Owen, former Mayor Cardinia Shire.

The Family History Group's Research Room is open to the public on Tuesdays, Saturdays and by appointment. The material in the Local History Archive is also available to the community and facilitated by Heather Arnold, CCL's Local History Librarian.

YMCA

A new partnership between CCL and YMCA now provides opportunities for the community to strengthen their body as well as their mind at our libraries. The YMCA operates leisure facilities including Casey RACE, Casey ARC, Casey Stadium, Berwick and Endeavour Hills Leisure Centre. As a result of the partnership, health and wellbeing workshops have been delivered by YMCA staff in our libraries. Programs have included Meditation, Yoga and Nutrition Events.



Australian Taxation Office (ATO)

Our ongoing partnership with the Australian Tax Office has enabled us to offer free information sessions for small businesses and for people new to Australia in English, Mandarin, Arabic and Dari. At Hampton Park Library the ATO provided trained volunteers to support employees with tax help in the Library. This has proved a great opportunity to utilise volunteers with different language skills and support our community members at tax time.

Bunjil Place and Pakenham Library offered small business information sessions facilitated by ATO staff to assist in learning about tax essentials, record keeping online tools, resources, tips and advice.

Together We Can – 'Together With Me @ The Library Summit'

CCL worked in partnership with 'Together We Can' to prevent family violence in Cardinia Shire.

The Together With Me @ The Library Summit at Pakenham Library in April was a major success. Nearly 300 people attended the Summit which included an



inspirational seminar on building healthy relationships by Dr Michael Carr-Greg; and a Trauma Informed Practice workshop targeted at educators in the region.

The Together We Can Short Story Competition was launched at the Pakenham show. Entrants were asked to swap shoes and imagine what it would be like to be a different gender. More than 50 entrants showed maturity beyond their years in their short stories.

The winners for the 8-11 age group was Harrison McCreesh, with honourable mentions going to Benjamin Mitchem and Maia Moncherry. The winner in the 12-15 age group was Elliot Perez, with honourable mentions going to Charlotte Semple and Marianne De Nava.



Picture: Harrison McCreesh, winner of 8-11 age group with Moira Eveleens (Pakenham Library).



Cardinia Liveability Partnership Group

Case Study: (*Library Plan reference 2.2*)

Casey Cardinia Libraries is a partner in the Cardinia Liveability Partnership Group. Other partners include Cardinia Council, WAYSS, Monash Health Community, Koo Wee Rup Regional Health, Southern Migrant and Refugee Centre, Outlook Inc, Victoria Police and Windemere.

The Cardinia Liveability Plan was launched in March. Professor Billie Giles-Corti presented a keynote speech about designing healthy liveable cities. The Partnership Banner was signed by all partners who attended the launch (including CCL CEO, Chris Buckingham).

Casey North CISS

Doveton Library in partnership with Casey North CISS hosted a 10-week program called “Keeping it Together”. This program was aimed at empowering women who experienced difficult relationships. Participants of this program aimed to gain skills in assertiveness strategies, healthy communication, financial literacy, improved self-esteem and self-care.

Share the Dignity

CCL participated in assisting women and girls experiencing poverty or homelessness by helping to collect personal hygiene products as part of the bi-annual ‘Share the Dignity’ drive. CCL supported the campaign by generating local publicity and providing donation points in all our libraries.

Take 2 Pledge – Working for a Sustainable Future

CCL were the first library in Victoria to make the [Take 2 Pledge](#). We have committed to better-manage our waste and energy consumption; change administrative processes to be paper-independent; share services with member Councils and introduce more efficient technology to improve our environmental performance.

Doveton College

The CCL team have worked closely with Doveton College to encourage students and staff to visit the library. A regular Manga Club for students has proved popular. The partnership we have formed with the College community has opened up a fantastic platform for sharing resources and facilitating parenting workshops, conversation circles, language and digital literacy resources and training, free internet and Wi-Fi with the community.



Hampton Park

Case Study: (*Library Plan reference 2.1*) Collaborating with the local Woolworths supermarket, Hampton park Library have been providing free fruit to library visitors – this has been particularly welcome for some of our younger members who often visit the library for long hours. Woolworths were approached and were happy to donate a crate of fruit every Wednesday. The store also donated several boxes of brand new Enid Blyton books which have been added to the collection.

Picture: Hampton Park Woolworths employee and Sandra Hampton Branch Manager, with a crate of fruit for Hampton Park Library.

Community Engagement

Casey Cardinia Libraries produce a seasonal event guide that is proving very popular. 10,000 guides are distributed every three months. They are jam-packed with free and low-cost events that encourage creative thinking and learning.

The guide also includes a comprehensive summary of the amazing range of library services on offer, information on how to join the library and opportunity to provide feedback.

Attendance at programs and events is growing with over 84,400 attending approximately 3,000 youth and adult programs in 2017 – 18, an increase of over 11 percent, library staff ran an additional 450 programs.

Social media continues to be a successful and cost-effective engagement tool. With over 2,700 Facebook likes, our most successful posts featured library programs, community partnerships and key events.



Picture: ROAAARRRRR... Gabriella is telling Rexy that he shouldn't be eating Lego.

