



**Casey
Cardinia
Libraries**

'Inspiring spaces where everyone is free to discover possibilities'

AGENDA

Board Meeting

Wednesday 28 August 2019

5.30pm

City of Casey

Bunjil Place Library, Meeting Room 3 and 4

1.	Present	
2.	Apologies	
3.	Confirmation of the Minutes of The Casey-Cardinia Library Corporation (CCL) Ordinary Board Meeting held on 26 June 2019.	
4.	Declaration of Conflicts of Interest	
5.	Strategies/Plans	<i>Page No.</i>
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STRATEGIES/PLANS

CC28/2019 DRAFT ANNUAL REPORT 2018 – 2019

Report prepared by Chris Buckingham

Purpose

To present the Draft Annual Report 2018 – 2019 including the Draft Financial Report to the Board for consideration.

CCL Library Plan reference – 5.3

Background

CCL is required under Sections 125, 126 & 196(7) of the Local Government Act 1989, to prepare and submit an Annual Report to the Minister for Local Government within three months of the end of the financial year.

Clause 11.1 of the 2012 CCL Regional Library Agreement requires that the CEO provide each member Council with a copy of the Annual Report within three months of the end of the financial year.

Discussion

The draft Annual Report 2018 – 2019 highlights include:

- The removal of overdue fines, extension of opening hours and delivery of programs and initiatives that support community health and wellbeing
- Growing partnerships with organisations who share our mission and values
- Increased membership, visits and loans
- Results of our community surveys, which indicate a high level of positive engagement across the region
- Case studies that reflect on the positive impact we have in our community – Libraries really do change people's lives

Summary Financial Year End results

The Financial Report has been prepared in accordance with the Australian Accounting Standards, ensuring that CCL has met all its legislative and regulative requirements. RSM Australia Pty Ltd are completing their report and will submit the libraries financial accounts to VAGO once complete.

Please see [CC29/ 2019](#) for more detailed explanation.

Conclusion

The Draft Annual Report 2018 – 2019 including the Draft Financial Report demonstrates CCL's key achievements for the year.

RECOMMENDATIONS

1. That the draft Annual Report 2018 – 2019 and associated Draft Financial Report be approved 'in principle'.
2. That the Board authorise the Chairperson, a Board member and the CEO to sign the Financial Report included in the Annual Report once it has been ratified by the Auditors.
3. That the CEO sign the Management Representation Letter once the Audit has been finalised.

4. That CCL forward the approved Annual Report to the member Councils before September 30, 2019.
5. That CCL forward the approved Annual Report to the Minister for Local Government before September 30, 2019.



Annual Report

2018 – 2019

Libraries Change Lives!



Inspiring spaces
Where everyone is free
to discover possibilities

Foreword

This Annual Report represents more than a summary of our financial position and report against key performance indicators. It is a snapshot of how libraries change lives in our community each and every day of the year.

Casey Cardinia Libraries (CCL) exist to serve our community. Our people love what they do – they know that every time they come to work they can make a meaningful difference in people's lives.

This year, we continued to refine and improve our core services including: ongoing renewal of the collection; delivery of innovative literacy programs; and helping people successfully navigate their way through a world overburdened with information.

We actively sought out partnerships with local organisations that share our mission:

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

We understand that sustainable organisations look for ways to grow their sector as a whole, rather than simply competing for a share of resources. CCL stepped up to the plate and made a greater contribution to the sector through our peak body, Public Libraries Victoria. We enthusiastically supported the ground-breaking 'Libraries Change Lives' Campaign and the formation of Libraries Victoria to oversee the State-wide implementation of the Integrated Library Management System.

We made a point of 'Paying it Forward' and 'Looking After the Neighbours' – we looked for ways to link in with our Member Councils: Cardinia Shire Council and the City of Casey to support initiatives that sit outside the traditional remit of public libraries. This included participation in campaigns such as Together We Can – an amazing Family Violence Prevention initiative that is delivering real outcomes across Cardinia Shire.

Our work goes beyond encouraging more visits and loans. People need to know that their local library is a safe place where everyone is free to learn and can gain access to information without fear or prejudice.

We have kept working on becoming a values driven organisation, while looking for ways to reduce the number of rules and processes that may inadvertently restrict people's access to our services. After all at the very core of what we do is the provision of universal and free access to information. The permanent removal of overdue fines will stand as one of our biggest achievements in 2018 – 19.

We are intensely grateful for the ongoing support of our community as we continue on our journey from good to great. We are humbled by the volunteers, small businesses and community organisations who give us their time, energy and resources without expectation of return.

Please read on and help us celebrate the achievements of 2018 – 19

Libraries really do change lives!

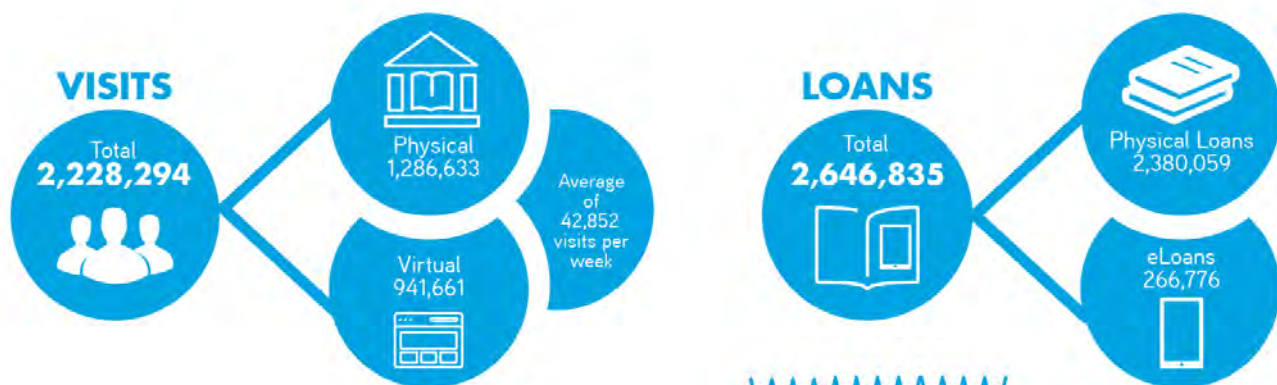


Cr Jodie Owen
Chairperson



Chris Buckingham
CEO

2018 – 2019 At a Glance



Youth Programs

85,661 attended
2,880 sessions



Baby Time and Tinies Time

28,635 children and their carers attended
681 sessions



Storytime

14,470 children and their carers attended
394 sessions



Class Visits

20,106 attended
553 class visits (including 153 outreach class visits)



Holiday Programs

8,987 attended
275 sessions



Communities for Children

1,500 attended
178 sessions offered by both Cranbourne and Cardinia Shire Library has Legs programs



201,317 Wi-Fi sessions



147,349 Internet bookings



CCL App

75,981 sessions



Freegal

81,678
26,137 downloads
55,541 streaming sessions



eNewsletter

690,480 subscribers received our 14 eNewsletter



Collection

320,089 physical items and 16,409 e-items



LOTE 7,395 items

Chinese, Panjabi, Persian and Sinhalese



eBooks

Each copy turnover is 6.6



eAudio

Each copy turnover is 15



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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
<ul style="list-style-type: none"> • Cr Wayne Smith BJ, JP (Chairperson until Nov 2018) • Cr Damien Rosario • Cr Rosalie Crestani* • Bernard Rohan (from Feb 2019) • Steve Coldham (from Feb 2019) • Callum Pattie (from Feb 2019) • Colette McMahon-Hoskinson (until Dec 2018)** • Andrew Davis (until Dec 2018)** 	<ul style="list-style-type: none"> • Cr Jodie Owen (Chairperson Nov 2018 – current) • Cr Ray Brown* • Tracey Parker (from Jun 2019) • Jenny Scicluna (until Apr 2019)** • Pamela Martin (until Jun 2019)**

* Alternate delegate

** Retired

CCL acknowledge the contributions of Colette McMahon-Hoskinson, Andrew Davis, Jenny Scicluna and Pamela Martin who retired from the Board in 2018 – 2019

The Executive Team



Chief Executive Officer
Chris Buckingham



**General Manager,
Customer Experience**
Beth Luppino



**General Manager,
Finance**
Emily Ramaswamy



**General Manager,
Digital Operations**
Daniel Lewis



**General Manager,
Organisational
Development**
Melissa Martin

Our Community – A Snapshot

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

Our region continues to experience rapid population growth with significant residential development occurring in Clyde, Cranbourne and Officer.

The latest Australian Bureau of Statistics report shows the population has increased to 447,539 across the region's 1,690 square kilometres population growth over 4% annually. ([Regional Population Growth, Australia – 3218.0 Australian Bureau of Statistics, Revised March 2019](#)).

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 people living in the Casey Cardinia region 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. ([City of Casey – Community Profile 2016](#)). Both Casey and Cardinia are declared Refugee Welcome Zones.

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](#)).

City of Casey has the second highest Pokies expenditure of Victorian Local Government Areas. There are thirteen venues with Pokies across Casey and another five in Cardinia, with a total 1,238 Electronic Gaming Machines (EGM's). ([Victorian Responsible Gambling Foundation, June 2019](#)) More than \$160 million dollars was spent on the Pokies in the Casey Cardinia region in 2018/19.

Our community faces challenges with income, education, employment, occupation and housing. with the level of socio-economic disadvantage in Casey and Cardinia ranking 49th and 59th respectively in Victoria. ([Population and Housing: Socio Economic Indexes for Areas \(SEIFA\), Australia – 2033.0.55.001 Australian Bureau of Statistics, Revised March 2019](#)). Mortgage and rental stress is common in the Casey Cardinia region.

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.

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

Our libraries encourage learning, exploration and independence for all in our community. Every day we hear stories that confirm what we do makes a difference.

Libraries a place for everyone

We have 'Access Keys' for all our City of Casey branches. The 'Keys' provide information about our libraries to help people with disabilities and other access considerations to get to know the space before arriving. The information includes things like whether there are contrasts to help with vision issues or dementia, accessible toilet options, busy and quiet times, how to enter the building, wheelchair access and sensory experiences. There are also photos to show what the buildings and our team members look like. The 'Keys' are available via our [website](#) and [Access Ability Australia website](#). (Library Plan Ref 1.2)



Doveton Library hosted Celebrate Diversity in Doveton in March

Celebrate Diversity was a community celebration, featuring Indian and African performers. The festivities included the sharing of songs, traditional dances and stories, all followed by a multicultural feast organized by Autumn Place Doveton, our partner agencies and attendees. (Library Plan Ref 1.1, 1.2)

"Thank you my kids and I had a great time in Doveton library. I am not driving and it's great to be able to celebrate diversity in my local library." - Doveton Library member

A new friendship at Hampton Park Library

Lorraine and Lila, who met at Hampton Park Library's regular Crafternoon, have formed a firm friendship through conversation and craft. They worked together on this project. Lila knitted the squares and Lorraine crocheted them together. A symbol of their friendship is embroidered on one of the squares in Arabic and English.



Facilities Development Plan 2019 – 22

CCL work in partnership with Member Councils to ensure that our libraries continue to meet the growing needs of our community. (Library Plan Ref 1.1)

This year improvements to our physical spaces included:

- Cranbourne: Landscape gardening, renewed study spaces and reception areas, Federation University sponsored study and lounge area. Improvements were made to the entry, foyer and circulation zone with funding from City of Casey and the State Government Living Libraries Infrastructure Fund.
- Doveton: Building exterior repainted
- Endeavour Hills: Renewed study spaces that provide the flexibility to host events and programs. Internal signage installation.
- Hampton Park: New children's furniture, new lounge for adults and teens.
- Emerald: Creation of more lounge spaces
- Pakenham: Improvements to the community meeting room, acoustic engineering works, solar panels installed, drainage works, new furniture, plumbed water fountain and recarpeting of the library

Cranbourne Library –Living Libraries Infrastructure Funding

Cranbourne Library received a much-needed boost with improvements made to the exterior, foyer and library spaces.

The improvements were made possible through \$51,000 from the State Government's Living Libraries Infrastructure Fund and co-contributions from the City of Casey.

Pauline Richards, Member for Cranbourne and City of Casey Mayor, Councillor Amanda Stapledon officially launched the refurbishments on 9 May 2019. Children and families enjoyed special story readings by the Mayor (in full Mayoral robes!) and their local MP. (Library Plan Ref 1.1, 3.2)



Photo – (L-R) Mayor Councillor Amanda Stapledon and Pauline Richards MP, Member for Cranbourne



Photo – (L-R) Callum Pattie – City of Casey, Greg Jakob –Federation University, Berwick Campus Director,, Steve Coldham – City of Casey, Marion Slawson, Federation University, Berwick Campus



2019 ALIA Library Design Awards

Bunjil Place Library was an honourable finalist in Public Library of the Year and won the ALIA Members' Choice Award. This recognition is testament to our big beautiful library, and the amazing people who have helped bring the library to life. (Library Plan Ref 1.3, 2.1, 3.2, 4.2)

Bunjil Place – One Year Anniversary

Happy 1st birthday to Bunjil Place! More than 2,700 people came through the doors to help Bunjil Place celebrate. A highlight of the celebration was a visit from the Gruffalo who came to play – captivating the hearts and minds of parents and children alike.

The Bunjil Place library offers the broadest range of opening hours in the region; weekday evenings are particularly popular. Despite the rather grand, expansive feel of the library, we find people gathering in small groups to connect as well as seeking out quiet spaces.

The last twelve months have demonstrate the importance of allowing spaces for noise and for quiet, for creativity and for lounging, and for making welcoming spaces for people of all ages, stages and abilities.



Photo – (L-R) a Gruffalo fan meeting the Gruffalo with CCL staff Annie.

Virtual Spaces and ICT

CCL's e-resources keep gaining in popularity. Most used services include Lynda.com, Freegal and Kanopy, as well as our eAudio and eBook collections. (Library Plan Ref 1.1)

Online services are freely available to library members 24 hours a day, 7 days per week.

Our free streaming video/ documentary service Kanopy was launched in July. It offers free access to a wide range of movies and documentaries, including cinema release titles. There is a great selection of children's programs with a focus on encouraging literacy and creativity. (Library Plan Ref 1.1, 1.2 and 3.1)

CCL and the Economic Development teams from City of Casey and Cardinia Shire Council have joined forces to fund the delivery of Lynda.com for the next three years. This valuable online training tool provides business, community and staff with access to top quality online training resources for free – all they need is their library membership to log into an amazing range of courses.

'I love using the online resources, certainly the class at Cranbourne Library helped me get started a number of years ago on ebooks and library books, I now love ordering books online, also Kanopy movie, and Lynda.com which I also learnt more about from a library class. Keep having opportunities for people to learn more about these resources and more.' - CCL Member, 45-54 years.



Making it Easier to Borrow and Return Items

CCL are always on the lookout for new ways to improve the visitor experience in our libraries. External library return chutes are now open 24 hours a day, 7 days per week. This change is a direct response to requests from our members.

It may seem like a little thing, but it makes life much simpler for people on the school run, or on their way to work. (Library Plan Ref 1.1)

This year, we re-configured our Integrated Library Management System software to automatically renew people's loans. Borrower's items are automatically renewed unless they have been requested by another library member. The details of items and new due dates are automatically emailed to borrowers. This has reduced pressure on borrowers to return items before the due date.

Members feedback has been overwhelmingly positive.

"Thank you I appreciate as I was unwell yesterday and had hoped to return today but I'm glad I have extra time to finish watching this great series"

"Thank you, so much for this waiver, we are on holidays and are not able to return the book but will get it back asap. your action has been appreciated, thanks again, kind regards."

Opening Hours

One of the recurring themes in our community surveys has been the demand for increased opening hours. People wanted more consistent morning opening times across the network and later closing times in the evening.

CCL now open all of our libraries at 9am on weekdays. The community response has been wonderful. Students and business people appreciate the capacity to access PCs, shared work space and free Wi-Fi earlier in the day. Parents doing the school run love being able to visit the library with their youngest children straight after school drop-off.

Bunjil Place, Cranbourne, Doveton, Endeavour Hills and Hampton Park also keep their doors open later on Thursday evenings, closing at 9pm. (Library Plan Ref 1.1, 5.2) This has opened up our libraries to residents who are working outside the region during the day and meant that people seeking a sense of connection with community can visit the library after dark.

The extended opening hours also mean that Member Councils and community get more value from the existing fixed infrastructure and demand for space within the library is eased. CCL will continue to review and refine opening hours to meet the needs of our community.

"The late opening on a Thursday night is great. My wife and I work full time and are studying. So, the extra hour means we can come and study after work and not feel like we have to rush." - Library member feedback.



2. Leadership & Innovation

Lead positive change through partnerships and teamwork.

“No one can do everything, but everyone can do something, and together we can change the world.” [Ronald J. Sider](#)

Our Partnerships – It’s a Team Game

Together we Can

CCL recognise that family violence is a real and growing issue in society. It impacts the lives of many of our customers. We understand that public libraries can help prevent family violence through the provision of safe spaces, community education and access to free services. CCL has actively participated in [Together We Can](#) the award-winning community campaign based in Cardinia. Step by step we work together to help make our community safer and happier.

With the help of Family Life, we have trained many of our team members in bystander-awareness to build our capacity to respond to family violence.

(Library Plan Ref 2.1, 3.1)



Photo – Callum, a 1000 Books Before school participant.

Autumn Place Precinct Activation

The Doveton Team have established strong working relationships with the Autumn Place Community Hub and Doveton Neighbourhood Learning Centre staff, for the benefit of local families. (Library Plan Ref 2.2, 3.1)

The Autumn Place kindergarten brings children over to the library every fortnight, encouraging a love of reading and sense of belonging in the library. All Autumn Place Kindergarten students are now library members and are participating in the 1000 Books Before School program.

PAVE Festival in Emerald

CCL was delighted to be at the PAVE festival this year. It was a terrific opportunity to connect with the creative arts community.

We engaged with people that didn't know there was a library in Emerald and others who were already members and just excited to see us!

Many opportunities for future collaborations with local schools and businesses came out of our participation in this event.



Photo – keen participants at STEAM Club – Discover Mc Escher, one of seven events we hosted as part of the Festival.

Endeavour Hills Community Christmas Party



Endeavour Hills Library worked with Town Square precinct partners to host a free Christmas community event. (Library Plan Ref 2.2, 3.1)

Over 800 people enjoyed local school choirs, an animal farm, craft activities, scavenger hunt, active play stations, sausage sizzle, face painting, stilt walking and visits from Tiny the T-Rex and Santa Claus. Locals were thrilled to have this event, the first of its kind involving the whole precinct. We continue to build relationships and provide complimentary programming with our collocated partners, ahead of future development of a community hub on this site.

"Thank-you my granddaughter had the most amazing time- I am so proud that the library hosted an event like this just for us" - Community member who attended the event.

"We are so excited to see something happening for our community in Endeavour Hills, it has been so fantastic to do something locally and not have to go out of our community to have a special experience" - Community member who attended the event.

Federation University

In 2017 – 18 CCL and Federation University entered into a Memorandum of Understanding to help people to engage in tertiary education. One of the key outcomes of the agreement is the creation of shared spaces in our libraries. In 2018 – 19 the first Federation University Learning Space was established at Cranbourne Library. (Library Plan Ref 1.1 2.1, 3.1)

Federation University generously provided the Cranbourne Library with study carrels, a high-rise tech bench and lounge furniture that has already proved popular with library users.

