



# Annual Report

2018 – 2019

Libraries Change Lives!



Casey  
Cardinia  
Libraries

# Foreword

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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!

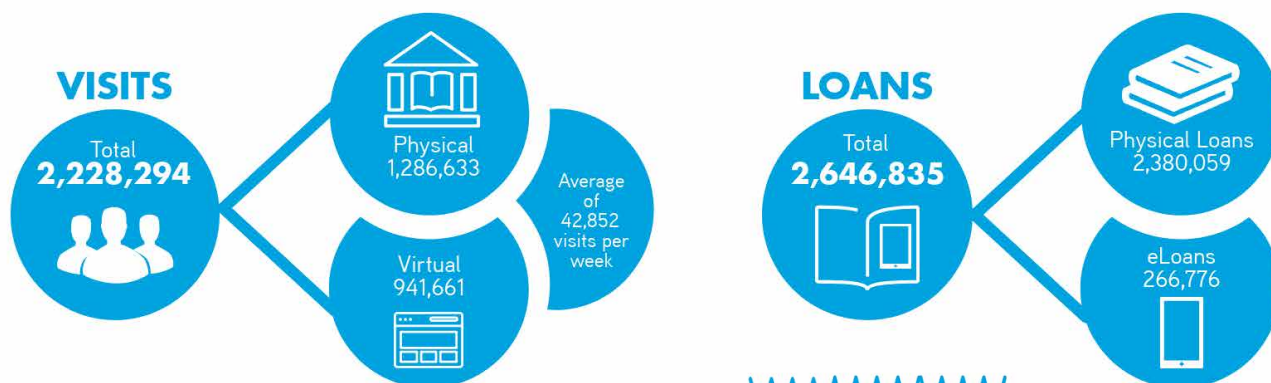


**Cr Jodie Owen**  
Chairperson



**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



Casey  
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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

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## City of Casey

- 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)\*\*

\* 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

## Cardinia Shire

- 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)\*\*

# The Executive Team

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**Chief Executive Officer**

Chris Buckingham



**General Manager,  
Customer Experience**

Beth Luppino



**General Manager,  
Digital Operations**

Daniel Lewis



**General Manager,  
Finance**

Emily Ramaswamy



**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



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# 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 works 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's Living Libraries Infrastructure Fund.

**Doveton:** Building exterior repainted

**Endeavour Hills:** Renewed study spaces that provide the flexibility to host events and programs. Internal signage improvements.

**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 and Marion Slawson, Federation University, Library Services



## 2019 ALIA Library Design Awards

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



## Bunjil Place – One Year Anniversary

Happy anniversary 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 demonstrated 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) Photo –  
(L-R) Annika, 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)

#### 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.

Photo – Callum, a 1000 Books Before school participant.



#### 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 colocated 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 work together. 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 (Federation University 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 – Claire, CCL staff at Emerald Library

Photo – Aneeqa loving free fruit at Doveton 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 choose to 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 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 program visit our [website](#).

### Marie 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 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 continued 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 Library celebrating Dinovember.



## We are Grateful

These organisations made a significant contribution to our service this year

- AMES
- Anglicare
- Arthur Wren Hall Management, Hampton Park
- Australian Taxation Office (ATO )
- Autumn Place Present 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)



## 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 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-top 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



Photo – Happy kids at an Oromo storytime.

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 Officer Ivy 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.

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 have 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 every day – 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.



## Little Sparks and Bright Sparks

Little Sparks is a science-based program for 5-7-year olds at Bunjil Place.

The activities help with motor and cognitive development, as children create and build objects and problem solve. (Library Plan Ref 4.1, 4.4) Through learning about natural disasters and animals, the program assists social development, with children working in teams and learning to communicate with each other to build their house.

Bright Sparks is now an ongoing monthly event aimed at children aged 8+ which offers a fun and engaging way to explore the aspects of science. (Library Plan Ref 4.1, 4.4)

The children love having the opportunity to try their hand at structural engineering, chemistry and anatomy.

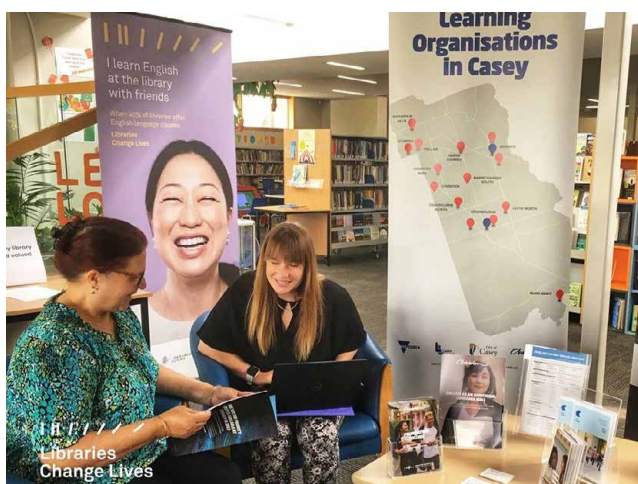




## Lifelong Learning

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 were 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