Encouraging Philanthropy

CCL is largely funded through contributions from City of Casey, Cardinia Shire Council and the Victorian State Government. We also receive significant in kind and financial support from local businesses and community organisations.

CCL continues to actively seek partners who will support our mission to encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey Cardinia region.

In 2017 – 18 we received our first donation from an individual and our first bequest. If you would like to make a donation or bequest to the library service, please feel welcome to contact us directly.

Casey Cardinia Libraries is endorsed by the Australian Tax Office as a Deductible Gift Recipient (DGR).



Our Volunteers

CCL deeply appreciates the significant contribution by volunteers and supporters to the library service..

In 2018, we developed a new [Volunteer Policy](#) that will enable a greater level of engagement by the community in the delivery of CCL services. It outlines the potential benefits of volunteering and establishes a clear commitment to supporting the [National Volunteering Standards](#).

We are actively considering new ways in which people can make a contribution to our community through CCL.

If you are interested in volunteering through the library or being a 'Friend of CCL', please get in touch with your local branch or visit our [website](#).

In 2017/18 our volunteers and supporters:

- Raised funds for a range of programs and seminars
- Provided Summer Reading Club prizes
- Organised competitions that encourage literacy and creativity in our community
- Purchased Children's furniture
- Helped promote the value of Casey Cardinia Libraries to the community
- Delivered the Home Library Service
- Helped run informal education programs for library users including hand crafting and English conversation classes.

Home Library Service Volunteers

A team of dedicated volunteers help us to deliver books and library items to people in their homes right across the region. Services are delivered to members who would otherwise be unable to access our libraries.

Throughout 2017 - 18, our Home Library Service volunteers visited 175 recipients across the region. Our volunteers donated over 1,000 hours of their own time selecting and delivering library materials to Home Library members.

This incredible service has been going since 1996 and for some of our home library members the weekly visit is the only time they get to talk to someone for days.

CCL currently has opportunities for people to volunteer in our Home Library Service.

Our Friends

Friends of Cranbourne Libraries

Our services and programs provided to the community have been strengthened by the ongoing support of the Friends of Cranbourne Libraries Inc. (FOCL). In their 26th year FOCL raised thousands of dollars through booksales. These funds were used to support a range of activities including digital literacy programs and social inclusion storytimes.

FOCL also shared their love of the library by setting up the 'pop-up library' at the Cranbourne Railway Station. Travellers can choose from a broad range of adult and junior fiction and nonfiction books. Once read commuters can keep the book or share with others by returning the book back to the pop-up library.

CCL acknowledge the Friends of Cranbourne Libraries Inc for their commitment and support to the library service over many years.



Picture: FOCL stalwarts Helen and Richard Crago

Friends of the Doveton Library

The Friends of Doveton Library raised funds for our programs through two booksales at Doveton Library.

The Friends short story and poetry writing competition had another successful year as well attracting more than 100 entries from across the region.

CCL is deeply grateful for the longstanding contribution made the by the Friends of Doveton Library.



Picture: Short Story Competition winners.

Emerald & District Lions Club



Picture: (left to right) Chris Buckingham, Bec (Library staff) and Emerald and District Lions Club members with their donation to Emerald Library.

The Lions Club of Emerald and District Lions, continue to be great supporters. Their big book sales raise funds for the library and the local community.

This year the Lions donated funds for the purchase of 'Makey Makeys'. These popular programs teach kids the tech skills that will be increasingly important in the future, as well as help us reach our STEAM (Science, Technology, Engineering, Arts & Mathematics) goals.

Friends of Hampton Park Library

The Friends of the Hampton Park Library held their final book sale in May 2017 and will wind up in the coming months. CCL thank the group of dedicated volunteers who ran the branch book sales and contributed money to projects for the library. Over the years the Friends have been integral to the success of the Hampton Park branch. In 2017 – 18 the Friends helped fund Cultural Diversity Day and the Saturday Sounds program.



Picture: Friends of Hampton Park Library setting up for their last booksale together with Cr Damien Rosario CCL Board Member.

We are Grateful

We acknowledge and appreciate the following individuals and organisations who have provided support and partnered with us in the delivery of activities that encourage early literacy, life-long learning and creativity in our community. Together we make a real difference.