At Federation University, Berwick Campus, CCL has a space in the library where students can read in comfort, access one of our PCs for free, or login to our free Wi-Fi with their mobile phones or portable devices.



Photo – (L-R) Sue Owen - Director Library and Learning Spaces, Library Services, Nicole (Fed Uni student) and Chris Buckingham.

Casey Tech



Casey Tech School is a shared learning facility that delivers high-tech, leading edge courses to students from 21 secondary schools in the Casey region. It delivers innovative and real-world STEAM education programs in partnership with local industries, helping to prepare students for the jobs of the future.

CCL and Casey Tech School. are working together to improve educational outcomes for students and long-term employment opportunities in our region.

(Library Plan Ref 2.1, 3.1)

Community Engagement

We continue to develop relationships with charities, maternal child health centres, childcare centres and kindergartens, local schools, tertiary education and training providers across the region. (Library Plan Ref 2.2)

Emerald Library has formed a great partnership with 'The Emerald Fruit Barn.' (Library Plan Ref 2.2, 3.1) The store donates fruit to the library on a weekly basis. We share this fruit with our customers. The fruit is of superior quality and is often sourced locally. It is wonderful to see children and adults enjoying the fruit in the library!

Doveton and Hampton Park Libraries also partner with local supermarkets to provide free fruit in our libraries.

This may seem like a small thing, but it has a huge impact on our visitors, particularly young people. We have children in Doveton and Hampton Park who spend many hours in the library, often without food. We can't thank these local businesses enough for lending their support.



Photo – Aneeqa loving free fruit at Doveton Library



Photo – Claire, CCL staff at Emerald Library

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

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



Generous Donation from Emerald Mechanics Institute

The Emerald Mechanics Institute donated \$24,500 to the Emerald Library in February 2019.

The very welcome funds will be used to fund refurbishment works at the Emerald Library in 2020.

The Emerald Mechanics Institute chose Emerald Library because of their shared commitment to lifelong learning and community strengthening by both organisations.

(Library Plan Ref 2.1, 2.2, 3.1, 3.2, 3.3)



Photo – (L-R) Ray Spencer and Ron Harmer – Emerald Mechanics Institute, Jess Nichols Emerald Branch Team Leader and Chris Buckingham.

Donation Tap Points

CCL have established Donation Tap Points at all our branches. The community can donate to our libraries and our charity partners using their bank cards.

(Library Plan Ref 1.3, 3.1 3.2, 5.2)

Our Volunteers

CCL sincerely appreciates the contribution by volunteers and supporters to the work we do. In 2018 – 19 they helped:

- Raise funds for a range of programs and seminars
- Provide Summer Reading Club prizes
- Organise competitions that encourage literacy and creativity in our community
- Promote the value of libraries to the community
- Deliver the Home Library Service
- Run informal education programs for library users including hand crafting, English conversation classes and help deliver code club.

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](#).

Volunteer Week Celebrations

In May, CCL held a special event at Bunjil Place Library to celebrate the amazing work our volunteers do in the community. We took the opportunity to present to the group on current trends and future plans for our libraries.

Sam Ellison, volunteer coordinator from City of Casey, talked about the [Volunteer Matcher](#) website that advertises local volunteer opportunities for a broad cross section of organisations, including CCL. (Library Plan Ref 3.1) The Berwick and District Folk Club played sweet tunes that entertained the whole library.



Home Library Service Volunteers

In 2018 – 19, CCL provided a free home library service to 216 people living in the Casey Cardinia region. Our focus is supporting people who are unable to access the library due to illness, age, disability, being housebound, a full-time carer or resident in a care facility.

This incredible service would not be possible without the help of more than 50 volunteers who donated over 1,100 hours to select items and deliver loans to our 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.

To find out more about this amazing program visit our [website](#).

Marie just loves the Audiobooks delivered to her each month!

"I just love them because I have limited eyesight and they are very important to me. I lean back in my chair and am taken away to another place, whilst reading. Sometimes when I finish a book, I am upset because I want to keep hearing about the characters, I don't want the story to end." "My main point is that they are very, very important to me, in fact, I don't know what I would do without them". Someone once said to me that Audiobooks were their best friend. I now understand that".



Our Friends

Friends of Casey Cardinia Libraries

CCL facilitated a workshop at Bunjil Place Library in September to discuss the possibilities of a establishing a Casey Cardinia Libraries Friends Group. The workshop brought together people who are passionate about our libraries and want to make a difference. It provided an opportunity to reframe the role of our 'Friends' in a regional context and encourage participation in many different forms including volunteering, fundraising and advocacy.

The purpose of FOCCL is (to):

- support the library in the community
- ensure libraries live on as a valuable asset
- support the library to meet needs of its community
- actively embed libraries in our community
- support growth inclusive libraries valued by community

Friends of Cranbourne Libraries – thank you and farewell

In August 2018, the Friends of Cranbourne Libraries ceased operation after 26 years of wonderful support for our libraries. Helen Crago, secretary (1992 – 2018), and her husband Richard, treasurer (1994–2011) received City of Casey awards in recognition of their hard work.

The Friends of Cranbourne Library raised over \$140,700 for Cranbourne Library and supported a myriad of initiatives including seminars at the library, new library furniture and the donation of books to East Timor and Papua New Guinea.

We are truly grateful to the volunteers and friends for their dedication and commitment.



Friends of the Doveton Library

This year's signature event was the junior poetry and short story competition. This year we received more than 130 entries. The prize-winners presentation night was a success with more than 75 winners and their families attending. It was standing room only!



Photo – Winners of our poetry and short story competition with Chris Buckingham).

Emerald & District Lions Club

Emerald Library are grateful to the Emerald Lions Club for their generous support of the 2018 Sensitive Santa program. Their donation enabled the purchase of costumes and backdrops for the photographs. The Lions Club are wonderful supporters of the library and continue to run book sales for us throughout the year.



Friends of Hampton Park Library

The Friends of Hampton Park Library continue their support through:

- a visit from Museums Victoria to celebrate Dinovember – a hands-on exploration of fossils and natural history
- a cultural celebration with popular Sinhalese band Eclipse, performing original and covers
- the annual Teen Photography competition
- Gallery for a Day, where local schools explored original artworks from an award-winning children's picture book; and board games and puzzles for everyone to enjoy in the library.



Photo – Happy children at Doveton celebrating Dinovember.

We are Grateful

- AMES
- Anglicare
- Arthur Wren Hall Management, Hampton Park
- Australian Taxation Office (ATO)
- Autumn Place Precent Partners
- Be Connected
- Berwick Artists Society
- Berwick Mechanics Institute
- Boomerang bags Endeavour Hills
- Box Hill Institute
- Bunnings
- Cardinia 4Cs
- Cardinia Shire
- Casey Asperger Syndrome Support
- Casey Camera Club
- Casey Central Shopping Centre
- Casey North Information and Support Services
- Casey Tech School
- Centrelink
- Chisholm Institute
- City of Casey
- Coles - Clyde
- Cranbourne Information and Support Services (CISS)
- Cranbourne U3A (handmade bags for Library has Legs kits)
- DDACL – Dandenong and District Aborigines Co-Operative Limited
- Doveton Community Centre;
- DSS – Australian Government Department of Social Services
- Emerald Arts Society
- Emerald and District Lions Club
- Endeavour Hills Neighbourhood House;
- Endeavour Hills Town Square
- Family Life
- Federation University
- Fountain Gate Shopping Centre
- Friends of Cranbourne Libraries
- Hampton Park Youth Services
- Inspiring Australia
- Kids' Own Publishing
- Live Learn Local
- Local Community Houses and Community Groups across the Casey Cardinia Region
- Local History Societies
- Local Maternal Child Health Centres, Childcare and Kindergartens and schools.
- Marketplace Pakenham
- Melbourne Football Club
- Metro Trains
- Myuna Farm
- Narre Warren & District Family History Group Inc
- Neighbourhood and Learning Centres across the Casey Cardinia Region
- Noble Park English Language School, Casey Campus
- Outlook
- Paint Doveton REaD
- Pakenham Living and Learning Centre
- Public Libraries Victoria
- Reading Out of Poverty
- Royal Botanic Gardens Victoria, Cranbourne
- Salvation Army (Doveton and Pakenham)
- Springvale Learning and Activity Centre (SLAC)
- State Library of Victoria
- The Emerald Fruit Barn
- The Emerald Mechanics Institute
- VACCA – Victorian Aboriginal Child Care Agency
- VIRWC (Women's Friendship Café, Cranbourne)
- WAYSS – Homelessness
- Wellsprings for Women;
- Windermere
- Women's Friendship Groups
- Woolworths – Hampton Park, Dandenong South
- YMCA

3. Resilience

Strengthen capacity in our growing community.

The Forgiving Tree

People across the Casey Cardinia region donated more than \$10,000 worth of gifts and non-perishable food items to the CCL Forgiving Tree Appeal in the lead up to Christmas.

The Forgiving Tree campaign provided a call to action for people wanting to pay it forward and help people doing it tough. Members were forgiven fees for any returned overdue, lost or damaged items upon donating food or gifts to the appeal.

CCL partnered with eight local charities during the six-week campaign, including WAYSS, Cranbourne and Casey North CISS, Transit Outreach Service, Hampton Park Community House, Barry Plant Emerald and Emerald Community House, to ensure the donations were distributed to people in need. (Library Plan Ref 2.1, 3.1)



Photo - (L-R) Sarah and Cal - CCL staff and Leanne Petrides - CISS

Removal of Overdue Fines

CCL have permanently removed overdue fines after a successful 12-month trial. The decision has been embraced by community and staff. The trial showed an increase in loans, minimal impact on the average length of loans and business and community benefits and didn't reveal any significant issues like barriers to collection access, loss of assets, loss of revenue or damage our brand. CCL are recognised in the Library Industry as one of the leaders in removing overdue fines, with more libraries services following suit in 2019. (Library Plan Ref 1.2, 3.1, 5.2)

The removal of overdue fines ensures that our services are more accessible.

'I have recently been unwell and had overdue books and it was really nice not to have to prioritise returning the books to avoid a fine. I'm so glad for this change.' - Cassidy, library user Social media feedback.



Libraries Change Lives

Libraries Change Lives is a state-wide campaign to help communicate the value of public libraries in our community.

CCL's local launch was at Bunjil Place in October, ably led by Libraries Change Lives Ambassador Alan Brough. We were able to capture the real thoughts and stories of our members on the day, including young Michael (pictured). We will use their contributions to help promote the value of public libraries in our community.



Photo – Michael



Stories of how Libraries Change Lives

Mangoong Ayuel –Libraries as a place to study

Mangoong uses the library to study. He is often helped by the team at Hampton Park. Mangoong has made good friends on his visits to the library as he is a “self-confessed social person” Mangoong participated in ukulele lessons at the library and enjoyed meeting people from a variety of different cultural backgrounds.

“I migrated from South Sudan about 8 years ago and have been learning and practicing my English ever since. I have been visiting Hampton Park library for a year now. I think the library is important for everyone. I came to the ukulele sessions the library ran on Thursday evenings and I made many friends. It is great to meet people from different cultural backgrounds and with many languages. I am studying to be a health care worker and help people with disabilities. I use the computers to complete my assessments, the staff are very friendly, they help me, and they are very good to me.”



Michelle – Libraries inspirational programs

When Michelle discovered she could make the perfect sponge cake after attending one of our regular cooking demonstrations, she decided to enter them into the Berwick Show.

Not only were Michelle's sponge cakes perfect, they were prize winning! Congratulations Michelle, CCL is proud to be part of your success story.

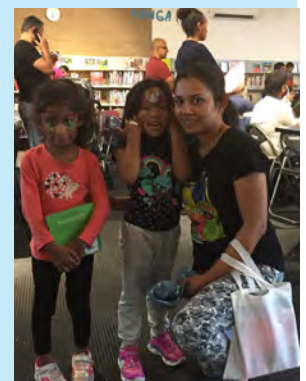
When children are supported to develop the literacy skills they need to thrive, “Libraries Change Lives”.

Isabella has been a regular at library programs with Casey Cardinia Libraries since she was born, and as you can see from the video she absolutely loves to read! Isabella has now graduated to storytime and is well on her way to having all the pre-literacy skills she will need to thrive when she starts school. Thanks for letting us be part of your literacy and learning journey Isabella!

Nelum loved her visit to Doveton Library

‘Today I come to change my books and was very surprised to see the library full of people celebrating Harmony Day. I have been here for an hour enjoying the entertainment and my girls got their face painted which they loved. In Sri Lanka our libraries only have a small collection and they aren't very welcoming places. The libraries in Australia are so friendly!’ – Nelum, Doveton Library user.

Photo – (L-R) Talia, Natasha and their mother Nelum – Diversity at Doveton



The Spoken Word

To celebrate Refugee Week in June, Pakenham Library hosted a presentation by Spoken Word poet Abe Nouk. (Library Plan Ref 1.2, 3.1, 3.3)

Abe is an inspirational speaker and captivated the audience with the story of his journey. His story began with his arrival in Australia as a refugee, then progressed to his discovery of the power of literacy, which has allowed him the freedom of speech and creativity that he celebrates every day.

Afterwards Abe joined our English Conversation group to share in their stories. A moving experience for the entire group, Abe included.



Photo – (L–R) Moira – CCL staff, Abe, Jordan Crugnale – Member for Bass, Nyanduk Wang, Jeffah Thabach and Chris Buckingham.

Bushfire Emergency Relief Centre

A large bushfire broke out in the Bunyip State Park in early March. Cardinia Shire swiftly set up a Bushfire Emergency Relief Centre at the Pakenham Hall as part of their response. (Library Plan Ref 2.1. 3.1)

As the first evacuees arrived at the Centre, they were given food, drinks and a place to recover. Locals were able to access the latest fire information as well as insurance and legal advice. It was a vital contact point for the community and information about recovery services. More than 300 people attended the Pakenham Emergency Relief Centre in the first week of operations.

Pakenham Library extended its opening hours to support people who had left their homes. We provided a safe place where people could read the paper, surf the internet or simply be at ease. We provided entertainment for children, playing movies and providing books and colouring in. The library also provided the Centre free use of phones, internet, chairs and tables, printing and photocopying services.

The library and council teams worked closely together to support those affected by the fires and there was a genuine sense of camaraderie. We were overwhelmed with offers of donations of goods and volunteer hours from the extended community.

International Mother Language Day

Community-led events are often the most exciting. Sinhalese community leader Shoheli Sunjida brought together CCL, Cardinia Shire and Pakenham Living and Learning Centre to collaborate on a festival event for International Mother Language Day (IMLD). It came out of a strong belief that language is a key part of any culture's identity, and that our multicultural community should be celebrated. (Library Plan Ref 1.2, 2.2, 3.3)

The official proceedings commenced with Welcome to Country by N'arweet Carolyn Briggs in the library followed by storytelling in various languages including Sinhalese, German and Arabic. Outside the library, in the hall and outside our community enjoyed rides, poster exhibition and market stalls, food stalls/trucks, more bilingual storytelling, dance demonstrations and other entertainment. Hundreds of people participated including local Members of Parliament, Councillors and community leaders.



The Very Hungry Caterpillar and the CEO Sleepout



CCL CEO Chris Buckingham turned a lot of heads at the Vinnies CEO Sleepout in June. Chris has been a regular participant in the CEO Sleepout for many years as he is passionate about helping solve one of society's wicked problems – homelessness.

After discovering that he shared the same birthday as the Very Hungry Caterpillar (they both turned 50 this year!) Chris agreed to dress up in order to raise awareness about the importance of early literacy and highlighting the role public libraries play as safe warm and welcoming places in winter.

The campaign captured the hearts and minds of the community and the library sector. Together they helped Chris raise more than \$8,500 for St Vincent de Paul.

(Library Plan Ref 2.1, 3.1, 3.3)



Share the Dignity

CCL help make an on-the-ground contribution to homeless women and victims of domestic violence through the Share The Dignity campaign. The campaign is held at all of our branches twice a year. We collect personal hygiene products for women experiencing homelessness and poverty. Small dignities make a resilient community.

Photo – Sandra Cleave, Hampton Park Branch Manager.

Sensitive Santa

The traditional and much-loved Santa meeting and photo session can be inaccessible for children with Autism Spectrum Disorder (ASD).

A noisy, overcrowded shopping centre is often not a positive experience for families as the environment can cause meltdowns.

The Sensitive Santa Program eliminates sensory overload by providing reduced queue times, low lighting and staff who are trained to work with children on the autism spectrum.

Emerald Library hosted more than 30 sessions over three days for families in December—providing this magical opportunity to families who would otherwise miss out.

(Library Plan Ref 1.1, 1.2, 2.1, 3.3)

“With three boys on the autism spectrum taking them to a shopping centre for a traditional Santa photo is traumatic for all and ultimately pointless this program allowed us to get a photo this year with Santa and participate in a Christmas activity that “normal” families take for granted.”

“I have never been able to get a photo of my little boy with Santa due to him being unable to cope with waiting in line, crowds, noise & rush. It was so special to have that time & photos with Santa. I am very grateful.”

“I’ve said it before -but thank you! My girls have gone from hating Santa photos to non-stop talking about how much fun they had. And the real beard on Santa -that was a winner! They’re convinced he’s the real Santa and flew down from the North Pole just to visit them specially. Thank you!”



Communities for Children

Our Federally funded Communities for Children 'Library Has Legs' Cranbourne has been working with our diverse local communities to build pride in culture and encourage connection with the library. (Library Plan Ref 1.1, 1.2, 3.1, 3.3, 4.1)

Cranbourne Outreach Librarian Ivy Tucker worked with the Women's Friendship Café on Oromo and English Storytimes for local families. The Oromo people are the largest ethnic group in Ethiopia. Their language has been suppressed for many years and only resumed speaking their mother tongue since the 1990s. Reclaiming their language and culture is vital, and at this event families proudly celebrated, many in traditional dress.



Photo – Happy kids at an Oromo storytime.

Biftu Hawas is a volunteer who works together with our Communities for Children Outreach Officer delivering the Oromo storytimes. It isn't the first language for these children, but it is the language of their culture and heritage. Biftu finds these storytimes 'so important for the Oromo people- to see their language celebrated, to feel proud'.

Communities for Children 'Library has Legs' programs has also been working with the Carlisle Park and Fairhaven Supported playgroups. Monthly visits to these playgroups allow us to work with children with very low levels of English and low literacy in their home languages, particularly those from Afghanistan, through stories and songs.

Naidoc Week

The theme for NAIDOC Week this year was 'Because of Her, We Can!' It connected people from across the country with a strong positive message about the amazing contribution Aboriginal and Torres Strait Islander women make in our lives.

CCL was involved in the large annual celebration at Cranbourne Royal Botanic Gardens. It was a happy day where people got to share stories, sing, dance, paint, read, learn and play together. It helped reaffirm what we do in our libraries everyday – there is a hunger in our community for opportunities to learn, be creative and embrace a sense of togetherness.

Our multilingual storytimes value and celebrate community languages, giving opportunities for families to enjoy stories in their home languages or those linked to their culture and share these with the wider community. (Library Plan Ref 1.1, 1.2, 3.1, 3.3, 4.1) The storytimes are planned with bilingual staff members or volunteers from the local community and include music, stories, games and craft time.



Photo – (L-R) Jo-Anne, Ivy, and Shaniace – CCL staff

4. Literacies

Encourage reading and lifelong learning.