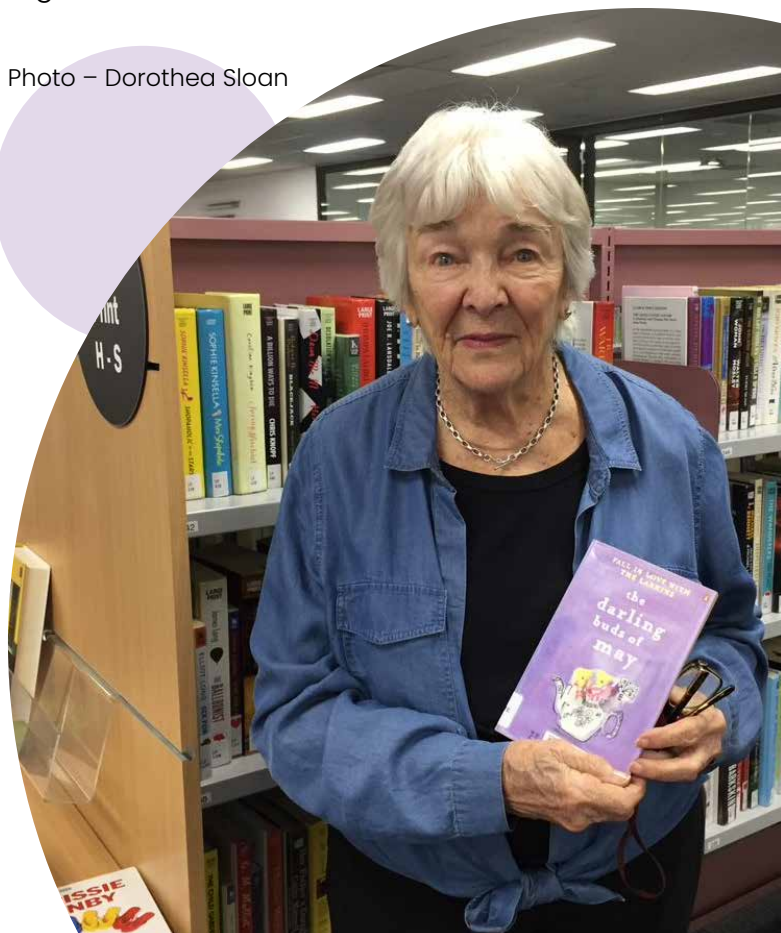
We love providing our senior members with programs and workshops that support their learning about our ever-changing digital world, whether it be with computers, portable devices, online technology and resources. We show participants what type of online resources CCL offers, including the CCL app, and 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.

Photo – Dorothea Sloan





## 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.



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

## Author Events

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

Rachael discussed 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.