- City of Casey
- Cardinia Shire
- Windermere
- Anglicare
- AMES
- Federation University, Berwick Campus
- YMCA
- Metro Trains
- Centrelink
- Australian Tax Office (ATO)
- Melbourne Football Club (Casey Fields) and Monash University through 'Read Like a Demon' program
- 'Paint Doveton REaD'
- United Way
- Box Hill Institute and Chisholm TAFE – Industry placements
- Funding partners – Max Employment, MEGT and Chisholm Institute facilitating Indigenous Traineeships
- Local Maternal Child Health Centres, Playgroups, Kindergartens, Primary and Secondary Schools across the Casey Cardinia region
- Local Community Houses and Community Groups across the Casey Cardinia region
- Neighbourhood and Learning Centres across the Casey Cardinia region
- Hampton Park Youth Centre
- Arthur Wren Hall Management – Hampton Park
- Casey Central Shopping Centre
- Endeavour Hill Shopping Centre
- Endeavour Hills Town Square precinct partners
- Fountain Gate Shopping Centre
- Marketplace Pakenham
- Noble Park English Language School (Casey Campus)
- Salvation Army (Doveton and Pakenham)
- Local Historical Societies
- Narre Warren Local Family History Group
- Berwick Mechanics Institute
- Berwick RSL
- Berwick Artists Society
- Emerald Arts Society
- Small Business Victoria
- WAYSS
- Cardinia 4Cs
- Casey North Information and Support Services
- Cranbourne Information and Support Services (CISS)
- State Library of Victoria
- Women's Friendship Groups
- Casey Camera Club
- Friends of Cranbourne Libraries
- The Friends of Doveton Libraries Inc
- Emerald and District Lions Club
- Friends of Hampton Park Library
- DSS – Australian Government Department of Social Services
- VACCA – Victorian Aboriginal Child Care Agency
- DDACL – Dandenong and District Aborigines Co-Operative Limited
- Local businesses across Casey Cardinia region including:
 - The Secret Comic Shop Beaconsfield
 - Secret Comic Shop Emerald
 - Emerald Fruit Barn
 - Bam Bam Italian restaurant Emerald
 - Hampton Park Woolworths

3. Resilience

Strengthen capacity in our growing community.

The Forgiving Tree

The Casey Cardinia Libraries Forgiving Tree campaign was a great success again in 2017. We paid it forward, looked after our neighbours and helped make our community stronger.

Seven charity partners were selected by the branches; Cranbourne Information Support Services, Salvo's Doveton, Uniting Church and St March Church (Emerald), WAYSS, Hampton Park Community House, Transit Soup Kitchen and 4'c. These partners were more than happy to accept the generous donation from our members and distribute them to communities in need.

For CCL, the key outcome was not to demonstrate financial benefit, it was about bringing our values to life. It enabled us to make a clear statement about who we are and why we exist. In the 2017 campaign we achieved the following outcomes:

- Fines forgiven \$13,685
- Lost items returned \$37,000
- Value of donated goods \$20,100



Picture: Leanne Petrides Executive Officer of Cranbourne Information Support Service with Youth Services Librarian Sarah Litchfield with just some of the items donated.

Trial Removal of Overdue Fines

The Forgiving Tree Campaign inspired our 12-month trial of no overdue fines. CCL have removed fines for a 12-month trial that began on January 1, 2018. In the first six months we have seen an increase in loans, a decline in lost items and growth in membership. Approximately \$50,000 in revenue in fines have been lost, but CCL have more than compensated this loss through efficiency gains achieved as a direct result of the removal of fines.

Communities for Children – Cranbourne

CFC Cranbourne delivered a range of activities to engage vulnerable children and their families. Working primarily with local Aboriginal and Torres Strait Island families and newly arrived Culturally Diverse families, we have encouraged stronger relationships with the library and more confidence in literacy.



Communities for Children

1,639 attended 180 sessions offered by both Cranbourne and Cardinia Shire Library has Legs programs

We have used additional Federal Government funding received this year to develop a collection of literacy kits in diverse languages and topics to encourage social development and harmony. Kits were made in Arabic, Chinese, Dari, Dinka, Farsi, Gujarati, Hindi, Khmer, Malayalam, Maori, Nuer, Oromo, Panjabi, Pashto, Samoan, Sinhalese, Spanish, Tagalog, Urdu & Vietnamese. There are also kits exploring diversity, migrant journeys and global music.

Community diversity was celebrated in June with an event at Cranbourne Library. Samoan dancers Tama Tatau opened a multilingual storytime in Arabic, Hindi, Panjabi, Sinhalese and English, followed by a Dance Mantra Bollywood dance workshop for children.



Picture: Samoan dancers Tama Tatau.

Communities for Children – Pakenham

In-home Literacy Engagement and Support Visits (Library Has Legs)

Library has Legs in-home visits are designed to support vulnerable families. These families are survivors – they often need help to recognise what 'normal' looks like and how to achieve this for themselves and their children.

CFC Pakenham engaged with 18 vulnerable families to improve literacy outcomes for their children through in-home visits.



'Whose Animals? Australia' bilingual book project

Developed as a partnership between author Jeannette Rowe, Library has Legs – Cardinia, Pakenham Library Conversation Club and Pakenham Library branch, the 'Whose Animals? Australia' bilingual book project engaged with the local CALD community and provided opportunities to promote the value of literacy development.

(Bilingual Books – Jeanette Rowe)

Literacy Day Celebrations

As part of Indigenous Literacy Day Celebrations, in September the Balee Koolin Bubup Bush Playgroup visited Cranbourne Library to celebrate the oral story telling tradition. Fourteen koori kids, together with their extended kinship community gathered together with Uncle Ron Murray, a Wamba Wamba man (from the Swan Hill area) to listen to the stories that had been passed on orally to him from a young age.



Picture: Uncle Ron showing kids his kangaroo skin rug.

Southern NAIDOC Event – Koolin-ik-ba-kirrip-buluk (Family and Friends)

The 2017 National NAIDOC theme 'Our Language Mater' celebrated the important role that Aboriginal Languages play in strengthening and connecting Aboriginal and Torres Strait Islander people to Country, cultural, knowledge and stories.