During the early years children are learning and developing a range of skills that become the foundation for all future learning. Libraries are well positioned to include a range of STEAM activities in early years programs to help develop children's curiosity, imagination, problem solving, social skills, creative thinking and knowledge about the world around them.

Children and Youth Services – Foundation years



CCL staff promote the joy of reading and the importance of early literacy as a foundation for success in life. We support the parent and carer as a child's first teacher through a range of early years programs such as Baby Time, Tinies Time and Preschool Storytime.

Specialist Children and Youth Services teams love getting out in the community, visiting schools, kindergartens and early

childhood centres. This outreach raises the profile of our libraries and the importance of reading. It is also a great opportunity to engage with children and families that may not be using our service.

'Reading sparks imagination, imagination sparks ideas, ideas spark change. My kids love our library!' - Kat, Emerald Library user

Sarah and Arya love rhymes, stories and making friends at the library!

Since joining the Library both Sarah and Arya have made new connections thanks to Baby Rhyme Time. Both love the social interaction offered by our children's programs. As a mum working from home Sarah finds the library to be a flexible and easy way to meet other parents.

One of the joys of coming along to Baby Rhyme Time, and now Tinies Time as well, has been that Sarah has been able to remember all the songs and rhymes from her own childhood to share with Arya now. 'It all comes flooding back!' she says.



National Simultaneous Storytime

National Simultaneous Storytime (NSS) is auspiced by the Australian Library and Information Association (ALIA). Every May, libraries, schools, pre-schools, childcare centres, and bookshops across Australia host a story time. This year, *Alpacas With Maracas* by Matt Cosgrove was the featured story book.

CCL staff read *Alpacas With Maracas* to more than 600 people. Kindergartens, family day care centres, playgroups and schools right across Casey and Cardinia participated in NSS. (Library Plan Ref 1.2 2.2, 4.1, 4.3)



Photo – Jenny hosted Kate and Kelly who brought Al and Macca the Alpacas from Myuna Farm to Bunjil Place Library.

STEAM-ing ahead

The number of Science, Technology, Engineering and Maths (STEAM) programs continues to grow across the region. We deliver STEAM programs nearly every day and have embedded them permanently into school holiday events. (Library Plan Ref 4.1, 4.4)

All branches now run Lego activities after school. Pakenham Library holds a Sunday session where parents and children can build together.

Coding has grown in popularity. This year we introduced Python – a more advanced coding tool to keep enthusiastic learners engaged.

Bunjil Place and Hampton Park Libraries introduced after-school science labs where 5-12 year olds conduct experiments and other hands-on activities.

STEAM activities appealed to our youngest cohort as well – Doveton Library introduced a Sensory Playtime for toddlers to experience textures, sounds and colours to stimulate their senses.





The Brainary Robot Workshops

Emerald Library welcomed The Brainary to the library for the January school holidays. In the first session, participants were able to program and control an EZ-Robot. In the second session, the children learned to program a humanoid robot using basic drag and drop techniques. In the end, they had the robot dancing!

Engineers without Borders

In January, volunteers from Engineers Without Borders hosted two workshops, challenging our young people to come up with ideas for solving some of the world's problems. (Library Plan Ref 2.2, 4.1, 4.4) Our future innovators showed great enthusiasm under the guidance of Engineering Student volunteers from Monash University.

Photo - (L-R) Athvika, Aathmika, Prisha, Nisha and Alana.



Lifelong Learning

CCL hosted classes to prepare for citizenship tests; English conversation groups, digital literacy and technology classes, and creative arts, book-lovers and special interest events. (Library Plan Ref 1.1, 1.2, 4.1, 4.3)

We worked with partners on combined events for adults. One of these events was during Adult Learners Week in September. CCL worked with Chisholm TAFE, City of Casey and Learn Local to connect adults to employment and further study opportunities.

Writers Group

Our Writing Groups at Bunjil Place Library began in September and have proven a hit! The groups help people explore a talent they have always wanted to tap into and for some, a way to record their life story. Members share their work and ideas and support each other to keep trying and get better every month. (Library Plan Ref 1.1, 1.2, 4.1, 4.3)

Learning English/ Conversation Club

English Conversation Classes supported by AMES and Springvale Learning and Activity Centre are popular at many of our Libraries with new arrivals practising their English and making friends in a relaxed supported environment. (Library Plan Ref 1.1, 1.2, 4.1, 4.3)

Narrowing the Digital Divide

We love providing our senior members with programs and workshops that support their learning about our ever-changing digital world, whether it be with computers, portable devices, online technology and resources. We show participants what type of online resources CCL offers, including the CCL app, and how they can use them to add value to their lives. (Library Plan Ref 1.1, 1.2, 1.3, 1.4, 4.1, 4.3)



Download a book – anywhere anytime!

Cranbourne Library member Dorothea Sloan is happy to 'Skite' (her own words!) about being 95 and having a keen interest in digital services.

She discovered that audio books could be downloaded on to hand held devices instantly. She had borrowed books on CD on a few occasions but is delighted that she can now choose from a wide selection of digital audio books for free.



Book groups are back

The 'traditional' book group is back on-trend. Along with 58 privately run book groups, we are also supplying seven new CCL Branch groups with thought-provoking reads. The challenge of finishing a book in a given timeframe is no easy task – but it is definitely worth it if you can then gather with friends over a cuppa to discuss/debate the details! We had 250 sets of books available for groups to borrow this year, and we continue to invest in more popular reads to keep up with demand.

Author Events

In November Bunjil Place Library hosted Australian author Rachael Johns in conversation with Lisa Ireland and Sally Hepworth.

Rachael discussed how, for her latest novel 'Lost Without You'. The characters in the novel suffer from depression, kidney failure, alcohol abuse – the lot! She used her library to help with her research.

Sally Hepworth also spoke about the importance of libraries in writing her books – she uses her local library as her office, and as a result she has become an ambassador for Libraries Change Lives. (Library Plan Ref 1.1, 1.2, 4.1, 4.3)

CCL hosted 'The Teacher's Pet' event at Bunjil Place Theatre in March.

The Teacher's Pet podcast has thousands of followers and in 2018 made national news headlines as part of the investigation into a notorious Australian unsolved murder.

With over 43 million downloads internationally, The Teacher's Pet is one of the world's top True Crime podcasts. In an exclusive opportunity created by CCL, the creator of the podcast travelled from Queensland to deliver this talk.

More than three hundred fans gathered to listen to Hedley Thomas in conversation with Emily Webb, Journalist, crime writer, and co-host of 'Australian True Crime' with Meshel Laurie. Hedley is a Walkley Award winning investigative journalist for The Australian newspaper.

Hedley asked that in lieu of payment that proceeds went to the charity of his choice. The event raised \$6,540 for women's shelters on the Northern Beaches where the story is set. Manly Warringah Women's Resource Centre and Northern Beaches Women's Shelter will receive \$3,270 each. Hedley was thrilled with this result and welcomed the opportunity for return appearances on other stories in future. The Teacher's Pet was a fantastic opportunity to connect with new members, promote the Libraries Change Lives campaign and promote digital resources.



Photo – Makaila, CCL staff prepares another batch of best sellers for Book groups.



Photo – (L-R) Lisa Ireland and Rachael Johns.



Photo – (L-R) Emily Webb and Hedley Thomas

Collections

CCL offers an extensive range of physical and electronic items, fiction and non-fiction books, magazines, newspapers and audio supporting our community in literacy, reading, learning, information and leisure. We encourage our community to help us build relevant collections by making suggestions on what to purchase.

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. (Library Plan Ref 4.1, 4.2) We continually are looking out for ways to present our lending collections to promote browsing including the use of face out display shelving.

Languages Other Than English Collections (LOTE) are popular, in particular the Sinhalese collection. We are circulating our broad range of community languages across the region to enable members from all of our branches to see, browse and borrow from more language collections. This has increased the turnover of this collection massively.

Our digital collections remain a popular choice. eAudio books ('talking books') are borrowed more than eBooks and we have half the number of eAudio titles than eBooks. The turnover of our digital resources is more than double that of our physical.

For many borrowers, it is a wonderful way to pass the time on the long commute to the city.



5. Organisational Performance

Build an outstanding and innovative organisation.

We share the belief in the value of the services we provide and the communities we support, and we love what we do.

We challenge ourselves to understand what libraries mean to different people in our community and embrace opportunities for renewal and growth.

We change people's lives!

Human Resources

EFT = 90

Staff total = 172

Full-time = 31

Part-time = 141

Industry Leadership

CCL representatives delivered papers on new library technology, innovation and leadership at a number of state and national conferences. We actively supported the Australian Library and Information Association, Public Libraries Victoria, the Swift Consortium and a number of Special Interest Groups. (Library Plan Ref 5.1)

Shared Leadership

The Shared Leadership Program is a unique leadership development opportunity for people who work in the Victorian Public Library Sector. Places in this program are hard-won and library professionals across Victoria compete for the opportunity to participate.

CCL are proud that two members of our team were selected for the 2019 program. Cenza Fulco, Community Engagement Coordinator, and Leanne Hornibrook, Collections Manager. (Library Plan Ref 5.1)

Building the Skills of Recent Graduates

CCL welcomed three new trainees who will be based at Endeavour Hills, Bunjil Place and Hampton Park Libraries on 12-month part-time contracts. They will get the opportunity to gain experience across the region. The new trainees have recently completed their Certificate IV or Diploma in Library Services at Chisholm TAFE. (Library Plan Ref 5.1)

Social Inclusion in the Workplace

Efforts to create a socially inclusive and diverse workforce reflective of our community and values continue. We recruited two new part-time staff through our partnership with Outlook Employment. Outlook provided awareness training for those staff working alongside our new recruits. (Library Plan Ref 2.2, 3.3)

Several team members attended the Casey Cardinia Housing Summit in August at the Cardinia Cultural Centre it promoted discussion about how libraries can help the homeless in our community. We are now a part of the Casey Cardinia Homelessness Network.

CCL partnered with Family Life and 'Together We Can', to deliver Here 4 U Bystander Action Training to staff and interested Home Library Service volunteers. The aim was to educate library outreach support volunteers about how to recognise and respond to family violence and gender inequity.



Photo – Bystander Training facilitator Bev Lewi – Here4U

From Strength to Strength

The annual all team development day was held in early October. More than 100 enthusiastic staff attended. (Library Plan Ref 5.1)

The inaugural Living Leadership graduates were celebrated with graduation cake and certificates.

CCL staff welcomed a panel of neighbouring Library leaders to discuss Public Libraries and the future.

Glenn Patterson, CEO, City of Casey talked about the challenges and opportunities for Local Government.

The day was brilliantly concluded by Abe Nouk– a spoken word poet who spoke about the importance of public libraries and our work as a safe space for our communities.



Photo – (L-R) Sue, Jess, Beth, Melissa – CCL Staff.

CCL in 2018 – 2019

127,642 members

2,228,294 visits

320,089 physical items

2,646,835 annual loans

Open 450 hours per week

7 fixed branches and 1 mobile library



Photo – City of Casey CEO Glenn Patterson and CCL staff.

Farewells

Pam Vickers resigned as long-standing Finance Manager in December. Pam contributed to the library service for over nearly three decades and is now enjoying retirement.

Marjorie Crompton (Acting Finance Manager) worked with CCL on an extended secondment from City of Casey. During her time at CCL, Marjorie introduced a range of new systems and processes that have made a positive impact on our work.

Our Key Measures

CCL used the following performance measures in the 2018 – 19 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 2017/18	CCL Target 2018/19	CCL Actual 2018/19
Visits – physical	1,282,382	1.4 mil	1,286,633
Visits – digital (virtual)	952,741	975,000	941,661
Number of programs and events	3,005	2,500	3,671
Program and events attendance	84,440	85,000	95,725
Loans (total physical and digital)	2,523,854	2.55 mil	2,646,835
Utilisation of Technology (internet, Wi-Fi, specialist PCs)	338,722	450,000	348,666
Net Promoter Score (Community Survey, April 2018)	60	65	68

Statewide Measures

Measure	State Average 2017/18	CCL Actual 2017/18	CCL Target 2018/19	CCL Actual 2018/19*
Turnover rate – physical items	5.3	7.7	7.1	7.4
Turnover rate – digital items	4.3	9.5	14.0	16.3
Physical quality of library collection (age of collection – less than 5 years)	65%	68%	70%	67.2%
Cost of library service per capita	\$40.46	\$24.45	\$26.75	\$27.68
Active Library Members	16%	10%	11%	10%
Overall Customer Satisfaction (Statewide benchmarking survey)	8.48	N/A	8.7	8.64

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 grow and strengthen. (Library Plan Ref 2.1, 3.1)

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

The following quotes represent a wide cross section comments drawn from our Facebook page over the year:

'Since Bunjil Place has been in operation a few years now, I have been using the library more often than in the past. The building is inspiring. It has become a hub of activity young and old are using the library. Personally, I am reading more books.' – Johanna, Bunjil Place Library user.

'Walking into the peaceful, quiet ambience of the library as a child and searching the shelves for my first library book that would capture my attention..Here I am an adult, still lost in the wonderful world of books, writers group, workshops to attend, book clubs. Where would we be without a library?' – Ann, Bunjil Place Library user.

'Bunjil Place is a bit overwhelming if you go at the wrong time and have children all over every floor. It dose (sic) however show it is a thriving place of learning. I must admit the staff at Bunjil are always willing to assist and have always positive and welcoming.' – Male Bunjil Place Library user, 55-64 years

'Rarely now is the library closed when I want to visit. Plus after hours returns are good and online searching and reservations and renewals is great.' – Female Emerald Library user, 65-74 years

'Libraries have long held an important and wonderful place in my life and that of my family. At a time when money was tight, the library filled a dual purpose: it was a place to visit – a no-cost outing that also provided us with a range of books that we could not afford to purchase.

Whenever I visit the library at Bunjil Place it strikes me that in this digital life, the library still holds an important place at the centre of a community. I look around and see teenagers studying or socialising over a game, young people learning English, older people like myself browsing the shelves for a good story to read, or making use of the computers and internet access to research their family trees. The computers are almost always fully occupied by people who, I assume, have no private access. Clearly, the library provides a valuable service.

For me, my daily commute of more than an hour each way vanishes in no time as I lose myself in a book borrowed from the library. Given that I get through at least one book each week, this would be a very expensive pursuit if my only option was to purchase my books and in that respect. I estimate that the library saves me approximately \$1500 each year – not to mention the need for additional shelving! For me, that makes the library an extremely relevant and valuable community resource.' – Alison, Bunjil Place Library user.



'Far from the quiet haven of the past. A library is a place of wonder, adventure and new experiences. The library is a reflection and connection of community. It has given our family a bundle of memories.' – Kim, Bunjil Place Library user.

'I feel happy, secure and comfortable. (I feel nice and cool... It is great to get out of the heat) I live alone and rather than having to cool or heat my whole house, I can come to the library and do my work in comfort. I really appreciate being able to do this because I can save some money on my energy bill.' – Shanthie, Endeavour Hills Library user.

'Library's have always been great places but as a parent living in Casey – it is now official our libraries are amazing places to introduce our children to reading and learning as a family and even a little gaming mixed in.' – Male, Bunjil Place Library user

'My 9 year old son has been so inspired by the books he has borrowed from the Library that he recently presented a speech about the Bunjil Place Library to the Lions Club and won their grade ¾ public speaking competition.' – Cardinia Mobile Library user

'Libraries matter! We need to this very important service. We don't want to lose libraries because people cannot afford to borrow. Also, very important for children and students, our future.' – Female, Cranbourne Library user
'Libraries provide resources to those of us on limited income. Also, are welcoming community spaces where we can meet up with others.' – Female, Emerald Library user.

'In the almost five years I've been a member I can honestly say its been the best library service I've ever used! The choice of reading mater and the lovely clean and tidy branch has been a great source of pleasure to me.' – Fiona, Emerald ex-library user who moved interstate.

'Remember the days when a library was a place 'to borrow a book to read.' Its hard to believe the range of services that are provided today. Everyone of them brilliant.' – Marlene, Bunjil Place Library user, Social media feedback.

'Top Titles.... great way to get hold of a new book without paying for it. The two week turn around whips up my reading to a book a week when I borrow from you. Love our local Libraries.' – Franca, Emerald Library user, Social media feedback.



For more information on
Casey Cardinia Libraries visit

www.ccl.vic.gov.au



@CaseyCardiniaLibraries



@CasCarLibraries

CC29/2019 DRAFT YEAR END FINANCE REPORT 2018-2019

Report prepared by Chris Buckingham and Emily Ramaswamy

Purpose

To inform the Board of CCL's financial position at June 30, 2019.

CCL Library Plan reference – 5.3

Discussion

Income:

Actual income compared to budget was up \$81,535

Revenue from the secondment of CCL staff member (offset by increased employee costs to backfill the position) and increased revenue through the provision of printing & photocopying services.

Expense:

Plant and equipment, computers, library materials are capitalised, and the depreciation expensed.

Actual expenditure compared to Budget was over by \$330,876

Employee Costs – \$215,765 over due to 9-month trial of increased opening hours across the region and the backfill of staff to cover secondment not included in 2018 – 2019 Budget.

IT & Communications – \$107,326 over due to budgeted resources reallocated from Capital Expenditure.

Library materials – \$19,798 over, offset by underspend on Capital Expenditure

Depreciation and Amortisation – \$60,350 under due to the shift of IT capital Expenditure & the timing of other purchases.

Income Statement Month Ended 31 July 2019	Total Budget 2018-19	Budget YTD June 2019	Actual YTD June 2019	Variance	% Actual Vs Budget
Income					
Council Contributions	7,786,160	7,786,160	7,786,160	0	0.0%
Government Grants	2,639,370	2,639,370	2,639,370	0	0.0%
CfC Funding	162,000	162,000	172,501	10,501	6.5%
Interest on Investments	105,000	105,000	94,642	(10,358)	(9.9%)
Other Income	221,320	221,320	302,712	81,392	36.8%
TOTAL INCOME	10,913,850	10,913,850	10,995,385	81,535	0.7%
Expenditure					
Employee Costs	8,078,703	8,078,703	8,294,468	(215,765)	(2.7%)
CfC Expenditure	25,320	25,320	39,357	(14,037)	(55.4%)
IT & Communications	575,800	575,800	683,126	(107,326)	(18.6%)
Library Materials	311,000	311,000	330,798	(19,798)	(6.4%)
Promotions & Marketing	100,000	100,000	100,324	(324)	(0.3%)

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 28 August 2019

Administration	655,500	655,500	659,476	(3,976)	(0.6%)
Depreciation	1,450,500	1,450,500	1,390,150	60,350	4.2%
Total Expenditure	11,196,823	11,196,823	11,497,699	(300,876)	(2.7%)
Net Gain (loss) disposal of plant & equipment	0	0	(7,874)	(7,874)	
Net result for the reporting period	(282,973)	(282,973)	(510,187)	227,214	(80.3%)

Capital:

Library Materials – \$16,414 under offset by expensed library materials

Furniture & Equipment – \$73,065 under due to budgeted resources reallocated to Operational Expenditure and additional equipment required in the branches.

	Total Budget 2018-19	Budget YTD June 2019	Actual YTD June 2019	Variance	% Actual Vs Budget
Capital Expenditure					
Library Materials	1,096,000	1,096,000	1,079,586	16,414	1.5%
Motor Vehicles	0	0		0	0.0%
Furniture & Equipment	335,000	335,000	261,935	73,065	21.8%
<i>Furniture & Equipment – IT</i>	<i>285,000</i>	<i>285,000</i>	<i>187,923</i>	<i>97,077</i>	<i>34.1%</i>
<i>Furniture & Equipment – Libraries</i>	<i>50,000</i>	<i>50,000</i>	<i>74,012</i>	<i>(24,012)</i>	<i>-48.0%</i>
Capital Expenditure for the reporting period	1,431,000	1,431,000	1,341,521	89,479	6.3%

Conclusion:

This report should be read in conjunction with CCL's Financial Report that includes further notes and disclosures.