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



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

## Collections

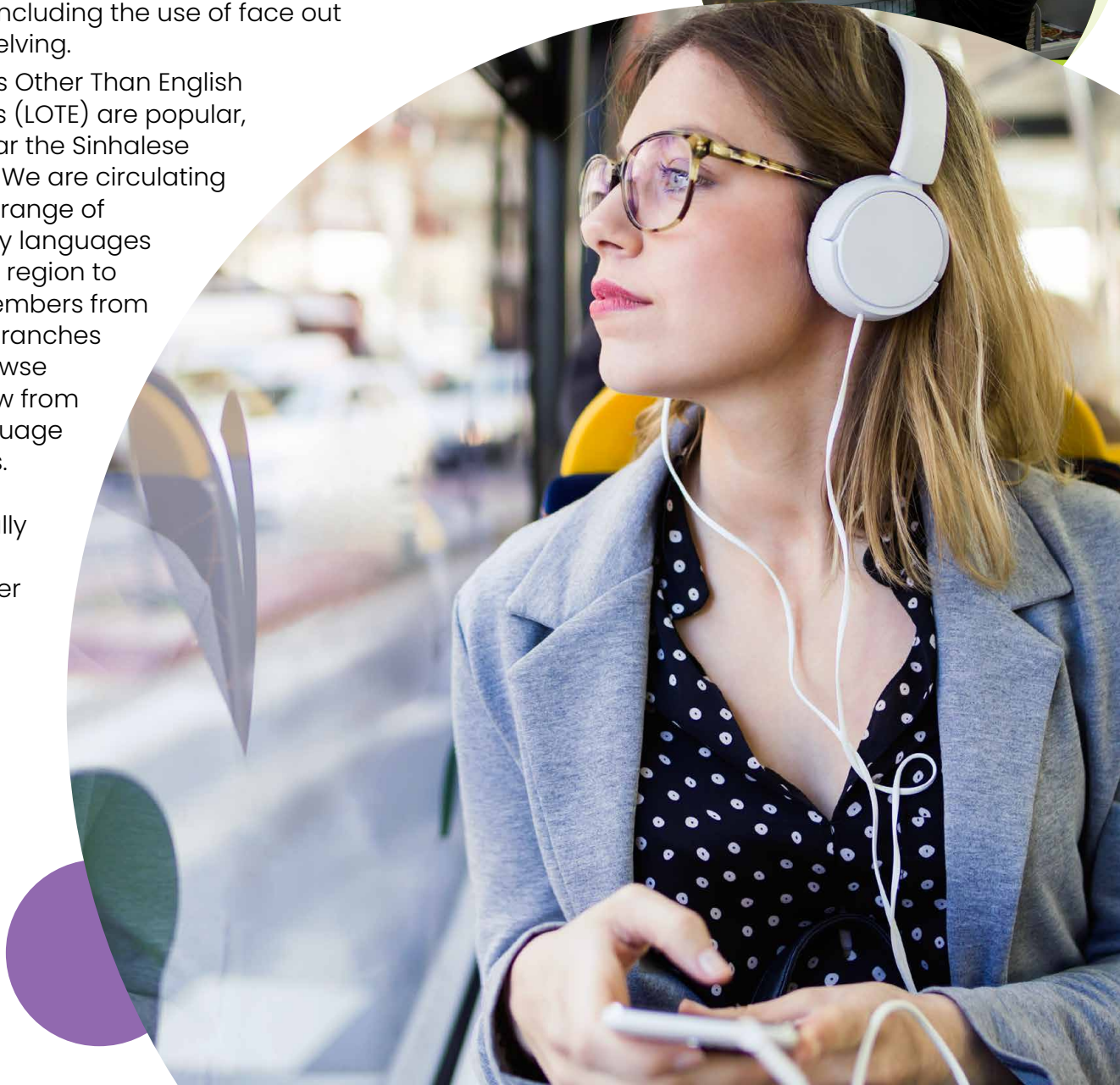
CCL offers an extensive range of physical and electronic items, fiction and non-fiction books, magazines, newspapers and audio supporting our community in literacy, reading, learning, information and leisure. We encourage our community to help us build relevant collections by making suggestions on what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

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!

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



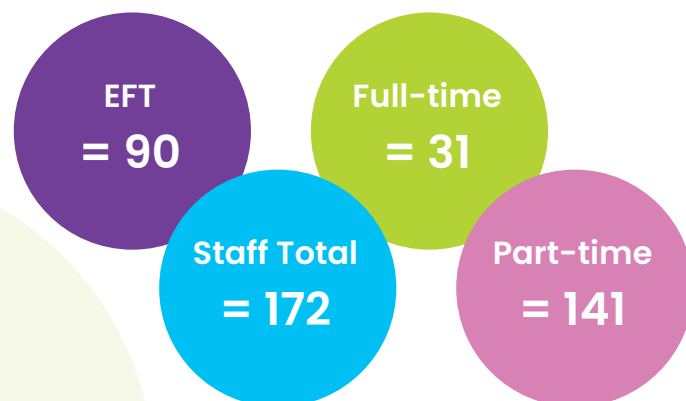
Photo – (L-R)  
Sue, Jess, Beth,  
Melissa – CCL staff.

## 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.

## Human Resources





## 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	<b>1,286,633</b>
Visits – digital (virtual)	952,741	975,000	<b>941,661</b>
Number of programs and events	3,005	2,500	<b>3,671</b>
Program and events attendance	84,440	85,000	<b>95,725</b>
Loans (total physical and digital)	2,523,854	2.55 mil	<b>2,646,835</b>
Utilisation of Technology (internet, Wi-Fi, specialist PCs)	338,722	450,000	<b>348,666</b>
Net Promoter Score (Community Survey, April 2018)	60	65	<b>68</b>

## 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	<b>7.4</b>
Turnover rate – digital items	4.3	9.5	14.0	<b>16.3</b>
Physical quality of library collection (age of collection – less than 5 years)	65%	68%	70%	<b>67.2%</b>
Cost of library service per capita	\$40.46	\$24.45	\$26.75	<b>\$27.68</b>
Active Library Members	16%	10%	11%	<b>10%</b>
Overall Customer Satisfaction (Statewide benchmarking survey)	8.48	N/A	8.7	<b>8.64</b>

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

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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](http://www.ccl.vic.gov.au)

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