CCL Library has Legs program and Balee Koolin Bubup Bush Playgroup partnered at Royal Botanic Gardens Cranbourne for an annual NAIDOC event in July. The shared partnership goal was literacy – strengthening Aboriginal and Torres Strait Island children's cultural and plant literacy, as well as traditional language and emergent literacy development. Activities included – traditional storytelling and puppetry, songs and dances including the Djirri Djirri dancers, nature based craft, creating the wooly harawerang milarrk(kookaburra grubs), woven platypus nests, clay echidnas and more.

Social Inclusion

CCL want everyone who visits our libraries to feel welcome.

We understand the value people place on having access to safe and friendly places.

A Social Inclusion Strategy and a corresponding Action Plan was created in 2017.

We understand that by paying it forward, looking after the neighbours and demonstrating positive leadership in our community we will all grow stronger together.



Picture: Meet Ani, who was delighted to see the Torres Strait Islander Flag and Aboriginal Flags on display.

4. Literacies

Encourage reading and lifelong learning.

Programs

CCL is committed to the provision of collections and programs that support literacy development, lifelong learning and reading for pleasure.

A New Children and Youth Strategy

Our new Children and Youth Strategy 2017-20 has four key themes:

- Our Libraries: Spaces for Children and Youth
- Partnerships: Working with our Communities
- Literacy Development: Programs and collections that promote reading and lifelong learning
- Outstanding and innovative staff

We celebrate the role parents and carers play as a child's first teacher and our programs aim to support them through modelling behaviour, teaching rhymes, showcasing reading and talking to pre-schoolers to support their early literacy development.

CCL children's programs and collections focus on STEAM (Science, Technology, Engineering, Arts and Mathematics), play based learning and books supporting early literacy.

STEAM-ing ahead

STEAM became part of core programming for early years and school age children in 2017 - 18. We offered free coding, lego and STEAM clubs which support the Victorian school curriculum. Preschoolers have enjoyed play based and sensory activities. Primary aged children build, experiment, and create through Lego blocks, K'Nex, makey makeys, science experiments and computer coding.



Children and Youth Services Programs

CCL delivered a wide range of programs to promote early literacy and a love of books and reading. Baby Time, Tinies Time, and Preschool Storytime promote early year's literacy and the role of the parent or carer as a child's first teacher. Over 38,500 children and their carers attended early literacy programs at CCL in 2017 - 18.

After school programs to promote books and reading included Library Explorers and Adventurers for primary school age children. We delivered Manga Club and Book Group for Teens for young adults.



"Thank you very much for a lovely year at baby rhyme time. We were extremely happy to come every Wednesday to learn, relax and feel supported. (We were always grateful for your program, as some days were very difficult but joining your program made our worries disappear at least for that half an hour. Thank you! Thank you!"

Pakenham Library users - Sandamali, Amali and Ginani



Picture: January School Holiday program at Bunjil Place.

Bilingual Storytimes

We hosted bilingual storytime sessions that promote the value of literacy development in different languages. Our sessions featured songs, rhymes and stories in different languages including Arabic, Chinese, Hindi, Punjabi, Samoan and Sinhalese. They are a celebration of our diverse community through lifelong learning and literacy.

Michelle Yu volunteered her time to run a Chinese Rhyme Time on Saturdays in Bunjil Place Library. These free one-hour sessions consist of songs and rhymes in Chinese as well as basic crafts and social time for parents.

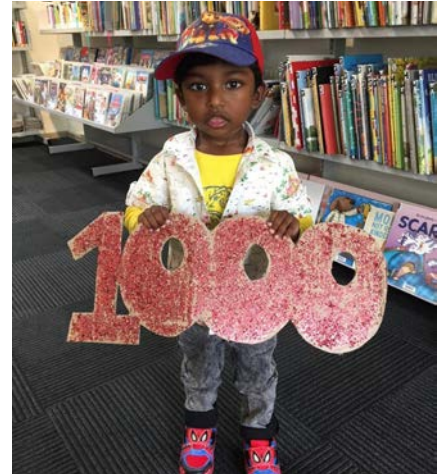


International Games Day

Case Study: *(Library Plan reference 4.3)* International Games Day 2017 activities were held at Hampton Park Library in November. It was a hit with 150 people attending. We partnered with City of Casey Youth Centre to run a variety of games and our local Scout Group held a sausage sizzle.

1000 Books Before School

'1000 Books Before School' is a Statewide initiative auspiced by State Library Victoria and the Public Libraries Victoria Network. Parents and carers are encouraged to read 1000 books with their children before they begin school. In Casey Cardinia, 914 children aged 0-6 years enrolled in 1000 books before school, 44 children achieved this milestone so far. Regardless of whether they have reached this goal, we know all our young readers are benefiting from this challenge and will be better prepared for school.



Picture: Aiden and his mum have read 1000 Books Before School!