RECOMMENDATIONS

1. That the Draft Year End Finance Report be noted.

Casey Cardinia Libraries Annual Financial Report

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Certification of the Financial Statements

In my opinion the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.

Mr Chris Buckingham
Principal Accounting Officer

DATE:

LOCATION: Narre Warren

In our opinion the accompanying financial statements present fairly the financial transactions of Casey-Cardinia Library Corporation for the year ended 30 June 2019 and the financial position of the Corporation as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial report to be misleading or inaccurate.

We have been authorised by the Board of the Corporation and by the *Local Government (Planning and Reporting) Regulation 2014* to certify the financial statements in their final form.

Cr Jodie Owen
CHAIRPERSON

DATE:

LOCATION: Narre Warren

Ms Tracey Parker
BOARD MEMBER

DATE:

LOCATION: Narre Warren

Mr Chris Buckingham,
Chief Executive Officer

DATE:

LOCATION: Narre Warren

Victorian Auditor-General's Office Report

[INSERT REPORT HERE]

VAGO Report

[INSERT REPORT HERE]

Comprehensive Income Statement
For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
Income			
Contributions - monetary Member Councils	2.2	7,786,160	7,614,900
Contributions - monetary Government	2.1	2,811,871	2,671,999
Net gain (or loss) on disposal of plant & equipment	2.3	(7,874)	8,633
Other income	2.4	397,354	379,081
Total income		10,987,511	10,674,613
Expenses			
Employee costs	3.1	8,300,822	7,598,020
Materials and services	3.2	1,145,051	1,132,664
Depreciation and amortisation	3.3	1,390,150	1,470,171
Other expenses	3.4	661,676	731,083
Total expenses		11,497,699	10,931,938
Surplus/(deficit) for the year		(510,187)	(257,324)
Total comprehensive result		(510,187)	(257,324)

The above comprehensive income statement should be read in conjunction with the accompanying notes.

Balance Sheet			
As at 30 June 2019			
	Note	2019	2018
		\$	\$
Assets			
Current assets			
Cash and cash equivalents	4.1	529,752	802,269
Trade and other receivables	4.1	49,776	88,868
Other financial assets	4.1	2,719,223	2,619,223
Total current assets		3,298,751	3,510,360
Non-current assets			
Plant and equipment	5.2	4,295,339	4,353,805
Total non-current assets		4,295,339	4,353,805
Total assets		7,594,090	7,864,165
Liabilities			
Current liabilities			
Trade and other payables	4.2	763,478	708,916
Provisions	4.3	1,494,928	1,350,143
Total current liabilities		2,258,406	2,059,059
Non-current liabilities			
Provisions	4.5	58,285	17,519
Total non-current liabilities		58,285	17,519
Total liabilities		2,316,691	2,076,578
Net assets		5,277,399	5,787,587
Equity			
Members contribution on formation		2,051,239	2,051,239
Accumulated surplus	8.1	3,226,160	3,736,348
Total Equity		5,277,399	5,787,587

The above Balance Sheet should be read in conjunction with the accompanying notes.

Statement of Changes in Equity
For the Year Ended 30 June 2019

	Note	Total	Accumulated Surplus	Member Contribution on Formation
2019		\$	\$	\$
Balance at beginning of the financial year		5,787,587	3,736,348	2,051,239
Surplus/(deficit) for the year		(510,187)	(510,187)	-
Balance at end of the financial year		5,277,399	3,226,160	2,051,239

		Total	Accumulated Surplus	Member Contribution on Formation
2018				
Balance at beginning of the financial year		6,044,910	3,993,671	2,051,239
Surplus/(deficit) for the year		(257,323)	(257,323)	-
Balance at end of the financial year		5,787,587	3,736,348	2,051,239

The above Statement of Changes in Equity should be read in conjunction with the
 accompanying notes.

Statement of Cash Flows
For the Year Ended 30 June 2019

	Note	2019 Inflows/ (Outflows)	2018 Inflows/ (Outflows)
Cash flows from operating activities			
Council contributions		7,786,160	7,614,900
Government grants		2,811,871	2,671,999
Interest received		88,691	100,051
Overdue fines		3,267	56,207
Other Income		299,445	224,372
Employee costs		(8,115,271)	(7,606,204)
Library materials		(330,798)	(375,900)
IT and communications		(683,481)	(605,163)
Other payments		(692,844)	(869,427)
Net cash provided by/(used in) operating activities		1,167,039	1,210,835
Cash flows from investing activities			
Proceeds from sale of plant and equipment		1,964	10,854
Payments for investments		(99,999)	28,570
Payments for books, furniture, plant and equipment	5.2	(1,341,521)	(1,407,594)
Net cash provided by/(used in) investing activities		(1,439,556)	(1,368,170)
 Net increase (decrease) in cash and cash equivalents		 (272,517)	 (157,335)
Cash and cash equivalents at the beginning of the financial year		802,269	959,604
 Cash and cash equivalents at the end of the financial year		 529,752	 802,269

The above Statement of Cash Flows should be read in conjunction with the
accompanying notes

Statement of Capital Works
For the Year Ended 30 June 2019

	Note	2019	2018
		\$	\$
Capital Expenditure			
Furniture and equipment		261,935	363,479
Books and materials		1,079,586	1,044,115
Total Capital Works		<u>1,341,521</u>	<u>1,407,594</u>

The above Statement of Capital Works should be read in conjunction with the
 accompanying notes.

OVERVIEW

Introduction

The Casey-Cardinia Library Corporation was established under the provisions of Section 196 of the *Local Government Act 1989* by the Minister of Local Government on September 26, 1996. The Libraries' main office is located at 65 Berwick-Cranbourne Road, Cranbourne.

Statement of compliance

These financial statements are a general-purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, and Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general-purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

Significant accounting policies

a. Basis of accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the determination of depreciation for plant and equipment (refer to Note 3.3)
- the determination of employee provisions (refer to Note 4.3)

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

b. Changes in accounting policies

There have been no changes in accounting policies from the previous period.

NOTE 1

Performance against budget

The performance against budget notes compare the Corporation's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. The Corporation has adopted a materiality threshold of the lower of 10 percent or \$50,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation's Board on 28 June 2018. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for income and expense targets in this budget in order to meet the Corporations planning and financial performance targets for both the short and long-term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

1.1 Income and expenditure

	Budget 2019 \$	Actual 2019 \$	Variance 2019 \$	Variance 2019 %	Ref
Income					
Council grants & contributions	7,786,160	7,786,160	-	0.0%	
Government grants & contributions	2,639,370	2,639,370	-	0.0%	
CfC funding	162,000	172,501	10,501	6.5%	
Interest on investments	105,000	94,642	(10,358)	-9.9%	
Other income	221,320	294,838	73,518	33.2%	1
Total income	10,913,850	10,987,511	73,661	0.7%	
Expenses					
Employee costs	8,078,703	8,294,468	(215,765)	-2.7%	2
CfC Expenditure	25,320	39,357	(14,037)	-55.4%	3
IT & communications	575,800	683,126	(107,326)	-18.6%	4
Library materials	311,000	330,798	(19,798)	-6.4%	
Programs Promotions	100,000	100,324	(324)	-0.3%	
Administration	655,500	659,476	(3,976)	-0.6%	
Depreciation and amortisation	1,450,500	1,390,150	60,350	4.2%	5
Total expenses	11,196,823	11,497,699	(300,876)	-2.7%	
Surplus/(deficit) for the year	(282,973)	(510,187)	(227,214)	80.3%	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Other Income	Revenue from the secondment of CCL staff member (offset by increased employee costs to backfill the position) and increased revenue through the provision of printing & photocopying services.
2	Employee Costs	9 month trial of increased opening hours across the region and the backfill of staffing to cover secondment not included in 2018-19 Budget
3	CfC Expenditure	Additional funding to provide more programs additional to the service delivery agreement which has resulted in additional expenditure
4	IT & Communications	Budgeted resources reallocated from Capital Expenditure
5	Depreciation	There has been movement in the depreciation due to decreased Capital expenditure

1.2 Capital works

	Budget 2019 \$	Actual 2019 \$	Variance 2019 \$	Variance 2019 %	Ref
Capital Expenditure					
Library materials	1,096,000	1,079,586	(16,414)	-1.5%	
Furniture and equipment	335,000	261,935	(73,065)	-21.8%	1
Total Capital Expenditure	1,431,000	1,341,521	(89,479)	-6.3%	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Furniture and equipment	Furniture and equipment capital reduced to partly offset higher IT & Communications expenditure

NOTE 2 Funding for the delivery of our services
2.1 Funding from other levels of government

	2019	2018
	\$	\$
Grants were received in respect of the following :		
Summary of grants		
Commonwealth funded grants	172,501	165,430
State funded grants	<u>2,639,370</u>	<u>2,506,569</u>
Total grants received	<u>2,811,871</u>	<u>2,671,999</u>

2.2 Contributions

	2019	2018
	\$	\$
Member Council Contributions		
City of Casey	5,818,105	5,741,275
Cardinia Shire	<u>1,968,055</u>	<u>1,873,625</u>
Total contributions	<u>7,786,160</u>	<u>7,614,900</u>

2.3 Net gain/(loss) on disposal of plant and equipment

	2019	2018
	\$	\$
Proceeds of sale	1,964	10,854
Written down value of assets disposed	<u>(9,838)</u>	<u>(2,221)</u>
Total net gain/(loss) on disposal plant and equipment	<u>(7,874)</u>	<u>8,633</u>

The profit or loss of an asset is determined when control of the asset has passed to the buyer.

2.4 Other income

	2019	2018
	\$	\$
Overdue fines	3,267	56,207
Membership cards	2,367	4,131
Photocopying	107,790	94,025
Meeting room hire	5,745	7,444
Lost books	12,649	15,014
Library programs	5,503	6,476
Sundry recoverable	165,391	96,913
Interest on term deposits	94,642	98,506
Other	-	365
Total other income	397,354	379,081

Interest is recognised as it is earned.

Other income is measured at the fair value of the consideration received or receivable and is recognised when the Corporation gains control over the right to receive the income.

NOTE 3 The cost of delivering services**3.1 Employee costs**

	2019	2018
	\$	\$
Wages and salaries	7,486,062	6,814,765
Travel allowance	21,861	31,790
WorkCover	40,445	33,859
Superannuation	641,373	587,935
Other	111,081	129,671
Total employee costs	<u>8,300,822</u>	<u>7,598,020</u>

(i) Superannuation

	2019	2018
	\$	\$
CCL made contributions to the following funds:		
Defined benefit fund		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	<u>48,313</u>	<u>74,174</u>
	<u>48,313</u>	<u>74,174</u>
Accumulation funds		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	<u>544,932</u>	<u>476,087</u>
	<u>544,932</u>	<u>476,087</u>
Employer contributions payable at reporting date.	48,127	40,250

Refer to note 8.3 for further information relating to the Corporation's superannuation obligations.

3.2 Materials and services

	2019	2018
	\$	\$
IT & Communications	683,481	605,163
Library materials	330,798	375,900
Marketing and promotions	<u>130,772</u>	<u>151,601</u>
Total materials and services	<u>1,145,051</u>	<u>1,132,664</u>

3.3 Depreciation and amortisation

	2019	2018
	\$	\$
Books and materials	1,089,003	1,134,923
Furniture and equipment	282,105	316,207
Motor vehicles	19,041	19,041
Total depreciation and amortisation	<u>1,390,150</u>	<u>1,470,171</u>

Refer to note 4.2(c) and 5.2 for a more detailed breakdown of depreciation and amortisation changes and accounting policy.

3.4 Other expenses

	2019	2018
	\$	\$
Auditors' remuneration - VAGO - audit of the financial statements, performance statement and grant acquittals	14,140	12,000
Freight - daily transfer of collection between library branches	102,951	131,538
Consultants - secondment of Finance Manager	87,102	107,000
Others	457,483	480,545
Total other expenses	<u>661,676</u>	<u>731,083</u>

NOTE 4 Our financial position

4.1 Financial assets

	2019	2018
	\$	\$
(a) Cash and cash equivalents		
Cash on hand	1,130	1,130
Cash at bank	24,510	289,318
Term deposits	504,112	511,821
Total cash and cash equivalents	<u>529,752</u>	<u>802,269</u>
(b) Other financial assets		
Term deposits - current	2,719,223	2,619,223
Total other financial assets	<u>2,719,223</u>	<u>2,619,223</u>
Total financial assets	<u>3,248,975</u>	<u>3,421,492</u>
(c) Trade and other receivables		
	\$	\$
Prepayments	23,131	68,171
Interest Receivable	26,645	20,697
Total current trade and other receivables	49,776	88,868
Total trade and other receivables	<u>49,776</u>	<u>88,868</u>

Short-term receivables are carried at invoice amount.

4.2 Payables

	2019	2018
	\$	\$
Trade payables	310,905	284,389
Accrued expenses	452,571	424,527
Total trade and other payables	763,476	708,916

4.3 Provisions

	2019	2018
	\$	\$
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual leave	483,394	434,777
Long service leave	114,789	107,861
	598,183	542,638
Current provisions expected to be wholly settled after 12 months		
Annual leave	128,541	85,661
Long service leave	768,204	721,842
	896,745	807,503
Total current employee provisions	1,494,928	1,350,143
Non-current		
Long service leave	58,285	17,519
Total non-current employee provisions	58,285	17,519
Aggregate carrying amount of employee provisions:		
Current	1,494,928	1,350,143
Non-current	58,285	17,519
Total aggregate carrying amount of employee provisions	1,553,213	1,367,662

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

Wages and salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits, and annual leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

LSL is measured at present value. Unconditional LSL is disclosed as a current liability.

Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability.

4.4 Financing arrangements

	2019	2018
	\$	\$
The Corporation has the following funding arrangements in place as at 30 June 2019		
Credit card facilities	45,000	45,000
Total facilities	<u>45,000</u>	<u>45,000</u>
Used facilities		
Credit card facilities	13,875	4,139
	<u>13,875</u>	<u>4,139</u>
Unused facilities		
Credit card facilities	31,125	40,861
Unused facilities	<u>31,125</u>	<u>40,861</u>

4.5 Commitments

The Corporation has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

	Not later than 1 year \$	Later than 1 year and not later than 2 years \$	Later than 2 years and not later than 5 years \$	Later than 5 years \$	Total \$
2019					
Operating					
Photocopiers	12,336	12,336	12,336		37,008
Office	49,400	50,512	158,456		258,368
Total	61,736	62,848	170,792	-	295,376
	Not later than 1 year \$	Later than 1 year and not later than 2 years \$	Later than 2 years and not later than 5 years \$	Later than 5 years \$	Total \$
2018					
Operating					
Photocopiers	12,336	12,336	24,672		49,344
Office	61,132	49,400	154,970		265,502
Total	73,468	61,736	179,642	-	314,846

NOTE 5 Assets we manage

5.1 Plant and equipment

Summary of plant and equipment

	At Fair Value 30 June 2018	Additions	Depreciation	Disposal	At Fair Value 30 June 2019
Property					
Motor Vehicles	82,222	-	19,041	-	63,180
Furniture and equipment	593,679	261,935	282,105	9,838	563,672
Books & Materials	3,677,904	1,079,586	1,089,003	-	3,668,486
	4,353,805	1,341,521	1,390,150	9,838	4,295,339

Asset recognition thresholds and depreciation periods

	Depreciation Period	Depreciation Rate %
Books & Materials	6.67	15%
Motor Vehicles	6.67	15%
Furniture & Equipment		
Furniture and Fittings	10	10%
Electrical Equipment	5	20%
Computer Equipment	3	33.3%
Mobile Devices	2	50%

Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

In accordance with the Corporation's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

NOTE 6 People and relationships

6.1 Corporation and key management remuneration

(a) Key Management Personnel

Details of persons holding the position of Board Members or other members of key management personnel at any time during the year are:

Board Members

	2019 No.	2018 No.
City of Casey		
Cr Wayne Smith (Chairperson, Nov 2017 - Nov 2018)	1	1
Cr Damien Rosario	1	1
Cr Rosalie Crestani*	1	1
Ms Colette McMahon-Hoskinson (until Feb 2019)**	1	1
Mr Andrew Davis (until Feb 2019)**	1	1
Bernard Rohan (from Feb 2019)	1	-
Steve Coldham (from Feb 2019)	1	-
Callum Pattie (from Feb 2019)	1	-
Cardinia Shire Council		
Ms Jodie Owen (Chairperson, Nov 2018 - Current)	1	1
Ms Jenny Scicluna	1	1
Ms Pamela Martin (until Jun 2019)**	1	1
Cr Ray Brown*	1	1
Ms Tracey Parker (from Jun 2019)	1	-
Total Number of Councillors & Member Council Delegates	13	9
Chief Executive Officer and other Key Management Personnel		
Chris Buckingham - Chief Executive Officer	1	1
Beth Luppino - General Manager, Customer Experience	1	1
Melissa Martin - General Manager, Organisational Development	1	1
Daniel Lewis - General Manager, Digital Operations	1	1
Emily Ramaswamy - General Manager, Finance	1	-
Marika Szendroe - Operations Manager (until Dec 2017)**	-	1
Pamela Vickers - Finance Manager (until Dec 2018)**	1	1
Total Key Management Personnel	<u>19</u>	<u>15</u>

* Alternate Delegate. ** Retired

(b) Remuneration of Key Management Personnel

Board Members who are Councillors and Officers nominated by the Member Councils do not receive remuneration from Casey Cardinia Library Corporation.

	2019	2018
	\$	\$
Total remunerations of key management personnel was as follows:		
Short term benefits	755,965	778,003
Post employment benefits	62,967	82,205
Long-term benefits	4,375	9,003
Total	<u>823,307</u>	<u>869,211</u>

The number of Key Management Personnel whose total remuneration from the Corporation and any related entitled, fall within the following bands:

	2019	2018
	No.	No.
\$30,000 - \$39,999	1	-
\$60,000 - \$69,000	-	1
\$90,000 - \$99,999	-	1
\$110,000 - \$119,999	1	-
\$130,000 - \$139,999	1	-
\$140,000 - \$149,999	-	2
\$150,000 - \$159,999	1	-
\$160,000 - \$169,999	1	1
\$190,000 - \$199,999	-	1
\$210,000 - \$219,999	1	-
	<u>6</u>	<u>6</u>

2018 figures have been amended to be consistent with total remuneration.

(c) Senior Officer Remuneration

All Senior Officers are also considered KMPs and their remuneration is therefore disclosed above in section (b). No further disclosure is required.

6.2 Related party disclosure**(a) Transactions with related parties**

During the period the Corporation entered into the following transactions with related parties.

The Corporation purchases financial services and rents office space for the Library's Administration from the City of Casey and Cardinia Shire. The Finance Manager was on secondment from the City of Casey from 1 July 2018 to 6 February 2019.