Summer Reading Club

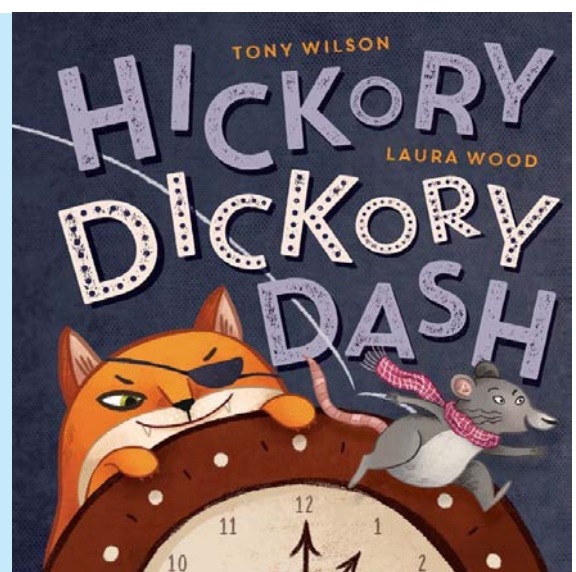
758 children registered in the Summer Reading Club in 2017-18. Of these 353 children confirmed that they had read nearly 13,000 books over the Summer holidays. Children and their families were entertained by Felice Arena, author of Specky Magee at the Bunjil Place Function Centre as a reward for their efforts..



Picture: Saanvi, the winner of the Summer Reading Club \$50 book voucher.

National Simultaneous Storytime

National Simultaneous Storytime (NSS) is held every May in libraries, schools, pre-schools, childcare centres, and bookshops. Our staff promoted the joy of reading with visits to schools and Early Childhood Centres. Outreach work in the community helps raise the profile of our libraries with children and families that may not be currently using our service. 1,365 children and teachers/carers listened to our staff read this year's book Hickory Dickory Dash.



Read Like A Demon

200 primary school students from the City of Casey and the Demon Heartland attended the Read Like a Demon finale at Hisense Arena and the MCG.

Special guest author and children's book narrator, Stig Wemyss has children in stitches with funny stories and a reading of Chubby Bunnies from Andy Griffiths' 'Just Stupid!'. This was followed by a football clinic with seven AFL and AFLW stars from the Melbourne Football Club, a visit to the National Sports Museum, and the chance to create interactive book reviews using iPads with Monash University Education students.



Picture: Melbourne Football player Christian Petracca with kids.



Picture: Students from Mossgiel Park Primary waiting for Read Like A Demon Gala Day to start.



Picture: Stig Wemyss reading 'Just Stupid' had the kids in giggles.

"The Melbourne Football Club are proud to partner with Monash University and Casey Cardinia Libraries to deliver our leading literacy program, 'Read Like a Demon' now in its 9th year. Monash University's Faculty of Education and Casey Cardinia Libraries add significant value to this program, which encourages children in their primary years of schooling to develop and strengthen their skills in literacy."
Melbourne Football Club CEO, Peter Jackson

Adult Programs

Regular programming for adults included conversation groups and Citizenship Classes for Culturally and Linguistically Diverse and newly arrived community members, and digital literacy workshops on computer basics, internet, cyber safety, and devices.

4,874 adults attended a wide variety of programs including cooking demonstrations, digital and financial literacy, music recitals, first time parent sessions, conversation clubs and author talks.



Conversation Club

847 attended
91 sessions across
5 libraries

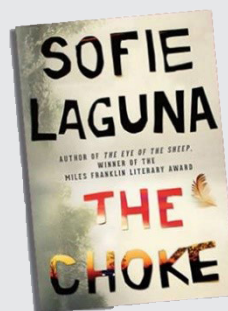


Digital Literacy

217 attended
35 sessions

Case Study: (*Library Plan reference 4.1*) We were proud to host an “in conversation” event in June with award winning author Sofie Laguna. Library staff worked closely with City of Casey, and Robinsons Books to bring this event to life.

Sofie won the 2018 Indie Book Award for Fiction for *The Choke* and her second novel for adults, *The Eye of the Sheep* – shortlisted for the Stella Prize – won the 2015 Miles Franklin Literary Award. Her first novel for adults, *One Foot Wrong*, published throughout Europe, the US and the UK, was longlisted for the Miles Franklin Literary Award and shortlisted for the Prime Minister’s Literary Award.



Learning English

Conversation classes supported by AMES ran weekly at Bunjil Place, Endeavour Hills, Hampton Park and Pakenham libraries during school terms. The classes provided an opportunity for community members to practise their English-speaking skills in a welcoming and friendly environment. More than 840 individuals participated in the program.

Narrowing the Digital Divide

CCL provided programs and workshops aimed at educating and training adults on the digital world – computers and portable devices, discovering and the use of technology, and online resources. The sessions helped give participants the confidence to use computers and technology in their daily lives.

We also offered sessions to support digital literacy in other languages including Computer Help in Dari.



Writing the War Exhibition

Cranbourne Library hosted the State Library of Victoria's travelling exhibition 'Writing the War'. The exhibition was complimented by memorabilia and personal letters from a mother to her son as he left for the Great War. These precious documents were kindly lent by CCL member Mrs Beryl Craig whose father was the recipient of the letters.

The exhibition was launched by the Federal Member for Holt, Hon Anthony Byrne MP with guest speaker Mr Lambis Englezos presenting his research on the graves of the lost soldiers of Fromelles.

Through the efforts of Mr Englezos, the unmarked grave of Mr Eric Harding Chinner was discovered. Mr Chinner's story was told as part of the exhibition.