	2019	2018
Financial Services paid to City of Casey	30,575	33,000
Reimburse City of Casey staff secondment - Interim Finance Manager and staff secondment (until Feb 2019)	87,102	107,000
Library headquarter building rent and utilities - City of Casey (until Mar 2018)	-	45,000
Library Administration rent - Cardinia Shire	51,956	24,700
	<u>169,633</u>	<u>209,700</u>
Funding Allocation		
City of Casey	126,757	154,130
Cardinia Shire	42,876	55,571
	<u>169,633</u>	<u>209,700</u>

(b) Outstanding balances with related parties

There were no outstanding balances with related parties that required disclosure during the 2018-19 or 2017-18 reporting years.

(c) Loans to/from related parties

No loans have been made, guaranteed, or secured by the Corporation to related parties during the 2018-19 or 2017-18 reporting years.

(d) Commitments to/from related parties

No commitments have been made, guaranteed or secured by the Corporation to related parties during the 2018-19 or 2017-18 reporting years.

NOTE 7

Managing uncertainties

7.1 Contingent assets and liabilities

(a) Contingent liabilities

Superannuation

Future superannuation contributions

There were no contributions outstanding and no loans issued from or to any schemes as at 30 June 2019. The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2020 are \$54,809.60.

Financial guarantee contracts are not recognised as a liability in the balance sheet unless the lender has exercised their right to call on the guarantee or the Corporation has other reasons to believe that it is probable that the right will be exercised.

(b) Contingent assets

Refund of equipment lease

During a review of the lease commitments of the Corporation, it was assessed that overpayments were made in relation to equipment. The Corporation anticipates a refund, but further investigation is required.

7.2 Change in accounting standards

The following new AAS's have been issued that are not mandatory for the 30 June 2019 reporting period. The Corporation has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

Revenue from contracts with customers (AASB 15) (applies 2019/20 for LG sector)

The standard shifts the focus from the transaction-level to a contract-based approach. Recognition is determined based on what the customer expects to be entitled to (rights and obligations), while measurement encompasses estimation by the entity of the amount expected to be entitled for performing under the contract. The full impact of this standard is not known however it is most likely to impact where contracts extend over time, where there are rights and obligations that may vary the timing or amount of the consideration, or where there are multiple performance elements. This has the potential to impact on the recognition of certain grant income.

Amendments to Australian Accounting Standards - Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) (applies 2019/20)

This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

Leases (AASB 16) (applies 2019/20)

The classification of leases as either finance leases or operating leases is eliminated for lessees. Leases will be recognised in the Balance Sheet by capitalising the present value of the minimum lease payments and showing a 'right-of-use' asset, while future lease payments will be recognised as a financial liability. The nature of the expense recognised in the profit or loss will change. Rather than being shown as rent, or as leasing costs, it will be recognised as depreciation on the 'right-of-use' asset, and an interest charge on the lease liability. The interest charge will be calculated using the effective interest method, which will result in a gradual reduction of interest expense over the lease term.

The Corporation has elected to adopt the modified retrospective approach to the transition to the new lease standard. This will mean that only existing operating leases for non low value assets, with remaining terms greater than 12 months, will be recognised on transition (1 July 2019). Based on our current lease commitments and an assumption of a continuation of the current leasing arrangements the Corporation expects that the transition to the new standard will see the initial recognition of \$295,324 in lease related assets and an equivalent liability

Income of Not-for-Profit Entities (AASB 1058) (applies 2019/20)

This standard replaces AASB 1004 *Contributions* and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable to not-for-profit entity to further its objectives.

7.3 Financial instruments

(a) Objectives and policies

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in the Notes of the financial statements. Risk management is carried out by senior management under policies approved by the Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

(b) Market risk

Market risk is the risk that the fair value or future cash flows of the Corporation financial instruments will fluctuate because of changes in market prices. The Corporation's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation does not hold any interest-bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989*. The Corporation manages interest rate risk by adopting an investment policy that ensures:

- Diversification of investment product;
- Monitoring of return on investment, and
- Benchmarking of returns and comparison with budget.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Corporation's year-end result.

(c) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause the Corporation to make a financial loss. The Corporation have exposure to credit risk on some financial assets included in the balance sheet. To help manage this risk:

- the Corporation has a procurement policy to manage levels of authority, purchasing limits and contractual time-lines established credit controls for the entities we deal with;
- the Corporation may require collateral where appropriate; and
- the Corporation only invest surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

Receivables consist of business and government sector customers. Credit risk associated with the corporation's financial assets is minimal.

There are no material financial assets which are individually determined to be impaired.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. Credit risk is not considered significant for the Corporation given the minimal dealings with counterparties giving rise to debts receivable.

(d) Liquidity risk

Liquidity risk includes the risk that, as a result of the Corporation's operational liquidity requirements it will not have sufficient funds to settle a transaction when required or will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks the Corporation:

- Has contractual funding agreements with the Member Councils;
- Have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- Monitor budget to actual performance on a regular basis.

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed on the face of the Balance Sheet.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

(e) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Corporation believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of +1% and -1% in market interest rates (AUD) from year-end rates between 1.8% - 2.45%.

These movements will not have a material impact on the valuation of the Corporation's financial assets and liabilities, nor will they have a material impact on the results of the Corporation's operations.

7.4 Events occurring after balance date

No matters have occurred after balance date that require disclosure in the financial report.

NOTE 8

Other matters

8.1 Reconciliation of cash flows from operating activities to surplus/(deficit)

	2019	2018
	\$	\$
Surplus/(deficit) for the year	(510,187)	(257,324)
Depreciation/amortisation	1,390,150	1,470,171
Profit/(loss) on disposal of property, infrastructure, plant and equipment	7,874	(8,633)
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in receivables	39,092	(61,406)
Increase/(decrease) in employee provisions	185,551	(8,184)
Increase/(decrease) in payables	54,560	76,211
Net cash provided by/(used in) operating activities	1,167,039	1,210,835

8.2 Superannuation

The Corporation makes all of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

Accumulation

The Fund's accumulation categories, Vision MySuper/Vision Super Saver, receive both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2019, this was 9.5% as required under Superannuation Guarantee legislation).

Defined Benefit

The Corporation does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of the Corporation in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding arrangements

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

As at 30 June 2018, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 106.0%. The financial assumptions used to calculate the VBIs were:

Net investment returns 6.0% pa

Salary information 3.5% pa

Price inflation (CPI) 2.0% pa.

Vision Super has advised that the estimated VBI at 30 June 2019 was 107.1% (30 June 2018 was 106.0%).

The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2018 interim actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions**Regular contributions**

On the basis of the results of the 2018 interim actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2019, this rate was 9.5% of members' salaries (9.5% in 2017/2018). This rate will increase in line with any increases in the SG contribution rate. In addition, the Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including the Corporation) are required to make an employer contribution to cover the shortfall. Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. If there is a surplus in the Fund, the surplus cannot be returned to the participating employers. In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

The 2018 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2018 and a full actuarial investigation was conducted as at 30 June 2017.

The Fund's actuarial investigations identified the following for the Defined Benefit category of which the Corporation is a contributing employer:

A VBI surplus of \$131.9 million

A total service liability surplus of \$218.3 million.

A discounted accrued benefits surplus of \$249.1 million.

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2018. The Corporation was notified of the 30 June 2018 VBI during August 2018.

An interim actuarial investigation will be conducted for the Fund's position as at 30 June 2019. It is anticipated that this actuarial investigation will be completed in October 2019.

OFFICERS' REPORTS

CC30/2019 FINANCE

Report prepared by Emily Ramaswamy

Purpose

To provide the Board an update on CCL's financial performance as at July 31, 2019.

CCL Library Plan reference - 5.3

Discussion

Income Statement Month Ended 31 July 2019	Total Budget 2019-20	Budget YTD July 2019	Actual YTD July 2019	Variance	% Actual Vs Budget
Income					
Council Contributions	8,363,505	696,959	696,959	-	0.0%
Government Grants	2,682,570	-	-	-	
CfC Funding	165,240	-	-	-	
Interest on Investments	88,000	7,333	-	(7,333)	(100.0%)
Other Income	293,279	14,079	18,863	4,784	34.0%
TOTAL INCOME	11,592,595	718,371	715,821	(2,549)	(0.4%)
Expenditure					
Employee Costs	8,557,266	607,505	608,243	(738)	(0.1%)
IT & Communications	736,700	54,169	37,364	16,805	31.0%
Library Materials	311,000	152,370	114,138	38,232	25.1%
Promotions & Marketing	91,500	7,630	3,556	4,074	53.4%
Administration	626,850	35,923	33,390	2,533	7.1%
Depreciation	1,518,584	-	-	-	
Total Expenditure	11,841,900	857,597	796,690	60,906	7.1%
Net Gain (loss) disposal of plant & equipment	9,121	-	-	-	
Net result for the reporting period	(249,305)	(139,226)	(80,869)	58,357	41.9%

Income

Income is lower than budgeted due to timing of interest revenue, but this is partly offset by the higher than budgeted photocopying revenue received during the month.

Expenditure

IT & Communications under expenditure is entirely due to the timing of invoices, which are expected to be received in August. Library Materials is currently underspent due to timing of resources and will be spent later in the year.

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 28 August 2019

Capital Expenditure

	Total Budget 2019-20	Budget YTD July 2019	Actual YTD July 2019	Variance	% Actual Vs Budget
Capital Expenditure					
Library Materials	1,189,640	273,022	199,865	73,157	26.8%
Motor Vehicles	35,000	-	-	-	0.0%
Furniture & Equipment	185,000	15,400	6,117	9,283	60.3%
Furniture & Equipment - IT	185,000	15,400	3,276	12,124	
Furniture & Equipment - Libraries	0	-	2,840	(2,840)	
Capital Expenditure for the reporting period	1,409,640	288,422	205,982	82,440	28.6%

Credit Card Expenditure

Card Holder	Transaction Date	Detail	\$
Chief Executive Officer			
June Statement	24/05/2019	Anglicare Victoria - Bridges out of Poverty Plus Training	\$319.77
	24/05/2019	Anglicare Victoria - Training	\$319.77
	24/05/2019	Anglicare Victoria - Training	\$319.77
	24/05/2019	Anglicare Victoria - Training	\$106.59
	27/05/2019	GCS Agoda - Accommodation	\$98.08
	29/05/2019	FPB Fountain Gate - Cake	\$42.36
	29/05/2019	Aldi Fountain Gate - Cheese and crackers	\$10.71
	30/05/2019	Myki - Travel to CBD	\$50.00
	1/06/2019	Brady Hotel - Accommodation	\$111.20
	4/06/2019	MM Melbourne - CBD Meeting	\$16.20
	6/06/2019	Autumn Place Pharmacy - Flu Injection	\$20.00
	7/06/2019	Amity Apartments - Accommodation	\$111.65
	12/06/2019	M&OP - Carpark - CBD Meeting	\$7.50
	17/06/2019	M&OP - Carpark - CBD Meeting	\$7.50
	18/06/2019	Emerging Writers - Training	\$94.95
	18/06/2019	M&OP - Carpark - CBD Meeting	\$7.50
	22/06/2019	Brady Hotel - Accommodation	\$100.86
	24/06/2019	Ikea - Library Furniture	\$1,925.00
Total June 2019			\$3,669.41
July Statement		NIL Transactions	
Total July 2019			\$0.00
TOTAL			\$3,669.41

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 28 August 2019

Card Holder	Transaction Date	Detail	\$
General Manager, Digital Operations			
June Statement	23/05/2019	Booking.com - EduTECH Accommodation	\$544.80
	29/05/2019	Melbourne Airport - Parking	\$55.00
	3/06/2019	Crown Melbourne - Crown parking	\$6.00
	4/06/2019	Big W - Kettle bells	\$210.00
	5/06/2019	Adobe - Adobe Creative Cloud	\$197.10
	5/06/2019	Transport NSW - Train ticket	\$18.70
	7/06/2019	Transport NSW - Transport NSW	\$18.70
	11/06/2019	JB Hi Fi - Docking station	\$299.95
	11/06/2019	JB Hi Fi - Cable converter	\$50.00
	12/06/2019	DJ City - Pod casting equipment	\$3,094.00
	17/06/2019	Apple Pty Ltd - Apple Developer Account	\$149.00
	17/06/2019	PTV - Swift Myki	\$50.00
	23/06/2019	Visionect - Joan - Meeting Room Devices	\$40.50
	24/06/2019	cafe 60 - Swift committee of management food	\$50.00
	24/06/2019	Cafe 60 - Swift user group food	\$45.20
Total June 2019			\$4,828.95
July Statement	27/06/2019	Paystay - Parking	\$10.00
	27/06/2019	Paystay - Parking	\$10.00
	29/06/2019	ALDI - Podcast suitcase	\$80.38
	4/07/2019	Myki - PLV travel	\$50.00
	4/07/2019	G'day chef - PLV coffee meeting	\$20.00
	9/07/2019	Adobe - Creative Cloud	\$197.10
	9/07/2019	Microsoft - Office 365	\$310.20
	10/07/2019	Alibaba - USB Charging Cables	\$3,784.25
	12/07/2019	Crown Melbourne - City Parking	\$6.00
	14/07/2019	Microsoft - Office 365	-\$9.77
	16/07/2019	Clark rubber - Podcast case foam	\$101.50
	20/07/2019	ALDI - Tools and equipment	\$150.72
	23/07/2019	Joan - Meeting Room Display Server	\$39.38
Total July 2019			\$4,749.76
TOTAL			\$9,578.71

Card Holder	Transaction Date	Detail	\$
General Manager, Finance			
June Statement		NIL Transactions	
Total June 2019			\$0.00
July Statement	16/07/2019	Etsy - Etoi Design - Laptop Bags	\$1,519.39
Total July 2019			\$1,519.39
TOTAL			\$1,519.39

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 28 August 2019

Card Holder	Transaction Date	Detail	\$
General Manager, Customer Experience			
May Statement	29/04/2019	Bunjil Place Cafe - Catering - Program	\$71.30
	30/04/2019	Coles - Petty cash card - branches	\$50.00
	30/04/2019	Fairfax - Age Newspaper- Pakenham	\$760.78
	30/04/2019	Fairfax - Age Newspaper - Bunjil	\$749.76
	30/04/2019	Woolworths - Petty cash cards x 2 - branches	\$100.00
	5/05/2019	Amazon - Tote bags - CFC Literacy kits	\$45.87
	5/05/2019	Amazon - Tote bags - CFC Literacy kits	\$28.26
	8/05/2019	Coles - Fed Uni Study space launch - catering	\$48.20
	8/05/2019	Spotlight - VH Caterpillar Costume	\$30.00
	8/05/2019	Spotlight - VH Caterpillar Costume	\$75.48
	10/05/2019	Coles - CFC CRA petty cash card	\$100.00
	13/05/2019	Spotlight - VH Caterpillar Costume	\$20.50
	14/05/2019	Make Badges - Libraries change lives badges	\$226.60
	14/05/2019	Zazzle (USA) - Libraries change lives badges	\$43.74
	17/05/2019	News Pty Ltd - Herald Sun Cranbourne	\$624.00
	20/05/2019	Kmart - Volunteer week event- notebooks and pencils	\$69.30
	23/05/2019	Event Bright Richmond - Training	\$106.59
Total May 2019			\$3,150.38
June Statement	1/06/2019	Spotlight - VH Caterpillar Costume	\$6.33
	4/06/2019	Bunnings - Packing boxes and tape - Pakenham	\$53.70
	5/06/2019	T2 voucher - Emerald Tea Cosy competition	\$100.00
	7/06/2019	Slimline - A3 Poster display Bunjil Place library	\$158.33
	8/06/2019	Coles - Gift cards petty cash	\$100.00
	12/06/2019	Woolworths - Gift cards petty cash	\$100.00
	26/06/2019	Coles - Gift cards petty cash	\$150.00
	26/06/2019	Coles gift card - petrol voucher for Pam Ahern speaker	\$60.00
Total June 2019			\$728.36
July Statement	27/06/2019	Woolworths - petty cash cards for branches	\$150.00
	3/07/2019	My Deal - Hot water Urn - Endv Hills programs	\$79.90
	8/07/2019	Target - storage tubs for Endeavour Hills	\$48.00
	11/07/2019	JB Hi Fi Pakenham - small heater for CMO	\$29.00
	18/07/2019	Amazon market place - Literacy kit items	\$13.98
	18/07/2019	Amazon market place - Literacy kit items	\$17.48
	18/07/2019	Amazon market place - Literacy kit items	\$28.46
	18/07/2019	Amazon market place - Literacy kit items	\$45.94
	18/07/2019	Amazon market place - Literacy kit items	\$9.53
	18/07/2019	Amazon market place - Literacy kit items	\$3.45
	20/07/2019	Amazon market place - Literacy kit items	\$17.48
	24/07/2019	Coles - Petty cash vouchers branches	\$100.00
Total July 2019			\$543.22
TOTAL			\$4,421.96

Card Holder	Transaction Date	Detail	\$
General Manager, Organisational Development			
June Statement		NIL Transactions	
Total June 2019			\$0.00
July Statement	4/07/2019	MAV - Training - Mapping your Community	\$299.95
Total July 2019			\$299.95
TOTAL			\$299.95

Bank Reconciliation

A Bank Reconciliation is available on request.

Conclusion

The budget is on track at the end of July with expected variances.

CCL is in a sound financial position.

RECOMMENDATIONS

1. That the Finance Report be noted.

CC31/2019 BUILDINGS AND FACILITIES

Report prepared by Chris Buckingham and Beth Luppino

Purpose

To provide the Board with an update on the status of CCL buildings and facilities, current and future.

CCL Library Plan reference – 1.1, 1.2, 3.2

Discussion

Cardinia

A State Government Living Libraries Grant application for infrastructure works at Emerald Library is being prepared. Cardinia Shire is finalising concept plans and cost estimates to support the application.

Renewal works at Pakenham Library are nearing completion. Tech bars, charging points, new carpets, external drainage upgrades and an improved circulation layout are now in place. New furniture has been ordered and will arrive soon. A plumbed drinking fountain is awaiting installation.

Casey

City of Casey have submitted a 'Safer Communities' grant application for works to the front of Hampton Park Library, creating better activation and a 'reading garden' feel to the landscaping. This has been coupled with upgrades to external security cameras and duress alarm systems within the library.

Toomah Community Centre Pocket Library and Selandra Community Library Update

CCL has been in discussion with Member Councils about potential colocation of library services at Toomah Community Centre and Selandra Community Hub

Toomah and Selandra have different operating models, but both show considerable potential for the cost-effective extension of library services in the region.

The Centres currently support the community with a range of allied health and social support services, along with community groups who hire spaces in the facility for special interest activities.

The growing communities living in next to Selandra and Toomah do not have easy physical access to public library services.

There are plans for new libraries in Officer and Clyde. It may well be sometime before they are built. In the interim, small, but focussed library services established at Toomah and Selandra could help demonstrate the need for the larger branches and encourage the growing community to develop positive visitation patterns now.

Initial observations suggest that Member Councils could convert existing spaces within their respective centres into dedicated library space with minimal capital expenditure.

The library services would be co-located inside a well-established community setting with other key partners, and as such there is an opportunity to provide a library service to communities in need at a relatively low cost.

The CCL Regional Library Agreement adopted by Member Councils in 2017 in schedule 4 outlines funding of new libraries.

'A council will fully fund new initiatives within general library operations, such as extensions to hours or services, or new service points, for a period of one or more years as determined by the Board.'

CCL have developed draft business cases for both proposed locations and shared them with relevant Council Officers.

At this stage, CCL is proposing to place Child and Youth Librarians (Band 4) for a total of 1.0 FTE in each service to deliver programs, undertake outreach and skill up community centre staff.