Picture: L-R Beryl Craig and her granddaughter, Lambis Englezos, Hon Anthony Byrne MP, Cr Graeme Moore and Cr Ray Brown from Cardinia Shire and CCL CEO, Chris Buckingham.

Outreach Services

CCL actively engage and interact with our community beyond the four walls of the Library. In early 2018, the CCL Board adopted the Outreach Services Plan 2018 - 21. It describes our services to housebound library members, pop-up activities throughout the community, schools and our Communities for Children (CFC) literacy development activities in Cranbourne and throughout Cardinia Shire. The plan will guide the expansion of library outreach services across the region through a partnership model that engages other service providers.

Reader Development

Throughout the year, we offered 'book lovers' programs and adult literacy events including facilitated book-groups and author talks.



Case Study: (*Library Plan reference 4.1*) Our staff love to read and pass on their favourite recommendations to our community. Janine from Endeavour Hills Library recommended *The Greatest Gift* by Rachael Johns.

"The heartwarming story of two women - one who wants nothing else than to be a mother, and one who never wanted to be a mother. Harper has a successful media career and is married to Samuel, they have no children. Claire & Jasper are desperate for children but Claire cannot carry a baby. What is the definition of a mother? I was riveted from the beginning to the end. Rachael throws curve balls into her plots when you least expect them - 5 Stars from me."

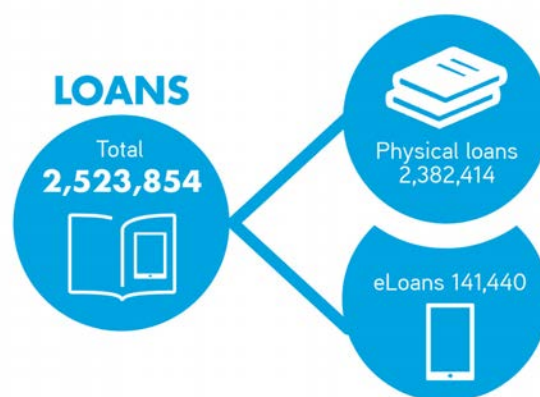
"I never know where to look first! The world is truly my oyster, as any item that isn't on the shelf can be put on hold. The displays are always inspiring, and they have enabled me to find some new favourite authors."

(Community Survey - Endeavour Hills Library user, 45-54 years)

Case Study: (*Library Plan reference 4.1*) A member of our Home Library Service, Loretta is an avid reader and borrows around 20 titles per month. She is a fan of Stephen King, Dean Koontz and enjoys Science Fiction fantasy. Loretta loves that we can access library material from 19 other library services. We continue to bring her Stephen King titles that she hasn't read. Loretta has told staff that she feels like her delivery is from her "own personal Fairy Godmother".

Collections

We measure the performance of our collection by the number of times our items are borrowed. The age of the collection is benchmarked with other public libraries using a statewide measure.



CCL offers a broad range of physical and electronic items, fiction and non-fiction books, magazines, newspapers and audio to support our community in literacy, reading, learning, information and leisure.

An updated Collection Development Policy was adopted in June 2018. We encourage our community to help us build relevant collections by making suggestions on what to purchase.



Collection

336,693
physical items
and 12,391
e-items
(includes e-audio,
e-books and
e-magazines)



LOTE Collection

7,192 items
Chinese, Persian,
Punjabi and
Sinhalese



385,884 Holds

Reserved items

RB Digital new e-book and e-audio provider – ability to replicate ‘Top Titles’ online

RB Digital (Wavesound) have been a long-time supplier providing large print physical materials, talking books on CD, as well as Zinio e-magazines. They offer a different model of subscription which enables us to offer e-titles that can be read by many library members at the same time. Great news for readers who love the more popular titles.

Punjabi Collection

We reached out to our Punjabi community for feedback on building a Punjabi collection for Cranbourne Library.

In March, 200 members of the Punjabi community participated in a special event to help us choose the new collection. There was a strong sense of community as children read, had their faces painted and participated in activities while the adults enjoyed good food and conversation as they browsed and selected books for the new collection.



Collection Facts

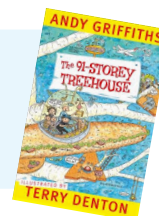
Most popular adult fiction book

Title	Author
Night School	Lee Child



Most popular junior book

Title	Author
91-Story Treehouse	Andy Griffiths



Most popular Top Title

Title	Author
The subtle art of not giving a f*ck	Mark Morrison



Second most popular Top Title

Title	Author
Barefoot Investor	Scott Pape



Most popular junior author

Jeff Kinney – Diary of a wimpy kid series



Most popular subject areas

Business Travel Food & Wine

Most popular DVD

Adult
The girl on the train



Junior
Moana



5. Organisational Performance

Build an outstanding and innovative organisation.

We embrace our values in everything we do. Staff share the belief in the value of the services we provide and the communities we support. Our people take calculated risks and embrace opportunities for growth.

The positive change in culture at CCL has led to greater uptake by staff in development opportunities. Many existing staff have worked in more senior roles or added new specialisations to their existing positions.