There may be an opportunity to source external funding for Capital Works at Selandra Community Hub through the State Government Living Libraries Infrastructure Fund.

RECOMMENDATIONS

1. That the Buildings and Facilities report be noted.
2. That the Board note the progress being made with both Toomah and Selandra proposals and encourage the Member Councils to pursue the potential opportunities.

CC32/2019

INFORMATION, DIGITAL SERVICES AND TECHNOLOGY

Report prepared by Daniel Lewis

Purpose

To provide the Board with an update on CCL Information, Digital Services and Technology strategies and implementation.

CCL Library Plan reference 1.2, 1.3, 1.4, 3.1, 4.1, 4.3, 5.2 and 5.3

Discussion

Identity

Forming access and security around the user, applying protection that secures the connection without inhibiting the user experience and flow.

Hubspot and Litmos (CCL Library Plan Reference 1.2, 1.3, 1.4, 4.3 and 5.3)

Two of CCL's newest software as a service packages have been inducted into the organisation under the Single Sign On (SSO) model, where staff can use their existing domain (staff@cclc.vic.gov.au) credentials to securely access the system.

More software services will join this SSO integration in the coming months. The goal is to establish a unified login for staff to make the authentication and access process simpler.

Infrastructure

The physical connection of devices and systems to facilitate the transport of information and data across our services.

Patron Kiosks (CCL Library Plan reference 1.2 and 1.3)

CCL are upgrading our Patron Kiosks to simplify patron interactions and minimise the amount of single purpose hardware in the branches.

Library users will be able to self-checkout items, undertake catalogue searches and book Public PCs through the single device. Pakenham and Emerald Library are operating as trial sites for the new technology, with other libraries scheduled in the coming months.

Insights

If data is the new crude oil, then Insights is the refined fuel that runs any organisation. Insights encompasses how we collect data (through software) and how we refine or contextualise our raw data to make informed decisions and strategic thinking.

Integrated Library Management System- ILMS (CCL Library Plan reference 1.2, 1.3, 3.1, 4.1, 4.3 and 5.2)

Swift, Public Libraries Victoria (Libraries Victoria – Shared Services) and Municipal Association of Victoria (MAV) have worked together to secure a new contract arrangement with SirsiDynix for the delivery of ILMS. The new arrangement will provide more functions and features and save CCL money.

CCL spent \$165,095.20 in 2018/19 for ILMS and shared services with Swift. The new arrangement with Libraries Victoria will see this figure come down to \$121,000 in 2019/20 – a savings on last financial year of \$44,095.20.

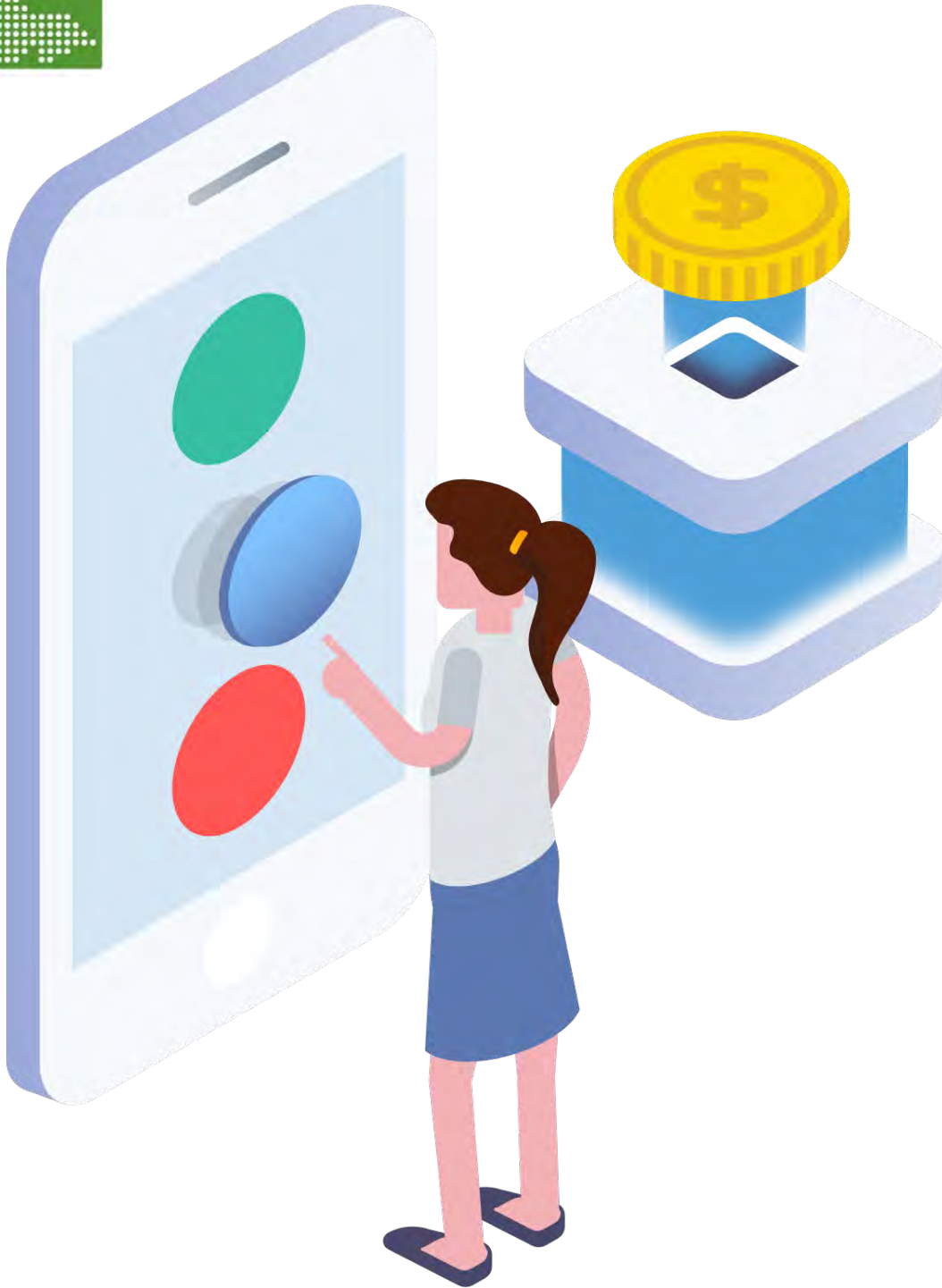
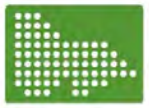
The new contract with SirsiDynix and Libraries Victoria replaces the previous back to back agreement with MAV (acting on behalf of the Swift Consortium). As the previous Swift infrastructure is the base for the new contract – there is no migration or potential loss of service for CCL.

Pricing and contract periods are all being backdated to July 1st to provide us with benefits in lieu of contracts being approved by the Board.

(See attachment for the State-wide ILMS Proposal).

RECOMMENDATIONS

1. That the Information, Digital Services and Technology Report be noted.
2. That the Board approve the new ILMS contract with SirsiDynix.



**Public Libraries
Victoria**

Libraries Victoria
Shared Services Proposal
Casey Cardinia Libraries

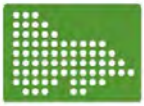


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Shared Services

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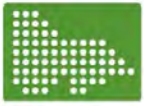
BACKGROUND

2

PRICING

3

OPPORTUNITIES



BACKGROUND

Mission Statement

Public Libraries Victoria Inc. (PLV) is the peak body for public libraries in Victoria and enjoys the support of every library service in the State.

Our mission is to work together to champion the value of Public Libraries in Victoria.

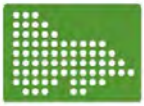
The importance of public libraries is reflected in key strategic documents such as the Victoria Public Libraries 2030 Strategic Framework and the United Nations Sustainable Development Goals. It is also demonstrated in the lived experience of millions of Victorians who use our services - Libraries Change Lives!

We understand that the operating environment for public libraries is changing rapidly and we have a vital role supporting our members as they adapt and evolve to meet the needs of our community. We have a collective responsibility to make sure our sector prospers and grows.

PLV has every reason to be ambitious about what we want to achieve. We are keenly aware of how important it will be to work in partnership with our members and key stakeholders as we deliver on our promises. We look forward to the journey in the knowledge that our values and guiding behaviours are true to our purpose.

“Chris Buckingham”

PLV President



BACKGROUND

Values

- We Do What We Say

Our words match our actions

What we do together, we do well

Act with openness and transparency

- We Are Courageous

Lead from the front

Take intelligent risks

Openly share our perspective

- We Love What We Do

Our enthusiasm & passion energises us

Celebrate our successes

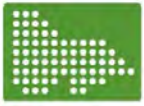
Have fun

- We Pursue Opportunity

Stay curious and challenge the status quo

Innovate by having a go

Push for better



BACKGROUND

Libraries Victoria

Libraries Victoria provides shared services for libraries across Victoria.

The bulk purchasing power of Libraries Victoria reduces everyone's overall costs through economies of scale. It also enables access to a greater range and quality of services

Our core business is the facilitation of the State-wide Integrated Library Management System (ILMS). We are also exploring other service delivery options that will enhance the capacity of Victorian libraries to meet community needs.

The consortium approach to shared services has a long history in Victoria's Public Libraries within the Victorian public library sector. Libraries Victoria is committed to continuing this approach, developing and expanding the range of services available to all libraries.



Legend

- Required
- - - Optional

MAV

Deed

MOU

PLV

SirsIDynix

ILMS

Master IT Agreement

Library Service

Contract Administration

Service Level Agreement Advisory Committee

Defined Configurations

Shared System Administration (Currently SWIFT)

Service Level Agreement Advisory Committee

Set System Configuration

Shared Resources (Currently SWIFT)

Service Level Agreement Advisory Committee

Requires SSA Service

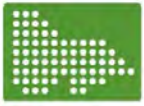
Shared Service Development (SWIFT Desire)

Service Level Agreement Advisory Committee

Working Groups

Advocacy

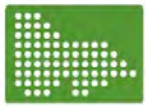
Other Potential Products/Service Streams



BACKGROUND

Contract Governance

Operational Governance	
	Definitions
CA	<p>Contract Administration Contract Administration – enacts changes that affect the entire Contract/Shared system</p> <p>Settings and configuration designed by the Contract Administration Advisory Committee but enforced by Contract Administration Defines the Global Configuration standards (could be adopted by current Swift Operation Guidelines) Provides the overall support and system upgrade for the entire contract</p> <p>Fee for Contract Administration REQUIRED by all library services on the on the MAV ILMS contract</p>
SA by CA	<p>System Administration Defined, application made by Contract Administration Settings and configuration that can be defined by each Library service by their System Administration</p> <p>Enacted ONLY by the Contract Administration System Administration can be provided internally OR through PLV Shared System Administration</p> <p>Fee for Contract Administration REQUIRED by all library services on the on the MAV ILMS contract</p>
SA	<p>System Administration Settings and configuration that can be defined by each Library service by their System Administration</p> <p>Changes enacted by the internal System Administrator OR by the PLV Shared System Administration System Administration can be provided internally OR through PLV Shared System Administration</p> <p>Fee for System Administration worn internally by Library Service OR provided as a fee for service by PLV Shared System Administration</p>



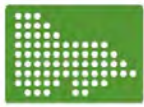
PRICING

Pricing Framework

Service	State-wide ILMS	Contract Administration	Shared System Administration	Shared Resources	Shared Service Development
ILMS + A	Minimum to take up ILMS under MAV contract				
ILMS + A + D	Minimum to take up ILMS under MAV contract				Plus Value Adding
ILMS + A + B	Provides for ILMS and benefit of Shared System Admin resources to assist Library Service manage ILMS				
ILMS + A + B + D	Provides for ILMS and benefit of Shared System Admin resources to assist Library Service manage ILMS				Plus Value Adding
ILMS + A + B + C	Equivalent to previous SWIFT Service				
ILMS + A + B + C + D	Previous SWIFT Service plus value adding				

State-wide ILMS pricing is determined on a capped price, sliding scale, based on the number of transactions – where transactions are “an estimate of combined loans, returns, holds placed, holds filled and users added.”

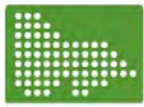
Shared System Administration is determined by library scale – a average of “total membership divided by state-wide membership” and “total revenue divided by state-wide revenue”.



PRICING

Pricing Structure

Service			State-Wide Contract		Contract Administration		Shared System Administration		Shared Resources		Shared Development
Pricing Structure			ILMS	+	A	+	B	+	C	+	D
			Compulsory to take up ILMS		Compulsory to take up ILMS		Optional		Optional		Optional
			Variable Fee set in ILMS Contract		Fixed Fee		Variable Fee		Fixed Fee		Chosen Subscription - with minimum set fee ??
			Fee per transaction		Fee per Library Service		Fee based on relative scale (%) of Library Service		Fee per Library Service		OR Scaled Fee based on size of Library Service ??
			Scaled fee based on number of transactions		Fee based on takes up of ILMS under the Contract		Scale determined by combination of relative Membership and Revenue of organisation as a proportion of Total.		Fee based on participation in Resource Sharing		Base service fee plus optional input for projects ??
Contract ILMS 4323 Pricing	0	500000	\$0.039 (capped @ \$15,500)		\$ 4,000						
	500001	1000000	\$0.031 (capped @ \$22,000)		\$ 4,000						
	1000001	3000000	\$0.022 (capped @ \$57,000)		\$ 4,000						
	3000001	5000000	\$0.019 (capped @ \$65,000)		\$ 4,000						
	5000000	10000000	\$0.013 (capped @ \$125,000)		\$ 4,000						
	Revenue Collection		Paid to SirsiDynix		Paid to PLV						
PLV Optional Services	0.0%	0.9%					\$ 1,000		\$ 2,000		To Be Determined
	0.9%	1.8%					\$ 10,000		\$ 2,000		
	1.8%	3.6%					\$ 20,000		\$ 2,000		
	3.6%	+					\$ 50,000		\$ 2,000		
Revenue Collection						Paid to PLV					



PRICING

Indicative Pricing

Library Service	Required Values		
	Annual (estimated) Transactions	Members	Revenue
Casey Cardinia Libraries	4,995,679	120,615	\$10,674,612

State-Wide Contract – ILMS 4323

ILMS			A		Totals	
Onboarding Fee	Per Transaction Fee	Estimated ILMS Contract Fee	Contract Onboarding Fee	Contract Administration	Onboarding	Annual
\$0	\$0.019	\$65,000	\$0	\$4,000	\$0	\$69,000

Optional Libraries Victoria Services

B		C	D	Totals	
Library Service Scale	Shared System Administration	Shared Resources	Shared Development	Onboarding	All Services Total (incl. ILMS)
4.7%	\$50,000	\$2,000 + Transportation	TBD	\$0	\$121,000

CC33/2019

PEOPLE AND CULTURE

Report prepared by Melissa Martin

Purpose

To provide the Board with an update on team development and staffing opportunities.

CCL Library Plan reference – 1.2,1.3 1.4, 3.3, 4.1, 5.1, 5.2 and 5.3.

Discussion

Enterprise Agreement (*Library Plan reference 5.3*)

A formal meeting between staff representatives, ASU and the Executive Team was held on Tuesday 20th August. A draft document was worked through. Staff representatives are still to present their log of claims.

Modelling of financial costs associated with the potential annual increase in wages is available to Board Members on request.

Training and Development (*Library Plan reference 1.2, 1.3, 1.4, 3.3, 5.1, 5.2*)

Staff have recently attended training sessions including: Advanced Critical Response training, Mapping Your Community: outreach, in-reach and uncovering partnership opportunities.

Work Experience Program for Secondary Students

CCL support work experience opportunities at Bunjil Place, Cranbourne, Pakenham, for 10 local students who want to learn more about starting a career in public libraries. Branch Managers work with their local high schools to facilitate placement of interested students. Students are inducted into their library by specialist staff who discuss their roles and branch staff who share their expertise and what public libraries offer their communities. Students are given the opportunity to work on projects such as displays if they are artistic, contributing to blogs if they are strong readers. They also learn a variety of circulation tasks and depending on their interest assist in preparing, creating and running programs. CCL has recently received certificates of appreciation from several schools thanking us for our participation in their 2019 Work Experience Program.

Risk Management Assessment Quarterly Report (*Library Plan reference 5.1 and 5.3*)

CCL have completed their quarterly Top Risk Register, there are no changes.

Risk number	Risk Rating (after mitigation)	Identified Risk
1	7	Staff assaulted in library or on outreach visits (<u>fatal</u>)
	7	Changes to government policy
2	6/7	Catastrophic event destroying a library
3	6	Data Security Breach or Cyber Attack
	6	Decline in revenue from funding partners
4	5	Failure to adhere to legal and regulatory compliance issues e.g. OH&S
	5	Bomb threats
	5	Staff assaulted in library or on outreach visits
	5	Unattended children in the library
	5	Accident in the library causing harm to patron/staff
	5	Legal claim or proceedings against CCL

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING
Wednesday 28 August 2019

	5	Disruption of the partnership between Cardinia Shire Council and the City of Casey
	5	Impact on cash flow if significant debtors delay payments
	5	Unanticipated calls on materials or finances

Note: Several of the risks have the same rating hence why there are more than 10 risks listed.