Human Resources

EFT = 78.7

Staff total = 153

Full-time = 27
(female 20, male 7)

Part-time = 126
(female 105, male 21)

Workforce Development Plan

Our Workforce Development Plan was finalised in October 2017. The plan provides a framework for staff development, training and networking opportunities to ensure we have an engaged and skilled workforce. It incorporates ICT training and customer service training. The plan provides industry information, ALIA standards, performance measures, strategic objectives, goals and will inform the development of the annual training calendar.

A new strength-based performance review system has been implemented for all staff.



All Staff Development Day

Mel Neil, Mind Fitness guru, hosted CCL's annual staff workshop at the Bunjil Place Library ahead of the precinct opening weekend in October. This was a great opportunity for the team to come together, have robust conversations and experience the new library for the first time.

The Rev Tim Costello spoke on success, as defined by the relationships we make with the community, celebrating change and applying our values to make a tangible difference.

CCL Living Leadership Program

In 2017, CCL launched a leadership and personal development program designed to bring cultural change to the organisation.

It was built on the premise that when people are provided with an environment where they can be their best, play to their strengths and make a contribution to something meaningful they will perform better and have higher levels of wellbeing.

Core components of the program included: Values development, Strength spotting, Positive Goal setting and Well-being. The program was available to all permanent staff irrespective of whether they were full time or part time. 63 people from across CCL enrolled and of those 86% of participants remained actively engaged in the program.

Training

Staff training has included social inclusion, vulnerable communities, health and safety and child safe standards. The Bunjil Place Library team participated in dedicated customer service training facilitated by City of Casey.

Opportunities to attend conferences and external development was embraced by staff at all levels. CCL delivered multiple presentations at external functions, showcasing the work we do for our community and innovations emerging from our organisation (*Library Plan reference 5.1*).

Specific training was conducted on Storytimes, Sinhalese collection support at Hampton Park (Sinhalese speaker) and Swift support (understanding the consortia and CCLs role).

Pilot Traineeship Program

CCL identified the need to provide more opportunities for graduate library students to gain experience and skills. CCL introduced a traineeship program in 2017. The program provided graduates the opportunity to get their foot in the door, develop skills and gain experience in the public library sector.

CCL also employed two trainees through an Indigenous Employment Program facilitated by Max Employment and MEGT. Both initiatives have proved successful and CCL will continue the traineeship program in 2018 – 2019.



Picture: Shaniace started with CCL as a trainee in early 2017 and made a positive contribution from Day 1. Shaniace is now a permanent CCL staff member.

Changing Places

The functions of Head Office which had been based at Cranbourne for 20 years were relocated in early 2018.

Staff in leadership and administrative roles have been equipped with mobile devices and now part of a team called Regional Support.

The Regional Support team work from Bunjil Place, Cardinia Shire Offices and our branch network. This significant change has led to greater operational efficiencies and cost savings for the organisation.

Risk Management Plan

CCL has developed a formal Risk Management Plan. It represents a standardised approach that extends beyond traditional administrative controls and engages our people in the identification and mitigation of risk. The plan also examines the likelihood of and consequences of identified risks in a register that will be reviewed on a quarterly basis.

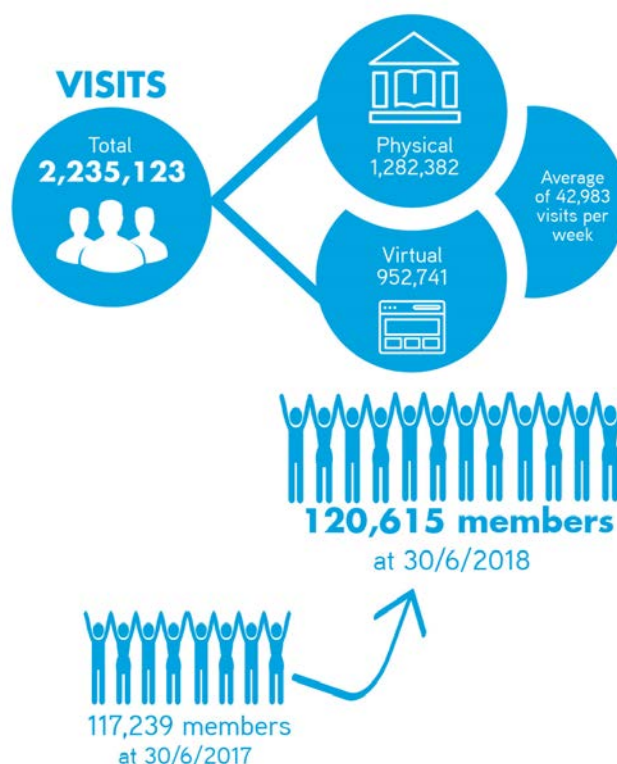
Farewells

Long serving Operations Manager, Marika Szendroe retired in December 2017 after almost 17 years at CCL. Marika made a significant contribution to CCL and the Public Library sector. We are grateful for her service.

Business Improvements and Compliance

CCL has actively assessed contracts with suppliers for efficiency and quality purposes. New suppliers were appointed to deliver Courier and IT services. Work has progressed on the implementation of systems to manage purchasing and staff resources. CCL was compliant with statutory and funding requirements particularly in relation to Budget, Annual Report, Library Plan, Strategic Resource Plan, LGPRF (quarterly).