RECOMMENDATIONS

1. That the Risk Management Assessment Quarterly Report be noted
2. That the People and Culture Report be noted.

Risk Rating

Risk Rating	Classification	Required Action
9 to 10	Extreme	Risk unacceptable. Immediate action required Consultation with CCL Leadership
7 to 8	High	Action Plan required Monitoring required by CCL Leadership
5 to 6	Moderate	Regular monitoring of the risk by relevant Leadership Team Manager
Below 5	Low	General monitoring through staff and standard/routine processes

Risk Rating Matrix

Consequence	Likelihood				
	Rare 1	Unlikely 2	Possible 3	Likely 4	Almost Certain 5
Catastrophic 5	Moderate 6	High 7	High 8	Extreme 9	Extreme 10
Major 4	Moderate 5	Moderate 6	High 7	High 8	Extreme 9
Moderate 3	Low 4	Moderate 5	Moderate 6	High 7	High 8
Minor 2	Low 3	Low 4	Moderate 5	Moderate 6	High 7

Insignificant 1	Low 2	Low 3	Low 4	Moderate 5	Moderate 6
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Risk Management Register

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
1. Catastrophic event destroying a library	CEO	<ul style="list-style-type: none"> Fire, Earthquake, Flood, Pollution event 	<ul style="list-style-type: none"> Depending on scale CCL could lose branches and staff in a catastrophic event Note CMO and Emerald are at high risk in event of bushfire and specific policies have been formulated to address this risk 	2	5	7 High	<ul style="list-style-type: none"> Risk Management Plan Disaster Response and Recovery Plan 	2	4/5	6/7 Moderate – High
2. Data Security Breach or Cyber Attack	GMDO	<ul style="list-style-type: none"> CCL stores data for all its members, staff and stakeholders CCL is heavily reliant on the technology underlying the service 	<ul style="list-style-type: none"> Loss of trust if data were hacked Loss of clientele or service provision if systems were compromised 	3	5	8 High	<ul style="list-style-type: none"> Cybersecurity Proactive threat mitigation Engaged industry experts Regular updates to security posture 	3	3	6 Moderate

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
3. Failure to adhere to legal and regulatory compliance issues e.g. OH&S	CEO GMOD	<ul style="list-style-type: none"> All staff required to provide a safe work environment Identification of risks/ hazards OHS Reps engagement across the service 	<ul style="list-style-type: none"> Exposure to unsafe work practices Possible harm to staff and users Third party intervention to manage risk and /or incident 	3	5	8 Extreme	<ul style="list-style-type: none"> Good compliance frameworks and clearly articulated policies and procedures Fully trained staff – OHS reps, Fire Wardens and First Aiders Elumina OHS system 	2	3	5 Moderate
4. Fraud	CEO GMF	<ul style="list-style-type: none"> Banking procedures – all staff trained and have personal pin number Purchase orders – approved and countered signed 	<ul style="list-style-type: none"> Breach of trust and values of CCL Review and investigation into compliance practices Could lead to significant prosecution and fines 	2	4	6 Moderate	<ul style="list-style-type: none"> Clear lines of authority and approval processes Annual review of the Procurement Policy City of Casey control Treasury Function CCL participate in VAGO Audit on an Annual basis 	1	3	4 Low
5. Poor procurement practices	GMF	<ul style="list-style-type: none"> Ensure staff understand the procurement arrangements Staff not exposed to undue pressure from suppliers Purchasing Plan is implemented 	<ul style="list-style-type: none"> Breach of the agreed policies and procedures Adverse damage to relationships – internal & external 	3	3	6 Moderate	<ul style="list-style-type: none"> Approved contracts are entered in line with Legislation and Procurement Australia Test the market and review contracts on a regular basis Annual review of the Procurement Policy 	1	3	4 Low

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
							<ul style="list-style-type: none"> Educate specialist CCL staff on the legal and contractual requirements 			
6. Poor supplier management	CEO	<ul style="list-style-type: none"> Collection Purchasing plan is implemented Product and service standards are regularly reviewed Contractual arrangements are regularly reviewed 	<ul style="list-style-type: none"> Library resources are inefficiently spent 	3	3	6 Moderate	<ul style="list-style-type: none"> Review top ten supplier contracts Meet with key suppliers regularly 	1	3	4 Low
7. Infrastructure Failure	GMDO	<ul style="list-style-type: none"> ICT is an integral part of service provision Many manual tasks are now completed via ICT 	<ul style="list-style-type: none"> Staff unable to provide service to customers CCL unable to communicate with community, stakeholders 	3	3	6 Moderate	<ul style="list-style-type: none"> Suitably qualified staff Ongoing training Continuous improvement of infrastructure Proactive monitoring of systems 	2	2	4 Low
8. Bomb threats	CEO BUN-BM	<ul style="list-style-type: none"> Gather information and complete assessment 	<ul style="list-style-type: none"> Treat seriously Staff and users - provide support Provide follow-up such as EAP 	3	3	6 Moderate	<ul style="list-style-type: none"> Ensure Emergency Management Procedures are up to date and 	2	3	5 Moderate

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
		<ul style="list-style-type: none"> Liaise with Wardens 					understood by team <ul style="list-style-type: none"> All staff trained in emergency response management Communication to ET, council, emergency services 			
9. Staff assaulted in library or on outreach visits	GMOD	<ul style="list-style-type: none"> CCL to provide adequate staffing at all times All staff are required to ensure they do not place themselves in a situation of danger All sites have lockable work area Staff to support each be safe and then call for support Outreach staff allocated mobile phones 	<ul style="list-style-type: none"> Staff injured 	2	5	7 High	<ul style="list-style-type: none"> Staff provided Conflict Resolution Training OHS Reps and first aiders act and provide guidance Outreach staff to have mobile phones at all times Maintain and utilize Employee Assistance Program (EAP) Duress button installed at Hampton Park on order for Doveton 	2	3	5 Moderate

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
10. Staff assaulted in library or on outreach visits (fatal)	GMOD	<ul style="list-style-type: none"> CCL to provide adequate staffing at all times All staff are required to ensure they do not place themselves in a situation of danger All sites have lockable work area Staff to support each be safe and then call for support Outreach staff allocated mobile phones 	<ul style="list-style-type: none"> Staff fatally injured 	2	5	7 High	<ul style="list-style-type: none"> Staff provided Conflict Resolution Training OHS Reps and first aiders act and provide guidance Outreach staff to have mobile phones at all times Maintain and utilize Employee Assistance Program (EAP) Duress button installed at Hampton Park on order for Doveton 	2	5	7 High
11. Unattended children in the library	GMCE	<ul style="list-style-type: none"> There is a perception public library are safe places 	<ul style="list-style-type: none"> Frightened child – staff need to follow approved guidelines Language barriers Staff unable to contact parents/carers by phone 	4	3	7 High	<ul style="list-style-type: none"> All staff trained in Child Safe standards All staff sign Child safe Code of Conduct policy Staff follow guidelines in managing situation – incidents reports, 	4	1	5 Moderate

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
			<ul style="list-style-type: none"> Staff may be required to call Police and/or DHS Staff do not leave the library with child 				follow up and review of guidelines and polices			
12. Accident in the library causing harm to patron/staff	GMCE	<ul style="list-style-type: none"> CCL staff to take all reasonable measures to ensure library sites are safe spaces, clear of barriers and easy to access 	<ul style="list-style-type: none"> Area of the library space to be cordoned off Emergency services required Councils to be notified Evacuation of whole building and closed to public Disruption to service for a period 	3	3	6 Moderate	<ul style="list-style-type: none"> Management staff trained in emergency response management Communication to ET, Council, emergency service OHS Reps and first aiders act and provide guidance Appropriate containment of information Duress button installed at Hampton Park on order for Doveton 	2	3	5 Moderate
13. Decline in revenue from funding partners	CEO	<ul style="list-style-type: none"> CCL revenue from funding partners has been relatively stable. Factors that will impact on future 	<ul style="list-style-type: none"> Short fall in revenue over the medium – long term will lead to decline in services and or visitor experience. 	3	3	6 Moderate	<ul style="list-style-type: none"> Advocate for increased funding from State Government Generate revenue from private sector including corporate 	3	3	6 Moderate

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
		revenue are: rapidly growing population, rate capping, and CCL's capacity to generate revenue from alternate sources					partnerships, sponsorships and donations • Encourage Member Councils to fund new initiatives that enhance service delivery.			
14. Sharp Decline in loans	GMCE	<ul style="list-style-type: none"> Loans are one of the key usage and relevance indicators for CCL. Physical loans had been gently declining over a number of years, however in the last 18 months this has turned around. Growth in digital loans continues. 	<ul style="list-style-type: none"> Item loans are one of the library's core community services. Loans are linked to visitation, another key indicator of library usage. 	2	3	5 Moderate	<ul style="list-style-type: none"> Ensure that the collection is well maintained and contains items that people want to borrow. Maintain removal of overdue fines Ensure digital offering of collections is appealing and well-used 	1	3	4 Low
15. Decline in visitation	GMCE	<ul style="list-style-type: none"> Visitation should grow steadily in line with projected population growth; and steadily 	<ul style="list-style-type: none"> Declining visitation would impact on CCL's ability to advocate for increased funding 	1	3	4 Low	<ul style="list-style-type: none"> Establish strategies to grow visitation that are not collection dependent eg Programs 	1	3	4 Low

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
		increasing membership.					<ul style="list-style-type: none"> Create spaces that attract contemporary communities for a variety of uses, including small business, programs, social connection and fast free WiFi. 			
16. Legal claim or proceedings against CCL	CEO	<ul style="list-style-type: none"> There are currently no legal claims pending or proceedings lodged against CCL 	<ul style="list-style-type: none"> CCL incurs costs of defending against legal proceeding and is sued 	2	3	5 Moderate	<ul style="list-style-type: none"> Good compliance frameworks and clearly articulated values 	2	3	5 Moderate
17. Changes to government policy	CEO	<ul style="list-style-type: none"> The State Government likely to change the Local Government Act in the next two years. 	<ul style="list-style-type: none"> CCL may have to change its governance arrangements in response to the new Act 	4	3	7 High	<ul style="list-style-type: none"> Active participation in Public Libraries Victoria and engagement with key stakeholders in State and Local Government 	4	3	7 High
18. Loss of reputation/ brand	CEO	<ul style="list-style-type: none"> CCL has recently refreshed its brand and is engaging community in conversations about what they 	<ul style="list-style-type: none"> Community disengages with CCL, visitation decreases 	2	3	5 Moderate	<ul style="list-style-type: none"> Continued engagement with community about the services it needs from CCL Promotion of CCL services and values 	1	3	4 Low

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
		expect from the library								
19. Poor enterprise risk management	CEO GMOD	<ul style="list-style-type: none"> CCL has constructed this Risk Management Plan in response to the need for coordinated risk management 	<ul style="list-style-type: none"> The lack of a plan would impact on CCL's capacity to respond to risk 	2	3	5 Moderate	<ul style="list-style-type: none"> Revise Risk Management Plan on an annual basis every August Table the Top Ten Risk Register with the Board on a quarterly basis 	2	2	4 Low
20. Disruption of the partnership between Cardinia Shire Council and the City of Casey	CEO	<ul style="list-style-type: none"> The two Councils have a strong track record of collaboration. CCL partnership has been in place for 20 years Current Regional Library Agreement was reviewed and signed off in 2017. 	<ul style="list-style-type: none"> A breakdown in the partnership would lead to the deconstruction of CCL 	2	4	6 Moderate	<ul style="list-style-type: none"> Draft a paper on the opportunities and challenges created by increased disruption in the operating environment inc changes to the LG Act, once the Act has passed through Parliament. 	1	4	5 Moderate
21. Unanticipated calls on materials or finances	GMF	<ul style="list-style-type: none"> CCL operates under a rigorous compliance framework. While there was a highly 	<ul style="list-style-type: none"> CCL has a reasonable capital reserve, however a multimillion-dollar call, could impact 	2	4	6 Moderate	<ul style="list-style-type: none"> Keeping abreast of current factors impacting on State and Local Government 	1	4	5 Moderate

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
		publicised call on resources through Defined Super Benefits further calls are unlikely	severely on the organisation							
22. Increase in Workcover Premiums	GMOD	<ul style="list-style-type: none"> CCL has an aging workforce that has exposure to manual handling risks. 	<ul style="list-style-type: none"> While CCL has the capacity to manage increased Workcover premiums, the organisation would prefer to have no workplace injuries and a happy healthy workforce 	3	3	6 Moderate	<ul style="list-style-type: none"> Actively support happy and healthy workplace through proactive programs & EAP Efficient workflows & use of RFID has decreased manual handling. Continue looking for efficiencies 	2	2	4 Low
23. Impact on cash flow if significant debtors delay payments	GMF	<ul style="list-style-type: none"> CCL has three main funding partners, who have paid their dues in a timely fashion in recent years 	<ul style="list-style-type: none"> Extended delay in payments by one of the three funding partners could cause major problems for CCL cash flow 	2	4	6 Moderate	<ul style="list-style-type: none"> Maintain strong lines of communication with key stakeholders from Casey, Cardinia and Victorian State Government 	2	3	5 Moderate
24. Inability to recruit suitably qualified staff	GMOD	<ul style="list-style-type: none"> CCL is undergoing significant change, it is vital that we recruit 	<ul style="list-style-type: none"> CCL has successfully recruited new employees over the last 12 months 	1	3	4 Low	<ul style="list-style-type: none"> Strong focus on values framework, creating a sense of optimism and excitement about 	1	2	3 Low

Risk Identification							Risk Mitigation			
Risk	Who?	Analysis	Impact	Likelihood	Consequence	Risk Rating	Mitigation	Likelihood	Consequence	Risk Rating
		suitably qualified staff to enable best outcomes	<ul style="list-style-type: none"> Need for additional mobile library operators 				the possibility of working for CCL <ul style="list-style-type: none"> Recruit for mobile library operators 			
25. Personal use of own vehicle	GMCE	<ul style="list-style-type: none"> CCL staff at times use their own car to drive to and from Outreach and other library activities 	<ul style="list-style-type: none"> CCL staff person has an accident travelling to or from the place Unaware of the safety and accessibility of staff vehicle for putting in and out library materials and transporting 	1	3	4 Low	<ul style="list-style-type: none"> CCL Vehicle Policy is kept up to date and CCL employees who drive their own vehicles understand the policy. 	1	3	4 Low

CC34/2019 OPERATIONAL PERFORMANCE

Report prepared by Melinda Rogers

Purpose

To provide the Board with a summary of CCL's monthly performance.

CCL Library Plan reference - 1.1, 1.2, 3.1, 4.1 and 5.3

Usage of our Libraries (*Library Plan reference 1.1, 1.2, 3.1 and 4.1*)

The trend in recent months is positive. July proved popular with visitation and loans, recording more than 115,000 physical visits and over 232,000 physical loans. Physical visits are down slightly year on year, this is balanced out with our virtual visits being up.

Tinies Time and Baby Time attendance was down in July due to school holidays, our holiday program attendance was strong. Conversation classes continue to be popular at Pakenham and Hampton Park Libraries.

eLoans continue to perform well, up considerably year on year. With Bolinda eAudiobooks and eBooks and RB Digital usage continuing to increase from last year. Freegal remains extremely popular, year on year is comparative with the popular streaming now been available for over 12 months.

Our membership continues to grow month on month, we have over 128,000 members now. Bunjil Place, Cranbourne and Pakenham continue to gain the most members across the region. Last financial year, 2018 – 2019 we gained over 7,000 members.



Website visits are slightly down on the same time last year but remain steady. The library app continues in popularity; July we saw over 10,500 sessions. Members access their accounts directly from the app eliminating the need to use our website. Bookmyne usage continues to decline as members make the move across to the using app.

Internet use and Wi-Fi use is steady and up on the same period last year. Doveton has seen strong growth for both Wi-Fi and internet usage. Cardinia Mobile has seen strong growth both in recent months with internet bookings and Wi-Fi sessions. Largely due to technological changes, improved reliability of services and community awareness.

Community engagement continues to grow with our social media and newsletter. Our newsletter went to more than 56,000. Engagement is positive with the open rate reaching 19.7% in July.

With the start of the new financial year we introduced some additional eResources to our collection (eLoans), including:

- uTalk is our new language learning resource, aimed at learning key words and phrases. App based, once installed, it can be used on a range of devices to learn up to 140 different languages, from any language. It is useful for both English and non-English



speakers who are travelling or just need some help in filling in gaps in their communication in other languages.

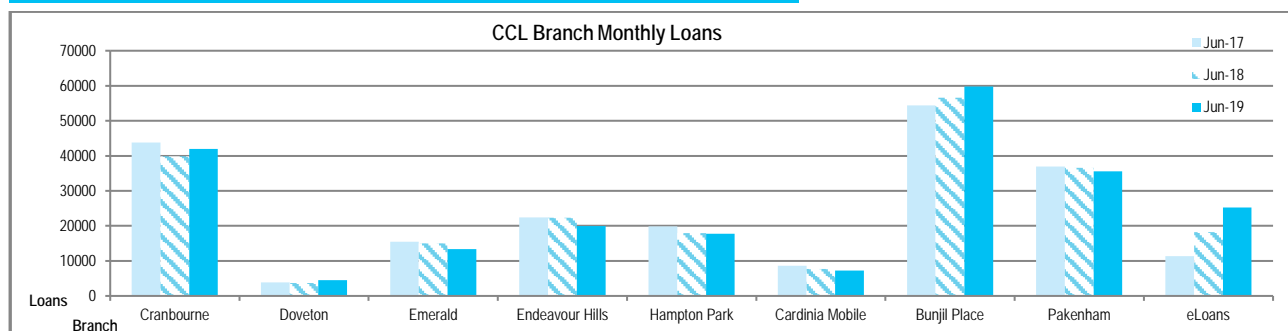
- LiteracyPlanet is a fun, safe and motivational learning environment for children, it encourages them to learn at their own pace and presents a solid foundation for the development of invaluable literacy skills. Literacy Planet has been developed to engage students by using game and social mechanics which motivates learning and rewards participation. It is a very popular children's resource, particularly with the home-schooling community.
- Press Reader offers library members free access to over 7,000 newspapers and magazines from around the world, including top Australian magazines titles. Newspaper and magazines are available from over 100 countries in over 60 native languages in browser or app.
- The Age Library edition allows members to access 'The Age' via the browser from 6.30am daily or search thirteen years of archives for research or personal interest
- Find my Past provides library members who come into our libraries with access to search over 50 million records for Australia, New Zealand, Papua New Guinea and the Pacific Islands.



Year on Year Performance Comparison for June

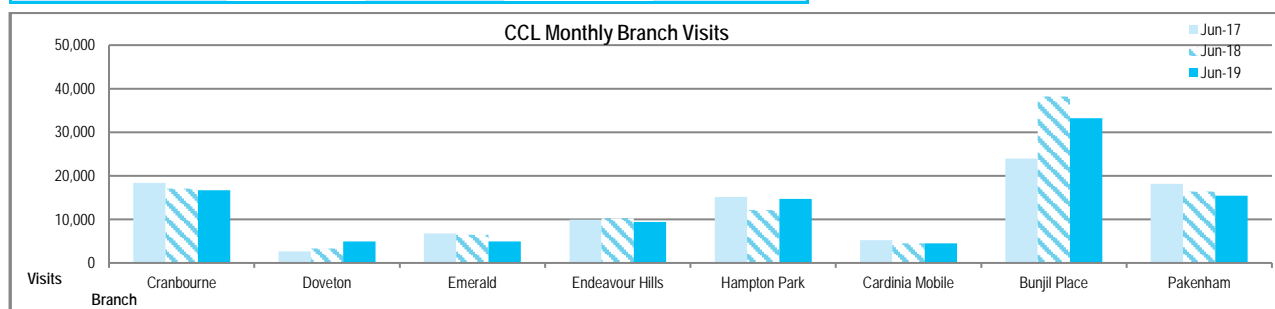
Loans

Branch	Jun-17	Jun-18	Jun-19	% Variation 2018/ 19
Regional Support	1,562	2,192	1,015	-53.7%
Cranbourne	43,813	39,827	41,950	5.3%
Doveton	3,884	3,700	4,469	20.8%
Emerald	15,464	15,032	13,390	-10.9%
Endeavour Hills	22,427	22,366	19,980	-10.7%
Hampton Park	19,873	17,937	17,793	-0.8%
Cardinia Mobile	8,602	7,659	7,270	-5.1%
Bunjil Place	54,436	56,624	59,828	5.7%
Pakenham	36,915	36,566	35,602	-2.6%
Region	206,976	201,903	201,298	-0.3%
eLoans	11,354	18,171	25,246	38.9%
Total Loans	218,330	220,074	226,544	2.9%



Visits

Branch	Jun-17	Jun-18	Jun-19	% Variation 2018/ 19
Cranbourne	18,405	17,076	16,655	-2.5%
Doveton	2,629	3,294	4,913	49.1%
Emerald	6,761	6,463	4,962	-23.2%
Endeavour Hills	9,959	10,223	9,412	-7.9%
Hampton Park	15,178	12,123	14,740	21.6%
Cardinia Mobile	5,210	4,520	4,463	-1.3%
Bunjil Place	23,964	38,224	33,232	-13.1%
Pakenham	18,192	16,360	15,459	-5.5%
Region	100,298	108,283	103,836	-4.1%
Website	42,055	40,401	39,568	-2.1%
Enterprise	32,697	32,622	31,416	-3.7%
Bookmyne	2,117	1,790	1,166	-34.9%
CCL App	-	2,923	8,172	179.6%
Total Virtual	76,869	77,736	80,322	3.3%
Total Visits	177,167	186,019	184,158	-1.0%



Digital Services – June 2019

Internet Bookings

Branch	No. of PCs	Junr-18	Jun-19	% Variation 2018/ 19
Cranbourne	14	1,730	2,302	33.1%
Doveton	12	532	1,040	95.5%
Emerald	8	419	432	3.1%
Endeavour Hills	14	1,172	1,360	16.0%
Hampton Park	16	1,727	1,923	11.3%
Cardinia Mobile	2	2	32	1500.0%
Bunjil Place	18	2,933	2,890	-1.5%
Pakenham	16	2,158	2,068	-4.2%
Total	100	10,673	12,047	12.9%
Total year to date		136,678	147,272	7.8%

Wireless Network Bookings

Branch	Junr-18	Jun-19	% Variation 2018/ 19
Cranbourne	2,580	4,470	73.3%
Doveton	840	1,470	75.0%
Emerald	930	900	-3.2%
Endeavour Hills	2130	2,460	15.5%
Hampton Park	2,550	2,430	-4.7%
Cardinia Mobile	0	120	0.0%
Bunjil Place	2,824	2,866	1.5%
Pakenham	2,700	2,460	-8.9%
Total	14,554	17,176	18.0%
Total year to date	202,044	197,173	-2.4%

Electronic Resources

	Junr-18	Jun-19	% Variation 2018/ 19
Bolinda eAudiobooks	6,061	8,080	33.3%
Bolinda eBooks	5,123	6,276	22.5%
Choice	135	137	1.5%
Cloud Library	182	337	85.2%
Freegal Music	5,130	6,934	35.2%
Kanopy	0	722	-
RB Digital eAudiobook	130	242	86.2%
RB Digital eMagazines	1,181	2,341	98.2%
Tumblebooks	229	126	-45.0%
Total	18,171	25,195	39.13%

E-Learning

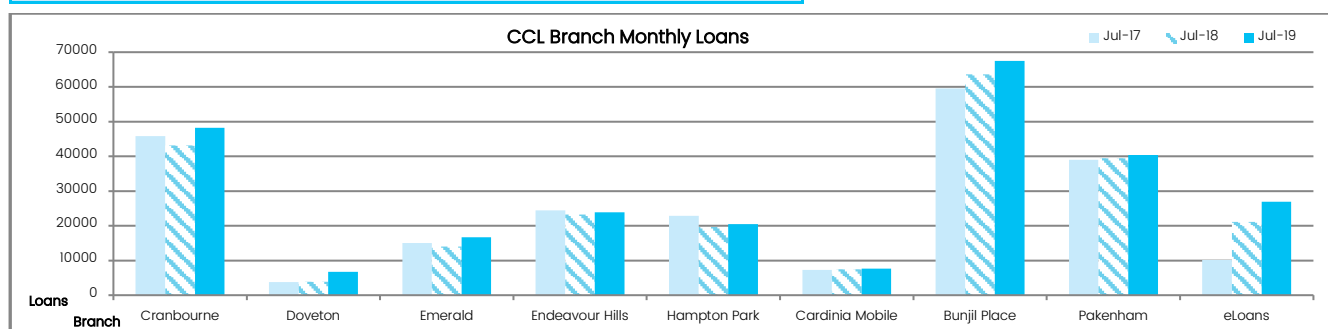
	Junr-18	Jun-19	% Variation 2018/ 19
Busy Things	8,181	8,936	9.2%
Lynda.com (*sessions)	534	806	50.9%
Road to IELTS	14	13	-7.1%
Studiosity (Your Tutor)	53	70	32.1%
Total	8,782	9,825	11.9%



Year on Year Performance Comparison for July

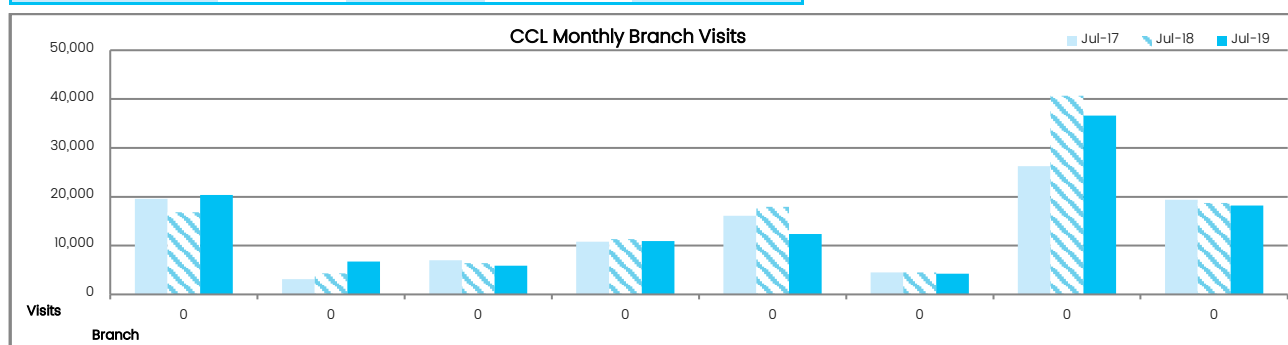
Loans

Branch	Jul-17	Jul-18	Jul-19	% Variation 2018 - 19
Regional Support	1,307	1,092	1,113	1.9%
Cranbourne	45,800	43,146	48,216	11.8%
Doveton	3,803	3,906	6,707	71.7%
Emerald	15,010	14,022	16,664	18.8%
Endeavour Hills	24,394	23,251	23,900	2.8%
Hampton Park	22,899	19,663	20,484	4.2%
Cardinia Mobile	7,274	7,495	7,622	1.7%
Bunjil Place	59,591	63,587	67,499	6.2%
Pakenham	39,017	39,469	40,422	2.4%
Region	219,095	215,631	232,627	7.9%
eLoans	10,158	21,066	26,941	27.9%
Total Loans	229,253	236,697	259,568	9.7%



Visits

Branch	Jul-17	Jul-18	Jul-19	% Variation 2018 - 19
Cranbourne	19,550	16,848	20,390	21.0%
Doveton	3,123	4,328	6,740	55.7%
Emerald	6,981	6,434	5,870	-8.8%
Endeavour Hills	10,782	11,293	10,908	-3.4%
Hampton Park	16,116	17,951	12,382	-31.0%
Cardinia Mobile	4,519	4,526	4,214	-6.9%
Bunjil Place	26,269	40,671	36,624	-10.0%
Pakenham	19,362	18,701	18,210	-2.6%
Region	106,702	120,752	115,338	-4.5%
Website	44,349	42,571	41,378	-2.8%
Enterprise	35,365	35,607	35,440	-0.5%
Bookmyne	2,499	1,966	961	-51.1%
CCL App	0	3,891	10,597	172.3%
Total Virtual	82,213	84,035	88,376	5.2%
Total Visits	188,915	204,787	203,714	-0.5%



Digital Services – July 2019

Internet Bookings

Branch	No. of PCs	Jul-18	Jul-19	% Variation 2018 – 19
Cranbourne	14	1,980	2,646	33.6%
Doveton	12	450	1,459	224.2%
Emerald	8	474	534	12.7%
Endeavour Hills	14	1,391	1,676	20.5%
Hampton Park	16	1,961	2,971	51.5%
Cardinia Mobile	2	7	29	314.3%
Bunjil Place	18	3,584	3,631	1.3%
Pakenham	16	2,506	2,747	9.6%
Total	100	12,353	15,693	27.0%
Total year to date		12,353	15,693	27.0%

Wireless Network Bookings

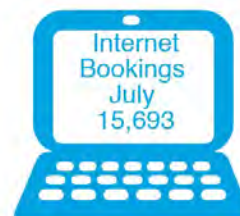
Branch	Jul-18	Jul-19	% Variation 2018 - 19
Cranbourne	3,007	4,371	45.4%
Doveton	992	1,519	53.1%
Emerald	992	930	-6.3%
Endeavour Hills	2170	2,201	1.4%
Hampton Park	2,635	2,511	-4.7%
Cardinia Mobile	0	124	-
Bunjil Place	2,989	2,741	-8.3%
Pakenham	2,883	2,728	-5.4%
Total	15,668	17,125	9.3%
Total year to date	15,668	17,125	9.3%

Electronic Resources

	Jul-18	Jul-19	% Variation 2018/ 19
Age Library Edition	0	274	-
Bolinda eAudiobooks	6,454	8,834	36.9%
Bolinda eBooks	5,378	7,163	33.2%
Choice	71	74	4.2%
Cloud Library	191	544	184.8%
Freegal Music	7,163	6,085	-15.0%
Kanopy	214	767	258.4%
Press Reader	0	210	-
RB Digital eAudiobook	121	256	111.6%
RB Digital eMagazines	1,097	2,572	134.5%
Tumblebooks	377	162	-57.0%
Total	21,006	26,941	27.9%

E-Learning

	Jul-18	Jul-19	% Variation 2018/ 19
Busy Things	9,201	12,086	31.4%
Literacy Planet	0	2,219	-
Lynda.com (*sessions)	694	1,082	55.9%
Road to IELTS	56	25	-55.4%
Studiosity (Your Tutor)	20	69	245.0%
uTalk	0	58	-
Total	9,971	15,539	55.8%



Program Attendances for CCL – June 2019 – July 2019 (*Library Plan reference 3.1*)

June 2019 Program Attendances

Attendances at Youth Activities

Branch	Jun-18	Jun-19
Cranbourne	986	1,643
Doveton	179	450
Emerald	340	619
Endeavour Hills	889	730
Hampton Park	944	1,180
Cardinia Mobile	937	853
Bunjil Place	2,207	1,921
Pakenham	1,039	876
Total	7,521	8,272

Attendances at Adult Activities

Branch	Jun-18	Jun-19
Cranbourne	10	63
Doveton	19	28
Emerald	4	42
Endeavour Hills	42	23
Hampton Park	96	204
Cardinia Mobile	0	-
Bunjil Place	78	176
Pakenham	60	246
Total	309	782



July 2019 Program Attendances

Attendances at Youth Activities

Branch	Jul-18	Jul-19
Cranbourne	1,147	1,540
Doveton	375	916
Emerald	499	467
Endeavour Hills	898	665
Hampton Park	986	1,097
Cardinia Mobile	714	617
Bunjil Place	2,071	1,758
Pakenham	1,143	1,331
Total	7,833	8,391

Attendances at Adult Activities

Branch	Jul-18	Jul-19
Cranbourne	69	87
Doveton	1	59
Emerald	40	46
Endeavour Hills	66	35
Hampton Park	128	180
Cardinia Mobile	0	0
Bunjil Place	100	159
Pakenham	30	151
Total	434	717



RECOMMENDATIONS

1. That the Operational Performance Report be noted.

CC35/2019

CUSTOMER EXPERIENCE

Report prepared by Beth Luppino

Purpose

To provide the Board with an update on community engagement, collections and services, including programs, events and partnerships.

CCL Library Plan reference – 1.1, 2.3, 3.1, 4.2, 4.4 and 5.2

Programs and events at CCL help promote the library as a community space where people of all ages can gather for a range of activities including early literacy programs for young children; literacy and creative programs for school aged children and teens, school holiday programs; lifelong learning, digital literacy, and reader development programs for adults.

Discussion

Volunteers (*Library Plan reference 3.1*)

CCL now has almost one hundred 'Friends of CCL' interested in supporting our libraries. We are excited to be engaging volunteers who share a commitment to CCL's mission to improve literacy in our community. Along with homework help tutoring and bilingual story times, we are engaging volunteers to expand our successful 'English Conversation' classes for adults.

We were thrilled with the response from our 'Friends of CCL' when we advertised recently for four new voluntary positions for Pakenham. Current and retired teachers, training librarians and many others have put up their hands to help. The vacancies have been quickly filled.

Upcoming opportunities include 'facilitators' for our Next Chapter Book Club – these volunteers will be specially trained to work with adults with disabilities.

Partnerships (*Library Plan reference 2.3*)

NAIDOC WEEK

Casey Cardinia Libraries worked closely with Royal Botanic Gardens Cranbourne on the annual NAIDOC Koolin-ik ba Kirrip-buluk (Family and Friends) event on 10 July, attended by thousands of diverse community members.

The (CCL) Storytelling tent was alive with puppets, dress-ups, and books with Aboriginal stories and from Indigenous authors.



The CCL-supported Bush Playgroup performed at the opening ceremony, and the kids were able to share songs in Boon Wurrung and English.

Ron Murray and Kutcha Edwards, indigenous storytellers helped to place storytelling and language at the heart of the event, which also included speciality workshops in Indigenous dance and games, damper making, and craft. Royal Botanic Gardens Victoria Aboriginal staff lead Indigenous knowledge tours, Indigenous language and plant uses workshops.

This NAIDOC event encouraged cultural learning for both Aboriginal and non-Aboriginal community members from the Southern Metropolitan Region and beyond.

Grants and Funding (*Library Plan reference 4.4*)

Science Week

Science week showcases Science and STEAM education which allows children to use reasoning and problem solving in a fun and interactive way. National Science Week and the Royal Society awarded a grant of \$2,500 to CCL for science-based workshops at our libraries across both Councils.



Doveton Library featured NAO the robot from the Brainary Interactive.

NAO danced, talked about his favourite food and showed off his unique combination of sensors, motors and software. 52 adults and children were wowed by this demonstration. We were also pleased to receive a visit from Mr. Julian Hill MP who is a keen supporter of Science Week.

At Emerald, Twisted science presented their amazing 'Bubblemania' show. Children were enthralled in the experiments and demonstrations. Needless to say – there were bubbles everywhere!

The Endeavour Hills community enjoyed the Mad about Science show. They saw an air canon, a floating globe and a demonstration of how a hot air balloon works (using a tea bag).

Science reined (while it rained) across the region all week, including themed activities for even our youngest members, through our regular scheduled programs.

UCan2 project – State Library Victoria – Adult Literacy grant

Classes are now underway for this \$24,000 project, addressing the digital divide and building prose literacy skills for adults. Our target recipients for this program often fall into the 'non-user' category and are typically hard to engage. By reaching out through our community partners we are discovering a growing level of interest. The project will conclude in September, followed by an evaluation and report on outcomes.

Public Libraries Victoria Planning Summit

Held every three years, the summits provide the opportunity for medium/long term sector planning and the development of state-wide collaborative projects for Victoria's Public Libraries. A small contingent from CCL were able to attend and contribute to the planning. Keynote speakers from the Netherlands, New Zealand and the USA offered perspectives on current issues facing public libraries and illuminated successful projects in their own countries.

Of particular note, R. David Lankes, renowned author and scholar spoke via video-link directly from the University of South Carolina. He described the emerging function of libraries as a social

'movement'. "Not a place, but a community-wide effort to improve the lives of community members through knowledge".

He beautifully summed up the evolution of libraries so far – and reflected on the historical shift from 'repository' to cornerstone of community education. He summed up our current era as that of the 'Community Hub':

"The era of the community hub was, well, is a reaction to the retreating human interface to government. Our members could no longer talk to a person with questions on taxes or social services. The face of health care went from a doctor or a nurse, to a patient portal. Into this vacuum stood librarians ready to help. And to support them, social workers. And to support them all artists and writers in residence. Instead of giving the books the best views from our new libraries of glass and steel, we created a destination. Our value was now in quality of life.

Which brings me to an emerging era and my attempt to answer what shared services and resources do we need in today's library landscape. It is conceptualizing the Library as a Movement. It is taking all of this evolution to the next level. The focus isn't on collections, or access, or places, it is on mobilizing a community for social action. Instead of calling folks patrons or users, or even my personal favourite members, we don't have a name at all – because the walls between "them" and "us" begin to break down.

Libraries bring together people of diverse, and even clashing perspectives to seek common ground. The greatest asset we have in this era is trust. In a world filled with a cacophony of perspectives, propaganda, and belief, we serve as vital social infrastructure and trusted facilitators working across community divisions to develop a new community narrative. And I know that last sentence borders on buzz word salad, but all it means is we help members of a community find meaning, and power in each other. And in the era of the library as movement, how this happens is going to be different in every library and every community."

Libraries Change Lives (Library Plan reference 2.3)

Creative Calendar

Art in the library is really becoming a thing! Exhibitions are common in all library branches, but there is a growing culture of workshops and classes across the region bringing art to life. Hampton Park, Doveton, Bunjil Place and Cranbourne are all running classes, delivered by local instructors at little or no cost. Our community is embracing this – classes are generally full, some with waiting lists. Emerald Library was part of PAVE festival this year, with exhibitions throughout and we hosted the festival launch event. Pakenham are now on the hunt for volunteers to run classes to meet local demand.

Removing barriers to membership and service (Library Plan reference 1.1, 1.2)

We are taking steps to improve access to library services through our membership sign-up process. We are refreshing what 'suitable identification' means today and relaxing the need for photo identification, specifically with a current home address, putting the user at the centre of the process. CCL teams are looking broadly at opportunities to increase membership 'beyond the four walls'. This requires a combination of the right gear (technology) and the right approach to identification requirements. We want new members to have a seamless and welcoming experience when they join the library and need the capacity to do this in any community setting.

Marketing and Promotions *(Library Plan reference 3.1)*

Further work on our library branding is underway. Taking existing concepts and developing them for our key target markets will help bring the brand to life. Our vision of 'CCL – Where everyone is free to discover the possibilities' is developing into a stronger key message – 'CCL – Your Ticket to Endless Possibilities'. To bring this campaign to life we need 'The Face of the Library'. We have called for volunteers from our library community who are happy to be featured on the new promotional materials – that's right, real people, not supermodels! We have already had 56 applications – and still taking more, a wonderful response from current library members.

Conclusion

CCL continues to engage our community through a variety programs and activities for people of all ages, and improve community awareness of services, spaces and collections.

RECOMMENDATIONS

1. That the Customer Experience Report be noted.

GENERAL BUSINESS

CC36/2019

REFINEMENT OF MEETING TIMES AND BOARD REPORTING

Report prepared by Chris Buckingham

Purpose

To review the Board Meeting Schedule and Levels of Reporting.

Discussion

Under the terms of the Regional Library Agreement the Board is required to convene at least four times per annum. The Board currently meets six times per annum.

At the October meeting we normally adopt the Annual Report after considering the Draft Annual Report in August.

Agenda items include:

- Annual report
- Risk Management Plan
- Children and Youth Strategy

If the Board opt to cancel the October Meeting, the Annual Report could be adopted by circular motion before September 30. Consideration of the Risk Management Plan could be deferred to November.

Levels of Reporting

The following docs are required to support good governance, or are required under the Local Government Act and the Regional Library Agreement:

- Library Plan (four year)
- Annual Action Plan
- Annual Budget
- Strategic Resource Plan (four year)
- Facilities Development Plan &
- Annual Report
- Procurement Policy
- Board Code of Conduct

Regular reporting includes

- Progress against Annual Action Plan,
- Financial Performance
- Quarterly Risk Report

Documents that could be removed from the Board Agenda include:

- Marketing and Communications Strategy
- Children and Youth Strategy
- Outreach Services Plan

- Collections Purchasing Plan
- Digital Road map and Journey Map
- Workforce Development Plan

If the Board determines that they do not need direct oversight, these documents will be managed and overseen by the Executive Team through the Annual Action Plan.

RECOMMENDATIONS

1. That the Board consider cancelling the October Board Meeting
2. That the Board consider reducing the number of plans and strategies presented in the Board Papers.

NEXT MEETING

Wednesday 23 October 2019, Cardinia Shire Officer – Dining Room