Our Big Numbers



Our Key Measures

CCL used the following performance measures in the 2017 – 18 year:

- Results achieved in relation to the strategic indicators in the Library Plan
- Progress in relation to the major initiatives identified in the budget

Measure	CCL Actual 2016/17	CCL Target 2017/18	CCL Actual 2017/18
Visits – physical	1,166,640	1.3 mil	1,282,382
Visits – virtual	879,885	942,000	952,741
Number of programs and events	2,547	2,500	3,005
Program and events attendance	74,938	80,000	84,440
Loans (total physical and digital)	2,553,057	2.50 mil	2,523,854
Utilisation of Technology (internet, Wi-Fi, specialist PCs)	339,885	400,000	338,722
Net Promoter Score (Community Survey, April 2018)	59	63	60

Statewide Measures

Measure	CCL Actual 2016/17	CCL Target 2017/18	CCL Actual 2017/18	State Average 2016/17
Active Library Members	10%	17.5%	10%	16%
Turnover rate – physical items	7.0	7.0	7.7	5.3
Turnover rate – digital items	10.3	13.0	9.5	4.3
Physical quality of library collection (age of collection – less than 5 years)	67%	70%	68%	65%
Cost of library service per capita	\$24.73	\$27.08	\$24.45	\$40.46
Council Cost of library service per visit	\$6.00	\$5.08	\$5.70	\$6.57

For more detail on Local Government Reporting Framework measures go to [City of Casey](#) or [Cardinia Shire](#) websites
 Key Performance Indicators can be sourced from the [Annual Survey of Public Libraries](#)
[Australian Library and Information Association \(ALIA\) Guidelines, Standards and Outcome Measures for Australian Public Libraries – July 2016](#)

We Love Hearing From You

Casey Cardinia Libraries are always on the lookout for ideas and suggestions that will help us improve what we do.

Key themes from the community surveys this year included: the desire for great physical collections, a wider variety of spaces, vibrant children's programs and collections, and longer opening hours.

CCL staff are also highly valued by the community – they appreciate the warm, friendly and efficient service. People generally feel happy and welcome and relaxed when they enter our libraries.

We received some constructive feedback on Bunjil Place Library particularly during the opening phase that enabled us to lift our game.

There are still tensions about the lack of study spaces in our libraries and noise levels. We received requests for adult training, kids activities, new book events, more STEAM programs for kids (especially pre-schoolers), book clubs and author events.

You can write to us, phone one of our branches, approach a staff member, or [fill out our feedback form online](#).



"As always it was great to be part of your story time sessions, and more so this time, because we got to visit you. Having the opportunity to explore the library and all that it offers was also a great way to kick start our own library at kinder. We especially loved the tour behind the scenes, which has inspired an extra element to our kinder library giving the children the opportunity to return, scan and sort books; not just borrow."
(Carly from Rossmoyne Kinder)

"I absolutely love my Endeavour Hills Library. Great service, wonderful selection of books. new and old. The library is bright, clean and easy access to the books. It is a wonderful haven for an avid reader like myself."
(Community Survey – Endeavour Hills Library user, 55–64 years)

"More themed events, similar to those at Bunjil Place (spoken word poetry, zines, book club/dating theme, workshops). My current experience at the Cranbourne Library is that it's still very geared towards children (which is great, but I would LOVE to visit the library even more if it catered towards inquisitive 25–30-year olds!)."
(Community Survey – Cranbourne library user, 25–34 years)

"quiet spaces at the library (maybe a separate room for students to study in silence) it's usually pretty noisy."
(Community Survey – Bunjil Place library user, 18–24 years)

"Have a wider range of online Ebook and audiobooks, I am also perplexed as to why only one can be borrowed online which has led to me going out and buying the book instead because I have to wait a week for the online version to be available as there is no physical copies of the book I'm reading in the library"
(Community Survey – Bunjil Place library user, 18–24 years)

"We attend the Emerald library and enjoy going there weekly. We have recently visited the Bunjil library and my kids enjoyed playing in the dressup area. It would be great to have this at Emerald. I do understand that there is a space issue though."
(Community Survey – Emerald library user, 35–44 years)

"Would like to take the opportunity to say a big well done to all the library staff!! Love the hold and request book option!! The easy self-check out and email system to let you know when your items are close to being due to help avoid fines!! Thank you for making my library experience an excellent one!! Keep up the great work!!"
(Social media comment, Rebecca)

"Love love love these libraries and the amazing staff! We regularly visit the mobile library as well as Cranbourne, Pakenham and Bunjil Place. Staff are always super helpful and the courses they provide are fantastic! Thanks to all the staff that make these libraries such a wonderful place to visit." (Facebook comment, Tanya)

"We love spending time at the library and my kids particularly love the reading nooks in the kids section as well as Tinies Time. The staff are always so helpful and lovely. We are very lucky to have such an amazing resource close to home."
(Facebook comment, Nicola)

"I particularly love the mobile library—so easy for us to pop in and grab some books for my little one while at the community centre. I know my elderly neighbour loves it too – it's got something for all ages! I'm yet to check out storytime at the library but if it's anything like the mobile library, I know I'll be so happy with that too."
(Facebook comment, Lisa)



For more information on
Casey Cardinia Libraries visit

www.ccl.vic.gov.au



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